

## Welcome to Geisinger South Wilkes-Barre\*

At Geisinger South Wilkes-Barre (GSWB), we want to make your visit as pleasant as possible. When you enter the hospital, your comfort and care are our main concern. Please use this visitor guide to familiarize yourself with our facility and services.

If at any time you have questions, please don't hesitate to ask our hospital staff or call 570-808-3100.

### Free parking

GSWB has free parking available underneath the building on the left side of Church Street. Turn left into the underground parking garage at the "Main Entrance" sign from Church Street. If the underground lot is full, park across the street in the above-ground parking garage.

### Bus Stops

Luzerne County Transit Authority (LCTA) buses on the #14-Nanticoke/Glen Lyon route stop at the corner of Hanover Street and Church Street, alongside the GSWB campus. For complete bus schedule information, call 800-654-5984 or visit lctabus.com.

### Registration and Admission

To help the registration process run efficiently, please have your insurance information, medication list and advance directives ready to present to the registration staff. Registration for most services is located through the Main Entrance near the Information Desk on the first level.

**To register the day of a planned surgery**, please park in a reserved space in the underground parking lot and enter through the Main Entrance. Use elevator A or B to go to the 2nd floor and check-in at the Registration Desk located within the surgical suite. Feel free to leave your belongings in your car when you arrive as we will provide assistance transporting these items into the building.

**To register the day of a sleep study**, please park in the underground parking lot and enter through the Main Entrance. Use elevator A or B to go to the 2nd floor and check-in at the Registration Desk located within the Sleep Disorder Center.

**For all outpatient services please park in the above-ground parking garage across the street.**

For all non-emergencies visit the Convenient Care+ and Pediatric Urgent Care. Convenient Care+ is open Monday-Friday, 9 a.m. to 9 p.m. and Saturday-Sunday, 9 a.m. to 6 p.m. No appointments necessary. Located on the first floor, please park in the parkade on Church Street and enter through the main entrance. Pediatric Urgent Care is open Monday-Friday, 11 a.m. to 6:30 p.m. and Saturday-Sunday, 9 a.m. to 4:30 p.m. Schedule a preferred appointment by calling 888-675-5437. Located on the first floor, please park in the parkade on Church Street and enter through the Pediatric Urgent Care entrance.

### Pre-Registration for Outpatient Care

Geisinger's registration phone team will call you prior to coming to the hospital to update your personal information. This pre-registration service will reduce the time you have to wait in our outpatient departments for your test or procedure.

### Wheelchairs

Wheelchairs and mobility scooters are available for mobility-challenged patients. Please ask a member of the hospital staff to locate one of these for you.

### Automated Teller Machine

An ATM is located inside the Main Lobby of the hospital.

### Food and Beverages

The Southside Cafe is located on the first floor and sells hot meals, snacks and drinks. Hours are Monday to Friday from 7 a.m. to 10 a.m. and 11 a.m. to 2 p.m. 24-hour vending machines, are located in the hallway between the cafeteria and the elevators and in the surgical suite waiting area.

### Gift Shop

The Gift Shop is located on the first floor near the main lobby and is stocked with gifts, cards, sweets and personal items. It is open Monday-Friday from 10 a.m. to 4 p.m.

### Calling Patient Rooms

To call an inpatient room, dial the phone number assigned to the patient's room when he or she was admitted, or dial 570-808-3100, follow the prompts to reach the unit that the patient is admitted to, and ask to be connected to the patient's room number.

### Internet Access

Geisinger South Wilkes-Barre offers complimentary wireless Internet access to our patients and visitors. We use content-filtering tools to prevent access to select websites for the protection of you and Geisinger. We encourage you to be cautious when disclosing personally identifiable or sensitive information while on our shared, public network.

### Laptop/Cell Phone Usage

Because cellular phones and other electronic devices may interfere with clinical testing and electronic equipment in patient areas, we ask that you turn off your phone, laptop or other device in these areas. Use of cell phones and electronics is permitted in waiting areas or outside of the hospital.

### Courtesy Phones

Courtesy phones are available in the main lobby.

### Language Interpreter

For our patients and families who prefer a language other than English, an interpreter is available 24 hours a day, 7 days a week, through our telephone or video relay service. For deaf patients and families, we can schedule an on-site sign language interpreter. Video remote devices are also available. All interpretive services are free of charge. Please contact one of your caregivers for information.

### Patient Liaisons

If you or your family members have concerns about your experiences at Geisinger South Wilkes-Barre, patient liaisons are available Monday through Friday, 8 a.m. to 5 p.m. Patient liaisons act as liaisons between the hospital and you or your family to address questions and concerns. Liaisons work with both parties to resolve any issues. To request a patient liaison, dial 7636 from a hospital phone. Please leave your name and a number where you can be reached and an liaison will return your call as quickly as possible. If your concern requires immediate attention, your nurse or nurse manager will locate a patient liaison.

