IMPORTANT INFORMATION

Nurses: ________________________________________________________________

Nurse manager: _________________________________________________________
Social worker: __________________________________________________________

QUICK REFERENCE

Manager of Concierge Services
724-258-1444

Director of Patient and Community Engagement
724-258-1076
At The Residence at Hilltop, we believe you should have the independence you want with the assistance you need. Our residents enjoy peaceful settings, a wide variety of social activities and programs, good food, good friends and living assistance tailored to each resident’s needs. We feel a personal care community should optimize your independence and assure peace of mind for both you and your family.

Putting your health first.

The Residence at Hilltop

210 Route 837, Monongahela, PA 15063-1095

724-258-8940
residenceathilltop.com
MAKING THE MOST OF YOUR HOSPITAL STAY

This guide outlines what you can expect during your stay at Monongahela Valley Hospital. Please feel free to discuss your needs with our staff and ask questions about the hospital routine, your illness or condition and course of treatment. We always strive to make your stay with us as comfortable as possible.

IMPORTANT INFORMATION

Nurses: _________________________________________

________________________________________________

Nurse manager: _________________________________

Social worker: _________________________________

QUICK REFERENCE

Manager of Concierge Services
724-258-1444

Director of Patient Relations
724-258-1076
Dear Patient:

The team providing your care knows that you would rather be anywhere but here right now; and, rest assured that we are committed to making your stay with us as comfortable as possible.

During your stay, our staff will listen to you. We will respect your perspectives and those of your loved ones.

And, your medical team will communicate complete information to you. In addition, we always will provide the highest level of care.

We appreciate the trust that you place in us and it’s our pledge to make your experience with us an excellent one.

Thank you for choosing Monongahela Valley Hospital.

Sincerely,

Louis J. Panza Jr.
President and CEO
# TABLE OF CONTENTS

## PATIENT AND VISITOR SERVICES

Where do I Find: ................................................................. 5

*A listing of common places and services*

## FOR YOUR COMFORT AND CONVENIENCE

<table>
<thead>
<tr>
<th>Service</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rooms</td>
<td>8</td>
</tr>
<tr>
<td>Meals/Dining</td>
<td>8</td>
</tr>
<tr>
<td>Clergy</td>
<td>9</td>
</tr>
<tr>
<td>A Comfortable Stay</td>
<td>9</td>
</tr>
<tr>
<td>Communications</td>
<td>11</td>
</tr>
<tr>
<td>Concierge</td>
<td>12</td>
</tr>
<tr>
<td>Telephone and Television/Channels</td>
<td>12</td>
</tr>
<tr>
<td>Valuables</td>
<td>14</td>
</tr>
</tbody>
</table>

## DISCHARGE INFORMATION

14

## NON-EMERGENCY TRANSPORTATION

15

## PATIENT CARE AND SATISFACTION

17

## SUPPORT GROUPS

20

## PATIENT BUSINESS SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Bill Payment</td>
<td>24</td>
</tr>
<tr>
<td>Medical Bill Advisor</td>
<td>25</td>
</tr>
</tbody>
</table>
# TABLE OF CONTENTS

## VISITOR INFORMATION
- Visiting Hours .................................................. 25
- General Information ........................................ 26
- Telephone Calls ................................................ 27
- Parking .................................................................. 27
- Get Well E-Cards .................................................. 29

## PATIENT RIGHTS
- Patient Guide to Pain Management ....................... 30
- Patient Rights and Responsibilities ....................... 33
- Advance Directives ............................................ 42
- Living Will .......................................................... 48
- Health Care Power of Attorney .............................. 51
- Mental Health Care Declaration ............................. 55
- Mental Health Care Power of Attorney ................. 56
- Speak Up ............................................................ 58

## TELEVISION CHANNELS
- Patient Education ................................................ 67
- Broadcast and Cable Stations ................................. 68
PATIENT AND VISITOR SERVICES
WHERE DO I FIND ...?

ADMISSIONS
1st floor adjacent to the main lobby
Staffed 24/7

ATM MACHINE
1st floor beyond the visitor elevators
affiliated with PNC Bank, honors all cards with a fee.

CAFETERIA
Ground Floor (lower level)
Hours of Operation: Mon.–Sat.: 7:30–9:30 a.m.
11 a.m.–2 p.m.
4–6:30 p.m.
Sundays and holidays: 7 a.m.–6:30 p.m.

CASHIER/DISCHARGE
1st floor adjacent to the main lobby
Hours: Mon.–Fri.: 8 a.m.–4 p.m.

CHAPEL/MEDITATION ROOM
1st floor by the visitor elevators
Open 24/7

CONCIERGE DESK
1st floor beyond the Welcome Desk
For Concierge Services, call ext. 1444
PATIENT AND VISITOR SERVICES
WHERE DO I FIND ...?

COURTESY TELEPHONES
1st Floor adjacent to the vending machines and throughout the hospital
Local calls free of charge

GIFT SHOP/SNACK BAR
1st Floor by the main entrance to the hospital
Check the sign by the Gift Shop for daily hours.

LOST AND FOUND
Ground Floor (lower level) in the Housekeeping Office.
Hours of Operation:
Mon.–Fri.: 6 a.m.–Midnight
Saturday and Sunday: 6 a.m.–4 p.m.

PUBLIC RESTROOMS
Ground Floor Near the elevators
1st Floor Main Lobby behind the Welcome Desk
Family Restroom near ED Waiting Area
Cardiology Waiting Area
Radiology Area (Handicapped Access)
3rd Floor Adjacent to Visitor Waiting Room
4th Floor Near Elevators
5th, 6th, 7th Floors One on each of the
Floors East and West Wings
VISITOR LOUNGES

3rd, 4th, and 7th Floors

Comfortable gathering areas for patients, families and visitors.

Loved ones of patients undergoing surgery will be directed to the appropriate visitor lounge to await a call from the Recovery Room.

Family members should check with the nursing staff the day before surgery to determine what time to arrive.
FOR YOUR COMFORT
AND CONVENIENCE

ROOMS
Patients are assigned rooms on the patient care units where they will receive the best care for their illnesses or injuries. While many of our rooms are private, there may be instances when patients are in semi-private rooms.

MEALS/DINING
Nutrition and Food Service provides meals to meet the individual needs of inpatients. Patients may order meals daily from 6 a.m. to 6 p.m. The meal selections must be within the patient’s diet guidelines.

To place a meal order, press the DIETARY button on your phone or dial ext. 1158.

GUEST TRAYS
Guest meals are available for a fee of $5. If you have a loved one who wishes to dine with you, simply call the number above.

CAFETERIA
Some of the best meals next to your mother’s homemade dishes can be found in our cafeteria. All of our entrees are made from scratch from the freshest ingredients. We do not prepare processed foods. Refer to the chart on page 5 for cafeteria hours.

GIFT SHOP/SNACK BAR
Guests who enjoy thick, hand-scooped milkshakes, savory soups and crisp salads should visit the Gift Shop’s Snack Bar. Operated by the Auxiliary of Mon-Vale Health Resources,
Inc., the Snack Bar’s proceeds benefit Monongahela Valley Hospital and are used for equipment and services to enhance patient care.

CLERGY

In an effort to meet the spiritual and physical needs of our patients, MVH maintains a Clergy Registry and a Volunteer Chaplain Program.

Due to HIPAA guidelines, hospital staff will only notify your clergy of your admission at your request. If you would like to speak with one of our volunteer chaplains, leave a message with the telephone operator. A chaplain will visit you on his or her next day of rounds. If you need any further assistance, please ask your nurse or the Director of Patient Relations.

A COMFORTABLE STAY

Your medical team will develop an individual plan of care just for you. During your stay, you may want to take advantage of some of our comfort options to help make your stay with us more relaxing and restful.

