

Geisinger



It's such an old idea
it almost seems brand new.



Geisinger Lewistown Hospital

A guide for patients and their families



Welcome

A hospital stay can be a stressful experience. We want to make your time at Geisinger Lewistown Hospital as pleasant as we can. We know that feeling comfortable with your healthcare team and our hospital is important. Not just to you, but also to your family and loved ones.

In this booklet, you'll find a wealth of information about your healthcare team, your room, available services, and our hospital. Take some time to look through it. Give a copy to your closest family member. It will help you understand more about how we'll care for you during your stay. If at any time you have questions, don't hesitate to ask anyone involved in your care.

A commitment to quality

For more than a century, Geisinger Lewistown Hospital has been a resource for high-quality healthcare. We care for thousands of residents throughout the Juniata Valley. We have recruited top doctors from across the country to provide the most advanced and compassionate care we can. With 123 beds, our hospital offers top-quality acute care services.

Thank you for choosing Geisinger Lewistown Hospital to care for you and your family. We will do all that we can to keep you informed and to make your time with us as comfortable as possible.

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General patient information

Patient rights and responsibilities

As a patient, you or your legally responsible party have the right to receive care without discrimination due to age, sex, color, religion, sexual orientation, income, education, national origin, ancestry, marital status, culture, language, disability, gender identity, or who will pay your bill. If you would like further clarification of the patient rights and responsibilities as they pertain to you, please contact your nurse.

Your healthcare team

Physicians: Your doctor, or the hospitalist assigned to you, will direct your care and manage procedures and further evaluations by a specialist, if necessary.

Hospitalists: A hospitalist is a doctor who treats patients who have been admitted. The hospitalist will check on your condition, answer your questions and talk with your primary care doctor.

Nurses: A team of professional registered nurses, licensed practical nurses and nurse assistants will provide skilled care around the clock and stay informed about your needs and condition. They are the healthcare professionals you will probably see most often. They can answer many questions and will help you communicate questions or concerns to other members of the healthcare team when necessary.

Pharmacists: Our staff of registered pharmacists and certified pharmacy technicians will monitor and evaluate all of your medication orders 24 hours a day. They will make sure that you are getting the right medications at the right dose.

Therapists: If physical, occupational, respiratory or speech therapy is something you need, our team of experienced therapists will help you get back your independence and quality of life.

Diagnostic team: Any tests or procedures that you need will be done by specially trained technicians. Some of these can be done in your room; others may need to be done in specially equipped areas of the hospital.

Registered dietitians: The Clinical Nutrition Department's registered dietitians are available to teach you about how to make healthy, informed food choices. This can help to reduce your risk of chronic disease and promote overall health.

Patient advocates: If you have any problems or concerns about your care in the hospital, you may want to talk to a patient advocate. They are here to do exactly what their title says — advocate for you and make sure your concerns are addressed and your questions are answered. To contact a patient advocate, dial 7102.

Care Management

The Care Management Department is a team of nurses and social workers that helps patients and their families deal with illness-related needs.

Your Care Management team can help with several functions, including:

- Abuse assessment and reporting
- Coordinating with insurance companies about coverage for a hospital stay and services that may be needed after you are discharged
- Counseling to help you deal with your illness and/or treatment
- Education and referral to community resources
- Help with decisions about discharge plans

For more information, call Care Management at 7350.

MyGeisinger

MyGeisinger is a secure, online customer service and communications tool that allows patients to interact with their Geisinger doctor and see part of their outpatient electronic medical record. Sign up to become a MyGeisinger user and you'll be able to manage your health online and take advantage of the following features:

- Send a secure message to your doctor
- Schedule appointments with your Geisinger primary care provider and women's health provider
- Get test results, plus check and graph your lab and diagnostic test results
- Access portions of your medical record and your family's records
- Request renewal of prescriptions and pay your bill

Visit MyGeisinger.org to sign up today.

Infection control

Hand washing: At Geisinger we require all healthcare workers to wash their hands before they enter your room. They may do this by using the hand sanitizer outside your door or by washing at the sink. We also encourage your visitors to use the hand sanitizer before and after they visit you. Hand washing is the most important, proven way to protect you from getting an infection while you are in the hospital.

