



# Patient Guide



**St Luke's**  
UNIVERSITY HEALTH NETWORK

1-866-STLUKES (785-8537) • [www.sluhn.org](http://www.sluhn.org)



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# Telephone Directory

Each patient room is equipped with a private telephone. The phone in your room is available 24 hours a day for outbound calls. There is no charge for local calls. Ask your care team for assistance.

**Patient Information** ..... 1-866-STLUKES (785-8537)

- Option 1: Patient Information
- Option 2: Schedule or Reschedule
- Option 3: Billing
- Option 4: General Information
- Option 5: MyChart
- Option 6: Comprehensive Spine
- Option 0: Operator

**Billing Questions**..... 484-526-3150  
1-800-218-7359

**Medical Records** ..... 484-526-4719

- Hours: 8 am – 4:30 pm
- Email: [releaseofinformation@sluhn.org](mailto:releaseofinformation@sluhn.org)
- Fax: 833-932-1185
- Patients, legal guardians, or parents of minor patients may receive copies of medical records for a nominal fee after submitting a signed authorization.
- You may also access your records through MyChart.

***If you see members of your care team checking messages, texting or making calls on their cell phones, rest assured they are collaborating and coordinating care for our patients.***

### **Our Mission: Patient Experience at St. Luke's**

At St. Luke's, we believe every moment matters. That's why we live by our core values—*Pride, Caring, Respect, Accountability, Flexibility, and Teamwork*—in every interaction. Whether you're a patient, family member, guest, or team member, we're committed to making sure you feel supported, respected, and truly cared for.

### **Our Vision: Patient Experience at St. Luke's**

At St. Luke's, we want every patient to feel the difference—knowing they were not only cared for, but truly cared about. Your comfort, dignity, and well-being are at the heart of everything we do.

To continue improving the care we provide, it's important for us to understand what we're doing well and where we can do better. One of the most helpful ways we learn is through honest feedback from patients who complete our patient experience surveys.



# What to Expect During Your Stay

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As a patient, family member, or guardian, you have the right to know all hospital rules and what we expect of you during your hospital stay.

## Provide Information

*As a patient, family member, or guardian, we ask that you:*

- Provide accurate and complete information about current health care problems, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Report any condition that puts you at risk (for example, allergies or hearing problems).
- Report unexpected changes in your condition to the health care professionals taking care of you.
- Provide a copy of your Advance Directive, Living Will, Durable Power of Attorney for health care, and any organ/tissue donation permissions to the health care professionals taking care of you.
- Tell us who, if any, visitors you want during your stay.
- Communicate to your nursing team any valuables you choose to keep at the bedside. We strongly recommend that patients avoid bringing valuables or unnecessary personal items to the hospital, as St. Luke's is not responsible for lost belongings. If a patient does bring something valuable, we advise you to either send it home with a trusted individual or inform the care team. Any items that the patient chooses to keep should be documented in their patient record.

## Respect and Consideration

*As a patient, family member, or guardian, we ask that you:*

- Recognize and respect the rights of other patients, families, and staff. Threats, violence, or harassment of other patients and hospital staff will not be tolerated.
- Comply with the hospital's no smoking policy.
- Refrain from conducting any illegal activity on hospital property. If such activity occurs, the hospital will report it to the police.
- In an effort to enhance patient safety and protect the privacy of our patients as required by law, the use of any recording device is prohibited by patients, visitors and staff. This includes all devices capable of recording visual and/or audio images (i.e. photographic, video and digital cameras, audio recorders and cellular phones).

## Cooperation

*As a patient:*

- You are expected to follow the care plans suggested by the health care professionals caring for you while in the hospital. You should work with your health care professionals to develop a plan that you will be able to follow while in the hospital and after you leave the hospital.

## Understanding Your Hospital Status

When you come to the hospital as a patient, **the words used to describe your type of stay are called "hospital status"** and include inpatient, outpatient, or observation. Your hospital status affects many aspects of your hospital stay and billing. While the care you receive as a patient will not appear to be different, how much you or your insurance company pays for services received may be affected.

If you are placed in an outpatient observation status, you will receive verbal and written notice in accordance with the Hospital Observation Status Consumer Notification Act.

Additional information is available by your care manager to help you understand your hospital status.



# Patient Bill of Rights & Responsibilities

## Your Rights

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. As our patient, you have the right to safe, respectful, and dignified care at all times. You will receive services and care that are medically suggested and within the hospital's services, its stated mission, and required law and regulation. You have the right to receive care in a safe setting.

