For a complete listing of our services, call 724.357.7000 or visit indianarmc.org
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VNA is the trusted choice for home health care for over 45 years!
- Home Health
- Hospice & Palliative Care
- Private Duty Home Care

*Call today to ask about our compassionate care right at home!*

Rated 5 Stars For Patient Satisfaction by a Medicare survey!

VISITING NURSE ASSOCIATION OF INDIANA COUNTY

724-463-6340 | www.vnaindiana.org
Our sole purpose is to provide you with the best possible care! We, the entire Indiana Regional Medical Center team, are dedicated to making sure you receive excellent care. In fact, we are committed to being the best hospital in the country.

In the past year our patients have ranked us among the top hospitals in the country, (as surveyed by Press Ganey, the world’s largest hospital patient satisfaction survey company). Though that is nice, it means nothing if you do not also feel that we are meeting or exceeding your needs and the needs of your family.

Our mission is to serve the healthcare needs of every life we touch with compassion, respect and dignity. That kind of dedication is evidenced in every interaction here at IRMC from the moment you walk through our doors to the time you are assisted to your car.

After you leave IRMC, you may receive a patient satisfaction survey in the mail asking you to evaluate your care. I ask you to complete the survey. Your feedback will help us improve. It will also help us reward and recognize those staff members that you feel really made a difference during your stay. Whenever you feel justified in ranking us very good, an individual note goes to those employees and departments with your name and thanks.

However, you do not have to wait to get the survey. If you want to discuss your care, please let a staff member know your thoughts or call me in my office at 724.357.7006 or on my cell phone at 724.464.7503.

Thank you for choosing Indiana Regional Medical Center! We work hard every day to earn your confidence.

Sincerely,

Stephen A. Wolfe
President & CEO
and the entire staff of Indiana Regional Medical Center

www.indianarmc.org 724.357.7000
Human Motion Institute: A center-driven facility taking a leading-edge approach to the prevention, assessment, treatment and rehabilitation of musculoskeletal injuries. Please visit www.indianarmc.org/humanmotioninstitute for more information.

Indiana Ambulatory Surgical Associates: Located on the main campus of Indiana Regional Medical Center, IASA provides surgical services on an outpatient basis to our community utilizing the IRMC medical staff.

Indiana Total Therapy: Providing physical therapy, occupational therapy, speech therapy, athletic training and other rehabilitative services. Convenient hours and four locations including Indiana, Blairsville and Homer City. Please visit www.indianatotaltherapy.com

IRMC at Chestnut Ridge: A full service facility located in Blairsville, PA providing Urgicare, internal, family and specialist care as well as laboratory, x-ray, ultrasound, mammography, CT and cardiac services. In addition, The Dialysis Center, Inc. is located on site as well as a branch of Indiana Total Therapy.

IRMC Physician Group: IRMC Physician Group is a growing, multi-disciplinary group of physicians providing the most up-to-date technology and a patient-centered care model to our community. With over 50 physicians on staff they cover a wide-range of specialties. www.irmcdocs.org.

MedCare Equipment and Supplies: MedCare is IRMC’s partner for all of your home medical equipment and supplies and will help you make a smooth transition from hospital to home. MedCare’s certified repair technicians, delivery technicians, certified and registered respiratory therapists are available 24/7 to accommodate your needs. They provide live, local customer service to process your orders in real time and deliver your equipment within 2 to 4 hours of discharge. Call toll-free 1.800.503.5554.

Visiting Nurse Association of Indiana County: The VNA provides comprehensive services in three specific areas, ensuring a seamless continuum of care: Home Health Care designed to help you recover at home includes occupational, physical and speech therapists, medical social workers and home health aides. Family Hospice and Palliative Care is a life-affirming resource for those who seek to spend the end of their life journey as comfortable as possible and living their final days in their home. VNA Extended Home Care is a private duty service specializing in assisting seniors and others with everyday needs for personal care, meal preparation, home management, cooking, shopping and other supports in order to remain living independently at home. www.vnaindiana.org.
Welcome to Indiana Regional Medical Center . . . . . . 1
A Message from the Executive Director
of the Indiana Healthcare Foundation . . . . . . . . . 7
Indiana Healthcare Foundation . . . . . . . . . . . . . . . 8-10
Our Commitment to Care . . . . . . . . . . . . . . . . . . 11
Code Help . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 13
Telephone Directory . . . . . . . . . . . . . . . . . . . . . 15
Your Satisfaction . . . . . . . . . . . . . . . . . . . . . . . . 17
During Your Stay . . . . . . . . . . . . . . . . . . . . . . . 18-25
  Visiting Hours . . . . . . . . . . . . . . . . . . . . . . . 18
  Visiting Patients at IRMC . . . . . . . . . . . . . . 18
  Pre-register . . . . . . . . . . . . . . . . . . . . . . . . 19
  Telephone . . . . . . . . . . . . . . . . . . . . . . . . 19
  Wireless Internet Service . . . . . . . . . . . . . . 19
  Interpreters . . . . . . . . . . . . . . . . . . . . . . . 19
  For the Hearing Impaired . . . . . . . . . . . . . . 19
  Your ID Bracelet . . . . . . . . . . . . . . . . . . . . 20
  Valuables . . . . . . . . . . . . . . . . . . . . . . . . 20
  Lost and Found . . . . . . . . . . . . . . . . . . . . 20
  Medications . . . . . . . . . . . . . . . . . . . . . . 20
  Smoking . . . . . . . . . . . . . . . . . . . . . . . . 20
  TV . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 21
  Electrical Appliances . . . . . . . . . . . . . . . . 21
  Patient Meals . . . . . . . . . . . . . . . . . . . . . 22
  Cafeteria . . . . . . . . . . . . . . . . . . . . . . . . 23
  Pantry . . . . . . . . . . . . . . . . . . . . . . . . . 24
  Vending Machines . . . . . . . . . . . . . . . . . . 24
  ATM . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 24
  Hospitality Cart . . . . . . . . . . . . . . . . . . . . 25
  Pastoral Care . . . . . . . . . . . . . . . . . . . . . 25
  Radiation Safety Information . . . . . . . . . . . . . 25
  Gift Shop . . . . . . . . . . . . . . . . . . . . . . . . 25
Your Rights & Responsibilities . . . . . . . . . . . . .27-29
Safety and Fall Prevention . . . . . . . . . . . . . . .30-32
What are Your Advance Directives? ............. 34-35
Your Privacy & Information ..................... 36-37
Pain Management ............................ 39
Preparing for Discharge ....................... 40-41
  Going Home .............................. 40
  Newborns ................................ 41
Insurance/Billing ............................. 42-46
  Billing .................................... 42
  Pre-Certification ........................ 42
  The Billing Process ...................... 42
  Coordination of Benefits .............. 44
  Medicare .................................. 45
  Commercial Insurance .................. 45
  If You Have No Insurance .......... 45
  Observation Status ..................... 45
  Uninsured ................................ 45
Support Groups .............................. 47
Satellite Locations ......................... 48-49
Patient & Consumer Health Portal .... 50-51

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A MESSAGE FROM THE EXECUTIVE DIRECTOR OF THE INDIANA HEALTHCARE FOUNDATION

At a time when healthcare is facing great change, it is comforting to know that Indiana Regional Medical Center is working hard to navigate the challenges ahead. The Indiana Healthcare Foundation is here to support IRMC, as a way for our community to provide donations in support of better healthcare right here in our community. The Foundation takes great care with every donation and treats each gift as just that, something to be cherished.