COMFORT ITEMS

- *Heating pad*
- *Ice pack*
- *Warm blanket or washcloth*
- *Extra pillow*
- *Neck pillow*
- *Pajama bottoms*
COMFORT ACTIONS

- Repositioning
- Walk in the hall
- Bathing or showering
- Gentle stretch/range of motion

RELAXATION OPTIONS

- Ear plugs
- Eye shield/mask
- Stress ball
- Aromatherapy
- Visit from clergy
- Sound machine
- Quiet/uninterrupted time *(discuss with your nurse)*

PERSONAL CARE ITEMS *(Available in our Gift Shop)*

- Lip balm
- Toothbrush and toothpaste
- Deodorant
- Comb/brush
- Shampoo/conditioner
- Nail file/clippers
- Deck of cards
- Puzzle books

*(Ear buds/headphones are available from the Concierge.)*
KEEPING BOREDOM AT BAY

- Use of laptop computer
- Book or magazine
- Movie/DVD
- Music with MVH CD player

MEDICATION

- Talk with your nurse if you think your pain requires medication.
- Ask for your pain medication before your pain returns.
- Discuss pain medication combinations with your nurse or doctor.
- The white board in your room will assist with your pain plan.
- Alert your nurse if you have a pain plan at home that works.

COMMUNICATIONS

It is vital for patients to communicate with their health care providers. Services are offered for non-English speaking and hearing impaired patients. Monongahela Valley Hospital uses Language Line for translation services. The nursing staff provides the materials upon request. If you have questions or need assistance, please ask your nurse to contact the Director of Patient Relations at ext. 1076 who will provide assistance.
CONCIERGE

Our Concierge Service assists patients and their loved ones as well as guests with a variety of personal services and needs.

The concierge can help with just about anything from scheduling hair care (shampoo, cut or style) to arranging for pet care during your stay.

If there is anything that we can do to make your stay more comfortable, please do not hesitate to contact the Concierge Service by using the direct-dial button on your phone, by calling ext. 1444 from in-house phones or 724-258-1444 from outside the hospital. The Concierge Desk is located in the Lobby just beyond the Welcome Desk.

TELEPHONE AND TELEVISION SERVICE

Telehealth/United Telemanagement Corporation (UTC) provides Monongahela Valley Hospital’s telephone and television services.

Unlimited local and long-distance telephone service is offered for $2.50 plus tax per day.

The telephone is free for calls within the hospital and for incoming calls to the patient room.

Television service is $4 plus tax per day.

Charges will be billed by Telehealth/UTC Services to your choice of:
DIALING INSTRUCTIONS

Unlimited local calls —
Dial 9 + Area Code + Phone Number

Unlimited long distance calls —
Dial 9 + 1+ Area Code + Phone Number

TO ORDER EITHER SERVICE

Press the TV/Phone button on your telephone.

Your call will be answered by an automated attendant.

Follow the prompts to complete your order. At any time during the message, press “8” to speak with a customer service representative.

TO DISCONNECT EITHER SERVICE

On the day of discharge, press the TV/Phone button on your telephone or call 724-258-1690.

For questions or issues with either service, please call 724-258-1690.

For the Television Channel Directory, please turn to page 68.
VALUABLES

Please keep your valuables at home or give them to loved ones to take with them from the hospital. Monongahela Valley Hospital shall not be liable for the loss or damage of any money, jewelry, glasses, dentures, hearing aids, documents or other personal articles brought in at the time of or after admission. MVH also has a safe available to secure valuables.

DISCHARGE INFORMATION

The medical team at Monongahela Valley Hospital knows that you want to be out of the hospital and it’s our goal to help you feel better. When it is time for you to leave the hospital, your physician will complete the discharge orders. These orders may include post-discharge services such as home health care, skilled nursing or durable medical equipment.

The nursing staff will complete the necessary discharge plan to assist you in caring for yourself at home. This plan will explain the instructions written by your doctor such as when to see your doctor, signs and symptoms to look for, the medications you are to take, how and when to take the medication along with the possible side effects to watch for and to report to your physician. If necessary, your nurse will provide wound care instructions, dietary restrictions, the need for special equipment and any physical restrictions.

You are strongly encouraged to ask questions about your home care instructions during your hospital stay and at discharge.
Please note that every effort will be made to discharge you in a timely manner. However, patients who require wheelchair vans for discharge transportation should be advised that the vans are operated by an outside transportation service and are coordinated through the hospital staff.

NON-EMERGENCY TRANSPORTATION

GENERAL INFORMATION

Most non-emergency transportation is available by means other than an ambulance for patients being discharged from the hospital. An individual’s condition will determine the type of transportation necessary.

These services are provided by outside companies that charge fees for the services. Health insurance carriers have placed restrictions on reimbursement for ambulance transportation and have instituted rigid guidelines for approval. If these guidelines are not met, the transportation is declared a “non-covered service” and the patient is responsible for the service fee.

By providing an alternate means of transportation, such as a wheelchair van or stretcher van, patient costs can be reduced. Ambulance services in the area offer a variety of non-emergency transportation options. Should you need transportation upon discharge, please inform your nurse so he or she may arrange for appropriate transportation.

WHEELCHAIR VAN

Wheelchair vans are available for individuals with impaired or limited mobility. These vans are capable of
accommodating most wheelchairs. If a patient does not own a wheelchair, one will be provided for transportation purposes at no extra cost.

**STRETCHER VAN**

Stretcher vans are used if a patient’s condition does not permit sitting in a wheelchair and a fully-equipped ambulance is not required. This van is cost effective and provides comfort for patients who are confined to a bed.

**AMBULANCE TRANSPORTATION**

Ambulance service is available for a patient whose condition necessitates comprehensive medical care. If the patient’s insurance carrier determines the charges to be “non-covered expenses,” the patient is asked to sign a form accepting responsibility for the charges prior to being transported.

Additional paperwork may be required by insurance carriers to justify transportation by ambulance. It is the responsibility of the patient or his or her loved ones to provide this information.

**FEES FOR SERVICE**

Service fees vary with each ambulance service and you should contact your local emergency medical service for information. Charges for wheelchair and stretcher van services are not covered by ambulance services under their annual subscription fees.

*Note: It is the responsibility of the family or caregiver to ensure that the patient is properly attired for existing weather conditions prior*
to being transported. Due to space restrictions within these vehicles, patient belongings should be limited to one bag or suitcase.

If you have any questions or concerns, contact your local ambulance service.

PATIENT CARE AND SATISFACTION

It can be very stressful when you are in the hospital despite our best efforts to create a supportive and safe environment. We are committed to listen and respond to any questions or concerns that you or your loved ones may have about the care that you have received. Your feedback is important to us.

We encourage you, your loved ones or a representative to first discuss any concerns with your medical team. Your physicians, nurses and other health care providers who have been involved in your care are the most familiar with your specific care needs. They will be able to resolve your issues.

If your concerns are not addressed to your satisfaction, our Director of Patient Relations, who also is referred to as the Patient Representative, is available to help. The Patient Representative will be impartial in helping you resolve any concerns or complaints that you may have, whether about your medical or nursing care, or service from any of our hospital departments. Our Director of Patient Relations will make sure that your specific concerns are shared with the appropriate individual(s) and that you receive a follow-up response as soon as possible. If your issue or complaint is not easily resolved and requires more time and attention to review, a written response will be provided to you in a timely manner. Our goal is to give you a complete and satisfactory response.
Monongahela Valley Hospital offers 4 convenient blood draw locations.

Blood Draw Center — Monongahela
447 West Main Street
724-310-3410
Hours: Monday-Friday 6:30 to 10:45 a.m.; 11:30 a.m. to 2 p.m.

Blood Draw Center — Finleyville
6108 Brownsville Road Ext.
724-782-0723
Hours: Monday-Friday 7 a.m. to 3 p.m.

Mon-Valley Occupational Health
Mon-Vale HealthPLEX
WillowPointe Plaza, 800 Plaza Drive, Suite 210
724-379-1940
Hours: Monday-Friday 8 a.m. to 2:30 p.m.

Monongahela Valley Hospital
1163 Country Club Road
724-258-1000
Hours: Monday-Friday 6:30 a.m. to 7 p.m.; Saturday 6:30 a.m. to 3 p.m.
You can contact the Director of Patient Relations either in person, via the telephone or in writing.

**CONTACT THE DIRECTOR OF PATIENT RELATIONS**

Telephone: 724-258-1076

Director of Patient Relations
Monongahela Valley Hospital
1163 Country Club Road
Monongahela, PA 15063

**SAFE AND QUALITY CARE**

We always strive to provide safe and quality care. If you have any concerns about your care at any time during your stay, please tell us so that we have an opportunity to not only meet, but exceed your expectations.