### Pharmacy

Newly ordered prescriptions can be easily picked up at the following Geisinger CareSite pharmacies.

Geisinger Pharmacy at Geisinger Wyoming Valley Medical Center  
1000 East Mountain Blvd.  
Wilkes-Barre, PA 18711  
570-808-7969  
Toll-free: 866-516-7969  
Fax: 570-808-6157  
Hours:  
Monday-Friday: 9 a.m. - 6 p.m.  
Saturday: 9 a.m. - 1 p.m.  
Sunday: Closed

Geisinger Pharmacy in Wilkes-Barre  
175 S. Wilkes-Barre Blvd.  
Wilkes-Barre, PA 18702  
570-821-0808  
Toll-free: 800-303-9391  
Fax: 570-823-6239  
Hours:  
Monday-Friday: 9 a.m. - 6 p.m.  
Saturday: 9 a.m. - 1 p.m.  
Sunday: Closed

### Smoking Policy

As part of our commitment to good health, Geisinger South Wilkes-Barre is smoke-free and prohibits smoking cigarettes and e-cigarettes in all locations on campus property. For information on how to quit using tobacco products, please call the Pennsylvania Quitline toll free at 877-724-1090.

### Questions?

Geisinger South Wilkes-Barre's central phone number is 570-808-3100.

### Here is a list of numbers most frequently used by patients:

<b>Administration 3651</b>	<b>Spiritual Care 7300 or dial 0</b>
<b>Admissions 7984</b>	<b>Patient Advocates 7636</b>
<b>Billing Questions 1-800-640-4206</b>	<b>Security 3103 or dial 570-808-1444</b>
<b>Case Management 7398</b>	
<b>General Information 7300</b>	
<b>Gift Shop 808-3173</b>	
<b>Operator 7300 or dial 0</b>	

### Very Good Service, Very Good Care

Geisinger's goal is to provide you and your loved ones with the best possible care. We measure our performance in achieving patient satisfaction through surveys. You may be randomly selected to receive a survey by mail or email about your recent hospital visit. Your feedback helps us improve our care and service, so please take a few minutes to complete and submit the survey.

We hope that we have achieved our goal by providing you with very good service. If you feel that we have opportunities to improve in any way, please let us know as soon as possible. That way, they can be promptly addressed. Thank you for choosing Geisinger South Wilkes-Barre for your care.

### Directions to Geisinger South Wilkes-Barre

Please note: Blackman Street becomes Horton Street as it crosses South Main Street. Church Street is a one-way street.

#### Traveling the Pennsylvania Turnpike I-476

Take the PA Turnpike, I-476 to exit 115. Follow signs to I-81 South. Take exit 165 from I-81 South (Route 309 Mountaintop, Wilkes-Barre). Go straight through the first traffic light onto Blackman Street and continue for approximately 1.8 miles. Turn right at Church Street, the facility is in the middle of the block.

#### Traveling I-81 North

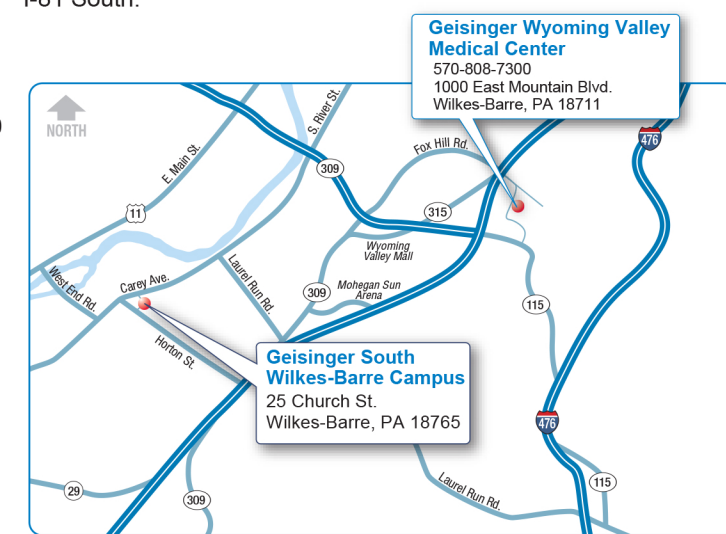
Take exit 165B (Route 309 Business, Wilkes-Barre) to the first traffic light. Turn left onto Blackman Street. Continue for approximately 1.8 miles. Turn right at Church Street, the facility is in the middle of the block.

