Welcome to Meadville Medical Center

Patient/Visitor Information Booklet
Dear Patient:

While you are receiving care at Meadville Medical Center (MMC), it is our goal to keep you, and those closest to you, informed and involved in your care as much as possible. We are pleased to provide you with access to important information such as patient rights, infection prevention, advance directives and other useful resources that may benefit you during your hospital stay.

A variety of Patient/Visitor Information is available online at xxxxxx or simply by asking a member of your clinical care team to provide you with additional information if you would like to learn more about a certain aspect of your care.

We encourage you to ask questions or request more information when you are unsure about your plan of care or simply want a better understanding of what to expect upon discharge from the hospital. We understand that Healthcare can be very overwhelming at times and are here to help you and your loved ones every step of the way.

Please ask your clinical team any questions you may have. Each of our patient care areas has a dedicated Manager who may also be of assistance to you. Alternatively, you may prefer to speak with our Patient Representative by dialing 814-333-5580.

As a part of our efforts to provide you with outstanding care, we encourage you to provide us feedback regarding your patient care experience should you receive a survey regarding your hospital stay after discharge.

Sincerely,

Philip E. Pandolph, CEO
The Welcome Kit

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A significant event occurred in the history of the Meadville community on January 1, 1986, as the two Meadville hospitals consolidated to form Meadville Medical Center. Proud traditions of over 100 years of caring and progressive health care were joined together to help assure our community of a strong health care system for the future.

Meadville Medical Center is a comprehensive health care facility with the latest technologies, a specialized and highly-trained staff, and an excellent diversified Medical/Dental Staff with almost every medical and surgical specialty represented. We are committed to excellence and to providing the best health care possible at the most economical cost. We are a regional health center with the capability of treating almost every conceivable sickness and injury – conveniently, close to home.

**MISSION STATEMENT**

Your independent community health system dedicated to providing high quality, innovative and affordable healthcare for the wellbeing of our community.

**VISION STATEMENT**

Our vision is to continually exceed the expectations of those we serve by working together as a team, dedicated to a process of never-ending improvement.

**MMC STANDARDS**

* We deliver safe, high quality, cost effective care.
* We invest in our people and our community.
* We create the ultimate patient experience, every patient.....every time.
Main Switchboard: 814.333.5000

Guest Services and Patient Representative: 814.333.5580

Meadville Medical Center has two facilities which are located at:

751 Liberty Street
Meadville, PA 16335

and

1034 Grove Street
Meadville, PA 16335

From Erie: (42 miles) Interstate I-79 South to Meadville Exit (Exit 147-A). Follow directions below - From I-79

From Pittsburgh: (90 miles) Interstate I-79 North to Meadville Exit (Exit 147-A). Follow directions below - From I-79.

From Cleveland: (140 miles) Interstate I-90 East to I-79 South (near Erie); I-79 to Meadville Exit (Exit 147-A). Follow directions below - From I-79.

From I-79: (4 miles) Take Exit 147-A to Rt. 322. Go through three traffic lights and over the bridge. Once you cross over the bridge, keep right to get off the highway onto Park Avenue.

If going to the Liberty Street facility: Follow the "H" (to hospital) street signs.

If going to the Grove Street facility: Take Park Avenue to Pine Street (just before Wendy’s). Turn right on Pine Street and proceed through two intersections. The Grove Street facility will be on the right before the next main intersection.
Patient Rights and Responsibilities

Please be sure to refer to the brochure titled “Patient Rights and Responsibilities” included with your admission packet.

Your Satisfaction is Our Goal.

If you have a concern about your care or your service, please inform the staff immediately so we can resolve the issue. With your help, we are confident your concerns will be resolved to your satisfaction. You may ask to speak with the manager of the department or the Nursing Supervisor. If the problem is not resolved to your satisfaction, please contact the Patient Representative at extension 5580 (814-333-5580). If the MMC staff cannot resolve the concerns, you may refer your concern to the following agencies:

Acute and Ambulatory Care Services  
Pennsylvania Department of Health  
Room 532 Health and Welfare Building  
625 Forster Street  
Harrisburg, PA 17120  
1-800-254-5164

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ATTN: Hospital Complaint  
DNV GL Healthcare  
400 TechneCenter Dr. Suite 100  
Milford, OH 45150  
1-866-496-9647, (Fax) 513-947-1250  
hospitalcomplaint@dnvgl.com

If the concern addresses quality of care issues or premature discharge, refer your concern to the following state agency:

Quality Insights of Pennsylvania  
2601 Market Place Street, Suite 300  
Harrisburg, PA 17110  
1-800-322-1914
Advance Directives

What is an Advanced Directive?
Advanced directives are documents you create while you are feeling well and thinking clearly that explain to your family and your healthcare providers the extent of medical treatment you wish to receive or not to receive should you become unconscious or too ill to make the decision at a later point in your life. Please provide a copy to the nursing staff on each admission to the medical center.

