

PATIENT GUIDE

Key Information For Your Stay
2024-2025

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Doctor?*

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same day
appointment!

724-357-7075



IRMC

835 HOSPITAL ROAD | INDIANA, PA 15701 | (724) 357-7000

www.IRMC.org

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Citizens' Ambulance Service is a 501(c)3 not for profit organization serving the local area since 1964.



805 Hospital Road, Indiana, PA www.citizensambulance.org



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132 Haven Dr.,
Indiana

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www.rosehavenpch.com

Addiction is a Disease Treatment is Available Recovery is Possible

Services are FREE and Confidential



Our Case Managers can help you find solutions for treatment. At AICDAC, we can provide screening and assessments, referrals to treatment, financial assistance with treatment and basic needs, and recovery support for people with Substance Use Disorders.



Indiana Office
724-463-7860

www.aicdac.org

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- Emergency call system with pendants
- Private accommodations
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MOOREHEAD PLACE

a Senior Lifestyle community

116 Madison Circle,
Indiana, PA 15701



724-465-9606 • seniorlifestyle.com

Call 724-465-9606 today to schedule a tour and lunch!

724.357.7000 www.IRMC.org

WELCOME TO IRMC

Our sole purpose is to provide you with the best possible care! We, the entire Indiana Regional Medical Center team, are dedicated to making sure you receive excellent care. In fact, we are committed to being the best community healthcare system in the country.

We are also committed to remaining one of the few independent medical centers in Pennsylvania! IRMC believes remaining independent will allow us to serve our community by providing the necessary resources and technology to accomplish our mission.

We believe in our people. We have the best staff who will meet or exceed your needs and the needs of your family. We invest in our technology. From our state-of-the-art operating rooms, robotic surgery program, cardiac catheterization initiative, newly renovated and technologically advanced Intensive Care Unit, we continually reinvest in our foundation. Our events, wellness practices, diabetic education, and nutritional counseling programs are here to assist you to live a healthy life.

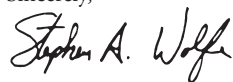
The IRMC Cancer Center in partnership with UPMC Hillman Cancer Center has undergone a complete renovation and provides care to all regardless of insurance type. Our stroke, chest pain and joint programs are certified with CIHQ, a national recognition of excellence. Recently, IRMC's Comprehensive Breast Center was also recognized for achieving national accreditation (NAPBC).

IRMC is your community health care facility, and we are here to care for you and your family. After you leave IRMC, you may receive a patient satisfaction survey in the mail asking you to evaluate your care. I ask you to complete the survey. Your feedback will help us to recognize and reward those staff members that you feel delivered very good care to you during your stay.

However, you do not have to wait to get the survey. You may tear out an ICARE comment card on page 30 and give to an employee or leave in a collection box near any elevator. If you want to discuss your care, please let a staff member know your thoughts or call me in my office at (724) 357-7006 or on my cell phone at (724) 464-7503.

Thank you for choosing Indiana Regional Medical Center! We work hard every day to earn your confidence.

Sincerely,



Stephen A. Wolfe, President & CEO

And the entire staff of Indiana Regional Medical Center



Our Mission

The mission of Indiana Regional Medical Center is to improve the health and well-being of our community.

Our Vision

Our vision is to be the best community healthcare system in the country.

Our Patient-Centered Values

INTEGRITY
COMPASSION
ACCOUNTABILITY
RESPECT
EXCELLENCE

CODE HELP

To meet our patient safety goals, we ask you to question us if you have unresolved concerns or questions about your care.

You can call for Code Help if:

- You have already spoken to your caregiver, nurse, unit director or physicians and concerns regarding how care is being managed are not resolved.
- You or your family member feels you are in an emergency situation or are experiencing a noticeable change in medical condition and you are not able to get the appropriate attention of the hospital staff.
- Code Help - Dial 121 from any hospital phone. Tell the operator where you are and that you want to call “Code Help.”

Code Help Team

A team of medical professionals will arrive in your room to assess the situation. The Code Help team consists of nursing leadership, your nurse and the patient representative. Additional staff will be called in as needed. After the immediate need is addressed, the charge nurse will check back with you every one to four hours depending on the circumstances to assure the needs are met.

If you have any questions or concerns about Code Help, feel free to ask any of our healthcare providers.

Have a bad habit with alcohol, substances or gambling? Facing a situation and not sure what to do?
CALL US DAY OR NIGHT AND WE’LL HELP YOU FIGURE IT OUT.



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DOOR

of Indiana, Pennsylvania

Steps toward hope, courage & recovery

A Behavioral Health Organization

www.TheOpenDoor.org

If You Are In A Crisis Call 24/7:

877-333-2470



*Counseling is By Appointment
Monday-Friday*

*Offering In-Person or
Telehealth Services*

**Phone Line & Crisis Services Operate 24/7 • Walk-In Hours: 8-4
665 Philadelphia Street • The Atrium – Second Floor • Indiana, PA 15701**

WHAT TO EXPECT

What to expect during your hospital stay

From the moment you arrive at Indiana Regional Medical Center, our team will work collaboratively with your primary care provider to treat and evaluate you.

What is a Hospitalist?

Hospitalists are physicians who are board-certified in internal or family medicine and specialize in the care of hospitalized patients. They are available to care for you 24 hours a day.

US Acute Care Solutions is an integrated team composed of physicians and Advanced Practice Providers. We work together from the time you arrive in our Emergency Department to the time you leave our hospital. Once the decision has been made by our integrated team to admit you to the hospital, you will then be relocated to another floor and your care will be transferred to one of our highly trained Hospitalists.

