Welcome Guide

PENNSTATE HERSHEY
Milton S. Hershey Medical Center
Welcome!

For more than forty years, Penn State Milton S. Hershey Medical Center has been providing highly specialized care in central Pennsylvania and beyond. Delivery of outstanding patient care and service excellence are our top priorities. A state-of-the-art cancer institute, the region’s only children’s hospital, and an accredited trauma facility are just some of the many services we offer.

We believe that your care is not only impacted by your medical team but also in the relations this team has with your family and friends. In light of this, the Medical Center seeks to provide a patient- and family-centered care approach, where you and your loved ones are partners in your medical care.

This handbook, prepared by our staff with input from patients and their families, has been designed to answer many of the questions you will have about our facility and the services available to you. The book is available online at www.pennstatehershey.org/web/guest/patientcare/patientvisitorinformation.

We are here to serve you and your family. We welcome your questions or suggestions to improve our service or the information we have provided. If you need additional information, please call the information desk at extension 8080 (or 717-531-8080 from outside the Medical Center).
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Admissions

Your admission to the hospital involves speaking with a staff member about your personal information. Upon your arrival, if you were not able to meet with your representative, you may be visited in your room to acquire this information. The obtaining of accurate registration information will allow for quick and accurate processing of your hospital claim or allow us to refer your case to a financial counselor if you do not have medical insurance.

WHAT TO BRING FOR ADMISSION:
- Simple toiletries, storage cases for dentures, contact lenses, eyeglasses, and hearing aids.
- Cane, crutches, or walker, as needed.
- Telephone calling card if you will be making long distance calls (toll calls cannot be charged to your hospital bill).
- A list of medications you are taking. You are encouraged to leave medications at home unless your physician has directed you to bring them. If you have outpatient prescription coverage, bring the insurance information with you.

For identification purposes, it is preferred that you label all items you bring with you.

Securing Valuables

We encourage you to leave all valuables at home or have a family member take them home for you. The Medical Center does not assume responsibility for any lost belongings. If you have cash or valuables, the Medical Center has a safe available. Contact your nurse for details on securing valuables.

Patient Rights

As a patient, you have certain rights and responsibilities, which are detailed in the information packet given to you at admission. If you have a concern or unmet need, voicing your concern directly to your physician, nurse, or the nurse manager, in most cases resolves the issue quickly and effectively. If you feel your issue requires more attention or is not resolved to your satisfaction, please contact the Office of Patient Relations at extension 6311 (or 717-531-6311 from outside the Medical Center). A patient representative is available Monday through Friday from 8:30 a.m. to 5:30 p.m. If calling after hours, please leave a message and a representative will get back to you as soon as possible.

If you prefer to contact someone that is not employed by the Medical Center to discuss concerns or questions you may have, please contact:

The Pennsylvania Department of Health
Acute and Ambulatory Care Services
P.O. Box 90
Harrisburg, PA 17108-0090
800-254-5164

OR

Office of Quality Monitoring
Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800-994-6610
Fax: 630-792-5636
E-mail: complaint@jcaho.org

Patients with Medicare may contact:
Quality Insights of Pennsylvania
Attn: Review Services
2601 Market Place Street, Suite 320
Harrisburg, PA 17110

Tobacco-Free Campus

For health and safety reasons, smoking is prohibited on the Medical Center campus. Smoking is a major health risk and the Medical Center offers a variety of smoking cessation opportunities, including counseling and a smoking cessation support group, to help patients quit the habit. For more information, call 800-243-1455.
Color-Coded Wristbands

To provide consistency across health care facilities, the Medical Center implemented a series of standardized color-coded wristbands to signify a patient’s medical status or condition. Color-coded wristbands provide visual cues about a patient’s clinical status or medical condition.

Patients will be asked to remove any charity or colored bracelets (for example, Livestrong® or any cancer awareness bracelets) while being treated at the Medical Center so they are not confused with the color-coded safety wristbands. The chart below presents the meaning of each wristband.