### **Communication**

*You have the right to:*

- Have a family member, another person that you choose, or your doctor notified when you are admitted to the hospital.
- Receive information in a way that you understand. This includes interpretation and translation, free of charge, in the language you prefer for talking about your health care. This also includes providing you with needed help if you have vision, speech, hearing, or cognitive impairments.
- Designate a support person, if needed, to act on your behalf to assert and protect your patient rights.

### **Informed Decisions**

*You have the right to:*

- Receive information about your current health, your care, outcomes, recovery, ongoing health care needs, and future health status in terms that you understand.
- Be informed about proposed care options including the risks and benefits, other care options, what could happen without care, and the outcome(s) of any medical care provided, including any outcomes that were not expected. You may need to sign your name before the start of any procedure and/or care. "Informed consent" is not required in the case of an emergency.
- Be involved in all aspects of your care and take part in decisions about your care.
- Make choices about your care based on your own spiritual and personal values.
- Request care. This right does not mean you can demand care or services that are not medically needed.
- Refuse any care, therapy, drug, or procedure against the medical advice of a doctor. There may be times that care must be provided based on the law.
- Expect the hospital to get your permission before taking photos, recording, or filming you, if the purpose is for something other than patient identification, care, diagnosis, or therapy.
- Decide to take part or not take part in research or clinical trials for your condition, or donor programs, that may be suggested by your doctor. Your participation in such care is voluntary, and written permission must be obtained from you or your legal representative before you participate. A decision to not take part in research or clinical trials will not affect your right to receive care.

As a patient of St. Luke's University Health Network, or as a family member or guardian of a patient at this hospital, we want you to know the rights you have under federal and state law as soon as possible during your hospital stay.

We are committed to honoring your rights, and want you to know that by taking an active role in your health care, you can help your hospital caregivers meet your needs as a patient or family member. That is why we ask that you and your family share certain responsibilities with us.



## Patient Bill of Rights & Responsibilities *(cont.)*

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### **Visitation**

*You have the right to:*

- Decide if you want visitors or not while you are here. To limit your visitors and maintain your confidentiality, please notify your nurse.
- The hospital may need to limit visitors to better care for you or other patients.
- Designate those persons who can visit you during your stay. These individuals do not need to be legally related to you.
- Designate a support person who may determine who can visit you if you become incapacitated.

### **Advance Directives**

*You have the right to:*

- Create advance directives, which are legal papers that allow you to decide now what you want to happen if you are no longer healthy enough to make decisions about your care. You have the right to have hospital staff comply with these directives.
- Ask about and discuss the ethics of your care, including resolving any conflicts that might arise such as, deciding against, withholding, or withdrawing life-sustaining care.

### **Care Planning**

*You have the right to:*

- Receive a medical screening exam to determine treatment.
- Participate in the care that you receive in the hospital.
- Receive instructions on follow-up care and participate in decisions about your plan of care after you are out of the hospital.
- Receive a prompt and safe transfer to the care of others when this hospital is not able to meet your request or need for care or service. You have the right to know why a transfer to another health care facility might be required, as well as learning about other options for care. The hospital cannot transfer you to another hospital unless that hospital has agreed to accept you.

### **Care Delivery**

*You have the right to:*

- Expect emergency procedures to be implemented without unnecessary delay.
- Receive care in a safe setting free from any form of abuse, harassment, and neglect.
- Receive kind, respectful, safe, quality care delivered by skilled staff.
- Know the names of doctors and nurses providing care to you and the names and roles of other health care workers and staff that are caring for you.
- Request a consultation by another health care provider.
- Receive proper assessment and management of pain, including the right to request or reject any or all options to relieve pain.
- Receive care free from restraints or seclusion unless necessary to provide medical, surgical, or behavioral health care. Receive efficient and quality care with high professional standards that are continually maintained and reviewed.



## **Patient Bill of Rights & Responsibilities** *(cont.)*

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### ***Privacy and Confidentiality***

*You have the right to:*

- Limit who knows about you being in the hospital.
- Be interviewed, examined, and discuss your care in places designed to protect your privacy.
- Be advised why certain people are present and to ask others to leave during sensitive talks or procedures.
- Expect all communications and records related to care, including who is paying for your care, to be treated as private.
- Receive written notice that explains how your personal health information will be used and shared with other health care professionals involved in your care.
- Review and request copies of your medical record unless restricted for medical or legal reasons.
- Receive information and counseling on ways to help pay for the hospital bill.
- Request information about any business or financial arrangements that may impact your care.

