



A guide for patients and caregivers



Main Line Health[®]
Paoli Hospital

Welcome to Main Line Health

Dear Patient,

We appreciate that you have chosen Paoli Hospital, part of Main Line Health, for your health care needs.

At Paoli, we are devoted to providing our patients with quality medical care and nursing services. Our dedicated staff members recognize and understand the important balance between compassionate care and medical technology. We all share a commitment to your health and well-being.

This guide will help acquaint you with the hospital, our health care procedures, and patient and guest services. We encourage you and your loved ones to read it and become familiar with your patient rights and responsibilities. Your physician, our nursing staff, and our nurse managers are here to assist you in any way they can. However, if you have a problem, question or concern that our clinical staff has not answered, please call our patient advocate at 484.565.1090.

On behalf of the entire staff, thank you for entrusting Main Line Health with your health care. We extend our very best wishes for your good health.

Sincerely,



Jack Lynch, FACHE

President and Chief Executive Officer
Main Line Health



James Paradis

President
Paoli Hospital

Table Of Contents

About us	2	For visitors	12
Television and internet	4	Lounges	
During your stay with us	5	Pastoral/spiritual care/meditation room	
Advance directives		ATM	
Integrative services		Dining options	
Interpretation services		Vending machines	
Inpatient vs. observation status	6	Mail, flowers, balloons	
Pain management		Parking locations	13
Clinical alarm safety	7	Public restrooms	
Patient meals		Visiting hours	
Sleep tips for your hospital stay	8	Health and safety	13
Room temperature		Medications from home	
Housekeeping services		Safety awareness	14
Calling your nurse for assistance		Patient identification	15
Condition H		Smoking	16
Telephone/mobile phones	9	Fire and disaster drills	
Your valuables		Handwashing policy	
Lost and found		Preventing blood clots and complications	
Electrical appliances		Preparing for discharge	17
People who care for you	10	Day of discharge	
Lay caregivers	11	Medications	
Health care staff assignments		Billing and insurance information	18
Hospital resources		Home health/hospice services	
Expressing your gratitude		Patient portal for EHR	
		Policies	19
		Patient rights and responsibilities	
		Your privacy and information	
		Notice of nondiscrimination	20

A Guide for Patients and Caregivers is also available online as a downloadable PDF at mainlinehealth.org/patientguide.

About Us

ABOUT MAIN LINE HEALTH

Founded in 1985, Main Line Health is a not-for-profit health system serving portions of Philadelphia and its western suburbs. Main Line Health's commitment—to deliver advanced medicine to treat and cure disease while also playing an important role in prevention and disease management as well as training physicians and other health care providers—reflects our intent to keep our community and ourselves well ahead. A team of more than 10,000 employees and 2,000 physicians care for patients throughout the Main Line Health system.

At Main Line Health's core are four of the region's most respected acute care hospitals—Lankenau Medical Center, Bryn Mawr Hospital, Paoli Hospital and Riddle Hospital—as well as one of the nation's recognized facilities for rehabilitative medicine, Bryn Mawr Rehabilitation Hospital.

The Main Line Health system also includes Mirmont Treatment Center for drug and alcohol recovery; Main Line Health HomeCare & Hospice, which includes skilled home health care, hospice and home infusion services; Main Line Health Centers, primary and specialty care, lab and radiology, and other outpatient services located in Broomall, Collegeville, Concordville, Exton, King of Prussia and Newtown Square; Lankenau Institute for Medical Research, a biomedical research organization; and Main Line HealthCare, one of the region's largest multispecialty physician networks.

All four of our acute Main Line Health hospitals have once again been recognized as a Best Hospital for 2021-22 by U.S. News & World Report. Our hospitals achieved high performance rankings in specialties and procedures and conditions; specifically, knee replacement, heart failure and kidney failure. Paoli Hospital continues to achieve high performance rankings in orthopaedics.



ABOUT PAOLI HOSPITAL

At Paoli Hospital, our comprehensive services and programs include maternity, orthopedics, heart care, a full-service cancer center, The Holloway Breast Health Center, and trauma center. We are proud of our numerous accolades and awards, most notably our emergency department and hospital patient satisfaction scores.

Paoli Hospital is a Pennsylvania leader in using elements of evidence-based design to promote safety, patient outcomes, satisfaction and efficiency. We provide our patients with private rooms; warm, comfortable environments with lots of natural light; and a spacious emergency department with designated trauma rooms and advanced surgical suites. Our physicians, nurses and dedicated staff here at Paoli are committed to providing all of our patients a highly satisfying health care experience.

OUR MISSION

Our mission is to provide a comprehensive range of safe, high-quality health services, complemented by related educational and research activities, that meet the health care needs and improve the quality of life in the communities we serve.

OUR VISION

Be the health care provider of choice in leading and optimizing the health of all in our communities.

OUR VALUES

- Safety—Deliver care that is free of harm or injury
- Communication—Seek and share information through meaningful engagement
- Compassion—Be present and caring
- Diversity, Respect and Inclusion—Commit to advancing an environment of cultural competence and universal respect
- Excellence—Set and achieve high standards
- Innovation—Discover better solutions every day and embrace change
- Integrity—Do the right thing
- Teamwork and Systemness—Work together to achieve common goals

Television and Internet

TELEVISION LISTING

Televisions are provided in each patient room. Please be considerate of others by keeping the TV volume down and turning off your TV at bedtime.

