



MOUNT NITTANY[®]
MEDICAL CENTER

PATIENT GUIDE TO SERVICES



Welcome.

PATIENT GUIDE TO SERVICES



Table of Contents

Mission	Page 3	Pain Control	Page 15
Discharge Planning	Page 4	Observation vs. Admission	
Patient Rights	Page 5		Page 16
Safety	Page 6	Billing & Insurance	Page 17
Accommodations	Page 9	Going Home	Page 19
Visitors	Page 10	Quick Reference	Page 20
Healthcare Team	Page 11		
Food Services	Page 14		



Welcome to Mount Nittany Medical Center

Thank you for choosing Mount Nittany Medical Center for your healthcare needs. We realize that hospitals can sometimes seem overwhelming, especially when you are ill. This guide was developed to help prepare you for your visit, to inform you of all the services we offer and to make your stay with us as smooth and comfortable as possible.

We strive to provide the best individualized patient- and family-centered care and service that reflects the compassion, value and respect that you deserve and have come to expect from us. As we continue to grow – advancing your health and well being by providing progressive, compassionate healthcare services and innovative care – we aim to be the region’s trusted healthcare provider and your medical center of choice.

We realize that in today’s healthcare environment, you have many choices for your medical needs. Our exceptional doctors, nurses and other healthcare professionals work together to give you a positive Mount Nittany Health Experience. It is our goal to meet your needs with a level of customer service that matches the top rate medical care you receive at Mount Nittany Medical Center. Our staff wants to exceed your expectations of care, so please tell us about any special needs or concerns you have that may affect your stay here, or what we can do to make your stay with us as pleasant and as positive as possible.

We want to know the ways we have exceeded your expectations so we can continue these efforts. Feedback is received through patient surveys. If you receive a survey, please take the time to complete it and return it with your honest review. This is extremely valuable information that we take very seriously in our efforts to continually enhance our care and serve you to best of our ability.

We also want to know if we have not met your needs or expectations. The Service Excellence Department is available to answer your questions and discuss any concerns you may have, either during your stay or after discharge. You may call Service Excellence at any time by dialing 6706, from a Mount Nittany Medical Center phone. From home, please call 814.234.6706.

Thank you for choosing Mount Nittany Medical Center. It is an honor to serve you and we wish you all the best for a successful and complete recovery.



Sincerely,

Kathleen L. Rhine
President and CEO, Mount Nittany Health

Our Mission

We are here to make people healthier.

Our Vision

To become the most trusted source of healthcare for Central Pennsylvanians.

A Message from your Healthcare Team

Welcome! We look forward to partnering with you to meet your healthcare needs. Our goal is to provide you with high-quality, safe care in a quiet, comfortable environment. If at any time during your stay, we can assist with anything that promotes your health, please call any member of our team, or dial the extension for your unit.

Surgical intensive care unit, first floor	Extension 6158
Telemetry unit, second floor	Extension 6786
Medical unit, second floor	Extension 6183
Surgical unit, third floor	Extension 6192
Orthopedic unit, third floor	Extension 7872
Medical unit, fourth floor	Extension 7811
Oncology unit, fourth floor	Extension 7824
Women and children’s, fourth floor	Extension 6182

Discharge Planning

Discharge planning starts on admission. As a patient, you have the right to a quality/safe discharge plan. Mount Nittany Medical Center has a dedicated staff in the case management department, consisting of registered nurses and social workers to assist with all of your post discharge planning. If you or your representative feel further discharge planning is required, please contact case management directly by calling 814.234.6153. You may ask any staff member that is involved with your care to meet with one of our highly trained case managers who are able to discuss any discharge needs or concerns that you may have.



Interpreter Services

Interpreters for foreign languages and the hearing-impaired are available free of charge. Please let your nurse know if you need communication assistance.