Does the Hospitalist communicate with my primary care physician?

Your primary care physician and Hospitalist will communicate at the time of your admission and discharge and will discuss important details about your hospitalization.

When it's time for you to leave the hospital, our team will make an appointment for you to follow up with your primary care physician. We are available for you and your family 24 hours a day to answer your questions and discuss your care. Our goal is to provide you and your family with the best experience.

Have questions after discharge?

Monday - Friday
(8 a.m. – 4 p.m.)
Phone:
742.471.1552

After hours*
Phone:
724.357.7000

*Ask the hospital operator to have the on duty Hospitalist contacted

We would love to hear your feedback, please email us at: patientexperience@indianarmc.org

PREVENT INFECTIONS

The most important thing anyone can do to prevent the spread of germs is proper hand hygiene. Hand hygiene means to clean with soap and water or with alcohol hand sanitizer. This is true for patients, staff, and visitors. It is ok to ask hospital staff members to clean their hands. If you aren't able to get out of bed, ask your nurse for hand wipes or alcohol hand sanitizer.

You should clean your hands:

- After using the bathroom or bedpan
- After you sneeze, cough, or blow your nose
- After you touch any blood or body fluids
- Before you eat

YOUR SATISFACTION

We encourage your feedback to improve care

Your healthcare is our priority. To determine where improvements are needed, this hospital takes part in the Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) survey. The HCAHPS survey measures your satisfaction with the quality of your care. It is designed to be a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S.

After you are released from the hospital, you may be selected to participate in the HCAHPS survey. The survey asks multiple choice questions about your hospital stay. Please take the time to fill out the HCAHPS survey; your feedback is valuable! The HCAHPS survey was developed by CMS/Medicare to improve the quality of healthcare. HCAHPS makes survey results public so hospitals are aware of where changes are needed. The results also enable healthcare consumers to review and compare hospitals before choosing a healthcare provider.

Your Opinion Counts

Please take the time to complete the survey and share your opinions about your hospital stay. Your feedback is an important part of our goal of improving the care and services we provide. In addition, patient satisfaction surveys and patient/ visitor comment cards are available in several locations throughout the medical center.

Hospital Compare is a government website that allows users to compare the quality of care provided by hospitals, based on many quality and safety factors, including patient satisfaction
<https://hospitalcompare.io>

The Leapfrog Group gives hospitals a Safety Score in Spring and Fall based on many quality and safety factors. Results are available at www.hospitalandsafetygrade.org



We Care

Rehabilitation Services with....

- Short Term Stays
- Post Operative Joint Program
- IV Therapy
- Post Acute Illness Rehabilitation

The Communities at Indian Haven seeks to ensure we provide a service which makes a difference to the quality of life for our customers. Our team is valued for their diverse contributions in provisions of care. We will accomplish this by promoting healthy living, providing quality leisure lifestyle and exceeding our customer's expectations.

Communities at Indian Haven *Your Bridge To Home*

724.465.3900 | 1675 Saltsburg Avenue, Indiana | www.indianhaven.com

DURING YOUR STAY

Where's the Cafeteria?

Location:

First floor
Visitors are welcome to dine in the cafeteria.

Hours:

Breakfast
6:30 a.m. – 10:30 a.m.
Lunch – Dinner
10:30 a.m. – 7 p.m.

Gift Shop Hours:

10:00 a.m. – 4:00 p.m.
Monday through Friday

Commonplace

Coffee Hours:

7:00 a.m. – 4:00 p.m.
Monday through Friday
Located on the main level, the coffee shop menu includes drinks, food and longtime favorite, milkshakes.

ATM

For your convenience, an automated teller machine (ATM) is located near the cafeteria.

Electrical Appliances

Electrical appliances including hair dryers, curling irons, razors, radios, heating pads, portable heaters, DVD players, computers and other devices must be inspected and approved by our Facilities Management Department. All electrical devices that do not pass inspection must be removed from the medical center.

For the Hearing Impaired

Indiana Regional Medical Center has a portable teletypewriter (TTY) available for hearing impaired or deaf patients. The TTY connects to a telephone and enables the user to send and receive messages. Telephone amplifiers are also available. Contact a member of our nursing team to arrange for services.

Interpreters - IRMC has interpreting services available for patients, family and visitors. We can provide both foreign language and sign language interpretation. Contact a member of our nursing team to arrange for services.

Auxiliary Gift Shop

The medical center's gift shop is located in front of the main lobby. The proceeds from the gift shop are donated back to the medical center through the IRMC Auxiliary to assist the needs of our patients. The gift shop offers a wide selection of cards, toys, gifts, personal items, snacks and bottled beverages.

Hospitality Cart

Volunteers will bring a hospitality cart (full of magazines, snacks, toiletries, etc. for purchase) to various nursing units Monday-Friday.

This is a service of the IRMC Auxiliary.

DURING YOUR STAY

Identification

You will receive an identification name band at the time of admission. Please be sure to wear it throughout your hospital stay to help identify you prior to treatments, tests and procedures. To facilitate care further, staff will ask your name and birth date prior to giving medications, providing treatments or any procedures.

Lost and Found

If you have lost or found an item while at the medical center, contact a member of our nursing team for assistance, or call the Safety and Security Department at 724.357.7154.

Medications

Knowing what medications you take will help us with your care. We will ask you to provide a complete and accurate list of all medications you are currently taking, including over-the-counter medications and herbal supplements. While in the hospital, your doctor will prescribe certain medications and your nurse will give them to you as prescribed. We are committed to explaining new medications and possible side effects during your stay, while encouraging you to ask questions. If you normally take other medications, have a family member or friend bring them and show your nurse. If your doctor says you don't need them during your hospital stay, have someone take them home for you.