1	Program Guide	41	Animal Planet HD	80	VH1 HD
2	ME TV	42	History HD	81	MTVLIVE
3	CBS 3	43	ID HD	82	WGN America HD
4	WACP	44	National Geographic HD	83	TV ONE HD
5	ABC 6	45	truTV HD	84	Game Show Network HD
6	NBC 10	46	A&E HD	85	Trinity Broadcasting Network HD
7	PBS 12	47	Food Network HD	86	INSP
8	PHL 17	48	HGTV HD	87	Eternal Word TV HD
9	WNJN	49	TBS HD	88	TV Land
10	UNIMAS	50	TLC HD	89	Cleo TV
11	FOX 29	51	TNT HD	90	Pennsylvania Cable Network
12	PBS 39 Extra	52	The Travel Channel HD	91	Daystar TV
13	PBS 39	53	USA HD	92	Impact
14	CBS 3	54	AMC HD	93	LX TV
15	TV 51	55	Syfy HD	94	Dabl
16	CW PHILLY 57	56	Comedy Central HD	95	Decades
17	Christian Program	57	BET HD	96	Xitos
18	ION	58	FX HD	97	H&I
19	Telemundo	59	BBC America HD	98	Movies!
20	UNIVISION 65	60	Bravo HD	99	Start
21	69 News	61	E! HD	100	Buzzr
22	NBC Sports HD	62	FXX HD	101	Cozi
23	ESPN HD	63	Motortrend HD	102	Weather
24	ESPN2 HD	64	Lifetime HD	103	Court
25	The Golf Channel HD	65	Hallmark Channel HD	104	AntTV
26	NBCSN HD	66	Oxygen HD	105	Comet
27	Fox Sports 1 HD	67	Hallmark Movies & Mysteries HD	106	Y2
28	NBC Sports Plus HD	68	Lifetime Movies HD	107	World
29	Tennis Channel HD	69	OWN HD	108	WLVT 3
30	The Weather Channel HD	70	Nickelodeon HD	109	NHK World TV HD
31	Bloomberg HD	71	Disney Channel HD	110	WPVI 2
32	CNBC HD	72	Freeform HD	111	WTFX 3
33	CNN HD	73	Universal Kids HD	112	HSN HD
34	HLN HD	74	WHYY—Kids	113	QVC HD
35	MSNBC HD	75	WUVP—Bounc	114	Music Channel (Symphony)
36	Fox News HD	76	WLVT—Create	115	Music Channel (Classical)
37	Fox Business HD	77	WE tv HD	118	CARE Channel
38	CSPAN HD	78	UP HD		
39	CSPAN2	79	MTV HD		
40	Discovery HD				

WIRELESS INTERNET SERVICE

We are pleased to offer our patients and families wireless internet access. Most devices will pick up the wireless connection as soon as you turn them on. Connect to the mlhguest network, open your web browser and select Accept Terms of Use to register and be directed to mainlinehealth.org.

Once registered, you can browse the internet to any website you like. For security reasons, the system automatically clears all registrations every 24 hours. Please note that there is no encryption or security on the network, so be careful when deciding whether to transmit personal or confidential information.

During Your Stay With Us



We have policies and procedures in place to help you and your family work with our doctors, nurses and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

ADVANCE DIRECTIVES

Advance care planning, also known as advance directive, living will, personal directive, medical directive or advance decision, is a process that defines your goals and wishes as they relate to health care. By having an advance directive, you can help clinicians and loved ones understand your needs and wishes in the event you are unable to communicate for yourself. Main Line Health provides all patients with a six-step advance

care planning guide to help you with this process. To learn more, talk to your doctor or visit mainlinehealth.org/acp to download our free advance care planning guide.

Note: You must provide a new advance directive each time you are readmitted or you must validate that any advance directive the hospital may have on file for you from a previous hospital admission is your most up-to-date document. In this way, you ensure the hospital has your most current information.

INTEGRATIVE SERVICES

We strive to make every patient as relaxed and comfortable as possible while receiving medical care. To do this, we offer a number of healing therapies that have been shown to speed recovery and reduce symptoms such as pain, anxiety, fatigue and depression. Our integrative therapies include reiki, aromatherapy, pet therapy and therapeutic music. Just talk to one of your nurses about the options available.

INTERPRETATION SERVICES

Stratus video remote interpretation provides access to interpreters for more than 200 languages including American

Sign Language. Please notify your nurse if you need interpretation. Amplified handsets and telecommunications devices for the deaf (TDD) are also available.

INPATIENT VS. OBSERVATION STATUS

Medicare and other insurers require determination of patient admission and observation status to be based on complex clinical criteria set at the national level. The medical oversight and treatment you receive will be the same whether your status is observation or inpatient. Observation is an outpatient service (Part B for Medicare patients). Generally, this means you pay a copayment for each individual outpatient hospital service. This amount may vary. For non-Medicare patients, please check with your insurance company. Inpatient admission is billed under inpatient services (Part A for Medicare patients). For additional questions about observation status, please contact our care management department at 484.565.1206.