#### Traveling I-81 South

Take exit 165 to Blackman Street (Route 309, Mountaintop, Wilkes-Barre). Go straight through the first traffic light onto Blackman Street and continue for approximately 1.8 miles. Turn right at Church Street, the facility is in the middle of the block.

#### From Geisinger Wyoming Valley campus

Turn left onto East Mountain Boulevard. Turn right onto Route 115. Take exit 1, Wilkes-Barre. Turn right at light onto Kidder Street. Turn left at first light toward I-81 South. Stay in the right lane to merge onto I-81 South. Follow above directions for traveling from I-81 South.



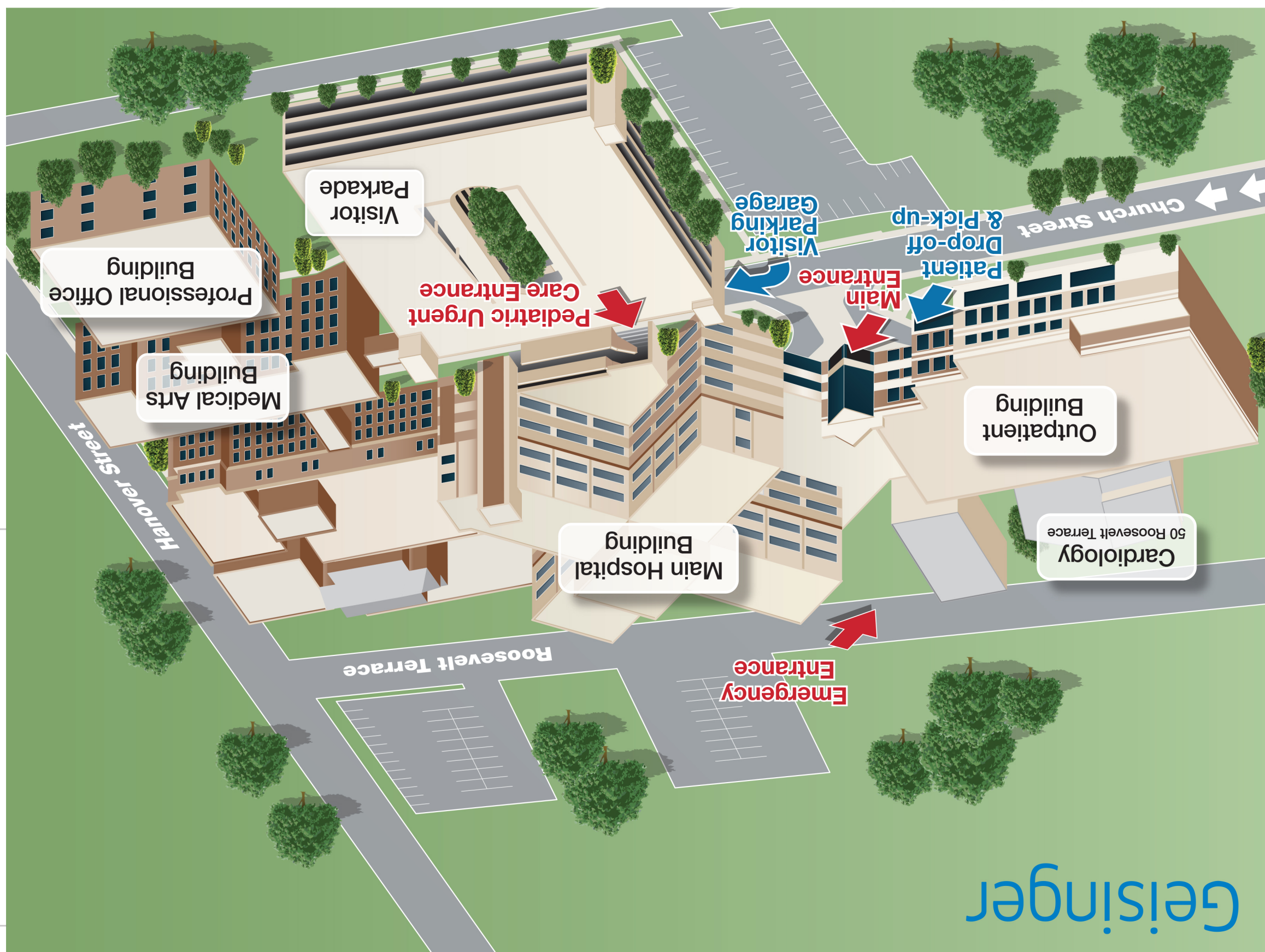
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\*A campus of Geisinger Wyoming Valley Medical Center

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