

# PATIENT GUIDE

Key Information For Your Stay

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# IRMC

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[www.IRMC.org](http://www.IRMC.org)

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# 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.

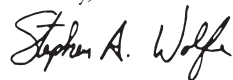
The IRMC Cancer Center in partnership with UPMC Hillman Cancer Center has undergone a complete renovation and provides care to all regardless of insurance type. Our stroke and joint programs are certified with CIHQ, a national recognition of excellence. Recently, IRMC's Comprehensive Breast Center was 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 9 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**



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OPEN  
DOOR



# A MESSAGE FROM THE EXECUTIVE DIRECTOR OF THE INDIANA 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 Indiana 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 brand-new, 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!

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 Indiana 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, Indiana Healthcare Foundation

# INDIANA HEALTHCARE FOUNDATION

## Contact Us

To make a donation or discuss ways to give, please contact the Indiana Healthcare Foundation at 724.357.8053 or donate online at [www.irmc.org](http://www.irmc.org). You may also contact Heather Reed, Executive Director of the Healthcare Foundation, directly via her email at [hreed@indianarmc.org](mailto: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. Your gift can benefit:

- **Palliative care:** Palliative care aims to enhance the quality of life such as physical, emotional and spiritual needs of patients and families who are faced with serious illness. This fund will ensure that patients and families receive support.
- **Birdie's Closet:** The closet is a unique boutique serving women before, during and after cancer. Providing shawls, hats, wigs, scarves, camisoles, blankets, satchels and more. Your gift helps us continue our mission to ensure that individuals undergoing cancer treatment and some of its devastating side effects have a haven to secure products to meet individual needs.
- **Diabetes - Indigent Fund:** This fund helps those less fortunate with purchasing insulin, syringes, medications, etc.
- **Cardiology Department:** This fund supports the cardiology department and is restricted for use within the department for equipment upgrades necessary for patient care.
- **Pediatric Department/Teddy Bear Fund Drive:** This fund supports the pediatric department. It is restricted to providing care and services to children by meeting their medical and wellness needs. This can be as an inpatient or through a variety of community service projects that reach children through the local schools or community programs. Thank you for supporting our organization in meeting the health and wellness needs of local children.
- **IRMC Cancer Center in partnership with UPMC Cancer Center:** This fund supports the ongoing operation of the IRMC Cancer Center and patient care needs. The funds also provide transportation of cancer patients to and from the IRMC Cancer Center in partnership with UPMC Hillman Cancer Center for radiation treatments via a transportation van. With radiation treatments being needed everyday for so many days/weeks it is sometimes a hardship for patients to get transportation to and from the treatment center. The transportation van has served 7,855 patients since June 2009. This service is provided at no charge to the patient. Our service area includes Indiana, Jefferson and parts of Cambria, Somerset, Armstrong and Westmoreland Counties.
- **Debra Hodak Water Wall:** The Water Wall is displayed in the IRMC Cancer Center in partnership with UPMC Hillman Cancer Center. The donor wall feature memorializes Debra L. Hodak and shares her inspiration with others who enter the IRMC Cancer Center. Each gift of \$1,000 will get your loved one's name placed on the water wall.
- **Wyant Pink Ribbon Wall:** The Wyant Family Pink Ribbon Wall is proudly displayed in the IRMC Women's Imaging Center. The wall symbolizes strength, courage, and hope for a cure. We are honored to display you or your loved one's name for a gift of \$1,000 or more.
- **Women's Imaging Center:** The center is home to the latest advances in breast care technology. Not only is there a state-of-the-art breast MRI now available, there is also 3D mammography. The imaging center is also where the resource library and Birdie's Closet are located. The Women's Imaging Center offers more than the best medical technology, it also provides a safe and caring place for women to seek care, treatment and beyond!
- **Donor Designated:** Donations are directed toward the department or service area of your choosing.