Patient Meals

Your meals will be served at approximately the following times:

Breakfast: 7:30 a.m. – 8:15 a.m.

Lunch: 11:30 a.m. – 12:15 p.m.

Dinner: 4:30 p.m. – 5:30 p.m.

Nutrition is an important part of your healthcare. Our Nutrition and Food Services Department will prepare meals that meet your nutritional needs, follow your physician's orders and taste good as well. A food service worker will bring your meal tray into your room, and your nurse will help you prepare to eat.

Pastoral Care

If, during your admission process, you requested a visit from a member of the clergy, your name will appear on a computerized list. A group of pastoral care volunteers will visit you throughout your stay. The medical center also keeps a listing of clergy members of various denominations who, when available, will come to the medical center at the request of patients and families.

The medical center chapel, located on the Lobby level, is open 24 hours a day to patients and visitors.

Pre-register— Save Time

Call ahead to preregister for Outpatient Lab testing and simple routine X-rays or any scheduled exam at 724.357.7075 or 1.888.452.4762.

New!

You can now pre-register for a lab or schedule a PCP visit at

www.irmc.org/apptnow

DURING YOUR STAY

PIN Numbers

During the admission registration process, all patients will be assigned a PIN number. A PIN number protects your privacy. Your PIN number is only good for this current admission. If you are transferred to a different unit, you may be assigned a new unique PIN number.

What is a PIN number used for? This PIN number is assigned to you so that you may choose who will be granted access to information about your medical condition and care from our staff. The person with whom you share your PIN number with may call or visit to be updated and informed of your medical care and condition. IRMC Staff will NOT share any information about your medical condition or care unless the person responds with your unique PIN number.

When sharing your PIN number, it is important for you to understand that the person with whom you shared your PIN number with will be informed of your medical care and condition if they inquire. In addition, during the admission registration process, you will be asked if you choose to have your name available on our public patient directory. If you choose to answer no, family and friends would need to have your unique PIN number to be told your room number, hospital telephone number, and have calls transferred to your room.

Smoking

IRMC is a tobacco-free campus. The use of any tobacco product or smoking products (defined as, but not limited to, cigarettes, cigars, chewing tobacco, snuff, e-cigarettes, pipes and vaporizers) is prohibited in all IRMC buildings and on all IRMC campuses.

Telephone

Telephones are provided in most patient rooms with free local calling service.

Calls within the medical center: To call a department or another patient room, dial the last five (5) digits of that telephone number. Please see the list provided in this booklet or call the Patient Information Desk at extension 77082.

Local Call Procedure: Dial 9 (to access outside line) + (area code) + telephone number

Long Distance Calls can be made by using a credit card, calling card or calling collect.

Long Distance Call Procedure: Dial 0 to get a Centrex Operator, and they will dial the number to put the call through for you.

DURING YOUR STAY

Staying connected with loved ones while you receive care is vital to your health and well-being. Many phones, tablets, and computers have free and easy ways to communicate with your friends and family by video, voice or text.

If you do not have access to a personal device, consider using the in-room telephone to call and connect with loved ones or ask your nurse to facilitate using an IRMC tablet when one is available.

Vending Machines

Vending machines offering beverages and snacks are located on the lobby level near the main elevators, the first floor near the cafeteria, the third floor outside the ICU and the fifth floor in the family lounge.

Visiting Patients at IRMC

We encourage visitors for emotional support and recovery. Friends and family play an important role in every patient's recovery, and we strive to optimize every patient's recovery. Patients may receive visitors of their choosing, including, but not limited to, a spouse, a domestic partner, another family member, or a friend.

We ask that all visitors follow scheduled visiting hours established to promote adequate rest and minimal disruption of patient care needs. Patients may refuse to consent to a person visiting them, or may withdraw consent to see a visitor at any time. Patients may designate a "Support Person" to exercise their visitation rights on their behalf.

Visit www.irmc.org for up to date visiting hours

Wireless Internet Service

Patients, friends and families may bring their own laptop computer to connect to our free wireless Internet service.

TELEPHONE DIRECTORY

Main Number: 724.357.7000

Administration: 724.357.7006

IRMC Physician Group: 1.888.452.4762

Patient Advocate: 724.357.7280

Patient Information/Lobby: 724.357.7082

Wellness Center: 724.349.1952

UrgiCare: 724.459.1700

IRMC at Chestnut Ridge 8 a.m. to
8 p.m. everyday

IRMC Primary Care Walk-in Clinic: Monday-
Friday. Call for current hours: 724.357.7493

Please visit us at www.IRMC.org

A MESSAGE FROM THE EXECUTIVE DIRECTOR OF THE IRMC HEALTHCARE FOUNDATION

At a time when healthcare is facing great change, it is comforting to know that Indiana Regional Medical Center is working hard to navigate the challenges ahead. The IRMC Healthcare Foundation is here to support IRMC, as a way for our community to provide donations in support of better healthcare right here in our community. The Foundation takes great care with every donation and treats each gift as just that, something to be cherished.



As a result of our community's generosity, we have been able to continue to address the needs of our community, as well as exceed expectations by providing the latest technological advances to our community. None of this would be possible without our exceptional donors that have turned their philanthropy into better healthcare. Our generous donors have made possible the opening of the state-of-the-art First Commonwealth Surgical Suites, S&T Bank Ambulatory Care Unit, Kovalchick Family Intensive Care Unit, Reschini Group Endoscopy Unit and the Rosebud Mining Post Anesthesia Care Unit. Additionally, as a direct result of donations, we are now offering 3-D mammography to our community, with locations in Indiana, Blairsville and most recently, Northern Cambria!