Privacy and Confidentiality

Your health is an intensely personal matter. As your healthcare provider, we recognize that and work hard to ensure your privacy. We restrict access to information about you to only those who provide, pay for and improve your care. In addition, we give access to those who need to know that information under state and federal laws and regulations. To protect your health information, we maintain physical, electronic and procedural safeguards. We ask that you share medical information with your family and friends as you believe to be appropriate. If you choose to share your “code word” with your family and friends, then they may contact the medical center to receive information about you. You may call the privacy officer at 814.234.6160 or privacyofficer@mountnittany.org, if you have any concerns about your privacy.

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

Advance Directive

If you are 18 or older and mentally competent, you have the right to make decisions about your medical treatment. An advance directive allows you to express your wishes about medical treatment when you are unable to make or express them yourself. If you have an existing advance directive, living will or healthcare power of attorney, please provide a copy to your provider for your medical record. There is a blank advance directive form in your admission folder if you would like to complete one. If you would like assistance, please notify Service Excellence at extension 6706 (or 814.234.6780).

POLST

If you have a life limiting advance illness, are frail and have troubling performing routine daily activities, or live in a nursing home, then you may want to consider having a POLST form. POLST is a Pennsylvania Orders for Life-Sustaining Treatment that puts your end-of-life wishes into medical orders. Please talk to your nurse or doctor, if this is something that you would like to discuss.

Ethics Committee

The Medical Center provides emotional and spiritual support, as well as guidance to patients and families who are facing difficult and painful end-of-life decisions. The ethics committee, a group of doctors, nurses, other healthcare professionals and members of the community, is available to help you and your family with these difficult decisions. You may call Service Excellence at extension 6706 (or 814.234.6780) to contact the committee.

Notary Services

The services of a notary public are available during normal business hours to patients at no charge. Services are limited to the medical interest of the patient and hospital such as advance directive. Financial documents do not meet the definition of medical interest.



Chapel

The chapel is a sacred place adjoining the main lobby of the hospital, and overlooking the Healing Garden, where patients, families, and staff are welcome to rest, reflect, and pray. It is designed to be a place of peace, comfort, and inspiration for all people.

Safety

Preventing Falls

- If you need help, please ring using the bedside call bell button. We will respond as quickly as possible. This is especially important if:
 - o This is the first time you get out of bed after surgery
 - o You were given medicine for pain or sleeping
 - o This is the first time you are up after being in bed for several days
 - o You feel weak or dizzy
 - o Your side rails are up
- Follow instructions given by your doctor or nurse about whether you may get out of bed, use the bathroom or walk in the hallways, etc.
- Wear non-skid slippers while walking in your room or in the Medical Center.
- Use any ambulatory-assist devices that you need, such as a cane, walker, wheelchair or crutches.

Information

You may be asked for the same information from different staff to ensure accuracy, particularly about important matters such as allergies. Your safety is important to us and we appreciate your cooperation.

Medicines

While in the Medical Center, all medicines you take are prescribed by your doctor, dispensed by Medical Center pharmacists and given to you by a nurse. Patients are not permitted to take their own drugs or keep personal medicines at their bedsides without a specific doctor's order and only within Medical Center policy. Please have family members or a close friend take your medicines home unless you have a doctor's order to keep it here.

Fire Drills

For your protection and to meet state regulations, fire and disaster drills are conducted regularly. If you are here during a drill, please remain in your room and feel free to ask questions of our staff.

Leaving the Nursing Unit

It is important for your nursing staff to know where you are at all times during your stay. If you want to leave your area, please check first at the nurses' station



Red socks:
Call before you fall. Do not get up without assistance.

Yellow socks:
Use caution. Wait for help.

Green socks:
No walking restrictions.

to make sure your doctor has given approval. In addition, let the staff know where they can find you. It is important to stay near your room until your doctor has visited and any treatments have been completed.

Smoking and Tobacco Free Zone

All Mount Nittany Health facilities and properties are tobacco free to ensure a clean, safe and healthy environment for our patients, visitors and staff. We know that our tobacco free policy is a challenge for smokers and tobacco users. If you are a patient, please talk with your nurse or doctor about ways we can help you, including nicotine replacement therapies.

