

Guide to Patient and Guest Services

For our Patients, Families and Visitors



Jameson Hospital North Campus

Jameson Hospital is a regional community acute care facility providing a growing variety of inpatient and outpatient healthcare services and procedures. As an independent, not-for-profit organization, we are community-owned and governed with services directly matched to the needs of the residents of our local region. We provide a broad scope of clinical services offering the most innovative procedures in medical technology. Performing these procedures are our highly trained and knowledgeable staff of physicians, nurses and clinicians. The services and facilities of Jameson Health System are constantly evolving entities that foster new medical treatments and technology to ensure the most effective and up-to-date services are available for you. We offer ongoing staff training and educational support in order to properly fulfill our leadership role in the community, as we are our region's primary source for advanced healthcare and wellness programs. Jameson Hospital has earned esteemed accreditation from The Joint Commission indicating quality assurance that the highest level of healthcare is being delivered.

Our Mission

The Mission of Jameson Health System is to provide a continuum of quality health and human services to all individuals in need regardless of their ability to pay; to promote and support the charitable mission and activities of the service providers and organizations in the Health System through the provision of management support; and to embrace its responsibility to continue to advance as the leader in the provision of quality health and human services to the regional community it has the privilege of serving.

Jameson Hospital delivers: Acute Care Services, Surgical Services, Community Health Services, Human Services, Preventative Care Services, Behavioral Health Services, Rehabilitative Services, Critical Care Services, Maternal/Child Services, Emergency Services, Outpatient/ Ambulatory Services, Wellness Services and Hospital Services. **For a full listing of services, visit www.jamesonhealth.org/services.**

Jameson Hospital provides health and human services to all individuals regardless of their race, color, religion, creed, age, disability, sex, or economic condition and promotes health by providing quality inpatient and outpatient medical care and related services to the residents of Lawrence County, Pennsylvania and the surrounding area, regardless of ability to pay, and by providing educational opportunities in nursing and other health-related professions relating to the promotion of health.

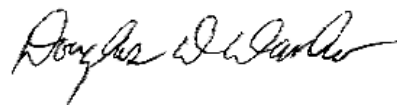
Hospital Telephone Directory

4109	Admitting
4106	Business Office
4220	Central Scheduling (one number to schedule imaging, physician office visits and more)
4270	Community Education
5855	Environmental Services Hotline
8847	Hospice
0	Hospital Operator
5234	Hostess Shop
5219	Information Desk
4059	Nutritional Services
4189	Patient Billing
4145	Public Relations
4057	Rehabilitation Services
4199	Risk Management Hotline
4085	Social Services
0	Administrator on Call
4100	Douglas D. Danko, President/CEO

Welcome to Jameson Hospital

Since our founding in 1929, Jameson Hospital has provided leading quality healthcare to the residents of our regional community. Our hospital is nationally recognized for top quality performance in many of our areas of specialized services. JHS physicians, employees and students, Junior Guild and hospital volunteers are dedicated to deliver attentive, patient-focused care infused with top clinical quality and patient safety. The personal focus that we deliver fosters long-term healing, and a successful recovery.

This resource guide will provide you with an overview of Jameson Health System, and our commitment to excellence. It will offer you the answers to frequently asked questions and serve as a quick reference guide to our services. Our physicians and staff are here to answer your questions that may arise during your time with us. It is our priority that your stay at Jameson Hospital is an excellent experience, and that we continually instill confidence in you and your loved ones that there is no better place for healthcare than with your community health system, at Jameson Hospital.



Douglas Danko, FACHE
President/CEO
Jameson Health System

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Your Accommodations

Your Room

Upon your admission, your room assignment is based on your admitting diagnosis and bed availability. Because there are limited numbers of private rooms available, you may be transferred to a different room based on your condition. Also, for your convenience, please be aware that insurance may not cover the full cost of private rooms.

Calling Your Nurse

Jameson Hospital has a centralized nurse call system. When the call button that is connected to the patient bed is pressed, the call is answered by a centralized operator, not the local nurse's station. The operator will locate your assigned Care Team members or the nearest member of the patient Care Team depending on the type of assistance that is needed. Please direct any questions or concerns regarding the nurse call system to your nursing staff. It is our priority to respond to patient needs as quickly as possible.

Proactive Patient Rounding

Our patient Care Teams perform proactive rounding on patients to ensure all of your needs are being met. Your safety and healing are our main concern. Our staff will ask you often: the level of your pain, if you need to use the restroom, your level of comfort and if there is anything else that we can do for you.

Your Bed

Hospital beds are electronically operated, and your nurse and Care Team members will guide you through operating your bed. Because the hospital adequately accommodates all individuals, your hospital bed is probably higher and narrower than your bed at home.

Televisions

Color televisions with local cable are available for each patient. The daily charge for television service is \$5.00. Service is activated by phone, where you are connected to an outsourced call center that administrates turning television service on and off in your room/bed. To pay by cash or check, you may also pay for the service at the Cashier Desk, located on the first floor. If you would like television service, please dial extension 5900 and an attendant will activate the service for you. If you have any questions or concerns, any member of your patient Care Team will assist you. For the comfort and consideration of other patients, please keep volume at a considerate level. Headphones are available.

Newspaper Service

To have the daily newspaper delivered to your room, you may call the Hostess Shop at extension 5234.