It is the ongoing support of individuals, businesses, community members, and those that are dedicated to helping to keep our community hospital vital that makes the difference in so many lives each and every day. Every dollar, every gift can truly change a life or even save a life. We are forever grateful to receive donations as an investment in the future of our hospital.

Please feel free to contact me directly if I may ever be of assistance in helping you plan a gift to the IRMC Healthcare Foundation.

Sincerely,

A handwritten signature in black ink that reads "Heather C. Reed". The script is fluid and cursive.

Heather C. Reed
Executive Director, IRMC Healthcare Foundation

IRMC HEALTHCARE FOUNDATION

Contact Us

To make a donation or discuss ways to give, please contact the IRMC Healthcare Foundation at 724.357.8053 or donate online at www.irmc.org. You may also contact Heather Reed, Executive Director of the Healthcare Foundation, directly via her email at hreed@indianarmc.org

Planning for your Future Matters to Us

Making a planned gift is a special way to care for your loved ones, protect your retirement assets, and support IRMC. There are multiple ways to make a planned gift to the Foundation with the assurance that your generosity will continuously benefit the people and programs that you and your family value the most.

Donations may include:

- Gifts of Retirement Assets
- Bequests
- Charitable Remainder Trusts
- Gifts of Life Insurance

Services Provided

- Charitable gift planning opportunities, such as bequests and securities for complementing the donor's overall financial and estate plan
- Corporate/community projects related to planning, development, marketing and fundraising
- Maintaining donor base for employees, volunteers, physicians, businesses and community members
- Expanding the use of technology in the delivery of systems and services, programs, and information sharing

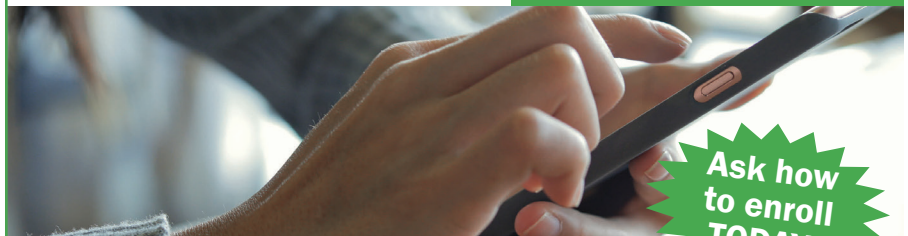
Ways to Give

You may choose to donate to a specific department or program or let us choose the area of most need. To learn more about each, please visit www.irmc.org.waystogive. Your gift can benefit:

- **Angels Behind the Wheel**
- **Behavioral Health Campaign**
- **Birdie's Closet**
- **Cardiology Department**
- **Debra Hodak Water Wall**
- **Diabetes - Indigent Fund**
- **Donor Designated**
- **IRMC Cancer Center in partnership with UPMC Cancer Center**
- **IRMC Summer Pre Med College Internship Program**
- **Palliative Care**
- **Pediatrics/Teddy Bear Fund Drive**
- **Women's Imaging Center**
- **Wyant Pink Ribbon Wall**

IRMC.me

**SAFE. SECURE.
CONFIDENTIAL.**



With IRMC.me, you can:

- Receive automated reminders of upcoming appointments
- Review certain test results and your health history
- Send a message to your IRMC physician/physician practice
- Request a prescription refill
- Request an appointment
- Pay your bill in one location

Concordia-IRMC VNA: We provide many service options, ensuring care choices, as health needs change. **Home Health Care**, ordered by your doctor, will help you recover at home after illness, surgery or injury. Home Health Care may include nursing, occupational, physical or speech therapies, medical social workers and home health aides. **Palliative Care** provides comfort and support for those with a serious illness, focused on providing patients with relief from the symptoms, pain and stress-whatever the prognosis. **Family Hospice** is a life affirming resource for those at the end of their life journey, who seek to be as comfortable as possible, with relief of pain and symptoms, living the best in their final days. **Professional Nursing Service** provides private duty nursing care in a variety of settings. Concordia-IRMC VNA (formerly the Visiting Nurse Association of Indiana County in PA) is affiliated with Indiana Regional Medical Center.

Indiana Total Therapy: A comprehensive outpatient rehabilitation provider offering physical, occupational and speech therapy, durable medical equipment, athletic training and other specialty services. Locations in Indiana and Blairsville. Convenient hours including evenings.
www.indianatotaltherapy.com

IRMC at Chestnut Ridge: A full service facility located in Blairsville, PA providing full-service outpatient UrgiCare, Internal and Family Medicine, and Specialist care as well as laboratory, x-ray, ultrasound, mammography, CT and cardiac services. In addition, The Dialysis Center, Inc. is located on site and Indiana Total Therapy/Blairsville facility.

IRMC Physician Group: IRMC Physician Group is a growing, multi-disciplinary group of physicians providing the most up-to-date technology and a patient-centered care model to our community. With over 100 providers on staff they cover a wide-range of specialties. Call toll-free 888.452.IRMC (4762)

MedCare Equipment and Supplies: MedCare is IRMC's partner for all of your home medical equipment and supplies and will help you make a smooth transition from hospital to home. MedCare's certified repair technicians, delivery technicians, certified and registered respiratory therapists are available 24/7 to accommodate your needs. They provide live, local customer service to process your orders in real time and deliver your equipment within 2 to 4 hours of discharge. Call toll-free 1.800.503.5554.

