Patient Information
FOR YOUR STAY WITH US

PennState Health
St. Joseph Medical Center
Directions

From Exeter & South:
422 West/222 North/Exit Route 183, turn right.
Approximately 1/2 mile, turn right onto Hospital Driveway.

From City of Reading:
Schuylkill Avenue to Route 183, turn left at Hospital Driveway
light onto campus.

From the West:
422 East/222 North/Exit Route 183, turn right.
Approximately 1/2 mile, turn right at Hospital Driveway.

From the North:
222 South/Exit Route 183, turn left.
Approximately 1/2 mile, turn right onto Hospital Driveway.

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Welcome

Welcome and thank you for choosing Penn State Health St. Joseph Medical Center for your health and wellness needs. Our mission is to provide quality, compassionate and safe care and to care for you in body, mind and spirit.

Our commitment is driven by our core values of Reverence, Integrity, Compassion and Excellence and practiced every day by our dedicated doctors and clinical and support staff. It is a tradition of caring that has remained at the core of our ever-evolving system since our founding by the Sisters of St. Francis in 1873.

Our system of inpatient and outpatient services is designed to meet the medical and wellness needs and lifestyles of today. Our leading-edge technology propels our clinical innovation and is led by highly trained and deeply experienced medical professionals.

This book is designed to provide information that you will find useful as you use our services. Please take the time to read it carefully. If you have any questions about this information, please ask your doctor, nurse or other members of your care team for assistance.

Our Mission

The mission of Penn State Health St. Joseph Medical Center is to nurture the healing ministry of the Church supported by education and research. Fidelity to the Gospel urges us to emphasize human dignity and social justice as we create healthier communities.

Our Core Values

Reverence
Profound respect and awe for all creation; the foundation that shapes our spirituality, our relationships with others and our journey with God.

Integrity
Moral wholeness; soundness, fidelity, and trust in all we do.

Compassion
Solidarity with one another; the capacity to enter into another’s joy and sorrow.

Excellence
Pre-eminent performance; becoming the benchmark, putting forth our personal and professional best.
Our Open Admissions Policy
It has always been the policy of St. Joseph Medical Center to admit all persons without regard to race, color, creed, sex, sexual preference, age, physical and mental handicap, national origin, or social or economic status. All Medical Center facilities are available to patients and visitors without discrimination.

Our Mission of Spiritual Care and Supportive Services
St. Joseph Medical Center has a trained Spiritual Care Team, which fosters our vision of care for the whole person. Our mission is to provide each patient and their family with opportunities for spiritual care. When you feel separated from family and friends, or when you are faced with difficult choices and may be anxious, our Spiritual Care Staff is privileged to help you connect with your sources of support and meaning, whether faith-based or not, so that you will find encouragement. We offer:

• Spiritual and emotional support in a way that is respectful of personal values and beliefs
• Someone to be God’s loving and listening presence
• Encouragement when you are faced with difficult challenges and choices

Catholic sacraments are available for patients during their stay. There also is an interfaith chapel on the Bern Campus (Garden Level) and the Penn State Health Downtown Campus (second floor) at 6th and Walnut Streets.

We are happy to assist you in notifying your pastor, rabbi or other spiritual leader that you are here.

Contact us:
Monday through Friday, 7 a.m. – 7 p.m.
Saturday, 9:30 a.m. – 3 p.m.
610-378-2297

For after-hour emergencies, where emotional and spiritual support is needed, please call 610-378-2000.

To initiate an ethics consult, call 610-378-2000, and the hospital operator will contact a member of the ethics team to call you back.

Pre-admission Testing
Having a surgical procedure, no matter how simple or complex, can raise your anxiety level. Our experienced staff in Pre-admission Testing strives to reduce your concerns and answer any questions regarding your procedure. This conscientious team serves as the central point of communication between you and all the physicians and health professionals involved in your care. Paperwork is processed ahead of time to ease anxiety and stress on the day of admission. As part of the pre-admission testing process, our staff will verify your insurance information, record your medical history and conduct any necessary routine medical tests, including X-ray, bloodwork, and electrocardiogram. Additionally, a member of our nursing staff will call you to review your procedure and health history, and answer any questions.

Your pre-admission testing appointment
Our nurse will call you to review with you what testing is required before your procedure. Some tests can be completed up to 30 days before your scheduled surgical procedure. All testing must be completed at least 72 hours prior to your admission date. During your call, a nurse will discuss any anesthesia options and answer your questions.

If you need to speak to a nurse in our Pre-admission Testing department, please call 610-378-2451.

Patient Access Financial Counseling
Arrangements should be made before your admission date for payment of all costs not covered by your insurance. If you are admitted in an emergency situation, a representative from our Patient Access Financial Counseling department will meet afterward with you or your family to discuss financial arrangements for any costs not covered by insurance.

