

# Geisinger



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



## Geisinger Shamokin Area Community 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 Shamokin Area Community Hospital\* as pleasant as we can. We know that feeling comfortable with your healthcare team and our hospital is important. Not just to you, our patient, 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 campus of Geisinger Medical Center*

## A commitment to quality

For more than a century, Geisinger Shamokin Area Community Hospital has been a resource for high-quality healthcare, right here in your community. As a campus of Geisinger Medical Center, we care for thousands of residents throughout central Pennsylvania. We have recruited top doctors from across the country to provide the most advanced and compassionate care we can.

Thank you for choosing Geisinger Shamokin Area Community 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.

<b>Welcome</b> . . . . .	1	Environmental services	. . . . .	7
<b>A commitment to quality</b> . . . . .	1	Television	. . . . .	7
<b>General patient information</b> . . . . .	2	Telephone service	. . . . .	7
Patient rights and responsibilities . . . . .	2	Valuables	. . . . .	7
Your healthcare team . . . . .	2	<b>Patient discharge</b> . . . . .	<b>8</b>	
Care Management . . . . .	3	Preparing for discharge . . . . .	8	
MyGeisinger . . . . .	3	Patient billing . . . . .	8	
Infection control . . . . .	3	Financial assistance . . . . .	8	
Patient privacy . . . . .	4	Medication assistance . . . . .	8	
Ethics Advice and Consultation Service . . . . .	4	<b>For your guests</b> . . . . .	<b>9</b>	
Patient meals . . . . .	4	Smoking policy . . . . .	9	
Spiritual Care services . . . . .	4	Food and beverage . . . . .	9	
Language interpreter . . . . .	4	Gift shop . . . . .	9	
Advance directives . . . . .	4	Internet access . . . . .	9	
<b>Patient safety</b> . . . . .	<b>5</b>	Mail and flowers . . . . .	9	
Medications . . . . .	5	Newspapers . . . . .	9	
Fall prevention . . . . .	5	Free parking . . . . .	9	
Rapid response team (RRT) . . . . .	5	Security . . . . .	10	
Colors of safety . . . . .	6	Visiting hours . . . . .	10	
Safety rounds . . . . .	6	<b>Questions?</b> . . . . .	<b>inside back cover</b>	
<b>Room accommodations</b> . . . . .	<b>7</b>	<b>We strive for excellence</b> . . . . .	<b>back cover</b>	
Call button . . . . .	7			
Room temperature . . . . .	7			

## 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, race, 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.

**Residents and fellows:** Geisinger Medical Center is a teaching hospital. A resident is a physician in training who has recently finished medical school. A fellow is a physician who is getting additional training in a specialty area, such as orthopaedics or infectious disease.

**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.

**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 570-644-4357.

## 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 570-644-4346.

## 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](https://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 Advice and Consultation Service

The Ethics Advice and Consultation Service (EACS) offers an array of services to resolve ethical uncertainty and conflicts at the bedside. These may include health-related values and preferences or end-of-life decisions. To request an EACS consultation, 24 hours a day, 7 days a week, please call 570-988-5033.

## Patient meals

Under the supervision of registered dietitians, you will be served three appetizing, nutritious meals daily. You will receive a menu based on the diet your doctor has prescribed. Breakfast is served between 8 and 9 a.m., lunch between noon and 1 p.m. and dinner between 5 and 6 p.m. If you have any special dietary needs or restrictions, please let us know.

## Spiritual Care services

Geisinger Shamokin Area Community Hospital seeks to provide spiritual care to patients of all faiths through the Spiritual Care Program. The spiritual care team provides on-call coverage 24 hours a day to meet emergency needs. Please ask your nurse if you wish to meet with a chaplain.

The Emily Rosini Spiritual Center is located in the main lobby of the hospital on the left after you go through the second set of doors. It is a quiet, peaceful place where one can go to find respite from the burdens of the day. The Emily Rosini Spiritual Center is open 24 hours a day.

## Language interpreter

Interpreters are available on a telephone 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 570-214-9122.

## 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.

### 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 4206.

### Television

Use the remote control on your bed to access the free TV service, adjust the sound and change channels.

If you have a question, please ask your nurse.

### Telephone service

The telephone in your room is provided free of charge. Ask your nurse for the direct phone number for your telephone and instructions on how to use it.

### 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. You can expect to be discharged from the hospital by noon. 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 800-640-4206 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.

### 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 570-271-7121 or 866-948-4334.

## For your guests

### Smoking policy

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

### Food and beverage

The Corner Shop is located inside the main lobby and has a variety of items available for breakfast, lunch and snacks. It's open Monday through Friday from 7 a.m. to 2:30 p.m. Call extension 4223 to place an order.

Vending machines are available 24 hours a day in the employee cafeteria on the first floor.

### Gift shop

A small gift shop can be found inside the Corner Shop, featuring items such as arts and crafts by local artists, teddy bears, small gifts, books and magazines. The shop is supported and operated by The Auxiliary at Geisinger Shamokin Area Community Hospital. All proceeds from gift sales directly support the hospital. The shop is open Monday through Friday from 7 a.m. to 2:30 p.m.

### 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. Flowers will be delivered to your room by one of our volunteers. Please note that flowers are not permitted in critical care (ICU/SCU) units.

### Newspapers

Local newspapers are available for purchase at kiosks at the entrance to the main lobby.

### Free parking

Free parking is available in designated patient/visitor lots.

## Security

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

## Visiting hours

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.

Family and friends are welcome and encouraged to visit you during your stay. Routine visitation is allowed between 11 a.m. and 8 p.m. daily, but visiting hours may vary depending on your department.

At Geisinger Shamokin Area Community Hospital, visitors are not restricted based on race, color, national origin, religion, sex, sexual orientation or disability. For the welfare of patients, however, the nursing staff may request that visitors leave a patient room at any time. Patients may request the restriction of visitors simply by notifying the nursing staff.

## Questions?

Our central phone number is 570-644-4200. Here is a list of numbers most frequently used by patients.

Administration .....	4229	Operator .....	dial 0
Admissions .....	4261	Pastoral care .....	dial 0
Billing questions .....	800-640-4206	Patient service representatives .....	4357
Care management .....	4310	Privacy office .....	4324
General information .....	4267	Security .....	2928
Gift shop .....	4223		



## 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