Mail Service

Mail is delivered to patients daily. To ensure prompt delivery, we encourage the use of your room number in addressing mail. Mail received after your discharge will be forwarded to your home. Outgoing mail with proper postage may be left at the nurses' station for pick up.

Telephones

Telephones are provided in each room for patient use. Patients may receive daily calls to their room from 7 a.m. until 11:30 p.m. Local calls may be made at any time from the room by dialing "9" and the number including area code. Long-distance calls (credit card, 3rd party, or collect) can be made by dialing "86" + "0" and then the area code and number. You may call the hospital operator by dialing "0" at any time for assistance.

Cellular Phones

The use of cellular phones is permitted in all areas except the Critical Care Unit and Emergency Department. Jameson Hospital encourages patients and visitors to be courteous and respectful to others and when possible, use cellular phones in common areas away from patient rooms.

Wireless Network + JHS Website Resource

For the convenience of our patients and guests, a WiFi wireless Internet guest network grants patients and visitors access to the Internet through the use of their own personal devices including laptop computers, iPads and tablets and smart phones while inside the hospital. From your device's settings, under wireless networks, locate "guest network." No password is required. You will be prompted to "accept" the terms of use. At that time you will be connected to the Internet, and placed on Jameson Health System's official website homepage. The JHS website is a robust resource with information on all of our services, facilities, physicians, news, special events and much more. You may visit the site at www.jamesonhealth.org.

Food and Nutrition

Food Service

Wholesome, nourishing and well-balanced meals are an important aspect of your treatment and recovery. Jameson Hospital makes every effort to provide nutritious meals that are prepared according to your prescribed treatment plan.

Patients are served at the following approximate meal times: breakfast at 7:30 a.m.; lunch at 11:30 a.m.; and dinner at 4:30 p.m. Occasionally your meal may be delayed if you are scheduled for a test or treatment. Unless you have an order not to receive a meal, you will be served after your test.

Menus are taken electronically using a computer tablet at the bedside. A Menu Hostess will visit each patient daily to obtain food orders for breakfast, lunch and dinner. A tri-fold pamphlet containing the daily menu selections and alternate items will be given to patients upon admission. It is intended that patients keep and use the menu for the entire stay. Patients will have time to review the pamphlet and refer to it when the Menu Hostess is taking their order.

Guest Trays

If a family member or friend would like to eat in your room with you, they may go to the cafeteria located on the first floor, purchase a meal there and take it back to your room. If the person does not want to go to the cafeteria, a guest meal tray can be ordered and delivered to your room. Visitors wishing to purchase guest meals should visit Nutritional Services on the first floor to make arrangements.

Vending

The cafeteria is located on the first floor of the hospital and is open daily. Visitors are welcome to eat in the cafeteria any time that it is open. Vending machines are also located in the cafeteria. The Cafeteria is open Monday-Friday from 6:15 a.m. to 6:00 p.m. offering a variety of snacks and beverages. Hot food is available during the following times:

Weekday Hot Meal Service

Breakfast 6:15 a.m. – 9:00 a.m.

Lunch 11:00 a.m. – 2:00 p.m.

Dinner 4:00 p.m. – 6:00 p.m.

The Cafeteria is open Saturday and Sunday from 6:15 a.m. to 1:30 p.m. Hot food is available on the weekends during the following times:

Weekend Hot Meal Service

Breakfast 6:15 – 8:30 a.m.

Lunch 11:00 a.m. – 1:30 p.m.

The Cafeteria is open on Holidays from 6:15 a.m. to 6:00 p.m. Hot food is available on Holidays during the following times:

Holiday Hot Meal Service

Breakfast 6:15 a.m. – 8:30 a.m.

Lunch 11:00 a.m. – 1:30 p.m.

Dinner 4:00 p.m. - 6:00 p.m.

Hostess Shop Restaurant, Snacks & Gifts

The Hostess Shop is located in the Main Lobby. A take out menu is available by dialing extension 5234. Gifts may be ordered and delivered to patient rooms. Hours of operation:

Monday-Friday	8:30 a.m. - 7:00 p.m.
Saturdays	9:00 a.m. - 5:00 p.m.
Sundays	12:30 p.m. - 5:00 p.m.
Holidays	Closed

Patient Meal Attendant

The Patient Meal Attendant is responsible for lunch and dinner Patient Meal Service. Your over-the-bed tray table will be cleared and sanitized prior to breakfast, lunch and dinner by a Nutritional Services team member who will introduce themselves, confirm identity of the patient, place the tray on the clean tray table and inform the patient that someone will be with them shortly to help them with their tray. Your Nursing Care Team will distribute trays to patients who are diabetic (requiring a blood sugar check and/or insulin prior to eating meals) and to patients who are staying in an isolation room with an infectious disease.

After Trays are Passed

The Patient Meal Attendant will revisit each patient to ensure quality of the meal, assist the patient to gain access to food and beverage and to take care of patient requests. The Attendant will also manage patient requests and offer a 6:00 p.m. snack/nourishment to every patient.

Pain Management

Every patient at Jameson Hospital has the right to appropriate assessment and management of pain. Pain can be a common experience for many patients, and unrelieved pain can have negative physical and psychological effects. At Jameson Hospital, the patient's right to pain management is respected and supported.

Are you in pain?