As a result of our community’s generosity, we have been able to continue to address the needs of our community, as well as exceed expectations by providing the latest technological advances to our community. None of this would be possible without our exceptional donors that have turned their philanthropy into better healthcare. Our generous donors have made possible the opening of the brand-new, state-of-the-art First Commonwealth Surgical Suites, S&T Bank Ambulatory Care Unit, Kovalchick Intensive Care Unit, Reschini Endoscopy Unit and the Rosebud Mining Post Anesthesia Care Unit. Additionally, as a direct result of donations, we are now offering 3-D mammography to our community!

It is the ongoing support of individuals, businesses, community members, and those that are dedicated to helping to keep our community hospital vital that makes the difference in so many lives each and every day. Every dollar, every gift can truly change a life or even save a life. We are forever grateful to receive donations as an investment in the future of our hospital.

Please feel free to contact me directly if I may ever be of assistance in helping you plan a gift to the Indiana Healthcare Foundation.

Sincerely,

Heather C. Reed
Executive Director, Indiana Healthcare Foundation

www.indianarmc.org 724.357.7000
INDIANA HEALTHCARE FOUNDATION

The Indiana Healthcare Foundation is a division of Indiana Regional Medical Center. Its mission is to advance the spirit of philanthropy through training, education and advocacy. The basis of philanthropy is to promote ethical fundraising through its code of ethical principles and standards of professional practice.

We are committed to the enhancement of volunteerism and are responsible for ensuring that needed resources are vigorously and ethically sought and that the intent of the donor is honestly fulfilled.

Services Provided

• Charitable gift planning opportunities, such as bequests and securities for complementing the donor’s overall financial and estate plan
• Corporate/community projects related to planning, development, marketing and fundraising
• Maintaining donor base for employees, volunteers, physicians, businesses and community members
• Expanding the use of technology in the delivery of systems and services, programs, and information sharing

Ways to Give

You may choose to donate to a specific department or program or let us choose the area of most need.

Your gift can benefit:

• **Birdie’s Closet:** The Closet provides a variety of personal and feminine products to individuals who are undergoing cancer treatment at no cost. Your gift helps us continue our mission to ensure that individuals undergoing cancer treatment and some of its devastating side effects have a haven to secure products to meet their individual needs.

• **Cardiology Center:** This fund supports the Cardiology Department and is restricted for use within the department for equipment upgrades necessary for patient care.
• **Diabetes - Indigent Fund:** This fund helps those less fortunate with purchasing insulin, syringes, medications, etc.

• **Empower3 Center for Health:** This fund is designated to help those patients who earn too much to qualify for Medicaid but not enough to pay for physician bills. It helps provide basic benefits, promote healthy lifestyles and manage chronic health conditions at a reduced cost.

• **Give Life Twice Cord Blood:** This fund is designated specifically for transporting cord blood once it is drawn at IRMC to the Institute for Transfusion Medicine Dan Berger Cord Blood Program, in Pittsburgh, PA. Please see danbergercordblood.org for more information on cord blood donation and what it is used for.

• **Oncology Center:** This fund supports the ongoing operation of the Oncology Center and patient care needs.

• **Palliative Care:** Palliative Care aims to enhance the quality of life such as physical, emotional and spiritual needs of patients and families who are faced with serious illness. This fund will ensure that those needs are provided for.

• **Pediatric Center:** This fund supports the pediatric department. It is restricted to providing care and services to children by meeting their medical and wellness needs. This can be as an inpatient or through a variety of community service projects that reach children through the local schools or community programs. Thank you for supporting our organization in meeting the health and wellness needs of local children.
• **Women's Imaging Center:** The Center provides mammograms for women and even helps to fund those less fortunate or those of Amish Faith who do not have insurance.

• **Wound Healing – Indigent Fund:** This fund helps those who need treatment at the Wound Center but cannot afford the treatments. It also helps fund supplies for those who can’t afford them.

**Planning for your Future Matters to Us**
Making a planned gift is a special way to care for your loved ones, protect your retirement assets, and support IRMC. There are multiple ways to make a planned gift to the Foundation with the assurance that your generosity will continuously benefit the people and programs that you and your family value the most. Donations may include:

- Gifts of Retirement Assets
- Bequests
- Charitable Remainder Trusts
- Gifts of Life Insurance
OUR COMMITMENT TO CARE

Our goal is to provide the best patient care. If at any time you have questions or concerns about the quality of care that you or a family member are receiving or have received at our hospital, do not hesitate to speak with your nurse or the nursing supervisor. If you feel that your issue wasn’t resolved, please contact the patient representative at 724.357.7280 with your compliments, complaints or concerns. You may also contact our President and CEO at 724.357.7006 or 724.464.7503. You may call at any time during or after your stay.

In addition, you have the right to file a complaint or concern with:

Pennsylvania Department of Health
Acute & Ambulatory Care Services
P.O. Box 90
Harrisburg, PA 17108-0090
800.254.5164
www.portal.health.state.pa.us

Any Medicare beneficiary may submit a complaint or concern about the quality of care received with Livanta, the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-Q10) at 866.815.5440.
Because we CARE

Ask about our special rates for visiting families of IRMC.

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CODE HELP

To meet our patient safety goals, we ask you to question us if you have unresolved concerns or questions about your care.

You can call for Code Help if:
- You have already spoken to your loved one’s caregiver, nurse, unit director or physicians and concerns regarding how care is being managed are not resolved.
- You or your family member feels you are in an emergency situation or are experiencing a noticeable change in medical condition and you are not able to get the appropriate attention of the hospital staff.
- Code Help - Dial 121 from any hospital phone. Tell the operator where you are and that you want to call “Code Help.”

Code Help Team
A team of medical professionals will arrive in your room to assess the situation. The Code Help team consists of nursing leadership, your nurse and the patient representative. Additional staff will be called in as needed. After the immediate need is addressed, the charge nurse will check back with you every one to four hours depending on the circumstances to assure the needs are met.

If you have any questions or concerns about Code Help, feel free to ask any of our healthcare providers.

What is Code Help?
Code Help was developed to provide a mechanism for patients and families to speak up in an emergency situation.

A Code Help call will initiate an immediate response from a team of healthcare professionals to the patient’s bedside. IRMC is committed to being the SAFEST and BEST Community Hospital and Code Help allows us to partner with the community to achieve that goal.

HELP Line for Families
DIAL 121

Counseling ministry to help the hurting

Individual - Family
Marriage - Couples
Parenting

724.910.1665
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• Auntie Anne’s Pretzel
• Bath & Body Works
• Bradley’s Book Outlet
• Cake Shotts
• Capri Pizza
• Claire’s
• FYE Music & Movies
• Game Xpress
• Gardners Candies
• General Nutrition Center
• Glow Golf
• Go Bonkerz
• Golden Star Cinemas
• H&R Block
• IBEX Global
• Indiana County Tourist Bureau
• Jewelry Junction
• Kay Jewelers
• Kitchen Collections
• Little Caesar’s
• Lorelli’s Jewelry
• Lottery Booth
• Luxenberg’s Jewelers
• Matthew’s Hallmark
• Maurice’s
• Ooh La La
• PA Drivers License Center
• Pearle Vision Express
• Phoenix Spa
• Radio Shack
• Regis Salon
• Rue21
• Shoe Dept.
• Sinobi Express
• Spencer Gifts
• Style Nails
• Subway
• TC Cellular
• Verizon A-Wireless
• Windgate Wines

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Indiana, PA 15701
724.465.2662