Consistent with our principles of Catholic faith-based health care ministry, St. Joseph Medical Center shall treat any patient seeking urgent or emergent care without regard to their ability to pay. We also provide financial assistance (charity care) to both inpatients and outpatients who are uninsured, underinsured or meet eligibility criteria. If you are in need of financial assistance, please contact our financial counselors at 610-378-2351. The department is open Monday through Friday from 8 a.m. to 4:30 p.m.
What To Bring For Your Stay With Us

• Personal items: pajamas, robe, slippers, and toiletries (comb, brush, toothpaste and toothbrush).
• Maternity patients are reminded to bring clothing for the new baby to wear home. Don’t forget the car seat!
• A list of ALL medications you are currently taking, including prescription drugs, over-the-counter medications, herbal remedies, vitamins, diet pills, etc. Information should include the exact name of the medication, the strength, the dosage and frequency taken. Check your medication label for this information.
• Eyeglasses and case.
• Hearing aids and case.
• Denture cup and supplies.
• Walking device, if needed.
• $10 or less in cash.

What to Leave at Home

• Jewelry, wallets, purses, credit cards and cash in excess of $10.
• Electrical devices such as DVDs, laptop computers, etc.
• Tobacco products. Noting our commitment to healthy communities, St. Joseph Medical Center is smoke-free on our Bern Campus, Downtown Campus and all satellite offices. Smoking is prohibited both in the buildings and on the surrounding grounds.

The Medical Center will not assume responsibility for personal items that are lost or damaged. Cash, personal checks and valuable or sentimental items, such as jewelry and iPads, should be left at home.

Parking

Free, convenient parking is available on the Bern Campus in our spacious surface lots, located just off the main entrance. Visitors at the Downtown Campus should park on the surface lot at the corner of 6th and Walnut Streets or in the Walnut Medical Pavilion off of Walnut Street, and enter through the main entrance located on 6th Street.

Admissions Procedure

Both Inpatient and Outpatient Admissions are located in Patient Access, to the left of the main lobby inside the Medical Center.

A member of our Admissions staff will verify the necessary personal, medical and insurance information. We will issue you a special-identification wristband, which must be worn at all times until you are discharged. We will also assign you a room during the admission process. Note: The information on your chart is permanently recorded and is released only with written consent, except where required by law.

Consent for Treatment Forms

These forms must be completed and signed by the patient or their designated representative prior to treatment, therapy, and/or procedures. The forms are designed for the protection of the patient as well as St. Joseph Medical Center. Please read these forms carefully and ask any questions you may have before signing.

Make Your Wishes Known

Under Pennsylvania law, you have the right to make informed choices about health care, but it is important that you first communicate those choices before they can be carried out. Please give serious thought to the treatment you prefer and who will be responsible for making sure your wishes are followed. Discuss your preferences with your family and physicians. These preferences are stated in two types of documents – an advance directive and a durable power of attorney for health care.

Advance directive – This is a legal document that states your wishes about your medical care should you, as a patient, become unable to communicate them.

Durable power of attorney (POA) for healthcare – This is a legal document that designates another person to make medical decisions on your behalf should you become incapacitated.

Organ donation – State law requires hospitals and medical centers to solicit requests for organ and tissue donations, when appropriate. St. Joseph Medical Center supports the concept of organ and tissue donation. Patients should advise their family and physicians if they have signed an organ-donor card or wish to be an organ or tissue donor.
Ethics consult – If a person should become seriously ill without their wishes being known, there may be questions about treatment choices. An ethics consult is an opportunity for a patient and/or family members to discuss these difficult questions with physicians, nurses and other staff including members of the Ethics Committee, in order to have as much information as possible to help in deciding the best course for treatment. For an ethics consult, please call 610-378-2000.

Ethics Committee

Our mission is to offer each patient the best possible care while maintaining individual dignity and self-respect. A patient has the right to address any ethical or moral questions regarding treatment or any part of treatment. The unit manager will help resolve any concerns or arrange for an ethics consult.

Interpreter Services

The St. Joseph Medical Center Interpreter Services department consists of full-time and per-diem Spanish language interpreters. They are trained to uphold the philosophy of Reverence, Integrity, Compassion and Excellence, value the spirit of human dignity and respect cultural and religious diversity. We also have the ability to interpret a wide variety of languages via remote video interpreter as well as a special language telephone line. To ensure quality medical care, St. Joseph Medical Center provides interpreter services to our hearing-impaired patients through a third-party service at no cost to the patient. Please notify your caregiver if you require such services.

Wi-Fi Services

St. Joseph Medical Center is pleased to offer free and fast Wi-Fi. Connect to attwifi and you’re good to go!

Telephone and Television

Arrangements for a telephone and television are made for every patient at the time of admission based on personal preference. The following are details about phone usage:

- For local calls – dial “9” followed by the local number.
- For long-distance calls – dial “0” for the hospital operator. The hospital operator will get you an outside operator to make your call connection. The long-distance operator will ask if you would like the call billed to a credit card, as a collect call or to a home phone number.
- Out of respect for other patients, phone calls in your room should be limited to the hours between 7 a.m. and 10 p.m.
- If you require a special telephone or a teletype phone, please notify your caregiver.