Our staff is on a Journey to Excellence in order to best serve you and your loved ones. We welcome your feedback to ensure that we are providing excellent patient care and to identify ways in which we can make your patient experience even better.

**YOUR SATISFACTION ALWAYS IS OUR GOAL**

We are committed to your satisfaction. When you return home, you may receive a Press Ganey or HCAHPS Patient Satisfaction survey. Please take a few minutes to complete the survey and let us know how we are doing. MVH strives to provide exceptional care, and your feedback helps us to enhance our patients’ experiences. If there is any reason that you cannot give us the highest rating, please let us know now so that we can improve your stay.
SUPPORT GROUPS

If you are facing an illness or have been diagnosed with a chronic ailment, a support group may help. They provide a forum for people who are facing similar issues to talk about their experiences, concerns and milestones. While some people turn to family and friends for support, others may find it helpful turning to people who share their diagnoses. A support group can help some people cope better and feel less isolated. While they are not intended to replace standard medical care, support groups can be valuable resources to help you cope.

Listed below are the various support groups offered by Monongahela Valley Hospital.

ARTHRITIS & FIBROMYALGIA SUPPORT GROUP

The Arthritis and Fibromyalgia Support Group is free and open to all persons with arthritis, fibromyalgia or related illnesses. This group meets quarterly (every three months), the third Wednesday of the month, at 1 p.m. Location may vary. For more information, call 724-258-1321.

BETTER BREATHERS CLUB

The Better Breathers Club is free and open to all adults and their family, friends or caregivers who want to learn or share information about living well with breathing issues. This group meets the third Tuesday of every other month (starting with March) at 2 p.m. in the Anthony M. Lombardi Education Conference Center. In November, the group meets from 5 to 7 p.m. For information, call 724-258-1932.
BREAST CANCER SUPPORT GROUP

This support group is free and open to all breast cancer patients and their families. This support group meets the first Monday of each month at 2 p.m. in the 7-East Conference Room. For more information, call 724-258-1704.

CANCER SUPPORT GROUP

This support group is free and open to all cancer patients and their families. The group meets the third Monday of each month at 2 p.m. Location may vary. For additional information, call 724-258-1475.

Do you have diabetes?

Monongahela Valley Hospital’s Center for Diabetes provides inpatient and outpatient management and education services. 

Putting your health first.

For more information, call 724-258-1483.
DIABETES SUPPORT GROUP

This support program is free for people with diabetes, their families and caregivers. Location may vary. **Advance registration is required by calling 724-258-1483.**

OSTOMY SUPPORT GROUP

This support group is free and open to all persons with ostomies and their families and friends. This group meets the third Thursday of every other month at 2 p.m. Location may vary. **For more information, call 724-258-1773.**

PROSTATE CANCER SUPPORT GROUP

All prostate cancer patients, families and care givers are invited to attend this free support group. This group meets quarterly (every three months), the second Wednesday of the month, at 6 p.m. Location may vary. **For more information, call 724-292-9404.**

RSDS SUPPORT GROUP

The Reflex Sympathetic Dystrophy Syndrome Support Group is free and open to all persons with RSDS or related illnesses. This group meets the second Tuesday of each month at 1 p.m. Location may vary. **For more information, call 724-929-9492.**

STROKE SUPPORT GROUP

The Stroke Support Group is designed for patients and caregivers to share, learn and grow with people who can personally relate to the challenges and struggles they face on a daily basis dealing with stroke and the after effects.
This group meets the last Thursday of each month at 1 p.m. Location may vary. For more information, call 724-258-1455.

COMMUNITY BEREAVEMENT SUPPORT

The Monongahela Area Bereavement Support Group serves the needs of people mourning the loss of loved ones. Through the efforts of health care professionals and caring volunteers, participants have the opportunity to share their loss, work through the grieving process and gain new directions in their lives. The group is open to men and women whose common bond is grief following a significant loss. At each meeting, participants support each other emotionally, share information and concerns and/or learn from programs and speakers how working with the group each can find his or her own strengths.

Evening meetings* —
the first and third Mondays of each month at 7 p.m.

First Presbyterian Church Parlor
609 Chess Street (use this entrance)
Monongahela

Morning meetings* — the third Thursday of each month (September-May) at 10:30 a.m.

Church of the Nazarene
10th Street (use Chess Street entrance)
Monongahela

*Support groups are sponsored by Amedisys Hospice of Pennsylvania.

If you have suffered a loss and want more information, contact:
724-483-4109 • 724-258-8855 • 724-258-1174
Monongahela Valley Hospital is committed to providing exceptional customer service to our patients, and that is why we offer the added convenience of paying your hospital bill online with MVH Easy Pay. This service is offered through NCO, and it is safe, secure and easy. To pay your bill online, you will need your most recent hospital bill and your credit card (VISA, MasterCard or Discover).

It is important to note that your bill from Monongahela Valley Hospital does not include services provided by physician and professional services groups. The groups include, but are not limited to anesthesiologists, radiologists, emergency room physicians, pathologists, radiation oncologists and cardiologists. You will be billed separately from these groups for professional services. Payments for these services should be sent directly to the physician or professional service group — not the Hospital.

Understanding hospital bills can sometimes be complicated and we want you to understand your bill. Our customer service representatives are here to help. If you have questions regarding your bill, please call 866-294-4677, Monday through Friday, 8 a.m. to 6 p.m. Please have the patient’s name and account number prior to calling. You can also email your questions to mvhcustomerservice@monvalleyhospital.com and a customer service representative will respond.
MEDICAL BILL ADVISOR

The MVH Medical Bill Advisor Program is a free service designed to help community residents understand and organize their physician, hospital and other medical bills. This service is offered as part of MVH’s "Ask Me!" Program. To schedule an appointment to meet with a Medical Bill Advisor, contact our Concierge at 724-258-1444. In some cases, a phone consultation may be all that is necessary; however, in-person consultations can be arranged.

VISITOR INFORMATION

VISITING HOURS

BEHAVIORAL HEALTH UNIT

Only 2 visitors per patient at a time.
No children under age 14 permitted to visit.

Monday, Wednesday, Thursday ....................... 7 to 8 p.m.
Tuesday, Saturday, Sunday.... 2 to 4 p.m. and 7 to 8 p.m.
Friday .......................................................... 2 to 4 p.m.
ICU/CCU............................................. 9 a.m. to 9 p.m.
Visiting times may be minimized during periods of more acute illness such as but not limited to patients receiving ventilator support or immediately after surgery (approximately 2-6 hours).
There may be times when the nurse will ask you to leave the room for the patient’s benefit.
Please take part in your loved one’s healing period and cooperate with these requests.
Children are only permitted in rare instances after checking with the nurse.
This is to protect the patient and/or the child from infection.

MEDICAL/SURGICAL ....................... 9 a.m. to 9 p.m.
Children under age 14 may visit if accompanied by an adult and at the discretion of the nursing staff. Please consider the patient’s condition.

ONCOLOGY.............................. Adults may visit at any time

ORTHOPEDIC INSTITUTE ............... 9 a.m. to 9 p.m.

PCU .................................................. 9 a.m. to 9 p.m.

REHABILITATION ......................... 9 a.m. to 9 p.m.

GENERAL INFORMATION

For semi-private rooms, only two visitors per patient are permitted in the room at any one time.
Keep visits brief and quiet. Short visits are less tiring for patients and allow time for others to visit.
In order to protect the patient and/or visitors from infection, visitors may be asked to wear protective clothing or gear or refrain from visiting.
Refrain from using patients’ restrooms or sitting on their beds.
In semi-private rooms, please do not sit on the beds that are clean and ready for new patients.

For safety reasons, visitors staying the night will be required to obtain a visitor night pass from the Security Department.

Only under extreme conditions will visitors be permitted to stay after 9 p.m. In such cases, visitors will be announced by Security and cleared prior to arrival on the unit.

Refrain from eating in the patient’s room except for guest trays, which may be ordered and purchased for $5 by calling Nutrition and Food Services at ext. 1158.

Check with the physician or nurse prior to bringing food, drinks or medications from home for the patient.

**TELEPHONE CALLS**

With the exception of the Intensive Care and Coronary Care units (ICU and CCU), family and friends may directly call a patient’s room.

For patients in the ICU and CCU, families need to dial the nurses’ stations and if the patients’ conditions permit, the calls will be forwarded to the patients’ rooms.

Pay telephones are available in the Behavioral Health Unit for patient use. Numbers will be given to patients and visitors during admission.

**PARKING**

**DISCHARGE**

When arriving at the hospital, park in the garage. Obtain a Complimentary Parking Token at the Discharge Desk or Reception Desk. When notified by the nursing staff that the
patient’s discharge is near, leave the parking garage and temporarily park in front of the Main Entrance to transport the patient.

**EMERGENCY AND HANDICAPPED**

A special parking area is designated for emergency and handicapped patients in front of the main hospital.

**VALET**

Valet parking is available as needed at the Main Entrance of the hospital.

**VISITING**

Visitor parking is located in the parking garage.

Handicapped spaces are located on each level near the elevators.

All people parking in the garage pay a $2 fee no matter how long they park.

Special tokens needed to exit the garage are available from machines on the ground level of the parking garage and at the main entrance to the hospital. After 9 p.m. when the doors to the main lobby are locked, tokens are only available from the machine on the ground level of the garage.
GET WELL E-CARDS

Do you want to send “Get Well” wishes to a patient? Use Monongahela Valley Hospital’s website to select a colorful card and it will be delivered to the patient free of charge. Visit monvalleyhospital.com to choose a card and follow the online directions.

Please note: Cards are only delivered Monday through Friday.
Monongahela Valley Hospital respects and supports every person’s right to optimal pain assessment and management. Everyone has experienced pain at some time in his or her life and each person reacts differently to pain. A pain screening is conducted on each patient entering our hospital. A thorough pain assessment will be completed on each patient who is experiencing pain. The patient will be asked to describe his or her pain to the physician or nurse including its location, when it began, how long it lasts, what it feels like, what makes it better or worse and how it affects his or her life.

- You have the right to pain control.
- You have a role in communicating your pain.
- You should talk with your physician or nurse as soon as your pain begins.
- You should not allow fear to keep you in pain.
- You will be involved in all aspects of care including the management of pain.
- You have the right to appropriate assessment, reassessment and management of pain throughout your hospital stay.
## CHARACTERISTICS OF PAIN

- **Site** — *Where does it hurt?*
- **Nature** — *What does it feel like?*
- **Onset** — *When did it start?*
- **Progression** — *Has it become worse?*
- **Duration** — *How long has it lasted?*
- **Severity** — *On a scale of 1 to 10, how much does it hurt?*
- **Aggravating Factors** — *What makes your pain worse?*
- **Relieving Factors** — *What makes your pain better?*
- **Radiation** — *Does the pain go to other parts of your body?*
PAIN MANAGEMENT PLAN

The physician, nurse and other health care team members will work closely with you and/or your family to develop your individual pain management plan. The team will work closely with you in an effort to identify and implement methods to reduce or eliminate your pain.

Do you live alone?

Lifeline Medical Alert Service provides subscribers with fast access to help 24/7.

- Continue living independently in the comfort of your home
- Enjoy peace of mind that help is only a button away
- Wear a lightweight button as a pendant or wristband

The Lifeline Medical Alert Services connects you to a trained Personal Response Associate who can send help quickly.

Putting your health first. Call MVH Lifeline at 724-258-1472
PATIENT RIGHTS AND RESPONSIBILITIES

Monongahela Valley Hospital is committed to delivering quality medical care to you, our patient, and to making your stay as pleasant as possible. The following “Statement of Patient’s Rights,” endorsed by the Administration and staff of the hospital, applies to all patients.

In the event you are unable to exercise these rights on your own behalf, then these rights apply to your designated/legal representative.

THE PATIENT’S RIGHTS

The patient has the right to respectful care given by competent personnel. Additionally, patient, families, and/or surrogate, will have available support services (i.e., Social Services, Ministerial Services) and an environment which will assist in meeting social, educational (when patient is a child or adolescent), emotional, and spiritual needs during illness.

Realizing there are psychosocial and spiritual concerns of patients and family regarding dying and the grief process, care of the dying patient will optimize comfort and dignity by treating, as desired by the patient or surrogate decision maker, primary and secondary symptoms that respond to treatment and effectively managing pain.

The patient has the right to have a family member, representative, and physician of their choice notified of their admission to the hospital.

The patient has the right, upon request, to be given the name of his/her attending physician, the names of all other
physicians directly providing care, and the names and functions of other health care persons having direct contact with the patient.

The patient has the right to every consideration of privacy. Case discussion, consultation examination, and treatment are considered confidential and should be conducted to protect each patient’s privacy.

The patient has the right to have all records pertaining to his/her medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.

The patient has the right to expect emergency procedures to be implemented without unnecessary delay.

The patient has the right to be informed of applicable administrative policies and practices related to patient care.

The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.

The patient has the right to full information, from his/her physician in layman’s terms concerning diagnosis, treatment, and prognosis, including information about alternative treatments, possible complications, outcomes of care and, where indicated, unanticipated outcomes. When it is not medically advisable to give such information to the patient, the information shall be given to the patient’s designated/legal representative.

The patient or his/her representative has the right to make informed decisions regarding the patient’s care. Additionally, the patient or his/her representative have the right to be informed of the patient’s health status, to be involved in care planning and treatment, to be able to
At MVH, Patient Safety Is Our Priority.

The Rapid Response Team is a team of health care professionals who respond to patients in the event of a medical emergency.

If you are concerned about the patient’s:
- Color
- Breathing
- Pain
- Sleeping
- Heart Rate
- Restlessness
- Bleeding

**FIRST**
Share your concerns with your nurse.
Your nurse will examine the patient and address your concerns.

**SECOND**
If you are still not comfortable with the patient’s condition, ask to speak with the Nurse in Charge.
The Nurse in Charge will address your concerns.

**THIRD**
Still concerned? Request that the Nurse in Charge call The Rapid Response Team.
The Nurse in Charge will contact The Rapid Response Team for you.
request medically necessary treatment and to be able to refuse further care or treatment.

Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment or both.

The patient or, in the event the patient is unable to give informed consent, a legally responsible party, has the right to be advised when a physician is considering the patient as a part of a medical care research program or donor program, and the patient, or legally responsible party, must give informed consent prior to actual participation in such a program. A patient, or legally responsible party, may, at any time, refuse to continue in any such program in which informed consent previously has been given.

The patient has the right to refuse any drugs, treatment or procedure offered by the hospital, to the extent permitted by law, and a physician shall inform the patient of the medical consequences of the patient’s refusal of any drugs, treatment or procedure.

The patient has the right to assistance in obtaining consultation with another physician at the patient’s request and own expense.

The patient has the right to have an advance directive (living will and/or durable power of attorney for health care) concerning treatment or designating a surrogate decision maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law and hospital policy. The patient has the right to information about any hospital policies that may limit its ability to fully implement a legally valid advance directive.

As adopted many years ago and reaffirmed yearly by the
Board of Trustees, a patient or the legally responsible party, has the right to care without discrimination due to age, AIDS or HIV status, ancestry, color, culture, disability, education, gender identity, income, language, marital status, national origin, race, religious creed, sex, sexual orientation, union membership, or who will pay the bill.

A patient who does not speak English shall have access to an interpreter. Other patient assisted communication devices and services are available.

The hospital shall provide the patient, or his designee, upon request, access to all information contained in his/her medical records unless access is specifically restricted by the attending physician for medical reasons or is prohibited by law or hospital policy.

The patient has the right to expect good management techniques to be implemented within the hospital considering effective use of the time of the patient and to avoid the personal discomfort of the patient.

When a patient's needs beyond the scope of the hospital resources have been identified, arrangements will be made to have the patient transferred to another facility. The patient, family, and/or surrogate will receive complete information and an explanation concerning the need for and alternatives to such a transfer. When any patient is transferred either within the hospital or to another facility, continuity in treatment and care will be assured by providing the new treatment team with a written and verbal transfer summary concerning all aspects of the patient’s treatment and care.

Hospital policy has always been that all patients have the right to examine, and inquire into their bills and receive a response.
The patient has a right to full information and counseling on the availability of known financial resources for health care.

The patient has the right to expect that the health care facility will provide a mechanism whereby information will be provided regarding the patient’s continued health care requirements following discharge.

The patient cannot be denied the right of access to an individual or agency who is authorized to act on his/her behalf to assert or protect the rights set out in this section.

The patient has the right to be free from restraints, both physical and chemical, or seclusion that is not medically necessary or used as a means of coercion, discipline, convenience or retaliation by the staff. Restraints and seclusion shall only be used when other less restrictive measures have been found to be ineffective in protecting the patient or others from harm.

The patient has the right to appropriate assessment and management of pain.

The patient has the right to receive care in a safe setting free from verbal or physical abuse or harassment.

The patient has the right to be informed of these rights at the earliest possible moment in the course of his or her hospitalization.

The patient has the right to receive information on how Monongahela Valley Hospital will use and disclose his/her personal health information. The Notice of Privacy Practices provides the patient with a full description of the ways in which we both use and disclose personal health information.
The patient has the right to be informed of his/her visitation rights. A family member, friend or other individual of the patient’s choice may be present with the patient for emotional support during the course of the patient’s stay. The presence of this support person is permitted, unless their presence infringes on others’ rights, safety or is medically or therapeutically contraindicated.

Monongahela Valley Hospital shall not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. The hospital shall ensure that all visitors enjoy full and equal visitation privileges consistent with patient preference.

The patient has the right to voice complaints and grievances to Renee Hurley, Ed.D., Director of Patient and Community Engagement, by calling 724-258-1076. Patients may also seek assistance from the Pennsylvania Department of Health, Division of Acute and Ambulatory Care, Room 535, Health and Welfare Building, 625 Forster Street, Harrisburg, PA 17120-0701. In addition, patient safety concerns can be reported to The Joint Commission at www.jointcommission.org, using the “Report a Patient Safety Event” link from the Action Center menu. Concerns may also be reported by fax to 630-792-5636 or by mail to Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

THE PATIENT’S RESPONSIBILITIES

As a patient, the hospital expects you to assume responsibility for the following:
You or your designated/legal representative will provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, advance directives, and other matters relating to your health history or care in order to receive effective medical treatment.

You are responsible for reporting whether you clearly comprehend a contemplated course of action and what is expected of you.

You will cooperate with all hospital personnel and ask questions if directions and/or procedures are not clearly understood.

You are expected to be considerate of other patients and hospital personnel, to assist in the control of noise and visitors in the room and to observe the non-smoking, tobacco-free campus policy of this institution. You are also expected to be respectful of the property of this institution.

In order to facilitate your care and the efforts of the hospital personnel, you are expected to help the physicians, nurses and allied health personnel in their efforts to care for you by following their instructions and medical orders.

Duly authorized, members of your family designated/legal representative are expected to be available to hospital personnel for review of your treatment in the event you are unable to properly communicate with your health care provider.

It is understood that you assume the financial responsibility of paying for all services rendered either through third-party payers (your insurance company) or being personally responsible for payments for any services which are not covered by your insurance policies.
It is expected that you will not take drugs which have not been prescribed by your attending physician and administered by hospital staff and that you will not complicate or endanger the healing process by consuming alcoholic beverages or toxic substances during your hospital stay.

**SUMMARY**

Being a good patient does not mean being a silent one. If you have questions, problems or unmet needs, please let us know. If you would like further clarification of the “Rights and Responsibilities” as they pertain to you, please contact our Director of Patient Relations. This knowledgeable staff member is available to assist you and your family with your specific needs, answer questions and explain policies and procedures.

To contact the Director of Patient Relations, use the special feature on your telephone or call 724-258-1076.
ADVANCE DIRECTIVES

Pennsylvania and federal laws give every competent adult, 18 years of age and older, the right to make his or her own health care decisions, including the right to decide what medical care or treatment to accept, reject or discontinue. If you do not want to receive certain types of treatment or wish to name someone to make health care decisions for you, you have the right to make these desires known to your doctor, hospital or other health care providers, and in general, have these rights respected. You also have the right to be told about the nature of your illness in terms that you can understand, the general nature of the proposed treatments, the risks of failing to undergo these treatments and any alternative treatments or procedures that may be available to you.

This information describes what Pennsylvania and federal laws have to say about your rights to inform health care providers about medical care and treatment that you want, or do not want, and about your right to select another person to make these decisions for you, if you are physically or mentally unable to make them yourself.
GENERAL INFORMATION ABOUT ADVANCE DIRECTIVES

WHAT ARE ADVANCE DIRECTIVES?

Advance directives are documents which state your choices about medical treatment or name someone to make decisions about your medical treatment if you are unable to make these decisions or choices yourself. They are called “advance” directives because they are signed in advance to let your doctor and other health care providers know your wishes concerning medical treatment. Through advance directives, you can make legally valid decisions about your future medical care.

_Pennsylvania law recognizes four types of advance directives:_

- Living Will
- Health Care Power of Attorney
- Mental Health Care Declaration
- Mental Health Power of Attorney

DO I HAVE TO HAVE AN ADVANCE DIRECTIVE?

No. It is entirely up to you whether you want to prepare any documents. However, if questions arise regarding the type of medical treatment that you want or do not want, advance directives may help to solve these important issues. Your doctor or any other health care provider cannot require you to have an advance directive in order to receive care; nor can they prohibit you from having an advance directive.
Moreover, under Pennsylvania law, no health care provider or insurer can charge a different fee or rate depending on whether or not you have executed an advance directive.

**WHAT WILL HAPPEN IF I DO NOT MAKE AN ADVANCE DIRECTIVE?**

If you cannot speak for yourself and you do not have any advance directives, your doctor or other health care providers will look to the following people in the order listed for decisions about your care. This person would be your Health Care Representative.

- Your spouse
- Adult child
- Either of your parents
- An adult brother or sister
- An adult grandchild
- An adult who has knowledge of your preferences, values and religious beliefs

**WHOM SHOULD I TALK WITH ABOUT ADVANCE DIRECTIVES?**

Before writing down your instructions, you should talk with those closest to you and those who are concerned about your care and feelings. Discuss your instructions with your family, your doctor, friends and other appropriate people such as your clergy or lawyer. These are the people who will be involved with your health care if you are unable to make your own decisions.
WHEN DO ADVANCE DIRECTIVES
GO INTO EFFECT?

It is important to remember that these directives only take effect when you can no longer make your own health care decisions. As long as you are able to give “informed consent,” your health care providers will rely on you and not your advance directives.

WHAT IS “INFORMED CONSENT?”

Informed consent means that you are able to understand the nature, extent and probable consequences of proposed medical treatments and you are able to make rational evaluations of the risks and benefits of those treatments as compared with the risks and benefits of alternate procedures and you are able to communicate that understanding in any way.

HOW WILL HEALTH CARE PROVIDERS KNOW IF I HAVE ADVANCE DIRECTIVES?

All hospitals, nursing homes, home health agencies, HMOs and all other health care facilities that accept federal funds must ask if you have an advance directive, and if so, they will want you to provide a copy to be placed in your medical record. A new copy needs to be provided each time that you are admitted to the hospital.

WILL MY ADVANCE DIRECTIVES BE FOLLOWED?

Generally yes, they will be followed if they comply with Pennsylvania law. Federal law requires your health care
providers to give you information concerning advance directives. It may happen that your doctor or health care provider cannot or will not follow your advance directives for moral, religious or professional reasons even though they comply with Pennsylvania law. If this happens, they must immediately tell you. Then, they must also help you transfer to another doctor or facility that will follow your instructions.

CAN I CHANGE MY MIND AFTER I WRITE AN ADVANCE DIRECTIVE?

Yes, you may change your mind at any time. You can change or revoke any advance directive that you have written. To cancel your directive, simply destroy the original document and tell your family, friends and anyone else who has copies that you cancelled or revoked them. To change your advance directives, simply write and date a new one. Again, give copies of your documents to all appropriate parties, including your doctor. It is a good idea to review your advance directives periodically to make sure that they are still in agreement with your wishes.

