

# Patient Handbook



*Great People.  
Great Care.*



501 E. Main St., Waynesboro, PA 17268  
(717) 765-4000 | [SummitHealth.org](http://SummitHealth.org)

## QUESTIONS *for my doctor*

My diagnosis:

My care or treatment while in the hospital:

My discharge:

Other:

### My Room Number

### My Telephone Number

# Great People. Great Care.

## Welcome

Welcome to Waynesboro Hospital, an affiliate of Summit Health. This patient handbook has been prepared to answer some questions you may have about the hospital.

As we strive to improve the health of you and your loved ones, we will work together to make your visit as comfortable as possible. If you have any questions during your visit or about your care, please ask a member of your health care team.

If something doesn't seem right with your treatment or medicine, please let us know right away.

### Our Commitment

We're here to help you feel better. We'll be here for you whenever you need us, so you can take comfort in our care.

### Your Care Team - Definitions of Titles

**Doctors:** Your doctor will coordinate your care and treatment plan. Other members of our staff will carry out those orders.

**Nurses:** Your nurses will spend more time with you than any other member of the health care team. They will report your progress to the doctor and work together with your doctor to provide your care.

**Patient Support Services:** Our support services include education, social services, case management, palliative care, pharmacy, dietary, and rehabilitation.

**Other Health Care Professionals and Support Services:** Dietitians, lab technicians, respiratory therapists, imaging technologists, pharmacists, volunteers, and staff from our environmental services, food and nutrition, security, and maintenance departments are among the many hospital staff members who are here to make your stay as comfortable as possible.

If you have questions about your rights and responsibilities or the services you receive at Waynesboro Hospital, please call our Administration office at (717) 765-3426.

### Key Phone Numbers

#### Main Hospital Number .....(717) 765-4000

Administration Office .....(717) 765-3426

Business Office.....(717) 765-3406

Emergency .....(717) 765-3400

Gift Shop .....(717) 765-4000, ext. 5293

Pharmacy.....(717) 765-4000, ext. 5167

Snack Bar .....(717) 765-4000, ext. 5129

Volunteer Services .....(717) 765-4000, ext. 5205

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# PATIENT *information*

## Medications

Your medications are prescribed by your doctor and given to you by a member of your care team. Give your medicine to your nurse. Make sure you know what medicines you are taking and why you are taking them. Tell your health care provider about any problems your medicine has caused, such as a rash or stomach ache.

Make sure your health care provider checks your arm band and asks your name before giving you any medicine or treatment.

## Personal PIN number

The confidentiality of your health care records is very important to us. If you would like the hospital to give your location and a one-word condition (critical, serious, fair, good) to people who ask for you by name, then you will be listed in our hospital directory.

If you would like us to provide family members and friends with more information about your care, you may choose a 3-digit PIN number. Only those with this PIN number will be given further information.

For additional privacy, you may “opt-out” of our hospital directory. This means that family and friends will be told that no information is available. Because no room number will be provided, this means that flowers, cards and gifts cannot be delivered.

## Prevent Infections

Wash your hands before meals and after using the bathroom, sneezing or coughing. Hand washing is the best way to prevent infection. It is okay to remind doctors, nurses, and other health care providers to wash their hands too.

## Your Bed

For your safety, your bed should be kept in the low position. Please do not get out of bed without the permission of your doctor or nurse. Be especially cautious at night. Use your call button to request assistance.

## Call Buttons

Call buttons are located by your bed and in the bathroom. Press the call button anytime you need help, and our staff will respond promptly.

## Telephone

You may make local calls at no charge by dialing 9 before the number. There is no charge for local calls. Long distance calls within the continental U.S. may be made by dialing “0” and asking the operator for assistance.

## Television

Your television service is free. If you need a closed caption device, please tell your nurse. Remote control devices allow you to operate the television from your bed or chair.

Spanish channels are available, ask a member of your care team for details.

## Valuables

The hospital is not responsible for lost money, jewelry, or other valuables kept in your room. If necessary, upon request, we will provide a safe place to secure these items.

## Meals

Your doctor determines your diet. If you are on a regular diet, you will be able to select your meals from a menu for the following day.

If your doctor orders a special diet for you, one of our dietitians will plan your menu. Ask a member of your care team if you would like a visit from the dietitian.

Three meals are served each day.

**Breakfast:** 7:30 to 8 am

**Lunch:** 11:30 am to Noon

**Dinner:** 4:30 to 5 pm

**Snacks:** served each evening

## Electrical Safety

We discourage the use of small appliances in patient rooms. Please talk to a member of your care team if there is something you need to make you more comfortable.

## Going Home

Your doctor will decide when you are ready to go home and will give you specific discharge instructions before you leave the hospital. Be sure you receive verbal and written instructions before you leave the hospital. Ask questions if you do not understand the instructions.

All patients are escorted from the hospital in a wheelchair. Please be sure to make arrangements for transportation home.

Fill prescriptions and take all medicines according to your doctor’s instructions. Be sure you know at what times of the day you should take the medicine, if you should take it with food, and how much to take. Use supplies and home medical equipment only as directed.

## Follow-up

Follow-up appointments with your doctor should be made directly with the doctor’s office. Several days after you have been discharged, a member of our nursing staff may call you to ask about your recovery, answer questions, and ask for ways we can improve our services.

## MySummit Patient Portal

A secure website connecting you to your lab & imaging test results, treatment notes, medication list and more.

[SummitHealth.org/MySummit](https://SummitHealth.org/MySummit)



## **Paying Your Hospital Bill**

You can pay your bill online at:  
**[www.SummitHealth.org/paymybill](http://www.SummitHealth.org/paymybill)**.

Please be aware that doctor fees are not included on your bill except for pathology and emergency services.

## **Arranging for Payment**

If you have specific concerns about paying for your medical services, we can work with you to coordinate financial arrangements, billing procedures, and insurance coverage. You can call our Business Office at (717) 765-3406 for assistance.

Payments are accepted at the Cashier's Office in the outpatient wing near Lab Services during business hours. All major credit cards are accepted.

## **Summit Care Program**

Waynesboro Hospital offers discounts for individuals who qualify. If you are uninsured and of limited financial means, you may qualify for discounts. For more information, please call our Business Office at (717) 765-3406.

## **Hospital Status**

The status of your hospital stay could affect how much your health insurance company pays, so be sure to ask.

Your hospital status – whether you're considered an "Inpatient" or "Outpatient" – may affect how much you pay for hospital services such as x-rays, medications, lab tests, etc.

Even if you stay in the hospital overnight, you may still be considered an "Outpatient with Observation Services."

Each status is covered differently by your health insurance. The fee you pay for the care you receive may change depending on your status. This is often called your deductible or co-insurance.

If you are on a Medicare plan, your hospital status may also affect whether Medicare will cover the care you get in a skilled nursing facility or nursing home after you're discharged from the hospital.

## **How a Patient's Status is Determined**

*("Inpatient" or "Outpatient with Observation Services")*

The federal agency that oversees Medicare has issued specific guidelines to determine a patient's status. Your physician uses those guidelines to determine your status.

