

Welcome to Temple University Hospital



Welcome and thank you for choosing Temple University Hospital. On behalf of our entire staff, my sincere wishes for your speedy recovery.

At Temple, every employee is committed to providing safe, high-quality healthcare that is personalized for each of our patients. This means our excellent care is given in combination with kindness and concern for your personal situation.

It takes many professionals, in a variety of different jobs, working in harmony to meet this challenge.

To ensure that we provide the quality service that you expect, I encourage you to share with us your comments, suggestions and ideas. To measure our success, the Temple University Health System uses a patient satisfaction survey. You may receive this survey in the mail after you leave the hospital. The highest score on the survey is a "5," which signifies "Very Good." If you feel the care and services you received while in the hospital were "Very Good," we ask that you give us a "5."

Please take a few moments to review the information provided in this handbook. It is designed to acquaint you with our hospital as well as answer many of the questions you may have about your stay. If you require additional information or need assistance, please feel free to ask one of our staff members or contact a Patient Relations representative by dialing 2-CARE (2273). Someone in that office will be happy to assist you.

We are pleased to have the opportunity to serve you. Again, thank you for choosing Temple University Hospital and Temple University Health System.

Sincerely,

A handwritten signature in black ink that reads "Chip".

Joseph W. "Chip" Marshall
Chairman and CEO
Temple University Health System



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Important Phone Numbers

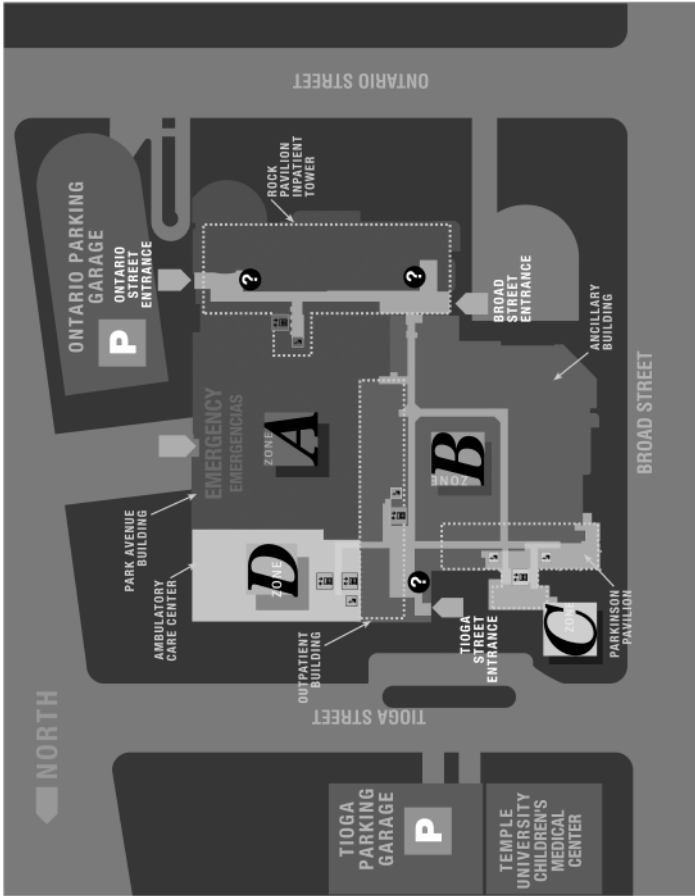
When calling a number inside the hospital, dial a “2” and then the four-digit extension. When dialing a number outside the hospital, dial “9” first to get an outside line.

Admissions	2-4051
Cashier	2-3113
Chaplain	2-8934
Discharge Planning/Social Work	2-3366
Environmental Services (Housekeeping).	2-3110
Gift Shop	2-7275
Hair Care	2-2273
Insurance Questions/Financial Counselor.	2-7608
Interpretation Services	Ask your caregiver
Meal Service	2-3824
Medical Records	2- 3755
Nursing Services	2-3543 or 2-3557
Operator	2-2000
Patient Relations	2-2273
Pharmacy	2-3569
Security	1-1234
Television Services.	2-3838
TDD	Ask your caregiver
Volunteer Services	2-3870



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Campus Map/Getting Around the Hospital



Finding Your Way at Temple University Hospital

Welcome to Temple University Hospital. We want to help you feel comfortable finding your way in and around our buildings. That's why we have created a colorful "zone" strategy to replace our old system of pavilions and buildings.



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The new system is simple and is just like the way people navigate around airports and other large institutions. Colored A, B, C and D zones replace the old building names.

How to Get Around:

1. Determine the room number of your destination.
2. Follow the overhead directional signs to the Zone and Zone elevators.
3. Take the elevator to the destination floor.
4. Follow the wall directional signs to the room number of your destination.

Common Destinations:

The Purple Zone A is where you will find inpatients.

The Blue Zone B is where you will find outpatient offices and Radiology.