<table>
<thead>
<tr>
<th>BAND COLOR</th>
<th>COMMUNICATES</th>
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<tbody>
<tr>
<td>Red</td>
<td>Allergy</td>
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<tr>
<td>Yellow</td>
<td>Fall Risk</td>
</tr>
<tr>
<td>Green</td>
<td>Latex Allergy</td>
</tr>
<tr>
<td>Purple</td>
<td>DNR (no BCLS or ALS)</td>
</tr>
<tr>
<td>Pink</td>
<td>Restricted Extremity</td>
</tr>
<tr>
<td>Neon Yellow</td>
<td>Intraosseous (pre-hospital)</td>
</tr>
</tbody>
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These bands are in addition to our facility’s identification, blood bank, and security wristbands. For your safety, please do not remove any bands applied by hospital personnel.

For more information about this initiative, please go to the Pennsylvania Patient Safety Authority Web site at www.psa.state.pa.us or speak with your care provider.

Privacy and Patient Confidentiality

We are committed to the protection of your privacy. It is our expectation that members of our workforce will only use your medical information to provide treatment, care, and to satisfy billing requirements. We ask that you share medical information with your family and friends as you believe to be appropriate. However, we are permitted, as necessary, to speak with individuals involved in your care.

CONFIDENTIAL ADMISSION

You may request that we “Do Not List” you as a patient in our directory. If you make such a request, callers and visitors will be told that you are not a patient. Mail, gifts, and flowers will be returned to the sender.

REQUEST FOR PRIVACY

If you are in a non-private room, visitors may be asked to step out of the room if you or another patient requests privacy to discuss medical issues with a caregiver.

ELECTRONIC MAIL

The Internet is not secure. Do not use electronic mail (e-mail) to send or request sensitive information. We cannot guarantee the confidentiality of any messages transmitted over the Internet. Some caregivers prefer not to communicate with patients via e-mail; therefore, please check with your caregiver before attempting to do so. Do not use e-mail to report sudden or significant changes in your health to your care provider.

PRIVACY NOTICE

Our Privacy Notice is posted in public locations throughout the hospital and can be found on our Web site, www.PennStateHershey.org. You may also request a Privacy Notice from your caregiver or by contacting the Privacy Office at extension 2081 (or 717-531-2081 from outside the Medical Center).

Interpreter Services

Interpreters for most languages and the hearing impaired are available. For information about accessing this service, please contact someone on your care-giving team.

Advance Directives

During your pre-admission interview, you should have received information concerning your rights to make decisions concerning medical care, your rights to accept or refuse medical or surgical treatment, and your rights to formulate advance directives. Advance directives allow you to state your preferences regarding medical treatment and/or name another person to make medical decisions on your behalf if you are unable to express your wishes at a time medical decisions need to be made.

If you have an existing advance directive, please provide a copy to your care provider for your medical record. If you do not have an advance directive and would like to complete one, please notify pastoral care services at extension 8177 (or 717-531-8177 from outside the Medical Center), or your care provider. The Medical Center encourages every adult patient to complete an advance directive.

The Medical Center does not discriminate against a patient based upon whether or not he or she has an advance directive. A patient can withdraw an advance directive at any time.
Ethics Committee

The Medical Center is committed to providing the highest quality of care for patients and their families. However, the practice of modern medicine and the application of medical technology sometimes leads to situations where there may be questions about the best and correct actions to take. Such questions are not only medical, but may also be ethical in nature.

The Medical Center’s Ethics Committee is available to assist you, your family, and your care team in dealing with ethical issues that may arise. The Ethics Committee is a group of doctors, nurses, other professionals, and community members who are prepared to listen to your case objectively and bring their collective wisdom to the situation. They can help gather information to help you and your physicians make a good decision, and they can offer feedback and suggestions. The Ethics Committee will never come up with a final answer or tell you what to do, but exists to help everyone involved make the best decision possible. There is no charge for the service.

Patients and family members are encouraged to talk to their physician, nurse, chaplain, or social worker before contacting the Ethics Committee. If, after doing so, you wish to consult with the Ethics Committee, you can reach them through your care providers or by calling the hospital operator at extension 8521 (or 717-531-8521 from outside the Medical Center).

Hand Hygiene

All persons in the Medical Center, including patients and visitors, should use proper hand hygiene methods to prevent the spread of germs to themselves or others. Hand hygiene includes the use of soap and water for at least twenty (20) seconds or the use of the alcohol hand sanitizer (Purell®), rubbing until hands are dry.

You have the right, and we encourage you, to ask your health care provider to perform hand hygiene before treating you.

