

EVANGELICAL COMMUNITY HOSPITAL

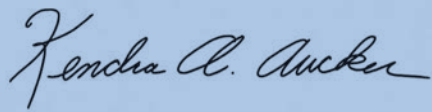
Patient Guide

Thank you for choosing Evangelical Community Hospital and entrusting us with your healthcare needs. We do not take your choice or trust for granted. We are committed to providing exceptional healthcare, accessible to all, in the safest and most compassionate atmosphere possible.

This Patient Guide will provide you with the information you need for your stay with us as well as inform you and your guests of the many services and resources Evangelical Community Hospital offers. Should you need additional information or have questions not answered in this guide, please contact your nurse.

We wish you a speedy recovery!

Sincerely,

A handwritten signature in black ink that reads "Kendra A. Aucker". The signature is fluid and cursive, with the first name "Kendra" being more prominent.

Kendra Aucker
President and CEO
Evangelical Community Hospital



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Welcome to Evangelical Community Hospital

Admission

All information requested at registration is necessary to ensure your patient records and insurance information are accurate and up to date.

Hospital Directory

When you are admitted, you will be given the opportunity to be included in the Hospital directory. This allows us to direct your family, friends, clergy, phone calls, and flower deliveries to your room. We also encourage you to give your room number to friends and relatives you wish to see while you are hospitalized.

Language Access Services

Language interpreters are available for non-English speaking individuals. Video Remote Interpreting (VRI) and over-the-phone interpreters are accessible.

Deaf and hard-of-hearing individuals who use American Sign Language (ASL) are provided Sign Language interpreters. VRI and in-person interpreters are available.

Contact:

Phone Line: 1-877-746-4674

TTY Line: 1-800-955-8771

Language Assistance

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 570-522-2000.

注意：如果 使用繁體中文， 可以免費獲得語言援助服務。請致電 570-522-2000.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 570-522-2000.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 570-522-2000.

ACHTUNG: Wann du Deutsch schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 570-522-2000.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 570-522-2000 번으로 전화해 주십시오.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 570-522-2000.

كل رف او تة ةي وغل ل ا ةدع اس م ل ا ت ا مد خ ن إ ف ، ة غ ل ل ا ر ك ذ ا ث د ح ت ت ن ك ا ذ ا : ة ط و ح ل م
ك ل ر ف ا و ت ت ة ي و غ ل ل ا ة د ع ا س م ل ا ت ا م د خ ن إ ف ، ة غ ل ل ا ر ك ذ ا ث د ح ت ت ن ك ا ذ ا : ة ط و ح ل م
 570-522-2000. م ق ر ب ل ل ص ت ا . ن ا ج م ل ا ب

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 570-522-2000.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 570-522-2000.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 570-522-2000.

UWAGA: Je eli mówisz po polsku, mo esz skorzysta z bezpłatnej pomocy j zykowej. Zadzwo pod numer 570-522-2000.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 570-522-2000.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតលុយ គឺអាចមានសំរាប់ប្រើអ្នក។ ចូរ ទូរស័ព្ទ 570-522-2000.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 570-522-2000.

During Your Stay

Patient Meals

The Bedside Bistro Room Service Dining Program lets you order a freshly prepared meal when you are ready to eat. A full menu is located in your room.

Please allow 45 minutes for delivery to your room by our Meal Associates.

Some foods may need to be modified or restricted if your physician has prescribed a therapeutic diet, or if you are undergoing certain tests.



To order meals, call ext. 2060 or see your Meal Associate.

Breakfast

Available from 6:30 am – 6:30 pm

Lunch & Dinner

Available from 11 am – 6:30 pm

Room service is available to guests for a charge. See page 6 for additional guest dining options.

Environmental Services

Our Environmental Services team is dedicated to keeping your room clean, sanitary, and safe. Your room will be cleaned on a daily basis. If you have any questions or concerns, please ask a staff member.

Noise

While we do everything we can to make your stay as quiet and restful as possible, recovering at the Hospital will never be as quiet as at home. Your rest may be interrupted by nurses checking on you, equipment sounds, or light and sound coming from the hallways. We do our best to keep sound to a minimum while still ensuring you are getting the very best patient care. Please discuss with any member of your care team any reason why you are unable to rest comfortably.