The Green Zone C is where you will find doctor offices.

The Orange Zone D is where you will find a number of outpatient treatment areas.

Directions to the Hospital/ Public Transportation

3401 North Broad Street
Philadelphia, Pa. 19140

From Points West:

Take Turnpike to Exit 326 (Valley Forge) then follow I-76 (Schuylkill Expressway) approximately 10 miles to Route 1 North (Roosevelt Boulevard). Take Route 1 North approximately 2 miles to Broad Street exit. Follow exit ramp 2 blocks to Broad Street and turn right (Route 611 South). Proceed about 1 mile to hospital campus. Turn left at Tioga or Ontario Streets for convenient parking.

From Points North:

Take I-95 South to Cottman Avenue exit (Route 73 West). At bottom of ramp, continue through the intersection and follow signs for Route 73 West; this puts you on Cottman



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Avenue (Route 73 West). Follow Cottman Avenue for 2 miles to Roosevelt Boulevard (Route 1 South). Turn left on Route 1 South and go approximately 5 miles to Broad Street exit. Follow exit 1 mile to Broad Street and turn left (Route 611 South). Continue for approximately 1 mile to hospital campus. Turn left at Tioga or Ontario Streets for convenient parking.

From Points South:

Take I-95 North to Exit 17 (Route 676/Center City) and merge right onto Callowhill Street. Stay in right hand lanes and follow Callowhill Street for 1 mile to Broad Street. Turn right on Broad Street and go approximately 4 miles to hospital campus. Turn right at Tioga or Ontario Streets for convenient parking.

From New Jersey:

Cross the Delaware River using the Benjamin Franklin Bridge. Once over bridge, follow signs for Vine Street/Local Traffic. Stay in “local traffic” lanes approximately 8/10 miles (8 blocks) to Broad Street (14th Street). Make a right onto Broad Street and go approximately 4 miles to hospital campus. Turn right at Tioga or Ontario Streets for convenient parking.

Public Transportation

C Bus: Travels North/South on Broad Street. Bus stops at Ontario or Tioga Streets.

Broad Street Subway: Stops at Allegheny and Erie Avenues (each two blocks from the hospital).

60-Bus: Travels East/West between Richmond/Westmoreland and 35th/Allegheny. Stops at Broad Street and Allegheny Avenue (two blocks from hospital).

X and XH Buses: Routes start at Cheltenham/Ogontz and at Broad/Erie.



Settling in for Your Stay at Temple University Hospital

Admissions/Checking In

If you are an elective admission, the Admissions Department will be your first stop. Admissions is located just inside the Rock Pavilion entrance on Broad Street (Zone A). Please bring all necessary insurance and medical coverage information with you, including HMO referral forms. Your admission may be delayed if this information is not provided.

Getting correct information each time you visit Temple University Hospital is very important, as insurers require the most up-to-date information. Likewise, we have many patients who share the same last name. The registration process should validate past information or correct changes and thus lead to greater convenience in record retrieval for future health visits and insurance/billing processes. By checking your address, birth date and other relevant data each time you register, we are making sure that your medical records and bills are smoothly handled.

If you have any questions, ask your physician or call the Admissions Department at 215-707-4051.

Preadmission and Admission Activities

Prior to your admission to Temple, your physician must receive approval from your insurance company. Your physician is required to contact your insurance company, explain your medical problem and outline the proposed treatment and care. Your insurance company will review that information and decide whether to pay for the services recommended by your physician.

Preadmission Testing

These are tests you will need before being admitted to the hospital. Only your physician can order these tests, which may include a blood test, an electrocardiogram (EKG) and a chest X-ray. If you are having a surgical procedure, you will also talk with an anesthesiologist when you come in for your tests.



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The Preadmission Testing Office is located in the Admissions Department on the first floor of the Rock Pavilion (Zone A). If you have any questions, ask your physician or call the Admissions Office at 215-707-4051.

Room Assignments

Hospital room assignments are based on the nature of your illness. Private and semi-private rooms are available. You will be billed an additional fee if you request a private room. Also, in order to ensure appropriate levels of care, the hospital may need to transfer you from one room to another. Please discuss any concerns you may have with your physician or nurse.

Your nurse will show you how to operate the nurse-call system located on the remote attached to your bed and in the bathroom. The nurse-call system alerts the nursing station that you need assistance.

Tests and Diagnostic Procedures

During your hospital stay, you may be asked to undergo various tests. Due to the nature of certain tests, you may be asked not to eat or drink during particular time periods. For other tests, you may be asked to undergo special preparations or drink specific liquids prior to the test being performed. Following all of the instructions is important for your health and will help to ensure the accuracy and reliability of the test results. Regardless of what tests you may have, we will fully explain each one to you and inform you of any special preparations or restrictions required.