Isolation rooms: Patients who have an infection that could spread to others could be assigned to a hospital room that requires precautions, such as gowns, gloves or a mask. This is done for your safety and the safety of your visitors and our staff. If your condition requires that you be in an isolation room, the reasons and any necessary procedures for visitors will be fully explained to you.

Patient privacy

Geisinger respects your privacy. Our privacy practices regarding your Protected Health Information (PHI) are outlined in our Notice of Privacy Practices (NPP) on posters located in the hallways or available as a brochure from your nurse.

Ethics committee

The ethics committee is an interdisciplinary group that educates patients, families, doctors and staff about ethical issues that arise in clinical care. Because the healthcare experience may involve difficult decisions for patients, physicians and staff, ethics consultations are available. If you have an ethical question or concern, please tell your doctor or nurse and they will reach out to the ethics committee chairman for you.

Patient meals

Our goal is to provide you with freshly prepared, healthy meals while you are a patient with us. If you have special dietary restrictions, please let us know and we will be happy to accommodate you. Every day, for lunch and dinner, we prepare two specials for you to choose from. You can also order from our A La Carte menu.

Guest trays are available for a minimal charge, should you want to dine with a patient. The guest can make selections with the host/hostess or visit the Eatery on the third floor. The Eatery offers a wide variety of food choices and is open to hospital visitors from 6 a.m. to 7 p.m. Foodservices staff can be reached at extension 7268.

Spiritual care services

At Geisinger Lewistown Hospital, patients may request a pastoral visit at any time by dialing 7225 or by pressing 0 and asking that a chaplain be contacted. An all-faith chapel on the fourth floor, near the tan elevators, is open 24 hours a day to visitors of all faiths for meditation or prayer.

Language interpreter

Interpreters are available on a video service 24 hours a day, 7 days a week. To arrange this service, please contact your nurse.

Advance directives

An advance directive is a legal document that states your wishes for your end-of-life care. If you are interested in getting more information about advance directives or in creating an advance directive, please contact your doctor or nurse or call the operator by dialing 0.

Patient safety

Medications

You will be asked to list all your medications when your history is taken before or during admission. Your nursing team may also ask about your medications once you are admitted. When describing the medications you are taking, make sure you include over-the-counter drugs and vitamins or other nutritional supplements.

Our staff of registered pharmacists and certified pharmacy technicians will monitor and evaluate all of your medication orders 24 hours a day. They will make sure that you are getting the right medications at the right dose. Because certain medications and foods interact with each other, tell your nurse what drugs you are already taking so he or she can explain any potential drug/food interactions. If you would like to speak directly to a pharmacist, or if you have questions about your medications, please ask your doctor or nurse.

Fall prevention

We want you to remain safe and comfortable when getting into or out of a bed or a wheelchair. To avoid slipping or straining yourself, please ask for help from our nursing staff.

Rapid response team (RRT)

RRTs are in-house, on-call groups of doctors, nurses, respiratory therapists and others who respond swiftly if a patient is in physical distress or shows warning signs of a rapid physical decline.

- Warning signs: Difficulty breathing, slurred speech, confusion or agitation, chest pain or changes in heart rate or blood pressure.

Family members, visitors, employees and even patients themselves can summon an RRT if an adverse change in a patient's condition is noticed.

- To activate an RRT: Dial 0 on any hospital phone and say "Rapid response team to (patient's name) at (room number)."

Colors of safety

Geisinger Health System has adopted a statewide patient-safety initiative in which patients wear color-coded wristbands to identify certain healthcare needs. These alert staff, family and other caregivers to your special needs to ensure the safest healthcare possible.

The color codes are:

- **Neon green:** Latex allergy
- **Pink:** Restricted extremity
- **Purple:** Do not resuscitate
- **Red:** Allergy
- **Yellow:** Fall risk

Please notify your nurse if you are in any of the above risk categories.

The following colors listed below apply only to Geisinger Health System:

- **Orange:** Anticoagulation (blood-thinning) therapy
- **Red and white stripes:** Blood conservation program (procedures done without blood transfusions)
- **Tan:** Communication barrier (deaf, blind, need for an interpreter, etc.)