As a patient in this hospital you can expect:

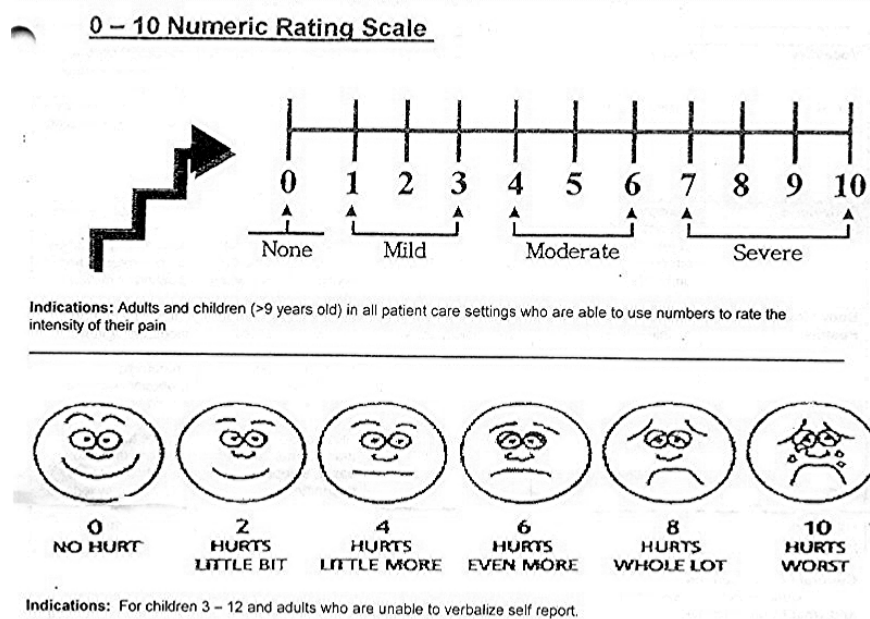
- Information about pain and pain relief measures
- A concerned staff committed to pain prevention and management
- Health professionals who respond quickly to reports of pain
- Health professionals who believe your reports of pain
- State-of-the-art pain management

Pain Management Communication & Rating Scale

As a patient at this hospital, we encourage you to:

- Ask your doctor or nurse what to expect regarding pain and pain management
- Discuss pain relief options with your doctor and nurse
- Work with your doctor and nurse to develop a pain management plan
- Ask for pain relief when the pain first begins
- Help your doctor and nurse assess your pain
- Tell your doctor or nurse if your pain is not relieved
- Tell your doctor or nurse about any worries you have about taking pain medication

Your JHS Care Team will commonly ask you to rate your level of pain, based on the definition scale listed below.



For Your Safety and Security

Quality Management and Patient Safety

The medical staff and the employees of Jameson Hospital seek to treat our patients with fairness and concern, recognizing their needs and satisfying them to the extent possible. The Quality Management Services department was established for you, the patient. If you have any questions or concerns that have not been answered to your satisfaction or if you have a special need call 724-656-4199.

During the admission process, we will be asking you many times to state your name and your birth date and looking at your identification band for the same. This is one way we make sure that you are safe and receiving the correct medications and tests.

Partnering with Our Patients

We encourage our patients to be active participants in their healthcare through the use of the “Speak Up” program.

Remind us if we do not:

- Introduce ourselves and make sure ID badges are visible
- Wash hands before any procedure or contact
- Check your identification bracelet before starting medications, infusion (IV) or a procedure
- Involve you in decisions about your treatment, care and discharge

- Explain care, tests and medications you will receive

Additionally if you have concerns about a change in condition and/or delay in treatment, contact the hospital operator "0" and request the Nursing Supervisor and/or representative from Quality Management Services to be paged. This call will facilitate immediate assessment and communication with your Care Team including your doctor.

Please stop and question anything that does not seem right to you. If you have questions or suggestions regarding your care or patient safety, please call the Quality/Risk Hotline: 724-656-4199.

Wheelchairs

Wheelchairs are available on all hospital units. Please ask for help from a member of the hospital staff if a wheelchair is needed.

Smoking Policy

Jameson Hospital is a nonsmoking/tobacco-free facility and campus. This policy applies to everyone - patients, visitors, employees/students, volunteers and medical staff members. Smoking is prohibited anywhere inside or outside any JHS-owned facility.

Facts About Smoking & Smoking Cessation Resources

You are at risk:

- Smoking is an addiction. Tobacco smoke contains nicotine, a drug that is addictive and can make it very hard, but not impossible, to quit.
- More than 400,000 deaths in the United States each year are from smoking-related illnesses. Smoking greatly increases your risks for lung cancer and many other cancers.
- Two of the major health effects of cigarette smoking are emphysema and cancer. Once emphysema develops, it cannot be fixed. Every breath becomes a struggle.

Others are at risk:

- Smoking harms not just the smoker, but also family members, co-workers and others who breathe the cigarette smoke.
- Secondhand smoke increases a child's chances for middle ear problems, causes coughing and wheezing, and worsens asthma conditions.

Taking Action:

- Cold turkey- I will stop at once.
- Taper Off- I will reduce the number of cigarettes I smoke until I am no longer smoking.
- Nicotine Replacement-I will use a nicotine replacement product and set a goal of being free of cigarettes and nicotine substitutes within a few weeks.
- Nicotine Fading-I will reduce my nicotine dose slowly- over 1-2 weeks- by switching brands to reduce my addiction to nicotine before quitting entirely.
- Medication- I will ask my Doctor about medication that can help lessen the urge to smoke.
- I will join a group Support program- or ask a health care professional for help.