Dispensers of alcohol hand sanitizers are available in patient rooms and around the Medical Center, including the main cafeteria.

If you have any questions, please ask your nurse or call quality and infection control at extension 4641 (or 717-531-4641 from outside the Medical Center).

Infection Control

The purpose of infection control is to reduce the risk of infection among patients and the people who come in contact with them. Germs such as viruses, bacteria, and parasites cause infectious diseases. Contagious or communicable diseases are those that can be spread from one person to another.

To keep germs from spreading in our facilities, certain precautions may be taken while patients are hospitalized, including screening for antibiotic-resistant bacteria. All patients will be treated with standard body substance precautions, and additional precautions may be needed for some patients in certain circumstances. Standard body substance precautions means that staff members wash or disinfect their hands between patients and that they wear gloves to handle body secretions or excretions (except sweat). In addition, staff may wear gowns, masks, or goggles with some patient care and in some cases, family members and visitors may also be asked to put on protective wear.

Patients who need additional precautions beyond standard precautions will have informational signs on their room doors so that staff will be aware to take extra steps to care for those patients. Information as to why patients require additional precautions is confidential and will not be shared with other patients or visitors.
**Code H**

At the Medical Center, we acknowledge the important role that family plays in the care of their loved ones. Often times, the families are able to identify a change in a patient's condition before the staff caring for them simply because the families know the patients better. With this in mind, we created “Code H.”

“Code H” gives patients and their families the ability to get more help to their bedside when they see a change in the patient's condition that concerns them. These subtle changes may include differences in breathing, heart rate, color, restlessness, etc. The bedside nurse and admitting team should always be the first point of contact when patients or family members have a question or concern. However, if the patient or family believes that their concerns are not being met and the patient's health is at risk, you may call a Rapid Response Team to the patient’s room immediately by dialing extension 8888.

The team will consist of a unit charge nurse, an intensive care unit nurse, a respiratory therapist, and a physician. Dialing extension 8888 is comparable to dialing 911 outside the hospital.

**VISITOR WELLNESS**

Doctors say home is the best place to recover from any kind of flu, and staying home has the added advantage of helping stop the spread of illness at work or school. If your family or friends have flu symptoms—including fever, body aches, sore throat and cough—we ask that they refrain from visiting you until at least 24 hours after their fever has resolved. Visitors that are sick and must visit, please have them ask for a mask, wash their hands regularly or use hand sanitizer, and distance themselves from others.

**CarePages**

CarePages is a free, online service for all patients and their families. CarePages are private, secure Web pages created by a patient, family member, or close friend. They provide the ability to update others in thirty seconds, rather than thirty phone calls, easing communication with extended family and friends. Patients can receive messages of support and concern in return.

The workstations are located throughout the Medical Center. Ask your nurse for a current list of locations.

**Visitation**

The visitation guidelines for adult units are as follows:

- We believe that families are an important part of your recovery and are welcome to be here at any time you wish. One family member may stay overnight, please speak with your nurse to arrange for this.

- Visitors are welcome from 9:00 a.m.-9:00 p.m. Limitations to numbers of people at your bedside will vary based on the unit and your medical condition. If additional family or visitors would like to stay, please refer to page 12 for a listing of local hotels.
Your Care-Giving Team

A GUIDE TO UNDERSTANDING STAFF ROLES AND TITLES

As a patient, you have your own care-giving team. This team works together to deliver all aspects of your care. Any one or combination of the following, though not limited to these, could comprise your personal care-giving team.

Take time to look for an identification badge on every member of the health care team. Please ask to see any badge that is not clearly visible.

PROVIDER STAFF

Attending Physician: the primary physician (physician of record) assigned to your care.

Physician Resident/Fellows: a physician completing medical training who works in direct consult with the attending physician.

Medical Students: the Medical Center is a teaching hospital; therefore, medical students, who work under direct consultation with physicians, may be part of your care-giving team.

Physician’s Assistant: a certified, mid-level medical provider who works under the supervision of a licensed physician.

Certified Registered Nurse Practitioners (C.R.N.P. or N.P.): a certified, mid-level medical provider that prescribes and administers drugs, performs physical exams, interprets laboratory studies, and provides treatment.