Valuables

We strongly encourage family members to take patient valuables home. Temple University Hospital is not responsible for valuables that are not deposited in the hospital safe. The hospital cannot be responsible for the loss of or damage to hearing aids, dentures, eyeglasses or other assistive devices. If you lose something, please notify your nurse immediately and we will make every effort to help you find it. Remember that patients are responsible for valuables left in their rooms.



Security

The Security Department provides protection and a safe environment for patients, visitors and employees. Security Operations is located on the first floor in the Parkinson Pavilion (Zone C). Temple University Police Officers patrol the hospital and surrounding campus 24-hours-a-day, 7-days-a-week. Officers are available to escort visitors to their cars when leaving the facility and to assist with minor automobile problems.

Fire Safety

Temple University Hospital frequently holds drills and trains for all emergencies, including the unlikely scenario of fire. If you hear the fire alarm sound, please remain calm and do not leave your room. Your caregivers are well trained in fire safety procedures and will advise you in the event of an actual fire.

Patient Relations

The primary mission of the Office of Patient Relations is to provide advocacy for patients and their families. Patient Relations representatives answer questions, provide information, assist with special needs and facilitate problem solving and complaint management. Our goal is to ensure that your experience at our hospital is a positive one. We work closely with all areas and staff within the hospital to achieve this goal.

The Patient Relations office is located just off the lobby of the Rock Pavilion (Zone A) and is open Monday through Friday from 8:00 a.m. to 10:00 p.m. In addition to office availability, a special telephone hotline, 215-707-CARE, is staffed by Patient Relations representatives Monday through Friday during normal business hours. Evening and weekend coverage is provided by staff at a specially trained answering service with protocols on how to access hospital staff as appropriate.

All issues and complaints are handled with sensitivity and confidentiality. There is a formal process which requires investigation, documentation, follow-up and resolution when possible. During this process Patient Relations is responsible for representing your interests and coordinating the communication between you and the appropriate administrators, nurses and physicians.



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By calling 2-CARE (2-2273) or via TDD call 2-4059 (215-707-4059 from outside) a patient representative will answer questions regarding hospital procedures or serve as your advocate within the hospital system. When the Patient Relations office is not available, the answering service will connect you to the appropriate nursing personnel.

Interpretation Services

If you would prefer that your healthcare be provided in a language other than English please ask your caregiver to arrange for an interpreter for you or other appropriate means to enhance your communication with us.

Available services include:

- Employees who are professional medical interpreters
- Employees who have been credentialed to supplement the staff interpreters
- Professional agency interpreters
- Special telephones that will connect you with an interpreter
- Over-video interpreters
- Translated written information

Hearing or Sensory Impaired Services

As a hearing- or sensory-impaired patient, you will be asked to choose the communication option most effective for your needs. We will make every effort to accommodate your request. If the request cannot be fulfilled in a timely manner, you will be asked to choose another option while efforts continue to secure the requested service.

Available services include:

- Credentialed sign language interpreters
- Over-video sign language interpreters
- TDD teletypewriters
- Special nurse call buttons
- Closed caption televisions



Pharmacy

The outpatient pharmacy is located on the 1st floor of the Parkinson Pavilion (Zone C). Please ask your physician to call your prescriptions in to our pharmacy and we can have your medications ready for you when you are discharged.

Identification Bracelet

For your safety, be sure to wear your hospital identification bracelet at all times during your stay. When a member of your healthcare team enters your room to provide care and treatment, he or she will need to verify your identity by looking at your identification bracelet. They may also ask your name and date of birth

Environmental Services (Housekeeping)

Our Environmental Services staff seeks to provide you with excellent care by keeping your room and the nursing unit you're on clean. Before you were admitted, a housekeeper completely cleaned and disinfected your room. Each day during your stay, someone will tidy up your room, remove any trash and clean your bathroom. Any spills or other housekeeping issues should be reported to your nurse when they happen so Environmental Services can be notified to come to your room.

Bed Linens

Your bedding will be changed on a regular basis and whenever necessary. The general routine is for the staff to freshen your bed and assist you with your bath during the day shift. However, there may be times when this is done on evenings or nights to accommodate testing, surgery or patient preference. Remember that it is very easy to misplace small personal items in your bedding. Please be careful to secure such belongings in your plastic bag or bedside table.

Medications

Medications are an important part of your treatment plan. You must tell your doctor or nurse about all the medications you take as well as the doses. This includes prescription drugs, over-the-counter drugs, diet supplements, herbals and/or vitamins.



This is very important because even the most common drugs can cause complications when taken with other medications or treatments. Some patients find it helpful to bring in their medications so that the staff can be sure of the exact drug type and dosage you have been taking (your personal medications will then be sent home with your family).

It is also very important to inform your healthcare team about any allergies or adverse reactions to food, drinks, medications or sensitivity to latex.

When a member of your healthcare team enters your room to administer your medications, he or she will need to verify your identity by looking at your identification bracelet. They may also ask your name and date of birth.