Please feel free to ask questions about any of these rights that you do not understand. If you have questions about these rights, please discuss them with your doctor or nurse.

### ***Complaints, Concerns and Questions***

*You have the right to:*

- Tell hospital staff about your concerns or complaints regarding your care. This will not affect your future care.
- Seek review of quality of care concerns, coverage decisions, and concerns about your discharge.
- Expect a timely response to your complaint or grievance from the hospital. Complaints or grievances may be made in writing, by phone, or in person. The hospital has a duty to respond to these complaints or grievances in a manner that you can understand. To share your concerns with the hospital, please contact the department head, hospital supervisor or member of the senior administrative team.

*The patient has a right to register a grievance through Administration and/or address their concerns to one of the following agencies:*

#### **Pennsylvania Department of Health**

1-800-254-5164

[www.pa.gov/agencies/health](http://www.pa.gov/agencies/health)

#### **New Jersey Department of Health**

1-800-792-9770

[www.nj.gov/health](http://www.nj.gov/health)

#### **Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO)**

1-888-396-4646

#### **Office of Quality and Patient Safety – The Joint Commission**

1-800-994-6610

[www.jointcommission.org/contact-us](http://www.jointcommission.org/contact-us)

Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)



## Patient & Caregiver Information

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### **Meal Services**

St. Luke's is proud to provide nutritious, thoughtfully prepared meals for our patients. Our cafeterias are open for visitors. Please reference our menu or ask a member of our patient care team for more information.

### **Visitation**

We have policies and procedures in place to help you and your visitors work with our doctors, nurses and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones. We believe that visitors are an important part of the healing process. Visiting hours and guidelines have been established to encourage visitation while giving patients time to rest and recover.

#### ***Visiting Hours***

For most patient care units, visiting hours are open. Special care units, including critical care, maternity and pediatrics will discuss visitation guidelines with the caregiver, support person and/or family. St. Luke's does not permit children of any age to stay overnight in a patient room. The hospital reserves the right to modify visiting hours based on clinically necessary reasons, for example, when the patient is undergoing medical care, infection control issues, disruptive behavior and visitor overcrowding. Visitation privileges cannot be denied on the basis of sex, gender, national origin, religion, sexual orientation or disability.

#### ***How Can Visitors be Helpful?***

- Abide by the infection control guidelines and other rules as defined by the hospital, and follow isolation precautions posted on patient doors.
- Visitors with acute respiratory symptoms may be asked to wear a mask or to refrain from visiting.

### **Communication**

#### ***Social Media***

Please be aware that once you post something online, it will be read by others and is available online for years to come. We suggest that you exercise caution when posting medical information on social media sites and that you not disclose personal identifiable information like your location, medical record number, financial information, etc.

#### ***If You Don't Speak English***

St. Luke's provides interpreter services through a medical interpreter service. This service is available 24 hours a day, year round, free of charge. Please ask your nurse for more information.

#### ***Patients who are Speech or Hearing Impaired***

St. Luke's offers TTY equipment as well as in-person and internet-based medical American Sign Language (ASL) interpretation. Please ask your nurse for assistance.



## Patient & Caregiver Information *(cont.)*

*As a patient, family member, or guardian, we ask that you:*

- Promote your own safety by becoming an active, involved, and informed member of your health care team.
- Ask questions if you are concerned about your health or safety.
- Make sure your doctor knows the site/side of the body that will be operated on before a procedure.
- Remind staff to check your identification before medications are given, blood/blood products are administered, blood samples are taken, or before any procedure.
- Remind caregivers to wash their hands before taking care of you.
- Be informed about which medications you are taking and why you are taking them.
- Ask all hospital staff to identify themselves.

### Refusing Care

*As a patient:*

- You are responsible for your actions if you refuse care or do not follow care instructions.

### Palliative Care

Palliative care services can help you and your support team control the pain and symptoms of your condition and achieve a sense of control over your situation. Because palliative care addresses medical and non-medical issues, your care team can also support your loved ones, keep lines of communication open and ensure that your wishes are honored.

#### ***Who Provides Palliative Care Services?***

Palliative care services are provided by a medical director, a nurse manager, a certified nurse practitioner, a social worker and a pastoral care chaplain. This special team of experts works in conjunction with your doctor, nurse and other caregivers to assess your needs and provide care for you and your support team.