NURSING STAFF

Nurse Manager: oversees all aspects of administration and patient care provided by a nursing unit and has 24-hour accountability of the nursing staff.

Charge Nurse: oversees all aspects of patient care provided by a nursing unit during a particular work shift.

Registered Nurse (R.N.): provides you with professional care, evaluates your care, administers medications, provides patient and family teaching as part of the treatment and healing process, performs physical assessments, and keeps you informed about tests and procedures.

Licensed Practical Nurse (L.P.N.): works under the supervision of an R.N. and delivers technical nursing care such as administering medications and providing treatments and wound care.

Patient Care Assistant (P.C.A.): works under the supervision of an R.N. and provides routine care such as taking vital signs, assisting with meals, giving baths, obtaining specimens, and obtaining blood samples or EKGs as delegated by the R.N.

CARE COORDINATION

Social Workers (M.S.W.): assist patients and their families with orientation and understanding of the hospital environment, counseling for emotional, financial, and social issues, assistance with insurance questions, and coordination of discharge services to ensure a safe and timely return home.

Care Coordinators (R.N.): the care coordinator works to maintain continuity of patient care for all patient populations from admission to discharge based on individualized patient- and family-centered plans of care. The care coordinators partner with social workers to arrange clinical- and community-based resources for your discharge.

Pastoral Services

Medical Center chaplains are available 24-hours-a-day, 7-days-a-week to talk with you and your family. They can assist with spiritual and emotional issues you are facing and identify ways your faith can help you cope with illness. The chaplains are prepared to assist people of all faiths; in addition, representatives of many faiths routinely stop at the Medical Center to visit patients.

You may ask pastoral services to contact your local church or house of worship to arrange a visit by your own clergy member. A chaplain can be reached by calling extension 8177 (or 717-531-8177 from outside the Medical Center) or by calling the Medical Center’s operator at extension 8521 (or 717-531-8521 from outside the Medical Center) to have the chaplain paged.

INTERFAITH CHAPEL

The Interfaith Chapel, available for public worship and private prayer, is always open. It is located on the first floor of the Medical Center near the Surgical Waiting Area. A service of prayer and hope for all faith traditions is offered every Wednesday at noon.
Patient Billing

Coping with medical bills is especially difficult at a time when you or a loved one is dealing with a medical problem or a serious illness. Our customer service team is available to assist you with questions about your insurance coverage or medical bills while you are here or after you have gone home.

As a courtesy to our patients, claims will be submitted to all medical insurance plans. You will be billed for any remaining balances after the insurance company has processed the claim. If you do not have insurance coverage or are in need of assistance with balances remaining after insurance processing, our financial counselors can assist in determining whether you qualify for a special program, payment plan, or charity.

HOW TO CONTACT US

By telephone:
Financial counselors and customer service representatives can be reached at 717-531-5069 or 800-254-2619.

Hours of operation:
Monday, Tuesday, and Wednesday, 8:00 a.m. to 5:30 p.m.
Thursday and Friday, 8:00 a.m. to 4:30 p.m.

In person:
For the convenience of our patients, financial counselors are available to meet with you in person to provide individualized service in a private office setting. Our financial counselors are located in suite 2106 (second floor) of the Academic Support Building on Academic Drive. Visitor parking is located in the front of the building, with two spaces specially designated for visitors to patient financial services. A shuttle service is available to the Academic Support Building from various locations throughout the campus.

If you or your personal representative are not able to visit the Academic Support Building, a financial counselor can come to your hospital room or the area where you are being seen to discuss insurance coverage or questions you may have about your medical bills. This service may be requested by contacting the customer service team via phone.

By mail:
Penn State Hershey Medical Center
Patient Financial Services
P.O. Box 854, Mail Code A410
Hershey, PA 17033-0854

By E-mail:
HMCBilling@hmc.psu.edu

SPECIAL SERVICES

Spanish speaking representatives are available by phone or in person. We welcome you to call us, walk in, or make an appointment, either during or after your stay, to give us the opportunity to assist you or your family members with any questions concerning the billing process.

Security

The Medical Center’s security department is available 24-hours-a-day, 7-days-a-week, and assists in providing protection for the well-being and property of all patients, visitors, and employees.

After dark and upon request, security staff is available to escort visitors to personal vehicles on campus.