14 724.357.7000 www.indianarmc.org
# TELEPHONE DIRECTORY

## Service Areas

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Main Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory Care Unit</td>
<td>724.357.7090</td>
</tr>
<tr>
<td>Audiology &amp; Speech Pathology</td>
<td>724.357.7068</td>
</tr>
<tr>
<td>Behavioral Health Services</td>
<td>724.357.7404</td>
</tr>
<tr>
<td>Cardiac &amp; Vascular Care</td>
<td>724.357.7047</td>
</tr>
<tr>
<td>Cardiac Rehabilitation</td>
<td>724.357.7107</td>
</tr>
<tr>
<td>Case Management</td>
<td>724.357.7070</td>
</tr>
<tr>
<td>Diabetes Counseling Service</td>
<td>724.357.7164</td>
</tr>
<tr>
<td>Diagnostic Imaging Services</td>
<td>724.357.7125</td>
</tr>
<tr>
<td>Emergency Department</td>
<td>724.357.7121</td>
</tr>
<tr>
<td>Endoscopy Laboratory</td>
<td>724.357.6962</td>
</tr>
<tr>
<td>Health Information Management</td>
<td>724.357.7038</td>
</tr>
<tr>
<td>Human Motion Institute</td>
<td>844.476.2464</td>
</tr>
<tr>
<td>Infusion Therapy</td>
<td>724.357.7239</td>
</tr>
<tr>
<td>Institute for Healthy Living</td>
<td>724.357.8088</td>
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<tr>
<td>Laboratory Services</td>
<td>724.357.7160</td>
</tr>
<tr>
<td>Lifeline</td>
<td>724.357.7180</td>
</tr>
<tr>
<td>Neurology Center</td>
<td>724.357.7047</td>
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<tr>
<td>Nuclear Medicine</td>
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<tr>
<td>Nutrition Service</td>
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<tr>
<td>Occupational Health</td>
<td>724.357.7493</td>
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<tr>
<td>Oncology Center</td>
<td>724.465.8900</td>
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<tr>
<td>Ostomy Clinic</td>
<td>724.357.8127</td>
</tr>
<tr>
<td>Patient TV Services</td>
<td>724.357.7052</td>
</tr>
<tr>
<td>In-Patient Physical Therapy</td>
<td>724.357.7151</td>
</tr>
<tr>
<td>Occupational Therapy</td>
<td>724.357.6967</td>
</tr>
<tr>
<td>Out-Patient ITT Physical/Occupational and Speech Therapy</td>
<td>724.357.7068</td>
</tr>
<tr>
<td>Physician Referral Line</td>
<td>724.357.8069</td>
</tr>
<tr>
<td>Pulmonary Rehabilitation</td>
<td>724.357.7107</td>
</tr>
<tr>
<td>Rehabilitation Care Center</td>
<td>724.357.7436</td>
</tr>
<tr>
<td>Respiratory Care Center</td>
<td>724.357.7046</td>
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<tr>
<td>Safety and Security</td>
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<tr>
<td>Sleep Disorders Center</td>
<td>724.357.1855</td>
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<tr>
<td>Spine and Pain Management</td>
<td>724.357.8135</td>
</tr>
<tr>
<td>Spirit of Women</td>
<td>724.357.8088</td>
</tr>
<tr>
<td>Urgicare</td>
<td>724.357.7493</td>
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<tr>
<td>Vascular Services</td>
<td>724.349.2576</td>
</tr>
<tr>
<td>Wellness Center</td>
<td>724.357.8088</td>
</tr>
<tr>
<td>Wound Center</td>
<td>724.357.8127</td>
</tr>
</tbody>
</table>

Please visit us at [www.indianarmc.org](http://www.indianarmc.org).

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• Your mind
• Your HAPPINESS

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• Your mind
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Learn More

Save Time and Get Home Sooner
Have your prescription called in to our pharmacy and it will be ready before you leave the hospital.

Pharmacist Tom Seifert, R.Ph.
841 Hospital Rd. on IRMC Campus

724.463.3440
YOUR SATISFACTION

We encourage your feedback to improve care.

Your healthcare is our priority. To determine where improvements are needed, this hospital takes part in the Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) survey. The HCAHPS survey measures your satisfaction with the quality of your care. It is designed to be a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S.

After you are released from the hospital, you may be selected to participate in the HCAHPS survey. The survey asks multiple choice questions about your hospital stay. Please take the time to fill out the HCAHPS survey; your feedback is valuable! The HCAHPS survey was developed by CMS/Medicare to improve the quality of healthcare. HCAHPS makes survey results public so hospitals are aware of where changes are needed. The results also enable healthcare consumers to review and compare hospitals before choosing a healthcare provider.

Your Opinion Counts

Soon after your discharge, you may receive a mail survey from Press Ganey Associates. Please take the time to complete the survey and share your opinions about your hospital stay.

Your feedback is an important part of our goal of improving the care and services we provide. In addition, patient satisfaction surveys and patient/visitor comment cards are available in several locations throughout the medical center.

Hospital Compare is a government website that allows users to compare the quality of care provided by hospitals. The information provided on this website is based on HCAHPS survey results. www.hospitalcompare.hhs.gov

The Leapfrog Group rates hospitals that take part in the Leapfrog Hospital Quality and Safety Survey. The survey measures how well hospitals meet the Leapfrog Group’s quality and safety standards. Survey results are reported on Leapfrog’s website for users to compare hospitals. www.leapfroggroup.org/cp

You are part of the team

COMMUNICATE It’s your health; don’t be afraid to ask your doctors and nurses questions.

PARTICIPATE You are the center of your healthcare team so ask questions, understand your treatment plan and medications, and communicate with your doctors and nurses.

APPRECIATE There are hundreds of people in the hospital who need help; please be patient as doctors and nurses attend to everyone.
DURING YOUR STAY

Visiting Hours

Medical/Surgical
1 p.m. – 8 p.m.
When accompanied by a responsible adult, children under the age of 12 may visit Saturdays from 1 p.m. – 2 p.m.

Obstetrics
2 p.m. – 3 p.m.
& 7 p.m. – 8 p.m.
Fathers and grandparents may visit anytime. Sibling visits can be arranged with the nursing team.

ICU
11 a.m. – 2:30 p.m.,
5 p.m. – 6:30 p.m.
& 8 p.m. – 9 p.m.

Pediatrics
7 p.m. – 8 p.m.
Parents may visit anytime.
Children under age 12 may visit when accompanied by a responsible adult.

Rehabilitation Care Center
3 p.m. – 8 p.m.

Behavioral Health Services
1 p.m. – 2 p.m.
& 6 p.m. – 8 p.m.,
Monday – Friday
1 p.m. – 3 p.m.
& 6 p.m. – 8 p.m.,
Saturday and Sunday

Visiting Patients at IRMC

We encourage visitors for emotional support and recovery.

Friends and family play an important role in every patient’s recovery, and we strive to optimize every patient’s recovery. Patients may receive visitors of their choosing, including, but not limited to, a spouse, a domestic partner, another family member, or a friend.

We ask that all visitors follow scheduled visiting hours established to promote adequate rest and minimal disruption of patient care needs. Patients may refuse to consent to a person visiting them, or may withdraw consent to see a visitor at any time. Patients may designate a “Support Person” to exercise their visitation rights on their behalf. IRMC may restrict visitation based on reasonable clinical restrictions and factors of patient or public safety.

We ask all visitors to please wash your hands upon entering a patient room and upon leaving. We also request that any visitor who has cold or flu-like symptoms, or a known infectious process to refrain from visiting.

