



PennState Health
St. Joseph Medical Center



Patient Information

FOR YOUR STAY WITH US





PennState Health

St. Joseph Medical Center



Directions

From Exeter & South: 422 West/222 North/Exit Route 183, turn right. Approximately 1/2 mile, turn right onto the hospital driveway.

From City of Reading: Schuylkill Avenue to Route 183, turn left at the hospital driveway light onto campus.

From the West: 422 East/222 North/Exit Route 183, turn right. Approximately 1/2 mile, turn right onto the hospital driveway.

From the North: 222 South/Exit Route 183, turn left. Approximately 1/2 mile, turn right onto the hospital driveway.



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Welcome



Welcome and thank you for choosing Penn State Health St. Joseph Medical Center for your health and wellness needs. Our mission is to provide quality, compassionate and safe care for your body, mind and spirit.

Our commitment is driven by our core values of Reverence, Integrity, Compassion and Excellence, which are practiced every day by our dedicated doctors and clinical and support staff. It is a tradition of caring that has remained at the core of our ever-evolving system since our founding by the Sisters of St. Francis in 1873.

Our inpatient and outpatient services are designed to meet the medical and wellness needs and lifestyles of today. St. Joseph Medical Center's highly trained and deeply experienced medical professionals use clinically innovative approaches and leading-edge technology to treat each patient's individual needs.

This book provides information that you will find useful as you use our services. Please take the time to read it carefully. If you have any questions, please ask your doctor, nurse or other members of your care team for assistance.

Our Mission

St. Joseph Medical Center's mission is to nurture the healing ministry of the Church, supported by education and research. Fidelity to the Gospel urges us to emphasize human dignity and social justice as we create healthier communities.

Our Core Values

Reverence

Profound respect and awe for all creation; the foundation that shapes our spirituality, our relationships with others and our journey with God

Integrity

Moral wholeness; soundness, fidelity and trust in all we do

Compassion

Solidarity with one another; the capacity to enter into another's joy and sorrow

Excellence

Becoming the benchmark; putting forth our personal and professional best

Our Open Admissions Policy

St. Joseph Medical Center admits all persons without regard to race, color, creed, sex, sexual preference, age, physical or mental handicap, national origin, or social or economic status. All medical center facilities are available to patients and visitors without discrimination.

Before Your Stay

Pre-Admission Testing

Our experienced Pre-Admission Testing staff is the central point of communication between you and all the physicians and health professionals involved in your care before your admission. As part of the pre-admission testing process, they will verify your insurance information, record your medical history and conduct any necessary routine medical tests, including X-rays, bloodwork and electrocardiograms. Additionally, a member of our nursing staff will call you to review your procedure and health history, and answer any questions.

Your pre-admission testing appointment

Our nurse will call you to review any required testing. Some tests can be completed up to 30 days before your scheduled surgical procedure, but all testing must be completed at least 72 hours prior to your admission date. During the call, a nurse will discuss any anesthesia options and answer your questions.

If you need to speak to a nurse in Pre-Admission Testing, please call 610-378-2451.

Financial Counseling

Arrangements should be made before your admission date for payment of all costs not covered by your insurance. If you are admitted in an emergency situation, a representative from Patient Access Financial Counseling will meet with you or your family to discuss financial arrangements for any costs not covered by insurance.

Consistent with our principles of Catholic faith-based health care ministry, St. Joseph Medical Center will treat any patient seeking urgent or emergent care without regard to their ability to pay. We also provide financial assistance to both inpatients and outpatients who are uninsured, underinsured or meet eligibility criteria. If you are in need of financial assistance, please contact our financial counselors at 610-378-2351. The department is open Monday through Friday from 8 a.m. to 4:30 p.m.

Consent for Treatment Forms

You or your designated representative must complete and sign Consent for Treatment forms before treatment, therapy and/or procedures. The forms are designed for your protection as well as St. Joseph Medical Center. Please read these forms carefully and ask any questions before signing.

Make Your Wishes Known

Under Pennsylvania law, you have the right to make informed choices about health care, but it is important that you communicate those choices before they can be carried out. Please give serious thought to the treatment you prefer and who will be responsible for making sure your wishes are followed. Discuss your preferences with your family and physicians. These preferences are stated in two types of documents – an advance directive and a durable power of attorney for health care.

Advance directive – This is a legal document that states your wishes about your medical care should you, as a patient, become unable to communicate them.

Durable power of attorney (POA) for health care – This is a legal document that designates another person to make medical decisions on your behalf should you be unable to.

Organ donation – State law requires hospitals and medical centers to solicit requests for organ and tissue donations, when appropriate. St. Joseph Medical Center supports organ and tissue donation. Patients should advise their family and physicians if they have signed an organ donor card or wish to be an organ or tissue donor.

Ethics consult

If a person should become seriously ill without their wishes being known, there may be questions about treatment choices. An ethics consult is an opportunity for a patient and/or family members to discuss these difficult questions with physicians, nurses and other staff including members of the Ethics Committee, in order to have as much information as possible to help in deciding the best course for treatment. For an ethics consult, please call 610-378-2000.