The security command post is located at the main entrance of the emergency department. For security assistance, call extension 8711 (or 717-531-8711 from outside the Medical Center). The campus emergency number is extension 8888 (internal only).

Safety

FIRE ALARMS

If you hear a fire alarm, please stay calm, remain in your room, and follow the instructions given by the nursing staff.

To ensure your safety, the Medical Center periodically conducts fire drills. These drills help educate Medical Center staff with emergency practices.

PREVENTING FALLS

Your cooperation will reduce the risk of an accidental fall during your stay with us.

• Follow instructions given by your physician or nurse concerning whether you may get out of bed, use the bathroom, walk in the hallways, etc.
• When you need help, notify your nurse by using a call button. Buttons are located at every patient bed and in each bathroom in the patient-care areas.
• Use any ambulatory device that you need, such as a cane, crutches, wheelchair, or walker.
• Wear non-skid slippers while walking in your room and in the Medical Center. Please do not walk barefoot.

During your stay, it may be necessary to place you on “fall precautions,” so that extra measures are taken to ensure your safety. Your nurse will provide additional information to you if this is required for your care.
Pain Prevention and Control

Every patient has the right to adequate pain control. As your health care provider, we are committed to preventing and relieving pain. If you are having pain, talk to your physician or nurse. Reporting pain accurately is a key factor in developing your pain management plan, finding the reason for your pain, and correcting it. There are many different kinds of medications and non-medication therapies that can be used to relieve pain and discomfort.

Volunteer Services

You will see many volunteers around the Medical Center. Volunteers provide various services throughout the hospital including escorts, waiting room receptionists, patient assistance in filling out their menus and patient evaluations, flower delivery, tour guides, patient mail delivery, pastoral services assistants, and pediatric cuddlers. If you have questions about the services provided by the volunteer staff, please call extension 8278 (or 717-531-8278 from outside the Medical Center).

Food Services

Cash, MasterCard, and Visa are accepted at all retail locations except vending machines.

PATIENT MEALS

Your physician will prescribe a diet to suit your medical needs. If you have any questions about your meals or your nutrition in general, ask your nurse to call one of the hospital’s registered dieticians or call the diet office at extension 8421 (or 717-531-8421 from outside the Medical Center).

You will be prompted daily to make your menu selections for the following day. Anytime your prescribed diet changes, we will provide information on the new diet and how it is expected to help you.

Meals are served during the following times:
- Breakfast 7:15 to 8:30 a.m.
- Lunch 11:30 a.m. to 1:00 p.m.
- Dinner 4:30 to 6:00 p.m.

CAFETERIA

The cafeteria is located adjacent to the Rotunda on the first floor of the main building.

Hours of operation:
Monday through Friday, 6:30 a.m. to 2:00 a.m.
Saturday and Sunday, 6:30 a.m. to 7:00 p.m.

GATEWAY CAFÉ

The Gateway Cafeteria is located inside the main entrance of the hospital.

Hours of operation:
Monday through Friday, 10:30 a.m. to 2:00 p.m.

STARBUCKS COFFEE

Starbucks is located in the Surgical Waiting Area of the Medical Center.

Hours of operation:
Monday through Friday, 6:30 a.m. to 7:00 p.m.
Saturday and Sunday, 6:30 a.m. to 6 p.m.

CORNER CAFÉ

The Corner Café is located on the second floor of the University Physician Center building.

Hours of operation:
Monday through Friday, 7:45 a.m. to 4:00 p.m.

VENDING MACHINES

Vending machines are located adjacent to the Rotunda near the elevators, and at various sites throughout the campus. For dining options outside of the Medical Center, turn to page 12.
Telephones

IN-ROOM PHONES
For your convenience, there is no charge for local calls or calls to other extensions within the Medical Center. For calls to other rooms and departments inside the Medical Center, dial the four or six digit extension number. Local calls require “9” to be dialed first, followed by the telephone number. Long distance calls may be placed as collect calls or dialed directly using a calling card. To access a long distance operator, dial “9-0.” You may wait up to fifteen (15) seconds before an operator answers. To access your phone card, dial “9-1” and then the toll-free number for your calling card service.

CELLULAR PHONES
Cellular phones may interfere with clinical patient monitoring equipment. For that reason, use of cellular phones is prohibited in patient rooms and other patient care areas. Cellular phones may be used in any first floor lobby, the cafeteria or café, and waiting rooms throughout the Medical Center. Signs will indicate if cell phone usage is not allowed.