#### ***The Palliative Care team offers expertise in areas such as:***

- Reducing and managing symptoms of your condition such as anxiety, depression, pain, nausea and others.
- Dealing with changing goals of care, assisting with advance directives and discussing treatment options including the benefits and burdens of care.

### For Your Health & Safety

#### ***Fighting Infections***

While you're in the hospital to get well, there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you—including your doctors and nurses—wash his or her hands, too.

#### ***You, your family and friends should wash hands:***

1. After touching objects or surfaces in the hospital room
2. Before eating
3. After using the restroom

It also is important that your health care providers wash their hands with either soap and water or an alcohol-based hand cleaner every time, before and after they touch you. Health care providers know to practice hand hygiene, but sometimes they forget. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.



## Patient & Caregiver Information *(cont.)*

### **Mobility**

During your admission, you may notice staff are frequently trying to get you moving. Early activity and mobilization have been shown to provide better outcomes for patients. St. Luke's uses a robust, evidence-based program to measure mobility levels and set realistic goals for patients to work toward.

This program:

- May result in a shorter hospital stay.
- Decreases the likelihood of readmission.
- Decreases the need for rehabilitation services.
- May maintain or improve activity and mobility levels at discharge.

Your health care team should share the activity goals set for you each day. At St. Luke's, our team will work together to support and encourage you throughout this part of your recovery.

### **Falls in the Hospital**

Falls are more likely to occur in the hospital because you may be in an unfamiliar place, feeling weak or tired, or taking certain medications.



#### **CALL FOR ASSISTANCE**

Always use your nurse call bell before getting out of bed.



#### **BED OR CHAIR ALARMS**

If an alarm is on your bed or chair, please do not turn it off. It helps keep you safe.



#### **ASK FOR HELP BEFORE MOVING**

Do not try to get on or off the toilet or commode by yourself. As a staff member for help before asking family to assist you.



#### **USE PROPER SUPPORT**

Never use IV poles or bedside tables for support while walking. If you use a walker or cane, let us know – we can provide one if needed.



#### **WEAR SAFE FOOTWEAR**

Wear non-skid socks or shoes (hospital socks, sneakers, rubber soled shoes). Floors can be slippery



#### **KEEP ITEMS WITHIN REACH**

Before anyone leaves your room, remind them to place your call bell, phone and personal items close to you.

***Please do not get up alone.  
Our health care team is here  
to assist you!***

## **Mental Health Services**

### ***How can I take care of my emotional health during my hospital stay?***

- Stay Connected: Stay connected with family and friends through phone calls or video chats.
- Express Your Feelings: Talk about your emotions with someone you trust.
- Practice Relaxation Techniques: Deep breathing, meditation, or listening to music can help reduce stress.
- Stay Informed: Understanding your condition and treatment can help reduce anxiety.
- Ask for Help: Don't hesitate to ask hospital staff for emotional support or resources.

For more information visit [www.stlukespennfoundation.org](http://www.stlukespennfoundation.org)



## Patient & Caregiver Information *(cont.)*

### **Rest Supports Healing**

Sleep and quiet time help your body recover, reduce stress, and fight infection. To support your rest, we observe quiet hours and offer sleep kits. If you're having trouble sleeping, please let your care team know. Thank you for helping us maintain a healing environment.

### **Rapid Response Team**

#### ***What is a Rapid Response Team?***

A Rapid Response Team is a group of health care workers specially trained to evaluate and provide treatment to a patient who has a change in condition (e.g., is becoming more sick). Often there are warning signs before the situation progresses to an emergency and the Rapid Response Team can intervene quickly.

#### ***What are the signs that something may be wrong?***

When a patient's condition is worsening, there may be warning signs. These signs may be obvious or subtle. Sometimes there are no signs but there is a feeling that something is just not right.

Examples of warning signs may include any of the following:

- change in mental status, such as confusion
- change in heart rate
- change in breathing rate
- very high or very low blood pressure
- acute bleeding

#### ***How does the Rapid Response Team become involved?***

The Rapid Response Team becomes involved when the nurse or another caregiver notices the warning signs and calls the Rapid Response Team to check the patient. When the Rapid Response Team comes to the patient's bedside, the team will assess the patient's condition and begin any necessary treatment. Treatments may include laboratory tests, medicines, diagnostic tests, or even a transfer to a higher level of care.

#### ***Why use a Rapid Response Team and not the patient's doctor?***

The patient's primary doctor may not be immediately available to respond as quickly to a patient's bedside. The Rapid Response Team will quickly assess the patient and communicate an update with a treatment plan.