Upon admission to the hospital, please remove any wristbands or bracelets that may confuse or distract your care providers. If the hospital-supplied wristband breaks or falls off, call your nurse to have another reapplied immediately.

Safety rounds

To help maintain your comfort and safety while in our hospital, we conduct hourly rounds to attend to your needs.

During these rounds, we will ask questions like:

- Do you have any pain or discomfort?
- Do you need assistance to the bathroom?
- Do you need something to drink? (If allowed by your physician)
- Do you need help repositioning in the bed or chair to get comfortable?
- Is everything you need within your reach?

Please remind us if you find this is not being done. It is our job to keep you safe and comfortable.

Room accommodations

Call button

If you need help or have questions about your care, there are call buttons located on both of the upper bed rails and there is also a call button located on a remote control at the bedside. A nurse will respond as quickly as possible.

Room temperature

If your room is too hot or too cold, tell your nurse and we'll adjust the room temperature.

Environmental services

If you have questions about the condition of your room, please alert Environmental Services at extension 7194.

Television

The hospital provides television services to patients free of charge.

Telephone service

All rooms are equipped with a telephone. To use:

Free local call (in the 717 area code)

- Dial 9 + seven-digit number

Long-distance call

- Dial 0 to reach the hospital operator, who will connect you to the proper service.

Calling card or toll-free number

- Dial 9 + 1 + toll-free number.

Your phone number

When your family and friends want to call you, ask them to dial the phone number shown on the white board in your room. If that number is unknown for any reason, they can call 717-242-7199 and a volunteer will provide assistance during daylight hours. TDDs (telephone devices for the deaf) are available upon request. DiaLingual phones are also available for non-English speaking patients and visitors.

Valuables

Please don't bring cash, credit cards or jewelry with you to the hospital. If you must bring valuables, request that they be stored in a hospital safe. If you wear dentures or a partial dental plate, please ask your nurse for a denture cup.

Patient discharge

Preparing for discharge

We want to be sure you understand what to expect when you are ready to leave the hospital. Your doctor will write a discharge order for you, whether you are going home or to another facility for rehabilitation or continued therapy. If you are being sent home, you'll receive specific instructions about how to care for yourself. Never hesitate to ask your healthcare team questions to be sure you understand everything. Many things must be checked and arranged between the time the physician clears you for discharge and the time you actually leave the building. Ask your nurse for a realistic discharge time frame and to keep you updated. In most cases, we recommend that you have someone available to drive you home after a hospital stay.

Patient billing

We will bill your insurance provider for the costs associated with your hospitalization. You may be billed for any outstanding balance. Call 717-242-7715 with billing questions.

Financial assistance

Geisinger Health System is committed to providing medically necessary healthcare to those in need, regardless of their ability to pay. Financial assistance is available for medically necessary care. Patients may apply for financial assistance at any time — before, during or after their care. Eligibility is based upon the U.S. government's Federal Poverty Guidelines, which are updated annually.

To learn more about Geisinger's financial assistance policies, or to apply for financial assistance for your care, please call a patient service representative at 800-640-4206.

CareSite pharmacies

CareSite pharmacies can meet all of your prescription needs upon discharge with quality and cost-competitive services. Our pharmacists provide you and your family with personalized information regarding each prescription. For your convenience, a CareSite Pharmacy is located on the third floor of the hospital using the Third Street entrance. Call extension 7390 or 717-242-7390 with any questions or to have a prescription filled. There are additional CareSite locations in Belleville, McAlisterville, Mifflintown and at the Geisinger Clinic in Lewistown.

Medication assistance

A pharmaceutical reimbursement coordinator is available to provide assistance if you:

- Have no prescription drug coverage
- Cannot afford high-dollar copays
- Are in the Medicare Part D coverage gap, or "donut hole"
- Have insurance that does not cover a prescribed medication

If you have questions about this service, call 866-948-4334.

For your guests

Smoking policy

As part of our commitment to good health, Geisinger Lewistown Hospital is smoke-free and prohibits smoking in rooms, the lobby, parking areas and anywhere while on the Geisinger Lewistown Hospital campus. For information on how to quit using tobacco products, call the Pennsylvania Quitline toll-free at 800-QUIT-NOW.