DO I NEED A LAWYER TO HELP ME MAKE AN ADVANCE DIRECTIVE?

A lawyer may be helpful and you might choose to discuss these matters with him or her, but there is no legal requirement in Pennsylvania to do so.
CAN I PROVIDE FOR ORGAN DONATION IN MY PENNSYLVANIA ADVANCE DIRECTIVES?

Yes, Pennsylvania law now provides that you can include a statement concerning your wishes to donate your tissues and organs in the advance directive document. You do not have to donate your organs after death to complete the advance directive document.

WILL MY PENNSYLVANIA ADVANCE DIRECTIVE BE HONORED IN ANOTHER STATE?

The laws for advance directives differ from state to state so it is unclear whether a Pennsylvania advance directive will be honored in another state. Because an advance directive is a clear expression of your wishes about medical care, it will influence that care no matter where you are admitted. However, if you plan to spend a great deal of time in another state, you should consider executing an advance directive that meets all the legal requirements of that state.

ARE ADVANCE DIRECTIVES FROM OTHER STATES HONORED IN PENNSYLVANIA?

Yes. An advance directive executed in compliance with another state’s laws will be honored in Pennsylvania to the extent permitted by Pennsylvania law.
WHAT SHOULD I DO WITH MY ADVANCE DIRECTIVES?

You should keep them in a safe place where your family members can get to them. Do not keep the original copies in your safe deposit box. Give copies of these documents to as many of the following people as you are comfortable with: your spouse and other family members; your doctor; your lawyer; your clergyperson; and any local hospital or nursing home where you may be residing. You may wish to keep a small card in your wallet which states that you have an advance directive and who should be contacted.

LIVING WILL

WHAT IS A LIVING WILL?

A living will is a document which tells your doctor or other health care providers whether or not you want life-sustaining treatments or procedures administered to you if you are in an end-stage medical condition or in a permanently unconscious state. It is called a living will because it takes effect while you are still living.

WHO CAN MAKE A LIVING WILL?

Any competent person can make a living will as long as he or she is:

- At least 18 years of age
- A high school graduate
- Married
IS A PENNSYLVANIA LIVING WILL EFFECTIVE IF A WOMAN IS PREGNANT?

Pennsylvania law generally does not permit a doctor or other health care provider to honor the living will of a pregnant woman who has directed that she not be kept alive. The terms of such a living will may be honored, however, if the woman’s doctor determines that life-sustaining treatment: 1) will not maintain the woman in a manner that will allow for the continued development and birth of the unborn child; 2) will physically harm the pregnant woman; or 3) cause her pain which could not be relieved by medication.

If your living will is not honored because you are pregnant, the Commonwealth must pay all usual, customary and reasonable expenses of your care.

Putting your health first.

Center for Wound Management

MVH HEALTH CARE

An outpatient treatment program that treats the whole person with non-healing wounds associated with diabetes, poor circulation, pressure and other conditions.

MVH’s team of skilled physicians and certified wound care nurses create individualized treatment plans, such as Hyperbaric Oxygen Therapy, teach people how to care for their wounds and how to reduce the risk of future occurrences.

Patients must be referred by their physician.

For more information, call 724-258-1912.
DOES A PENNSYLVANIA LIVING WILL HAVE TO BE SIGNED AND WITNESSED?

Yes, you must sign (or have someone sign the document in your presence and at your direction, if you are unable to sign) and date the living will. Then it must be witnessed by two qualified people, 18 years or older. A living will does not require notarization. The only people who CANNOT witness your signature of the living will are: 1) Any person who signed the living will on your behalf if you were unable to sign; or 2) any health care provider or his/her agent if they provide health care services to you.
WHAT IS A HEALTH CARE POWER OF ATTORNEY?

It is a legal document which allows you (the “principal”) to appoint another person (“the agent”) to make medical decisions for you if you should become temporarily or permanently unable to make those decisions yourself.

WHO CAN I SELECT TO BE MY AGENT?

You can appoint almost any adult to be your agent. You should select a person(s) knowledgeable about your wishes, values and religious beliefs in whom you have trust and confidence, and who knows how you feel about health care. You should discuss the matter with the person(s) you have chosen and make sure that they understand and agree to accept the responsibility.

Members of your family, such as your spouse, adult children, brother or sister or even a close friend are usually good choices to be your agent. If you appoint your spouse, and then become divorced, the appointment of your spouse as your agent is revoked. The only people who CANNOT be appointed as your agent are: 1) Your attending physician or other health care provider unless he/she is related to you by blood, marriage, or adoption; or 2) an owner, operator or employee of a health care facility in which you are receiving care, unless he/she is related to you by blood, marriage or adoption.
We help make homecomings happen.

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- CPAP/Bi-level
- Beds, wheelchairs, walkers and other durable medical equipment
- Pap supplies delivered to you

We bill all major insurance companies.

Putting your health first.

MONONGAHELA MEDICAL SUPPLY COMPANY

On the campus of Monongahela Valley Hospital

Anthony M. Lombardi Education Conference Center
Suite 104, 1163 Country Club Road, Monongahela, PA 15063
724-258-CARE (2273)  800-952-0500  Fax 724-258-6111
WHEN DOES THE HEALTH CARE POWER OF ATTORNEY TAKE EFFECT?

The Health Care Power of Attorney only becomes effective when you are temporarily or permanently unable to make your own health care decisions and your agent consents to start making those decisions. Your agent will begin making decisions after your doctors have decided that you are no longer able to make them. Remember, as long as you are able to make treatment decisions, you have the right to do so.

WHAT DECISIONS CAN MY AGENT MAKE?

Unless you limit his/her authority in the Health Care Power of Attorney, your agent will be able to make almost every treatment decision in accordance with accepted medical practice that you could make, if you were able to do so. If your wishes are not known or cannot be determined, your agent has the duty to act in your best interest in the performance of his/her duties. These decisions can include authorizing, refusing or withdrawing treatment, even if it means that you will die. As you can see, the appointment of an agent is a very serious decision on your part.

WHAT HAPPENS IF I REGAIN THE CAPACITY TO MAKE MY OWN DECISIONS?

If your doctor determines that you have regained the capacity to make or to communicate health care decisions, then two things will happen: 1) your agent’s authority will end; and 2) your consent will be required for treatment. If your doctor later determines that you no longer have the capacity to make or to communicate health care decisions, then your agent’s authority will be restored.
CAN THERE BE MORE THAN ONE AGENT?

Yes. While you are not required to do so, you may designate alternates who may also act for you, if your primary agent is unavailable, unable or unwilling to act. Your alternates have the same decision-making powers as your primary agent.

CAN I APPOINT MORE THAN ONE PERSON TO SHARE THE RESPONSIBILITY OF BEING MY AGENT?

You should appoint only ONE person to be your primary agent. Any others that you want to be involved with your health care decisions should be appointed as your alternates. If two or more people are given equal authority and they disagree on a health care decision, one of the most important purposes of the Health Care Power of Attorney, to clearly identify who has the authority to speak for you, will be defeated. If you are afraid of offending people close to you by choosing one over another to be your agent, ask them to decide among themselves who will be your primary agent and select the others as alternates.

CAN MY AGENT BE LIABLE FOR DECISIONS MADE ON MY BEHALF?

No. Your agent or your alternates cannot be held liable for treatment decisions made in good faith on your behalf. Also, he or she cannot be held liable for costs incurred for your care, just because he or she is your agent.
DOES THE POWER OF ATTORNEY FOR HEALTH CARE HAVE TO BE SIGNED AND WITNESSED?

Yes. You must sign (or have someone sign in your presence and at your direction, if you are unable to sign) and date it. Then it must be witnessed by two qualified people, 18 years or older. A Health Care Power of Attorney doesn’t require notarization.

The only people who CANNOT witness your signature are: 1) any person who signed the Health Care Power of Attorney on your behalf if you were unable to sign; or 2) any health care provider or his/her agent if they provide health care services to you.

WHAT IS A MENTAL HEALTH CARE DECLARATION (MHCD)?

