

We know that coping with a serious illness can be stressful for you and your family, and we are here to help you during your hospital stay. Our team has experience with many different areas of support, and we understand the confusion and anxiety you and your loved ones can feel after a new diagnosis or worsening of a chronic illness.

HOW WE CAN HELP

Below you will find some of the types of support we can provide for you and your family:

- Communication support/coordinate family meetings for medical updates.
- Help guide you through your medical care.
- Goals of care/end-of-life decision making.
- Surrogate decision making/power of attorney.
- Mediate conflicts about care.
- Ongoing family/patient support.
- Supportive care projects (Legacy/WISH).

All of our services are free of charge.



UPMC SHADYSIDE

5230 Centre Ave.
Pittsburgh, PA 15232

UPMC.com/Shadyside

If you have more questions, you can contact a member of the team below:

| NAME | PHONE | PAGER |
|--|--------------|--------------|
| Jason Byron, Manager | 412-623-8498 | 412-263-8588 |
| Felicia Scrivens, Administrative Coordinator | 412-623-0034 | |
| Carolyn Confer, Clinical Crisis Coordinator | 412-623-2978 | 412-263-7519 |
| Elana Gonzalez, Clinical Crisis Coordinator | 412-623-2668 | 412-263-9009 |
| Czarina Kulick, Clinical Crisis Coordinator | 412-623-4445 | 412-263-9041 |
| Doris Shields, Clinical Crisis Coordinator | 412-623-4426 | 412-263-8368 |
| Emergency (Evenings/ Holidays/Sundays) | | 412-263-8347 |

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**MEDICAL ETHICS
AND SUPPORTIVE
CARE SERVICES**

UPMC Shadyside

Your Care. Our Commitment.

WHEN WE MEET WITH YOU AND YOUR FAMILY, WE CAN:

- Talk with you about the challenges of living with a serious illness.
- Provide resources for extra assistance in the community.
- Offer emotional support and crisis intervention.
- Coordinate family meetings to get up-to-date information from the medical staff.
- Offer help with end-of-life decision making.
- Be there as an ongoing support to you and your family during your hospital stay.
- Talk about your options and help you create treatment-related goals.

We also provide extended bereavement support for families following the loss of a loved one.

SUPPORTIVE CARE PROJECTS

With generous support from the Shadyside Hospital Foundation, we offer Legacy and Wellness Initiative Supporting Healing (WISH) projects for patients and their families.

Legacy Project

Open Letters and Shooting Stars is designed to help you share important life lessons and personal values with your family and loved ones. We gather letters, photos, and

recordings of your voice to capture your thoughts and feelings. This can help build stronger bonds between family members and other loved ones during a stressful time, and also help you and your family plan for the future.

WISH Project

The **Wellness Initiative Supporting Healing** (WISH) program is designed to promote healing beyond physical health. WISH can offer simple items to boost your creative expression, or help you relax by teaching you new ways to deal with stress and improving your coping skills. This project's goal is to better your hospital experience through simple wishes.

BEREAVEMENT SUPPORT PROGRAM

The **Bereavement Support Program** is committed to the belief that all patients at UPMC Shadyside deserve support and recognition of their loss. Each passing of a patient is recognized by our team. We will send you a one-year subscription to *Journeys* — a newsletter to help in times of loss and grief, written by the Hospice Foundation of America.

We will also give you the contact information for community resources to help you with the bereavement process. We also provide limited phone support from members of our team for additional help during times of stress.

HOW TO ASK FOR HELP

- Consults can be requested by a doctor, nurse, staff, or patient/family member.
- If you would like a consult for yourself or a family member, just ask your nurse or doctor.
- There is generally a 1 to 2 day reply time on routine consults. Please say "urgent" if needed sooner.

Medical Ethics and Supportive Care Services is available for new consultations.

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| Monday through Friday | 8:30 a.m. to 4:30 p.m. |
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| Saturdays | 9:30 a.m. to 2:30 p.m. |
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Our team also provides on-call phone support during evening, holiday, and Sunday hours.

If you have questions, please call the main office number at **412-623-0034**.