**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.

**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](http://www.indianatotaltherapy.com)

**IRMC at Chestnut Ridge:** A full service facility located in Blairsville, PA providing Urgicare, Internal and Family, 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 80 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 nursing supervisor. If you feel that your issue wasn't resolved, please contact the patient advocate at 724.357.7280 or [patientadvocate@indianarmc.org](mailto:patientadvocate@indianarmc.org) with your compliments, complaints or concerns. You may also contact our President and CEO at 724.357.7006 or 724.464.7503.



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# 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 loved one's 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.

## What is Code Help?

Code Help was developed to provide a mechanism for patients and families to speak up in an emergency situation.

A Code Help call will initiate an immediate response from a team of healthcare professionals to the patient's bedside. IRMC is committed to being the SAFEST and BEST Community Hospital and Code Help allows us to partner with the community to achieve that goal.

**HELP Line for Families DIAL 121**

*You Have Questions?  
We Have Answers... Call Today*

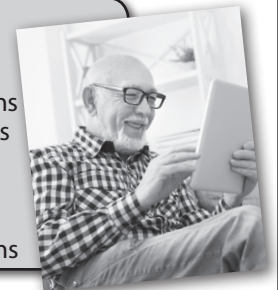
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In-House Fitness Machines  
Health & Wellness Presentations



*Promoting and Preserving Independence and Healthy Living for Older Adults  
Today – Tomorrow – Always*



# WHAT TO EXPECT

## What to expect during your hospital stay

From the moment you arrive to Indiana Regional Medical Center emergency department our team will work collaboratively with your primary care physicians to treat and evaluate you.

## What is a Hospitalist?

Hospitalists are physicians who are board-certified internal medicine or family medicine and who 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

—Cut/tear out to leave a message (double sided)

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

Recognize an

i c a r e

*giver!*

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

**Integrity • Compassion • Accountability • Respect • Excellence**

# 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

Soon after your discharge, you may receive a survey from Press Ganey Associates. 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. The information provided on this website is based on HCAHPS survey results. [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)

## The Leapfrog Group

rates hospitals that take part in the Leapfrog Hospital Quality and Safety Survey. Measures how well hospitals meet the Leapfrog Group's quality and safety standards. Survey results are reported on Leapfrog's website for users to compare hospitals. [www.leapfroggroup.org/cp](http://www.leapfroggroup.org/cp)

Cut/tear out to leave a message (double sided) \_\_\_\_\_

**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**

# 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 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.

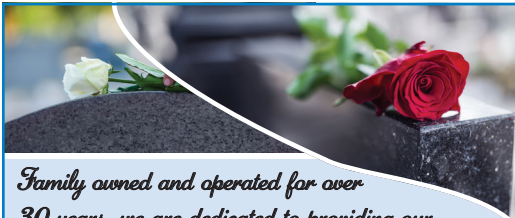
**Interpreters** - IRMC has interpreting services available for patients, family and visitors. We can provide both foreign language and sign language interpretation. Contact a member of our nursing team to arrange for services.

### 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.



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Monday-Friday 9 am - 5 pm  
Sat. 9 am - 1 pm  
Other hours by appointment

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**Karen  
Houck**  
Administrator



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*"Let us make life more comfortable for you."*

# DURING YOUR STAY

## 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

Please be sure to give a complete and accurate list of all of your current medications including any herbal medications that you have taken recently or routinely take.

## 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.

## 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.

## 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. By calling ahead you may "check-in" at the department where your test is performed. Call 724.357.7075 or 1.888.452.4762.

*Where YOUR family  
is OUR family, too.*

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Highway N

Home, PA 15747

**724-465-6454**

crystal-watersindiana.com



*Crystal Waters*  
*Personal Care Home*

## 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.

## 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](http://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.

## Your ID Bracelet

As a patient, you will receive a special identification (ID) bracelet that states your name and hospital number, your physician's name and other important information. Your ID bracelet will be checked often during your stay. Please wear it at all times to prevent delays with important lab tests, X-rays, and various other tests and treatments. If your ID bracelet is damaged or lost, please let your nurse know immediately.