What To Bring to the Hospital

- Personal items: pajamas, robe, slippers and toiletries, such as a comb, brush, toothpaste and toothbrush.
- Maternity patients are reminded to bring clothing for the new baby to wear home. Don't forget the car seat!
- A list of ALL medications you are currently taking, including prescription drugs, over-the-counter medications, herbal remedies, vitamins, diet pills, etc. Information should include the exact name of the medication, the strength, the dosage and frequency taken. Check your medication label for this information.
- Eyeglasses and case.
- Hearing aids and case.
- Denture cup and supplies.
- Walking device, if needed.
- \$10 or less in cash.

What To Leave at Home

- Jewelry, wallets, purses, credit cards and cash in excess of \$10.
- Electronic devices, such as DVDs, laptop computers, tablets, etc.
- Tobacco products. Because we are committed to healthy communities, St. Joseph Medical Center is smoke-free on our Bern Campus, Downtown Campus and all satellite offices. Smoking is prohibited both in the buildings and on the surrounding grounds.

The Medical Center will not assume responsibility for personal items that are lost or damaged. Cash, personal checks and valuable or sentimental items should be left at home.

Parking

Free, convenient parking is available on the Bern Campus in our spacious outdoor lots, located just off the main entrance. Visitors at the Downtown Campus should park on the lot at the corner of 6th and Walnut Streets or in the Walnut Medical Pavilion off of Walnut Street, and enter through the main entrance located on 6th Street.

During Your Stay

Admissions Procedure

Both inpatient and outpatient admissions are located in Patient Access, to the left of the main lobby inside the Medical Center.

A member of our Admissions staff will make sure your personal, medical and insurance information is correct. We will give you a special identification wristband, which you must wear at all times until you are discharged. We will also assign you a room during the admission process.

Note: *The information on your chart is permanently recorded and is released only with written consent, except where required by law.*



Spiritual Care and Supportive Services

St. Joseph Medical Center has a trained Spiritual Care team, which fosters our vision of care for the whole person. Our mission is to provide you and your family with opportunities for spiritual care. When you feel separated from family and friends, or when you are faced with difficult choices and may be anxious, our Spiritual Care staff is privileged to help you connect with your sources of support and meaning, whether faith-based or not. We offer:

- Spiritual and emotional support in a way that is respectful of personal values and beliefs
- Someone to be God's loving and listening presence
- Encouragement when you are faced with difficult challenges and choices

Catholic sacraments are available for patients during their stay. There also is an interfaith chapel on the Bern Campus (Garden Level) and the Penn State Health St. Joseph Downtown Campus (second floor) at 6th and Walnut Streets.

We are happy to assist you in notifying your pastor, rabbi or other spiritual leader that you are here. Contact us:

Monday through Friday, 7 a.m.–7 p.m.

Saturday, 9:30 a.m.–3 p.m.

610-378-2297

For after-hour emergencies, where emotional and spiritual support is needed, please call 610-378-2000.

To initiate an ethics consult, call 610-378-2000, and the hospital operator will contact a member of the ethics team to call you back. The unit manager can also help resolve any concerns or arrange for an ethics consult.

Interpreter Services

St. Joseph Medical Center Interpreter Services includes Spanish language interpreters. They are trained to uphold the philosophy of Reverence, Integrity, Compassion and Excellence, value the spirit of human dignity and respect cultural and religious diversity. We also have the ability to interpret a wide variety of languages via remote video interpreter as well as a special language telephone line.

To ensure quality medical care, St. Joseph Medical Center also provides interpreter services to our hearing-impaired patients at no cost to the patient. Please notify your caregiver if you require interpreter services.

Wi-Fi

St. Joseph Medical Center is pleased to offer free and fast Wi-Fi. Connect to **attwifi**, and you're good to go!

Telephone and Television

Arrangements for a telephone and television are made for every patient at the time of admission based on personal preference. The following are details about phone usage:

- For **local calls** – dial “9” followed by the local number.
- For **long-distance calls** – dial “0” for the hospital operator. The hospital operator will connect you with an outside operator to make your call. The long-distance operator will ask if you would like the call billed to a credit card, as a collect call or to a home phone number.
- Out of respect for other patients, phone calls in your room should be limited to between 7 a.m. and 10 p.m.
- If you require a special telephone or a teletype phone, please notify your caregiver.

Frequently used telephone numbers

Operator.....	Dial 0
Financial Counselor	Dial 2000
Information.....	Dial 2000
Pharmacist.....	Dial 2130
Housekeeping.....	Dial 2424
Food/Nutrition	Dial 2700
Ethics Consult.....	Dial 2000
Case Manager/Social Work	Dial 2360
St. Joseph Medical Center Foundation.....	Dial 2477

Please ask your care provider to contact Interpreter Services, if needed.

In-house television channels

76 St. Joseph Medical Center Information Channel

77 CARE channel

78 Chapel

Please refer to the card in your room for the Comcast TV channels by number.