CALLING CARDS
Calling cards are available from vending machines located in the following areas of the Medical Center:
• First floor (two locations): In the cafeteria and by the entrance to the Gift Shop
• Second floor: In the Surgical Intensive Care waiting area
• Seventh floor: Inside the Ronald McDonald Family Room

Internet Access

All patient rooms and select visitor areas in the hospital and Cancer Institute have complimentary visitor wireless Internet access. Access is available to patients and patients’ visitors using laptops and mobile devices that can connect to the visitor wireless service. Patients can select ATTWIFI from their available wireless network list, open their browser and sign in for free access. Patients or patients’ visitors requiring support can contact the AT&T support center at 888-304-9131.

Visitor Parking

Parking is free and available to patients and visitors at the Medical Center’s main entrance. Additional parking is available for visitors, and posted signs are located in the main lot directing visitors to the additional spaces. Additional signage will be posted in the event of construction and special events, or parking lot and garage closures. Parked vehicles that obstruct traffic, obstruct other parked vehicles, or hinder Medical Center operations may be towed at the vehicle owner’s expense.

VALET PARKING
Valet parking is available at the main entrance for patients and visitors for a nominal fee per vehicle. Those with a disabled designated vehicle may valet park at no charge. Valet parking is available from 6:30 a.m. to 5:30 p.m. After 5:30 p.m., your keys will be available at the main information desk.

After dark and upon request, security staff is available to escort visitors to personal vehicles on campus. Security can be reached at extension 8711 (or 717-531-8711 from outside the Medical Center).

Shuttle Services

Shuttle services are available to transport you or your visitors to many campus locations. For more information, visit our information desk or call extension 8080 (or 717-531-8080 from outside the Medical Center).
ATMs/Banking Machines

As a service to our patients and visitors, there are three ATM banking machines available on the Medical Center campus.

• Near the Gift Shop in the Surgical Waiting Area. This machine is operated by PNC Bank, charges no service fee, and is full-service.

• Main entrance of the University Physician Center. This machine is operated by Penn State Federal Credit Union (PSFCU), is full service for deposits and withdrawals, and does not charge a service fee for members of PSFCU.

• First floor of the Academic Support Building (ASB) in the corridor by the Sunnyside Café. This machine is operated by PNC Bank, is only available for withdrawals, and charges a service fee to all non-PNC Bank customers.

Gift Shop

The Gift Shop, operated by our volunteers, is located on the first floor of the Medical Center in the Surgical Waiting Area. Flowers, candy, magazines, books, jewelry, decorative items, toys, and greeting cards are available. Various toiletries and comfort items, such as socks and clothing, are also available. All proceeds from the Gift Shop directly benefit programs at the Medical Center.

Hours of operation:
Monday through Friday, 9:00 a.m. to 8:30 p.m.
Saturday, noon to 4:00 p.m.
Sunday, 1:00 to 4:00 p.m.

To purchase a gift and arrange delivery to a patient's room by a volunteer, call the Gift Shop at extension 8021 (or 717-531-8021 from outside the Medical Center).

Newspapers

A variety of newspapers are available for purchase in the cafeteria on the first floor of the Medical Center.

Flowers, Plants, and Balloons

Due to limited space and to maintain infection control, flowers, plants, and balloons are not allowed in some patient care areas of the Medical Center. Please check with the patient's nurse before ordering these items. Because some patients have allergies, please request delivery of Mylar® balloons rather than latex balloons.

Where permitted, these items are delivered to patient rooms Monday through Saturday.

Mail

Mail is delivered to patient rooms Monday through Friday.

Patient mail should be addressed as follows:

Patient's Name
Room Number
Penn State Hershey Medical Center
P.O. Box 850
Hershey, PA 17033

Outgoing mail can be dropped in the mail chutes on each floor in the North Lobby.
Going Home

Plans for your discharge begin upon admission to the Medical Center. Your care coordination team will meet with you to discuss your discharge plans and services including, but not limited to, home health, rehabilitation, and medical equipment.

If you are concerned about your safety at home, please speak with your nurse. Ask questions and raise concerns with your care-giving team.