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# 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.

## Problems with Telephones or Televisions

If you should have any troubles with either the telephones or televisions, please inform your nursing staff immediately and they will contact the Facilities Management Department for service. If you have any further questions or concerns about your service, please call the Facilities Management Department directly at extension 77052.

— REMEMBER HONOR CELEBRATE —



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*Our family caring for your family*

<p style="text-align: center;"><b>Curran-Shaffer</b> Funeral Home &amp; Crematory, Inc. 100 Owens View Ave., Apollo, PA 15613 724-478-1244 Arthur R. Kunkle, Jr., F.D., Supervisor *on-site crematory</p>	<p style="text-align: center;"><b>Brady-Curran</b> Funeral Home &amp; Cremation Services, Inc. 429 Franklin Ave., Vandergrift, PA 15690 724-568-1621 James A. Kunkle, F.D., Supervisor</p>
<p style="text-align: center;"><b>Curran</b> Funeral Home &amp; Cremation Services 701 Salt St., PO Box 190, Saltsburg PA, 15681 724-639-3911 Abigail Elizabeth Major, F.D., Supervisor</p>	<p style="text-align: center;"><b>Curran</b> Funeral Home &amp; Cremation Services 300 Market St., Leechburg, PA 15656 724-842-1021 Norman E. Conners, F.D., Supervisor</p>

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## BEACON RIDGE

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**724-349-5300**

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**beaconridge.net**

# 5 WAYS TO FIGHT INFECTION

The hospital is a place you come to get well, but you can also come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

1. Clean your hands after touching hospital objects and surfaces, before eating, after using the restroom, & when entering and exiting your room.
2. Ask doctors and hospital staff members to clean their hands. This should be standard practice, but don't be afraid to remind them if they forget. Ask visitors to clean their hands, too!
3. Cover your nose and mouth if you are sick. If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, avoid touching other people and wash your hands. Ask the staff if there is anything else you should do, like wear a surgical mask to prevent the spread of germs.
4. Keep an eye on bandages or dressings. If a dressing on a wound or IV becomes wet or loose, let your nurse know. Also, if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged. Ask each day if it's time to remove your catheter or IV.
5. Keep your vaccinations up to date. Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.

## Television Channel Listings

2	KDKA-2 (CBS – Pittsburgh)	26	Fox News Channel	50	American Movie Classics
3	QVC	27	Syfy	51	HGTV
4	WTAE-4 (ABC-Pittsburgh)	28	Lifetime	52	FOOD Network
5	Home Shopping Network (HSN)	29	ESPN	53	TLC
6	WIUP-20 (Indiana)	30	ESPN2	54	Travel Channel
7	WPMY-22 (Pittsburgh)	31	NBCSN	55	Disney Channel
8	WPGH-53 (Fox Pittsburgh)	32	ATT Sports Network	56	CNBC
9	C-SPAN	33	The Golf Channel	57	TV Land
11	WPXI-11 (NBC-Pittsburgh)	35	TBS	58	FX
12	WGN	36	A&E	59	Bravo
13	WQED-13 (PBS-Pittsburgh)	37	CNN	60	BET
14	WPCB (Cornerstone TV)	38	Comedy Central	61	Freeform
15	WPCW (KDKA-CW)	39	PCNC	70	E!
16	ION	41	FS1 (Fox Sports)	71	History
17	WPSU	42	TNT	72	Animal Planet
18	Blank - Local Organization	43	Nickelodeon	73	PCN
		44	USA Network	74	Hallmark Channel
		45	MTV	75	EWTN
		46	HLN Headline News	76	MSNBC
		47	Discovery Channel	78	IRMC Welcome Channel
		48	The Weather Channel	98	C-SPAN
		49	VH1		



Just because you're  
going home doesn't  
mean you'll be alone!