Mail, Flowers and Gifts

All mail, flowers and gifts addressed to you will be delivered directly to your room. The address is:

Penn State Health St. Joseph Medical Center
2500 Bernville Road
Reading, PA 19605

Flowers are not permitted in the Critical Care or Neonatal Intensive Care units and may not be permitted for patients with certain conditions. If you have questions, check with your caregiver. If you wish to send mail to someone outside the hospital, please use the appropriate amount of postage and give it to your caregiver.

Many people, including staff, have life-threatening allergies to latex, so please order **Mylar** instead of **latex** balloons.

Meals

In order to serve our patients better, we have developed an innovative meal preparation and delivery system called **At Your Request – Room Service Dining**. It means you can order any of your meals at any time between 6:30 a.m. and 6:30 p.m., seven days a week. The ordering process is very simple:

- Dial extension 2700 from your bedside telephone.
- One of our order preparation specialists will take your order.
- Your order will be checked against your approved diet plan, prepared according to your specifications and delivered to your bedside.

Since all of the food is cooked to order, we ask that you allow 45 minutes for delivery time.

Meals/snacks for visitors

Main campus visitors are welcome to dine in our cafeteria, which is located on the Garden Level, near the chapel. It is open seven days a week, from 6:30 a.m. to 7 p.m. We also offer guest trays to our patients' friends and family. Guests may order meals using the same At Your Request – Room Service Dining menu located in the patient's room by calling extension 2700. The guest tray will be delivered with the patient's meal, if requested, and if possible. There is an \$8 charge per guest tray, which is payable by credit card or cash payment to the room service staff when the guest tray is delivered. Credit card payments are preferred. Our room service delivery staff cannot accept checks.

Patient Rooms

We hope and expect that you will find your room in very good order. All of our patient rooms are thoroughly cleaned and sanitized by our Environmental Services staff. However, if you have any specific concerns, call extension 2424 and leave a message if no one is immediately available to answer the call. We will respond to your concerns promptly.

Visitors

COVID-19 Patient Visitation Policy

Penn State Health is committed to the safety of patients, staff, visitors and the general public. These visitation guidelines apply to all Penn State Health care settings, with the exception of COVID-19 units. Visitors should contact their patient's care team before visiting if they have questions about how the policy applies to the patient. Penn State Health staff will continue to monitor COVID-19 and adjust its visitation policy appropriately.

- With some exceptions, the health system will permit all visitors for adult and pediatric inpatients and outpatients from 8 a.m. to 8 p.m. Units may restrict the number of people at the patient's bedside to ensure safety and privacy.
- No more than two people at a time may visit Critical Care patients. The hospital unit will coordinate visits for people under age 18.
- Only two family or support persons over age 18 are permitted to visit Labor and Delivery patients.

- No more than two visitors are permitted in adult and pediatric outpatient surgery and procedure departments, emergency departments and outpatient clinics at any given time.
- **Visitors are required to wear level 1 (surgical grade) masks.** Visitors entering a special pathogen precautions isolation room (for example, COVID-19) must wear an N-95 mask.

The health system will no longer screen visitors for COVID-19 at entrances. Units with high-risk or immunocompromised patients may screen visitors, if they determine it to be in the patients' best interest.

All patients will be invited to designate a support person to accompany them during their stay. If the patient becomes incapacitated, the support person may make visitation decisions for the patient with the prior consent of the patient and the patient's power of attorney or designated decisionmaker. The patient also has the right to opt out of visitors, if desired.

Please check with your caregiver or call our Information Desk at 610-378-2000 for additional information regarding visitation.

Visitor waiting areas

We welcome visitors to wait in the second floor Hospitality Lounge. Vending machines, as well as complimentary coffee and tea, are located in the lounge. Your visitors must notify the nursing staff of their plans to wait in this area.

The hospital cafeteria, located on the Garden Level, is also available to all visitors.

The Critical Care waiting room is located on the second floor and is also used for visitors and families waiting for patients undergoing cardiac and other outpatient procedures. Visitors must also let staff know if they plan to visit a patient following a procedure.

Culture of Safety

St. Joseph Medical Center is dedicated to creating an environment that promotes patient safety through safe practices and staff education. We ask that you assist us in our goal by reviewing and following these simple suggestions.

What can you do?

- Speak up and ask questions any time you have concerns or are unsure about your care.
- Be an active member of your health care team. Communicate your wishes. Never be embarrassed to ask questions and voice concerns if you do not understand something.
- State regulations require St. Joseph Medical Center to stage periodic fire and disaster drills. Do not be alarmed or take unnecessary actions when you hear such announcements. Follow the instructions of our staff.
- Please check with the nurse before using any personal electronic device.
- Patient privacy laws and the use of special equipment to monitor and care for patients are prime reasons why cellular phones, including those with cameras; pagers; and other similar devices may be prohibited in many areas of the Medical Center. Please check with hospital staff in your location to determine if you can use any of these electronic devices.
- Make sure that all health professionals involved in your care have all of your pertinent health information.
- If you are having surgery, make sure that you, your doctor and your surgeon all agree on exactly what will be done.
- Learn about your condition and the ways it can be treated. You can do this by speaking with your doctor and nurses, and by reading appropriate medical literature or reliable online resources.
- When you are being discharged from the hospital, ask your doctor or nurse to explain your discharge instructions thoroughly.
- A hospital bed is different from your bed at home. *For your protection, do not lower the safety rails by yourself or attempt to climb over them. Stay in bed, if that is what the doctor ordered. Attempting to get up too early may result in an unsafe condition or could harm your recovery. Do not hesitate to call a nurse if you need assistance with getting in or out of bed.*
- You should expect all staff to verify your identity in two ways each time they interact with you. They will usually ask your name and date of birth. This is to ensure they have the right medications and treatment for the correct patient
- You might be given a colored wristband in addition to your identification band to alert staff of certain safety-related issues. Please do not remove any bands.