Visitors may be restricted for any of the following reasons:
• The patient requests that visitors be restricted
• Restriction is necessary to assure the safety of our patient
• During periods when medical care and treatment is being delivered as warranted
• If visitors are being disruptive and/or interfere the recuperation of the patient and the therapeutic environment being provided
Pre-register— Save Time
Call ahead to preregister for Outpatient Lab testing and simple routine X-rays or any scheduled exam. By calling ahead you may report directly to the department where your test is to be performed, eliminating wait time in the registration area. Call 724.357.7036.

Telephone
Telephones are provided in most patient rooms with free local and long-distance calling service. To call a medical center department or another patient room, dial the last five digits of the telephone number. See the telephone directory on page 15.

To place a free long-distance call, dial 0 to get a Centrex Phone Operator, who will dial the number to put the call through for you.

If you have any problems with your telephone, please inform your nursing staff and they will contact the Facilities Management Department for service. If you have further questions or concerns about your phone service, please call the department directly at extension 77052.

Wireless Internet Service
Patients, friends and families may bring their own laptop computer to connect to our free wireless Internet service.

Interpreters
Indiana Regional Medical Center has interpreting services available for patients, family and visitors. We can provide both foreign language and sign language interpretation. Contact a member of our nursing team to arrange for services.

For the Hearing Impaired
Indiana Regional Medical Center has a portable teletypewriter (TTY) available for hearing impaired or deaf patients. The TTY connects to a telephone and enables the user to send and receive messages. Telephone amplifiers are also available. Contact a member of our nursing team to arrange for services.

For everyone’s health and safety, visitors should not use patient bathrooms.
DURING YOUR STAY

Leave Your Valuables at Home

If you have valuables, such as jewelry, credit cards and cash, please give them to a relative or please ask a nurse for a container to store your contact lenses, eyeglasses, hearing aids, dentures, or other valuables.

Please don’t put them on your bed or food tray—they may be damaged or lost. Indiana Regional Medical Center cannot be responsible for replacement of personal belongings.

Your ID Bracelet

As a patient, you will receive a special identification (ID) bracelet that states your name and hospital number, your physician’s name and other important information. Your ID bracelet will be checked often during your stay. Please wear it at all times to prevent delays with important lab tests, X-rays, and various other tests and treatments. If your ID bracelet is damaged or lost, please let your nurse know immediately.

Valuables

If you cannot send your valuables home, please speak with your nurse about storing them in the hospital safe. Indiana Regional Medical Center cannot be responsible for any valuables left in your room.

Lost and Found

If you have lost or found an item while at the medical center, contact a member of our nursing team for assistance, or call the Safety and Security Department at 724.357.7154.

Medications

Please be sure to give a complete and accurate list of all of your current medications including any herbal medications that you have taken recently or routinely take.

Smoking

The use of any tobacco product or smoking products (defined as, but not limited to, cigarettes, cigars, chewing tobacco, snuff, e-cigarettes, pipes and vaporizers) is prohibited in any building, or in the area of its entrances/exits and air intakes, or in hospital-authorized vehicles. The use of tobacco products is approved only in designated shelters located on hospital grounds. Patients may ask their nurse for nicotine replacement.
Electrical Appliances

Electrical appliances including hair dryers, curling irons, razors, radios, heating pads, portable heaters, VCRs, computers and other devices must be inspected and approved by our Facilities Management Department. All electrical devices that do not pass inspection must be removed from the medical center.

TV

Televisions are provided in all patient rooms. Please be considerate of others by keeping the TV volume down and turning off your TV at bedtime.

To activate your television, you must dial 78218 on your telephone. Instructions can also be found on the IRMC Welcome Channel 78. The charge for TV service is $5 per day with a maximum charge of $35 per hospital stay. You may have this billed directly to your home phone. It will appear as “Hosp Tel Chg” on your phone bill. You may also use a debit or credit card to activate your service. Please note the TV billing company automatically places a $25 hold on these cards to ensure the funds are there. Once the funds have been verified, this hold charge is removed. It takes a couple of days for this process to occur. If you are looking at your statements online, it may take a day or so to be updated.
DURING YOUR STAY

Upon discharge your TV service will automatically be cancelled.

Closed-caption service is available on TVs throughout the facility. To activate the closed-caption function, ask a member of the nursing staff to contact our Facilities Management Department for assistance.

If you have any problems with your TV, please inform your nursing staff and they will contact the Facilities Management Department for service. If you have further questions or concerns about your TV service, please call the department directly at extension 77052.

Patient Meals

Your meals will be served at approximately the following times:

- **Breakfast**: 7:30 a.m. – 8:15 a.m.
- **Lunch**: 11:30 a.m. – 12:15 p.m.
- **Dinner**: 4:30 p.m. – 5:30 p.m.
Nutrition is an important part of your healthcare. Our Nutrition and Food Services Department will prepare meals that meet your nutritional needs, follow your physician’s orders and taste good as well. A food service worker will bring your meal tray into your room, and your nurse will help you prepare to eat.

Whenever possible, patients are offered their choice of several menu selections for each meal. Special menus such as vegetarian may also be requested. A nutrition representative will bring your menu to you in the late morning or early afternoon for you to choose your meal for the next day. If you need assistance, please contact your nurse.

Occasionally, your meal may be delayed if you are scheduled for a special test or treatment. Your meal will be served as soon as permitted.

Our Nutritional and Food Services Department closes at 7 p.m. A variety of snack items and frozen TV dinners are available for after-hours meal service. If you have any questions about your meal service, please call the Nutrition and Food Services Department at extension 77088.

Cafeteria
The cafeteria offers a wide selection of hot entrees, soups, sandwiches, salads, desserts and beverages.

Where’s the Cafeteria?
Location: First floor
Visitors are welcome to dine in the cafeteria.

Hours:
Breakfast
6:30 a.m. – 10:30 a.m.
Lunch – Dinner
10:30 a.m. – 7 p.m.
Late Night
1 a.m. – 4 a.m.

Commonplace Coffeehouse
Coffee ground and brewed to order.
Located in the main lobby.

Hours:
7 a.m. – 4 p.m.
Pantry
Located on the main level, the pantry offers a variety of menu choices—chocolate milkshakes have long been a favorite. You can also enjoy a snack or a home-cooked meal. Takeout service is available.

Pantry Hours of Operation: 8:30 a.m. – 7:30 p.m., Monday through Friday. The pantry is closed Saturday, Sunday and holidays. 724.357.7075

Vending Machines
Vending machines offering beverages and snacks are located on the lobby level near the main elevators, the first floor near the cafeteria, the third floor outside the ICU and the fifth floor in the family lounge. They are available 24 hours a day, seven days a week.
Hospitality Cart
Magazines, snacks and toiletries may be purchased from the hospitality cart Monday through Friday. A volunteer will bring the cart to the various nursing units. (The cart is a service of the Indiana Regional Medical Center Auxiliary.)

Pastoral Care
If, during your admission process, you requested a visit from a member of the clergy, your name will appear on a computerized list. A group of pastoral care volunteers will visit you throughout your stay. The medical center also keeps a listing of clergy members of various denominations who, when available, will come to the medical center at the request of patients and families. Ann Lockard, a Protestant minister, visits often and can be reached at 724.479.2617.

The medical center chapel, located on the Lobby level, is open 24 hours a day to patients and visitors.

Radiation Safety Information
Radiation Safety Information: IRMC’s Diagnostic Imaging Center is certified by the American College of Radiology. If you would like information on radiation safety, please go to www.imagewisely.org, click the “patient” tab, then click Radiologyinfo.org. For pediatric information, click ImageGently.org.