The guidelines are based on the severity of your illness and the types of services you require. The amount of time you spend in the hospital does not determine your status.

Our staff can help answer your questions about your hospital status. Call (717) 765-4000, ext. 7165.

## **Visiting Policy**

Visiting hours are flexible to meet the needs of families and friends. Open visitation is encouraged and is adjusted to meet the patient's medical, comfort, and privacy needs.

Any visitors with signs/symptoms of nausea, vomiting, diarrhea, cold, or exposure to communicable diseases (flu, chicken pox, measles, mumps) will be discouraged from visiting. Any visitors observed by staff with such signs or symptoms, or who are known to have exposure to communicable diseases, may be asked to leave.

Children must be supervised by an adult visitor.

Any visitor causing disruption or discomfort to any patient may be asked to leave. The protection of the welfare and privacy of the hospital's patients will be given a higher priority than the policy of allowing open visitation.

## **Infection Control**

Hospital visitors can help prevent the spread of infections.

While in our facility, visitors should:

- Wash their hands or use hand sanitizer before entering and when leaving a patient's room.
- Cough or sneeze into a tissue or the bend of their elbow.
- Avoid visiting when they are sick.
- Avoid touching anything used to care for the patient.
- Read and follow any instructions posted outside the patient's room.
- Eliminate germs when the patient goes home by using disinfectants (likes sprays and wipes) to clean surfaces often.

## **Isolation**

Patients are sometimes placed in special isolation rooms in order to prevent the spread of a disease to another person. If you are in a special isolation room, a sign will be posted on your door.

If your visitors see this sign, they should not enter the room until a member of your care team has given them instructions. This is for your safety and protection. If you or your visitors have any questions, please ask a member of your care team for help.

If you have questions about isolation rooms, please call (717) 765-3657.

## **Search Policy**

We have a no weapons policy in this facility. You could be searched, if deemed necessary. The full policy is displayed at the building entrance.

## **Language Services**

Free language services are available to people whose primary language is not English.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

# GENERAL *information*

## ATM

An ATM is located on the first floor near the outpatient lobby/waiting area.

## Call-Ahead Outpatient Registration

Patients can conveniently register by telephone. Upon arrival, registration paperwork will only need your signature. This allows you to go directly to the service area without delay.

**Call (717) 765-3499**      **Monday-Friday:** 7 am to 8 pm  
**Saturday:** 7 am to Noon

## Chaplain and Chapel Service

A meditation room on the first floor is open at all times and a Chaplain is available upon request.

## Courtesy Phones

Courtesy phones are located throughout the hospital and may be used for local and long distance calls in the continental United States.

## Fire Safety

Test of the fire alarm system are conducted weekly. If you hear a fire alarm or see a fire alarm flashing, stay where you are until a member of our staff gives you instructions.

## Gift Shop

Our gift shop located on the first floor offers a fine selection of cards, toiletries, and small gifts.

Hours: **Monday - Friday:** 10 am to 7 pm  
**Saturday:** 10 am to 4 pm  
**Sunday:** 1 pm to 4 pm

## Interpreters

Interpreters are available for patients who do not speak English. Ask your nurse for more information.

## Latex Free

We are able to care for those who are latex sensitive. To further protect those with latex sensitivities, we also ask visitors to avoid sending latex balloons to patients.

## Lost & Found

Lost and found items are left with the switch board operator in the main lobby.

## Non-Discrimination

It is the policy of Waynesboro Hospital that no patient, visitor, or employee is excluded from participation in, is denied the benefits of, or is otherwise subjected to discrimination in the provision of any care or services available through Waynesboro Hospital, on the basis of race, color, national origin, creed, ancestry, age, sex, sexual preference, religion, handicap, disability, ability to pay, or source of payment. EOE.

No building, wing, patient floor, or room shall be segregated based upon race, color, national origin, creed, ancestry, age, sex, sexual preference, religion, handicap, disability, ability to pay, or source of payment.

## Notary Public

Notary public service is available in the hospital. Ask a member of your care team if you need a notary public.

## Organ Donation

For more information on organ and tissue donation, ask a member of your care team for a Gift of Life card, call 1-877-DONORPA, or visit this website: [www.donatelife-pa.org](http://www.donatelife-pa.org).

## Service Animals

People who use service animals may be accompanied by their service animals during their visit to this facility regardless of whether the animals are working or performing their tasks at all times.

Service animals may be separated from their owners in areas where special air filtration is required or the general public must take special precautions that a service animal could not take including hand washing or wearing gowns, gloves, and masks.

A service animal is any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability. If an animal meets this definition, it is considered a service animal under the Americans with Disabilities Act (ADA) and the Pennsylvania Human Relations Act (PHRA) regardless of the animal's licensing or certification.

## Snack Bar

For the convenience of visitors, light meals and refreshments are available in the snack bar on the first floor.

## Tobacco Free

Tobacco is not allowed in our hospital or on hospital property.

## Vending Machines

Vending machines are located on the first floor in the emergency department and on the second floor near Pre-admission Testing.

## Volunteers

Volunteers offer an added touch of warmth during your hospital stay. Services provided include reception and transport, flower and mail delivery, a book cart, and gift shop. If you would like to become a volunteer, please call (717) 765-4000, ext. 5205.

## Why consider a charitable gift to your hospital?

Donations to your hometown hospital help ensure that you, your family, and your neighbors continue to receive state-of-the-art clinical diagnosis and treatment from our expert and caring staff and physicians.

Your charitable gifts truly matter. It's a worthwhile investment for you and your community, not only for today...but for years to come.

For information about making a gift, visit [SummitHealth.org/giving](http://SummitHealth.org/giving) or call (717) 267-7703.



Wi-Fi

Access the  
Internet  
from  
anywhere  
inside the  
hospital.

## Talking About Your Pain

**Your doctors and nurses will ask you about your pain frequently.**

They do this because pain changes over time or your pain medicine may not be working.

**If you have pain, tell your doctor or nurse.**

They may ask you to describe how bad your pain is, when it hurts, and where it hurts.

Tell them if you can't sleep or do things like dressing or climbing stairs because of pain. The more they know about your pain the better they can treat it.

**Some words you can use to describe your pain:**

- |   |                                    |
|---|------------------------------------|
| <input type="checkbox"/> aching         | <input type="checkbox"/> pressure  |
| <input type="checkbox"/> bloating       | <input type="checkbox"/> pulling   |
| <input type="checkbox"/> burning        | <input type="checkbox"/> radiating |
| <input type="checkbox"/> cramping       | <input type="checkbox"/> searing   |
| <input type="checkbox"/> comes and goes | <input type="checkbox"/> sharp     |
| <input type="checkbox"/> constant       | <input type="checkbox"/> shooting  |
| <input type="checkbox"/> cutting        | <input type="checkbox"/> soreness  |
| <input type="checkbox"/> dull           | <input type="checkbox"/> stabbing  |
| <input type="checkbox"/> numbing        | <input type="checkbox"/> throbbing |
| <input type="checkbox"/> pressing       | <input type="checkbox"/> tightness |

**If your pain gets worse, tell your doctor or nurse.**

Tell them how bad your pain is or if you're in pain most of the time. Also tell them if the pain medicine you're taking is not helping.