Additional Resources: Good reasons for Quitting, Department of Health: Call: Call 1-800-quitnow for free help to quit tobacco or visit www.determinedtoquit.com cancer Society toll free line: 1-800-227-2345 or visit www.cancer.org

Oxygen

Special regulations are in effect in areas where patients are receiving oxygen. Electrically-operated equipment and aerosol products that have not been evaluated by the Engineering Department are not permitted in these areas.

Identification Bracelets

Patient identification bracelets should be worn at all times. Bracelets contain vital patient information important to treatment and safety. Your Care Team members will scan the barcode on your bracelet when administering medications and treatment to verify your identity and orders as a patient safety enhancement technology. Your Care Team will also ask you two unique identifiers, including your name, birthday or address, to verify your tests and treatments are ordered for you.

Fire or Emergency Drills

Hospital employees and staff hold regular drills to ensure patient safety in the event of an emergency. If a drill occurs while you are here, please remain in your room and do not become alarmed. Please follow the directions given to you by your Care Team in the event of any drill.

Valuable or Lost Items

Personal items and valuables such as jewelry and credit cards should not be kept in your room. If unable to send valuables home, a secured area is available in the hospital. Jameson Hospital is not responsible for personal items stolen or lost.

Electrical Appliances

All electrical appliances, such as hair dryers, and curling irons, brought into the hospital must be checked by the Engineering Department prior to use, for everyone's safety.

Student & Resident Education

Jameson Hospital maintains educational affiliations with community and regional schools to provide clinical experiences to students. If you do not wish to allow students to be present or participate in your care, please advise your nurse or another Care Team member.

Medications

We encourage you to send your own medications home as your medications will be administered from the inpatient hospital pharmacy. If this is not possible, your nurse will arrange to secure your medications and store them in the hospital pharmacy. Under limited and unusual circumstances, the patient's own medications may be used, however a physician's order is required. Do not take any medications without the knowledge and approval of your Care Team members. Doing so may complicate your care and interfere with your healing process.

Confidentiality/HIPAA

The Health Insurance Portability and Accountability Act (HIPAA) mandates privacy standards for your healthcare information. We are required by law to preserve and protect the privacy of your health information. Details of our privacy practices are found in the notice of privacy practices. Patient medical information will not be shared with others unless the patient so authorizes, or the information is needed for continued care purposes or such release is required by statutory, regulatory or other legal authority. Any questions can be referred to the Privacy Officer at extension 4089.

While receiving care in the hospital, you may ask for your name to not be included in the hospital directory, which means that people asking for you will be told, "I have no information about this patient." This is classified as "restricted" status. If you want to receive deliveries of cards and flowers, then you want your name included in the hospital directory. If you include your name in the hospital directory, your name will appear on a list for clergy members of your faith, as well.

Preventing Patient Falls

Throughout your hospital stay, your nurse will determine if you are at risk for falling. Your risk for falling may be temporary or transient. The following are cases that you may be at risk for falling: if you have a history of falling, fainting, seizures, high blood pressure or arthritis; have incontinence, or are taking medications which cause incontinence, such as laxatives; use a walker, crutches or have difficulty

walking or keeping your balance; have just had an operation (as the medications you received may make you unsteady on your feet); have feelings of confusion or disorientation about where you are; are taking medication to help you sleep or relax; have difficulty with vision or hearing; or have an altered sleep pattern. If you have a risk of falling, our goal is to keep you safe. Nursing will perform additional assessments and utilize yellow colored wristbands to identify those whom precautions are recommended. Our hospital has adopted a “Safety Trumps Privacy” initiative where while we respect your privacy while toileting, for example, if you are at risk of falling a Care Team member may need to stay with you to ensure your safety.

MRSA and Other MDRO (Multi-Drug Resistant Organism) Education

We all live with bacteria and germs on a daily basis and most of them do us no harm. Sometimes, though, bacteria and germs can cause serious infection. There are bacteria or germs both inside and outside of the hospital that are of special concern because they have become resistant to the antibiotics that were used in the past to treat the infections that they caused. When a bacteria that is resistant to antibiotics infects a person with a weakened immune system, it can cause an infection that is very difficult to treat. Antibiotic resistance is a growing worldwide problem. Antibiotic resistant germs are now commonplace in our communities. People can carry antibiotic resistant germs in or on their bodies without symptoms, and they can unknowingly be passed from patient to patient if important steps are not taken.

The most commonly known of these antibiotic resistant bacteria is staphylococcus aureus that has become resistant to an antibiotic called methicillin. This germ is then called MRSA, or Methicillin-resistant Staphylococcus aureus. There are others, such as VRE, or Vancomycin-resistant enterococcus, named according to the bacteria and the antibiotic which it has become resistant to. To best protect you here and after you leave, our health Care Team needs to know if you have bacteria resistant to antibiotics. This is important for you, your physician and our health professionals to know. The most common test you will have here is the nasal swab to determine whether you carry the staphylococcus aureus bacteria that is resistant to Methicillin. This is the most common drug resistant bacteria in our community, in Pennsylvania, and in the United States. Other cultures may be done based on any symptoms of infection that you may have.

The presence of bacteria and even the presence of a bacteria that has developed drug resistance does not generally require treatment. In the event, however, that you develop an infection, this is important information for your doctor to have in ordering antibiotics for your treatment. Should you have any questions about the results of your nasal swab or other cultures, ask your doctor or your nurse. Written information is available for you on any of these Multi-Drug Resistant Organisms. If you need further information, we can arrange for the Infection Preventionist to speak with you.