Gift Shop
The medical center’s gift shop is located in front of the main lobby. The proceeds from the gift shop are donated back to the medical center through the IRMC Auxiliary to assist the needs of our patients. The gift shop offers a wide selection of cards, toys, gifts and personal items that you can purchase before visiting with your friend or family member. Fresh flowers are also available. Cash, check and credit cards accepted.

Hours of Operation:
8:30 a.m. – 7:30 p.m., Monday through Friday
The gift shop is closed Saturday, Sunday and holidays.

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At Indiana Regional Medical Center, there are policies and guidelines in place to support our commitment to respect the rights of patients. All patients admitted to this hospital need to be informed about their rights and responsibilities. You will be provided with information about where you can receive assistance about issues concerning your rights.

IRMC has a strong commitment to seek, listen and respond to our patient’s needs and concerns. Care and/or treatment is provided by all members of the healthcare team based on each patient’s age-specific needs. As a patient and parent or legal guardian of an unemancipated child age 18 or younger, you have the right to expect the following from our physicians and healthcare personnel:

**Patient Visitation Rights**

All patients have the right to:
- Be provided with an explanation of visitation rights and any clinical limitations on such rights, including the reason for limitations
- Be ensured that visitors enjoy full and equal visitation privileges consistent with your preferences and reasonable clinical limitations
- Be assured that visitation privileges will not be restricted on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability
- Refuse to consent to a person visiting them, or withdraw consent to see a visitor at any time

**Patient Visitation Restrictions**

Visitors may be restricted for any of the following reasons:
- The patient requests that visitors be restricted
- Restriction is necessary to assure the safety of our patients
- During periods when medical care and treatment is being delivered as warranted
- If visitors are being disruptive and/or interfere with the recuperation of the patient and the therapeutic environment being provided

**You Have the Right to:**
- Be informed of your rights under state law and medical center policy, in writing, as soon as possible, so that you can make informed medical choices
- Have a family member or representative and physician notified promptly of your admission to the medical center, unless you request this not be done
- Care in a safe setting, free from abuse and harassment
- Medical care without discrimination.
- Quality care provided at professional standards
- Respectful care provided by competent personnel
- Confidential consultations regarding your care
• Effective and appropriate assessment and management of pain
• Services of an interpreter
• Unrestricted access to communication, visitors, mail and telephone calls, unless access is restricted by your physician for medical reasons or by law. Any restrictions must be explained fully to you
• Be informed about the outcomes of care, both expected and unexpected
• Reasonable access to your medical records, at your request, unless access is restricted by the physician for medical reasons or by law
• Ability to access an internal grievance process and also to appeal to an external agency (the information provided to you must include the telephone number and address of the appropriate state agency and manner in which you could refer quality-of-care issues to the appropriate peer-review organization)
• Confidential handling of your medical record, unless the medical center is otherwise authorized by law or third-party contractual arrangement to release specific information
• Be free from restraints or seclusion imposed as a means of coercion, discipline, convenience or retaliation by staff
• Immediate emergency care when necessary
• Names and specialities of the physicians and healthcare personnel involved in your care
• Assistance in obtaining a consultation with another physician, at your request and expense
• Privacy during examinations and treatment
• Complete, understandable information concerning your diagnosis, treatment and prognosis – including facts about possible complications and alternative treatments (if it is not medically advisable to provide you with this information, a designated person will be informed)
• Good management techniques that consider effective use of your time and the avoidance of discomfort
• An explanation of and your consent to a procedure and/or treatment before it begins, except in an emergency situation
• That your wishes regarding medical care – spelled out in an advance directive, such as a living will, healthcare proxy or durable power of attorney for healthcare – will be honored by the medical center to the extent permitted by law and medical center policy
• Refuse any drug, treatment or procedure offered by the medical center, to the extent permitted by law, and to be informed of possible medical consequences
• Informed about medical center resources, such as ethics committees and patient representatives, for resolving disputes, grievances and conflicts
• That you will not be denied access to an individual or agency authorized on your behalf to protect your rights
• Ability to access pastoral care and spiritual services
• Have issues related to care at the end of life addressed with sensitivity.
• Have your rights protected during research, investigation and clinical trials involving human subjects
• Transfer to another facility only after you or a designated person has received complete information about the need for, any alternatives to transfer
• Be informed, at the time of discharge, about your continuing healthcare needs and the available resources for meeting those needs
• Complete information and counseling about available financial resources
• A detailed explanation of your bill
• Know what the medical center expects of you as a patient

You are Responsible for:
• Providing information to the healthcare team about medications and past illnesses and hospitalizations
• Cooperating with medical center personnel and asking questions if something is not understood
• Following the medical center policies regarding noise control, smoking, visiting hours and number of visitors and be considerate of other patients and medical center property
• Following your healthcare team’s instructions and carrying out your physician’s medical orders
• Refraining from taking drugs that have not been prescribed by your physician, including alcohol or other toxic substances

• Providing information necessary for Rights & Responsibilities insurance processing with the understanding that you have the ultimate responsibility for paying all bills
• Leaving the medical center as soon as you are discharged
• The patient representative will ensure that your patient rights are enforced. You may contact the patient representative at 724.357.7280

You may also call the Pennsylvania Department of Health’s hospital hotline at 800.254.5164.

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SAFETY AND FALL PREVENTION

Our first priority is to promote safety and to prevent injuries. Your well-being is our primary concern.

Despite constant committed efforts, it happens that unplanned events occur to patients that cause a setback in their progress to recovery. While these outcomes are often unavoidable, at other times they result from preventable mistakes or errors in the system of providing care. To assist you in managing your care, we are providing information on medical errors, falls and reporting safety issues.

Medical errors happen when something that was planned as a part of medical care doesn’t work as expected. Medical errors can occur anywhere in the healthcare system: hospitals, clinics, outpatient surgery centers, doctors’ offices, nursing homes, pharmacies and patients’ homes. Errors can involve medicines, surgery, diagnosis, equipment, test reports or routine functions in any medical center department. They can happen during the most routine tasks, such as receiving the incorrect diet.

The single most important way you can help prevent errors is to be an active member of your health team. Make sure that all of your doctors know about everything that you are taking. This includes prescription and over-the-counter medicines and dietary supplements, such as vitamins and herbs. Make sure your doctor knows about any allergies and adverse reactions you have had to medicines. When your doctor writes you a prescription, make sure you can read it.

Other ways you can help prevent errors are to:

• Ask for information about your medicines in terms you can understand, both when your medicines are prescribed and when you receive them
• When you pick up your medicine from the pharmacy, ask if it is the medicine that your doctor prescribed
• If you have any questions about your medicine label, ask
• Ask your pharmacist for the best advice to measure your liquid medicine. Also, ask questions if you’re not sure how to use it

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FOLLOW US ONLINE
• Ask for written information about the side effects your medicine could cause
• If you are in a hospital, consider asking all healthcare workers who have direct contact with you whether they have washed their hands
• When you are being discharged from a hospital, ask your doctor to explain the treatment plan you will use at home
• If you are having surgery, make sure that you, your doctor and your surgeon all agree and are clear on exactly what will be done
• Speak up if you have questions or concerns
• Make sure that someone, such as your personal doctor, is in charge of your care
• Make sure that all health professionals involved in your care have important health information about you

• Ask a family member or friend to be there with you and to be your advocate (someone who can help you get things done and speak up for you if you can’t)
• Know that “more” is not always better
• If you have a test, don’t assume that no news is good news
• Learn about your condition and treatments by asking your doctor and nurse and by using other reliable sources

Are you at Risk for Falls?
• Multiple Medications — The more medicines you take, the more likely you are to experience dizziness or other risky side effects. Tell each of your healthcare providers about all of the drugs you take. Ask them about any side effects that might place you at risk for falls.
• Walking Difficulties — Shuffling, weakness, stooped-over posture, inability to walk a straight line, numbness or tingling of toes can make falls more likely. Ask your doctor about assistive devices such as a cane or walker and learn how to use them correctly.