Help to Quit resources:

American Cancer Society 1.888.227.2345	Cancer.org
Pennsylvania Free Quit Line: 1.800.QUIT.NOW (1.800.784.8669)	Smokefree.gov
mountnittany.org/tobaccofree	Determinedtoquit.com

Spokesperson

We understand that your family is concerned about you and may want to call about your condition. To meet this need, you were asked on admission to identify at least one spokesperson. This person can receive and request information and share that information with the family members of your choice. Whenever possible, we encourage you to speak directly with your family members and friends. Your privacy is important to us.

Infection Prevention

Hand Hygiene

Hand washing is the most important way to prevent the spread of infection. Ask anyone who might touch you to wash his or her hands with soap and water for at least 20 seconds, or to use the alcohol hand sanitizer, rubbing hands until dry. You also need to wash your hands often, especially after going to the bathroom and after touching anything that is soiled. If you have any questions, please ask your nurse or call the infection prevention director at extension 6164 (or 814.234.6164).

Infection Prevention

To keep infections from spreading, certain patients will be treated with special precautions to protect the patient and others from infection. Standard precautions will be taken with all patients in the handling of body substances, which means staff members must wash or disinfect their hands between patients and wear gloves when in contact with body secretions or fluids. In addition to hand washing and wearing gloves, staff may wear gowns and masks, depending on the illness or special circumstances. Information on why a patient requires additional precautions is confidential and will be shared only with the patient and when appropriate their support person.

For Your Safety...Be a Part of Your Healthcare Team

You can help make our healthcare system safer by being an active member of your healthcare team. That means taking part in every decision about your healthcare. The tips below have been compiled from a variety of sources including the Agency for Healthcare Research and Quality and the Institute for Safe Medication Practices.



- Before you take any medicine, look at it. If it does not look like what you usually take, ask why.
- Ask your doctor or nurse the names of any new medicines and the reasons for taking them.
- We use your full name and date of birth, listed on your patient ID bracelet, to confirm your identity. Do not let anyone give you medicines without first checking your ID bracelet every time.
- If you have a test, ask about the results.
- Learn about your condition and treatments by asking your healthcare professionals and using other reliable sources, mountnittany.org/wellness-library.
- Getting out of bed will help you recover faster. Your goal is to resume the same level of mobility you had before your hospital visit. Ask for help getting out of bed. The healthcare professional will help you as instructed by your doctor, nurse, or therapist.
- Use your call bell to ask for help.
- When you are discharged, ask your doctor or nurse to explain how to care for yourself. Learn about your medicines and when you can resume regular activities.
- When you are ready to go home, ask your doctor or nurse to write the purpose of the medication on your prescriptions. Many drug names look alike. Knowing its purpose helps you and the pharmacist double-check the prescription. Keep a record of your current medicines.

If you have questions about patient safety, please contact your doctor, nurse, pharmacist, or any other member of the healthcare team. If you would like to voice a patient safety concern, call the Medical Center's Patient Safety Hotline at 814.231.7809. Additional information is also available on the internet or by phone from the Agency for Healthcare Research and Quality, ahrq.gov or 301.427.1364, and the Institute of Safe Medication Practices, ismp.org or 215.947.7797.

Your Room and Accommodations



Your comfort and safety are important to us. Your bed is electrically operated and probably higher and narrower than your bed at home. Bedside rails are used for your protection and may be raised if you are resting, recovering from surgery or taking certain medicines. Our staff will show you how to work your bed.

Bed linen is changed when soiled. Please ask your nurse for additional blankets, pillows, and linen changes when necessary.

Internet

To access the public wireless, please ask a staff member for the access information and password. To ensure our network for patient care, streaming media services are restricted.

Telephones

For your convenience, there is no charge for local calls. Except in emergencies, calls between 10:00 pm and 8:00 am are discouraged to allow patients adequate rest.

Local calls: Dial 81+ the local number.

Long-distance and toll calls: Dial 82 + 0 + the number. We are sorry that long-distance calls cannot be charged to your room. Please use a credit card, calling card, or charge a long-distance call to your home number.