If you have been identified as having a Multi-Drug Resistant Organism, the health care staff will take precautions to prevent carrying this bacteria on our hands, or our clothes, to other patients who may have a weakened immune system. While this bacteria may not cause illness for you, it could cause an infection in someone who is susceptible to infection with this organism. Staff precautions include wearing gowns and gloves, and hand washing or using alcohol hand sanitizer.

Family and Friends

Visiting Hours

Family members and friends are welcome to visit you during your stay. Loved ones around them help our patients to heal and recovery faster. However, patient care is our primary concern at Jameson Hospital and, in order to enhance the quality of care, specific visiting hours are established for each unit. Patient need adequate rest and the Care Team need time with the patient to ensure their health is progressing according to plan. Visiting hours and regulations are available at the Information Services Desk in the first floor lobby. Please follow these guidelines. Children under 14 must be accompanied by

an adult. If you need additional information regarding visiting hours, please speak with a member of your Care Team.

Visiting Regulations

- Visiting is limited to the immediate family on the day of inpatient surgery
- No more than 2 visitors may visit a patient at any one time
- Visitors should check with the nurse before bringing food to the patient
- Requests for special visiting privileges in an emergency should be directed to the nurse in charge

Visiting Hours by Unit

Medical and Surgical Units

11:00 a.m. – 8:00 p.m. *(may be restricted due to patient's wishes and/or condition)*

Pediatrics

11:00 a.m. – 8:00 p.m. *(overnight visitation should be limited to 1 adult, no children may stay overnight)*

Maternity Care Center

10:00 a.m. – 10:00 p.m.

Transitional Care Unit

11:00 a.m. – 8:00 p.m., preferred

Acute Rehabilitation Unit

11:00 a.m. – 8:00 p.m., preferred

Critical Care Unit / Intensive Care Unit

6:00 - 7:00 a.m.

10:00 a.m. – 1:00 p.m.

5:00 – 8:00 p.m.

(immediate family only)

Inpatient Behavioral Health Unit

Monday-Friday: 6:00-8:00 p.m.

Weekend Hours:1:00-3:00 p.m.

Free Parking

Parking for patients and visitors is available twenty-four hours a day, seven days a week. All parking at Jameson Hospital is free. Patients or visitors are cautioned not to park in reserved designated areas. Please be sure to lock your car. Handicapped spaces are available at the both Main Entrance and the Emergency Department entrances.

Waiting Areas

Waiting areas can be found on each patient floor and on the main floor in the lobby. Specific lounge areas are designated for families of patients in the critical care units, the Emergency Department, Maternity and Surgery.

Gift Shop (Hostess Shop)

The Hostess Shop is operated by the Jameson Junior Guild and located off the Main Lobby. It is open Monday through Saturday, 8:30 a.m. – 8:30 p.m. and Sunday hours are 9:00 a.m. – 5:00 p.m. The Hostess Shop is closed on Holidays.

Chapel

The hospital chapel is located on the second floor and is open 24-hours a day, 7 days a week for the use of family members, visitors and the clergy.

Hospital Bills and Insurance

Patients with Health Insurance/Medicare & Medicaid

Our Insurance Billing department will file claims with your insurance provider. A current and up-to-date insurance card is essential to the accurate processing and benefits application of your claim.

We will need a copy of your health plan card to verify eligibility and process your claim. Medicare will only pay for services that it considers medically necessary. The patient is responsible for all deductibles and co-payments. Your plan may have special requirements, such as a second surgical opinion or pre-certification, for certain tests or procedures. Deductibles and co-payments may also apply. It is your responsibility to make sure the requirements of your plan have been met.

Accounts not covered by insurance are the patient's responsibility.

Outpatient Observation Stays in the Hospital

Your present illness, condition, or necessary service may not require inpatient hospitalization. However, your physician has requested that you be assigned to a room and bed for monitoring until there can be a more definite determination regarding your healthcare needs.

At intervals during your stay, your physician will make an evaluation as to whether you will require admission to the hospital as an inpatient. If you are not admitted and you have insurance, the hospital will file the claim for you under Outpatient Services and you will be responsible for your deductible and any non-covered charges.

Financial Counseling

A representative may visit you during your stay to discuss your financial responsibility. As a not-for-profit organization, Jameson Hospital provides financial assistance programs based on income, expenses, and circumstances.

If you have billing questions during your stay, you may contact the Business Office at 724-656-4189.

Your Hospital Bill

You will receive a monthly statement if there is a portion of the bill that is your responsibility. After leaving the facility you may call 724-656-4189 with additional questions or concerns.

Depending on the type of care you receive, you may receive bills from your physician, consulting physicians who gave advice concerning your care, or physicians who helped interpret your test results. Questions regarding these bills should be forwarded to each physician's billing office.

Going Home

Preparing you to go home begins as soon as you are admitted to the hospital. Nurses, social workers, case managers and other members of the health Care Team all work to make sure you have the resources you will need to care for yourself or your family member at home. When your doctor decides you are ready to leave the hospital, a discharge order will be written. If multiple physicians were involved in your care, they will also need to give clearance for discharge. This may prolong the discharge process. Some important things to remember about discharges:

Planned Discharges

If at all possible, the nurse on your floor, as well as social worker and/or case manager will meet with you, if appropriate, before you are ready to leave the hospital to plan the details of your discharge. This planning allows the nurses as well as other members of the healthcare team, to complete the paperwork, help you to gather your belongings, set a time for you to leave, and help you arrange for transportation home. Using this process, when the time for discharge arrives, you should experience fewer delays in leaving the hospital.