PAIN MANAGEMENT

Your doctors, nurses and other caregivers want to help relieve your pain. It's important for them to know about your pain and whether your pain is improving or getting worse, and whether your medications are working or not. That's why they will constantly ask questions about your pain—because pain changes over time, or your pain medicine may not be working. Be sure to tell them that you have pain, even if they don't ask.

You may find some of these words useful in describing your pain:

- Aching
- Bloating
- Burning
- Comes and goes
- Constant
- Cramping
- Cutting
- Dull
- Numbing
- Pressing/
pressure

- Pulling
- Radiating
- Searing
- Sharp
- Shooting
- Soreness
- Stabbing
- Throbbing
- Tightness

If you are taking pain medicine—whether over-the-counter or prescribed by a doctor—this should be included on your list of medicines or medication card. Even pain medicine that you will take for a short time should be listed with all of your other medicines.

DIFFERENT WAYS TO MANAGE PAIN

There are other ways to treat pain without taking medicine. Your doctor will work with you to find out what works best for you depending on your illness or condition and how much pain you have. Some other treatments for pain are:

- Acupuncture, which uses small needles to block pain
- Taking your mind off pain with movies, games and conversation
- Electrical nerve stimulation, which uses small jolts of electricity to block pain
- Physical therapy
- Exercise
- Hypnosis
- Heat or cold
- Massage
- Relaxation

QUESTIONS TO ASK YOUR CAREGIVERS ABOUT YOUR PAIN MEDICINE

- What pain medicine is being ordered or given?
- What are the doses and times that the medicine needs to be taken?
- How often should I take the medicine?
- How long will I need to take the pain medicine?

- Can I take the pain medicine with food?
- Can I take the pain medicine with my other medicines?
- Should I avoid drinking alcohol while taking the pain medicine?
- What are the side effects of the pain medicine?
- What should I do if the medicine makes me sick to my stomach?
- What can I do if the pain medicine is not working?
- What else can I do to help treat my pain?
- Will I become addicted?

MEDICATION SAFETY

It is important to talk with your doctor up front about how long you will need to take narcotic pain medication (e.g., opioids such as hydrocodone and oxycodone). Please do not take your medication in higher doses or for longer than necessary to treat your pain. If you have or have had a substance use disorder, be sure to talk to your doctor about your concerns. We want you to be as comfortable as possible while also keeping you safe.

Substance use disorder is a condition in which the misuse and/or overuse of substances can lead to chemical dependency or the inability to stop, cut down and control your usage despite several attempts. This is characterized by symptoms of physical withdrawal, thought impairment and disruption in behavior as well as consequences within relationships, family and life balance. Prolonged use of substances will inevitably lead to dependency due to the impact on brain chemistry. Using alternative techniques to narcotic medications can significantly reduce your risk for long-term reliance on prescription narcotics.

When you return home, if you have pain medication left over, **please discard it safely at a designated medication disposal location**, rather than leaving it in your medicine cabinet. There is a prescription drug drop box located in the Paoli Hospital valet lobby.

CLINICAL ALARM SAFETY

Equipment alarms must remain active at all times and must be loud enough to alert your care team. Patients and families should not attempt to silence, turn down the volume, remove or adjust alarms/equipment themselves. Please do NOT touch them. Call your nurse if there is a concern.

PATIENT MEALS

We are pleased to offer our patients the Treat Yourself daily dining menu with natural goodness and fresh ingredients in every meal. Our staff can assist you in making menu selections based on your prescribed diet and can explain any choices unfamiliar to you.

ROOM SERVICE

A fresh, healthy meal will be delivered to you at your request. Please use the dining menu at your bedside and call 484.565.8888.

Family members may place meal orders for loved ones in the hospital from any location by calling 484.565.8888. Room service is available between the hours of 6:30 am and 6:30 pm, serving breakfast all day and lunch beginning at 11:00 am.

You may request meals be delivered within 45 minutes or schedule meals to be delivered at a time that works best for you.

GLUTEN-FREE DIETS

The food service department at Paoli Hospital received G.R.E.A.T. (Gluten-free Resource Education and Awareness Training) certification from the National Foundation for Celiac Awareness, ensuring the proper serving

of gluten-free foods to patients and guests. Patients who are admitted to Paoli and prescribed a gluten-free diet by a physician will be hand-delivered a gluten-free menu specially created by our executive chef and registered dietitian.

SLEEP TIPS FOR YOUR HOSPITAL STAY

Sleep is a key part of physical and mental health, as well as recovery from an illness or surgery. Staying in the hospital can interfere with getting the rest you need. Here are some tips to help you get enough rest during your hospital stay while permitting you to receive care:

- Keep your room quiet. If medically appropriate, keep the room door closed.
- Keep your room dark while you are trying to sleep.
 - Turn the television off while sleeping as it adds light and sound to the room.
 - Keep your shades open and lights on while you are awake.
- Maintain healthy sleep habits.
 - Limit the amount of caffeine you drink.
 - If allowed, try to be out of bed during the day. If restricted to bed, elevate the head of your bed during the day as much as possible.
 - Try to eat regular meals and have a snack before going to bed.
- Manage pain by discussing symptoms with your caregivers.
- Reduce your anxiety by getting the information and reassurance you need from physicians, other clinical staff and family.

ROOM TEMPERATURE

All patient rooms in the hospital have individual temperature controls for heat and air-conditioning. If your room temperature is not comfortable, please notify the nursing staff.