Television

Our television systems offer you a variety of entertainment, information and education services. Patient education may provide valuable information about your medical condition or illness. In addition to standard television channels, you will find music, books, games and several relaxation channels that provide relaxing music and images. Please be considerate of other patients by playing television sets quietly and by either turning off your set at bedtime or using earphones, which are available from your nurse.

Personal Items

Personal items kept at the bedside (including, but not limited to dentures, eyeglasses, hearing aids, and walkers) are the responsibility of the patient. Please be sure to label personal items with your name and keep them in an appropriate container when not in use. Your nurse can provide a denture cup or eyeglass case upon request. Please do not place items on meal trays, wrap them in tissue, or tuck them under your pillow. A safe is available through our security office; please ask your nurse for assistance.

ATM Machine

An ATM (automated teller machine) is located near the main lobby for withdrawal of funds only.

Lost and Found Items

If you lose something, please tell your nurse immediately. The Medical Center is not responsible for lost items, but we make every effort to help find them. The security office keeps unclaimed articles for a limited time. To inquire about lost articles, call security at extension 7191 (or 814.231.7191).

Visiting Guidelines

The Medical Center, in the interest of patient well-being, recommends no more than two visitors per patient at a time.

Preferred visitation hours are between 11:30 am and 8:00 pm to optimize patient rest. Quiet time begins at 8:00 pm and ends at 6:00 am. During quiet time, visitors are asked to keep noise to a minimum to allow patients to rest. Additional quiet periods may be determined by the patient care units.

Visitation by children under age 10 is not encouraged.

The charge nurse in any patient care area has the authority to implement visitation restrictions based on clinical justification. You will be provided with an explanation; if this occurs.

Visitors shall be advised of isolation procedures that pertain to the patient they are visiting by the nurse caring for the patient.

Visitation in labor and delivery is limited to designated labor support persons as determined by the patient. Siblings of the newborn who are younger than 10 may visit in the birthing centre with charge nurse approval.

Behavioral health unit recommends visitation between the hours of 6:00 pm and 8:00 pm daily and 2:00 pm and 4:00 pm on weekends and holidays due to treatment and therapy groups that are conducted throughout the day. This is to maintain the safety and confidentiality of the therapeutic milieu for all patients. Visitation can be arranged at other times.

Critical care services recommends that visitors refrain from visiting from 6:00 am until 8:30 am and 6:00 pm until 8:30 pm due to shift changes, shift reports and patient assessments.

Your Healthcare Team

Mount Nittany Medical Center employees (as well as those affiliated but not employed by the Medical Center including doctors, volunteers, students, and outside agency visitors) are required to wear easily visible identification (ID) badges. Please ask anyone not wearing an ID badge for identification, or call your nurse.

The Medical Staff

The doctor who admits you is responsible for directing your care while you are in the Medical Center. Your doctor will explain your treatment and answer any questions you have about your illness. Often your doctor will request the services of one or more consulting doctors with expertise in a particular area. Consulting doctors may also provide you with information; however, the overall coordinator of your care is your primary admitting doctor. In addition, your doctor may ask a physician assistant or nurse practitioner to assist with your care.

**Hospitalists and Intensivists**

Your primary care doctor may have asked a hospitalist or intensivist to provide your care while you are at Mount Nittany Medical Center. They have special training to care for patients in the Medical Center. Because they spend all of their time in the Medical Center, they have more time to spend with you. In addition, your primary care doctor now has more time to spend with his/her office patients. Hospitalists and intensivists are very familiar with what

goes on in hospitals. They understand the processes and systems that you are experiencing. This helps them to manage your care. If you have questions or concerns, they can answer them quickly because they work in the Medical Center.

It is very important that you talk openly with them as you would with your primary care doctor. Please let them know if you have any questions or concerns. They will spend time talking with you and looking at your health information. By using all of this information, they will be able to provide the best diagnosis and care to you.

Hospitalists and intensivists will work with your primary care doctor to make sure you get the best possible care. When you leave the Medical Center, they will advise you to follow up with your primary care doctor. At discharge, we will communicate with your doctor about your care.

If you do not have a primary care doctor, they will refer you to one. To ensure your best health, it is important that you follow up with the assigned primary care doctor.