TRANSPORTATION

Your doctor will decide when you are ready to leave the hospital. When the doctor gives you a time of expected discharge, contact a family member or friend who will provide your transportation home or to your next destination.

If you are to travel to your next destination by ambulance, your care coordination team will arrange your transportation for you. You will only be allowed to carry one small bag onto the ambulance. Family must take all other belongings prior to discharge.

Please alert your nurse if you have difficulties with your transportation arrangements. The Medical Center offers a discharge lounge, The Lion’s Den, for your comfort and convenience while waiting for your ride home.

THE DAY YOU GO HOME

• Gather your belongings, including any valuables you stored in the Medical Center’s safety deposit box.
• Review any written instructions from your caregiver, including follow-up appointments and prescriptions. Ask questions!

Pharmacy

A prescription assistance program coordinator is available to consult with your care coordination team if you have no prescription drug coverage or benefit. They can also assist you if you are having problems paying for your prescriptions.

RETAIL PHARMACY

A retail pharmacy is conveniently located on the first floor in the Main Entrance of the Medical Center (T1100) to address your discharge prescription needs. The pharmacy accepts many major prescription plans. Patients are encouraged to contact the pharmacy to verify that their plan is accepted. Please call extension 1272 (or 717-531-1272 from outside the Medical Center). The fax number is 717-531-0080.

Speak to your nurse or doctor and ask them to call or fax in your prescriptions ahead of time so that they can be ready as you are leaving the hospital.

Hours of operation:
Monday through Friday, 9:00 a.m. to 9:00 p.m.
Saturdays, Sundays, and Holidays, 9:00 a.m. to 5:30 p.m.
CareLine

The staff of the CareLine is excited to share the services offered to our patients, families, and the community. A toll-free number, 800-243-1455, is available 24-hours-a-day, 7-days-a-week. This number is not to be used for incoming calls to patient rooms.

The information and referral specialists:

• Answer general questions regarding the services available at the Medical Center.

• Assist in locating a physician specializing in the treatment of a specific medical problem or who meets an expressed personal preference, as described by the caller.

• Register callers for classes and health screenings available to the community.

• Address questions about a specific physician’s credentials or specialty services.

• Provide maps and directions to a specific Medical Center location.

Lost and Found

Identifiable items left behind in a patient care area are tagged and kept in that unit. The staff will contact you and will store the item(s) on the unit for seven days. The item(s) must be picked up within that time. To better ensure the return of lost items, it is recommended that you label all items you bring with you.

Unidentifiable items found within the Medical Center are turned into the main information desk. As required by law, items of value, such as jewelry and currency, are turned over to the Pennsylvania Department of Revenue annually. All inquiries concerning lost and found items should be directed to the main entrance information desk at extension 8080 (or 717-531-8080 from outside the Medical Center).

Obtaining Medical Records

Health Information Services (HIS), also known as Medical Records, is on the ground floor of University Physician Center (UPC). HIS processes requests for copies of Medical Center and some clinic medical records. Upon your request and authorization, records will be mailed directly to your health care provider at no charge within seven to ten business days. There is a charge for records requested for your own personal use.

To obtain copies of your medical records, complete an “Authorization for Release of Hospital Records” form. This form is available from HIS, from any Medical Center clinic, or online at http://www.PennStateHershey.org/web/guest/patientcare/patientvisitorinformation, and should be returned or mailed to:

Penn State Hershey Medical Center
Health Information Services
500 University Drive, Mail Code HU24
Hershey, PA 17033
717-531-3798

Patient Satisfaction Surveys

About one month following your discharge, you will receive a patient satisfaction survey. Each department of the Medical Center strives to provide an excellent level of care and service, and every completed patient survey helps us measure our effectiveness. Your responses are taken very seriously and suggestions are passed on to the staff and management. Please take a moment to complete this survey to help us pinpoint areas in need of improvement and to recognize the employees who provide excellent care and service.
Dining

The Medical Center offers a number of dining options, including a cafeteria, café, and coffee shop. See page 7 for more details.

There are also a number of restaurants within a short driving distance. The establishments listed below are all within close proximity of the Medical Center. It is suggested that you call ahead to confirm hours of operation and pricing.