Two different ways to have advanced directives:

1. Individual Instructions (formerly called Living Wills)
This form is a written statement that tells whether you want any medical procedures or equipment used to keep you alive if you are in a terminal condition or in a permanently unconscious condition. (A terminal condition is one that will result in your death regardless of treatment. Permanently unconscious means having a diagnosis of either a persistent vegetative state or permanent coma).

2. Durable Power of Attorney for Healthcare Decisions
This is a document in which you name another person as your agent to make healthcare decisions for you when you are unable to do so yourself. Federal Law requires that hospitals ask incoming patients whether they have an advance directive for medical care. MMC will honor your wishes regarding your medical care through your advanced directives as long as these directives comply with Pennsylvania law and the policies of MMC. For more information about advanced directives, please ask your attending physician or any nursing staff. You may also receive more information through Guest Services 814-333-5580, Pastoral Care 814-333-5795, Social Services at 814-333-5585, or you may ask your attorney.
Infection/Pressure Injury Prevention

At MMC, we strive to continuously improve the health and safety of our patients. One of the ways in which we do this is through infection prevention and control. We strive to reduce our infection rates and improve patient outcomes in our communities by using evidence-based guidelines as well as education of patients, visitors, staff, and the public in infection prevention and control practices. Here are some things we would like to share with you to assist in your stay and recovery.

Hand Hygiene
Hand hygiene is the most important thing we can do to protect ourselves. You should wash your hands before meals and after using the restroom. Wash your hands with liquid soap and water for at least 15 seconds, rubbing all surfaces briskly. Use paper towels to dry hands, and then use the towel to turn off the faucet. Or, use an alcohol hand sanitizer.

If your hands are visibly soiled, you must wash them with soap and water. We have small bottles of hand sanitizer available for patient use. If your hands are not visibly soiled, alcohol based hand sanitizer is preferred to routinely decontaminate hands. We also encourage you to ask your visitors to wash their hands or use hand sanitizer both before and after their visit. Doing this protects you from bacteria your visitors may come in contact with before entering your room. Some bacteria can live on surfaces for up to 5 months. Thus, every object that is touched on your way in and out of the hospital may contain bacteria (elevator buttons, door knobs, chairs, walls/railings). This is why hand hygiene is so important!

It’s Okay to Ask
Everyone caring for you should clean their hands. If you do not see the doctor, nurse or other healthcare provider clean their hands with soap and water or use an alcohol hand rub when entering your room remember....It’s Okay to Ask. You have the right, as a patient, to ask your caregivers to wash their hands in your presence before providing you with care.

Isolation Precautions
If you are in isolation for MRSA, VRE, MDRO, etc., know that we continue to be concerned about your health care and needs. Staff and visitors however, must wash their hands or use hand sanitizer and wear a gown and gloves during the entire time they are in your room. Depending on the type of precautions a mask may also be required. Hand hygiene is also required after removing the gown and gloves before exiting the room. If your visitors refuse to follow this policy, they will be asked not to visit. We understand that your family may already have been exposed to you through daily contact at home; however, we have other ill and vulnerable patients in the hospital who are very susceptible to bacteria.

If you have any questions, please feel free to call Infection Prevention at (814) 333-5245.

Preventing Pressure Injuries
Your nurses will be in at regular intervals to help you turn and reposition to help prevent pressure injuries. Elevating heels, turning from side to side will help prevent this. PI’s occur when prolonged pressure is exerted on the body in one place. Eating a nutritious diet will also help keep your skin in prime condition.

If you have any questions, please feel free to call Wound Recovery at (814) 333-5081.
Safety and Prevention of Injury

Our first priority is promotion of safety and prevention of injury. If you have a patient safety concern, please contact our Patient Safety Officer at 333-7064.

What Can You Do?