**Include pain medicine on your list of medicines.**

List all of your pain medicines—those prescribed by your doctor and those you buy over-the-counter. You should also include pain medicine that you only take for a short time.

## Questions To Ask Your Doctor or Nurse

Treating pain is the responsibility of your doctor, nurse and other caregivers. You can help them by asking questions and finding out more about how to relieve your pain.

- What pain medicine am I receiving?
- Can you explain 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 medicine?
- Can I take the medicine with food?
- Can I take the pain medicine with my other medications?
- Should I avoid drinking alcohol while taking the pain medicine?
- What are the side effects of the 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 manage my pain?

## Relieving Your Pain

**Medications can be used to treat pain.**

Some pain medicines are acetaminophen, aspirin, ibuprofen, naproxen and opioids. Opioids include morphine, oxycodone and hydromorphone. Many of these medicines come in pills, liquids, suppositories and skin patches. Some pain may be treated with medicines that are not usually thought of as pain relievers. An example is antidepressants.

**There are also alternatives to medication.**

Depending on your illness / condition and how much pain you have, your pain can be relieved in other ways including these:

- Acupuncture (small needles are used to block pain)
- Movies, games and conversation to distract you from thinking about the pain
- Electrical nerve stimulation (small jolts of electricity to block pain)
- Physical therapy
- Exercise
- Hypnosis
- Heat or cold
- Massage
- Relaxation
- Music

**Be aware of side effects.**

Depending on the type of medicine you're taking, your side effects can include constipation, nausea, vomiting, itching, and sleepiness.

If you experience these side effects, tell your doctor or nurse as soon as possible and ask if there is another pain medicine that may work better for you.

**Talk about your concerns.**

If you're afraid to take pain medicine because of a bad experience or a fear of becoming addicted, talk to your doctor or nurse. They can help you find the right medicine for you. Also, studies show that addiction is unlikely. This is especially true if the patient has never had an addiction. Remember, it's important that you take your medicine.

**If your medicine stops working over time, tell your doctor or nurse.**

This is called "tolerance." It means that your body gets used to the medicine after you take it for a while. It's also possible that the condition causing your pain is getting worse or you have a new type of pain. You may need more medicine or a different kind of medicine to control your pain. Talk to your doctor or nurse so they can help you find the right medicine for you.

**If you can't swallow pills, ask about alternatives.**

Check with your doctor, nurse or pharmacist before you consider crushing the pills and taking them with food. Some medications – like time-release medicines – should not be crushed.

*Adapted from content provided by The Joint Commission.*

## How Are We Doing?

**We want your experience at Waynesboro Hospital to be as comfortable as possible. If there is something we can do to help, please tell us right away. We're here to make you feel better.**

# SURGICAL SITE *infections*

## What is a Surgical Site Infection (SSI)?

A surgical site infection is an infection that occurs after surgery in the part of the body where the surgery took place. **Most patients who have surgery do not develop an infection.**

Some of the common symptoms of a surgical site infection are:

- Redness and pain around the area where you had surgery
- Drainage of cloudy fluid from your surgical wound
- Fever

## Can SSIs be treated?

Yes. Most surgical site infections can be treated with antibiotics.

## What are some of the things that hospitals are doing to prevent SSIs?

Doctors, nurses, and other healthcare providers will do these things to prevent SSIs:

- Clean their hands and arms with an antiseptic agent just before the surgery.
- Clean their hands with soap and water or an alcohol-based hand rub before and after caring for each patient.
- May remove some of your hair immediately before your surgery using electric clippers if the hair is in the same area where the procedure will occur. They should not shave you with a razor.
- Wear special hair covers, masks, gowns, and gloves during surgery to keep the surgery area clean.
- Give you antibiotics before your surgery starts. In most cases, you should get antibiotics within 60 minutes before the surgery starts and the antibiotics should be stopped within 24 hours after surgery.
- Clean the skin at the site of your surgery with a special soap that kills germs.

## What can I do to help prevent SSIs?

### Before your surgery:

- Tell your doctor about other medical problems you may have. Health problems such as allergies, diabetes, and obesity could affect your surgery and your treatment.
- Quit smoking. Patients who smoke get more infections. Talk to your doctor about how you can quit before your surgery.
- Do not shave near where you will have surgery. Shaving with a razor can irritate your skin and make it easier to develop an infection.

### At the time of your surgery:

- Speak up if someone tries to shave you with a razor before surgery. Ask why you need to be shaved and talk with your surgeon if you have any concerns.
- Ask if you will get antibiotics before surgery.

### After your surgery:

- Make sure that your healthcare providers clean their hands before examining you, either with soap and water or an alcohol-based hand rub. If you do not see your provider clean their hands, please ask them to do so.
- Family and friends who visit you should not touch the surgical wound or dressings.
- Family and friends should clean their hands with soap and water or an alcohol-based hand rub before and after visiting you. If you do not see them clean their hands, ask them to clean their hands.

## What do I need to do when I go home from the hospital?

- Before you go home, your doctor or nurse should explain everything you need to know about taking care of your wound. Make sure you understand how to care for your wound before you leave the hospital.
- Always clean your hands before and after caring for your wound.
- Before you go home, make sure you know who to contact if you have questions or problems after you get home.
- If you have any symptoms of an infection, such as redness and pain at the surgery site, drainage, or fever, call your doctor immediately.

If you have additional questions, please ask your doctor or nurse.

*Adapted from content provided by the Centers for Disease Control and Prevention.*

## Fall Prevention

**Lower your risk of falling by taking steps to stay healthy and make your home safe.**

### Health Maintenance

- **Get regular medical checkups and eye exams.**
- **Maintain a healthy diet. Ask your doctor about taking vitamins.**
- **Start an exercise program, but get the okay from your doctor first.**
- **Avoid alcohol. It can affect your balance.**
- **Check with your doctor or pharmacist about the side effects of your medications.**
- **Use helpful devices such as canes and/or walkers as suggested by your doctor or therapist.**

### Home Safety

- **Get up slowly, after sitting or lying, to make sure you're not dizzy.**
- **Always walk slowly, and look out for possible hazards.**
- **Lift, don't drag, your feet when you walk.**
- **Wear sturdy, non-skid shoes and slippers. Avoid high heels.**
- **Move or avoid items that might cause you to slip or trip, such as throw rugs, electrical cords, wet or waxed floors, or anything that blocks a hallway.**
- **Remove objects that you might bump into, such as a coffee table or stool.**
- **Don't push or lift heavy objects by yourself. Ask someone to move them for you.**
- **Turn on the lights before entering a room, even if just for a moment. Use a nightlight in your bedroom and bathroom.**
- **Keep a telephone within easy reach of your bed.**
- **Arrange items in your bathroom and kitchen to avoid stooping, bending, and reaching.**
- **To prevent slipping in the bathtub/shower, use a tub mat, a non-slip floor mat, and, if available, a tub chair, grab rails, and a hand-held shower.**
- **Use the helpful aids suggested by your caregiver, like a raised toilet seat and dressing aids.**



## Patient's Bill of Rights

If you are a patient, family member, or guardian of a newborn, child, adolescent, or geriatric patient and need further information, or the opportunity to voice concerns, please call: Waynesboro Hospital, 501 East Main Street, Waynesboro, PA 17268, (717) 765-3426.