#### ***What else do I need to know?***

When the Rapid Response Team is called, two or more members may respond depending on the situation (e.g., doctor, advanced practitioner, nurse, respiratory therapist, etc.). The number of clinicians may be overwhelming to the patient or loved ones, but it is completely normal for several specialty health care workers to arrive.

Please understand that family, loved ones, and visitors may be asked to step out of the room while the Rapid Response Team is taking care of the patient. The nurse will allow you to return to the room as soon as possible.

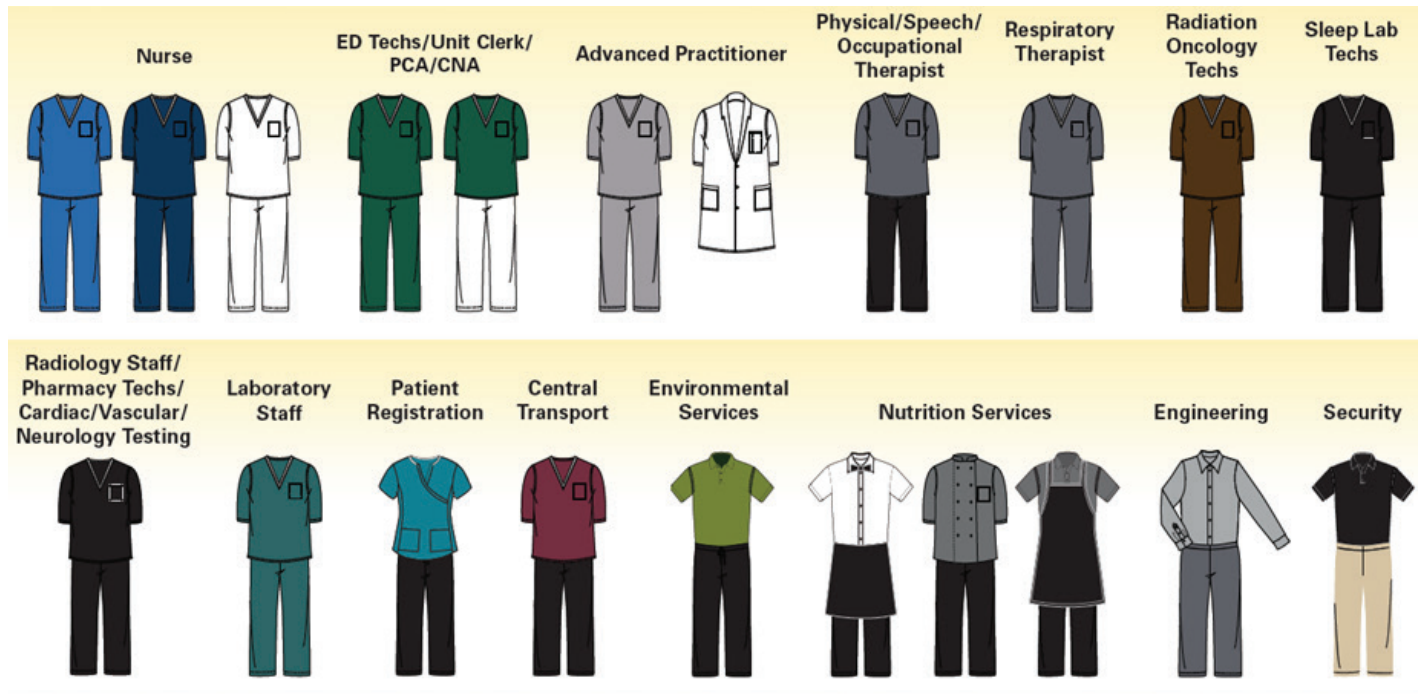
#### ***What do I need to do?***

We want families and loved ones of our patients to know about the Rapid Response Team. Please talk to a nurse immediately if you think your loved one has any of the warning signs listed above. The nurse can quickly assess the patient and determine if there is a need to contact the Rapid Response Team.



# Your St. Luke's Health Care Team

At St. Luke's University Health Network, patients receive care from a variety of health care professionals and specialists. Our health care teams are committed to your wellness. By working in teams, we provide our patients with the best, most comprehensive care. Below is a uniform guide to help you identify staff and their role.



## The Nurse Team

### ***Patient Care Manager***

Oversees the patient experience, nursing care, and unit operations. Patient Care Managers interact with all members of the health care team and help to coordinate care.