1. The single most important way you can help to prevent errors is to be an active member of your health care team.

2. Do not let anyone give you medication, treatments, or take you for a test without first checking the name and/or birth date on your wristband. This may seem redundant but it is for your safety.

3. Make sure that all of your healthcare team is aware of everything you are taking. This includes prescription and over-the-counter medicine and dietary supplements such as vitamins and herbs.

4. Make sure your healthcare team is aware of any allergies and adverse reactions you have had to medicines.

5. When your doctor writes you a prescription, make sure you can read it.

6. Ask for information about your medicines in terms you can understand both when your medicines are prescribed and when you receive them.

7. When you are being discharged from the hospital, ask your health care provider to explain the treatment plan you will use at home.

8. If you are having surgery, make sure that you are clear on exactly what will be done and when.

9. Ask a family member or friend to be there with you and to be your advocate (someone who can help get things done and speak up for you if you can't).

10. Every MMC staff member must wear a photo ID badge at all times. If you do not see someone's badge, please ask to see it. You should know who is in your room and what their role is in your care.

11. Learn about your condition and treatments by asking your doctor and nurse questions.

12. If something just does not seem right, question it! We want to make sure you are safe and receive excellent care.

13. If a patient needs help, please ask a staff member. Do not attempt to help the patient yourself.
While you are in the hospital, you should protect yourself from falls. Falls can be especially serious. Here are a few tips for preventing falls while you are at Meadville Medical Center...

- Wear shoes or non-skid slippers **every time** you get out of bed.
- Remember, some medications may cause dizziness or drowsiness. If you feel dizzy, weak or lightheaded, do not get up by yourself. Call your nurse.
- Ask for help to go to the bathroom.
- Use only unmoving objects to steady yourself. Do not use your tray table, IV pole or other objects that can move when walking in your room.
- Use the handrails in the bathroom and hallway.
- If you have your glasses with you, please wear them.
- Keep important items within reach including your call bell.
- Tell your nurse if you have a history of falls.
- Use assistive devices like walkers and canes if recommended.
Social Services

Our Social Services Department assists, without charge, any patient or family who may have personal, family, or financial problems that arise out of illness. The social service worker is aware of the various resources available for help in the community and will assist in finding a nursing facility, arrange for home visits or locate other services needed by the patient. Your physician or nurse may arrange for a social service worker to visit you, or you and your family may request a visit from the hospital social service worker at any time.

Discharge Planning

Discharge planning begins the day you come to Meadville Medical Center. However, patients are not discharged until they are ready to move on to the next level of care. Keep in mind that Meadville Medical Center is an acute care facility whose function is to get you safely through the first phase of your illness. After that, other less costly convalescent settings may be indicated, such as a nursing facility or home care.

Spiritual and Pastoral Care

Chaplaincy services are available to provide spiritual counselling, care, comfort, prayer, sacramental needs and presence during your hospital stay. Chaplains are available to all patients regardless of their faith or lack of faith tradition. Chaplains do not evangelize but rather companion patients during their hospital stay.

Clergy of all faith traditions are welcomed and encouraged to visit their congregants. While we do not call clergy to inform them of your hospitalization, we are available to assist you in making that call. If you’d like to have a Chaplain visit or help contact your clergy please tell your nurse or call ext. 5795.

The Grove Street facility has a Chapel on the first floor. The Meditation Room is located on the Ground floor near the Gift Shop at the Liberty Street facility.

Communication Aid

Meadville Medical Center will provide communication-impaired individuals including deaf persons, with services equal to and as effective as services provided to those who are not handicapped. WE have language interpreters available and any nursing staff may assist you in obtaining these services.

Ethics Consultations

Consultations are available on request from patients and family members to assist in making decisions regarding care when there appears to be an ethical dilemma in the treatment options available. Ethics considerations are advisory only. To request an ethics consultation, contact any caregiver. The caregiver will follow the procedure for notifying the Ethics Committee.
Visitor Guidelines

Patient Visitation Policy:

Meadville Medical Center (MMC) embraces a philosophy of open and flexible visitation that welcomes and encourages the involvement of family/significant others in the patient’s care. MMC strives to provide a caring environment while recognizing the importance of visitation to our patients, their families and friends. We will ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences. MMC will not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability, nor will it permit anyone else to do so. Patients may designate a “Support Person” to exercise their visitation rights on their behalf. Patients may designate a Support Person in any manner, including orally, in writing, or through non-verbal communications (such as pointing). MMC can apply reasonable clinical restrictions and other limitations on patient visitation.