ATMs

An ATM is located directly outside the hospital eatery on the third floor.

Food and beverage

Our goal is to provide you with freshly prepared, healthy meals while you are a patient with us. If you have special dietary restrictions, please let your host/hostess know and we will be happy to accommodate you.

We prepare two specials for you to choose from each day for lunch and dinner, or you can order from our A La Carte menu.

Guest trays are available for a minimal charge, should you want to dine with a friend or family member. Your guest can make selections with the host/hostess or visit the Eatery on the third floor. The Eatery offers a wide variety of food choices and is open to hospital visitors from 6 a.m. to 7 p.m. Foodservices staff can be reached at extension 7268.

Nightingale Gift Shop

Located on the third floor near the main entrance, the Nightingale Gift Shop is a non-profit organization staffed by volunteers. All proceeds go to the Friends of Geisinger Lewistown Hospital Partners in Education Scholarship Fund, benefitting employees and their children. It is open Monday through Friday, 10:00 a.m. to 4:30 p.m., Saturday from 11:00 a.m. to 3:00 p.m. and Sunday from 1:30 to 4:30 p.m.

Lounges

Throughout the hospital, you will find comfortable lounges near patient areas. Patients and visitors are free to enjoy television and magazines. Newspapers are available in the Eatery.

Internet access

Free wireless internet access is available using the Geisinger Guest connection. The physical security of your personal device is your responsibility.

Mail and flowers

Letters and packages, delivered daily, should be addressed using your full name and room number. If you have any outgoing mail, please give it to the volunteer who delivers your mail. Mail received after your discharge is forwarded to your home address. Flowers are delivered daily.

Free parking

Free parking is available in all patient/visitor-designated parking areas, which are outlined by white paint.

Valet parking

As an added service to patients and visitors, free valet parking is available at the fourth-floor surgery center entrance.

Valet parking is available Monday through Friday from 7 a.m. to 3:30 p.m.

Valet parking is closed on weekends and holidays.

Security

Security personnel are available 24 hours a day. Please tell your nurse if you have a security concern.

Visiting hours

Patients have visitation rights. At times, restrictions or limitations may be necessary in order to provide safe care to patients. You may decide if you want visitors or not while in the hospital. You may also choose which persons can visit during your stay. These individuals do not need to be legally related to you. If you are unable to make this decision, you may choose a support person to decide who can visit.

Suggested hours for 3B, 4B, 5A, 6A and ICCU are 7 a.m. to 10 p.m.

Set hours for 7A are 1 to 1:30 p.m. and 6:30 to 7:30 p.m.

Adults and children 13 years of age and over are permitted to visit. Exceptions include obstetrics and pediatrics. Additional exceptions can be made to have a patient's own child(ren) under the age of 13 years of age visit. However for safety and infection control reasons, children should not visit patients in isolation rooms. Any child brought into the hospital must have adult supervision.

Visitors and their children should be in good health before visiting. There may be times when visitors are asked to briefly step out of the room so we can provide you private and uninterrupted care. When restricting visitation rights, the hospital will explain to the patient the reasons for the restriction or limitations and how the hospital's visitation policies protect the health and safety of all patients.

All visitors enjoy full and equal visitation privileges consistent with patient preferences.

Cell phones

Cellular phone use is permitted in most areas of the hospital, but may be restricted at times for clinical reasons. Signage throughout the facility will confirm if you are in a safe-use area.

Questions?

Our central phone number is 717-248-5411. Here is a list of numbers most frequently used by patients:

Administration	717-242-7104
Billing and insurance	717-242-7715
Outpatient, lab & patient registration	717-242-7326
Same-day surgery	717-242-7127



We strive for excellence

Our goal is to provide you and your loved ones with the best possible care. We measure our performance in achieving patient satisfaction with a survey. You may be randomly selected to complete a survey that is mailed to your home in the next few weeks.

If you find that we missed the mark in any way, please let us know your concerns as soon as possible.

Thank you for the trust you have placed in us. It has been a pleasure caring for you.

Geisinger