OUR COMMITMENT TO CARE

Our goal is to provide the best patient care. If at any time you have questions or concerns about the quality of care that you or a family member are receiving or have received at our hospital, do not hesitate to speak with your nurse or the unit supervisor. If you feel that your issue wasn't resolved, please contact the patient advocate at 724.357.7280 or patientadvocate@indianarmc.org with your compliments, complaints or concerns. You may also contact our Quality Department at 724.357.1776.

APARTMENTS AVAILABLE

Morewood Towers - Blairsville: A Senior Community For Ages 55+

Rent is affordable at \$565 including all utilities.

Amenities include: one bedroom, laundry room and social room in building, which has a security system.



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AND HOUSING CHOICE VOUCHERS
THROUGHOUT THE COUNTY**

724-463-4730

www.haichousing.com



Choose the your hosp



Concordia-IRMC VNA offers an array of in-home he
you and your loved ones deserve. Concordia's dedi
respect, dignity and compassion provides family-li

Home Health

Phone: 724-463-6340

- Skilled Nursing
- Home Health Aides
- Physical, Occupational and Speech Therapy
- Medical Social Services
- Specialty Nursing Services
- Palliative Care
- Telehealth
- Spiritual Care

In partnership with Indiana Regional Medical Cen
we'll work together to help ensure a seamless
transition of care from the hospital to your home.

www.Concordia

724.357.7000 www.IRMC.org

the provider initial chose



health care services that cater to the unique care
identification to high-quality care and serving all with
like comfort during your most challenging times.

Hospice

Phone: 724-463-8711

- Pain & Symptom Management
- Specialized Skilled Nursing
- Home Health Aides
- Social Work Services
- Medical Equipment & Supplies
- Nutritional Counseling
- Respite Care
- Bereavement Support
- Spiritual Care

ter,



Concordia-IRMC
VNA

www.IRMCVNA.org

www.IRMC.org 724.357.7000

RIGHTS & RESPONSIBILITIES

IRMC is committed to seeking, listening, and responding to your needs and concerns. As you receive services, by State law, you have patient rights, summarized below. If you have questions or want to know more, please ask staff to call the Quality Department with your request. We will do our best to resolve any problems that may arise:

For your plan of care, you have the right to:

Each patient has a plan of care prepared after a thorough assessment by our healthcare staff. This includes pain management and discharge planning. Your right is to participate in the development of this individualized plan.

For your plan of care, you have the right to:

- Informed decisions in a language or terms you can understand
- Be fully informed about health status, different treatments, possible risks and benefits of procedures (Informed Consent)
- Have a representative act on your behalf
- Have your family member and physician notified of admissions
- Assistance and communication of your advance directives of care (wishes)
- To refuse any drugs, treatment or procedures
- Leave against medical advice, with signature noting risks

For our staff and environment, you have a right to:

- Receive respectful care by competent personnel, which is safe and promotes dignity and comfort
- Accommodation for religious and spiritual services, including Pastoral care
- Be free from abuse or neglect, and discrimination
- Be free from restraint and seclusion, unless medically necessary and all other alternative exhausted
- Receive a copy of your medical record

Other Rights:

- Timely management of pain
- Thorough explanations of the need to transfer
- Information about resources to resolve disputes
- To request appeal to an external agency and how to do it
- To request a detailed statement of your bill with explanation

RIGHTS & RESPONSIBILITIES

IRMC healthcare providers are committed to providing excellent care for you and your family. For proper and safe care, it is very important that you participate by:

- Providing a complete health history including all medications, past illness and hospitalization
- Appointing a healthcare representative for communication
- Asking questions when you do not understand
- Being courteous to other patients and staff
- Not smoking on the IRMC campus
- Understanding and following visitation policy
- Protecting your belongings
- Reporting any concerns to leadership for resolution

The Quality process at IRMC includes receiving and using your feedback to continually improve our care and raise our level of excellence for our community. To communicate this feedback, we would ask:

1. You or your representative speak to the Director or Manager of the Unit first
2. Request the Patient Advocate to assist in problem solving while in the hospital or after discharge, if you need to escalate the concern
 - Contact number 724.357.7280 or patientadvocate@indianarmc.org
3. Contact the Quality Department directly at 724.357.7176 who can assist
4. Other contacts available to assist:
 - Center for Improvement of Healthcare Quality (CIHQ)- accredits hospital every three years to assure excellence
Contact: 512.661.2813 or online at <https://cihq.org/complaint>
 - Pennsylvania Department of Health hotline 1.800.254.516
 - Livanta, for **Medicare** patients, assigned to follow-up on concerns in our region
Contact: 866.815.5440

SAFETY AND FALL PREVENTION

Our first priority is to promote safety and to prevent injuries. Your well-being is our primary concern. Despite constant committed efforts, it happens that unplanned events occur to patients that cause a setback in their progress to recovery. While these outcomes are often unavoidable, at other times they result from preventable mistakes or errors in the system of providing care. To assist you in managing your care, we are providing information on medical errors, falls and reporting safety issues.

Medical errors happen when something that was planned as a part of medical care doesn't work as expected. Medical errors can occur anywhere in the healthcare system: hospitals, clinics, outpatient surgery centers, doctors' offices, nursing homes, pharmacies and patients' homes. Errors can involve medicines, surgery, diagnosis, equipment, test reports or routine functions in any medical center department. They can happen during the most routine tasks, such as receiving the incorrect diet.

The single most important way you can help prevent errors is to be an active member of your health team. Make sure that all of your doctors know about everything that you are taking. This includes prescription and over-the-counter medicines and dietary supplements, such as vitamins and herbs. Make sure your doctor knows about any allergies and adverse reactions you have had to medicines. When your doctor writes you a prescription, make sure you can read it.