Patient Condition Information:

As a patient, you will be given a Patient Condition Update Number or PCU#. Give this number to only those persons that you want to share your personal health information with. MMC Staff in turn will ask callers or visitors for this PCU# before sharing your health information with them. With this process, Meadville Medical Center gives you control of your health information disclosures to family and friends.

Smoking:

Meadville Medical Center is a tobacco free facility. This includes all MMC property. We do ask that visitors be respectful of our neighbors and their property as well.
Visitor Services

Cafeteria:
The cafeteria is located on the ground floor of the Liberty Street facility and on the basement floor of the Grove Street facility. Cafeteria hours are posted on the cafeteria doors. Prices are posted in the cafeteria.

Coffee and Gift Shop:
Please visit our Coffee and Gift Shop located on the 1st floor of the Liberty Street facility near the entrance and the first floor of the Grove Street facility. Operated by the Meadville Medical Center Auxiliary, all Coffee and Gift Shop proceeds benefit Meadville Medical Center.

Vending Machines:
Liberty Street vending machines are located at the back of the cafeteria on the ground floor and on the first floor near the cashier. Grove Street vending machines are located in the snack area next to the main lobby on the first floor.

Guest Food Trays:
Dietary will be into your room to review and give options for your meals. Guest food trays may be ordered by speaking with the nursing staff on the unit. They must be ordered one hour prior to mealtime. At Liberty Street please call ext. 5591, and at Grove Street please call ext. 5690. Trays must be paid for at the time of receipt.

If you have anything that needs attention or repaired in your room please tell your nurse or call our hotline at ext. 2000 for assistance.
For Your Convenience

**Television:**
TV service is available at no charge to our patients. Please ask your nurse if you would like to use headphones.

**Telephone:**
MMC is pleased to provide phone service in all patient rooms at no charge to our patients. You may be reached directly at the Liberty Street Campus by dialing 333-5 + (your room number).

At the Grove Street Campus, please check with the staff for the correct extension. To provide a quiet atmosphere, no phone calls will be placed to rooms between 10 PM and 8 AM. Local calls can be placed by dialing 9 + the number at any time. You may use your credit card or make a collect call as long as there is a person at the number to approve the charge.

**Internet Access:** Free Guest Wi-Fi
For Your Convenience

Mail, Flowers, and Gifts:
Mail, flowers, and gifts will be delivered directly to your room. Mail will be forwarded after discharge to your home. Flowers are not permitted in the Intensive Care Unit (ICU), and latex balloons are not permitted on any unit.

ATM Machine:
An ATM machine is available on the ground floor near the switchboard at the Liberty St. facility and in the 1st floor lobby of the Grove St. Facility.

Notary Public:
Notary Public services are available to patients and their families weekdays during the hours of 8:30 AM to 4:30 PM. You may request this service by calling 5580, or 5545 from your patient room. This service is free to MMC patients. Please note that we will only notarize documents for your health-related needs.

Personal Belongings:
We ask you to bring only those items that are essential to your health and well-being such as hearing aids, dentures and glasses. Meadville Medical Center is not responsible for loss of valuables including but not limited to money, medication, jewelry, dentures, hearing aids, glasses or electronic devices. You and your family are highly encouraged to take all items, especially those of great expense or personal significance, home or lock them in the safe in the Nursing Supervisors’ Office.

Lost and Found:
Items of value are sent to the Guest Services Department and will be kept for 30 days. If you have lost an item, please call Guest Services at (814)333-5580.

Patient-Owned Medical/Non-Medical Devices:
It may be necessary to bring your own medical devices to MMC, i.e. home sleep machines. You may use these devices with permission of your treating physician and a limited inspection by the hospital to determine that the equipment is clean and electrically safe. You will be asked to sign a waiver for liability.

Non-medical devices such as hairdryers, razors, heating pads, etc. should not be brought to the hospital, and you will be asked to send them home with family/friends.
Discharge or Transfer

Utilization Review

Government regulations and contracts through insurance and accreditation bodies state that every approved hospital must have a utilization management program. The staff must review all inpatient cases to assure that they are appropriate for care in an acute care hospital such as Meadville Medical Center and do not remain in the hospital for a longer amount of time than necessary for care of their medical problems. This makes it very important that you leave on the day of your discharge. Your insurance will not pay for the days you remain in the hospital after your physician has discharged you.