Wellness Post-Discharge

A variety of wellness programs are provided by the hospital for ongoing education and support in living a healthy lifestyle. Programs are designed to be targeted to patient conditions, such as heart disease or diabetes, and general living well programs are also offered, and may be covered by your health plan. Call our Community Education Department at 724.656.4094 to learn about the JHS Wellness Programs.

Gathering Personal Belongings

Please collect all of your belongings and double-check closets and drawers. If you have anything stored in the hospital, ask your nurse to obtain these items for you. Jameson Hospital is not responsible for personal items stolen or lost.

Discharge Instructions

Your doctor and nurse will give you instructions about post-hospital care. Understanding your discharge instructions and follow-up care is vital to your recovery, to prevent readmissions to the hospital. If you have any questions about your diet, activities, follow-up tests/visits or other matters, please be sure to ask your Care Team members.

Medications & Services

If your doctor gives you a prescription, be sure to fill it at your local pharmacy or the Jameson Pharmacy located on the first floor of the hospital. Ask your nurse to assist you with having your prescription filled at the Jameson Outpatient Pharmacy before you leave the hospital. It can be delivered to your room.

Outpatient Pharmacy Hours

Monday - Friday: 9:00 a.m. – 5:00 p.m.

Saturday and Sunday Closed

Professional Pharmacy Solutions – Mayzon Health Center, Wilmington Road

Monday - Friday: 9:00 a.m. – 5:00 p.m.

Saturday - 10:00 a.m. – 2:00 p.m.

Closed Sunday

Escort Service

When you are ready to leave, a member of the hospital Care Team will escort you to the front entrance and help you into your car.

Hospice Care

Hospice provides a special kind of care for terminally ill patients, their families and caregivers. Hospice offers patients with a life limiting illness and their families, peace of mind as well as an alternative to costly, repeated hospitalizations. Hospice concentrates on making patients as comfortable as possible so they can make the most of the time that remains to them. A family member, friend, healthcare professional or patient may refer to Hospice services. Call Jameson Hospice at 724-652-8847.

Your Rights

Patient Rights and Responsibilities

The board of directors, medical staff and the employees of Jameson Hospital jointly affirm and recognize the following rights and responsibilities of patients:

- You have the right to respectful care given by competent personnel that reflects consideration of your personal value and belief systems and that optimizes your comfort and dignity.
- You have the right to know what hospital rules and regulations apply to your conduct as a patient.
- You have the right to expect emergency procedures to be implemented without unnecessary delay.
- You have the right to good quality care and high professional standards that are continually maintained and reviewed.
- You have the right to expect good management techniques to be implemented within the hospital considering effective use of your time and to avoid your personal discomfort.
- You have the right to medical and nursing services, without discrimination based upon race, color, religion, gender, sexual preference, handicap, national origin, or source of payment.
- You have the right, in collaboration with your physician, to make decisions involving your health care. This right applies to the family and/or guardian of neonates, children, and adolescents.
- While this hospital recognizes your right to participate in your care and treatment to the fullest extent possible, there are circumstances under which you may be unable to do so. In these situations (e.g., if you have been adjudicated incompetent in accordance with law, are found by your physician to be medically incapable of understanding the proposed treatment, or are an unemancipated minor) your rights are to be exercised, to the extent permitted by law, by your designated representative or other legally designated person.
- You have the right to make decisions regarding the withholding of resuscitative services of the forgoing of withdrawal of life-sustaining treatment within the limits of the law and policies of this institution.
- You have the right, upon request, to be given the name of your attending physician, the names of all other physicians or practitioners directly participating in your care, and the names and professional status of other health care personnel, including medical students, residents or other trainees, having direct contact with you.
- You have the right to every consideration of privacy concerning your medical care program. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly, giving reasonable visual and auditory privacy when possible. This includes the right, if requested, to have someone present while physical examination, treatment, or procedure is being performed, as long as they do not interfere with diagnostic procedures or treatments, and to request a room transfer if another patient or a visitor in the room is unreasonably disturbing you and other room is equally suitable for your care needs is available.
- You have the right to have all information, including records, pertaining to your medical care treated as confidential except as otherwise provided by law or third-party contractual arrangements.
- You have the right to have your medical records read only by individuals directly involved in your care, by individuals monitoring the quality of your care, or by individuals authorized by law or regulation. The hospital shall provide you, or your designated/legal representative, upon request, access to all information contained in your medical records, unless access is specifically restricted by the attending physician for medical reasons.
- You have the right to be communicated with in a manner that is clear, concise and understandable. If you do not speak English, you should have access, where possible, to an interpreter.
- You have the right to full information in layman's terms, concerning diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable that such information be given to you, the information shall be given on your behalf to your designated/legal representative.
- Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment, or both.