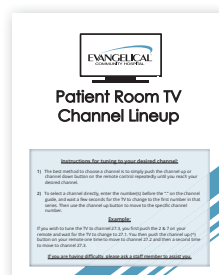
Telephone

All rooms are equipped with a telephone and local calls are free.

- The local calling area includes most of Snyder, Union, Northumberland, and Lycoming counties.
- Dial 9-5-7-0 then the seven-digit number.
- For calls outside the local calling area, dial 8-0 then the 10-digit number. You will then be prompted to use a calling card or make a collect call. If you need assistance, please dial 0 for the operator.

Television

The television can be operated using the remote control in your room. For more information and a list of channels, please see the TV guide located in the stand beside your bed.



Caring for Your Valuables

Evangelical Community Hospital cannot be held responsible for the loss of money or other valuables such as dentures, hearing aids, or eyeglasses kept in your room. We encourage you to leave valuables and money at home or send them home with a family member.

If that is not practical, please request that your items be stored in the Hospital safe. You will be issued a receipt for valuables placed in the safe, which can be used to claim your items upon discharge.

To store or claim items in the safe, contact Environmental Safety and Security by dialing 570-522-4778 (ext. 4778 while in the Hospital).

Security

Security personnel are available at all times. Please tell your nurse or another staff member if you have a security concern.

Visitors' Guidelines

Our visiting hours are designated to be convenient for visitors while providing our patients a comfortable environment that allows time for rest.

Children under the age of 12 are restricted in some areas to avoid risk of infection to both the child and the patient.

Nurses may ask visitors to leave the room for a short period of time to care for your immediate needs.

Visiting Hours:

1 – 8 pm unless otherwise posted.

Guest Dining Options

Evangelical Community Hospital offers several dining options for visitors and guests:

O'Keefe Dining Room

The O'Keefe Dining Room is located on the first floor of the Hospital and offers a wide variety of healthy selections, including hot entrées, made-to-order sandwiches, soup and salad bar, pizza, and ready to go items.

Dining Room Hours:

Monday-Friday, 7 am – 6:30 pm

Saturdays, Sundays, and holidays, 8 am – 6:30 pm



The Café

The Café is located in the Degenstein Pavilion near the main entrance and gift shop, and offers specialty coffees, beverages, soups, and pre-made salads and sandwiches.

Café Hours:

Monday through Friday: 6:30 am – 2 pm

Saturday and Sunday: Closed

Vending Machines

Vending machines are located in the One-Day Surgery waiting area, the Donehower-Eisenhower Pavilion Lobby, and in the Emergency Department waiting area.

Internet Access

Free wireless internet access is available to patients and visitors. If you have a WiFi enabled device, an Evangelical Community Hospital Public WiFi Access screen will appear. Please read the limitations and disclaimers and select OK. You will then be connected to the Internet.

ATM

If you or a visitor need to access cash while at the Hospital, there is an ATM located on the first floor near the M-C Federal Credit Union in the Rooke Pavilion.