Other ways you can help prevent errors are:

- Ask for information about your medicines in terms you can understand, both when your medicines are prescribed and when you receive them.
- When you pick up your medicine from the pharmacy, ask if it is the medicine that your doctor prescribed
- If you have any questions about your medicine label, ask.
- Ask your pharmacist for the best advice to measure your liquid medicine. Also, ask

questions if you're not sure how to use it.

- Ask for written information about the side effects your medicine could cause.
- When you are being discharged from a hospital, ask your doctor to explain the treatment plan you will use at home.
- If you are having surgery, make sure that you, your doctor and your surgeon all agree and are clear on exactly what will be done.
- Speak up if you have questions or concerns
- Make sure that someone, such as your personal doctor, is in charge of your care.
- Make sure that all health professionals involved in your care have important health information about you.
- Ask a family member or friend to be there with you and to be your advocate (someone who can help you get things done and speak up for you if you can't).
- Know that "more" is not always better.
- If you have a test, don't assume that no news is good news.
- Learn about your condition and treatments by asking your doctor and nurse and by using other reliable sources.

Fall Prevention

While in the hospital, you may feel weak or dizzy. Illness, procedures, medications or not moving around can make you less steady on your feet and put you at an increased risk of falling. Our healthcare team will check on you regularly to assist you with your needs. In working together with you and your family to ensure your safety, please:

- Use the nurse call button for help getting out of bed or up from a chair. An alarm device may be used to remind you to ask for help.
- Ask for assistance with going to the bathroom or walking around. Reinforce with family members and visitors to ask for help with any activity
- Wear nonslip socks or footwear.
- Keep personal items within easy reach (glasses, tissues, water, etc.).
- Tell your nurse if you use a walker, cane, or other assistive device.

WHAT ARE ADVANCED DIRECTIVES?

What Are Advanced Directives?

A living will, healthcare proxy and durable power of attorney are the legal documents that allow you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete Advanced Directives.

A copy of your Advanced Directive should be brought in when you visit or are admitted to the hospital and it will remain on your medical record. If the Advanced Directive has been changed since it was last submitted to the hospital, a new copy will need to be brought in, copied/scanned and placed in your record at the time of your next visit/admission.

An advanced directive is formal documentation of your wishes to guide family and medical personnel when you cannot speak for yourself. Briefly, the three types legally accepted are:

- **Living Will** – defines in your terms what you would expect
- **Healthcare Proxy**- legal selection of a person who may speak on your behalf
- **Durable Power of Attorney**- legal rights to execute your finances and make decisions for your care

How do they help my care?

You have the right to make decisions about your own medical treatment, when able. There may be times when you cannot do so. An advanced directive helps you plan for this ahead of time and assures all are advised of your wishes. A copy is placed in your medical record when you provide it—be sure you bring any updates for further hospitalizations. Advanced directives are honored.

For more information or to obtain forms, please speak with your nurse or social worker.



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YOUR PRIVACY & INFORMATION

Privacy & Your Health Information

You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?

- Information your doctors, nurses and other healthcare providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer's computer system
- Billing information about you at your clinic
- Most other health information about you held by those who must follow this law

You have rights over your health information.

Providers and health insurers who are required to follow this law must comply with your right to:

- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint

Confidentiality

IRMC has a policy concerning confidentiality of patient information. Any questions related to the release of your medical information can be addressed by the Health Information Management Department at 724.357.7038.

If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren't able to exercise your rights, please contact IRMC's privacy officer, Shannon Rowe, at 724.357.7197.

You also have the right to file a complaint with the U.S. Government. Go online to www.hhs.gov/ocr/hipaa for more information.

A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go online to www.samhsa.gov

YOUR PRIVACY & INFORMATION

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your healthcare and help run their businesses
- With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object
- To make sure doctors give good care and nursing homes are clean and safe
- To protect the public's health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

Without your written permission, your provider cannot:

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions

Adapted from U.S. Department of Health & Human Services Office for Civil Rights

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NONDISCRIMINATION POLICY

Indiana Regional Medical Center (IRMC) and its subsidiaries including IRMC Physician Group (IPG) complies with the provisions of the Pennsylvania Human Relations Act (“PHRA”) and does not exclude from participation in, deny benefits to, or otherwise subject any person to segregation or discrimination in the provision of any services because of race, color, national origin, ancestry, age, sex, religion, handicap or disability.

IRMC also complies with all federal, state and local laws and ordinances regarding nondiscrimination to the end that it will not discriminate based on race, color, national origin, ancestry, age, sex, sexual orientation, gender identity or expression, religion, handicap or disability, union membership, AIDS or HIV status, pregnancy or genetic information.

This Nondiscrimination Policy is applicable to all patients and all others who receive medical services, regardless of the individual’s inability to pay; whether payments for those services would be made under Medicare, Medicaid, or Children’s Health Insurance Program (CHIP).

The foregoing prohibition also includes, but is not limited to, the following:

1. Inpatient or outpatient admission or care.
2. Assigning patients to rooms, floor and sections.
3. Asking patients if they are willing to or desire to share a room with a person of another race, color, religion, etc.
4. Assigning employees to patient services.
5. Utilization of all facilities of the institution.
6. Transfer of patients from their assigned or selected room.

This Nondiscrimination Policy is also applicable to applicants for employment, employees and physicians, and covers all employment and personnel practices at IRMC. The Policy, therefore, includes, but is not limited to, prohibited discriminatory treatment with respect to hiring, selection for training, promotion, demotion, transfer, discipline, discharge, recalls, rates of pay and other compensation and social/recreational programs.