Concordia offers an array of high quality health care services that cater to the unique care you and your loved ones deserve. Concordia's dedication to serving all with respect, dignity, and compassion provides a family-like comfort during your most challenging times.



Concordia-IRMC VNA was established in January of 2021 as a partnership between Concordia Community Support Services and Indiana Regional Medical Center, incorporating the former VNA of Indiana County, and is honored to provide the Indiana community with high quality home health, hospice and private duty services.

In everything we do,  
WE PUT OUR **FAITH** IN **CARING**



# Home Health

Phone: 724-463-6340

- Skilled Nursing
- Home Health Aides
- Physical, Occupational & Speech Therapies
- Medical Social Services
- Specialty Nursing Services
- Palliative Care



# Family Hospice

Phone: 724-463-8711

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



# Private Duty Home Care

Phone: 724-352-6200

- Nurse Aides
- Companion Services
- Homemaker Services
- In-Home Respite Care
- Medication Reminders
- Personal Care
- Shopping, Errands, Appointments
- Meal Preparation



# RIGHTS & RESPONSIBILITIES

IRMC has a strong commitment to seeking, listening and responding to our patients' needs and concerns. Care and /or treatment is provided by all members of the healthcare team based on each patients' age-specific needs. As an individual receiving service at IRMC you have the right to be informed, according to state law and hospital policy, of your rights at the earliest possible moment in the course of your care, treatment, or service to make informed medical decisions / choices. If the patient is a child, (unemancipated age 18 or younger) then the child's parent, guardian or legally authorized responsible person may exercise the child's rights on his or her behalf.

## **For your plan of care, you have the right:**

- To participate in the development and implementation of your plan of care, including pain management and discharge planning.
- To make informed decisions regarding your care, treatment or services, by being:
  - Informed in a language or terms you can understand; if you do not speak English or have special communication needs, the hospital will provide interpretive services.
  - Fully informed about your health status, diagnosis, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give this information to you, it will be given to your representative or other appropriate person;
  - Able to have your representative act on your behalf when necessary or desired by you;
  - Assured that a family member or a representative and your physician are notified as promptly as possible if you are admitted to a hospital unless you request that this is not done.
- To be informed, and assisted with, the process to make an advance directive / living will.
  - Your wishes regarding medical care - spelled out in an advanced directive, living will, healthcare proxy or durable power of attorney for healthcare will

be honored by IRMC clinical staff and practitioners during your care;

- The advance directive / living will (healthcare directives) need to be part of the medical record to enable healthcare practitioners to comply with these directives (wishes) during your care.
- You have the right to agree to, or refuse to, take part in medical research or donor programs. You may, at any time, refuse to continue in the program.
- To have your rights protected during research, investigation and clinical trials involving human subjects.
- You have the right to refuse any drugs, treatment, or procedures. Your doctor/nurse should explain to you what can happen if you refuse.
  1. You may be asked to sign a consent form if you do refuse any drugs, treatment, or procedures.
  2. You may also be asked to sign a consent form if you leave the place of care against medical advice.
  3. However you do not have the right to demand inappropriate or medically unnecessary treatment or services.

## **For your privacy, respect, dignity, and comfort, you have the right:**

- To personal privacy, including:
  - During examinations and treatments;
  - Sharing your personal information only with your consent unless otherwise permitted or required by law.
  - Deciding if you want or do not want involvement of your family in your care;
  - During clinical discussions between you and your treatment team members;
- To give or withhold consent for IRMC to produce or use recordings, films, or other images of you for purposes other than your care.
- You have the right to respectful care given by skilled staff.
- You have the right to expect privacy and confidentiality with regard to your care.
- Confidential handling of your medical record, unless the hospital is otherwise authorized by law or third-party contractual arrangement to release specific information.