Discharge

Before leaving, be sure to:

- Gather all your personal belongings, including valuables in the safe.
- Check with the nurse who will explain prescriptions, appointments, or follow-up outpatient procedures that the physician has ordered.
- Receive discharge papers and ask any questions that you might have regarding follow-up care.

At discharge, all patients will be accompanied to the entrance to meet their ride. Please call the nurse to accompany you.

Home Care Services

Home care services are delivered at home to recovering, disabled, chronically or terminally ill persons in need or nursing care, physical, occupational or speech therapy, social work and/or help with personal care. Ask your discharge planner about “help at home.” VNA Alliance, Inc. and Hospice of Crawford County, Inc. are affiliated with Meadville Medical Center and offer a wide array of in-home care. Other non-affiliated home care services are also available.

Transitional Care Unit and Rehab Unit

These units are designed for special levels of care for patients who no longer need acute care but require additional care before home care. Patients transitioning to these services will be discharged from the Liberty Street facility and admitted to the Grove Street facility.

Important Message for Medicare Recipients

CMS (Centers for Medicare & Medicaid Services) requires hospitals to deliver the “Important Message from Medicare” (IM) to all inpatient Medicare Recipients upon admission to the hospital.

This letter informs Medicare recipients of their discharge rights and informs them how to make an appeal to the Quality Improvement Organization (QIO) if they feel that they are discharged before they are ready. At the time of admission, the beneficiary or their representative signs a document indicating that they have received the IM.

The hospital must deliver the same message a second time and have the beneficiary or representative sign that they received it prior to discharge. The second (IM) form must be signed one to two days prior to discharge, but not on the discharge date.
Additional Resources for Patients

MMC wants to help our patients prepare for their return home. Here are some resources that may be of assistance to you.

Active Aging Inc..............................................(814) 336-1792 or 1-(800) 321-7705
American Cancer Society.................................(814) 337-8300
Center for Family Services..............................(814) 337-8450
Crawford Area Transportation Authority..............(814) 336-5600
Crawford County Crisis Line .............................(814) 333-9766 or 1-(888) 811-0189
Crawford County Human Services......................(814) 724-8380
CHAPS-Crawford County Mental Health Awareness Program....(814) 333-2924
Heart Failure Aftercare Program.........................(814) 373-2329
Hospice Services..............................................(814) 333-5403 or 1-(800) 727-7610
Meadville Area Free Clinic...............................(814) 337-7166
Meals-on-Wheels..............................................(814) 336-1792 or 1-(800) 321-7705
Medical Assistance Transportation Program..........(814) 333-7090
Mental Health/Mental Retardation Intake...............(814) 333-8793
PA State Health Center..................................(814) 332-6947
Partnership for Prescription Assistance...............(888) 477-2669
MMC Physician Referral Service.........................(814) 333-5555
Yolanda G. Barco Oncology Institute..................(814) 373-2335
St. James Haven for Men..................................(814) 337-6082
Stepping Stones..............................................(814) 333-5810
Women, Infants and Children (WIC).....................(814) 333-7080
Women’s Services Inc......................................(814) 724-4637
VNA Home Health Alliance Inc.........................(814) 333-7000

This is only a partial list of services available to our patients in the community and is meant to serve as a resource. For more details about specific services or to find services that are not listed, please feel free to speak with one of our Social Services staff at extension 5585.
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Private Rooms:
If you request a private room upon admission to Meadville Medical Center, or if you request a transfer to a private room during your stay, there will be an additional room charge for each day you stay in the private room. At the time of discharge from the hospital, you will be required to pay in full the charges for the number of days you occupied a private room.

Specialty Billing:
If you have diagnostic, specialty and/or emergency services, you may receive a separate bill from the physician group responsible for physician interpretation of your services. This process is separate from Meadville Medical Center's billing process.

Facts About Observation Status:
Observation care is a well-defined set of specific, clinically appropriate services, which include ongoing short term treatment, assessment, and reassessment based on your symptoms. Observation stays will be billed as an outpatient visit. Depending upon your insurance, you will be responsible for any co-insurance and/or deductibles that are not yet met.

Financial Assistance:
Meadville Medical Center has a financial assistance policy to help patients who meet our guidelines. Please contact our Financial Counselors at 814-333-5761 for eligibility guidelines and assistance.
Your care team thanks you for the privilege of caring for you during your stay at Meadville Medical Center. We wish you well.