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PREPARING FOR DISCHARGE

Going Home

When your doctor feels that you are ready to leave the hospital, he or she will authorize a hospital discharge. Your nurse will then prepare your specialized discharge instructions based on your physician's orders. These will include diet, medications, activity, educational opportunities and follow-up care. If a physician has ordered any specialized equipment or other specialized needs, arrangements will be made for you to obtain these.

Here are a few tips to make the discharge process run smoothly:

- When your nurse is reviewing discharge instructions with you, be sure to ask any questions that you may have about managing your care, including medications, once you are home.
- Be sure you and/or your caregiver has spoken with a social worker and/or care manager to discuss your discharge plans and that you understand what services you may need after leaving the hospital.
- Verify your discharge date and time with your nurse or doctor. If you are confused or unsure about what you need to do or have concerns about obtaining medication, don't be afraid to ask and take notes. It is important to keep your follow-up appointment after discharge.
- Have someone available to pick you up.
- Check your room, bathroom, closet and bedside table carefully for any personal items.
- When you are ready to leave your room, a member of our healthcare team or a volunteer will escort you to the front entrance and help you into your car.
- Retrieve any valuables you have stored in the hospital safe.
- Make sure you or your caregiver have all necessary paperwork for billing, referrals, prescriptions, etc.
- Be sure you understand any instructions you have been given before you leave.

Newborns

You will be given a complimentary birth certificate for your newborn before you are discharged. After several weeks, the official birth certificate will be mailed to your home by the Pennsylvania Bureau of Vital Statistics.

Home Health & Hospice

As you plan to transition from the hospital through discharge planning, the Case Management department provides patients and families access to healthcare provider choices. We take pride in assisting our patients to choose the provider of their choice, providing key quality data to help you do so. You may also visit [Medicare.gov](https://www.medicare.gov) "find care providers" to access star ratings. IRMC has a partnership with the Visiting Nurse Association (VNA) and a list of other local options, depending on your needs.

INSURANCE/ BILLING

Billing- What a Hospital Bill Covers

The hospital bill includes the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy and the services of hospital employees. You will receive a separate bill from your physicians for their professional services. If you have questions about these separate bills, please call the physician's office. To assist you, we have listed some of these providers and their phone numbers:

Indiana EKG Associates: 814.371.8353

Indiana Regional Imaging, PC: 800.223.5544

Punxsutawney Medical
Services at IRMC : 800.583.5512

Dr. Steven Wilson, Pathologist: 800.343.7123

US Acute Care Solutions: 1.855.687.0618

IRMC Physician Group: 724.357.7196

The Billing Process

You are required to present all current insurance billing information before or at the time of service, so please be prepared to show your insurance cards to the registration staff and/or have your insurance cards in hand when a financial counselor calls you prior to service. Your cards are important as they show if there is a need for your insurance to be contacted or if you have any co-payments or deductibles due at time of service. You will be asked to sign an assignment of benefits, which enables the medical center to be paid by your insurance carrier. We ask that you familiarize yourself with the terms of your insurance coverage.

Medicare

We will need a copy of your Medicare card to verify eligibility and to process your claim. You should be aware that the Medicare program specifically excludes payment for certain items and services, such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations and others. Deductibles and copayments are the patient's responsibility.

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INSURANCE/BILLING

IRMC will submit your claim to your insurance company and do everything possible to assist in getting the claim processed and paid according to your insurance coverage. Any balance not covered by your insurance will be billed directly to you. If you feel you should not have received a bill from IRMC, contact your insurance company first to find out why the claim was not paid. You may be required to pay the member cost-sharing (co-pay, co-insurance, or deductible) prior to service.

Coordination of Benefits (COB)

Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when both husband and wife are listed on each other's insurance policies, when both parents carry their children on their individual policies, or when there is eligibility under two federal programs. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance. Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments.

COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance may request a completed COB form before paying a claim and every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid.

Pre-Certification

Most insurance plans now require pre-certification for hospital stays and certain tests and procedures in order for you to be eligible for full policy benefits. It is your responsibility to see that this is completed. This information can be found on your insurance card. If you are unsure of your pre-certification requirements, we recommend that you contact your insurance company as soon as possible.

Commercial Insurance

As a service to our customers, we will forward a claim to your commercial insurance carrier based on the information you provide at the time of registration. It is very important for you to provide all related information such as policy number, group number and the correct mailing address for your insurance company.

Questions About Your Bill

If you have questions regarding your IRMC bill, please call 724.357.7020. Our Patient Account Representatives are available to answer your questions and concerns from 8 a.m. - 4:30 p.m. M-F.

Patient Financial Services

IRMC provides care at no cost or reduced cost to persons who qualify. If you cannot afford the cost of care, you are encouraged to apply for the Financial Assistance Program.

INSURANCE/BILLING

If You Need Insurance Assistance

If you do not have insurance or need assistance in paying balances after your insurance has paid its portion of the hospital bill, please contact Financial Counseling at 724.471.1472.

Our Financial Counselors will provide information on pre-admission deposit requirements, payment plans and our Financial Assistance Program. We offer several different payment plans and financial assistance options for our patients.

Observation Status

Sometimes when it isn't immediately clear if you meet admission criteria, your physician may write an order for outpatient observation. Hospital observation services are outpatient services furnished in a hospital, including the use of a bed and periodic monitoring by its nursing and other staff. Your doctor may order tests for you. These services are provided to evaluate and treat a patient's condition to determine the need for inpatient admission. As an observation patient, all outpatient co-pays and deductibles will apply.