### ***Nurse***

Nurses are responsible for your daily care, coordinating schedules, giving medications, providing education, and keeping you and your family updated on your care plan. You may see different types of nurses — including registered nurses, licensed practical nurses, nurse practitioners, and nurse anesthetists — all working closely with the health care team to monitor your symptoms and support your recovery during your hospital stay.

### ***Patient Care Assistant/Certified Nursing Assistance/Behavioral Health Technician/Emergency Department Technician***

A member of the nursing care team. Will obtain vital signs and other clinical information, assist with care such as changing linens and personal hygiene, and round regularly to ensure your needs are being met.

### ***Nursing Student***

A nursing student is currently enrolled in an accredited program and is training to become a nurse. All tasks performed are under the supervision of a nursing instructor and primary nurse.



## Your St. Luke's Health Care Team *(cont.)*

### **Physician/Advanced Practice Team**

#### ***Attending Physician/Hospitalist Staff Physician/Consulting Physician***

Your hospital care is managed by a team led by your attending physician and hospitalist, who oversee your treatment, coordinate with specialists as needed, and keep you and your family informed. Hospitalists focus on caring for hospitalized patients and work closely with advanced practitioners, residents, and other team members to monitor your progress and develop your care plan.

#### ***Resident/Fellow***

A resident is a licensed physician who has completed medical school and is undergoing advanced training in a medical or surgical specialty. A fellow has finished residency and is training further in a subspecialty. Both residents and fellows work under supervising physicians to help provide comprehensive patient care.

#### ***Medical Student***

A medical student is in the process of learning to become a physician. Everything a medical student does is under the supervision and permission of the physician.

#### ***Certified Registered Nurse Practitioner (CRNP)***

A nurse practitioner is an advanced practice nurse with graduate-level training who diagnoses and manages common medical conditions, providing both nursing and medical care in collaboration with other care team members.

#### ***Physician Assistant (PA)***

Physician assistants are licensed medical professionals with graduate-level training who practice medicine under physician supervision, providing a wide range of medical and surgical services to support patient care.

### **Discharge Team**

#### ***Care Manager/Social Worker***

Care managers are registered nurses and social workers who provide care coordination and discharge planning services to patients.

### **Additional Team Members**

#### ***Therapist***

Throughout your hospital stay you may encounter respiratory therapists, occupational therapists, physical therapists, speech therapists, and other specialty therapists. While each brings a different expertise, they all share the same goal – supporting your recovery.

#### ***Pharmacist***

Pharmacists work closely with your team to provide appropriate medication therapy to you based on your condition and monitors drug therapies for potential drug interactions.

#### ***Dietitian***

Dietitians assess your nutritional needs and design appropriate diet plans and menus to meet the needs to support healing and staying healthy.

#### ***Chaplain***

Chaplains are available by request to address the diverse spiritual needs of our patients.

#### ***Radiology Technician***

Radiology technicians perform X-rays and other imaging procedures.

#### ***Environmental Services Aide***

Environmental services aides are responsible for maintaining a clean, safe and sanitary environment within the health care facility.

#### ***Nutritional Services Aide***

Nutrition services aides are responsible for planning, preparing and delivering meals that meet the nutritional needs of patients.



## Preparing for Discharge

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### ***Here are a few tips to make the discharge process run smoothly:***

- Be sure you and/or your caregiver have spoken with a care manager and you understand what services you may need after leaving the hospital.
- Your provider determines when you are ready to be discharged. Every nursing unit at St. Luke's has an assigned care manager who can assess, plan for and collaborate with you regarding your discharge needs.
- Your provider, nurse or care manager will share with you and your family your expected discharge date.
- Have someone available to pick you up.
- Check your room, bathroom and bedside table carefully for any personal items as the hospital is not responsible for lost belongings.
- Make sure you or your caregiver have all the necessary paperwork for billing, referrals, prescriptions, etc.

### ***Leaving the Hospital to Home***

While you are a patient, your physician, nurse or care manager may have a conversation with you about care at home. We will help you determine if you need assistance at home and if that care is considered skilled care or private duty care. Skilled care may include care after a hospital stay for management of acute illness, chronic illness or wound management.

If you do not have a condition or concern that requires the skills of a registered nurse or therapist, a private duty agency may be more appropriate to assist with cooking, cleaning and providing companionship. If skilled care is appropriate, you will be provided with a choice of area agencies for your care needs and you will choose an agency to provide your home health care. We will contact the agency on your behalf to begin the process of coordinating your transition to home.