The Nursing Staff

A team of professional registered nurses (RN), nurses aides (NA), and orderlies are dedicated to providing outstanding care for you 24 hours a day. They are here to help and educate you and your family so that you can reach the highest levels of health and independence possible. A nursing director is responsible for directing and coordinating nursing care on each unit. Please feel free to contact your nurse or the nursing director if you have questions or concerns.

Case Management (Social Services)

Patients may be assigned a care manager who helps patients and family members deal with financial, social, and emotional problems that relate to illness or a hospital stay. In addition, care managers help patients and families deal with long-term illnesses and rehabilitation, and are involved in discharge planning, nursing home applications, home health services, and arrangements for medical equipment at home. Please call extension 6153 (or 814.234.6153) to reach case management.

Dietitians

The Medical Center's staff of registered dietitians meets your dietary needs during your stay. If you have questions about your meals or diet, please call extension 7091.

Environmental Services

We take pride in our facility. A member of the environmental services staff cleans your room daily. The staff cleaning your room will leave a card with their names and a telephone number. If there are any problems with the cleanliness of your room, please call the number provided on the card.

Service Excellence (Patient Representative)

Meeting your special needs is an important part of the care we give at Mount Nittany Medical Center. Service Excellence is available to assist you with a variety of needs, including assistance with living wills and powers of attorney for healthcare. In addition, Service Excellence will assist you if you believe that

the care provided you is not meeting your expectations. For assistance in any of these matters, please call Service Excellence at extension 6706 (or 814.234.6780), Monday through Friday, from 8:00 am to 4:30 pm, or ask your nurse to make the contact for you.

Pastoral Care

We believe that total patient care involves attention to the spiritual, physical, and emotional needs of each patient. Please feel free to call your priest, minister, rabbi, or other spiritual support person if you would like them to visit.

Patient Accounts

Patient accounts associates can answer questions about your Medical Center bill and help you understand our financial policies and billing procedures. Please call Patient Accounts at extension 6171 (or 814.234.6171), Monday through Friday, from 8:00 am to 4:30 pm Residents who live out of the 814 area code may dial 866.686.6171 or use the internet for payment and for questions at mountnittany.org.

Students and future professionals

Mount Nittany Medical Center provides clinical experiences for third and fourth year medical students as well as students in the fields of nursing, family medicine residents, radiography, physical therapy, surgical technician, pharmacy, and nutrition, to name a few. All students work under the supervision of qualified personnel and follow the Medical Center's policies and standards.



Volunteers

More than 500 volunteers contribute many hours of service to make your stay more comfortable. They may bring your mail and flowers, offer refreshments, deliver a morning newspaper, help with completing your menu choices, or assist you when you are ready to leave the Medical Center.

Other Personnel

During your stay, many other healthcare professionals, including personnel from laboratory, radiology, respiratory, cardiopulmonary services, nursing educators, pharmacists and physical, occupational or speech therapists, may visit you to evaluate your progress or aid your recovery. In addition, Mount Nittany Medical Center's team includes many behind-the-scenes workers who greatly contribute to your well-being.

Nutrition and Culinary Services

As an essential part of your treatment and recovery at Mount Nittany Medical Center, our nutrition and culinary services team will provide you with the highest level of service and quality during your stay. Our team is committed to excellence and providing you with service that will be unmatched.



Your Room Meal Times:

- Breakfast is served between 7:30 am and 9:00 am
- Lunch is served between 11:30 am and 1:00 pm
- Dinner is served between 4:30 pm and 6:00 pm

If you are scheduled for a special test or treatment, your meal may be delayed. In the event that you do not receive a meal tray or if you feel that your tray has been delivered while you were out, please contact one of our team members at extension 7193 and we will provide you with a new meal.

Understanding Your Diet

Upon admission, your doctor will place a diet order for you. During your stay, your diet may change as part of your medical treatment. Our nutrition team will inform you about any specialized diet that your doctor has ordered for you. If, for any reason, you do not understand the diet your doctor has ordered for you, please contact one of our nutrition team members at extension 7193.