HOUSEKEEPING SERVICES

Patient rooms are cleaned and sanitized daily by our environmental services staff. In addition, every effort is made to make sure you are comfortable and that everything in your room is in proper working order. If you experience any cleanliness issues with your room please call Environmental Services at 484.565.1538. If you experience any problems with your room or the equipment in it (e.g., lights, TV, shower, heating/air-conditioning, bed), please call our maintenance department at 484.565.6427 (7:00 am to 3:00 pm) or 484.565.6428 (all other times) and we will arrange to have the problem corrected.

CALLING YOUR NURSE FOR ASSISTANCE

A button to call your nurse is located at your bedside and in your bathroom. When you press the button, the nursing station is alerted that you need assistance and a light flashes on above your door. A staff member will respond to your signal as soon as possible. There is a speaker in your room and the nurse may answer your call from another location. If you answer verbally, he or she will be able to hear your request.

CONDITION H

Main Line Health is dedicated to making our hospitals the safest place for patients to receive care. As a result, we've created a Condition H line—the "H" stands for help—for patients, family or visitors to call for immediate medical help. When the call is placed, it immediately alerts the nursing supervisor who will quickly check the patient's condition and provide help, as needed, before there is a medical emergency.

You can call Condition H if:

- There is a noticeable change in the patient's condition that needs immediate attention and you believe the health care team is not recognizing or addressing the concern.
- After speaking with a member of the health care team (e.g., nurse, physician), you continue to have serious concerns about how care is being given, managed or planned.

Call 711 on any hospital phone. This is a special line just for Condition H. Ask the hospital operator to activate the Condition H line and a hospital nursing supervisor will respond.

TELEPHONE/MOBILE PHONES

Telephones are provided in all patient rooms. To call Philadelphia and nearby suburbs, dial 9 + area code + the number. To place a long-distance call in the tri-state area, dial 9 + 1 + area code + the number.

Directory assistance for the 215, 484 and 610 area codes may be reached by dialing 9 + area code + 555.1212. Long-distance directory assistance may be accessed with a calling card or credit card. See the telephone directory. For assistance, dial 0 for the hospital operator.

Paoli Hospital permits photographing or video-recording of patients under limited circumstances, including limited photographing or video-recording by family in Labor and Delivery. Photographing or videotaping of medical procedures, hospital personnel or other patients is strictly prohibited. Please do not photograph or record the clinical areas within the ICU, CCU, CTICU, NICU, OR, cardiac catheterization lab and telemetry units. Please only use mobile phones in designated areas. Mobile phones left in standby mode can still transmit periodically to the nearest cell tower, presenting a risk of electromagnetic interference. This is for the safety of all of our patients and staff.

You may use your device in the following areas:

- Cafeteria
- Lobby areas
- Visitor waiting areas
- Other public, non-patient areas

YOUR VALUABLES

Please do not keep valuables, such as cash, important papers, credit cards or jewelry in your room. We suggest you leave these items at home or place them in the hospital safe. Your nurse can assist you with the safekeeping of your belongings.

Please remember that the hospital is not responsible for the disappearance or damage of your personal possessions. If you discover something is missing, immediately contact a staff member on your floor who will then contact the security department.

You can also help by:

- Removing any community (charity or fashion) wristbands while in the hospital to avoid any possible confusion among these bands and those used for purposes of your health care
- Only wearing the wristband placed by hospital staff

LOST AND FOUND

If you lose or find an item, please contact the hospital security department at 484.565.5555.

ELECTRICAL APPLIANCES

All personal electrical appliances (electrical and battery-operated) are prohibited in oxygen-enriched atmospheres. If you would like to use an electric appliance from home, please ask the staff first. This is to make sure it is safe to use in a hospital.

People Who Care For You

During your stay, you will meet many members of our health care team. Each of these individuals is a dedicated professional whose primary concern is your good health.

All hospital employees are required to wear identification badges, which display the employee's name and job title, and to follow a certain dress code. (Nurses, for example, wear navy blue and white.) You have the right to refuse service from anyone not properly identified.

In addition to your attending physician and primary nurses, you may meet:



- **Hospitalists**—Attending physicians who are board-certified in internal medicine or family medicine who only practice in the hospital. They represent community primary physicians who no longer see their patients in the hospital setting. They also respond to inpatient medical emergencies.
- **Registered nurses**—Focus on patient assessment, treatment, monitoring and teaching for you and your family. (Dress code: Navy blue and white.)
- **Patient care technicians**—Assist the registered nurse by taking your vital signs, assisting you with eating and activities of daily living, taking your blood and other specimens, and assisting with some of your testing. (Dress code: Hunter green.)
- **Medical students**—Are from area medical schools and train under your attending and resident physicians.
- **Physician assistants**—Have a college degree, two years of training in the health profession, and are nationally certified and state-licensed assistants to your physician.
- **Nurse practitioners (NPs)**—Board-certified advance practice RNs who are educated at the master's or doctoral level. NPs have an expanded scope of practice beyond that of a registered nurse, which includes the ability to assess, diagnose and prescribe.
- **Care coordinators**—Work collaboratively with the medical staff, multidisciplinary patient care staff, you and your family to effectively coordinate care throughout your inpatient stay. They also plan and implement an appropriate discharge plan to meet your individual health care needs.
- **Chaplains**—Are available to assist you and your family with your spiritual needs and concerns.
- **Home care coordinators**—Arrange for professional medical services and equipment to be provided in your home.