Frequently used telephone numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operator</td>
<td>Dial 0</td>
</tr>
<tr>
<td>Financial Counselor</td>
<td>Dial 2000</td>
</tr>
<tr>
<td>Information</td>
<td>Dial 2000</td>
</tr>
<tr>
<td>Pharmacist</td>
<td>Dial 2130</td>
</tr>
<tr>
<td>Housekeeping</td>
<td>Dial 2424</td>
</tr>
<tr>
<td>Food/Nutrition</td>
<td>Dial 2700</td>
</tr>
<tr>
<td>Ethics Consult</td>
<td>Dial 2000</td>
</tr>
<tr>
<td>Case Mgr/Social Work</td>
<td>Dial 2360</td>
</tr>
<tr>
<td>St. Joseph Medical Center Foundation</td>
<td>Dial 2477</td>
</tr>
</tbody>
</table>

Please ask your care provider to contact Interpreter Services, if you so needed.

In-house television channels

- **76** St. Joseph Medical Center Information Channel
- **77** CARE Channel
- **78** Chapel

Please refer to the card in your room for the Comcast TV channels by number.

Mail, Flowers and Gifts

All mail, flowers and gifts addressed to you will be delivered directly to your room. The address is: Penn State Health St. Joseph Medical Center, 2500 Bernville Road, Reading, PA 19605. Flowers are not permitted in the Critical Care or the Neonatal Intensive Care units and may not be permitted for patients with certain conditions. If you have questions, check with your caregiver. If you wish to send mail to someone outside the hospital, please use the appropriate amount of postage and give it to your
caregiver.

Many people, including staff, have life-threatening allergies to latex, so please order Mylar instead of latex balloons.

**Meals**

In order to serve our patients better, we have developed an innovative meal preparation and delivery system called At Your Request – Room Service Dining. It means that you can order “what you want, when you want it.” You may order any of your meals at anytime between the hours of 6:30 a.m. and 6:30 p.m., seven days a week. The ordering process is very simple: dial extension 2700 from your bedside telephone and one of our order preparation specialists will take your order. Your order will be checked against your approved diet plan, prepared according to your specifications and delivered to your bedside. Since all of the food is cooked to order, we ask that you allow 45 minutes for delivery time.

**Meals/Snacks for Visitors**

Main campus visitors are welcome to dine in our cafeteria, which is located on the Garden Level, near the chapel. It is open seven days a week, from 6:30 a.m. to 7 p.m. We also offer guest trays to our patients’ friends and family. Guests may order meals using the same At Your Request – Room Service Dining menu located in the patient’s room by calling extension 2700. The guest tray will be delivered with the patient’s meal, if requested, and if possible. There is an $8 charge per guest tray, which is payable by credit card or cash payment to the room service staff when the guest tray is delivered. Credit card payments are preferred. Our room service delivery staff cannot accept checks.

**Patient Rooms**

We hope and expect that you will find your room in very good order. All of our patient rooms are thoroughly cleaned and sanitized by our Environmental Services department. However, if you have any specific concerns, contact extension 2424. If no one is immediately available to answer the call, leave a message. We will respond to your concerns promptly.

**Visitors**

**COVID-19 Patient Visitation Policy**

Penn State Health is committed to the safety of patients, staff, visitors and the general public. Due to the continued presence of COVID-19 in the region, Penn State Health is not allowing visitors who are not family/support persons in any of its facilities. Additional changes have been made to the guidelines for family/support persons. Adult inpatients and adult outpatient surgery patients may have one family/support person per day. The family/support person is not permitted to stay over night. Labor and Delivery and postpartum patients are permitted one family/support person for the entire duration of the stay.

Per the visitation restriction policy, no visitors other than patient-designated and exception-approved family/support persons are allowed at this time.

All patients will be invited to designate a “support” person: who will be able to accompany them during their stay and can make visitation decisions for the patient if the patient becomes incapacitated with the prior consent of the patient and/or the patient’s POA or Designated Decision Maker. The patient also has the right to opt out of visiting if desired.

Please check with your caregiver or call our Information Desk for additional information regarding visitation at 610-378-2166.

**Hospitality Lounge Waiting Rooms**

We welcome visitors to wait in the second floor hospitality lounge. Complimentary coffee and tea and vending machines are available. Please notify the nursing staff of your plans to wait in this area. Also, if you wish to visit a patient following a procedure, please make this request to the staff. The hospital cafeteria, located on the Garden Level, is also available to all visitors. The Critical Care waiting room is located on the second floor and also is used for visitors and families waiting for patients undergoing cardiac and other outpatient procedures.

**Culture of Safety**

St. Joseph Medical Center is dedicated to creating an environment that promotes patient safety through the initiation of safe...
practices and staff education. We ask that you assist us in our goal by reviewing and following these simple suggestions.

What can you do?