Guest Meals

Occasionally, you may wish to dine with a guest in your room. A guest meal can be ordered and delivered to your room. The cost is \$8.00 payable at time of delivery, cash and credit are accepted. One of our nutrition and culinary services team members can assist you or your guest with this dining option. For immediate assistance, please call extension 7193.

Café (Cafeteria)

The Café, located on the ground floor of the Medical Center, is open 6:00 am – 7:00 pm and 2:30 am – 4:15 am. The Café is open to all employees and the general public. Visa, MasterCard, and Discover are accepted. The Café offers hot entrees, seasonal soups, a deli counter and a fresh salad bar, as well as an assortment of fruits, breakfast items, hot sandwiches, cereal, fountain and bottled drinks. And with an ice cream cooler, fresh cookies, pie and cake selections, there's something sure to please everyone—even gluten free and vegetarian options.

The Nittany Grill

The Nittany Grill, located on the first floor in the main hallway of the Medical Center, serves meals and snacks all day. It is open to all employees and the general public. Visa, MasterCard, and Discover are accepted.

Breakfast is served all day. Other food items offered include daily specials, soups, sandwiches, salads, fruit, espresso beverages, and snacks.

Pain Prevention and Control

What Is Pain

Pain is an uncomfortable feeling that tells you something may be wrong in your body. Pain is your body's way of sending a warning to your brain. Your spinal cord and nerves provide the pathway for messages to travel to and from your brain and the other parts of your body. Pain medicine blocks these messages or reduces their effect on your brain. Your doctors and nurses will ask you about your pain because they want you to be comfortable. You, your doctor and your nurse will decide which pain control methods are right for you.

Pain Control Can Help You:

- Maintain greater comfort.
- Get well faster after surgery. With less pain, you can start walking, do your breathing exercises, and get your strength back more quickly. You may even leave the hospital sooner.
- Improve your results. People whose pain is well controlled seem to do better.

Some patients have shared their concern about not wanting to take pain medicine because they fear becoming addicted. Most studies show that short term pain medicine does not cause a problem.

What You Can Do To Help Yourself

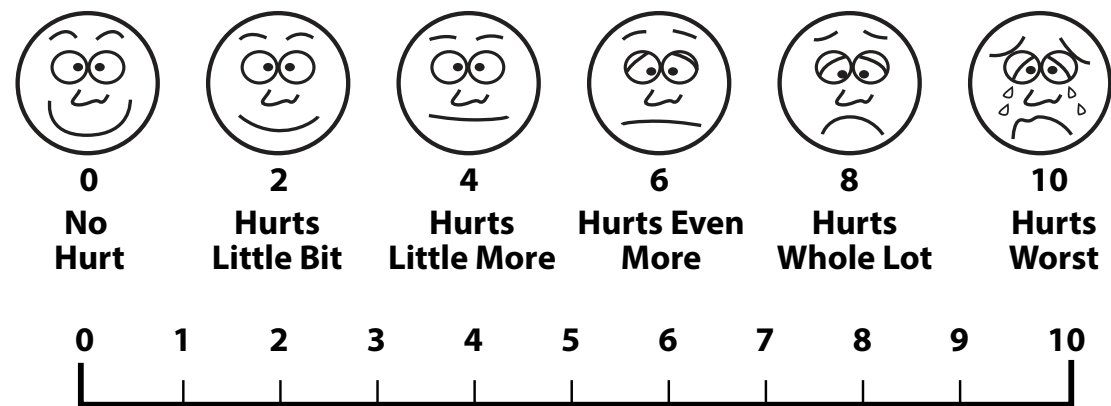
- Ask the doctor or nurse what to expect because being prepared helps put you in control.
- Tell your nurses and doctors what pain control methods have worked well, or not so well, for you before. Tell them about any reaction you have had to pain medicines. Side effects such as nausea and vomiting are generally not considered an allergy, and can be treated effectively.
- Try other measures to help manage your pain, including position change, relaxation, positive thinking, music, TV Care Channel 14, or other pastimes to distract you.