# RIGHTS & RESPONSIBILITIES

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

- To receive respectful care given by competent personnel in a setting that:
  - Is safe and promotes your dignity, positive self-image, and comfort;
  - Accommodates religious and other spiritual services;
  - Is free from abuse, exploitation or harassment, or neglect;
  - Be free from restraint and/or seclusion, in any form, that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff;
- You have the right to receive care no matter what your age, medical condition, ancestry, color, disability, education, gender identity, income, language, marital status, national origin, race, religious creed, sex, sexual orientation, veteran, union membership, or who will pay your bill.
- Upon request, you have a right to know the names and duties of all health care team members involved in your care.
- If you want to see your records, please discuss it with your doctor. In some cases, a patient's access to these records should be limited for health reasons. If you want a copy of your records, a medical records request needs completed. A process is in place for the release of Behavioral Health records.
- Care in a safe setting, free from abuse and harassment.

## For other health care services, you have a right:

- To emergency procedures to be implemented without unnecessary delay;
- Effective and appropriate assessment and timely management of pain
- To be transferred (when medically necessary) to another facility after you or your representative have received complete information, an explanation concerning the need for transfer and any alternatives.
- To be assisted in obtaining consultation with another physician at your request and own expense.

- Before any procedure (except an emergency), your doctor must obtain informed consent (permission) from you or from someone who can legally give consent. This means your doctor will explain the diagnosis, treatment, possible complications, and tell you about other treatments. You will be asked to sign a consent form in which you confirm that your doctor has given you this information.

## For quality, support and advocacy, you have a right:

- To be informed about hospital resources, such as ethics committees and patient representatives, for resolving disputes, grievance and conflicts;
- To access the internal grievance process and appeal to an external agency. (The information provided to you must include the telephone number and address of the appropriate state agency and the manner in which you could refer quality-of-care issues to the appropriate peer-review organization).
- To expect that IRMC will provide you information about your continuing health care needs at the time of discharge and the resources for meeting those needs.
- You have the right to respectful quality care and high professional standards that are provided by competent personnel.
- You have the right to expect good management techniques to be used, considering good use of your time and to avoid any personal discomfort.
- You have the right to ask for a detailed statement of your bill and to ask for information on financial aid with regard to your care.
- That you will not be denied access to an individual or agency authorized on your behalf to protect your rights.
- Ability to access pastoral care and spiritual services.
- To have issues related to care at the end of life addressed with sensitivity.

# RIGHTS & RESPONSIBILITIES

The health care providers of IRMC are committed to working with patients to deliver excellent patient care.

IRMC asks that patients work with us to meet the goals related to their care and treatment. Patients are asked to assume the following responsibilities:

## PATIENT RESPONSIBILITIES

1. Participate in your treatment and services.
2. Provide a complete health history: medications, past illnesses and hospitalizations.
3. Appoint a healthcare representative.
4. Communicate with IRMC staff and ask questions if something is not understood.
5. Be courteous to patients and staff.
6. Comply with the treatment plan you and your doctor have put in place during the hospital stay or service provided.
7. Refrain from taking drugs that have not been prescribed by your physician, including alcohol and other toxic substances.
8. Comply with visitation policies.
9. Comply with IRMC's smoke free policy.
10. Accept your physician, nurse, clinician, and other caregiver assignments; unless there are legitimate concerns regarding a caregiver assigned to you.
11. Accept your room assignment-private rooms are at a minimum and cannot be guaranteed.
12. Protect your belongings: You are responsible for the safety of your belongings during your hospital stay or outpatient encounter. IRMC is not responsible for any lost or stolen patient belongings. We encourage you to send valuables and medications home or to store them with hospital security if you are admitted to the hospital.
13. Arrange transportation home; discharged patients should vacate the room as soon as possible.
14. Provide information necessary for insurance processing with the understanding that you have the ultimate responsibility for paying all bills.
15. Keep your follow up appointments.