Facilities/Parking

Tobacco Policy

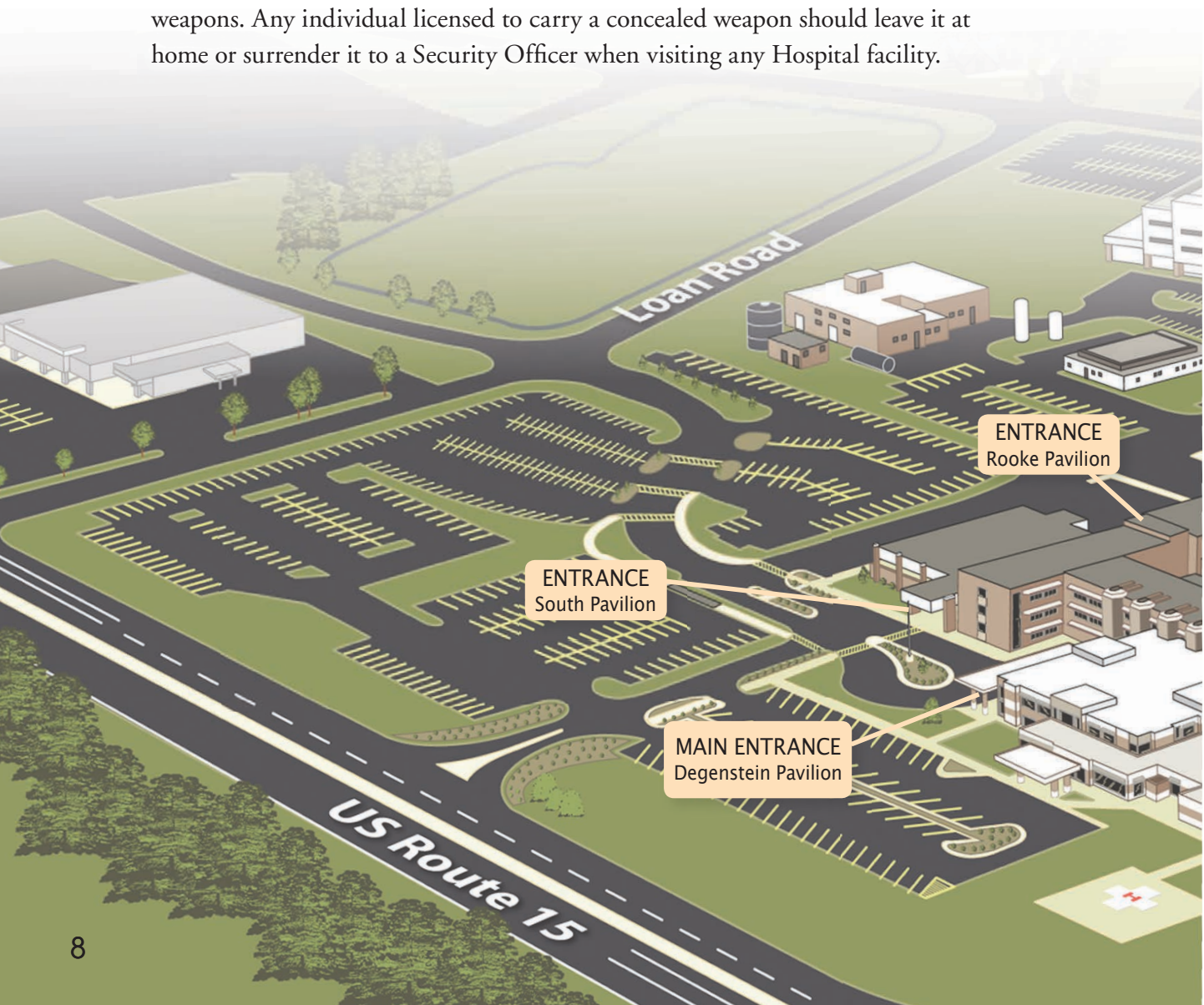
Evangelical is a tobacco-free campus. Using any tobacco products inside the Hospital or on the campus is not allowed.

Cell Phone/Video Policy

The use of cell phones, cameras, and video equipment is prohibited in patient rooms. Please move to a lobby, waiting area, or the Dining Room to use your cell phone.

Weapons Policy

Weapons are not permitted on the Hospital campus or in any Hospital owned or leased property. This policy applies to individuals licensed to carry concealed weapons. Any individual licensed to carry a concealed weapon should leave it at home or surrender it to a Security Officer when visiting any Hospital facility.