- You have the right not to be involved in any experimental, research, donor program, or educational activities unless you have, or your designated/legal representative has, given informed consent prior to the actual participation in such a program. You, or your designated/legal representative may, at any time, refuse to continue in any program to which informed consent has previously been given.
- You have the right to accept medical care or to refuse any drugs, treatment, or procedure offered by the hospital, to the extent permitted by law, and a physician shall inform you of the medical consequences of such refusal.
- You have the right to participate in the consideration of ethical issues surrounding your care, within the framework established by this organization to consider such issues.
- You have the right to formulate an “advanced directive,” or to appoint a surrogate to make health care decisions on your behalf. These decisions will be honored by this hospital and its health care professionals within the limits of the law and this organization’s mission, values and philosophy.
- If applicable, you are responsible for providing a copy of your “advanced directive” to the hospital.
- You are not required to have or complete an “advanced directive” in order to receive care and treatment in this facility.
- You have the right to assistance in obtaining a consultation with another physician at your request and expense.
- When this hospital cannot meet the request or need for care because of a conflict with our mission or philosophy or incapacity to meet your needs or request, you may be transferred to another facility when medically permissible. Such a transfer should be made only after you or your designated/legal representative has received complete information and explanation concerning the need for, and alternatives to, such a transfer. The transfer must be acceptable to the other institution.
- You have the right to examine and receive a detailed explanation of your bill.
- You have the right to full information and counseling on the availability of known financial resources for your health care.
- You have the right to expect that the health care facility will provide a mechanism whereby you are informed upon discharge of continuing health care requirements following discharge and the means for meeting them.
- You cannot be denied the right of access to an individual or agency that is authorized to act on your behalf to assert or protect the rights set out in this section.
- Information regarding your rights as a patient should be provided to you during the admissions process or at the earliest possible appropriate moment during the course of your hospitalization.
- You have the right, without recrimination, to voice complaints regarding your care, to have those complaints reviewed, and, when possible, resolved.
- You have the right to appropriate assessment and management of pain.
- You have the right to be free from any form of restraints – both physical and drug – that is not medically necessary or is used as a means of coercion, discipline, convenience or retaliation by staff.
- You have the right to be free from seclusion and restraint in any form imposed as a means of coercion, discipline, convenience or retaliation by staff.

It is the intent of this hospital to provide quality care and address any concerns that you may have. Should you feel that your concerns are not adequately addressed or would prefer not to discuss these issues with hospital personnel, you have the right to refer complaints directly to the Pennsylvania Department of Health at:

Pennsylvania Department of Health
 Acute and Ambulatory Care Services
 625 Forster Street,
 Health & Welfare Building
 Harrisburg, PA 17120
 1-800-254-5164

Non-Discrimination Policy

The services provided by Jameson Hospital will be made available to all patients based on medical judgment and on the capability and capacity of the hospital. Under no circumstance will services be refused to a patient because of race, color, religion, gender, sexual preference, handicap, national origin, or source of payment.

Advance Directives: Medical Power of Attorney and Living Will

Decisions to forego life-sustaining treatment should be made between you, as a patient, and your attending physician, after a thorough discussion of therapeutic options. The hospital encourages patients to discuss foregoing life-sustaining treatment with their doctor, family members, and (where appropriate) close friends or a lawyer. A patient may decide to appoint a person to make medical decisions on his or her behalf in situations when the patient is unable to make them for himself/herself.

A copy of the patient's advance directive will be filed in the patient's medical record if provided by the patient and/or family.

The hospital does not require patients to make advance directives. The hospital will provide, upon request, to a patient who is considering making an advance directive, a sample form of advance directive and sources of information about advance directives.

Making Decisions about your Care and Treatment

In Pennsylvania, competent adults have the right to decide whether to accept, reject or discontinue medical care and treatment. Your doctor should provide you with information to assist you in making an informed decision about a proposed procedure or course of treatment.

Care Team Conferences

A Care Team Conference can be requested by the patient or family member, this may be a conference call or in-person meeting that may include the attending and consulting physicians, nursing leadership and quality management leadership. Let a member of your Care Team know if you would like to request a Care Team Conference.

Patient Concerns and Complaints

An excellent patient experience is the goal to deliver throughout Jameson Health System. JHS encourages our patients and families to "Speak Up" regarding concerns, complaints and grievances.

A *patient complaint* is defined as a concern regarding a patient issue such as housekeeping, changes in bedding, food service and/or clarification of miscommunication. These concerns should be referred to the staff present so that the issue is addressed and resolution can occur promptly.

A *patient grievance* is a formal or informal written or verbal complaint that is made to the health system when an issue cannot be resolved promptly by staff. **All grievances will be directed to the Patient Experience/Public Relations Department at 724-656-4145**, Monday through Friday. If the concern occurs over the weekend, you may request to speak with the Nursing Supervisor on duty. The Patient Experience Team may be contacted by the Nursing Supervisor.

Expressions of problems or concerns may take the form of telephone calls, letters, indirect social or business contacts through hospital representatives, personal visits and interactions, or written comments provided on patient satisfaction surveys.

If resolution does not occur to your satisfaction by Hospital representatives, complaints and grievances can be forwarded to:

Pennsylvania Department of Health
Acute and Ambulatory Care Services
625 Forster Street
Health & Welfare Building
Harrisburg, PA 17120
1-800-254-5164

The Joint Commission

As Jameson Hospital is a Joint Commission Accredited organization, complaints/concerns related to safety and quality of care issues such as patient rights, care of patients, safety, staffing, infection control and medication use and security can be reported to the Joint Commission online, by e-mail, fax or regular mail. Individuals reporting a complaint/concern may provide their name and contact information, or remain ANONYMOUS. The Joint Commission policy forbids accredited or certified organizations from taking retaliatory actions against employees for having reported quality of care concerns to the Joint Commission.