## PATIENT VISITATION RIGHTS

- Be provided with an explanation of visitation rights and any clinical limitations on such rights, including the reason for limitations.
- Be ensured that visitors enjoy full and equal visitation privileges consistent with your preferences and reasonable clinical limitations.
- Be assured that visitation privileges will not be restricted on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.
- Refuse to consent to a person visiting with them, or withdraw consent to see a visitor at any time.

**The patient advocate will ensure that your patient rights are enforced. You may contact the patient advocate at 724.357.7280 or [patientadvocate@indianarmc.org](mailto:patientadvocate@indianarmc.org)**

**Reporting of a quality or safety concern to CIHQ regarding IRMC can be accomplished by any of the following:**

- **Online:** <https://cihq.org/complaint>
- **Mail:**  
**Attn: Chief Executive Officer**  
**PO Box 3620**  
**McKinney, TX 75070**  
• **Phone:** 512.661.2813  
• **Fax:** 805.934.8588

**You may also contact the Pennsylvania Department of Health's Hospital Hotline at 1.800.254.5164 or by mail:**

**Pennsylvania Dept. of Health**  
**Room 526 Health and Welfare Building**  
**625 Forster Street**  
**Harrisburg, PA 17120-0701**

Any Medicare beneficiary may submit a complaint or concern about the quality of care received with Livanta, the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-Q10) at 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 to:

- 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
- If you are in a hospital, consider asking all healthcare workers who have direct contact with you whether they have washed their hands
- 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

## Are you at Risk for Falls?

- **Multiple Medications** — The more medicines you take, the more likely you are to experience dizziness or other risky side effects. Tell each of your healthcare providers about all of the drugs you take. Ask them about any side effects that might place you at risk for falls.
- **Walking Difficulties** — Shuffling, weakness, stooped-over posture, inability to walk a straight line, numbness or tingling of toes can make falls more likely. Ask your doctor about assistive devices such as a cane or walker and learn how to use them correctly.
- **Fear of Falling** — Do not cut back on your normal activities. Inactivity can actually lead to more falls because of lost muscle strength. Your doctor can also recommend an exercise program to increase muscle strength and coordination, which can help reduce the risk of falling. If you feel unsteady on your feet, talk to your doctor. You may benefit from a cane or a walker.

## Guidelines to Prevent Falls:

- Always follow your physician's orders and the nurse's instructions regarding whether you must stay in bed or if you require assistance to go to the bathroom.
- When you need assistance, use your call light or bell by your bed or in the bathroom and wait for the nurse/assistant to arrive to help you.
- Ask the nurse for help if you feel dizzy or weak getting out of bed. Remember, you are more likely to faint or feel dizzy after sitting or lying for a long time. If you must get up without waiting for help, sit in bed awhile before standing. Then rise carefully and slowly begin to walk.
- Wear non-skid slipper socks whenever you walk in the medical center. If you don't have any, ask the nurse.
- Remain lying or seated while waiting for assistance. Please be patient. Someone will answer your call as promptly as possible.
- Do not tamper with side rails that may be in use. Side rails are reminders to stay in bed and are designed to ensure your safety.
- Walk slowly and carefully when out of bed. Do not lean or support yourself on rolling objects such as IV poles or your bedside table.
- Do not use furniture to assist yourself.

# WHAT ARE YOUR 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.

## Patient Services Advanced Directives

You have the right to make decisions about your own medical treatment. There may be times in your life when you cannot make your own healthcare choices. An advanced healthcare directive helps you plan for your care in these situations. By stating your wishes in advance, you can have a voice in your care when you cannot speak for yourself. You can also choose who may speak for you. By sharing your treatment wishes in a written document, you spare your family and friends from having to make tough decisions without knowing what you would want. Anyone may lose his or her ability to make healthcare choices at any time due to an unexpected illness or accident, which is why it is important for all of us to make an advanced healthcare directive. Your physician or designee may speak to you about Advanced Care Planning during your hospitalization. Here is a brief description of each kind of Advanced Directive:

### Living Will

A set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated or unable to communicate or make decisions. A living will protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

### Healthcare Proxy

A person (agent) you appoint to make your medical decisions if you are unable to do so. Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming him or her as your agent. Remember that an agent may have to use his or her judgment in the event of a medical decision for which your wishes aren't known.