Other members of your health care team may include:

- Diagnostic staff who will perform any diagnostic tests prescribed by your physician.

- Therapists who are specially trained to aid you on your road to recovery. These include:
 - Occupational therapists
 - Physical therapists
 - Speech therapists
 - Respiratory therapists
- Patient transport team members who will escort you to the appropriate area for your diagnostic tests or treatments.

CAREGIVERS (ALSO KNOWN AS LAY CAREGIVERS)

As a patient, you may be asked if you would like to name a “lay caregiver” to participate in your discharge planning. This may be a spouse, partner, adult child or close friend. Typically, most patients will need assistance with any or all the following after leaving the hospital: medications, including understanding of dosing, frequency, indications and side effects; filling prescriptions; making and keeping doctor’s appointments; adhering to a specific diet and activity level; activities of daily living (bathing, feeding, toileting); and care tasks such as dressing changes or management of tubes or drains. Hospital personnel will obtain your consent to provide this information to your lay caregiver, should you choose to name one.

HEALTH CARE STAFF ASSIGNMENTS

Patient care and other assignments are made based upon the professional assessment of the person responsible for making such assignments without regard to age, sex, race, national origin, sexual orientation or religion. Assignments are not made or changed based upon the requests of patients or family members if the requests are based upon age, sex, race, national origin, sexual orientation or religion. Any request for a change of patient assignment will be referred to the unit manager or supervisor for review.

YOUR ROOM ASSIGNMENT

Your room assignment is based upon your admitting diagnosis and the bed availability on the day of your admission.

HOSPITAL RESOURCES

Please help us meet your needs by letting us know if there is anything else we can do to help you, your family members or loved ones understand your condition and plan of care.

Our health care professionals provide patients with information in a number of ways:

- **Patient education TV**—The patient education channel features a variety of health-related educational programs throughout the day.
- **Written (print) material**—A variety of written material is available on each nursing unit and in each specialty area.
- **Health care professionals**—If you have any questions about your health, please speak with one of our health care professionals.

EXPRESSING YOUR GRATITUDE

As a non-profit, mission-driven organization, Main Line Health depends on charitable support to help us provide the highest quality health care for our community. Your tax-deductible gifts enable our clinicians and staff to care for you using the most advanced technology and treatment methods.

A few ways you can make a contribution to any of our hospitals or health centers include:

- Honoring a loved one through a memorial or tribute gift
- Making a gift of cash or securities
- Serving as a volunteer

To learn more about the various ways you can contribute, visit mainlinehealth.org/giving.

For Visitors

LOUNGES

You are invited to use the lounge available on each patient floor as a quiet place to read or visit.

PASTORAL/SPIRITUAL CARE/ MEDITATION ROOM

Chaplains, who are spiritual care professionals, provide religious, spiritual and emotional support to persons of any or no religious tradition. Some of the ways care is provided includes empathetic listening, crisis or brief pastoral counseling, guided meditation, provision of spiritual resources such as religious texts, supportive care surrounding difficult decisions, prayer and sacramental support. Chaplains are also able to help with special dietary needs related to faith, culture or tradition and can help patients honor rites and rituals specific to their own traditions.

To talk with a spiritual care professional or to learn more about pastoral services, please call 484.565.8028, Monday to Friday, 9:00 am to 5:00 pm. The chaplain is available for emergent needs 24 hours a day, seven days a week when paged by any Paoli staff member.

For your convenience and comfort, an interfaith prayer and meditation room is located on the first floor in the valet lobby. It is available 24 hours a day.

ATM

For your convenience, an automated teller machine (ATM) is located off the Main Lobby between the Atrium and valet entrances (next to the main hospital staircase).

DINING OPTIONS

The cafeteria is located on the ground floor and is open seven days a week as follows:

- Hot breakfast: 7:00–10:00 am
- Lunch: 11:00 am–2:00 pm
- Dinner: 5:00–7:00 pm

The Java City Café is located on the first floor of the Pavilion Building.

It is open Monday through Friday from 6:30 am to 4:15 pm.

VENDING MACHINES

Vending machines offering beverages and snacks are located on the ground floor across from the cafeteria and in the Emergency Department. They are available 24 hours a day, seven days a week.

MAIL, FLOWERS, BALLOONS

Mail and packages will be delivered to you by a hospital volunteer. Any mail received after your discharge will be forwarded to your home address.

Outgoing mail may be taken to the nursing station or given to your attending nurse.

Please ask your friends and family to put your full name and room number on the front of the envelope and address your mail to:

Paoli Hospital
255 West Lancaster Avenue
Paoli, PA 19301

The florist delivers directly to patient rooms. However, flowers or plants are not allowed in intensive care units. **Latex balloons are not allowed** in the hospital because they can cause serious allergic reactions. **Mylar (foil) balloons are allowed.**

PARKING LOCATIONS

For the most current information about parking at our campus, please visit mainlinehealth.org/phparking.

If you require a wheelchair or special assistance inside the hospital, please call Transport Services at 484.565.1106.