• Speak up and ask questions anytime you have concerns or are unsure about your care.
• Be an active member of your health care team. Communicate your wishes. Never be embarrassed to ask questions and voice concerns whenever you do not understand something.
• State regulations require that the Medical Center stage periodic fire and disaster drills. Do not be alarmed or take unnecessary actions when you hear such announcements. Follow the instructions of our staff.
• Please check with the nurse before using any personal electrical device.
• Patient privacy laws and the use of special equipment to monitor and care for patients are prime reasons why cellular phones, including those with cameras; pagers; and other similar devices may be prohibited in many areas of the Medical Center. Please check with hospital staff in your location to determine if you can use any of these electronic devices.
• Make sure that all health professionals involved in your care have all of your pertinent health information.
• If you are having surgery, make sure that you, your doctor and your surgeon all agree on exactly what will be done.
• Learn about your condition and the ways it can be treated. You can do this by speaking with your doctor and nurses, and by reading appropriate medical literature or reliable online resources.
• When you are being discharged from the hospital, ask your doctor or nurse to explain your discharge instructions thoroughly.
• A hospital bed is different from your bed at home. For your protection, do not lower the safety rails by yourself or attempt to climb over them. Stay in bed, if that is what the doctor ordered. Attempting to get up too early may result in an unsafe condition or could harm your recovery. Do not hesitate to call a nurse if you need assistance with getting in or out of bed.
• You should expect all staff to verify your identity in two ways each time they interact with you. They will usually ask your name and date of birth. This is to ensure they have the right medications and treatment for the correct patient.
• You might be issued a colored wristband in addition to your identification band to alert staff of certain safety-related issues. Please do not remove any bands.
• Know your medications and times you should take them. If you are offered unfamiliar medication or do not receive medication at its usual time, please ask for an immediate explanation from your caregiver.

• Every time you talk with your doctor, nurse, or pharmacist, ask these questions:
  - What is my main problem?
  - What do I need to do?
  - Why is it important for me to do this?
• If your physician considers the use of a restraining device in an emergency situation, please understand that it is for your own safety. Restraint devices are used only with a physician’s order and in compliance with strict standards. Before using these safety measures, staff will use alternatives, such as helping the patient be more comfortable, decreasing the noise level and changing the lighting in the room. Your rights and dignity are very important to us and will be maintained at all times. Any necessary restraining device will be removed as soon as the safety risks have decreased.

Infection Prevention

Anyone can get an infection. However, some people are at greater risk due to their physical condition or chronic illness that weakens their body’s protection against germs. Others may be at risk if they have a procedure that penetrates the skin (surgery), or they require use of equipment that must be kept in their bodies for a period of time (intravenous (IV) therapies, urinary catheters). Not all infections are preventable, but there are many precautions that can be taken to reduce the risk of developing an infection related to your stay in the hospital.

General precautions

• The best way to prevent the spread of germs is frequent hand-washing with soap and water or hand sanitizer. We encourage you to remind your caregivers to wash their hands before caring for you. It is OK and even expected that you will ask them to do this.
• Both you and your visitors should practice good hand-washing. There are sinks and alcohol-based hand sanitizers located throughout the hospital. Please use them.
• If someone is feeling ill, ask them to wait until they feel better before visiting.
• You and your visitors need to follow the staff’s directions about isolation or special precautions needed to stop the spread of germs. Your visitors may feel they don’t have to wear protective clothing because they have been around you before your admission, but they need to understand that they could carry germs to staff and other visitors.
• To prevent the spread of respiratory germs, it is important that you
cover your mouth and nose when you cough or sneeze by turning your face into your sleeve or using a disposable tissue. The tissue should immediately be thrown into the trash and your hands should then be washed.

Our goal is to prevent infections from occurring. Studies have shown that steps can be taken to help us achieve this goal. Three of the areas with known strategies for infection prevention are resistant germs, device-related infections and surgical site infections. Because prevention is our target the following steps are used:

### Resistant germs
- Germs are becoming increasingly resistant to antibiotics. Talk of controlling germs like MRSA (methicillin-resistant Staphylococcus aureus) and VRE (vancomycin-resistant Enterococcus) is more common than in the past.
- An important step in preventing further resistance is to use antibiotics correctly. For example, do not ask for an antibiotic to treat a cold because it will not be effective. Also, take all of the antibiotic prescribed by your doctor, even if you are feeling better, until they are gone. It is the doctor’s responsibility to choose the correct antibiotic to treat the infection.
- If a patient is found to have a resistant germ, for example MRSA or VRE, we will start isolation precautions to reduce the possibility that the germ will spread to someone else.
- The Infection Control department monitors the resistant organisms found in patients to look for any unusual occurrences or spread.
- As part of a Pennsylvania law, PA Act 52, certain patients will be asked to submit to a nose culture to check for MRSA. We will use isolation precautions to care for positive patients as part of a statewide attempt to control this resistant organism.
- If a patient who had a resistant germ in the past is re-admitted, they will probably be cared for using precautions from admission until it is proven they no longer carry the resistant germ. This is for your protection.

### Device-related infections
- As part of treatment we may use devices that have been shown to increase the risk of an infection developing but are important for recovery. Examples of such devices are urinary catheters, intravenous catheters or ventilators to assist with breathing.
- Hospital staff have been educated about the proper way to insert and care for these devices to reduce infection rates.
- The Infection Control department watches for infections related to devices and uses the information gathered to further emphasize proper use and maintenance.
- Devices are routinely monitored for continued need to keep their use to a minimum.