### What You Can Expect

You, or your legally responsible representative, can expect:

- the hospital to inform you of your patient rights as soon as possible after you arrive
- the hospital to treat you with dignity and respect
- the hospital to, upon your request, tell you the names and jobs of all the staff and doctors who care for you
- the hospital to provide emergency care without unneeded delay
- the hospital to provide care in a safe environment
- the hospital to do what we can to minimize your waiting time
- the hospital to transfer you to another facility, if the need arises, and if medically permissible; after explaining why you need a transfer and the alternatives to such a transfer (you must first be accepted by the facility to which you are being transferred)
- the hospital to tell you what you will need when you go home and assist you in meeting your needs
- the hospital to provide you with information about pain and pain relief measures
- the physician to obtain your informed consent (informed consent is defined in section 103 of the Health Care Services Malpractice Act, 40 P.S. § 1301.103) prior to the start of any procedure or treatment, except for emergencies

### You Have the Right To

- have access to and not be denied access to an individual or agency who is authorized to act on your behalf to assert or protect the rights outlined
- care provided by competent personnel
- quality care provided by skilled staff who possess high professional standards that are continually maintained and reviewed
- privacy about your medical care, including case discussion, consultation, examination, and treatment
- have a family member, representative, and a doctor of your choice notified promptly of your admission to the hospital
- have your medical records kept private, except as allowed by law as described in Summit Health's Notice of Privacy Practices

- access the information in your medical records unless a treating physician directs otherwise for medical reasons. (Your request will be handled as quickly as our record keeping system permits)
- know about your disease, treatment and prognosis, including alternative treatments and possible complication; or, if you cannot understand, we will tell your next of kin or other appropriate person
- participate in the development and implementation of your plan of care
- expect processes to be in place that consider the effective use of your time and avoid personal discomfort for you as a patient
- be free from restraints and seclusion except where necessary and appropriate under the law
- receive care in a safe setting, free from all forms of abuse and harassment
- be advised when you are being considered as part of a medical care research program or donor program and give consent to, refuse to being part of, or discontinue participation
- examine a bill and receive a detailed explanation of the bill
- full information and counseling on the availability of known financial resources for your health care
- request or refuse (to the extent permitted by law) any drugs, treatments or procedures, and to be told what to expect, including the consequences of refusal
- decide about accepting, refusing, starting, and stopping life saving treatment within hospital rules and the law
- make advance directives relating to your treatment plan, including accepting, starting, refusing, and stopping life saving treatments within hospital rules and law (you can select someone to decide about your care, if you wish)
- talk about the ethics of your care with your doctors and staff
- appropriate assessment and management of your pain
- receive help in getting another doctor's opinion at your expense
- medical and nursing care no matter what your age, race, sex, religion or beliefs, color, sexual preference, country of birth, or how your bill is being paid
- have your care explained in words you can understand, and if you cannot understand English, we will provide an interpreter, when available, or if you cannot understand due to a disability, we will supply appropriate assistive communication devices
- talk to someone who can help you protect these rights

- know hospital rules and regulations that apply to your conduct as a patient
- complain about your care, and to have your complaints listened to, and taken care of:

To register a complaint at Waynesboro Hospital, call (717) 765-3426.

To file a complaint with the Pennsylvania Department of Health, call 1-800-254-5164, or write to the Pennsylvania Department of Health, Acute & Ambulatory Care Services, P.O. Box 90, Harrisburg, PA 17108-0090.

To file a complaint with The Joint Commission (TJC), call 1-800-994-6610, or write to The Office of Quality Monitoring, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

To file a complaint with the Centers for Medicare & Medicaid Services (CMS) call 1-800-MEDICARE (1-800-633-4227), or write to Centers for Medicare & Medicaid Services, 7500 Security Boulevard, Baltimore, MD 21244-1850

### Your Responsibilities as a Patient

- tell us about all of your medical conditions and problems, past and present, and advise us of past hospitalizations
- tell us what medication you are taking
- answer questions about your health honestly and completely
- cooperate with the staff and ask questions about things you don't understand
- think about the other people in the hospital and minimize the noise and visitors in your room
- respect the things that belong to others and to the hospital
- help the doctor and staff take care of you by following their orders
- take only the drugs ordered and given by the hospital staff
- take no alcohol or illegal drugs while you are here
- notify the staff of any discomfort
- tell your doctor or nurse if your pain is not relieved
- pay for your care

If you feel that any of the rights described above have been violated, you have the right to access the hospital's patient grievance resolution procedure by contacting the hospital's Quality Management Department at (717) 765-3426.

Summit Health, 112 North Seventh Street, Chambersburg, PA 17201

Waynesboro Hospital, 501 East Main Street, Waynesboro, PA 17268, (717) 765-3426

[www.SummitHealth.org](http://www.SummitHealth.org)



## Help Prevent Errors in Your Care

Everyone has a role in making health care safe. That includes doctors, health care executives, nurses and many health care technicians. Health care organizations all across the country are working to make health care safe. As a patient, you can make your care safer by being an active, involved and informed member of your health care team.

An Institute of Medicine report says that medical mistakes are a serious problem in the health care system. The IOM says that public awareness of the problem is an important step in making things better.

The "Speak Up"™ program is sponsored by The Joint Commission. They agree that patients should be involved in their own health care. These efforts to increase patient awareness and involvement are also supported by the Centers for Medicare & Medicaid Services.

This program gives simple advice on how you can help make health care a good experience. Research shows that patients who take part in decisions about their own health care are more likely to get better faster. To help prevent health care mistakes, patients are urged to "Speak Up."

**Speak up if you have questions or concerns. If you still do not understand, ask again. It is your body and you have a right to know.**

- Your health is very important. Do not worry about being embarrassed if you do not understand something that your doctor, nurse or other health care professional tells you. If you do not understand because you speak another language, ask for someone who speaks your language. You have the right to get free help from someone who speaks your language.
- Do not be afraid to ask about safety. If you are having surgery, ask the doctor to mark the area that is to be operated on.
- Do not be afraid to tell the nurse or the doctor if you think you are about to get the wrong medicine.
- Do not be afraid to tell a health care professional if you think he or she has confused you with another patient.

**Pay attention to the care you get. Always make sure you are getting the right treatments and medicines by the right health care professionals. Do not assume anything.**

- Tell your nurse or doctor if something does not seem right.
- Expect health care workers to introduce themselves. Look for their identification (ID) badges. A new mother should know the person who she hands her baby to. If you do not know who the person is, ask for their ID.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent infections. Do not be afraid to remind a doctor or nurse to do this.
- Know what time of the day you normally get medicine. If you do not get it, tell your nurse or doctor.
- Make sure your nurse or doctor checks your ID. Make sure he or she checks your wristband and asks your name before he or she gives you your medicine or treatment.

**Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.**

- Ask your doctor about the special training and experience that qualifies him or her to treat your illness.
- Look for information about your condition. Good places to get that information are from your doctor, your library, support groups, and respected Web sites, like the Centers for Disease Control & Prevention (CDC) Web site.
- Write down important facts your doctor tells you. Ask your doctor if he or she has any written information you can keep.
- Read all medical forms and make sure you understand them before you sign anything. If you do not understand, ask your doctor or nurse to explain them.
- Make sure you know how to work any equipment that is being used in your care. If you use oxygen at home, do not smoke or let anyone smoke near you.

**Ask a trusted family member or friend to be your advocate (advisor or supporter).**

- Your advocate can ask questions that you may not think about when you are stressed. Your advocate can also help remember answers to questions you have asked or write down information being discussed.
- Ask this person to stay with you, even overnight, when you are hospitalized. You may be able to rest better. Your advocate can help make sure you get the correct medicines and treatments.
- Your advocate should be someone who can communicate well and work cooperatively with medical staff for your best care.
- Make sure this person understands the kind of care you want and respects your decisions.
- Your advocate should know who your health care proxy decision-maker is; a proxy is a person you choose to sign a legal document so he or she can make decisions about your health care when you are unable to make your own decisions. Your advocate may also be your proxy under these circumstances. They should know this ahead of time.
- Go over the consents for treatment with your advocate and health care proxy, if your proxy is available, before you sign them. Make sure you all understand exactly what you are about to agree to.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse. He or she should also know who to call for help.

**Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.**

- Ask about why you should take the medicine. Ask for written information about it, including its brand and generic names. Also ask about the side effects of all medicines.
- If you do not recognize a medicine, double-check that it is for you. Ask about medicines that you are to take by mouth before you swallow them. Read the contents of the bags of intravenous (IV) fluids. If you are not well enough to do this, ask your advocate to do it.
- 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 does not seem to be dripping right (too fast or too slow).

- Whenever you get a new medicine, tell your doctors and nurses about allergies you have, or negative reactions you have had to other medicines.
- If you are taking a lot of medicines, be sure to ask your doctor or pharmacist if it is safe to take those medicines together. Do the same thing with vitamins, herbs and over-the-counter drugs.
- Make sure you can read the handwriting on prescriptions written by your doctor. If you cannot read it, the pharmacist may not be able to either. Ask somebody at the doctor's office to print the prescription, if necessary.
- Carry an up-to-date list of the medicines you are taking in your purse or wallet. Write down how much you take and when you take it. Go over the list with your doctor and other caregivers.

**Use a hospital, clinic, surgery center, or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards.**

- Ask about the health care organization's experience in taking care of people with your type of illness. How often do they perform the procedure you need? What special care do they provide to help patients get well?
- If you have more than one hospital to choose from, ask your doctor which one has the best care for your condition.
- Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all the instructions.
- Go to Quality Check at [www.qualitycheck.org](http://www.qualitycheck.org) to find out whether your hospital or other health care organization is "accredited." Accredited means that the hospital or health care organization works by rules that make sure that patient safety and quality standards are followed.

**Participate in all decisions about your treatment. You are the center of the health care team.**

- You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you. Know how long the treatment will last. Know how you should feel.
- Understand that more tests or medications may not always be better for you. Ask your doctor how a new test or medication will help.
- Keep copies of your medical records from previous hospital stays and share them with your health care team. This will give them better information about your health history.
- Do not be afraid to ask for a second opinion. If you are unsure about the best treatment for your illness, talk with one or two additional doctors. The more information you have about all the kinds of treatment available to you, the better you will feel about the decisions made.
- Ask your doctor to recommend a support group you can join to help deal with your condition. People in these groups may help you prepare for the days and weeks ahead. They may be able to tell you what to expect and what worked best for them.
- Talk to your doctor and your family about your wishes regarding resuscitation and other life-saving actions.

# Advance Health Care Directives: Living Will & Health Care Power of Attorney

## In Pennsylvania, adults have the right to decide if they want to accept, refuse or stop medical treatment.

An Advance Health Care Directive, and/or an Advance Directive for Mental Health Care, allows you to designate persons to make health care decisions for you and allows you to state your wishes regarding medical treatment so they may be carried out if you become unable to make health care decisions or communicate your wishes. An Advance Directive may be a health care power of attorney, a living will, or a written combination of both.

## Why Prepare an Advance Directive?

An Advance Directive is a valuable tool that:

- Allows you to choose the persons you want to make health care decisions for you
- Helps protect your right to make medical choices that can affect your life
- Allows your family to know and understand your wishes
- Gives your doctor guidelines for your care
- Allows you to give special directions to your health care providers on topics such as pain relief
- Allows you to indicate your desire to forego certain life prolonging treatment (breathing machines, feeding tubes, dialysis), when there is little or no chance of recovery

## Common Questions

### Will my Advance Directive be used if I am able to make my own health care decisions?

No. As long as you are able, you will make your own health care decisions.

### What is a Living Will?

A Living Will is a written document that expresses your wishes and instructions for health care if you are in an end of life situation and you are unable to make or communicate your own decisions.

### When will my Living Will take effect?

A Living Will only takes effect when:

- your doctor has a copy of it, and
- your doctor has concluded that you are unable to make or communicate your own medical decisions or you are unable to understand the benefits, risks and alternatives of suggested treatment, and
- your doctor has determined that you are in an end-stage medical condition or in a state of permanent unconsciousness

### Is my Living Will effective if I am pregnant?

Pennsylvania law usually does not allow a doctor or health care provider to honor a Living Will of a pregnant woman if she has chosen not to prolong life.

The terms of a Living will may be honored if the woman's doctor determines that life-sustaining treatment:

- will not maintain the woman in a manner that will allow for the continued development and birth of the unborn child; or
- will physically harm the pregnant woman; or
- will cause her pain which could not be relieved by medication

### What is a Health Care Power of Attorney?

This legal document allows you to name a person or persons to make health care decisions on your behalf if you become unable to make decisions for yourself. The person you name in a Health Care Power of Attorney is sometimes referred to as your "agent" or "proxy." A Health Care Power of

Attorney also typically gives the agent the power to receive medical information regarding your care, to authorize your admission or discharge from a medical facility, and to authorize medical and surgical procedures.

### When will my Health Care Power of Attorney take effect?

A Health Care Power of Attorney becomes operative when:

- your doctor has a copy of it, and
- your doctor determines that you are unable to make or communicate your own medical decisions and understand your treatment options

How will my health care decisions be made if I have no Advance Directive, or if the person I have named as my agent is unavailable or unwilling to act?

If you have no written Advance Directive, or if the person you have named to make decisions for you is unavailable or unwilling to act, you may still designate an adult individual to serve as your health care representative by a signed writing or by simply telling your doctor or other health care providers involved in your care.

If you become unable to make your own decisions, the hospital will look to this person for your health care decisions.

If you have no written Advance Directive and you do not name a health care representative, the law provides the following priority list indicating who may act as your health care representative to make decisions for you if you become unable to make them for yourself:

1. Your spouse (unless a divorce is pending) and your adult children from a prior spouse
2. Your adult children
3. Your parents
4. Your adult brothers and sisters
5. Your adult grandchildren
6. Any adult friend with knowledge of your preferences and values (including your religious and moral beliefs)

If the person with higher priority is unavailable or unwilling to act, the hospital will look to the next category of persons on the list. If there is more than one qualified person in a group, a majority of the members of that group must agree on a decision. If the qualified members of a group are evenly split, the dispute must be resolved before a decision can be made.