If you prefer to continue care with St. Luke's, you can request St. Luke's Home Health & Hospice as your provider. St. Luke's Home Health & Hospice cares for and teaches patients and family members the steps needed to help recover from surgery, manage an illness or assist with symptoms of chronic diseases. The staff encourages patients to become independent and in control of their health and their lives.

*For more information about services available through St. Luke's Home Health & Hospice, please call 484-526-1100.*

### ***Leaving the Hospital to a Facility***

In the event that you, your physician, nurse, and/or care manager do not believe that your home is a good option for you to receive care at the time you are discharged, we will assist you in deciding if a skilled nursing, rehabilitation, assisted living or postacute hospital facility is appropriate. Each facility has criteria for admission and provides a specific level of medical care. It is important to utilize the appropriate facility for your specific needs and your available insurance benefits.

If you need this level of care, a list of facilities can be provided to you. You and your loved ones will be asked to choose several facilities. We will work with you to find a quality facility, and you will be transferred on the day the doctor deems you medically stable for discharge. We will always attempt to use your first choice, but this will depend upon availability at the time of discharge.



## Preparing for Discharge *(cont.)*

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### **HomeStar Pharmacy**

Contact us at 855-649-MEDS (6337)

St. Luke's HomeStar Pharmacy has convenient retail locations at St. Luke's Bethlehem, Anderson, Allentown, Monroe and Sacred Heart Campuses. Each location provides convenient, cost-effective prescription and over-the-counter medications, including hard-to-find medications. Our pharmacists will fill your prescriptions accurately in a prompt, courteous and professional manner.

### **Home Infusion Pharmacy** *(not on-site)*

Contact us at 484-526-4210

Our home infusion pharmacy offers intravenous medications to patients in the home setting.

*These therapies include:*

- Antibiotics
- Pain management
- Total parenteral nutrition
- Hydration
- Chemotherapy

*We have staff available on call 24 hours per day for emergencies and new referrals.*

### **Durable Medical Equipment**

*(wheelchairs, walkers, nebulizers, hospital beds, home oxygen)*

Your doctor will order all needed equipment and write a prescription. The prescription will be faxed to the durable medical equipment company of your choice. A list of vendors can be provided for you. The equipment will either be delivered to the hospital or your home.

### **AdaptHealth Medical Equipment**

AdaptHealth provides medical equipment in our retail store locations. An AdaptHealth liaison may be available to you during your stay to assist in providing you with needed equipment at time of discharge.

We work with your doctor to provide appropriate home medical equipment and respiratory therapy services to ensure optimum care for any medical need. The AdaptHealth staff includes CPR-certified, state-licensed therapists and supportive staff specially trained to provide expert equipment set-up and maintenance.

*Products and services by AdaptHealth Medical Equipment include:*

- Aids to daily living
- Bathing products
- Beds
- Diabetic care products
- Walking aids
- Orthopedic bracing
- Respiratory equipment and supplies
- Wheelchairs and accessories

*For more information about AdaptHealth's Medical Equipment and available services, please call 1-800-258-7770.*

### **St. Luke's Diabetes Education Center**

The St. Luke's Diabetes Education Center helps patients gain the knowledge and skills needed to modify behavior and self-manage their disease.

*For more information or to schedule an appointment, call 484-526-3025.*



## Preparing for Discharge *(cont.)*

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### **Your Recovery. Our Priority.**

If your care plan includes continuing your recovery at home, a member of our St. Luke's Care Team will follow up with you with a phone call or automated call/text outreach. Your response helps us provide timely and personalized support during your recovery!

### **Round-the-Clock Access to Care**

#### ***Start with your Doctor's Office***

During regular business hours, it's always best to start with a call to your doctor's office. They may have appointments set aside for their patients who are not feeling well. If you are not feeling well but your doctor's office is closed, St. Luke's provides 24-hour access to a registered nurse to help you decide what your next step should be.

By simply calling your doctor's office number you will be connected to a registered nurse who will listen to your concerns, talk to you about your symptoms, then advise you when and where to seek the right care for what you are experiencing.

#### ***Walk-in Care***

You may have noticed a St. Luke's Care *Now* walk-in center close to your home. St. Luke's Care *Now* provides care for non-life-threatening illnesses and gives you access to a variety of St. Luke's services.

Visit [sluhn.org/care-now](http://sluhn.org/care-now) to find a location near you.