### Surgical site infections
- Hospital staff are trained in proper procedures to reduce the risk of infections associated with surgery.
- Perioperative doses of antibiotics are monitored for correct use, including that it is the proper antibiotic, a dose within one hour of the start of surgery and discontinued within 24 hours after the operation.
- Razors are not used for hair removal.
- Blood sugar control and maintaining the body temperature are monitored for select surgeries.
- The Infection Control department watches for surgery-related infections and uses the information gathered to promote proper surgical techniques.

We ask for your assistance with infection prevention by following your doctor’s instructions and being aware of the strategies we use for your protection. More information about infection control is available at preventinfection.org. You can also ask your nurse, physician or the Infection Control Team by calling x2295 or x2298.

### Family Activation of Rapid Response Team

Family members are an important part of a patient’s health care team. As such, we urge them to immediately notify a caregiver should they notice any decline in their loved one’s condition.

You should call if you see any of the following changes:
- Change in heartbeat
- Problems with breathing
- Sudden change in mental status (confusion or agitation)
- Something is “just not right”

If you notice a change in your family member’s condition, please notify a nurse immediately or call the Rapid Response Team at x7777.

When you call, please provide the patient’s name, room number, and a brief description of the emergency. A member of the Rapid Response Team will arrive promptly to assist the patient.
Medication Safety

We have dedicated much time and effort to enhancing medication safety for all of our patients. To do this we have developed systems to help ensure that the “five rights” are always accomplished: the right patient, the right drug, the right dose, the right route and the right time. Some examples of these safety processes are as follows:

Things St. Joseph Medical Center does for medication safety:

- Our clinicians have access to drug information electronically from any computer terminal within St. Joseph Medical Center. This gives them the most recent information on all FDA-approved drugs, including side effects and drug interactions.
- All medication orders are assessed for safety before administering the first dose. Pharmacists specifically review in advance medication orders prescribed throughout the facility, including in the Emergency Department. In addition, specially designed computer systems help pharmacists screen for any potential interactions between existing and newly prescribed medications. Once the order is approved, it is then transmitted electronically to an automated medication system on the nursing unit. Nurses have access to only the medications prescribed by your physician.
- Double-checks are in place for certain medications. Along with checking your wristband to make sure you are identified properly, nurses also double-check the IV pump settings on select medications to ensure the safety of their use. One of the most important ways we can increase medication safety by involving patients and their families in the care process.

Things you and your family can do to enhance the safety of medications

- Ensure that all of your doctors and caregivers are aware of every medication, dietary supplement and substance you take. This includes prescription and nonprescription items, as well as vitamins, herbs and other supplements.
- Send existing medications home with your family, unless instructed by your nurse to do otherwise. While you are in the hospital, you may not need the same medications.
- Make sure your doctor knows about any allergies and reactions you have had to medicines.
- Do not let anyone give you medications without first checking your hospital ID bracelet and verifying your name and date of birth.
- Look at all medicines before you take them. If it doesn’t look like what you usually take, ask why. It might be a generic drug or a new medication.
- Before any test or procedure, ask if it will require any dyes or medicines. Remind your nurse and doctor if you have allergies.
- When you’re ready to go home, have the doctor, nurse or pharmacist review each medication with you and a family member. You will be provided with an updated list of medications by the hospital staff before you leave the facility.
- Make sure you have basic information about all of the new medicines prescribed to you while in the hospital. Some questions you should be sure to ask are:
  - What are the brand and generic names of the medications?
  - What does it look like?
  - Why am I taking it?
  - How much should I take, and how often?
  - When is the best time to take it?
  - How long will I need to take it?
  - What side effects should I expect, and what should I do if they happen?
  - What should I do if I miss a dose?
  - Does this interact with my other medications or any foods?
  - Does this replace anything else I was taking?
  - Where and how do I store it?

If you have any questions about your medicines, feel free to request a medication review by a registered pharmacist. Just call 610-378-2130.

Fall Prevention

Certain conditions may make you more prone to falls and other accidental injuries. Here are just a few:

- Being in the hospital, in an unfamiliar environment, and not feeling well cause patients to unexpectedly fall.
- Multiple medications: The more medications you take, the more likely you are to experience dizziness or other risky side effects. Tell all of your health care providers about the medicines you take. Ask them about any side effects that may place you at risk for falls.
- Walking difficulties, such as shuffling, weakness, stooped posture, inability to walk a straight line, numbness or tingling of toes. Ask your doctor about assistive devices, such as a cane or walker, and learn how to use them correctly. A physical therapist can also teach you correct walking techniques with these devices.
- Chronic conditions that interfere with thinking, such as Alzheimer’s
disease, a recent stroke or surgery, chronic pain and drug or alcohol dependence.
• Impaired vision or hearing.
• Two or more falls in the past six months.