• Fear of Falling — Do not cut back on your normal activities. Inactivity can actually lead to more falls because of lost muscle strength. Your doctor can also recommend an exercise program to increase muscle strength and coordination, which can help reduce the risk of falling. If you feel unsteady on your feet, talk to your doctor. You may benefit from a cane or a walker.

Guidelines to Prevent Falls:

• Always follow your physician’s orders and the nurse’s instructions regarding whether you must stay in bed or if you require assistance to go to the bathroom.

• When you need assistance, use your call light or bell by your bed or in the bathroom and wait for the nurse/assistant to arrive to help you.

• Ask the nurse for help if you feel dizzy or weak getting out of bed. Remember, you are more likely to faint or feel dizzy after sitting or lying for a long time. If you must get up without waiting for help, sit in bed awhile before standing. Then rise carefully and slowly begin to walk.

• Wear non-skid slipper socks whenever you walk in the medical center. If you don’t have any, ask the nurse.

• Remain lying or seated while waiting for assistance. Please be patient. Someone will answer your call as promptly as possible.

• Do not tamper with side rails that may be in use. Side rails are reminders to stay in bed and are designed to ensure your safety.

• Walk slowly and carefully when out of bed. Do not lean or support yourself on rolling objects such as IV poles or your bedside table.

• Do not use furniture to assist yourself.
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WHAT ARE YOUR ADVANCE DIRECTIVES?

Patient Services Advance Directives
You have the right to make decisions about your own medical treatment. There may be times in your life when you cannot make your own healthcare choices. An advance healthcare directive helps you plan for your care in these situations. By stating your wishes in advance, you can have a voice in your care when you cannot speak for yourself. You can also choose who may speak for you. By sharing your treatment wishes in a written document, you spare your family and friends from having to make tough decisions without knowing what you would want. Anyone may lose his or her ability to make healthcare choices at any time due to an unexpected illness or accident, which is why it is important for all of us to make an advance healthcare directive. Your physician or designee may speak to you about Advance Care Planning during your hospitalization. Here is a brief description of each kind of Advance Directive:

Living Will
A set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated or unable to communicate or make decisions. A living will protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

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Healthcare Proxy
A person (agent) you appoint to make your medical
decisions if you are unable to do so. Choose someone you
know well and trust to represent your preferences. Be sure
to discuss this with the person before naming him or her
as your agent. Remember that an agent may have to use
his or her judgment in the event of a medical decision for
which your wishes aren’t known.

Durable Power of Attorney
For healthcare: A legal document that names your
healthcare proxy. Once written, it should be signed,
dated, witnessed, notarized, copied and put into your
medical record. For finances: You may also want to
appoint someone to manage your financial affairs when
you cannot. A durable power of attorney for finances
is a separate legal document from the durable power of
attorney for healthcare. You may choose the same person
for both, or choose different people to represent you.

Your Advance
Directive is destroyed
once you are
discharged from
the hospital. You
must provide a new
Advance Directive
each time you are
readmitted. In this
way, you ensure
that the hospital has
your most current
information.

For more information
about Advance
Directives or to obtain
forms, please speak
with your nurse.
YOUR PRIVACY & INFORMATION

If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren’t able to exercise your rights, please contact IRMC’s privacy officer, Susan Pierce, at 724.357.7197.

You also have the right to file a complaint with the U.S. Government. Go online to www.hhs.gov/ocr/hipaa for more information.

A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go online to www.samhsa.gov.

Privacy & Your Health Information
You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

Who must follow this law?
• Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers
• Health insurance companies, HMOs and most employer group health plans
• Certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?
• Information your doctors, nurses and other healthcare providers put in your medical records
• Conversations your doctor has with nurses and others regarding your care or treatment
• Information about you in your health insurer’s computer system
• Billing information about you at your clinic
• Most other health information about you held by those who must follow this law

You have rights over your health information.
Providers and health insurers who are required to follow this law must comply with your right to:
• Ask to see and get a copy of your health records
• Have corrections added to your health information
• Receive a notice that tells you how your health information may be used and shared
• Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
• Get a report on when and why your health information was shared for certain purposes
• File a complaint
To make sure that your health information is protected in a way that doesn’t interfere with your healthcare, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your healthcare and help run their businesses
- With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object
- To make sure doctors give good care and nursing homes are clean and safe
- To protect the public’s health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

**Without your written permission, your provider cannot:**

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions

*Adapted from U.S. Department of Health & Human Services Office for Civil Rights*
A Drug and Alcohol Case Manager and a Certified Recovery Specialist are now available at the Indiana Regional Medical Center.

The Addiction Recovery Mobile Outreach Team (ARMOT) Program is a collaboration between the Armstrong-Indiana-Clarion Drug and Alcohol Commission and the Indiana Regional Medical Center.

- Patients can be screened for substance use disorders at the hospital.
- Patients with substance use disorders can be referred to the ARMOT program for a drug and alcohol assessment, treatment, and supportive services.
- Patients with substance use disorders can be transferred from the hospital setting directly into drug and alcohol treatment.

Speak to your nurse for more information about the ARMOT Program.
PAIN MANAGEMENT

Pain can be many things to many people and can be described in many ways. Always remember you are the expert on your pain and our goal is to help you relieve it. Be sure to tell your doctor or nurse when you have any kind of pain.

When describing your pain it may be helpful to remember WILDA:

W – Words used to describe pain such as sharp, cramping, tingling, burning, tightness, deep or shooting
I – Intensity or how much pain
L – Location – Where is your pain? Does it move to other areas?
D – Duration – How long does your pain last? Is it there all the time or does it come and go?
A – Aggravating/Alleviating factors – What makes your pain worse and what makes it better?

You will find a copy of the scale in every room. Be sure to talk to your nurse and/or physician about your pain level.

Center for Pain Management: 724.357.8135.

Wong-Baker FACES® Pain Rating Scale

Wording modified for adult use. Used with permission.

Keys to Successful Pain Management

- Tell others about your pain in as much detail as possible (WILDA)
- Follow the plan you and your healthcare provider have developed
- Don’t wait for the pain to become more severe
- Take an active role in your pain management
PREPARING FOR DISCHARGE

Going Home
When your doctor feels that you are ready to leave the hospital, he or she will authorize a hospital discharge.

Your nurse will then prepare your specialized discharge instructions based on your physician’s orders. These will include diet, medications, activity, educational opportunities and follow-up care. If a physician has ordered any specialized equipment or other specialized needs, arrangements will be made for you to obtain these.
Here are a few tips to make the discharge process run smoothly:

- When your nurse is reviewing discharge instructions with you, be sure to ask any questions that you may have about managing your care, including medications, once you are home.
- Be sure you and/or your caregiver has spoken with a Care Manager to discuss your discharge plans and that you understand what services you may need after leaving the hospital.
- Verify your discharge date and time with your nurse or doctor. If you are confused or unsure about what you need to do or have concerns about obtaining medication, don’t be afraid to ask and take notes. It is important to keep your follow-up appointment after discharge.
- Have someone available to pick you up.
- Check your room, bathroom, closet and bedside table carefully for any personal items.
- When you are ready to leave your room, a member of our healthcare team or a volunteer will escort you to the front entrance and help you into your car.
- Retrieve any valuables you have stored in the hospital safe.
- Make sure you or your caregiver have all necessary paperwork for billing, referrals, prescriptions, etc.
- Be sure you understand any instructions you have been given before you leave the hospital.