- Know your medications and the times you should take them. If you are offered unfamiliar medication or do not receive medication at its usual time, please ask for an immediate explanation from your caregiver.
- Every time you talk with your doctor, nurse or pharmacist, ask these questions:
 - What is my main problem?
 - What do I need to do?
 - Why is it important for me to do this?
- If your physician considers the use of a restraining device in an emergency situation, please understand that it is for your own safety. Restraint devices are used only with a physician’s order and in compliance with strict standards. Before using these safety measures, staff will use alternatives, such as helping you be more comfortable, decreasing the noise level and changing the lighting in the room. Your rights and dignity are very important to us and will be maintained at all times. Any necessary restraining device will be removed as soon as the safety risks have decreased.

Plain language emergency codes

Penn State Health uses plain language emergency codes to announce facility, security or medical alerts. A national best practice, the simplified codes notify everyone within the hospital of an emergency event, while reducing confusion and improving response times. As a result, patients and visitors have a better understanding of what is happening and can respond to health care professionals in a helpful manner. For example, you might hear the announcement: “Facility Alert – Hazardous Spill – Pharmacy.”

Infection Prevention

Anyone can get an infection. However, some people are at greater risk due to their physical condition or chronic illness that weakens their body’s protection against germs. Others may be at risk if they have a procedure that penetrates the skin, such as surgery, or they require use of equipment that must be kept in their bodies for a period of time, including intravenous (IV) therapies and urinary catheters. Not all infections are preventable, but there are many precautions that can be taken to reduce the risk of developing an infection related to your stay in the hospital.

General precautions

- The best way to prevent the spread of germs is frequent hand-washing with soap and water or hand sanitizer. We encourage you to remind your caregivers to wash their hands before caring for you. It is OK and even expected that you will ask them to do this.
- Both you and your visitors should practice good hand-washing. There are sinks and alcohol-based hand sanitizers located throughout the hospital. Please use them.
- If someone is feeling ill, ask them to wait until they feel better before visiting.
- You and your visitors need to follow the staff's directions about isolation or special precautions needed to stop the spread of germs. Your visitors may feel they don't have to wear protective clothing because they have been around you before your admission, but they need to understand that they could carry germs to staff and other visitors.
- To prevent the spread of respiratory germs, it is important that you cover your mouth and nose when you cough or sneeze by turning your face into your sleeve or using a disposable tissue. The tissue should immediately be thrown into the trash and your hands should then be washed.

Our goal is to prevent infections from occurring. Studies have shown that steps can be taken to help us achieve this goal. Three of the areas with known strategies for infection prevention are resistant germs, device-related infections and surgical site infections. Because prevention is our target, we take the following steps:

Precautions for resistant germs

- Germs are becoming increasingly resistant to antibiotics. You may hear us talk about controlling germs like methicillin-resistant *Staphylococcus aureus* (MRSA) and vancomycin-resistant *Enterococcus* (VRE).
- An important step in preventing further resistance is to use antibiotics correctly. For example, do not ask for an antibiotic to treat a cold because it will not be effective. Also, take all of the antibiotics prescribed by your doctor, even if you are feeling better, until they are gone. It is the doctor's responsibility to choose the correct antibiotic to treat the infection.
- If a patient is found to have a resistant germ, for example MRSA or VRE, we will start isolation precautions to reduce the possibility that the germ will spread to someone else.
- The Infection Control Department monitors the resistant organisms found in patients to look for any unusual occurrences or spread.

- As part of a Pennsylvania law, PA Act 52, certain patients will be asked to submit to a nose culture to check for MRSA. We will use isolation precautions to care for positive patients as part of a statewide attempt to control this resistant organism.
- If a patient who had a resistant germ in the past is re-admitted, they will probably be cared for using precautions from admission until it is proven they no longer carry the resistant germ. This is for your protection.

Device-related infections

- As part of treatment, we may use devices that are important for your recovery but have been shown to increase the risk of an infection developing. Examples of such devices are urinary catheters, intravenous catheters or ventilators to assist with breathing.
- Hospital staff have been educated about the proper way to insert and care for these devices to reduce infection rates.
- Infection Control watches for infections related to devices and uses the information gathered to further emphasize proper use and maintenance.
- Devices are routinely monitored for continued need to keep their use to a minimum.