Smoking Policy

The United States Surgeon General has warned that smoking is hazardous to people's health. In the interest of protecting the health and well being of our patients and employees:

- Temple University Hospital is a completely smoke-free environment.
- Patients and visitors are not allowed to smoke anywhere within the hospital buildings.
- Patients are not allowed to leave the hospital to smoke.
- Patients attempting to leave the hospital to smoke will be stopped by Security and requested to return to their unit.
- For patients who are not compliant with this smoke free policy, the patient's physician will be notified, and the physician and patient will discuss whether the patient will remain an inpatient at the hospital.
- You may want to discuss ways in which you can stop smoking with your physician or nurse.
- ❖ The only designated smoking area for visitors and employees is located outside the Ontario Street entrance of the Rock Pavilion (Zone A)



Cell Phone Policy

Cell phones and cell-phone-like devices may only be used in designated locations. These areas are located at a safe distance from areas with a lot of medical equipment. These areas have signs, which indicate that cell phone use is permitted. If you have a question about cell phone use, please ask your nurse.

Cafeteria

The cafeteria is located on the lower level (basement) of the Rock Pavilion (Zone B).

Full Service Meal Hours:

Breakfast	6:30 a.m. – 10:00 a.m.
Lunch	11:00 a.m. – 2:00 p.m.
Dinner	4:30 p.m. – 7:00 p.m.

Sample offerings: variety of freshly prepared hot and cold meals, soups, salad bar, pizza, Panini grill, Starbucks coffee, Grab & Go meals, deli sandwiches, hot dogs and desserts.

Visiting Hours and Rules

A visitor's badge is necessary to access the hospital and is available at any of our Information Desks. Visitor badges are color coded to designate the particular area of the hospital you are visiting. For patient and employee safety, visitors who do not have a visitor pass may be respectfully questioned by hospital staff.

Information Desk locations

- ❖ Broad Street Entrance (Zone A)
- ❖ Ontario Street Entrance (Zone A)
- ❖ Tioga Street Entrance (Zone B)
- Visitors who arrive before visiting hours will be asked to wait in the hospital lobby until visiting hours begin.
- Patients are permitted a maximum of two visitors at a time.
- In general, children under the age of 14 are only permitted to visit patients on Sundays. Children must be accompanied and supervised by an adult at all times while in the hospital.
- Besides Sundays, children may visit if arrangements are made with the nurse manager of the patient's unit at least 24 hours in advance of the proposed visit.
- Visitors are requested to return the visitor passes to the Information Desk prior to leaving.



Intensive Care and Surgical Waiting Areas

Visitors to the Intensive Care Units must use the telephones outside the units to call in prior to entering, even if they have obtained a visitor's pass at the Information Desk. Two members of the immediate family of patients who are critically ill or undergoing surgery may wait in these areas. All other family and friends may wait in the hospital's Main Lobby, located in the Rock Pavilion (Zone A).

Delivery Room Waiting Area

Two persons, to include the father/significant other, designated by green ID bracelets containing appropriate information, may await the birth of the child in this waiting area. Other family members and friends may wait in the hospital's Main Lobby, located in the Rock Pavilion (Zone A).

Delivery Room

Only those with a special bracelet identification are permitted in the delivery room.

Visiting Hours:

❑ Medical/Surgical Units

Intensive Care Units

Burn Unit

11:00 a.m. to 8:30 p.m. daily

❑ Dialysis Unit:

11:00 a.m. to 6:30 p.m. daily

❑ Infant Intensive Care Unit:

Parents, Grandparents or Significant Others

8:00 a.m. to 10:00 p.m. daily

Sibling/child visitation is not permitted in Labor & Delivery, Well Baby Nursery or the Infant Intensive Care Unit.

❑ Maternity Unit:

Fathers or Significant Others

8:00 a.m. to 10:00 p.m. daily

General Visitors, Grandparents and Siblings

11:00 a.m. to 8:30 p.m. daily

Brothers and sisters of newborns are permitted to visit if accompanied by an adult.



❑ Labor & Delivery

No visitation is permitted.

Visitation may be restricted or denied at the discretion of the nurse manager, physician or Security in the best interest of the patient. Hospital staff may deny visiting privileges to those persons who behave in a manner deemed to be disruptive to patient care.

Financial Responsibility

When you are admitted, you will sign papers accepting financial responsibility for hospitalization. You will be asked to present your insurance cards and to authorize the assignment of your insurance benefits. It is important to provide complete and accurate insurance information to avoid billing errors. This information will be sent to the hospital's business office for billing. The same information will be sent to a professional billing service to bill for physicians' services (these charges are separate from the hospital's charges).

If you do not have insurance coverage, or if your insurance doesn't cover the service provided, you will be billed directly. You may need to pay a deposit at the time of your admission, as determined by your medical/hospital coverage or other insurance; the type of medical services you need; your expected length of stay and whether you have requested a private room. You can pay the deposit with cash, a personal check or credit card (MC/VISA).