Relaxation Breathing

Slow rhythmic breathing is a technique that may help you relax. Please follow the steps below:

1. Breathe in slowly and deeply.
2. As you breathe out slowly, feel yourself beginning to relax; feel the tension leaving your body.
3. Now breathe in and out slowly and regularly, at whatever rate is comfortable for you.
4. To help you focus on your breath and breathing slowly and rhythmically: Breathe in as you say silently to yourself, "in, two three." Breathe out as you say silently to yourself "out, two three."
5. As an option, each time you breathe out, say silently to yourself a word such as "relax" or "peace."

Pain Scale



Observation versus Admission

Observation services are defined by the Center for Medicare and Medicaid Services (CMS) as a set of specific, clinically appropriate services that include ongoing short-term treatment, assessment, and reassessment that are provided while a decision is being made regarding whether patients will require further treatment as hospital inpatients, or if they are able to be discharged (sent home) from the hospital. It is common for observation services to be ordered for patients who present to the emergency department and who then require a significant period of treatment or monitoring in order to make a decision about admission or discharge. While under observation care, your room can be located anywhere in the hospital. The quality of care is exactly the same regardless if you are an observation patient or inpatient admission. Observation status and services are typically ordered for conditions that can be treated in 48 hours or less, or when the cause of your symptoms has not yet been determined. Although we typically strive for a maximum of 48 hours, observation can extend beyond two days.



An observation stay at the hospital is billed under outpatient services, Medicare Part B or your commercial plan. Since observation stays are billed as an outpatient service, your insurance co-pays and deductibles, along with any additional costs, will be based on the terms of your insurance policy. At the

end of your observation stay, your doctor will decide whether to discharge you from the hospital or to admit you as an inpatient. If you are admitted to an inpatient stay after a period of observation, the entire hospitalization will convert to an inpatient admission. At Mount Nittany Health, open communication between clinicians and patients is key. For patients at Mount Nittany Medical Center, caregivers make every attempt to communicate hospital status, so that you are aware of your care plan. The case management team is available to assist with any questions regarding status while staying in the hospital.

Medical Center Bills and Insurance

We encourage all patients to be familiar with the terms of their insurance coverage. This will help you understand our billing procedures and charges. If you have any questions about your charges, please call patient accounts at extension 6171 (or 814.234.6171).

If You Have Health Insurance

We will need a copy of your insurance identification card. We also may need the insurance forms, which are supplied by your employer or the insurance company. You will be asked to have the insurance company pay the Medical Center directly.

If You Are a Member of an HMO or PPO

Your health insurance plan may have special requirements, such as a second surgical opinion or pre-certification for certain tests or procedures. It is your responsibility to make sure the requirements of your plan have been met. If your plan's requirements are not followed, you may be financially responsible for all or part of the services that are provided. Some doctor specialists may not participate in your healthcare plan and their services may not be covered.

If You Are Covered by Medicare

We will need a copy of your Medicare card to verify eligibility and process your Medicare claim. The Medicare program specifies that it does not pay for certain items and services, including most oral surgery/dental procedures, personal comfort items, take-home medications, Advanced Life Support (paramedics), and other services. Deductibles and co-payments are the responsibility of the patient.

If You Are Covered by Medicaid

We will need a copy of your Medicaid Access card. Medicaid has payment limitations for some services and items.

If You Have No Insurance

At Mount Nittany Medical Center, all patients receive necessary medical care regardless of their ability to pay for those services. A representative from patient accounts will discuss financial arrangements with you, or can assist you in applying for Medicaid and the Medical Center's Free Care program. Call 814.234.6171 option 7. If you are out of the 814 area code, call 866.686.6171 for assistance.

Your Medical Center Bill

The Medical Center will submit bills to your insurance company and do everything possible to expedite your claim. However, your policy is a contract between you and your insurance company and you have the final responsibility for payment of your Medical Center bill if your insurance carrier does not pay the full amount.

We offer several payment options to assist you in paying your bill should this be necessary. Please call a patient accounts associate at 814.234.6171, or toll free at 866.686.6171 Monday – Friday 8:00 am – 4:30 pm

The daily room charge covers nursing care, dietary services, housekeeping, linen, and other support services. Patients are charged the daily room rate for the day of admission (regardless of time) but not for the day of discharge. Other charges for special services include items your doctor orders for you, such as X-rays or laboratory tests.