PUBLIC RESTROOMS

Please do not use the bathrooms in patient rooms. They are reserved for patients to protect their health. Public restrooms, including gender-neutral restrooms, are located throughout the hospital.

VISITING HOURS

Visitation will be individualized to meet the needs of the patient and family. For the most current visitation policy, visit our website at mainlinehealth.org/phvisit. Staff members will support and facilitate this to the best of their ability whenever possible. We may need to limit or restrict visitors to better care for the patient or other patients and to protect their health, privacy and safety. Patients have the right to be made aware of any clinical limitations or restrictions. Patients also have the right to decide whether or not they want visitors during their stay and may designate who can visit. Main Line Health will not restrict, limit or deny any visitor on the basis of race, color, national origin, religion, gender, gender identity or expression, sexual orientation, relationship status or disability.

Health and Safety

MEDICATION FROM HOME

Please do not bring or have others bring any medications, alcohol, or other toxic substances (prescription, over-the-counter or illegal drugs) to the hospital. These may complicate or endanger the healing process. All medications you take as a patient at the hospital should be prescribed by your hospital physician and must be dispensed by the hospital pharmacy and administered by, or under the supervision of, hospital staff. Patients are not permitted to administer their own medications or to keep personal medications unless approved by their physician.

Occasionally, the hospital may not have a medication you usually take at home available in our pharmacy. In this circumstance, if

ordered by your physician, your nurse will ask you to provide your own medication which will then be bar-coded by the hospital pharmacy and dispensed to you by your nurse. It will be kept in the medication room during your visit and returned to you at the time of discharge.

All medication brought with you from home needs to be sent home. If you are unable to do this, alert your nurse and it will be securely stored. Medications will be returned upon discharge from the hospital.

If you are concerned that you are not receiving medication you regularly take at home, please talk to your nurse or physician. It helps for all of your health care providers to know what medications you usually take.

SAFETY AWARENESS

WHILE YOU'RE IN THE HOSPITAL:

1. Expect all health care workers to introduce themselves when they enter your room. Be sure to look for their identification badges.
2. If you do not see identification, ask the person to introduce themselves and tell you their role in your care.
3. Learn about your condition and treatments by asking your doctor or nurse. Write down important facts.
4. Read all medical forms and make sure you understand them before you sign anything. If you don't understand the form, ask a doctor or registered nurse to explain to you.
5. If you are given an IV, ask the nurse how long it should take for the liquid to run out. Tell the nurse if it doesn't seem to be dripping properly (too fast or too slow).
6. Ask about test results. Do not make assumptions.
7. Make sure your doctors, nurses and pharmacists know about everything you are taking. This includes prescriptions, over-the-counter medicines and dietary supplements such as vitamins and herbs.
8. Ask why you are taking the medications prescribed and given to you.
9. If you do not recognize the name of a medicine, make sure it is for you.
10. Make sure your doctors, nurses and pharmacists know about allergies and adverse reactions you have had to medicines.
11. When your doctor writes a prescription, make sure you can read it.

IT'S ALSO IMPORTANT TO:

- **Make sure health care providers clean their hands and wear gloves when appropriate.** Doctors, nurses and other

health care providers come into contact with a lot of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands. Health care providers should wear clean gloves when they perform tasks such as taking throat cultures, taking blood, touching wounds or body fluids, and examining you. Don't be afraid to ask them if they should be wearing gloves.

- **Cover your mouth and nose.** Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel six feet or more. Cover your mouth and nose to prevent the spread of infection to others.
- **Use a tissue!** Keep tissues handy. Be sure to throw away used tissues and clean your hands after coughing or sneezing. If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands, clean them right away with soap and water or with hand sanitizer. Always avoid touching your eyes, nose and mouth with your hands to prevent transferring germs from your hands to your face.
- **Be cautious of IV lines.** Patients who need frequent intravenous (IV) medications, blood, fluid replacement and/or nutrition may have a central venous catheter (or "line") placed into one of their veins. This line can stay in place for days and even weeks. Lines often are very helpful, but sometimes they cause infections when bacteria grow in the line and spread to the patient's bloodstream. This line should be used mainly for giving medication or fluid. When blood sampling is necessary, the phlebotomist, nurse or patient care technician performing the blood draw will take every precaution to minimize your discomfort. Drawing blood from IV lines, including central and peripherally inserted central lines, is strongly discouraged and

is done only in extreme circumstances and only with a physician's order, due to risk of infection. Be sure the doctors and nurses check the line every day for signs of infection.

- **Ask someone to speak on your behalf if you are not up to it.** You may name a family member or friend to be your designated “lay” caregiver. If you feel you are too ill to speak up and ask questions about your care and safety, or just need another person to listen, please designate a lay caregiver to be your advocate.
- **Honor our Zone of Silence while nurses are giving medicine.** When nurses are called away or distracted when giving medicine, it can lead to mistakes. To prevent this, please do not talk with or interrupt our nurses when they are handling medications. They will be happy to talk with you after the medications are given.
- **Take care to prevent falling.** If you are at high risk for falling, hospital personnel will assist you in getting in and out of bed. For your safety, we ask that you call for assistance. A nurse or patient care technician may need to stay with you while you are in the bathroom. Please know that we will do everything we can to respect your privacy and dignity at all times.
- **Prevent pressure injuries (pressure ulcers or bedsores) if you are bedridden.** Pressure injuries can occur in any part of the body where pressure is applied to the skin and underlying tissues for too long. Decreased blood flow to the area can cause the skin to break down into a wound. While you're in the hospital, your nurse will inspect your skin regularly, but it's important for you to report any skin discomfort or changes. If you're unable to change positions regularly

on your own, we will help you move as needed. It's important to eat a healthy diet and to keep skin clean and dry to prevent pressure wounds from forming. If you need additional measures (e.g., special beds, skin products) to prevent skin breakdown while hospitalized, your doctor will order these for you.