Newborns

You will be given a complimentary birth certificate for your newborn before you are discharged. After several weeks, the official birth certificate will be mailed to your home by the Pennsylvania Bureau of Vital Statistics.

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INSURANCE/BILLING

Pre-Certification

Most insurance plans now require precertification for hospital stays and certain tests and procedures in order for you to be eligible for full policy benefits. It is your responsibility to see that this is completed.

This information can be found on your insurance card. If you are unsure of your pre-certification requirements, we recommend that you contact your insurance company as soon as possible.

Billing

What a Hospital Bill Covers
The hospital bill includes the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy and the services of hospital employees. You will receive a separate bill from your physicians for their professional services. If you have questions about these separate bills, please call the physician’s office. To assist you, we have listed some of these providers and their phone numbers:
- EKG Associates: 724.228.3400
- Indiana Regional Imaging, PC: 800.223.5544
- Indiana Anesthesia Associates: 800.583.5512
- Dr. Steven Wilson, Pathologist: 724.357.7169
- EMP for ER physician billing: 1.855.687.0618

The Billing Process
You are required to present all current insurance billing information before or at the time of service, so please be prepared to show your insurance cards to the registration staff and/or have your insurance cards in hand when a financial advisor calls you prior to service. Your cards are important as they show if there is a need for pre-certification or if you have any co-payments or deductibles due at time of service. You will be asked to sign an assignment of benefits, which enables the medical center to be paid by your insurance carrier. We ask that you familiarize yourself with the terms of your insurance coverage.

We will make every effort to review your insurance benefits prior to your scheduled visit. However, it is your ultimate responsibility to ensure all referrals/authorizations are obtained prior to service being performed. If your insurance plan does not cover a service, you will be financially responsible for services not covered by your insurance plan. It is your responsibility to know your insurance coverage. Please contact your insurance company prior to services to find out if an authorization/referral is required for payment; if the service is covered; and if there is any cost sharing (co-pay or deductible) for the service that will be owed by you prior to service.
This will help you understand the billing and payment process of your hospital bill.

All insurance companies/carriers will be billed directly by the Patient Financial Services Department Personnel. We provide a staff of billing specialists to process insurance claims and to assist you with billing issues that may arise. IRMC will submit your claim to your insurance company and do everything possible to assist in getting the claim processed and paid according to your insurance coverage. Any balance not covered by your insurance will be billed directly to you. If you feel you should not have received a bill from IRMC, contact your insurance company first to find out why the claim was not paid. You should remember that your policy is a contract between you and your insurance company and that you have the final responsibility for payment of your hospital bill.
Coordination of Benefits (COB)

Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when both husband and wife are listed on each other’s insurance policies, when both parents carry their children on their individual policies, or when there is eligibility under two federal programs. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance may request a completed COB form before paying a claim and every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid.

Medicare

We will need a copy of your Medicare card to verify eligibility and to process your claim. You should be aware that the Medicare program specifically excludes payment for certain items and services, such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations and others. Deductibles and copayments are the patient’s responsibility.
Commercial Insurance
As a service to our customers, we will forward a claim to your commercial insurance carrier based on the information you provide at the time of registration. It is very important for you to provide all related information such as policy number, group number and the correct mailing address for your insurance company.

Questions About Your Bill
If you have questions regarding your IRMC bill, please call 724.357.7020. Our Patient Account Representatives are available to answer your questions and concerns from 8 a.m. - 4:30 p.m. Monday through Friday.

You may find it more convenient to use our email address: billingquestions@indianarmc.org. If we receive your email by 3:30 p.m. Monday through Friday, we will respond to your questions by 4 p.m. the same day. Emails received after 4 p.m. will be answered the following business day.

If You Have No Insurance
If you do not have insurance or need assistance in paying balances after your insurance has paid its portion of the hospital bill, please contact Financial Counseling at 724.471.1472.

Our Financial Counselors will provide information on pre-admission deposit requirements, payment plans and our I-CARE Program. We offer several different payment plans and financial assistance options for our patients.

Observation Status
Sometimes when it isn’t immediately clear if you meet admission criteria, your physician may write an order for outpatient observation. Hospital observation services are outpatient services furnished in a hospital, including the use of a bed and periodic monitoring by its nursing and other staff. Your doctor may order tests for you. These services are provided to evaluate and treat a patient’s condition to determine the need for inpatient admission. As an observation patient, all outpatient co-pays and deductibles will apply.
Some examples of symptoms or diagnoses where outpatient observation status may be appropriate are:

- Chest Pain
- High Blood Pressure
- Dehydration
- Abdominal Pain
- Kidney Stones
- Dizziness or Fainting Spells
- Asthma
- Allergic Reactions
- Weakness or Gait Disturbance

After additional testing, an inpatient admission may be appropriate.

If your insurance company recommends outpatient observation status, they may also require a co-payment if your plan requires this for outpatient services.

Co-payments vary depending on your health insurance plan. If your insurance company pays for a medically necessary inpatient stay after the observation period, the outpatient co-payment may be waived.

Questions about your plan coverage can be made by calling the customer service number on the back of your insurance card. Medicare beneficiaries can contact Medicare at 800-MEDICARE (800.633.4227). Other questions regarding observation status can be directed to the Case Management Department at 724.357.7070.
SUPPORT GROUPS

Brain Injury Support Group
• 724.357.6902
• Meets the second Wed. of each month at 6 p.m. to 7 p.m.
• Supports patients and families affected by brain injuries including strokes

Breast Cancer Support Groups
• 724.357.8081
  Indiana Breast Cancer Support Group
  • 724.357.8081
  • Meets the last Thurs. of each month 6 p.m. to 8 p.m.
  • IRMC M. Dorcas Clark, MD, Women’s Imaging Center Library Room

  Individualized Breast Cancer Counseling Sessions
  • Personalized Counseling with IRMC Nurse Navigator
  • Schedule by calling: 724.357.8081
  • Two locations: IRMC M. Dorcas Clark, MD Women’s Imaging Center and IRMC @ Chestnut Ridge

Cancer Support Group
• 724.357.8081
• Meets the second Thurs. of each month 6 p.m. to 8 p.m.
• IRMC @ Chestnut Ridge Conference Room

Diabetes Support Group – Adult
• 724.357.7164
• Meets the second Tues. of Jan., April, June and Oct. from 6 p.m. to 7 p.m.

Diabetic Support Group – Pediatrics (Ages 7 through 13)
• Meets twice a year; Aug. and Dec.
• 724.357.7164 for dates

Insulin Pump Support Group
• 724.357.7164
• Meets the last Wed. of every other month, Feb, April, June, Aug., Oct. and Dec.