If you have certain tests or treatments in the Medical Center, you may receive bills from doctors you did not see in person. These bills are for professional services rendered by these doctors in diagnosing and interpreting test results while you were a patient. Pathologists, radiologists, cardiologists, anesthesiologists and other specialists perform these services and are required to submit separate bills. If you have questions about these bills, please call the number printed on their statements.

You have the right to full information and counseling on the availability of known financial resources for your healthcare and to receive an explanation of your bill. Please remember, regardless of the type of insurance or other health coverage you have, you are ultimately responsible for paying your bill and for assuring that the financial obligations for your care are promptly fulfilled.

**Going Home**

So that we can best meet your needs, we begin planning for your discharge the moment you are admitted. Our nurses will gather information and coordinate your care with the other members of your healthcare team as you progress toward discharge. When your doctor determines you are ready to leave the Medical Center, a discharge order will be written.

After your doctor signs your discharge papers, several steps must be completed before you leave the hospital. The checklist below outlines the discharge process. Your health and well-being are always our first

priorities as you transition from the hospital. We will work promptly to complete your discharge process.

If you have any questions about the discharge process, your nurse and case manager will be happy to help.

Satisfaction Survey

You may receive a phone call or survey after you are discharged asking about your experience at Mount Nittany Medical Center. Your satisfaction is very important to us as we strive to make every patient experience exceptional. Your comments and suggestions help us to know what we do well and how we can make your experience better. Please take a moment to share your feedback when we call or send a survey to help us improve and to recognize the employees who provided excellent care and service.

Your Medical Record

The complete confidentiality of your medical information is of vital importance to the staff of Mount Nittany Medical Center. Health information management is responsible for maintaining patient records. A properly signed consent form is necessary for the release of your information. If you would like assistance in this area, please contact the correspondence secretary at extension 6167 (or 814.234.6167).

Keeping Healthy

Mount Nittany Medical Center offers a variety of classes, programs, health screenings and support groups to help you. If you would like to know more about any of these programs, please call the Medical Center at 814.234.6727. Please check out our website at mountnittany.org.

Giving Back

Grateful Patient Program

The Grateful Patient Program helps patients or loved ones say “thank you” to the outstanding caregivers at Mount Nittany Health. Whether one chooses to honor a doctor or nurse, an entire department or a clinical program that provided care to a loved one, donations are a meaningful opportunity to say thanks to those who may have brought comfort in the time of need.



To make a gift to Mount Nittany Health Foundation's Grateful Patient Program, call us at 814.234.6777 or visit us online at **foundation.mountnittay.org** to learn more.

Volunteer

If you are interested in becoming a volunteer at the Medical Center, please call 814.234.6170. There are opportunities in many areas during varying times.

Quick Reference

The following is a list of telephone extensions that may be useful during your stay at Mount Nittany Medical Center.

	Ext #		Ext #
Administration	3153	Patient Representative	6706
Billing/Patient Accounts	6171	Patient Room Information	6710
Pastoral Care	4805	Security	7191
Foundation Office	6777	The Nittany Grill	6467
Environmental Services	6478	Case Management	6153
Food and Nutrition Services	7193	Volunteer Services	6170
Gift Shop	6422	Privacy Officer	6160
Infection Prevention Director	6164	Patient Safety Hotline	7809
Medical Library	6191		



Online Patient Portal

My Mount Nittany Health, an online health management tool.
Visit **MyMountNittanyHealth.com**.

Provider Information

Search for medical provider information at Mount Nittany Medical Center by going to **mountnittany.org/PhysicianFinder**.

Local Healthcare News and Information

Stay up to date on all the latest news and events at Mount Nittany Health by signing up for one of our e-newsletters **mountnittany.org/Newsletters**.

Thank you for choosing Mount Nittany Medical Center



1800 East Park Avenue, State College, PA 16803
814.231.7000 | mountnittany.org