If you are of sound mind, you may change the order of priority in a signed writing, such as a Health Care Power of Attorney. You also may disqualify anyone from serving as your health care representative simply by telling your health care provider or by a signed writing.

Chambersburg Hospital and Waynesboro Hospital each have an Ethics Committee to help patients and their families. If you need to discuss an ethical issue regarding your care, tell your health care provider or call (717) 267-7156 at Chambersburg Hospital, and (717) 765-4000, ext. 5323, at Waynesboro Hospital.

Please note, however, if your doctor or staff member feels your wishes conflict with their own values or professional judgment, they may seek another caregiver for you who is able and willing to comply with your wishes.

### What is an Advance Directive for Mental Health Care?

Pennsylvania law allows you to create a Mental Health Declaration and/or a Mental Health Power of Attorney.

A Mental Health Declaration is a written document that expresses your wishes and instructions regarding mental health care, such as your choice of treatment facility, your preferences regarding medications for psychiatric treatment, and the type of interventions you would prefer in a crisis. A Mental Health Power of Attorney allows you to designate persons to make mental health care decisions for you.

If you suffer from a mental illness or if you wish to give your agent the right to authorize mental health treatment, you may want to indicate that in a Mental Health Declaration and/or a Mental Health Power of Attorney. Both a Mental Health Declaration and a Mental Health Power of Attorney automatically terminate two years after being signed.

### What if I change my mind?

You may revoke (discontinue) an Advance Directive at any time. Simply inform your doctor or health care provider that you are revoking the document or sign a written document stating that you are revoking your Advance Directive.

If you want to change your Advance Directive, you should sign a new document and destroy all copies of your old document. Give a copy of the new Advance Directive to your doctor and to anyone else who had a copy of your old document.

### What about organ and tissue donation?

You can donate specific organs or your entire body through your Living Will.

### What is a general power of attorney?

This legal document designates one or more persons who have authority to handle your affairs. A general power of attorney typically refers to financial matters, but may include some medical decision-making authority such as the ability to authorize your admission to a medical facility or the power to consent to certain medical treatment on your behalf.

Consulting with an attorney can help ensure this document is sufficiently specific to meet your needs.

## Steps to Complete an Advance Directive

1. You can use any form as long as it is dated and signed by you and two witnesses. A sample form that combines a Living Will and a Health Care Power of Attorney is attached.
2. If you are unable to sign, you may have someone else sign on your behalf. This person should not be one of your witnesses and also should not be the person named as your agent (if any).
3. Give your doctor a copy of your Advance Directive for your medical record.
4. Discuss your Advance Directive with your loved ones, especially the person you have named as your agent (if any). Be sure to give them copies, too.
5. Give copies of your Advance Directive to someone likely to be contacted in an emergency.
6. Review your Advance Directive regularly, and make any changes you think are necessary. Make sure you provide your doctor, your family and your agent (if any) with an updated copy.
7. If you live outside of Pennsylvania, make sure your Advance Directive is consistent with Pennsylvania law.

If you have additional questions about preparing an Advance Directive, ask your doctor, attorney or caregiver for additional information.



# ADVANCE HEALTH CARE DIRECTIVE

## DURABLE HEALTH CARE POWER OF ATTORNEY

I, \_\_\_\_\_, of \_\_\_\_\_ County, Pennsylvania, appoint the person named below to be my health care agent (proxy) to make health and personal care decisions for me when I lack the ability to understand, make or communicate a decision, as verified by my attending physician.

My health care agent has all of the following powers subject to the health care treatment instructions in my living will (cross out any powers you do not want to give your health care agent):

1. To receive medical information relevant to my health care.
2. To authorize, withhold, or withdraw medical care and surgical procedures.
3. To authorize, withhold, or withdraw nutrition (food) or hydration (water) medically supplied by tube through my nose, stomach, intestines, arteries, or veins.
4. To authorize my admission to or discharge from a medical, nursing, residential, or similar facility and to make agreements for my care and health insurance for my care, including hospice and palliative care.
5. To hire and fire medical, social service, and other support personnel responsible for my care.
6. To take any legal action necessary to do what I have directed.
7. To request that a physician responsible for my care issue a do-not-resuscitate (DNR) order, including an out-of-hospital DNR order, and sign any required documents and consents.

Name of health care agent: \_\_\_\_\_

Address and phone number: \_\_\_\_\_

Name of alternate health care agent: \_\_\_\_\_

Address and phone number: \_\_\_\_\_

## LIVING WILL DECLARATION

I, \_\_\_\_\_, being of sound mind, willfully and voluntarily make this declaration regarding my health care treatment under certain circumstances. The following health care treatment instructions exercise my right to make my own health care decisions. These instructions are intended to provide clear and convincing evidence of my wishes to be followed when my attending physician determines that I lack the capacity to understand, make, or communicate my health care decisions.

If I have an end-stage medical condition, which will result in my death, despite the introduction or continuation of medical treatment, or I am in a state of permanent unconsciousness such as an irreversible coma or an irreversible vegetative state, and there is no realistic hope of significant recovery, I direct that I be given health care treatment to relieve pain and provide comfort even if such treatment might shorten my life, suppress my appetite or my breathing, or be habit forming. I direct that all life prolonging procedures be withheld or withdrawn, and I feel especially strongly about the following as life prolonging procedures:

- I ☐ do ☐ do not want heart-lung resuscitation (CPR).
- I ☐ do ☐ do not want mechanical respiration (breathing machine or ventilator).
- I ☐ do ☐ do not want dialysis (kidney machine).
- I ☐ do ☐ do not want surgery.
- I ☐ do ☐ do not want chemotherapy.
- I ☐ do ☐ do not want radiation treatment.
- I ☐ do ☐ do not want antibiotics.
- I ☐ do ☐ do not want tube feeding, where nutrition (food) or hydration (water) is medically supplied by a tube into my nose, stomach, intestine, arteries, or veins.

My instructions regarding anatomical gifts are:

- I ☐ do ☐ do not want to donate my organs and tissues at the time of my death for the purpose of transplant, medical study, or education, subject to the following limitations, if any:

## SIGNATURE

I have signed this Advance Health Care Directive on this date: \_\_\_\_\_

\_\_\_\_\_  
(Sign your full name here)

Witness' signature: \_\_\_\_\_

Witness' signature: \_\_\_\_\_

(Two witnesses at least eighteen (18) years of age are required by Pennsylvania law and should witness your signature in each other's presence. A person who signs this document on your behalf and at your direction may not be a witness. It is preferable if the witnesses are not your heirs, nor your creditors nor employed by any of your health care providers.)



# Personal Health Record



Complete form in pencil, fold, and keep in your wallet or purse.  
Review and update with your doctor, specialist, etc.