What YOU can do to prevent falls
• Always follow your physician’s orders and the nurses’ instructions about whether you must stay in bed or if you require assistance to go to the bathroom.
• When you need assistance, use the nurse call bell by your bed or in the bathroom and wait for a nurse or assistant to arrive to help you. Do not rely on visitors or family members to assist you. It is important to remain lying or seated while awaiting for assistance. Please be patient. Someone will answer your call as promptly as possible.
• Ask the nurse or assistant for help if you feel dizzy or weak getting out of bed. Remember, you are more likely to feel weak or dizzy after sitting or lying down for a long time. If you must get up without waiting for help, sit in bed for a few minutes before standing.
• An alarm inside your bed activates to signal that you are getting out of bed. For your safety we will issue a yellow wristband to let your health care team know that you may need additional assistance.
• Wear nonskid slipper socks whenever you walk in the hospital. If you don’t have any, ask a nurse or assistant to give you a pair.
• Walk slowly and carefully when out of bed. Do not lean or support yourself on rolling objects, such as IV poles or bedside tables.
• Do not use furniture to assist yourself, except in an emergency.

Pain Management

We are committed to service excellence in pain management. Our goal is to make your stay with us as comfortable as possible. The following is important information about pain management:
• As part of your treatment, members of your care team will ask you to rate your pain on a scale of zero to 10. Zero is no pain at all, while 10 is the worst pain imaginable. You will also be asked how much relief you get when you receive treatment for your pain.
• Don’t wait until someone asks you about pain. If you have any discomfort, please speak up.
• You may be given pain medication. It is a good idea to talk about your choices with your physician.
• There are alternatives to medication for the treatment of pain. Let us know if any of them have worked for you in the past. These include heat, cold, physical therapy, massage, relaxation techniques, etc.
• If the pain medication you are receiving isn’t working, you may ask for a consult with a pain specialist nurse.

Case Management/Social Work Services

Shortly after your admission to the hospital, you may be contacted by a case manager or social worker to discuss discharge planning. These are dedicated and compassionate professionals who are knowledgeable about services and facilities within Berks County and the surrounding areas. They will be happy to assist in making your discharge from the hospital as safe as possible. If you have questions or concerns, please notify your nurse, who will contact one of them for you. You, a family member and your designed caregiver can also leave a message personally on the department’s voicemail by calling 610-378-2360. (If you are a family member or designated caregiver calling on a patient’s behalf, please leave your name, patient’s name, room number and best time to call.) If you need information on social or community services, our Social Services staff can assist you.

Planning to Go Home

As with treatments, tests and procedures, your physician will order your discharge. The physician or nursing staff will discuss your discharge with you and your caregiver if one has been designated. Important information includes instructions about new medications and those medications you were taking before your hospitalization, any special dietary requirements, physical activity, follow-up physician visits and other information to further your recovery. Your Case Manager/Social Worker will assist in coordinating home health services, rehab service or durable medical equipment, if recommended. Please ask if there is something you do not understand. When all arrangements are finalized, an attendant will assist you in leaving the Medical Center. Your case manager will provide you with a list of local providers to review should you need any additional services.

Pharmacy Services – Bedside Delivery

As a service to our patients the St. Joseph Medical Center Ambulatory Pharmacy can fill and deliver your discharge medication(s) to your bedside. If you prefer, you (or a family member or caregiver) may also pick up your medication(s) at the Ambulatory Pharmacy located on the first floor, just off the main lobby. If you need more information before
making a decision, contact a pharmacist at 610-378-2863.

This is an optional program offered for your convenience. You have the right to select any pharmacy you wish to provide medication(s) prescribed by your physician.

**Patient Rights**

As a health care facility, we are committed to delivering quality medical care and to making your stay as pleasant as possible. The Pennsylvania Department of Health developed the following “Statement of Patient’s Rights,” which is endorsed by the St. Joseph Medical Center administration and staff. It is our goal to provide effective, considerate medical care within our capacity, mission, philosophy, applicable law and regulation. We submit these to you as a statement of our policy.