You can reach The Joint Commission online at www.jointcommission.org/GeneralPublic/Complaint, by e-mail at complaint@jointcommission.org or by mail at:

Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181

Gratuities

Jameson Hospital provides healthcare services without any expectation of gifts or gratuities in return. Under no circumstance may an employee of Jameson Hospital accept cash or cash equivalents, such as gift certificates.

Your Hospital Care Team

All members of your hospital Care Team are trained and expected to deliver patient-focused, attentive care. Your Care Team should always introduce themselves by name and department and explain the purpose of their visit to your room. You will notice our Care Team Members also will always ask you if there is anything else that they can do for you. An exceptional patient experience is our priority.

Care Team Recognition Program

You will receive a C.A.R.E. Hero Recognition Form, and you may request additional forms, to recognize a member of your Care Team that went above and beyond in delivering an exceptional experience. A C.A.R.E. Hero is a JHS employee or student who lives out our organizational values of Compassion, Attitude, Respect and Excellence in an exemplary way. C.A.R.E. Heroes can be nominated by patients and their families, physicians, co-workers, students and anyone visiting or touched by our health system facilities. All nominees are recognized each month at a gathering with our President/CEO, and a C.A.R.E. Hero of Distinction is recognized as the employee of the month.

Medical Staff / Physicians

The physician who admits you is responsible for directing your care while you are in the hospital. As the coordinator of your treatment program, your physician should be consulted if you have any questions about your illness. Physician specialists may be consulted as part of your Care Team. The attending physician leads the direction of your care.

Critical Care Unit Intensivists

The direction of care for patients in the Critical Care Unit (Intensive Care Unit) will be primarily managed by a Critical Care Intensivist. Intensivists are physicians with specialty training in critical care medicine who have completed additional fellowship training in critical care. The Intensivist will work closely with your primary care physician, specialists and Care Team and communicate with the patient's family.

Nursing Care Team

A team of professional registered nurses, licensed practical nurses and nurse assistants provide 24-hour nursing care. A nurse manager (Patient Care Manager) is responsible for directing and coordinating nursing care on each unit. Please communicate with your nurse or Patient Care Manager if you have questions or concerns.

Social Workers

Social workers are assigned to each patient care area and are trained to help patients and family members deal with financial, social and emotional problems that relate to illness or hospitalization. Members of the department work with patients and families to help deal with long-term illnesses and rehabilitation and are involved in discharge planning.

Case Managers

Case Managers are Registered Nurses (RNs) assigned to each patient care area. Case Managers assist with discharge planning and communication and are available to assist with clinical care coordination.

Rehabilitation Services

Many patients will receive some form of rehabilitative services while they are patients. These can include: speech therapy, physical therapy, occupational therapy and others. Some services are provided to the patient in the patient room, in specialized rehabilitation services rooms on the units and in specialized rehabilitation rooms on the 5th floor.

Registered Dietitians

Registered Dietitians and Registered Dietetic Technicians are available to all patients seven days a week. Dietitians may be consulted by a patient's physician to help with special nutritional and dietary needs. The dietitian is also available to provide patient level instruction on a modified diet, particularly if the diet is new or the patient has questions.

Environmental Services

A member of the housekeeping staff cleans your room daily. If there is a housekeeping problem in your room, tell your nurse or call 724-656-5855, and it will be taken care of as soon as possible.

Volunteers

Volunteers contribute many hours of service and financial assistance to the hospital. They supplement the services of the hospital staff in many ways, and are focused on delivering exceptional experiences.

Spiritual Support Services

The hospital chaplain will be happy to visit patients upon request and is "on call" at any hour. Prior to/at the time a patient is admitted, the patient is asked to indicate a religious preference. Patients are also asked to indicate whether they desire a visit from a clergyman. If a patient wishes to visit with a clergyman or the hospital chaplain, please indicate these desires to the nursing Care Team.

Other Care Team Members

During your stay, many other healthcare professionals may visit you. Jameson Hospital staff includes many behind-the-scenes workers such as patient financial services, maintenance workers, secretaries, food service workers and others who make your stay at our hospital possible. If you would like to speak to a representative from any of these areas, ask your Care Team for assistance in contacting them.

Giving Back to Jameson Hospital

The Jameson Health Care Foundation is dedicated to enhance financial support for Jameson Health System and its programs to foster a culture of leading-edge healthcare building a healthier future for the patients and families in our region. Jameson Health System is on a continual climb expanding with progressive program and service offerings including sub-specialized advancing medical and surgical care, close to home. Our loyal donors have made our success possible in recruiting the best physician specialists, full-time to care for our patients. State-of-the-art facilities like our New Emergency & Surgical Departments Building come to life because friends of the Jameson Health Care Foundation choose to live with a giving heart.

Donations can be made to honor a special caregiver or in memoriam of a loved one passed. Funds available for donation include: the Community Care Fund (supporting care for under- and un-insured neighbors), Building Together Capital Campaign (New Emergency & Surgical Departments Building), Jameson Hospice, Children's Advocacy Center and more. Donations can be made by contacting the Jameson Health Care Foundation Development Office at 724.656.6116 and online at www.jamesonhealth.org/Giving.