Surgical site infections

- Hospital staff are trained in proper procedures to reduce the risk of infections associated with surgery.
- Perioperative doses of antibiotics are monitored for correct use, including that it is the proper antibiotic, given within one hour of the start of surgery and discontinued within 24 hours after the operation.
- Razors are not used for hair removal.
- Blood sugar and body temperature are monitored for select surgeries.
- Infection Control watches for surgery-related infections and uses the information gathered to promote proper surgical techniques.

We ask for your assistance with infection prevention by following your doctor's instructions and being aware of the strategies we use for your protection.

More information about infection control is available at preventinfection.org. You can also ask your nurse, physician or the Infection Control team by calling x2295 or x2298.

Family Activation of Rapid Response Team

Family members are an important part of a patient's health care team. We urge them to immediately notify a caregiver should they notice any decline in their loved one's condition.

Family members should call if they see any of the following:

- Change in heartbeat
- Problems with breathing
- Sudden change in mental status (confusion or agitation)
- Something is "just not right"

If family members notice a change in your condition, they should **notify a nurse immediately** or call the **Rapid Response Team at x7777**.

When they call, they should provide the patient's name, room number and a brief description of the emergency. A member of the Rapid Response Team will arrive promptly to assist the patient.

Medication Safety

St. Joseph Medical Center has dedicated much time and effort to enhancing medication safety for all of our patients. To do this, we have developed systems to help ensure that the "five rights" are always accomplished: the right patient, the right drug, the right dose, the right route and the right time. Some examples of these safety processes include:

- Our clinicians have access to drug information electronically from any computer terminal within St. Joseph Medical Center. This gives them the most recent information on all FDA-approved drugs, including side effects and drug interactions.
- All medication orders are assessed for safety before administering the first dose. Pharmacists specifically review in advance medication orders prescribed throughout the facility, including in the Emergency Department. In addition, specially designed computer systems help pharmacists screen for any potential interactions between existing and newly prescribed medications. Once the order is approved, it is then transmitted electronically to an automated medication system on the nursing unit. Nurses have access to only the medications prescribed by your physician.

- Double-checks are in place for certain medications. Along with checking your wristband to make sure you are identified properly, nurses also double-check the IV pump settings on select medications to ensure the safety of their use. One of the most important ways we can increase medication safety is by involving patients and their families in the care process.

Things you and your family can do to enhance the safety of medications

- Ensure that all of your doctors and caregivers are aware of every medication, dietary supplement and substance you take. This includes prescription and nonprescription items, as well as vitamins, herbs and other supplements.
- Send existing medications home with your family, unless instructed by your nurse to do otherwise. While you are in the hospital, you may not need the same medications.
- Make sure your doctor knows about any allergies and reactions you have had to medicines.
- Do not let anyone give you medications without first checking your hospital ID bracelet and verifying your name and date of birth.
- Look at all medicines before you take them. If it doesn't look like what you usually take, ask why. It might be a generic drug or a new medication.
- Before any test or procedure, ask if it will require any dyes or medicines. Remind your nurse and doctor if you have allergies.
- When you're ready to go home, have the doctor, nurse or pharmacist review each medication with you and a family member. You will be provided with an updated list of medications by the hospital staff before you leave the facility.
- Make sure you have basic information about all of the new medicines prescribed to you while in the hospital. Some questions you should be sure to ask are:
 - What are the brand and generic names of the medications?
 - What does it look like?
 - Why am I taking it?
 - How much should I take, and how often?
 - When is the best time to take it?
 - How long will I need to take it?

- What side effects should I expect, and what should I do if they happen?
- What should I do if I miss a dose?
- Does this interact with my other medications or any foods?
- Does this replace anything else I was taking?
- Where and how do I store it?

If you have any questions about your medicines, feel free to request a medication review by a registered pharmacist. Just call 610-378-2130.

Fall Prevention

Certain conditions may make you more prone to falls and other accidental injuries. Here are just a few:

- Being in the hospital, in an unfamiliar environment, and not feeling well.
- Taking multiple medications. The more medications you take, the more likely you are to experience dizziness or other risky side effects. Tell all of your health care providers about the medicines you take. Ask them about any side effects that may place you at risk for falls.
- Walking difficulties, such as shuffling, weakness, stooped posture, inability to walk a straight line, numbness or tingling of toes. Ask your doctor about assistive devices, such as a cane or walker, and learn how to use them correctly. A physical therapist can also teach you correct walking techniques with these devices.
- Chronic conditions that interfere with thinking, such as Alzheimer’s disease, a recent stroke or surgery, chronic pain and drug or alcohol dependence.
- Impaired vision or hearing.
- Two or more falls in the past six months.

What YOU can do to prevent falls

Always follow your physician's orders and the nurses' instructions about whether you must stay in bed or if you require assistance to go to the bathroom.

- When you need assistance, use the nurse call bell by your bed or in the bathroom and wait for a nurse or assistant to arrive to help you. Do not rely on visitors or family members to assist you. It is important to remain lying or seated while waiting for assistance. Please be patient. Someone will answer your call as promptly as possible.
- Ask the nurse or assistant for help if you feel dizzy or weak getting out of bed. Remember, you are more likely to feel weak or dizzy after sitting or lying down for a long time. If you must get up without waiting for help, sit in bed for a few minutes before standing.
- An alarm inside your bed activates to signal that you are getting out of bed. For your safety, we will issue a yellow wristband to let your health care team know that you may need additional assistance.
- Wear nonskid slipper socks whenever you walk in the hospital. If you don't have any, ask a nurse or assistant to give you a pair.
- Walk slowly and carefully when out of bed. Do not lean or support yourself on rolling objects, such as IV poles or bedside tables.
- Do not use furniture to assist yourself, except in an emergency.



Pain Management

We are committed to service excellence in pain management. Our goal is to make your stay with us as comfortable as possible. The following is important information about pain management:

- As part of your treatment, members of your care team will ask you to rate your pain on a scale of zero to 10. Zero is no pain at all, while 10 is the worst pain imaginable. You will also be asked how much relief you get when you receive treatment for your pain.
- Don't wait until someone asks you about pain. If you have any discomfort, please speak up.
- You may be given pain medication. It is a good idea to talk about your choices with your physician.
- There are alternatives to medication for the treatment of pain. Let us know if any of them have worked for you in the past. These include heat, cold, physical therapy, massage, relaxation techniques, etc.
- If the pain medication you are receiving isn't working, you may ask for a consult with a pain specialist nurse.

Case Management/Social Work Services

Shortly after your admission to the hospital, you may be contacted by a case manager or social worker to discuss discharge planning. These are dedicated and compassionate professionals who are knowledgeable about services and facilities within Berks County and the surrounding areas. They will be happy to assist in making your discharge from the hospital as safe as possible.

If you have questions or concerns, please notify your nurse, who will contact one of them for you. You, a family member and your designated caregiver can also leave a message personally on the department's voicemail by calling 610-378-2360.

If you are a family member or designated caregiver calling on a patient's behalf, please leave your name, patient's name, room number and best time to call. If you need information on social or community services, our Social Services staff can assist you.

Planning to Go Home

As with treatments, tests and procedures, your physician will order your discharge. The physician or nursing staff will discuss your discharge with you and your caregiver if one has been designated. Important information includes instructions about new medications and those medications you were taking before your hospitalization, any special dietary requirements, physical activity, follow-up physician visits and other information to further your recovery. Your case manager/social worker will assist in coordinating home health services, rehab service or durable medical equipment, if recommended. **Please ask if there is something you do not understand.** When all arrangements are finalized, an attendant will assist you in leaving St. Joseph Medical Center. Your case manager will provide you with a list of local providers to review should you need any additional services.

Pharmacy Services – Bedside Delivery

As a service to our patients, the St. Joseph Medical Center Ambulatory Pharmacy can fill and deliver your discharge medication(s) to your bedside. If you prefer, you (or a family member or caregiver) may also pick up your medication(s) at the Ambulatory Pharmacy located on the first floor, just off the main lobby. If you need more information before making a decision, contact a pharmacist at 610-378-2863.

This is an optional program offered for your convenience. You have the right to select any pharmacy you wish to provide medication(s) prescribed by your physician.



Your Rights and Responsibilities

Patient Rights

As a health care facility, we are committed to delivering quality medical care and making your stay as pleasant as possible. The Pennsylvania Department of Health developed the following Statement of Patient's Rights, which is endorsed by St. Joseph Medical Center administration and staff. It is our goal to provide effective, considerate medical care within our capacity, mission, philosophy, and applicable law and regulation. We submit these to you as a statement of our policy. You have the right to:

- **Respectful care, given by competent personnel**, that reflects consideration of your personal value and belief systems and that optimizes your comfort and dignity.
- **Know hospital rules and regulations** that apply to your conduct as a patient.
- **Expect emergency procedures** to be implemented without necessary delay.
- **Good quality care and high professional standards** that are continually maintained and reviewed.
- **Expect good management techniques** to be implemented within the hospital, the avoidance of unnecessary delays and, when possible, the avoidance of personal discomfort through effective pain management.
- **Medical and nursing services without discrimination** based upon race, color, religion, gender, sexual preference, age, disability, national origin or source of payment.
- **Make decisions involving your health care** in collaboration with your physician. This right applies to the family and guardian of neonates, children and adolescents.
- **Make decisions regarding the withholding of resuscitative service** or the forgoing or withdrawal of life-sustaining treatment within the limits of the law and the policy of this institution.

- Upon request, **be given the name of your attending physician**, the names of all other physicians or practitioners directly participating in your care, and the names and professional status of other health care personnel.
- **Every consideration of privacy** concerning your medical care program. Case discussion, consultation, examination and treatment are considered confidential and should be conducted discreetly, giving reasonable visual and auditory privacy when possible.
- **Request a room transfer** if another patient or a visitor in the room is unreasonably disturbing you and another room equally suitable for your care needs is available.
- **Have all information, including records** pertaining to your medical care, treated as confidential, except as otherwise provided by law or third-party contractual arrangements.
- **Have your medical records read only by individuals directly involved in your care, by individuals monitoring the quality of your care** or by individuals authorized by law or regulation. The hospital shall provide you or your designated/legal representative, upon request, access to all information contained in your medical records, unless access is specifically restricted by the attending physician for medical reasons.
- **Be communicated with in a manner that is clear**, concise and understandable. If you do not speak English or are hearing impaired, you may request an interpreter or an auxiliary aid.
- **Have full information, in layman's terms**, concerning diagnosis, treatment and prognosis, including information about alternative treatments and possible complications, provided to you and your designated/legal representative. Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment or both.
- **Not be involved in any experimental, research, donor program** or educational activities unless you or your designated/legal representative have given informed consent prior to the actual participation in such a program. You or your designated/legal representative may, at any time, refuse to continue in any such program to which informed consent has previously been given.
- **Refuse any drugs, treatment or procedure** offered by the hospital, to the extent permitted by law. A physician shall inform you of the medical consequences of such refusal.

- **An ethical consultation** regarding ethical issues surrounding your care within the framework established by this organization.
- **Formulate, produce a copy of or request information on advance directives** or to appoint a surrogate to make health care decisions on your behalf.
- **Assistance in obtaining a consultation with another physician**, at your cost and expense.
- **Be transferred to another facility** when medically permissible. Such a transfer should be made only after you or your designated/legal representative has received complete information and an explanation concerning the need for, and alternatives to, such a transfer. The transfer must be acceptable to the other institution.
- Examine and receive a **detailed explanation of your bill**.
- Full information and **counseling on the availability of known financial resources** for your health care.
- Expect that the health care facility will provide a mechanism whereby you are **informed upon discharge of continuing health care requirements** following discharge and the means for meeting them.
- **Not be denied the right of access to an individual or agency** that is authorized to act on your behalf to assert or protect the rights set out in this section.
- **Expect reasonable and equal access to the facilities, services and programs of this hospital if you are disabled.**
- **Information regarding your rights as a patient** provided to you during the admissions process or at the earliest possible appropriate moment during the course of your hospitalization.
- **Voice complaints regarding your care**, to have those complaints reviewed and, when possible, resolved, without recrimination.
- **Be free from verbal or physical abuse** or harassment.
- **Be free from the use of seclusion and restraints as a means of coercion**, convenience or retaliation by staff. The hospital will impose restraints or seclusion only when necessary to prevent injury to the patient or others and when no alternative means are sufficient to accomplish this purpose.
- **Appropriate assessment and management of pain.**

St. Joseph Medical Center is proud of its mission to provide excellent service to all our patients and their families. If payment of your medical bill is a concern, we may be able to assist you. We provide financial assistance based on income, family size and assets for medically necessary and emergent services. Patients who are eligible for financial assistance will not be charged more than the amounts generally billed to patients with insurance. Please visit our website at pennstatehealth.org to access our Financial Assistance Policy and financial assistance applications.

Documents are translated in various languages and are available on the website or in person. Patient Financial Services staff members are conveniently located at the Penn State Health St. Joseph main campus at 2500 Bernville Road, Reading, PA 19605, and are also available by phone at **610-208-4629**.

Patient Responsibilities

As a patient, you assume responsibility for the following:

- You or your family will provide information about past illnesses, hospitalization, medication and other matters relating to your health history in order to effectively treat your illness.
- You will cooperate with all hospital personnel and ask questions if directions or procedures are not clearly understood.
- You will be considerate of other patients and hospital personnel and assist in the control of noise, smoking and the number of visitors in your room at one time. We also expect you to be respectful of the property of others and the property of the Medical Center.
- In order to facilitate your care and the efforts of the hospital personnel, we expect you to help the physicians, nurses and allied medical personnel in their efforts to care for you by following their instructions and medical orders.
- Only authorized members of your family are expected to be available to hospital personnel for review of your treatment, in the event you are unable to properly communicate with the physicians or nurses.
- It is understood that you assume the financial responsibility of paying for all services rendered, either through a third-party payer (your insurance company) or by being personally responsible for payment for any services that are not covered by your insurance policies.

- You will not take drugs that have not been prescribed by your attending physician and administered by hospital staff. You will not complicate or endanger the healing process by consuming alcoholic beverages or toxic substances during your hospital stay.

Patient Grievances

Our mission encourages us to emphasize human dignity and social justice as we move toward the creation of healthier communities. Respect for human dignity includes respecting your rights as an individual. As medical professionals, we pride ourselves on providing high-quality care in a compassionate manner.

Complaints, concerns and grievances are always taken seriously, and an attempt is made to resolve them at the level closest to the patient, whenever possible.

If you feel that any of your rights may have been violated:

- You or a family member are encouraged to contact the patient advocate as soon as possible at 610-378-2675 or in writing to St. Joseph Medical Center, 2500 Bernville Road, Reading, PA 19605.
- You have the right to file a complaint with the state survey agency, regardless of whether you choose to first use St. Joseph Medical Center's grievance process. Contact:

**Pennsylvania Department of Health Division
of Acute and Ambulatory Care
Room 532
Harrisburg, PA 17108-0090
800-254-5164**

Or online at health.pa.gov/pages/default.aspx

- The Joint Commission gives patients, their families, caregivers and others an opportunity to share concerns regarding quality-of-care issues at accredited health care organizations. Contact:

**Office of Quality and Patient Safety The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800-994-6610**

You can find a link to the online Patient Complaint Form at jointcommission.org/contact-us/.

Billing Procedure

Professional services provided by St. Joseph Medical Center’s anesthesiologists, cardiologists, emergency services physicians, neurologists, pathologists, radiologists and vascular surgeons are billed separately from other hospital charges as required by Medicare Law, PL 89-87. This means that, if you require these particular services, you will receive separate bills for each. A separate bill will reflect the nonphysician portion of St. Joseph Medical Center’s charges, such as equipment use, film, supplies, services of technical personnel, etc. If you have any questions about your hospital bill, please contact our billing office at 610-378-2350, Monday through Friday, 8:30 a.m. to 4:30 p.m. For questions about billing for professional services, please contact the individual departments:

Anesthesiology	610-378-2823
Cardiology	610-685-8500
Emergency Services	610-378-2350
Pathology	866-297-2320
Radiology	610-378-2230
Emergency Physician Services	1-888-952-6772
Penn State Health Customer Service	1-800-254-2619



How Did We Do?

We care deeply about your experience at St. Joseph Medical Center. After accessing our services, we will ask you to share meaningful information with us about your visit. NRC Health is an organization Penn State Health hires to objectively gather patient experience information. Depending upon whether you had an inpatient stay or outpatient services visit, you will be contacted by phone, text, email or mail to complete your vital input.

Having input directly from you is essential to ensure we remain a leader in providing an excellent patient experience.

The information you share when NRC Health contacts you is critical to both improving the care we provide and helping us achieve the value goals set by the organizations that regulate hospitals.

NRC Health summarizes all of the contacts and shares the results. This information tells us what we are doing well and where we can improve.

We would greatly appreciate if you would give us the gift of your input by taking a few moments to speak or interact with our partners from NRC Health.

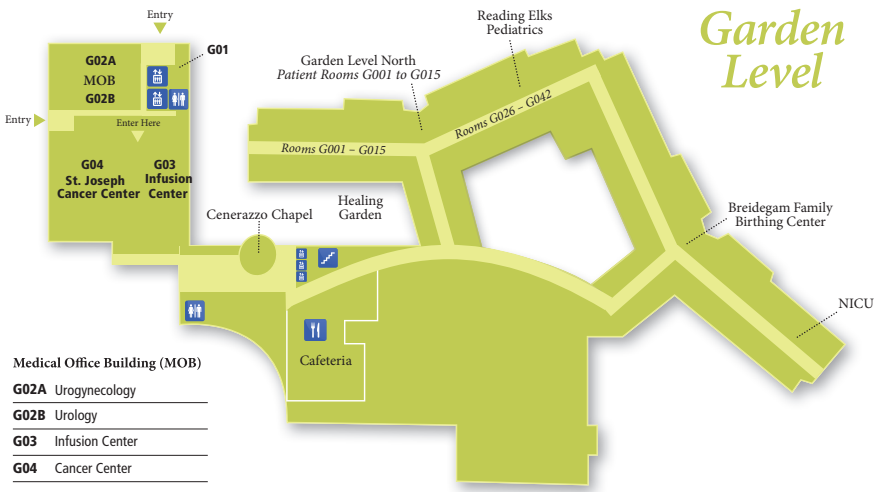


As you walk down our main corridor, the patient rooms are to your left, and the diagnostic and therapeutic areas are to the right.

Main Number	610-378-2000
Emergency Department	610-378-2330
Cancer Center	610-378-2117
The Heart Institute	610-378-2340
Quality Medical Laboratory	610-378-2200
Breidegam Family Birthing Center	610-378-2042
Diagnostic Imaging	610-378-2240
Noninvasive Cardiovascular/EEG Services	610-378-2113
Respiratory/Pulmonary Medicine	610-378-2155
Vascular Services	610-378-2113

2500 Bernville Road
 Reading, PA 19605
pennstatehealth.org

Garden Level



Garden Level



First Floor



Second Floor





SAYING **Thank You** NEVER MEANT SO MUCH!

At St. Joseph Medical Center, our health care professionals are dedicated to the well-being of each patient we serve. Our professionals honor the hospital's legacy of care by ensuring that, no matter how clinically and technologically advanced medicine becomes, our patients will always be attended by caregivers who understand the importance of compassion.

Saying thank you to a doctor, nurse, staff member or volunteer who made a difference in your visit or stay is greatly appreciated. Your donation to our Guardian Angel Program will help us continue to provide compassionate and innovative health care to you, your family, friends and others in our community.

If you would like to honor a person or department, contact the **Office of Development** at **610-378-2477** or visit **engage.pennstatehealth.org/supportstjoseph**.



PennState Health
St. Joseph Medical Center