A Mental Health Care Declaration is a legal document which allows you to tell your doctor and other health care providers about your preferences and instructions regarding your mental health care treatment, if you are no longer able to make these decisions yourself.

WHAT IS “MENTAL HEALTH CARE TREATMENT”?

Mental health care treatment is defined by Pennsylvania law to include, among others: 1) Electroconvulsive treatment (an example might include electroshock therapy); 2) Psychoactive drugs (drugs which work on your central nervous system); 3) Admission to and retention in a facility for the care of mental illness; and 4) Participation in experimental studies.
WHAT IS A MENTAL HEALTH POWER OF ATTORNEY (MHPOA)?

A MHPOA is a document which allows you (the “Principal”) to appoint another person (the “Agent”) to make mental health care decisions for you if you should become temporarily or permanently unable to make those decisions yourself. It is similar to the durable power of attorney, but it only deals with mental health care.

WHO CAN I SELECT TO BE MY AGENT?

You can appoint almost any adult to be your agent. You should select a person(s) knowledgeable about your wishes, values and religious beliefs, in whom you have trust and confidence and who knows how you feel about mental health care. You should discuss the matter with the person(s) you have chosen and make sure that they understand and agree to accept the responsibility.

You can select a member of your family, such as your spouse, child, brother or sister or a close friend. If you select your spouse and then become divorced, the appointment of your spouse as your agent is revoked.
WHERE CAN I GET A MENTAL HEALTH POWER OF ATTORNEY FORM?

Contact the Director of Patient Relations.

For more information on Advance Directives you may contact

Monongahela Valley Hospital’s Director of Patient Relations at 724-258-1076 or by pressing the Patient Rep button on the telephone in your patient room.
TO PREVENT HEALTH CARE ERRORS, PATIENTS ARE URGED TO SPEAK UP

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 (IOM) 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 don’t understand, ask again.*
IT’S YOUR BODY AND YOU HAVE A RIGHT TO KNOW.

Your health is very important. Do not worry about being embarrassed if you don’t understand something that your doctor, nurse or other health care professional tells you. If you don’t 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.

Don’t be afraid to ask about safety. If you’re having surgery, ask the doctor to mark the area that is to be operated on.

Don’t be afraid to tell the nurse or the doctor if you think you are about to get the wrong medicine.

Don’t 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’re getting the right treatments and medicines by the right health care professionals. Don’t assume anything.

Tell your nurse or doctor if something doesn’t seem right.

Expect health care workers to introduce themselves. Look for their identification (ID) badges.

Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent infections. Don’t be afraid to remind a doctor or nurse to do this.
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, respected websites and support groups.

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 don’t 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 SUPPORT PERSON).

Your advocate can ask questions that you may not think about when you are stressed.
Ask this person to stay with you, even overnight, when you are hospitalized. You will be able to rest better. Your advocate can help make sure you get the right medicines and treatments.

Your advocate can also help remember answers to questions you have asked. He or she can speak up for you when you cannot speak up for yourself.

Make sure this person understands the kind of care you want. Make sure he or she knows what you want done about life support and other life-saving efforts if you are unconscious and not likely to get better.

Go over the consents for treatment with your advocate before you sign them. Make sure you both 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 medication. 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’re 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 doesn’t 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 can’t 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 its 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 of the instructions.

Have you or a loved one received excellent care at MVH and you want to show your appreciation?

Consider making a gift to the hospital through MVH’s Office of Fund Development.

For more information, visit monvalleyhospital.com and select the “Office of Fund Development” link or call 724-258-1657.
Go to Quality Check at 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 ensure 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.

Don’t 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 to speak with others who have had the same treatment or operation you may have to have. They 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.

The goal of the Speak Up™ program is to help patients become more informed and involved in their health care.

To “Speak Up” call our Patient Representative at 1076 or use the direct dial button on phone.
Outpatient Health and Wellness in the Valley

Conveniently located on Route 51
Free parking  Knowledgeable professionals

Cardiac and Pulmonary Rehabilitation .......724-379-1920
Center for Fitness and Health ..................724-379-5100
HealthPLEX Imaging ..............................724-379-1900
Mon-Vale Primary Care Practices —
Drs. Swauger and Ayersman ....................724-379-6850
Pittsburgh Neurosurgery Associates .......724-379-4724
Occupational Health Program .................724-379-1940
The Orthopedic Group ..........................724-379-5860
Valley Outpatient Rehabilitation (VOR) .......724-379-7130
Valley Women’s Health ..........................724-258-2229

Putting your health first.

WillowPointe Plaza
Route 51, Rostraver
## Channel 94
### In-Room TV Schedule

- Channel 94 is free to patients and their visitors.
- All program start times are approximate and programs may begin after the times listed.
- Programs are of varying lengths.

<table>
<thead>
<tr>
<th>Time</th>
<th>Program Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 a.m.</td>
<td>Awaken to Hope</td>
</tr>
<tr>
<td>6:30 a.m.</td>
<td>Understanding Your Discharge Plan</td>
</tr>
<tr>
<td>7 a.m.</td>
<td>Patient Safety: Stay Safe While You Are in the Hospital</td>
</tr>
<tr>
<td>7:30 a.m.</td>
<td>Patient Education for Preventing Infection</td>
</tr>
<tr>
<td>8 a.m.</td>
<td>What is Heart Failure?</td>
</tr>
<tr>
<td>8:30 a.m.</td>
<td>Diabetes: Sick Days</td>
</tr>
<tr>
<td>9 a.m.</td>
<td>Pain Management: It’s Your Right</td>
</tr>
<tr>
<td>9:30 a.m.</td>
<td>Understanding Your Discharge Plan</td>
</tr>
<tr>
<td>10 a.m.</td>
<td>Anticoagulant Medication: Taking It Safely</td>
</tr>
<tr>
<td>10:30 a.m.</td>
<td>Fall Prevention in the Hospital and at Home</td>
</tr>
<tr>
<td>11 a.m.</td>
<td>Using Medication Safely: at Home, While Traveling, and in the Hospital</td>
</tr>
<tr>
<td>11:30 a.m.</td>
<td>Diabetes and Nutrition: Eating for Health</td>
</tr>
<tr>
<td>Noon</td>
<td>Cardiac Rehabilitation: Training Your Heart for Life</td>
</tr>
<tr>
<td>12:30 p.m.</td>
<td>COPD: Take Control</td>
</tr>
<tr>
<td>1 p.m.</td>
<td>Cardiac Risk Factors</td>
</tr>
<tr>
<td>1:30 p.m.</td>
<td>Smoking: Getting Ready to Quit</td>
</tr>
<tr>
<td>2 p.m.</td>
<td>Preventing Long-Term Complications of Diabetes</td>
</tr>
<tr>
<td>2:30 p.m.</td>
<td>Pulmonary Rehabilitation</td>
</tr>
<tr>
<td>3 p.m.</td>
<td>COPD: Take Control</td>
</tr>
<tr>
<td>3:30 p.m.</td>
<td>Living With Asthma</td>
</tr>
<tr>
<td>4 p.m.</td>
<td>Preventing Complications After Surgery</td>
</tr>
<tr>
<td>4:30 p.m.</td>
<td>Fall Prevention in the Hospital and at Home</td>
</tr>
<tr>
<td>5 p.m.</td>
<td>What Is Diabetes (Type 2)</td>
</tr>
<tr>
<td>5:30 p.m.</td>
<td>Coronary Angioplasty</td>
</tr>
<tr>
<td>6 p.m.</td>
<td>Your Role in Preventing Infection</td>
</tr>
<tr>
<td>6:30 p.m.</td>
<td>Understanding Your Discharge Plan</td>
</tr>
<tr>
<td>7 p.m.</td>
<td>Heart Failure: Getting Ready to Leave the Hospital</td>
</tr>
<tr>
<td>7:30 p.m.</td>
<td>Stroke: Reducing Your Risk</td>
</tr>
<tr>
<td>8 p.m.</td>
<td>How to Make Healthy Lifestyle Changes</td>
</tr>
<tr>
<td>8:30 p.m.</td>
<td>Pain Management: It’s Your Right</td>
</tr>
<tr>
<td>9 p.m.</td>
<td>Women and Heart Disease</td>
</tr>
<tr>
<td>10 p.m.</td>
<td>Living With Arthritis</td>
</tr>
<tr>
<td>10:30 p.m.</td>
<td>Be At Peace</td>
</tr>
<tr>
<td>11 p.m.</td>
<td>In the Presence of Nature/Current Events</td>
</tr>
<tr>
<td>to 6 a.m.</td>
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</tbody>
</table>
# Television Channels