Applebee's
1181 Mae Street
Hummelstown, PA 17036
717-566-8399

Bob Evans
650 Walton Avenue
Hummelstown, PA 17036
717-566-1545

Charkoon Chinese Restaurant*
1152 Mae Street
Hummelstown, PA 17036
717-312-1616

Dafnos Italian Grill
1190 W. Chocolate Avenue
Hummelstown, PA 17036
717-533-8999

Fuddruckers
1221 W. Chocolate Avenue
Hummelstown, PA 17036
717-533-5446

The Hershey Grill
27 W. Chocolate Avenue
Hershey, PA 17033
717-520-5401

Isaac's Deli
1201 W. Chocolate Avenue
Hummelstown, PA 17036
717-533-9665

KFC
603 E. Main Street
Hummelstown, PA 17036
717-566-1900

McDonald's
611 E. Main Street
Hummelstown, PA 17036
717-566-6041

Panera Bread
1178 Mae Street
Hummelstown, PA 17036
717-533-5242

Pizza Sorrento
16 Briarcrest Square
Hershey, PA 17033
717-835-1919

Café Zooka
63 W. Chocolate Ave.
Hershey, PA 17033
717-508-5438

Piazza Sorrento
16 Briarcrest Square
Hershey, PA 17033
717-835-1919

Pizza Hut
675 E. Main Street
Hummelstown, PA 17036
717-566-7213

The Soda Jerk
403 E. Main Street
Hummelstown, PA 17036
717-566-7707

Taco Bell
570 Walton Ave.
Hummelstown, PA 17036
717-566-9460

Tokyo Diner
1134 Mae Street
Hummelstown, PA 17036
717-520-1200

Wendy's
625 E. Main Street
Hummelstown, PA 17036
717-566-3188

Your Place Restaurant*
1077 W. Governor Road
Hershey, PA 17033
717-533-6140

*Offers delivery to the Medical Center

This list is subject to change and may not include all dining options. Penn State Hershey Medical Center does not endorse any of these facilities.
Lodging

Out-of-town guests can find hotels and other lodging establishments within a short driving distance. The hotels listed below are all within close proximity of the Medical Center.

Discounted rates may be available at some facilities. Families should mention that they have a family member who is a patient at Penn State Hershey Medical Center to receive possible discounted rates.

- **Best Western Inn***
  1 Sipe Avenue
  Hummelstown, PA 17036
  717-533-5665 or 800-233-0338

- **Comfort Inn***
  1200 Mae Street
  Hummelstown, PA 17036
  717-566-2050

- **Days Inn***
  350 W. Chocolate Avenue
  Hershey, PA 17033
  717-534-2162

- **Econo Lodge***
  115 Lucy Avenue
  Hershey, PA 17033
  717-533-2515

- **Gibson House Bed and Breakfast**
  141 West Caracas Avenue
  Hershey, PA 17033
  717-534-1305

- **Hampton Inn and Suites Hershey**
  749 E. Chocolate Avenue
  Hershey, PA 17033
  717-533-8400

- **Hershey Lodge and Convention Center***
  W. Chocolate and University Drive
  Hershey, PA 17033
  717-533-3311

- **Hilton Garden Inn**
  550 E. Main Street
  Hummelstown, PA 17036
  717-566-9202

- **Holiday Inn Express***
  610 Walton Avenue
  Hummelstown, PA 17036
  717-583-0500

- **The Hotel Hershey**
  100 Hotel Road
  Hershey, PA 17033
  717-533-2171

- **Simmons Motel***
  355 W. Chocolate Avenue
  Hershey, PA 17033
  717-533-9177

* Offers discount to those who have a family member that is a patient at the Medical Center.

** Offers discount to immediate family members only.

This list is subject to change and may not include all lodging options. Penn State Hershey Medical Center does not endorse any of these facilities.

**SPECIAL CONDITION LODGING**

- **Hope Lodge** (for adult cancer patients)
  125 Lucy Avenue
  Hershey, PA 17033

- **The Parsonage** (for families of patients in the HVICU, HVIMCU, SICU, and HemOnc)
  335B East Areba Avenue
  Hershey, PA 17033

- **Ronald McDonald House** (for families of pediatric patients)
  745 West Governor Road
  Hershey, PA 17033

Please check with your caregiver for special conditions for these locations and for information about how to make a reservation.
# Television Channel Guide

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*Channels are subject to change*