Some examples of symptoms may be appropriate are:

- Chest Pain
- High Blood Pressure
- Dehydration
- Abdominal Pain
- Dizziness or Fainting Spells
- Asthma
- Allergic Reactions
- Weakness or Gait Disturbance
- Kidney Stones

After additional testing, an inpatient admission may be appropriate. If your insurance company recommends outpatient observation status, they may also require a co-payment if your plan requires this for outpatient services. Co-payments vary depending on your health insurance plan. If your insurance company pays for a medically necessary inpatient stay after the observation period, the outpatient co-payment may be waived.

Questions about your plan coverage can be made by calling the customer service number on the back of your insurance card. Medicare beneficiaries can contact Medicare at 800-MEDICARE (800.633.4227). Other questions regarding observation status can be directed to the Case Management Department at 724.357.7070.

We will need a copy of your Medicare card to verify eligibility and to process your claim.

Financial Counseling Department is located on the lobby level of the Main Entrance. 724.471.1472

For more information or to print an application, visit www.irmc.org. Click Menu > Patients & Visitors > Financial Assistance Program. IRMC provides a cost estimator so patients can get an estimated cost for certain services. Find this on our website under Menu > Price Transparency > Cost Estimator



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3	QVC	15	WPCW (KDKA-CW)	38	Comedy Central	55	Disney Channel
4	WTAE-4 (ABC-Pittsburgh)	16	ION	39	PCNC	56	CNBC
5	Home Shopping Network (HSN)	17	WPSU	41	FS1 (Fox Sports)	57	TV Land
6	WIUP-20 (Indiana)	19	Blank - Local Organization	42	TNT	58	FX
7	WPMY-22 (Pittsburgh)	26	Fox News Channel	43	Nickelodeon	59	Bravo
8	WPGH-53 (Fox Pittsburgh)	27	Syfy	44	USA Network	60	BET
9	C-SPAN	28	Lifetime	45	MTV	61	Freeform
11	WPXI-11 (NBC-Pittsburgh)	29	ESPN	46	HLN Headline News	70	E!
12	WGN	30	ESPN2	47	Discovery Channel	71	History
13	WQED-13 (PBS-Pittsburgh)	31	NBCSN	48	The Weather Channel	72	Animal Planet
		32	ATT Sports Network	49	VH1	73	PCN
		33	The Golf Channel	50	American Movie Classics	74	Hallmark Channel
		35	TBS	51	HGTV	75	EWTN
		36	A&E	52	FOOD Network	76	MSNBC
				53	TLC	78	IRMC Welcome Channel
						98	C-SPAN





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Would you like to recognize an IRMC employee for doing an exceptional job?

Recognize an

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giver!

What is an ICAREgiver? An ICAREgiver is someone who demonstrates any of Indiana Regional Medical Center's five core values:

Integrity • **C**ompassion • **A**ccountability • **R**espect • **E**xcellence

Cut/tear out to leave a message _____

Please fill out this card and hand it to any employee OR drop it in one of the collection boxes located near the elevators or lobby.

Employee Name _____

Department _____ Date _____

Which of our core values did this employee demonstrate? (Check all that apply!)

Integrity Compassion Accountability Respect Excellence

Please tell us why you wish to submit this recognition. (The more specific, the better!)

Your Name _____ Phone _____ Email _____

Thank you for taking time to recognize an ICAREgiver!

Indiana Regional Medical Center

IRMC

UNIFORM IDENTIFICATION GUIDE

To assist in identifying the role of your caregiver, IRMC uniforms are color coded for your convenience. If you are unsure of who your caregiver is, please ask us!



NAVY BLUE

Registered Nurse



ROYAL BLUE

Practical Nurse



BURGUNDY

Nursing Assistant,
Emergency Dept. Tech,
Medical Assistant



PEWTER GREY

Nursing
Clinical Secretary



CEIL BLUE

Procedural Areas



DARK PURPLE

Transporter



HUNTER GREEN

Physical Therapy,
Occupational Therapy



FUCHSIA

Speech



TEAL

Environmental
Services



BLACK

Food and Nutrition
Services



**FRENCH BLUE/
HEATHER GREY**

Patient Access



OLIVE

Respiratory Therapy,
Pulmonary Function,
Pulmonary Rehab



SILVER

Imaging Services,
Neurology



**BURGUNDY
SMOCKS**

Volunteer
Junior Volunteer



PINK

Mammography



RED

Laboratory



**CARIBBEAN
BLUE**

Cardiology,
EKG/ECHO

IRMC

IT'S IMPORTANT TO HAVE A DIABETIC EYE EXAM


724.463.8882

What is Diabetic Eye Disease?

This refers to eye problems people with diabetes may have including: Cataracts, Diabetic Retinopathy and Glaucoma

GLAUCOMA
Damage to the optic nerve.



DIABETIC RETINOPATHY
Damage to blood vessels in the retina; most common.



CATARACT
Clouding of the lens of the eye.



Who is at risk?

7.7M People ages 40 and over have diabetic retinopathy.

95% Of severe vision loss from diabetic retinopathy can be prevented by early detection, timely treatment, and appropriate follow-up.

11M People are expected to be diagnosed with Diabetic Eye Disease by 2030.

What can you do?

KEEP YOUR HEALTH ON TRACK:



Take Your Medications.



Reach & maintain a healthy weight.



Add physical activity to your daily routine.



Control your blood sugar, blood pressure and cholesterol.



Kick The Smoking Habit.

Get a comprehensive diabetic eye exam at least once a year.

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- Emergency eye care
- Specialized dry eye therapies
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- Skilled assistance with selection of designer eyewear and contacts

The entire staff at Shirley Eye Care strives to build personalized relationships with patients through excellent quality of care, patient education and individualized service.

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