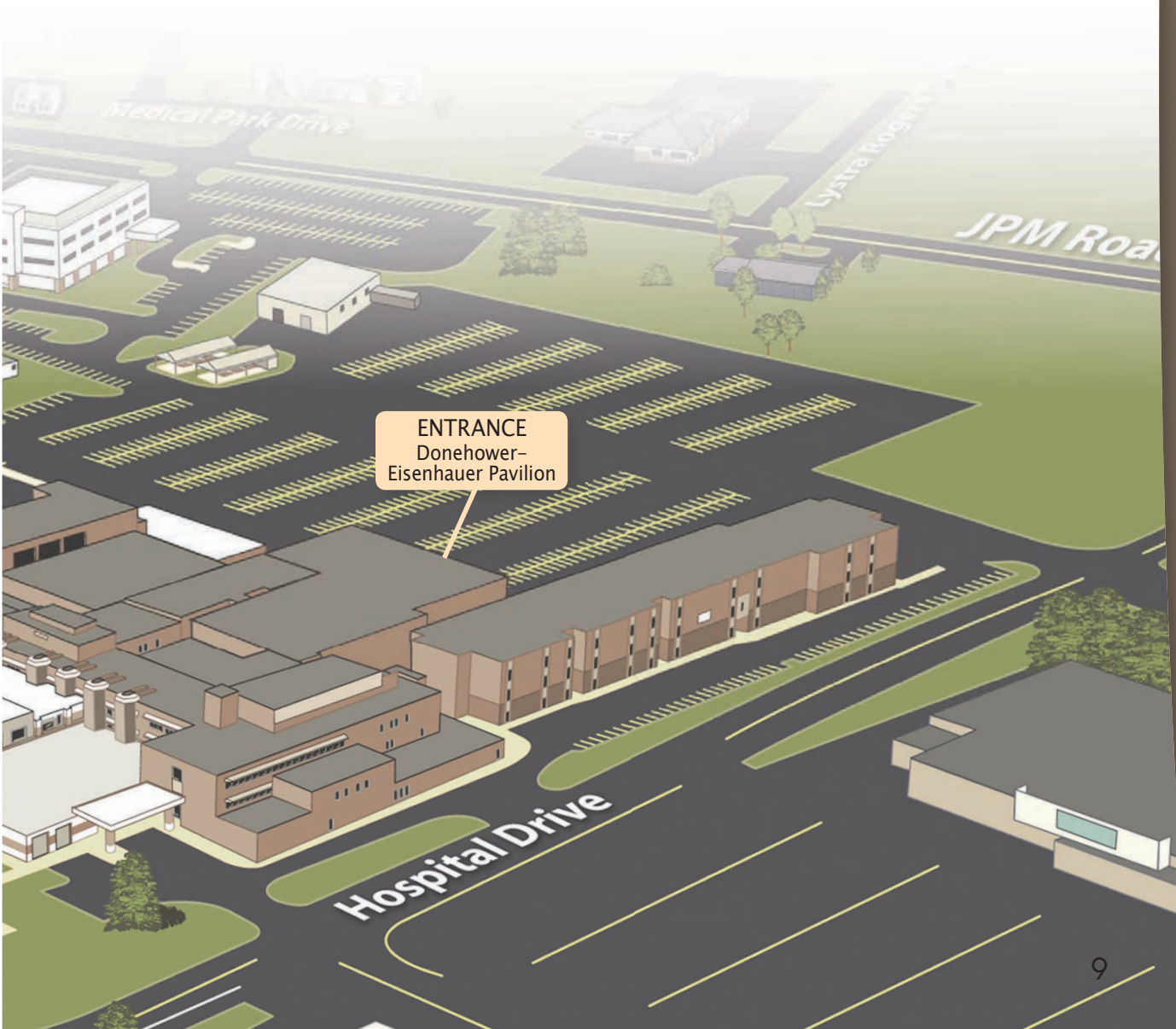


Parking

Parking at Evangelical is free of charge. Patient and visitor parking areas are outlined by yellow paint and there are handicap parking spaces available for our special needs patients.

Patient Drop-Off and Pick-Up

For your convenience, there are four pavilion entrances (Degenstein, Rooke, South, and Donehower-Eisenhauer) for patient drop-off and pick-up.



Patient Care

Your Healthcare Team

While you are an inpatient at Evangelical, you will be cared for by a team of healthcare professionals, including the physicians and physician assistants in the Hospitalist Group. These providers specialize in treating patients in the Hospital setting and work collaboratively with your primary care physician and related specialists to provide you with the best care.

Additional members of your care team may include nurses, pharmacists, therapists, laboratory and imaging staff, dietitians, and social workers.

Care Coordination

At Evangelical, a smooth transition from the pre-admission process through inpatient hospitalization, discharge planning, and post-hospital care is our goal.

A case manager and/or social worker will assist you with discharge planning by making appropriate community services referrals, arranging for in-home medical equipment, or extended care placement such as a nursing home, if needed.

If you have any questions about the medical necessity of any services provided or your length of stay at the Hospital, please call ext. 2586 from your room phone.