### Durable Power of Attorney

For healthcare: A legal document that names your healthcare proxy. Once written, it should be signed, dated, witnessed, notarized, copied and put into your medical record. For finances: You may also want to appoint someone to manage your financial affairs when you cannot. A durable power of attorney for finances is a separate legal document from the durable power of attorney for healthcare. You may choose the same person for both, or choose different people to represent you.

For more information about Advanced Directives or to obtain forms, please speak with your nurse.

# 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

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*

## 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, Susan Pierce, 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](http://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](http://www.samhsa.gov)

# NONDISCRIMINATION POLICY

The Indiana Regional Medical Center (the “Medical Center”) shall comply with the provisions of Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act, The Americans With Disabilities Act, Section 504 of the Rehabilitation Act of 1973, the Pennsylvania Human Relations Act and all related local laws or ordinances, and all requirements imposed there under, to the end that services shall be provided without discrimination due to a person’s race, color, sex, age, national origin, religious creed, ancestry, union membership, gender, sexual orientation, gender identity or expression, AIDS or HIV status, veteran status, genetic information, or disability.

The Nondiscrimination Policy is applicable to all patients and all others who receive medical services from the Medical Center. The Policy specifically prohibits practices which result in said individuals being excluded from participation in programs/services provided by the Medical Center, being denied equal benefits, being provided with separate benefits, being subjected to segregation or desegregation, or in any other way being subjected to discrimination in the receipt of any care or service provided at the Medical Center. The foregoing prohibition includes, but is not limited to, the following:

1. Inpatient and outpatient admission and 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 the Medical Center. 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.



### Rehabilitation Services with....

- Private Rooms
- Short Term Stays
- IV Therapy
- Post Operative Joint Program
- 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](http://www.indianhaven.com)



# IT'S IMPORTANT TO HAVE A DIABETIC EYE EXAM

**Shirley Eye Care**  
724.463.8882

## What is Diabetic Eye Disease?

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

## 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.

**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.



## 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.

To schedule your exam  
Call Shirley Eye Care  
**724.463.8882**

241 Rustic Lodge Rd.  
Indiana, PA 15701  
[www.shirleyeyecare.com](http://www.shirleyeyecare.com)

## Comprehensive Vision Care For Your Family's Eye Care Needs



Dr. Ross Agagliati  
Dr. Matthew Shirley  
Dr. Meghan Shirley

With diabetes being a leading cause of vision loss in the United States, the doctors at Shirley Eye Care are committed to preserving and maximizing your vision by utilizing the latest technology.

*In addition to expert diabetic eye care, services at Shirley Eye Care include:*

- Complete eye exams for all ages
- Treatment of eye conditions and diseases
- Emergency eye care
- Specialized dry eye therapies
- Scleral contact lens fittings
- 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.

**Shirley Eye Care** Find us on &

# 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 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.



## Chestnut Hills Dental

Aesthetic & Family Dentistry

William A. Vitalie DMD

Full range of cosmetic, restorative & preventative services, and financing to fit almost any budget... nothing is holding you back from finally having the smile you want!

Call today to reserve  
your appointment

**724.349.8380**

[www.ChestnutHillsDental.com](http://www.ChestnutHillsDental.com)

655 Church Street, Suite 300 W, Indiana, PA  
Located in the former R&P bldg. behind the post office, 3rd floor

# 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  
Indiana Anesthesia Associates: 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.

## 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.

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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.

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ask to speak to a Recovery Specialist

**If you or a loved one has a substance use disorder, please contact us.**

# INSURANCE/BILLING

## 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.

## 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.

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# 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
- Disturbance
- Dizziness or Fainting Spells
- Asthma
- Allergic Reactions
- Weakness or Gait
- 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](http://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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