Billing Information

Complex health insurance forms and requirements can make your hospital bill seem confusing. Your hospital bill contains charges for your room, laboratory tests, X-rays, medications and other fees. If you have any questions about your hospital bill, call In-Patient Billing at 215-707-3725.

Physician bills are separate from hospital bills. These fees, billed for your personal physician, anesthesiologist, radiologist or other specialists will be billed by those medical practices. Please call the telephone number listed on the physician bills with questions or concerns.

If your issues are not satisfactorily resolved, you may call Patient Relations at 215-707-CARE (2273).



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Charity Care Policy

Do you think you may have trouble paying your hospital bill? The Temple University Health System has a charity care policy that covers all of its hospitals. The policy ensures consistency throughout the System when it comes to patients who don't have the ability to pay all or part of their medical bills. For more information about the System's charity care policy, call 215-707-3711.

Amenities

ATM

An automated teller machine is located in the basement of the Rock Pavilion (Zone B), just outside the cafeteria.

Cashier's Office

The Cashier's Office is located on the first floor of the Rock Pavilion (Zone A). It is open seven days a week from 8:00 a.m. to 5:00 p.m.

Gift Shop

Newspapers, magazines, flowers, cards, toiletries, candy, stamps and snacks can be purchased from the hospital Gift Shop, located in the Broad Street entrance to the hospital. The Gift Shop is open from 9:00 a.m. to 7:30 p.m., Monday through Friday and from Noon to 5:00 p.m. Saturdays and Sundays.

Hair Care

Arrangements can be made for a hair stylist or barber to come to your room. Please call Patient Relations at 2-CARE (2-2273).

Health Education Center

The Health Education Center, located in the lobby of the Rock Pavilion (Zone A), provides user-friendly access to quality medical and consumer health information for patients and families in a peaceful and supportive environment. The Center is open Monday through Friday from 9 a.m. to 5:30 p.m.

Health Education kiosk locations:

- 1st floor, Broad Street entrance (Zone A)
- 1st floor, Tioga Street entrance (Zone D)



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Hotel Accommodations

Special rates are offered for your family members at some area hotels. Contact Patient & Visitor Services at 2-7124, Monday through Friday 8:00 a.m. – 5:30 pm. After hours/weekend accommodations can be made by the Admissions office at 2-4051.

Lobby Shops

Coffee, lattes, cappuccinos, specialty coffees and teas along with bagels, muffins, scones and a variety of signature salads and sandwiches can be purchased from the Lobby Shops.

Lobby Shop locations:

1st floor, Broad Street entrance Rock Pavilion (Zone A)
1st floor, Tioga Street lobby entrance (Zone B)

Hours of Operation:

Monday through Friday 7:00 a.m. to 7:00 p.m.
Saturday and Sunday 8:00 a.m. to 1:00 p.m.

Mail

Mail is delivered daily. All letters, packages and flowers addressed to you with your room number will be delivered to your room. The hospital's address is 3401 North Broad Street, Philadelphia, PA 19140.

If you would like to mail something from the hospital, take the letter or package to the nurse's station. If you need to purchase stamps, call the Gift Shop at 2-7276 and request them.

The stamps will be delivered to your room via the Gift Shop cart when it makes its daily delivery. Any mail received after you are discharged will be forwarded to your home.

Paratransit Pickup

Paratransit pickups take place in a specially designated area of the hospital's Tioga Street entrance (Zone D).

Parking

The Ontario Street Garage, open 24-hours-a-day, 7-days-a-week, is located on Ontario Street between Broad Street and Germantown Avenue. This garage is connected to the hospital by a pedestrian ramp.



The Tioga Street Garage, open 24-hours-a-day, 7-days-a-week, is located on Tioga Street between Broad Street and Germantown Avenue. This garage offers valet parking Monday through Friday 6:00 a.m. to 9:00 p.m. and is convenient to the Parkinson Pavilion (Zone C), Outpatient Building (Zone B), and the Ambulatory Care Center (Zone D). Valet Parking service is also available “curbside” Monday through Friday, from 6:00 a.m. to 9:00 p.m. at the Tioga Street entrance (Zone B).

An hourly fee is charged for parking in the Temple garages. We realize that parking fees can be a financial burden for the families of long-stay patients. Please check with the Patient Relations office located just off the lobby of the Rock Pavilion (Zone A) to see if you qualify for a parking amenity.

Religious Services

The Chaplaincy is comprised of volunteer clergy of various denominations, many of whom have been trained in the delivery of non-denominational pastoral care; others minister only to those patients of their religious denomination.

Volunteer chaplains round based on religious affiliation as well as by request. You are also welcome to invite a clergy person from your church or congregation to minister to your spiritual needs during your hospitalization.

Taxi Service

For your convenience, a direct line to a local taxicab service is located on the 1st floor of the Tioga Street entrance (Zone D).