Services provided to patients beyond the date determined to be medically appropriate for discharge are the patient's responsibility. **If you are a Medicare patient and want to appeal a discharge decision, you can contact Livanta, a Quality Improvement Organization for Medicare patients, at 1-866-815-5440 or (TTY) 1-866-868-2289.**

All other patients with Medicaid or commercial insurance will need to contact member services at the insurance company to request information regarding the appeal process.

Keystone Health Information Exchange

Evangelical is proud to be part of Keystone Health Information Exchange (KHIE). KHIE coordinates the sharing of health information across central and northeastern Pennsylvania. For more information, please ask your nurse for a brochure.

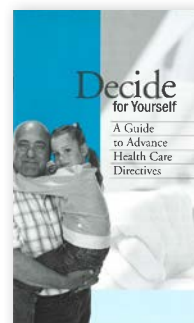
Patient Rights and Responsibilities

As a patient, you or your legally responsible party have the right to receive care without discrimination due to age, sex, race, color, religion, sexual orientation, income, education, national origin, ancestry, marital status, culture, language, disability, gender identity, or who will pay your bill. If you would like a brochure that outlines the patient rights and responsibilities in detail, please contact your nurse.



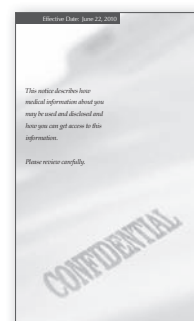
Advance Directives

An advance healthcare directive helps you plan for your care in the event that you are unable to make your own healthcare decisions. By stating your wishes in advance, you can have a voice in your care when you cannot speak for yourself. For more information please ask a staff member for our Advanced Directives brochure or speak with your doctor about creating an advance directive.



Patient Privacy

Evangelical Community Hospital is committed to protecting your privacy, and complies with all state and federal privacy laws. The Health Insurance Portability and Accountability Act (HIPAA) addresses the use and disclosure of your health information. For more information, please ask a staff member for our HIPAA brochure.



Follow My Health



The Follow My Health patient portal allows you to manage your healthcare at your fingertips anywhere, anytime, and from any computer, smartphone, or tablet.

After your hospital stay or procedure, you can easily access your discharge summary including diagnosis and treatment information, special instructions, lab and test results, medications, and a list of allergies.

Sign up for your free Follow My Health account at evanhospital.com/followmyhealth. For technical assistance, please call 570-522-2809 (ext. 2809 while in the Hospital).

Patient Safety

Infection Control

Evangelical Community Hospital follows the Centers for Disease Control (CDC) recommendations for the use of Standard Infection Control Precautions for all patients. These precautions may include the use of gloves, gowns, masks, and eye protection during certain procedures.

All healthcare workers are required to wash their hands before entering your room. They may use the waterless hand foam located outside your door or they will wash their hands at the sink.

We encourage patients and visitors to join us in proactive hand hygiene to help prevent the spread of infection. Please feel free to use the products available to you and your visitors during your stay.

Special Precautions

In the Hospital, special precautions are used to stop the spread of harmful germs from one person to another. Family members and visitors may be required to wear protection while visiting. The nursing staff will instruct visitors if special precautions are required to safeguard everyone's well-being.

Rapid Response Team

A team of specialists from different departments of the Hospital are ready to respond to emergency situations. If you or your guests feel your condition is deteriorating rapidly, dial ext. 2300 to activate this team of specialists.

Uniform Colors

In order to help you identify the roles of our team members, the Hospital uses standardized uniforms for departments who interact with patients and guests on a regular basis.



REGISTERED NURSES
Navy



LICENSED PRACTICAL NURSES
Navy



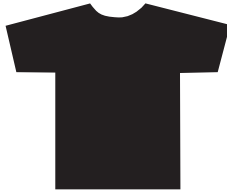
NURSING SUPPORT
Ceil Blue



REHABILITATION SERVICES
Pewter



CP/RESPIRATORY SERVICES
Pewter



IMAGING SERVICES
Black



ENVIRONMENTAL SERVICES
Hunter Green



PLANT ENGINEERING
Wine



NUTRITIONAL SERVICES
Maui Blue



PATIENT ACCESS
Bright Green



LABORATORY SERVICES
Caribbean Blue

Non-Medical Services

Our team of volunteers is available to assist you during your stay. To make a request, please call Volunteer Services by dialing 570-522-2549 (ext. 2549 while in the Hospital).