- You have the right to respectful care, given by competent personnel, which reflects appreciation of your personal value and belief systems and which optimizes your comfort and dignity.
- You have the right to know what hospital rules and regulations apply to your conduct as a patient.
- You have the right to expect emergency procedures to be implemented without necessary delay.
- You have the right to good quality care and high professional standards that are continually maintained and reviewed.
- You have the right to expect good management techniques to be implemented within the hospital, the avoidance of unnecessary delays and, when possible, the avoidance of personal discomfort through effective pain management.
- You have the right to medical and nursing services without discrimination based upon race, color, religion, gender, sexual preference, age, disability, national origin or source of payment.
- You have the right, in collaboration with your physician, to make decisions involving your health care. This right applies to the family and guardian of neonates, children and adolescents.
- You have the right to make decisions regarding the withholding of resuscitative service or the forgoing or withdrawal of life-sustaining treatment within the limits of the law and the policy of this institution.
- You have the right, upon request, to be given the name of your attending physician, the names of all other physicians or practitioners directly participating in your care, and the names and professional status of other health care personnel.
- You have the right to every consideration of privacy concerning your medical care program. Case discussion, consultation, examination and treatment are considered confidential and should be conducted discreetly, giving reasonable visual and auditory privacy when possible.
- You have the right to request a room transfer, if another patient or a visitor in the room is unreasonably disturbing you and another room equally suitable for your care needs is available.
- You have the right to have all information, including records, pertaining to your medical care, treated as confidential, except as otherwise provided by law or third-party contractual arrangements.
- You have the right to have your medical records read only by individuals directly involved in your care, by individuals monitoring the quality of your care or by individuals authorized by law or regulation. The hospital shall provide you or your designated/legal representative, upon request, access to all information contained in your medical records, unless access is specifically restricted by the attending physician for medical reasons.
- You have the right to be communicated with in a manner that is clear, concise and understandable. If you do not speak English or are hearing impaired, you may request an interpreter or an auxiliary aid.
- You, and your designated legal representative have the right to full information in layman’s terms concerning diagnosis, treatment and prognosis, including information about alternative treatments and possible complications.
- Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment or both.
- You have the right not to be involved in any experimental, research, donor program or educational activities unless you or your designated/legal representative, have given informed consent prior to the actual participation in such a program. You or your designated/legal representative may, at any time, refuse to continue in any such program to which informed consent has previously been given.
- You have the right to refuse any drugs, treatment or procedure offered by the hospital, to the extent permitted by law, and a physician shall inform you of the medical consequences of such refusal.
- You have the right to an ethical consultation regarding ethical issues surrounding your care within the framework established by this organization.
- You have the right to formulate, produce a copy of or request information on advance directives or to appoint a surrogate to make health care decisions on your behalf.
- You have the right to assistance in obtaining a consultation with another physician at your cost and expense.
- You have the right to be transferred to another facility when medically permissible. Such a transfer should be made only after you or your designated/legal representative has received complete
information and explanation concerning the need for, and alternatives to, such a transfer. The transfer must be acceptable to the other institution.

- You have the right to examine and receive a detailed explanation of your bill.
- You have the right to full information and counseling on the availability of known financial resources for your health care.
- You have the right to expect that the health care facility will provide a mechanism whereby you are informed upon discharge of continuing health care requirements following discharge and the means for meeting them.
- You cannot be denied the right of access to an individual or agency that is authorized to act on your behalf to assert or protect the rights set out in this section.
- If disabled, you have the right to expect reasonable and equal access to the facilities, services and programs of this hospital.
- Information regarding your rights as a patient should be provided to you during the admissions process or at the earliest possible appropriate moment during the course of your hospitalization.
- You have the right, without recrimination, to voice complaints regarding your care, to have those complaints reviewed and, when possible, resolved.
- You have the right to be free from verbal or physical abuse or harassment.
- You have the right to be free from the use of seclusion and restraints as a means of coercion, convenience or retaliation by staff. The hospital will impose restraints or seclusion only when necessary to prevent injury to the patient or others and when no alternative means are sufficient to accomplish this purpose.
- You have the right to appropriate assessment and management of pain.
- St. Joseph Medical Center is proud of its mission to provide excellent service to all our patients and their families. If payment of your medical bill is a concern, we may be able to assist you. We provide financial assistance based on income, family size and assets for medically necessary and emergent services. Patients who are eligible for financial assistance will not be charged more than the amounts generally billed to patients with insurance. Please visit our website at: pennstatehealth.org to access our Financial Assistance Policy and financial assistance applications. Documents are translated in various languages and are available on the website or in person. Patient Financial Services staff members are conveniently located at the main campus of Penn State Health St. Joseph, 2500 Bernville Road, Reading, PA 19605, and are also available by phone at 610-208-4629.

Patient Responsibilities

As a patient, you assume responsibility for the following:

- St. Joseph Medical Center expects that you or your family will provide information about past illnesses, hospitalization, medication and other matters relating to your health history in order to effectively treat your illness.
- St. Joseph Medical Center expects that you will cooperate with all hospital personnel and ask questions if directions or procedures are not clearly understood.
- We expect you to be considerate of other patients and hospital personnel and to assist in the control of noise, smoking and the number of visitors in your room at one time. We also expect you to be respectful of the property of others and the property of the Medical Center.
- In order to facilitate your care and the efforts of the hospital personnel, we expect you to help the physicians, nurses, and allied medical personnel in their efforts to care for you by following their instructions and medical orders.
- Only authorized members of your family are expected to be available to hospital personnel for review of your treatment, in the event you are unable to properly communicate with the physicians or nurses.
- It is understood that you assume the financial responsibility of paying for all services rendered either through a third-party payer (your insurance company) or being personally responsible for payment for any services that are not covered by your insurance policies.
- We expect that you will not take drugs that have not been prescribed by your attending physician and administered by hospital staff. And, that you will not complicate or endanger the healing process by consuming alcoholic beverages or toxic substances during your hospital stay.

Patient Grievances

Our mission encourages us to emphasize human dignity and social justice as we move toward the creation of healthier communities. Respect for human dignity includes respecting your rights as an individual. As medical professionals, we pride ourselves on providing high-quality care in a compassionate manner.