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>CSPAN</td>
</tr>
<tr>
<td>4</td>
<td>WQEX</td>
</tr>
<tr>
<td>5</td>
<td>WPCB</td>
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<td>6</td>
<td>KDKA</td>
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<td>7</td>
<td>WPGH</td>
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<td>10</td>
<td>WPMY</td>
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<tr>
<td>11</td>
<td>FYI</td>
</tr>
<tr>
<td>12</td>
<td>WPXI</td>
</tr>
<tr>
<td>13</td>
<td>City Channel</td>
</tr>
<tr>
<td>15</td>
<td>WPCW</td>
</tr>
<tr>
<td>16</td>
<td>The Weather Channel</td>
</tr>
<tr>
<td>17</td>
<td>CSPAN 2</td>
</tr>
<tr>
<td>19</td>
<td>WGN</td>
</tr>
<tr>
<td>20</td>
<td>QVC</td>
</tr>
<tr>
<td>23</td>
<td>TBS</td>
</tr>
<tr>
<td>24</td>
<td>MTV</td>
</tr>
<tr>
<td>25</td>
<td>USA</td>
</tr>
<tr>
<td>26</td>
<td>Nick</td>
</tr>
<tr>
<td>27</td>
<td>ESPN</td>
</tr>
<tr>
<td>28</td>
<td>ESPN 2</td>
</tr>
<tr>
<td>29</td>
<td>Root Sports</td>
</tr>
<tr>
<td>30</td>
<td>NBC Sports</td>
</tr>
<tr>
<td>31</td>
<td>Golf</td>
</tr>
<tr>
<td>32</td>
<td>CNN</td>
</tr>
<tr>
<td>33</td>
<td>Headline News</td>
</tr>
<tr>
<td>34</td>
<td>Fox News</td>
</tr>
<tr>
<td>35</td>
<td>PCNC</td>
</tr>
<tr>
<td>36</td>
<td>CNBC</td>
</tr>
<tr>
<td>37</td>
<td>TLC</td>
</tr>
<tr>
<td>38</td>
<td>ABC Family</td>
</tr>
<tr>
<td>40</td>
<td>Disney</td>
</tr>
<tr>
<td>41</td>
<td>A&amp;E</td>
</tr>
<tr>
<td>42</td>
<td>Lifetime</td>
</tr>
<tr>
<td>43</td>
<td>Spike TV</td>
</tr>
<tr>
<td>47</td>
<td>AMC</td>
</tr>
<tr>
<td>51</td>
<td>Home &amp; Garden</td>
</tr>
<tr>
<td>52</td>
<td>TNT</td>
</tr>
<tr>
<td>53</td>
<td>History Channel</td>
</tr>
<tr>
<td>54</td>
<td>Comedy</td>
</tr>
<tr>
<td>55</td>
<td>FX</td>
</tr>
<tr>
<td>56</td>
<td>BET</td>
</tr>
<tr>
<td>57</td>
<td>TV Land</td>
</tr>
<tr>
<td>58</td>
<td>Travel</td>
</tr>
<tr>
<td>59</td>
<td>VH1</td>
</tr>
<tr>
<td>60</td>
<td>E!</td>
</tr>
<tr>
<td>61</td>
<td>Discovery</td>
</tr>
<tr>
<td>64</td>
<td>TCM</td>
</tr>
<tr>
<td>65</td>
<td>Cartoon Network</td>
</tr>
<tr>
<td>67</td>
<td>Animal Planet</td>
</tr>
<tr>
<td>92</td>
<td>News, Sports, Weather, Business Headlines</td>
</tr>
<tr>
<td>94</td>
<td>Patient/Visitor Info</td>
</tr>
<tr>
<td>99</td>
<td>HSN</td>
</tr>
</tbody>
</table>

*Note: The cable provider reserves the right to change the channel lineup.*
Joint Replacement Surgery at Monongahela Valley Hospital’s Orthopedic Institute

Excellent Patient Experience

- Overall Patient Satisfaction: 89% MVH, 71% Regional Average
- Definitely Recommend: 93% MVH, 70% Regional Average

Improved Quality of Life

- 84% experience mild to no pain on stairs
- 89% experience mild to no difficulty rising from sitting

Rapid Recovery and Transition Back Home

- # of Days in the Hospital: 2.3 MVH, 3.3 Regional Average
- % of People Who Go Directly Home: 88% MVH, 55% Regional Average

For more information, call 724-258-1218.
• Recognized for Outstanding Patience Experience by Healthgrades®
• Named one of America's 100 Best Hospitals for Coronary Intervention by Healthgrades®
• Recognized for Treatment of Respiratory Failure by Healthgrades®
• The only hospital in Western PA to earn The Joint Commission Gold Seal of Approval® for Advanced Certification for Total Hip and Total Knee Replacement
• Ranked among the top three medium-sized hospitals in the United States in patient satisfaction by the Johns Hopkins Medicine Armstrong Institute for Patient Safety and Quality
• Recognized as a Best Hospital in COPD by U.S. News & World Report
• Recognized as a Best Hospital in Heart Failure by U.S. News & World Report
• Named 5-Star Recipient for Orthopedics by Healthgrades®
• Named 5-Star Recipient for quality COPD treatment from Healthgrades®
• Named 5-Star Recipient for quality Gastrointestinal Removal Surgery six years in a row (2011-2016) from Healthgrades®
• Received the Women's Choice Award™ as one of America's Best Hospitals for Patient Safety
• Received the Women's Choice Award™ as one of America's Best Hospitals for Orthopedics, two years in a row (2015 and 2016).
• Received the Women's Choice Award™ for being one of America's Best Stroke Centers
• Designated a Breast Imaging Center of Excellence by the American College of Radiology
• Earned The Joint Commission's Gold Seal of Approval™ for accreditation by complying with national standards for health care quality and safety
• Earned The Joint Commission's Gold Seal of Approval™ for Advanced Inpatient Diabetes Program
• Earned The Joint Commission's Certificates of Distinction for the “Management of Joint Replacement-Knee” and “Management of Joint Replacement-Hip”
• Earned The Joint Commission's Certification for Primary Care Stroke Center
• Earned The Joint Commission's Advanced Disease-Specific Certification in Chronic Obstructive Pulmonary Disease (COPD)
• Accredited as a Blue Cross and Blue Shield Association Blue Distinction Center+ for Hip and Knee Replacement
• Earned the American Heart Association/American Stroke Association Get With the Guidelines® Stroke Gold Plus Quality Achievement Award
• Earned the American Heart Association's Get With the Guidelines® Heart Failure Silver Quality Achievement Award
• Received the American Heart Association's Mission: Lifeline Bronze Receiving Quality Achievement Award
• Named a Lung Cancer Alliance Screening Center of Excellence
• Accredited as an elective percutaneous coronary intervention (PCI) facility by the Accreditation for Cardiovascular Excellence (ACE)
• Received a 3-year Accreditation from the Intersocietal Commission for the Accreditation of Echocardiography Laboratories (ICAEL) in Adult Transthoracic Echocardiography and Adult Transesophageal Echocardiography
• Awarded the Clinical Improvement Through Evidence (CITE) Award for Measurable Outcomes in the Intensive Care Unit
• Received the American College of Radiology's gold seal and is accredited in breast magnetic resonance imaging — a state-of-the-art form of diagnosis
• Earned the VHA Pennsylvania Achieving Patient Care Excellence (APEX) Award, for demonstrating extraordinary levels of clinical performance in Prevention of Patient Falls in Inpatient Units
• Received accreditation from the Commission on Laboratory Accreditation of the College of American Pathologists for its Clinical Laboratory and Blood Bank

Putting your health first.

MVH
Monongahela Valley Hospital
Healthcare

1163 Country Club Road, Monongahela, PA 15063  724-258-1000  monvalleyhospital.com