Newspapers

The Daily Item and the Standard Journal are delivered daily and free of charge to patient rooms.

Beautician

A beautician is available free of charge on Wednesdays and Fridays from 10 am to noon. Services include haircut/trim, wash, and style. To make an appointment, call 570-522-2549 (ext. 2549 while in the Hospital).

Gift Shop

Located just inside the Degenstein Pavilion entrance, the Gift Shop boasts an impressive collection of plush animals, jewelry, home décor, candies, magazines, seasonal gifts, flowers, balloons, and much more. To order a gift, visit evanhospital.com or call 570-522-2692 (ext. 2692 while in the Hospital).

Gift Shop Hours:

Monday through Friday, 9 am – 8 pm

Saturday and Sunday, noon – 8 pm

Spiritual Care Services

During your stay, the Hospital chaplain and spiritual care volunteers offer care for your spiritual needs by providing empathy, comfort, and compassion with no religious boundaries. To reach the chaplain or request spiritual care services, call ext. 4444 from your Hospital room phone.

Drug Take-Back Program

Evangelical Community Hospital supports the Pennsylvania Prescription Drug Take-Back Program and the proper disposal of old or unused prescription and over-the-counter medications. There are a number of collection locations throughout our community.

Union County:

Lewisburg Pharmacy

Union County Courthouse

Mifflinburg Police Department

Northumberland County:

Northumberland County Courthouse

Milton Police Department

Snyder County:

Selinsgrove Police Department

Snyder County Sheriff's Department

Middleburg Police Department

Shamokin Dam Police Department

For a complete list of collection locations, visit evanhospital.com/drugtakeback.

Planning for Discharge

The discharge planning process actually begins at the time of admission to the Hospital or at your pre-admission appointment. You will learn more about your condition and how you may want to plan for discharge. Members of the healthcare team including your physician, nurses, social worker, case manager, and personnel from other departments will be working closely with you and your family to plan for your discharge.

Physician Orders

Your physician will write your discharge and prescription orders and provide follow-up appointment information. Hospital staff is not authorized to discharge you without your orders.

Discharge Instructions

Your physician and nurse, case manager, or social worker will discuss your discharge instructions with you and give you written instructions for home care. If you do not understand something, please ask to have the instructions repeated or explained further.

Additional Resources

Social workers and case managers are available to assist and coordinate placement arrangements or referrals to nursing homes, rehabilitation facilities, or home healthcare services, if required. Social workers can also assist you to explore financial options, arrange support services from community agencies, help you obtain medical supplies and equipment, arrange for transportation, and offer emotional support and counseling.

Rehabilitation Services

After an illness or injury, patients often need rehabilitation services to help them return to their prior level of function. The rehabilitation team at Evangelical is highly trained to treat patients who have had a stroke or other neurological diagnoses, total joint replacements, general orthopaedic injuries, fractures, trauma, amputations, general weakness, or debilitation. Below is a list of locations where rehabilitation and other specialty services are offered.

Elysburg

289 Market Street
Elysburg, PA 17824
Phone: 570-672-9380

Evangelical Community Hospital

One Hospital Drive
Lewisburg, PA 17837
Phone: 570-522-2507
Contact this location for patients requiring outpatient therapy with multiple disciplines i.e. (PT, OT, ST)

Lewisburg (Buffalo Rd.)

900 Buffalo Road
Lewisburg, PA 17837
Phone: 570-768-4610
Certified geriatric specialist, certified orthopaedic specialist

Lewisburg (Miller Center)

112 North 15th Street, Suite 2000
Lewisburg, PA 17837
Certified vestibular specialist, dizziness/balance problems, concussion management

Middleburg

414 W. Market Street
Middleburg, PA 17842
Phone: 570-837-5257
Certified McKenzie specialist

Mifflinburg (Meadow Green)

101 Meadow Green Drive
Mifflinburg, PA 17844
Phone: 570-966-1122
Certified lymphedema specialist

Mifflinburg (Forest Hill)

137 Forest Hill Road, Suite B
Mifflinburg, PA 17844
Phone: 570-966-3025

Mt. Pleasant Mills

9627 Route 35, Suite 30
Mt. Pleasant Mills, PA 17853
Phone: 570-539-4311

Selinsgrove (Rt. 522)

935 Route 522
Selinsgrove, PA 17870
Phone: 570-372-6130

Selinsgrove (SVMD)

21 Susquehanna Valley Mall Drive
Selinsgrove, PA 17870
Phone: 570-884-3600
Women's health specialist

Williamsport

435 River Avenue
Williamsport, PA 17701
Phone: 570-974-2670

Financial Information

The financial side of healthcare can often be confusing. The following information is provided to give you a better understanding of your bills as well as your financial responsibilities and options.