Complaints, concerns and grievances are always taken seriously, and an attempt is made to resolve them at the level closest to the patient, whenever possible.
• If you feel that any of your rights may have been violated, you or a family member are encouraged to contact the patient advocate as soon as possible at 610-378-2675 or in writing to St. Joseph Medical Center, 2500 Bernville Road, Reading, PA 19605.

• You have the right to file a complaint with the state survey agency, regardless of whether you choose to first use St. Joseph Medical Center’s grievance process. Contact:
  Pennsylvania Department of Health, Division of Acute and Ambulatory Care

• In addition, The Joint Commission gives patients, their families, caregivers and others an opportunity to share concerns regarding quality-of-care issues at accredited health care organizations. Contact:
  Office of Quality and Patient Safety
  The Joint Commission
  One Renaissance Boulevard
  Oakbrook Terrace, IL 60181 800-994-6610
  Online Patient Complaint Form: Joint Commission Connect

**Billing Procedure**

Professional services provided by the Medical Center’s anesthesiologists, cardiologists, emergency services physicians, neurologists, pathologists, radiologists and vascular surgeons are billed separately from other hospital charges as required by Medicare Law, PL 89-87. This means that, if you require these particular services, you will receive separate bills for each. A separate bill will reflect the non-physician portion of the Medical Center’s charges, such as equipment use, film, supplies, services of technical personnel, etc. If you have any questions about your hospital bill, please contact our billing office at 610-378-2350, Monday through Friday, 8:30 a.m. to 4:30 p.m. For questions about billing for professional services, please contact the departments:

- Anesthesiology ................................................................. 610-378-2823
- Cardiology ................................................................. 610-685-8500
- Emergency Services .................................................. 610-378-2350
- Pathology ..................................................................... 866-297-2320
- Radiology ...................................................................... 610-378-2230
- Emergency Physician Services ............................... 1-888-952-6772

Penn State Health Customer Service ................................. 1-800-254-2619

**How Did We Do?**

We care deeply about your experience at St. Joseph Medical Center.

After accessing our services, we will ask you to share meaningful information with us about your visit. NRC Health is an organization Penn State Health hires to objectively gather patient experience information. Depending upon whether you had an inpatient stay or outpatient services visit, you will be contacted by phone, text, email or mail to complete your vital input.

Having input directly from you is essential to ensure we remain a leader in providing an excellent patient experience.

The information you share when NRC Health contacts you is critical to both improving the care we provide and helping us achieve the “value” goals set by the organizations that regulate hospitals.

NRC Health summarizes all of the contacts, as identified above, and shares the results. This information tells us what we are doing well and where we can improve.

We would greatly appreciate if you would give us the gift of your input by taking a few moments to speak or interact with our partners from NRC Health.
As you walk down our main corridor, the patient rooms are to your left, and the diagnostic and therapeutic areas are to the right.

610-378-2000 Main Number
610-378-2330 Emergency Department
610-378-2117 Cancer Center

610-378-2340 The Heart Institute
610-378-2200 Quality Medical Laboratory
610-378-2042 Breidegam Family Birthing Center

610-378-2240 Diagnostic Imaging
610-378-2113 Noninvasive Cardiovascular/EEG Services
610-378-2155 Respiratory/Pulmonary Medicine

610-378-2113 Vascular Services
2500 Bernville Road Reading, PA 19605 penstatehealth.org

Garden Level

First Floor

Second Floor

Medical Office Building (MOB):
100 Women’s Care
103 Diabetes Education Nutrition Counseling Occupational/Hand Therapy Outpatient Rehab Physical Therapy Speech Therapy
105 Volunteer Services
106 Pediatric Specialists Penn State Health Medical Group Maternal Fetal Medicine
107 Health Information Management/Medical Records

Use these Elevators

Medical Office Building (MOB):
200 Orthopedic Surgery Sports Medicine General Surgery Bariatric Surgery
201 Vascular Cardiothoracic Surgery Neurology Neurosurgery Pain Management

First Floor

Second Floor

Penn State Health St. Joseph Medical Center
2500 Bernville Road, Reading, PA 19605 | 610-378-2000 penstatehealth.org

As you walk down our main corridor, the patient rooms are to your left, and the diagnostic and therapeutic areas are to the right.
SAYING **Thank You**
**NEVER MEANT SO MUCH!**

At St. Joseph Medical Center our health care professionals are dedicated to the well-being of each patient we serve. Our professionals honor the hospital’s legacy of care by ensuring that, no matter how clinically and technologically advanced medicine becomes, our patients will always be attended by caregivers who understand the importance of compassion.

Saying thank you to a doctor, nurse, staff member or volunteer who made a difference in your visit or stay is greatly appreciated. Your donation to our Guardian Angel Program will help us continue to provide compassionate and innovative health care to you, your family, friends and others in our community.

If you would like to honor a person or department, contact the **Office of Development** at **610-378-2477** or visit **engage.pennstatehealth.org/supportstjoseph**.