Moms and Babes
• 724.357.7496
• Newborn to Toddler
• Meet other moms, learn from one another, make lasting friendships
• Meets every Wed. 10 a.m. to 11:30 a.m., except the last Wed. of the month

Ostomy Support Group
• 724.357.8127
• Meets the first Wed. of Feb., May, Aug. and Nov. beginning at 6:30 p.m. in PDR #1

RTS Bereavement Services Pregnancy Loss Support Group
• 724.357.7060
• Meets the third Thurs. in May and Dec., 7 p.m. to 9 p.m. in PDR #2
• For parents and families who experienced pregnancy loss from miscarriage, tubal pregnancy, stillbirth and newborn death

VNA, Family Hospice & Palliative Care Bereavement Support Group
• 724.463.8711
• Meets the third Tues. of every month 2 p.m. to 3:30 p.m.
• Tom Spiker, Bereavement Coord.
INDIANA REGIONAL MEDICAL CENTER
SATELLITE LOCATIONS

Indiana Regional Medical Center
Outpatient Locations

IRMC’s outpatient centers provide area residents with a wide range of convenient health services. To pre-register for an appointment, please call the Scheduling Center at 724.357.7075 or toll free at 877.444.2778.

Please Note: Appointments needed for CT scan, Ultrasound, and MRI.

1. **Laboratory Medicine Department**
   - Indiana Regional Medical Center
   - 835 Hospital Road
   - Indiana, PA 15701
   - Telephone: 724.357.7160
   - Days and hours of service:
     - Laboratory: Monday - Friday, 6:30 a.m. to 7 p.m.
     - Saturday, 7 a.m. to noon
   - Services provided: laboratory services

2. **Diagnostic Imaging Services Department**
   - Indiana Regional Medical Center
   - 835 Hospital Road
   - Indiana, PA 15701
   - Telephone: 724.357.7125
   - Days and hours of service:
     - X-ray: Monday - Friday, 7 a.m. to 7 p.m.
     - Saturday, 7 a.m. to noon
     - CT: Monday - Friday, 7 a.m. to 8:15 p.m.
   - Ultrasound: Monday - Friday, 7 a.m. to 5 p.m.
   - MRI: Monday - Friday, 6:30 a.m. to 9:30 p.m.
   - 3D mammography: Monday - Friday, 6:45 a.m. to 3:30 p.m., evening hours available Tuesday and Thursday
   - Services provided: x-ray, ultrasound, 3D mammography, CT scan, and MRI

3. **The Laboratory at the 119 Professional Center**
   - 119 Professional Center, Suite 205
   - 1265 Wayne Avenue
   - Indiana, PA 15701
   - Telephone: 724.357.7240
   - Days and hours of service:
     - Laboratory: Monday - Friday, 7 a.m. to 4 p.m.
   - Services provided: laboratory services

4. **Indiana Regional Medical Center Rose Building**
   - Rose Building (1st Floor)
   - 15 South Eighth Street
   - Indiana, PA 15701
   - Telephone: 724.357.8244
   - Days and hours of service:
     - Laboratory and X-ray: Monday - Friday, 7 a.m. to 1 p.m.
   - Services provided: laboratory services, basic x-ray services
**IRMC Outpatient Testing Center, Marion Center**
Mahoning Medical Center
100 Neal Avenue
Marion Center, PA 15759
**Telephone:** 724.397.2995

**Days and hours of service:**
Laboratory and X-ray: Monday - Friday, 7 a.m. to 3:30 p.m.
Digital mammography, ultrasound and electrocardiogram (EKG) by appointment

**Services provided:** laboratory services, x-ray and digital screening mammography, ultrasound and electrocardiogram (EKG)

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**IRMC Outpatient Testing Center, Marion Center**
Mahoning Medical Center
100 Neal Avenue
Marion Center, PA 15759
**Telephone:** 724.397.2995

**Days and hours of service:**
Laboratory and X-ray: Monday - Friday, 7 a.m. to 3:30 p.m.
Digital mammography, ultrasound and electrocardiogram (EKG) by appointment

**Services provided:** laboratory services, x-ray and digital screening mammography, ultrasound and electrocardiogram (EKG)

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**IRMC at Chestnut Ridge, Blairsville**
25 Colony Boulevard
Blairsville, PA 15717
**Telephone:** 724.459.1740

**Days and hours of service:**
Laboratory: Monday - Friday, 7 a.m. to 8 p.m.
Saturday, 7 a.m. to 5 p.m.
Sunday, 9 a.m. to 5 p.m.
X-ray: Monday - Friday, 7 a.m. to 8 p.m.
Saturday, 7 a.m. to 5 p.m.
Sunday, 9 a.m. to 5 p.m.
EKG: Monday - Friday, 7 a.m. to 8 p.m.
Saturday, 7 a.m. to 5 p.m.
Sunday, 9 a.m. to 5 p.m.
Ultrasound: By appointment only
Digital mammography, CT scan, ultrasound, echocardiography, electrocardiogram (EKG), and holter monitoring by appointment

**Services provided:** laboratory services, digital mammography, CT scan, ultrasound, echocardiography, electrocardiogram (EKG), x-ray and holter monitoring

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**IRMC Outpatient Testing Center, Northern Cambria**
4210 Crawford Avenue
Northern Cambria, PA 15714
**Telephone:** 814.948.2643

**Days and hours of service:**
Laboratory: Monday - Thursday 7:30 a.m. to 4 p.m.
X-ray: Monday - Thursday 7:30 a.m. to 4 p.m.
Wound Center: Wednesday, 8 a.m. to 4 p.m.
Digital mammography, EKG, ultrasound and bone densitometry by appointment

**Services provided:** laboratory services, digital mammography, electrocardiogram (EKG), x-ray, ultrasound and bone densitometry

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**IRMC Outpatient Testing Center, Seward**
238 Indiana Street
Seward, PA 15454
**Telephone:** 814.446.1014

**Days and hours of service:**
Laboratory and X-ray: Monday - Friday, 8 a.m. to 4:30 p.m.
Digital mammography by appointment

**Services provided:** laboratory services, basic x-ray, and digital mammography

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**Diagnostic Imaging Services, Human Motion Institute**
120 IRMC Drive, Suite 170
Indiana, PA 15701
**Telephone:** 724.427.2700

**Days and hours of service:**
MRI: Monday - Friday, 7 a.m. - 5 p.m.

**Services provided:** MRI
The Patient and Consumer Health Portal is an online tool that goes a step beyond simply displaying information by helping you manage your healthcare easily and securely.

Available at your Convenience
We understand your time is valuable. The Portal makes time-consuming tasks simple...a few clicks, and you’re done.
• Access complete health information online, versus over the phone or in person
• Ability to print your test results
• View and request hospital appointments
• View your bills online
• Update your profile

You Choose the When and Where
Access to the Portal is on your schedule, whether at home, on vacation, or at another medical office.
• Use the Portal from anywhere using a browser
• Access from your smartphone or tablet
• Manage information 24/7, without waiting
FAQs: You Have Questions, We Have Answers

Where does my health information in the Portal come from?
All of the information in the Portal comes from your Indiana Regional Medical Center Electronic Health Record. This ensures that you have access to the most accurate, up-to-date information possible.

How do I log into the Portal?
To log into the Portal, visit our website www.indianarmc.org. Click on Patient Portal from the main page, choose the green Patient and Consumer Health Portal login button. Then, simply enter your username and password.

Can my family access my Portal?
Yes, you can give family members, such as parents or healthcare proxies, access to your Portal. This needs to be done within the facility and requires consent from you.

Is my information safe?
Yes. Portal passwords are encrypted and URLs are rewritten so that they cannot be copied and pasted. You and authorized family members are the only ones who can access your Portal. For additional security, a timeout feature protects your information if you leave the Portal page open.

What if I ever have technical problems with the Portal?
There is a Contact Us section on the homepage of the Portal that allows you to submit any questions you have regarding the Portal.

Keep the Most Important People in the Loop
You can keep your family informed. You can give authorized family members access to your health information.

CATERING
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**SUDOKU**

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**ANSWER KEY**

How did you do?
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