If you have additional questions about your bill, please call the phone number listed on it.

Expect to receive more than one bill. You will receive a hospital bill as well as bills from any physicians who provided care or services during your stay.

Hospital Bill

Your hospital bill will be based on the services you receive while you are a patient in the Hospital. This may include charges for your room, nursing care, pharmaceuticals, and other Hospital services. Room charges will vary based on the unit and level of care you are provided. Your bill may also include any outstanding or unpaid balances from pre-hospitalization testing you may have received.

Physician Fees

Your physician fees are not included in your hospital bill. You will receive separate bills from your attending physicians and/or surgeons who participated in your diagnosis and treatment.

Also, specialists such as anesthesiologists, radiologists, and cardiologists will bill you separately for their services. These are specialists with whom you may or may not have had direct personal interactions. Their service to you, however, is critical to quality patient care and is appropriately billable to your stay.

Estimate

In many instances, Evangelical will be able to present you with an estimate of costs for your stay. This is merely an estimate, and ultimate responsibility for your financial obligation should be coordinated between you—the patient—and your insurance company.

Pre-certification and Pre-authorization

Your insurance generally requires pre-certification or authorization prior to admission to the Hospital. This means that you must notify the insurance company prior to your stay or within 24 hours after emergency admission. Pre-certification/authorization is your responsibility and will not be done by the Hospital. Failure to complete this process will cause unnecessary additional costs for which you are responsible.

Automobile/Worker's Compensation

If your hospital bill is being paid by no-fault automobile insurance or worker's compensation, the Hospital will need verbal or written approval, along with your claim numbers, from the carrier before your bill can be processed. If this information is not supplied, you will be billed until the information is provided.

Financial Assistance

To obtain a copy of our Financial Assistance Policy, complete an application for assistance, or to speak with the financial counselor, please call 570-522-4445 (ext. 4445 while in the Hospital).

A counselor can meet with you in your room to avoid any delay with your discharge.

Patient Satisfaction

We want your feedback throughout your stay. If something has not met your satisfaction, please notify a member of your care team so we can discuss the situation with you and find a resolution.

Many, but not all, Evangelical Community Hospital patients receive a survey following discharge. Your feedback on this survey helps the Hospital celebrate areas of excellence and identify opportunities for improvement. Please take a few minutes and complete a survey, if you receive one.

Grateful Patients – Pay It Forward

Every day, the caring professionals at Evangelical Community Hospital make a difference in the lives of the patients and families we serve. Because we strive for excellence every day in everything we do, we view this as simply doing our jobs. However, individuals sometimes feel compelled to ask what they can do to show their gratitude. If you have a desire to “pay forward” the positive experience you or a loved one received at our Hospital, here are some ways you can help:

Make a Gift – To learn about gift opportunities, contact our Development Office at 570-522-2685 or by email at fundraising@evanhospital.com

Volunteer – To learn about volunteer opportunities, contact Volunteer Services at 570-522-2549 or by email at volunteers@evanhospital.com

Share Your Story – You may share your story by writing a letter, calling 570-522-2685, or sending an email to fundraising@evanhospital.com

Phone Directory

For general Hospital information, please call 570-522-2000.

Admissions	522-2000	Gift Shop	522-2692
Care Coordination	522-2586	Medical Records	522-2570
Compliance Officer	522-4270	Patient Experience	522-2144
Confidential and Anonymous Compliance Hotline	1-800-826-6762	Security	522-4778
Financial Counseling	522-4445	Spiritual Care Services	522-4444



One Hospital Drive, Lewisburg, PA 17837 | 570-522-2000 | www.evanhospital.com

Find us on:

