

Geisinger

Caring

A guide for patients and their families
by patients and their families



Geisinger Wyoming Valley
Medical Center admissions guide



Welcome

While you are at Geisinger Wyoming Valley Medical Center, we want to make your stay as pleasant as possible. We want you to feel comfortable with your care and our hospital.

In this guide, you'll find information about your healthcare team, your room and other services provided for you and your family. Take a few minutes to read it so you'll understand more about how we'll care for you. If at any time you have questions, don't hesitate to ask anyone involved in your care.

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A commitment to quality

With a compassionate staff of more than 3,200 healthcare professionals, Geisinger Wyoming Valley is the right choice when you need specialized, personalized care. Rest assured that our dedicated team of skilled physicians, nurses, technicians, support staff and volunteers will work together to provide you with high-quality care. Thank you for choosing Geisinger Wyoming Valley to care for you and your family.



Your healthcare team

Physicians: Your primary care doctor, along with the hospitalist assigned to you, will oversee your care, procedures and specialist evaluations. A hospitalist is a doctor who specializes in treating patients who have been admitted to the hospital. Your hospitalist will monitor your condition and answer any questions you or your family may have. Also, your hospitalist will communicate with your primary care doctor when you are discharged to keep him or her informed of your medical status.

Nurses: A team of professional registered nurses, licensed practical nurses and nurse assistants will provide skilled care around the clock and will stay informed about your needs and condition. To maintain your comfort and safety, nurses will make hourly rounds to your room and, of course, respond when you request assistance.

Pharmacists: Your prescriptions and medications will be prepared by registered pharmacists in our pharmacy.

Therapists: If physical, occupational or speech therapy is prescribed for you, our team of experienced therapists will work to help you regain your independence and quality of life.

Diagnostic team: Specially trained technicians will conduct tests or procedures either in your room or in other areas of the hospital.

Residents and fellows: Patients and families can rest assured they are receiving high-quality care and treatment when being seen by a resident or fellow. These providers have already finished medical school and are well trained to serve as your doctor. In fact, fellows are going through advanced specialty or subspecialty training. Residents and fellows work in teams with nurses, physician assistants and board-certified physicians.

Physician assistants: Physician assistants are licensed and certified healthcare professionals who practice medicine in partnership with your doctor.

Nurse practitioners: Nurse practitioners are advanced registered nurses. They are educated and trained to examine patients, diagnose problems, order treatments, perform procedures, prescribe medications and make referrals.

Environmental Services: Staff members from Environmental Services will come to your room each day to ensure that everything is clean and in order. They are primarily responsible for sanitizing rooms and public areas, removing trash and cleaning laundry.

Foodservice: Foodservice staff members will provide you with diet-specific, nutritious food and beverages during your hospital stay.

Patient liaisons: If you or your family members have concerns about your experiences at Geisinger Wyoming Valley Medical Center, patient liaisons are available to help you Monday through Friday from 8 a.m. to 5 p.m. Patient liaisons communicate between the hospital and you or your family to address questions and concerns. Liaisons work with both parties to resolve any issues. To request a patient liaison, dial 7636. If they are not in the office, leave your name and a number where you can be reached, and they'll return your call as quickly as possible. If your concern requires immediate attention, your nurse or nurse manager can help locate a patient liaison. You may also ask to speak with the on-call nurse manager at any time.

Care Management: If you will need further care after your discharge, ask to see a Care Management representative. These specialized social workers and nurses work with you, your family, your doctor, the healthcare team and your insurance company to help you make a smooth transition to home, a rehabilitation center or a skilled nursing facility. They will help you identify and arrange home or hospice care, including medical equipment, so you may continue to recuperate from your illness or surgery.

To contact a Care Management representative, dial 7398. If they are not in the office, leave your name and room number and they'll get back to you as soon as possible. If your concern requires immediate attention, tell your nurse.

Inpatient vs. outpatient: Understanding admission and observation

To be considered an inpatient, you must be admitted into the hospital. In most cases, the admissions process includes answering a series of specific questions as well as signing a form indicating that you understand you are being admitted as a hospital inpatient. When you visit the hospital for care that does not require an inpatient admission into the hospital, you are considered an outpatient.

Did you know that even if you stay in the hospital overnight, you might still be considered an outpatient? It's important to know your hospital status (whether the hospital considers you an inpatient or outpatient) because it affects how much you pay for hospital services such as X-rays, medications and lab tests.

Observation is a special service or status that allows you to be placed in an acute care setting within the hospital for a limited amount of time to determine if you should be admitted as an inpatient. Your medical status and insurer will decide whether your medical status warrants an observation stay — and, if needed, a subsequent inpatient stay. If you do not need an inpatient stay, you may be discharged home or to another setting to continue your care.

Observation patients may occupy a bed anywhere in the hospital. The quality of care is exactly the same whether you are an observation patient or an inpatient admission.

Since observation stays are billed as an outpatient service, your insurance copays and deductibles, along with any additional costs, will probably be based on the outpatient terms of your policy.

An observation stay is billed as outpatient services (Part B under Medicare). Generally, this means that you may have a copay for each individual outpatient hospital service, though this may vary. If you are a non-Medicare patient, check with your insurance company. This process is different from billing for an inpatient admission, which is billed under inpatient services (Part A under Medicare).

A member of your care team can help you better understand your patient status. For specific questions related to billing and copays, contact Medicare, Medicaid or your private insurance provider.

If you are admitted to Geisinger Wyoming Valley through the Emergency Department

After evaluating you in the Emergency Department (ED), the emergency medicine doctors will determine if you should be admitted as a hospital inpatient. If you are admitted, your medical care will begin to transition from the emergency medicine team to the healthcare team in your assigned hospital unit.

Even after you have been admitted, you may remain in the ED until a bed is ready for you. As soon as your bed is available, we will escort you to your hospital room. Be sure that you have all your belongings with you when you transfer to your room.

Let us know if your family needs hotel or transportation accommodations. We're happy to help.

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 further clarification of the patient rights and responsibilities as they pertain to you, contact your nurse.

Your safety

Medications: Tell your nurse about all medications you are taking, including over-the-counter drugs and vitamins or other nutritional supplements.

Ask for help: To avoid falling, slipping or straining yourself, ask for help in getting out of bed or a wheelchair. Our nursing staff provides this service to all of our patients.

Call button: When you need help or have questions about your care, a handy call button on your bedside is provided. A nurse will respond as quickly as possible.

Rapid Response Team (RRT): An RRT is an on-call group of critical care specialists who bring swift interventional care to a patient in the event of rapid physical decline. Family members, visitors, employees and even patients themselves can summon an RRT if an adverse change in a patient's condition is noticed.

- To activate an RRT, dial 0 on any hospital phone and say, "Rapid Response Team to (patient's name) at (room number)."
- Warning signs include difficulty breathing, slurred speech, confusion or agitation, chest pain or changes in heart rate or blood pressure.

Colors of safety: Color-coded wristbands are available for patients with high-priority health issues. These alert staff, family and other caregivers to your special needs. The color codes are:

- **Beige/tan:** Communication barrier
- **Green:** Latex allergy
- **Orange:** Anticoagulation therapy
- **Pink:** Limb alert
- **Purple:** Do not resuscitate
- **Red:** Allergy
- **Yellow:** Fall risk

Notify your nurse if you should be included in any of the above risk categories.

Safety rounds: To help maintain your comfort and safety while in our hospital, we conduct hourly rounds to attend to your needs. During these rounds, we will ask questions like:

- Do you have any pain or discomfort?
- Do you need assistance to the bathroom?
- Do you need something to drink? (if allowed by your physician)
- Do you need help repositioning in the bed or chair to get comfortable?
- Is everything you need within your reach?

Hourly rounds are the best time to talk with your nurse, ask questions or share concerns you may have. Consider writing down questions and information during hourly rounds. This will help you to better understand your care and share information with your loved ones, as well as other members of your care team.

Don't hesitate to remind us if you find that the above questions are not being asked. Our job is to keep you safe and comfortable.

Handwashing: At Geisinger, we require all healthcare workers to wash their hands before they enter your room. They may do this by using the hand sanitizer outside your door or by washing at the sink. We also encourage your visitors to use the hand sanitizer before and after they visit you. Handwashing is the proven and most important way to protect you from getting an infection while you are in the hospital.

Isolation rooms: If you have an infection that could spread to others, you could be assigned to a hospital room that requires precautions, such as gowns, gloves or a mask. This is done for your safety and the safety of your visitors and our staff. If your condition requires that you be in an isolation room, the reasons and any necessary procedures for visitors will be fully explained to you.



During your stay

Patient meals: Under the supervision of registered dietitians, you will be served three appetizing, nutritious meals daily (unless there are medical reasons that you should not eat or you require a liquid diet). You will receive a menu based on the diet your doctor has prescribed. Breakfast is served between 8 and 9 a.m., lunch between noon and 1 p.m., and dinner between 5 and 6 p.m. Tell your nurse if you have any special dietary needs or restrictions.

Spiritual care services: If you would like to speak with a chaplain or a member of the clergy from your faith, ask a member of your healthcare team or dial 0 on a hospital phone.

Advance directives: An advance directive is a legal document that states your wishes for your end-of-life care. If you are interested in getting more information about advance directives or in creating an advance directive, contact your doctor or nurse.

Language interpreter: Free interpretation services are available at all times for patients and their families in more than 150 languages and dialects, as well as in American Sign Language. Interpretation options include video chat and telephone service. On-site sign language interpreters can be arranged in advance. Notify any staff member if you would like an interpreter.

Medical records: You may need copies of your medical records for your family physician or other specialists. These can only be released with your permission, as the contents of your medical record are confidential. To request a copy of your medical records, call 570-808-7822.

Patient privacy: Geisinger respects your privacy. Our privacy practices regarding your protected health information are outlined in our Notice of Privacy Practices on posters located in the hallways or available as a brochure from your nurse.

Ethics committee: The ethics committee is an interdisciplinary group that educates patients, families, doctors and staff about ethical issues that arise in clinical care. Because the healthcare experience may involve difficult decisions for patients, physicians and staff, ethics consultations are available. If you have an ethical question or concern, tell your doctor or nurse and they will reach out to the ethics committee chairman for you.

Guest services: Guest service associates provide information and offer a wide array of services to meet the needs of our patients and their guests. For example, guest service associates can provide information about area dining, shopping, hotel accommodations and directions. The service is available at the following locations and times:

GWV

Main entrance

Monday – Friday • 6:30 a.m. – 7 p.m.

Valley Medical Building

Monday – Friday • 8 a.m. – noon

East Entrance for arriving surgical patients

Monday – Friday • 5 – 7:30 a.m.

Geisinger South Wilkes-Barre*

Main entrance

Monday – Friday • 7 a.m. – 5:30 p.m.

Guest service associates can also be reached by calling 570-808-7069 at GWV or 570-808-3101 at Geisinger South Wilkes-Barre.

*a campus of Geisinger Wyoming Valley Medical Center



Room accommodations

Call button: When you need help or have questions about your care, use the handy call button provided at your bedside. A nurse will respond as quickly as possible.

Room temperature: If your room is too hot or too cold, tell your nurse, and we'll adjust the room temperature.

Changing your bed sheets: If you would like your bed sheets to be changed, just ask your nurse.

Environmental Services (cleaning/housekeeping): A representative from Environmental Services will clean and disinfect your room and restroom daily. If you have questions about the condition of your room or see something that needs attention, alert Environmental Services at extension 1827.

Television: Use the remote control on your bed to access the free TV service, adjust the sound and change channels. To relax to soothing music and images, turn to channel 9 or 19. If you have a question, ask your nurse or call extension 7731.

If your room is equipped with a VHS or DVD player, turn to channel 3 to use it. Your nurse can help you borrow a movie.

Telephone service: All rooms are equipped with a telephone. To use:

Free local call

- Dial 9 + the 10-digit number (including area code).

Long-distance call

- Dial 0 to reach the hospital operator, who will connect you to the proper service.

Calling card

- Dial 9 + 0 and follow your phone carrier's instructions to dial.

Debit card

- Dial 9 + 0 and follow the instructions on the debit card.
- Debit cards may be purchased at the gift shop in the main lobby.

Collect call

- Dial 9 + 0 + the 10-digit number (including area code).

Your phone number: If your family and friends want to call you, ask them to dial the phone number that is assigned to your room when you are admitted. They can also dial 570-808-7300 and ask to be connected to your room number.

Laptops and cell phones: Be sure to ask before using laptop computers, personal music devices or cellular phones, since regulations vary throughout the hospital. Keep these items secure throughout your stay — Geisinger will not be responsible for replacing them if they are lost.

We offer complimentary wireless internet access to help you stay connected. Note that the security of your personal device is your responsibility.

Quiet, peaceful environment: To maintain a quiet, more peaceful healing environment for you and our other patients, take the following into consideration:

- Speak softly when using the phone, turn cell phones to vibrate or silent modes and keep late-night calls to a minimum.
- Let your nurse know if hallway conversations or other noises are disrupting your rest.
- Ask us to close your door (dependent on your medical condition).
- Request an eye mask, ear plugs or headphones, if needed.
- Lower your TV volume and remind your visitors to speak softly.
- Tune in to the CARE channels on channel 9 or 19 of your TV for relaxing music and images.

Valuables: Avoid bringing cash, credit cards and jewelry with you to the hospital. If necessary, request that any valuables be stored in the hospital safe.

Dentures, eyewear and hearing aids: If you wear dentures or a partial dental plate, ask your nurse for a denture cup. Do not wrap dentures in tissue paper. Place other personal items, such as eyeglasses, contact lenses and hearing aids, in the top drawer of your nightstand for storage.

Lost items: Contact Geisinger Security at 7756 to let us know if you have lost an item or to see if it has been found.

Personal appliances: You may use electrical appliances including razors, hair dryers and heating pads, as well as most battery-operated appliances. However, be sure to leave personal TVs, electric radios, stereo equipment, curling irons or two-way radios at home.

Smoking policy: As part of our commitment to good health, Geisinger Wyoming Valley Medical Center is smoke-free and prohibits smoking in rooms, in the lobby and on any other premises of the hospital. For information on how to quit using tobacco products, call the PA Free Quitline toll free at 800-784-8669.

New prescriptions: Newly ordered prescriptions can be delivered to your room before you leave the hospital by Geisinger's CareSite Pharmacy. You may also pick up your prescriptions at the CareSite Pharmacy, conveniently located near the main lobby of the hospital. Pharmacy hours are Monday through Friday from 9 a.m. to 6 p.m. and Saturday from 9 a.m. to 1 p.m.

The pharmacy accepts most insurance plans and offers competitive pricing on prescription and over-the-counter medications. Contact the CareSite Pharmacy at 570-808-7969. If you prefer another pharmacy, prescriptions can be emailed or phoned in for pickup on your way home.



For your guests

Parking, shuttle and valet service: Free parking is available on the West Campus, near the main entrance of Geisinger Wyoming Valley Medical Center, from 7 a.m. to 8 p.m., and on the East Campus, near the Emergency Department entrance, from 8 p.m. to 7 a.m.

Free shuttle service is available for patients and visitors on weekdays from 4:30 a.m. to 8 p.m.

Free valet parking service is available at several entrances at Geisinger Wyoming Valley.

- Main entrance: Monday – Friday • 7 a.m. – 3 p.m. (retrieving until 5 p.m.)
- Valley Medical Building entrance: Monday – Friday • 7 a.m. – 3 p.m. (retrieving until 5 p.m.)
- Pearsall Heart Hospital entrance: Monday – Friday • 7:30 a.m. – 3:30 p.m. (retrieving until 4:30 p.m.)
- Henry Cancer Center entrance: Monday – Friday • 7 a.m. – 3 p.m. (retrieving until 5 p.m.)
Saturday • Based on appointment schedule

Visiting hours: Family and friends may visit you anytime, but we urge you to use discretion in monitoring the number of guests you have visiting at one time. Ask your guests to keep their visits short, use low voices and eat their meals in the cafeteria rather than in your room. Visitors after 9 p.m. must enter the hospital through the Emergency Department entrance.

Quiet hours are observed from 11 p.m. to 7 a.m. each day. We ask visitors to honor the privacy of other patients and respect the need for nurses and staff to perform their duties.

Visitors are not restricted based on race; color; national origin; religion; sex; gender identity; gender expression; pregnancy; physical, mental or other disability; medical condition; ancestry; marital status; age; sexual orientation; citizenship; or status as a veteran.

ATM: There is an ATM located near the main entrance of the medical center.

Mail and flowers: Letters and parcels, delivered daily, should be addressed using your full name and room number. Flowers will be delivered to your room by one of our volunteers. However, flowers are not permitted in critical care or pediatric units.

Gift shop: The Geisinger Wyoming Valley gift shop is located on the first floor in the main lobby and is stocked with flowers, gifts, cards, magazines, sweets and personal items.

Hours

Monday – Friday • 9 a.m. – 7:30 p.m.

Saturday – Sunday • noon – 4 p.m.

Food and beverages: The cafeteria is located on the lower level and sells hot meals, snacks and drinks.

Hours

Monday – Friday • 6:30 a.m. – 7 p.m.

Saturday – Sunday • 7 – 10:30 a.m., 11 a.m. – 2 p.m., 4:15 – 7 p.m.

The Gourmet Coffee Cart, located at the east entrance of the CCB building, serves a variety of grab-and-go items, such as sandwiches, salads, bagels, coffee and tea.

Hours

Monday – Friday • 6:30 a.m. – 4 p.m.

Vending machines are also available at all times for food and beverages.

Local hotels, restaurants and accommodations: Friends and families of our guests often ask about options for hotels, restaurants and other local accommodations. Geisinger's guest services associates can help — simply call 570-808-7810. You may also ask any member of our staff for recommendations. Many local hotels and inns offer discounted rates for friends and families of Geisinger patients, so when making reservations, be sure to ask if they offer reduced rates.

Manage your health with myGeisinger

A secure online customer service and communications tool, myGeisinger allows patients to interact with their Geisinger doctor and see part of their outpatient electronic medical record. Sign up to become a myGeisinger user, and you'll be able to manage your health online and take advantage of the following features:

- Send a secure message to your doctor.
- Schedule appointments with your Geisinger primary care provider and women's health provider.
- Get test results, plus check and graph your lab and diagnostic test results.
- Access portions of your medical record and your family's records.
- Request renewal of prescriptions and pay your bill.

Visit MyGeisinger.org to sign up today.



My care team

Attending physician on admission: _____

Physician assistant on admission: _____

Resident physicians: _____

Consultants/specialists: _____

Attending physician at discharge: _____

Physician assistant at discharge: _____

Case manager: _____

My diagnosis and procedures

My diagnosis: _____

Procedures, operations and tests	Date/time
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Preparing to go home

We want to be sure you understand what to expect when you are ready to leave the hospital. Your doctor will write a discharge order for you, whether you are going home or to another facility for rehabilitation or continued therapy. If you are being sent home, you'll receive specific instructions about how to care for yourself. Ask your healthcare team any questions you have to be sure you understand the next steps in your care.

You can expect to be discharged from the hospital by noon. In most cases, we recommend that you have someone available to drive you home after a hospital stay.

Checklist for leaving the hospital:

- Take all of your personal belongings and medications.
- Read all of your discharge instructions.
- Make arrangements for someone to take you home.
- Ask any questions you may have.
- Request any referrals you may need.

Be sure you know:

- The name, dose, purpose and side effects of each of your medications
- Any home care procedures that will need to be done
- What special equipment, if any, you will need at home
- What changes are needed in your diet or any foods you should limit or avoid
- Any limitations on your activity
- If/when you need to return to your doctor for a follow-up visit
- If you need someone to care for you after leaving the hospital
- Who to call in case of an emergency

Patient billing: We'll bill your insurance provider for the costs associated with your hospitalization, and you'll receive an invoice by mail for any outstanding fees. If you don't have health insurance and have limited resources, you may be eligible for free or discounted services. To request an application for financial assistance or for other billing questions, call 800-640-4206.



Financial assistance

Geisinger is committed to providing medically necessary healthcare to those in need, regardless of their ability to pay. Financial assistance is available for medically necessary care. Patients may apply for financial assistance at any time — before, during or after their care. Eligibility is based upon the U.S. government's federal poverty guidelines, which are updated annually. To learn more about Geisinger's financial assistance policies, or to apply for financial assistance for your care, call a patient service representative toll free at 800-640-4206.

Medication assistance

A pharmaceutical reimbursement coordinator is available to help if you:

- Have no prescription drug coverage
- Cannot afford high-dollar copays
- Are in the Medicare Part D coverage gap, or “donut hole”
- Have insurance that does not cover a prescribed medication

If you have questions about this service, call 866-948-4334.



Levels of care after your hospital stay

Rehabilitation hospital/facility: If you are able to tolerate and participate in three or more hours of therapies a day, you may qualify for placement into an acute care rehabilitation hospital. There are several of these in this area, including the Inpatient Rehabilitation Unit at Geisinger South Wilkes-Barre.* We may be able to arrange for rehabilitation placement closer to home if you are not from this area.

Some patients may need special rehabilitation hospitals, such as for traumatic brain injury rehabilitation or spinal cord rehabilitation. Placement into these facilities is based on your needs and capabilities at the time of discharge.

Skilled nursing facility: If you require daily physical, occupational and/or speech therapy, you may benefit from a short stay in a skilled nursing facility (SNF). This level of care is offered in many nursing homes in this area. Discharge to a SNF must be arranged by a care manager. If there is a specific place you would like to go, let your care manager know.

Long-term acute care facility: Long-term acute care facilities offer more individualized and resource-intensive care than a skilled nursing facility, a nursing home or an acute rehabilitation facility. Typically, you would be transferred to a long-term acute care hospital from the intensive care unit of a traditional hospital because you no longer require the intensive diagnostic procedures offered by a traditional facility.

Home with home care: A care manager will make arrangements if you require home nursing or therapy prior to discharge. During your discharge planning, we will discuss with you and your loved ones the home health agencies that are available to you, including Geisinger's Home Care division.

Home with outpatient care: If you need outpatient care, such as physical therapy or occupational therapy, you will be given a prescription based on your needs at the time you are discharged. We can help you make an appointment to seek continued care at a local therapy center near your home. Geisinger offers outpatient rehab services at Geisinger Orthopaedics Wilkes-Barre** and Geisinger South Wilkes-Barre.

Home with no care: You may not require any specialized care upon your discharge to home. We will make any needed follow-up appointments before your discharge.

*a campus of Geisinger Wyoming Valley Medical Center

**a service of Geisinger Wyoming Valley Medical Center

How to contact us

Our central phone number is 570-808-7300.

Here is a list of numbers most frequently used by patients:

Administration	7893	Operator7300 or dial 0
Admissions	7984	Spiritual care7300 or dial 0
Billing questions	800-640-4206	Patient liaisons	7636
Care Management	7398	Pharmacy.	7969
General information	7300	Security.7756 or dial 0
Gift shop	7807		

Patient name _____

Room number _____

Date of birth _____

Date admitted _____

Discharge date _____

Diagnosis _____

Important to note _____



We strive for excellence

Our goal is to provide you and your loved ones with the best possible care. If you have questions or concerns, let us know as soon as possible. We measure our performance in achieving patient satisfaction with a survey. You may be randomly selected to complete a survey that is mailed to your home in the next few weeks. If so, we ask that you fill out and return the survey with your honest feedback.

Thank you for the trust you have placed in us. It is our pleasure to care for you.

Geisinger Wyoming Valley Medical Center

1000 East Mountain Blvd.
Wilkes-Barre, PA 18711
570-808-7300
geisinger.org

Geisinger