Telephone Services

A private telephone is located at your bedside. Please notify family and friends of your telephone number so they may call you directly. As a courtesy to other patients, and to ensure that you get enough rest, incoming calls to your room will not be connected between 10:00 p.m. and 8:00 a.m.

Please follow these instructions when you make a telephone call:

- Calls within the hospital: Dial “2” + last four digits of hospital extension (for example, to call (215) 707-9999, simply dial 2-9999).
- Local calls: Dial 9 + 1 + 215 + telephone number.



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- ❑ Suburban calls: Dial 7 + 0 + area code + telephone number.
- ❑ Long-distance calls: Dial 7 + 0 + area code + telephone number.

Note: Suburban toll calls and long-distance calls must be made collect or charged to your credit card or home telephone number.

Television Services

The television system throughout the hospital is provided by an outside vendor. All beds are equipped with a color television, which may be rented for \$5.90 (including tax) per day.

- ❑ To activate your television, dial 2-3838 on your telephone. A recorded message will instruct you on how to activate your television.
- ❑ Televisions may be activated 24-hours-a-day.
- ❑ A television attendant will stop by to collect the rental fee from you.
- ❑ A weekly, discounted fee is available for long-term patients.

The speaker for your television is located in the remote attached to your bedside (referred to as a pillow speaker). Please be considerate of other patients and keep the volume low. All televisions and radios must be turned off by 11:30 p.m.

Personal televisions are strictly prohibited for electrical safety reasons.

Vending Machines

Vending machines are located just off the main dining room of the Cafeteria (Zone B) and are available around the clock for beverages and snacks.



Patient's Bill of Rights and Responsibilities

We consider you a partner in your health care. When you are well informed, participate in treatment decisions, and communicate openly with your doctor and other health professionals, you help make your care as effective as possible. Temple University Hospital encourages respect for the personal preferences and values of each individual.

Patient Rights

1. The patient has the right to respectful and safe care given by competent personnel which reflects consideration of the patient's personal value and belief systems and which optimizes the patient's comfort and dignity.
2. The right to know the Hospital rules and regulations that apply to your conduct while a patient.
3. The right to expect emergency procedures to be implemented without unnecessary delay.
4. The right to good quality care and high professional standards that are continually maintained and reviewed.
5. The right to expect good management techniques to be implemented when you are a patient, taking into consideration patient comfort and effective use of the patient's time.
6. The right to medical and nursing services without discrimination based on race, color, religion, gender, sexual preference, handicap, national origin, source of payment, disability or age.
7. The right, following consultation with the patient's physician, to make decisions involving the patient's own care. This right applies to the family and/or guardians of neonates, children and adolescents.
8. While Temple University Hospital recognizes the patient's right to participate in his/her own care and treatments to the fullest extent possible, there are circumstances when the patient may be unable to do so. In these situations (eg., If the patient has been determined incapacitated in



accordance with the law, has been found by the patient's physician to be medically incapable of understanding the proposed treatment or procedure, is unable to communicate his/her wishes regarding treatment, or is an unemancipated minor), the patient's rights are to be exercised by the patient's designated representative or other legally designated person to the extent permitted by law.

9. The right to make decisions regarding the withholding of resuscitative services or withdrawal of life-sustaining treatment within the limits of the law and the policies of Temple University Hospital.
10. The right, upon request, to be given the name of his/her attending physician, the names of all other physicians or practitioners directly participating in the patient's care, and the names and professional status of other health care personnel, including medical students, residents or other trainees, having direct contact with you.
11. The right to privacy concerning the provision of medical care, including the right to have someone present while examination, treatment or procedure is being performed, as long as they do not interfere with diagnostic procedures or treatment. Case discussion, consultation, examination and treatment are considered confidential and should be conducted discreetly giving reasonable visual and auditory privacy when possible. In-patients have the right to request a room transfer if another patient or visitor is unreasonably disturbing the patient and another room equally suitable for the patient's medical needs is available.
12. The right to have all information, including records, pertaining to the patient's medical care treated as confidential, except as otherwise provided by law or third party contractual arrangements.
13. The right to have medical records read only by individuals directly involved in the patient's care, individuals monitoring the quality of the patient's care, or individuals authorized by law or regulation. The Hospital and the practice shall provide the patient or the patient's



designated or legal representative, upon request, access to all information contained in the patient's medical record, unless access is specifically restricted by the attending physician for medical reasons.

14. The right to be communicated with in a clear, concise and understandable manner. If the patient does not speak English, he/she should have access to an interpreter.
15. The right to full information in lay terms about the diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give the patient this information, the information shall be given on the patient's behalf to his/her designated or legal representative.
16. The right to know that, except in emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment. Informed consent is defined in Section 103 of the Health Care Services Malpractice Act.
17. The right to refuse participation in any experimental, research, or donor protocol, or educational activities unless the patient or legally responsible party has given informed consent prior to actual participation in any such protocol. The patient or his/her designated or legal representative may, at any time, refuse to continue in any such program to which consent has previously been given.
18. The right to accept or refuse medical care, drugs, treatment or procedures, to the extent permitted by law. A physician shall inform the patient of the medical consequences of such refusal.
19. The right to participate in the consideration of ethical issues surrounding the patient's care, in accordance with approved institutional procedure.
20. The right to formulate an Advance Directive, either by developing a living will or by appointing a surrogate to make decisions on his/her behalf. These decisions will be honored by Temple University Hospital, and its



healthcare professionals to the fullest extent possible and consistent with reasonable medical practice.

21. If applicable, the patient is responsible for providing a copy of his/her Advance Directive to the hospital.
22. The patient is not required to have or complete an Advance Directive in order to receive care and treatment at Temple University Hospital.
23. The right to assistance in obtaining consultation with another physician at the patient's request and own expense.
24. Upon the request of the patient or legally responsible representative, or in the event Temple University Hospital cannot meet the request or need for care due either to the Hospital's incapacity or to a conflict with its mission or philosophy, the patient may be transferred to another facility when medically reasonable. Such a transfer will be made only after the patient or his/her designated or legal representative has received complete information and explanation concerning the needs for, and alternatives to, such a transfer. The transfer must be acceptable to the receiving institution.
25. The right to be free from seclusion and restraint in any form imposed as a means of coercion, discipline, convenience or retaliation by staff.
26. It is the intent of Temple University Hospital to provide quality care and address any concerns the patient may have. Should the patient or family believe their concerns are not adequately addressed or would prefer not to discuss these issues with hospital personnel, the patient or family has the right to refer complaints directly to the Pennsylvania Department of Health, Acute & Ambulatory Care Services, PO Box 90, Harrisburg PA 17108-0090, 1-800-254-5164. Or, you can file a complaint with the Office for Civil Rights, US Departments of HHS, 150 S. Independence Mall West, Suite 372, Philadelphia, PA 19106, 215-861-4441 or Office of Quality Monitoring, Joint Commission on Accreditation of Healthcare Organizations, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, 1-800-994-6610.



Patient Responsibility

1. The responsibility to provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, Advance Directives, and other matters relating to the patient's health history or care in order for the patient to receive effective medical treatment. The responsibility also applies to the patient's designated legal representative.
2. The responsibility for reporting whether or not he/she clearly comprehends the contemplated course of treatment and what is expected of the patient.
3. The responsibility to cooperate with all Hospital personnel and ask questions if directions or procedures are not clearly understood.
4. The responsibility to be considerate of other patients and health care personnel, to assist in the control of noise and visitors in your room, and to observe the restricted smoking policy of the Hospital. The patient is also expected to be respectful of the property of other persons and the property of Temple University Hospital.
5. The responsibility to help the physicians, nurses, and allied health personnel in their efforts to care for the patient by following their instructions and medical orders. This will facilitate the patient's care and the efforts of the Hospital personnel.
6. Duly authorized members of the patient's family or designated/legal representatives are expected to be available to Hospital personnel for review of the patient's treatment in the event the patient is unable to properly communicate with his/her healthcare providers.
7. If applicable, the patient is responsible for providing a copy of his/her Advance Directive to the Hospital.
8. The responsibility to assume the financial responsibility of paying for all services rendered either through the patient's insurance policies or by being personally responsible for payment for any services which are not covered by his/her insurance policies.



9. The responsibility to not take drugs which have not been prescribed by his/her attending physician and administered by Hospital staff, and the responsibility to not complicate or endanger the healing process by consuming alcoholic beverages or toxic substances during the patient's hospitalization.

Other Important Information

Organ and Tissue Donation

If you are interested in being listed as an organ donor, The Gift of Life Donor Program (not associated with Temple University Health System hospitals) manages organ and tissue donation in the Delaware Valley. This program has developed strict criteria to identify potential donors. You can choose and limit which organs or tissues you wish to donate. You need to tell your next-of-kin of your wishes, carry an organ/tissue donor card, have a donor sticker placed on your driver's license or state your wishes in your Advance Directive/Living Will.

You can always change your mind about organ/tissue donation. You will need to inform all appropriate individuals and/or rescind that portion of your Advance Directive/Living Will.

For more information, contact:

Gift of Life Donor Program (24-hours-a-day)
401 North 3rd St.
Philadelphia, PA 19123
1-800-DONORS-1

Pain Management

We consider the treatment of pain an important part of your care. Pain is your body's way of responding to injury or illness. There are two types of pain:

Acute pain follows an injury to the body and usually goes away when the injury heals.

Chronic pain lasts for six months or longer and can get in the way of normal activity.



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Our nurses will use a number scale to measure your level of pain while you are in the hospital.

0-4	5-9	10
No Pain	Moderate pain	Worst Possible

It is important to tell your nurse if you are in pain. By knowing how your pain feels to you, we can better manage it. We will work together to find what pain-control treatments are best for you.

Ethics Committee

The Temple University Hospital Ethics Committee offers education and guidance to you and your family on complex issues such as: choosing among difficult medical options; assisting family members who may need to make decisions for other family members; or responding to questions on which treatment is most appropriate. You may request an ethics consult by dialing 2-4545 from an internal hospital telephone and asking the page operator for the Ethics committee member on-call.

Do Not Resuscitate

Temple University Hospital has a policy on Do-Not-Resuscitate (DNR) orders for its surgical patients. While you are within the Operating Room areas or if you are waiting for surgery, during surgery or in the recovery area your DNR will not be honored (unless your Advance Directive is in effect, see below).

If you are sent to a testing area (not the Operating Room) during hospitalization, your physician will make that area aware of your DNR status. When the physician who will perform the test is speaking with you about your consent to the procedure, you should be sure to mention your DNR status.

If you are being seen as an outpatient, your inpatient DNR order will not apply in the event you suffer an outpatient episode.



Advance Directive/Medical Power of Attorney

You have the right, following consultation with your physician, to make decisions involving your medical care. If your medical condition renders you unconscious or unable to make your own decisions, your wishes can still be carried out if you have an Advance Directive and a Medical Power of Attorney. You should complete these documents prior to coming to the hospital. If you would like more information about them, please ask your healthcare provider.

Living Will (Advance Directive, or sometimes called the Pennsylvania Declaration): This document allows you to specify which types of life-sustaining or life-prolonging medical treatments you do or do not want if you are unable to speak for yourself and you are terminally ill or permanently unconscious. It allows physicians and healthcare providers to know what you would want them to do. You can always change your mind about what is in your Advance Directive/Living Will or revoke it.

Durable Power of Attorney for Health Care (Health Care Proxy): This document grants legal authority to a person you name who will speak for you when you are unable to speak for yourself. Because this person will make medical treatment decisions for you, it should be someone you trust to carry out your wishes. You should have a full discussion with this person about what types of treatments you do or do not want. You can change the person you name to be your power of attorney and you can always change your instructions.

Help Prevent Infections

The most important thing you can do to keep from getting sick is to frequently wash your hands. By doing this, you wash away germs that you have picked up from other people or from contaminated surfaces. These germs infect you when you touch your eyes, nose and mouth.



It is especially important to wash your hands:

- Before, during, and after you prepare food
- Before you eat
- After you use the bathroom
- After handling animals or animal waste
- When your hands are dirty
- More frequently when someone in your home is sick

Discrimination Policy

Temple University Health System Hospitals do not discriminate on the basis of race, color, religion, sex, age, national origin, disability, sexual orientation, marital status, veteran status or financial status. This policy extends to all services, programs and employment. For more information, contact the director of Affirmative Action, Temple University, Philadelphia, PA 19122 or 215-204-7303.

Patient Feedback: Tell Us How We're Doing

Temple University Hospital's mission is to provide safe, high-quality healthcare to all of our patients. We deliver a broad range of high-quality and high-value inpatient and outpatient health services to our surrounding communities, the Delaware Valley and beyond.

These are just a few of the programs designed to serve you:

- **Nurse Manager Daily Rounds:** Nurse managers and other administrative staff members routinely round to give patients and their families the chance to discuss their medical care. We invite our patients and their families to meet with their unit nurse manager to help us be certain that you are receiving the highest level of care.
- **Patient Call Back System:** Nurse managers will call each patient after discharge from the hospital to see how each patient is progressing and to determine if there are unresolved issues regarding the patient's home rehabilitation.



**Temple University
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Rate Our Success

Your feedback is important to us. To measure our success, we may send you a patient satisfaction survey after you leave the hospital. The highest score on this survey is a “5,” which stands for “Very Good.” Give us a “5” if you feel we achieved our goal in providing you the care and services that deserves your “Very Good” rating.

It is important that you notify us of any service issues during your stay by calling the Patient Relations Office at 2-CARE (2-2273) to discuss your concerns. Staff in this office serve as your advocate to protect your rights and work to review and resolve complaints, when possible.

If there is anyone special you would like to mention because of the care that you received, please let us know in the comments section of the survey.

Heading Home: Your Discharge from the Hospital

- Your doctor will determine your discharge day and the case management and social work staff will help you transition to home or to another facility.
- Your discharge day is planned from the day of your admission. Your entire medical team – doctors, nurses, case manager and social workers – all work to prepare you for discharge.
- While you may not feel “tip top” when you are discharged, it is not beneficial for you to stay in the hospital any longer than necessary. It will be to your advantage to recover at home or at a rehabilitation facility.
- If you need medications, your doctor will write a prescription for you. These prescriptions can be filled either at Temple’s pharmacy or at your own pharmacy.
- Discharge time is 11:00 a.m. or earlier. This will give you time to go home, get settled, receive equipment and fill your medication prescriptions.