Date this form was completed/updated: \_\_\_\_\_

## IDENTIFICATION

Name (Last)	(First)	(M.I.)
Address		
Home Phone	Work Phone	
Cell Phone		
Date of Birth	Gender	Blood Type
Native language, if not English.		

## EMERGENCY CONTACT

Name (Last)	(First)
Relationship	
Address	
Home Phone	Work Phone
Cell Phone	

## HEALTHCARE PROVIDERS

PRIMARY CARE PHYSICIAN	
Name	
Address	
Phone	
OTHERS (SPECIALISTS, ETC.)	
Name	
Address	
Phone	
Name	
Address	
Phone	

## IMPORTANT MEDICAL INFORMATION

Check each one you are currently being treated for or have a history of:

- |  |   |
|--|---|
| <input type="checkbox"/> Heart Disease                 | <input type="checkbox"/> Epilepsy/Seizures  |
| <input type="checkbox"/> Diabetes                      | <input type="checkbox"/> Visual Impairment  |
| <input type="checkbox"/> High Blood Pressure           | <input type="checkbox"/> Speech Impairment  |
| <input type="checkbox"/> Low Blood Pressure            | <input type="checkbox"/> Hearing Impairment |
| <input type="checkbox"/> Other (briefly explain) _____ |   |


Have you had a flu shot? ☐ Yes ☐ No  
Date received: \_\_\_\_\_

Have you had a pneumonia shot? ☐ Yes ☐ No  
Date received: \_\_\_\_\_

Do you wear contact lenses?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have a living will?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have a pacemaker?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have dentures?	<input type="checkbox"/> Upper	<input type="checkbox"/> Lower

Height: \_\_\_\_\_

Year					
Weight					
BMI					
Chol					
HDL					
Tri					
LDL					
Sugar					
EF					

Surgery	Date

## CURRENT MEDICATIONS

Include **all** prescription medications, **all** over-the-counter medications (taken on a regular basis), vitamin supplements, and herbal remedies.

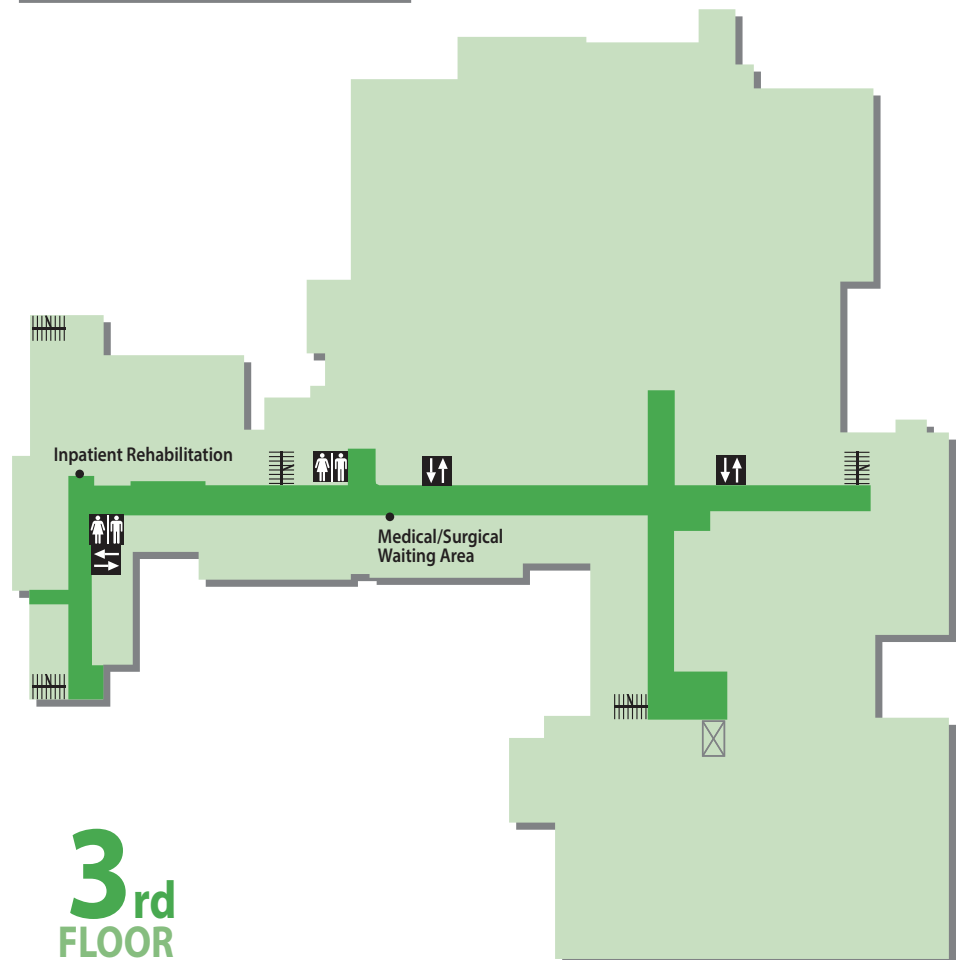
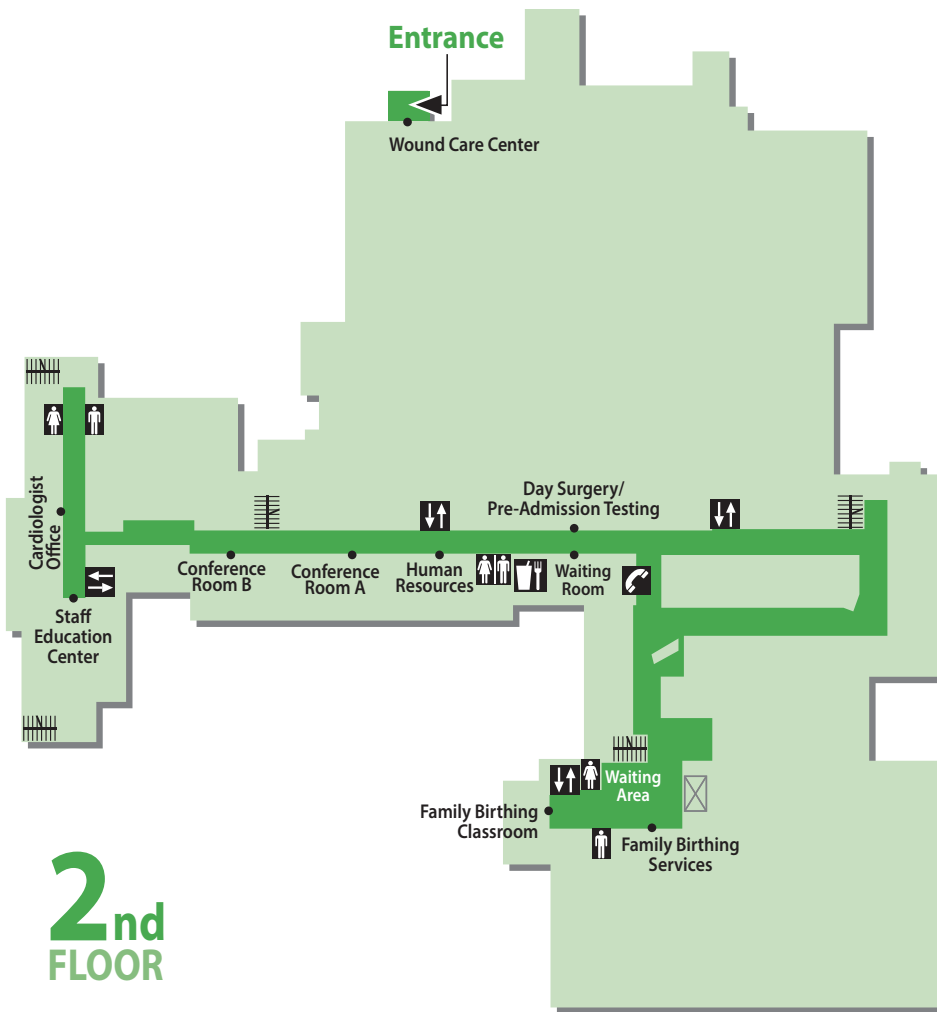
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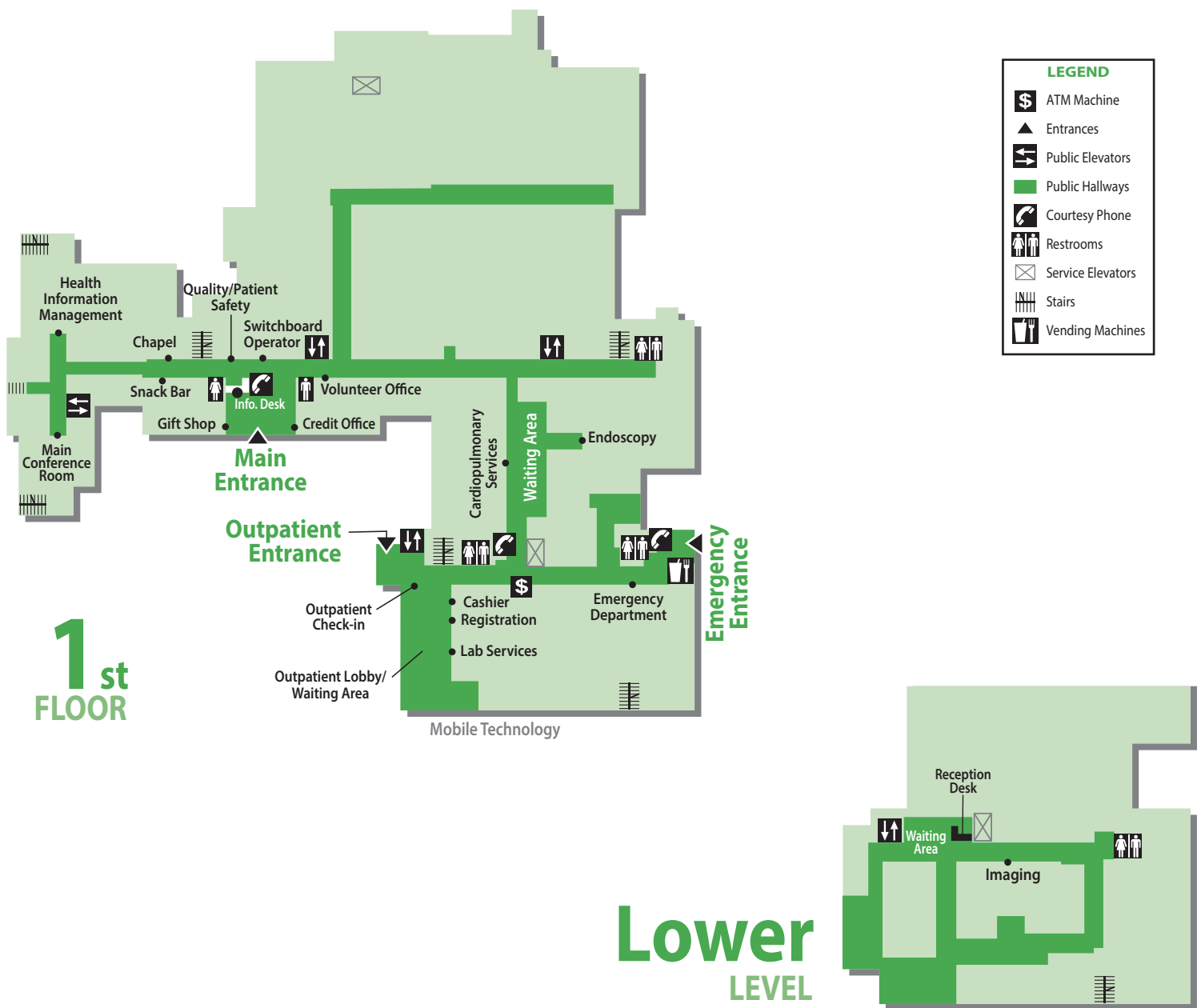
## ALLERGIES

Item (type of food, medication, latex, etc.)	Reaction (symptoms, severity, dates)

### ADDITIONAL IMPORTANT INFORMATION


For additional copies, visit our web site at [www.SummitHealth.org/OnlineTools](http://www.SummitHealth.org/OnlineTools)





## Departments & Services

Cardiologist Office ( <i>Consultorio del Cardiólogo</i> )	2nd Floor
Cardiopulmonary Services ( <i>Servicios Cardiopulmonares</i> )	1st Floor
Credit Office ( <i>Oficina de Crédito</i> )	1st Floor
Day Surgery ( <i>Cirugía Ambulatoria</i> )	2nd Floor
<b>Emergency Department</b> ( <i>Departamento de Emergencias</i> )	1st Floor
Endoscopy ( <i>Endoscopia</i> )	1st Floor
Family Birthing Services ( <i>Servicios Familiares de Partos</i> )	2nd Floor
Gift Shop ( <i>Tienda de Regalos</i> )	1st Floor
Health Information Management ( <i>Administración de Información Médica</i> )	1st Floor
Human Resources ( <i>Recursos Humanos</i> )	2nd Floor
Imaging ( <i>Imagenología</i> )	Lower Level
Inpatient Rehabilitation ( <i>Rehabilitación para pacientes hospitalizados</i> )	3rd Floor
Intensive Care ( <i>Atención Intensiva</i> )	2nd Floor

Main Lobby ( <i>Vestíbulo Principal</i> )	1st Floor
Medical / Surgical Waiting Area ( <i>Áreas de Espera Médico-Quirúrgicas/ Sala de Espera Quirúrgica</i> )	3rd Floor
Outpatient Check-in ( <i>Inscripción de Pacientes Ambulatorios</i> )	1st Floor
Outpatient Lobby / Waiting Area ( <i>Vestíbulo/Área de Espera de Pacientes Ambulatorios</i> )	1st Floor
Pre-Admission Testing ( <i>Pruebas de Preadmisión</i> )	2nd Floor
Quality/Patient Safety ( <i>Calidad/Seguridad de paciente</i> )	1st Floor
Snack Bar ( <i>Cafetería</i> )	1st Floor
Volunteer Office ( <i>Oficina del Voluntariado</i> )	1st Floor
Wound Care Center ( <i>Centro de Cuidado de Heridas</i> )	2nd Floor