PATIENT IDENTIFICATION

Always wear your ID bracelet. Your special ID bracelet states your name, hospital number, 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 tests and treatments. If your ID bracelet is damaged or lost, please let your nurse know immediately.

In addition, our staff will ask you to state two patient identifiers (such as your name and date of birth) throughout your stay; e.g., upon admission, transfer and discharge, prior to medication being provided to you, at meal tray service, prior to surgery, invasive procedures, or other diagnostic studies/therapeutic interventions, specimen collection, and transfusion. This is for your safety and to prevent misidentification (wrong patient) errors.

To enhance patient safety, Main Line Health has adopted the state standard color designations for patient wristbands.

Red = allergy

For patients who have an allergy to anything

Yellow = fall risk

For patients who need extra assistance when walking so they don't fall

Pink = restricted extremity

For patients whose condition(s) prohibits the use of a certain extremity (e.g., hand, arm)

Gray = procedure side

For patients undergoing a procedure, to clearly identify the side where the procedure should take place when unable to mark the site

Blue = similar name

For patients with a last name similar to another patient, to help avoid misidentification

SMOKING

All Main Line Health hospitals are smoke-free facilities—inside and out. Smoking and/or the use of any tobacco products is not permitted anywhere in the hospital or on hospital grounds. This policy includes all cigarette-like products, such as e-cigarettes. Patients who use tobacco should speak with their physician or nurse about a nicotine substitute.

FIRE AND DISASTER DRILLS

State regulations require hospitals to conduct periodic fire and disaster drills. Do not be disturbed if you see or hear a practice drill in progress. The door to your room may close automatically during these drills. You will receive instructions from hospital personnel in the event of an actual emergency.

HANDWASHING POLICY

We wash or sanitize our hands before and after all patient care activities. If you do not see health care workers washing or sanitizing their hands upon entering your room to care for you, we want you to speak up and ask the staff members to wash or sanitize their hands. You also may ask to speak to the manager who will speak with the staff member.

PREVENTING BLOOD CLOTS AND COMPLICATIONS

Hospitalized patients may be at greater risk for venous thromboembolism (VTE), a disease that includes deep vein thrombosis (DVT or blood clots) that can form in the legs or arms and travel to other parts of the body, including the lungs, which may result in a pulmonary embolism. Because VTE can cause serious health complications and even death, it is important to follow these preventive measures:

- Avoid crossing your legs.
- Perform ankle pump exercises when in bed to get your blood moving.
- Get out of bed for walks if it is safe for you to do so. If you have any questions about this, please ask the doctors and nurses caring for you.
- Wear sequential compression devices (SCDs) and/or compression stockings as prescribed to improve blood flow in the lower extremities.

In some cases, anticoagulant medications (blood thinners) may be ordered by your doctor. Should you have any new discomfort (pain, swelling, redness) in your lower legs, or if you develop shortness of breath, chest pain or dizziness, it is important to report this to the doctors and nurses caring for you.

Preparing For Discharge

Your doctor will authorize a hospital discharge after you have been cleared. This doesn't necessarily mean that you are completely well—it only means that you no longer need hospital services.

If you disagree with the discharge decision, you or your caregiver can appeal the decision. If you are a Medicare patient, be sure you are given “An Important Message from Medicare” from the hospital's discharge planner or caseworker. This details your rights to remain in the hospital for care and provides information on whom to contact to appeal a discharge decision.

Staff from our care management department will work with you and the hospital team to coordinate services for your post-hospital care. Call the care management department at 484.565.1206.

DAY OF DISCHARGE

Make sure you have the following information before you leave the hospital:

- 1. Discharge instructions.** This is a summary of your post-hospital activity, equipment needs, follow-up appointments, instructions and medications.
- 2. Medications list.** This is a listing of what medications you are taking, and why, in what dosage, who prescribed them, and any special instructions for taking them. If you are given a liquid medicine, ask the pharmacist the best way to measure your dose. Having a list prepared by the hospital is a good way to double-check the information you should already be keeping track of. Also make sure you're aware of any side effects of the medications you've been prescribed.

- 3. Prescription for any medications you need.** Be sure to fill your prescriptions promptly so you don't run out of needed medications. Also ask what foods to stay away from while on your medications.

- 4. Follow-up care instructions.** Make sure you have a copy of your discharge instructions and you understand them. You should know:

- What signs and symptoms to watch out for
- Telephone numbers to call if you or your caregiver have any questions pertaining to your after-hospital care

Physicians will do their best to inform you ahead of time of your date of discharge so that you can make plans to leave the hospital. Please let your nurse or care coordinator know of any issues or problems you may face in planning to leave the hospital. When you are being discharged from the hospital, you will be transported via wheelchair or walked out, accompanied by a staff person to ensure your safety.

MEDICATIONS

If you have been prescribed any new medications, your nurse will review these with you and make sure you understand how much to take and when. If you have any problems getting your prescriptions filled, please ask your nurse for assistance.

BILLING AND INSURANCE INFORMATION

Paoli Hospital will bill your insurance carrier for the hospital services that you receive. You may receive a hospital bill for any deductibles, co-insurance or copayments.

Your physician's bill is separate from your hospital bill. Your attending physician and any consulting physicians will bill you directly. Hospital-based physicians, including anesthesiologists, radiologists, pathologists and emergency department physicians, also will bill you directly. For questions regarding these bills, please call:

- Main Line Emergency Room Physicians: 302.273.2247
- Radiology Associates of the Main Line: 1.888.222.8012
- United Anesthesia Services: 1.800.222.1442
- Main Line Pathology Associates: 1.888.625.4685

Main Line Health offers charity care/financial assistance for uninsured patients who do not qualify for Medical Assistance. Eligibility is based on household income and a patient's household size.

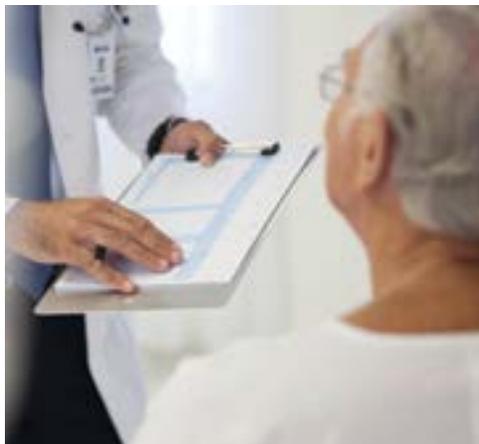
If you have any questions regarding your hospital bill or payment methods, or to speak to a financial counselor about charity care/financial assistance, please call 484.565.1257.

HOME HEALTH/HOSPICE SERVICES

Home health care includes a wide range of health care services provided in your home to maintain or restore your health, promote independence, improve quality of life and avoid unnecessary hospitalization. For immediate service, call 1.888.533.3999 from Monday through Friday between 8:00 am and 8:00 pm, and Saturday, Sunday and holidays between 7:30 am and 4:00 pm.

PATIENT PORTAL FOR ELECTRONIC HEALTH RECORDS (EHR)

Main Line Health offers a secure, online, hospital patient portal that gives you electronic access to important information included in your medical record, such as lab and radiology results, appointment requests, hospital discharge instructions, and summary of hospital care. Visit mainlinehealth.org/connect to get started.



Policies

PATIENT RIGHTS AND RESPONSIBILITIES

As a patient of this hospital, or as a family member or guardian of a patient at this hospital, we want you to know the rights you have under federal and Pennsylvania state law. We are committed to honoring your rights and want you to know that by taking an active role in your health care, you can help your hospital caregivers meet your needs as a patient or family member. That is why we ask that you and your family share with us certain responsibilities. To learn more about your rights and responsibilities, visit mainlinehealth.org/patientrights.

YOUR PRIVACY AND 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 health care providers and their vendors
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for health care, such as Medicare and Medicaid

WHAT INFORMATION IS PROTECTED?

- Information your doctors, nurses and other health care 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
- 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 HEALTH CARE, YOUR INFORMATION CAN BE USED AND SHARED:

- For your treatment and care coordination
- To pay doctors and hospitals for your health care and help run their businesses
- With your family, relatives, friends or others you identify who are involved with your health care or your health care 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 and Human Services Office for Civil Rights

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, you can file a complaint with your provider or health insurer. You can also file a complaint with the U.S. government. Visit ocrportal.hhs.gov/ocr/smartscreen/main.jsf for more information.

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

HOW DO I GET COPIES OF MY MEDICAL RECORDS?

Call the Health Information Management department at 484.565.1284 to obtain copies. A small fee is charged for this service.

NOTICE OF NONDISCRIMINATION

Main Line Health complies with applicable federal civil rights laws and does not discriminate or exclude people on the basis of race, religion, color, national origin, ancestry, age, disability, sex (including pregnancy, gender identity, gender expression and sexual orientation), parental status, political affiliation, military service or relationship status.

Main Line Health provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, ask a doctor, nurse or department manager where you are receiving care.

If you or your representative believes that a Main Line Health department has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, sexual preference, gender identity, or gender expression, you or your representative can file a grievance with Patient Guest Relations/ Patient Advocacy for the facility in which you received care by calling 484.337.2662. You or your representative can also file by mail by sending your written grievance to Regulatory Department, Gerhard Building, 130 South Bryn Mawr Avenue, Bryn Mawr, PA 19010, or by sending fax to 484.337.2013, or emailing mlhpatientrelations@mlhs.org.

If you or your representative need help filing a grievance, Patient Guest Relations/Patient Advocacy at any of the Main Line Health hospitals is available to help you. You or your representative can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail at: U.S. Department of Health and Human Services,



Main Line Health[®] Paoli Hospital

484.565.1000 | mainlinehealth.org/paoli

255 West Lancaster Avenue, Paoli, PA 19301