#### ***Virtual Care***

St. Luke's Virtual Care brings personalized health care to you—anytime, anywhere—offering both scheduled appointments and immediate urgent care visits with trusted providers from your phone, tablet, or computer.

Visit [sluhn.org/virtual-care](http://sluhn.org/virtual-care) to start a virtual care visit.

#### ***Emergency Care***

Emergency Services are available at each of our campuses throughout PA & NJ. The emergency room should be used for life threatening emergencies or serious medical conditions. In the event you are experiencing these conditions, call 911 for safe transport to the emergency room.

### **Switch to St. Luke's**

Make one call today to experience the St. Luke's difference. It's easy! With one simple call, our dedicated team will help you switch to St. Luke's so you can experience the reliable and compassionate health care you deserve.

Call **484-526-1872** or visit [sluhn.org/switch](http://sluhn.org/switch)



## Privacy & Medical Information

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### **Advance Directives**

You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of health care treatments you want. That is why it is important for you to make your wishes known in advance. Please have family or friends bring a copy of your documents to the hospital.

*Below is a brief description of each kind of directive:*

#### **Health Care Proxy**

This is a person you appoint, or who is otherwise authorized by law, to make medical decisions on your behalf if you are unable to do so. Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming him or her as your proxy. Remember that a proxy may have to use his or her judgment in the event of a medical decision for which your wishes are unknown.

#### **Durable Power of Attorney**

*For health care:*

This document allows you to appoint a health care agent (HCA) who can make decisions about your health care if you are not able to make such decisions yourself.

*For finances:*

You also may want to appoint someone to manage your financial affairs when you cannot. A durable power of attorney for finances is a separate legal document from the durable power of attorney for health care. You may choose the same person for both, or choose different people to represent you.

#### **Living Will**

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

*For more information about advance directives, please speak with your nurse or care manager.*

#### **Ethics Committee**

In the event of a disagreement between family members or other caregivers concerning your wishes regarding life-sustaining treatment, or other issues in connection with advance directives, the Ethics Committee is available to hear such disputes. Contact your care manager for more information.



## Privacy & Medical Information *(cont.)*

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### ***Your Privacy Information***

The Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Rules, apply to your medical health information, whether electronic, written or oral. These federal laws give you rights over your health information, which is important for you to know. The HIPAA laws set limits on who can look at and receive your health information. Your health information should be protected and private according to these laws.

### ***Your Information***

If you believe your health information was used or shared in a way that is not allowed under HIPAA laws or if you weren't able to exercise your rights, you can file a complaint with your health insurer or St. Luke's Network Compliance Department 855-938-4427. You also can file a complaint with the U.S. government.

Go online to [www.hhs.gov/ocr/hipaa/](http://www.hhs.gov/ocr/hipaa/) for more information. A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information related to this law, go online to [www.samhsa.gov](http://www.samhsa.gov).

### ***Who must follow these laws:***

- Most health care providers such as doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other health care providers.
- Health plans including health insurance companies, HMOs, Medicare and Medicaid.
- Health Care Clearinghouses – entities that process health information to transform nonstandard information into standard data elements or standard transactions (e.g., process bills for payment).

### ***You have rights over your health information***

*Providers and health insurers who are required to follow this law must comply with your right to:*

- Ask to see and get a copy of your health records.
- Receive a notice that tells you how your health information may be used and shared.
- Decide if you want to give your permission before your health information can be used or shared for certain purposes such as for marketing and fundraising.
- Get a report on who accessed your health information.
- Have corrections added to your health information if it is inaccurate or incomplete.
- File a complaint.



## Privacy & Medical Information *(cont.)*

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### ***What information is protected:***

- Information your doctors, nurses, and other health care providers put in your medical records.
- Conversations your doctor has with nurses and others regarding your care or treatment.
- Information about you in your health insurer's computer system.
- Billing information about you.
- Most other health information about you held by those who must follow this law.

### ***To make sure that your health information is protected in a way that doesn't interfere with your health care, your information can be used and shared:***

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

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

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

*Privacy & Medical Information is adapted from U.S. Department of Health & Human Services Office for Civil Rights.*

## **Our Pledge Regarding Medical Information**

We understand that medical information about you and your health is personal. We are committed to protecting medical information about you. We create a record of the care and services you receive at the hospital in order to provide you with quality care and to comply with certain legal requirements. Upon your initial admission, you will receive a copy of our HIPAA Notice of Privacy Practices (NPP) detailing your rights and our procedures to protect your personal health information.

You will be asked to sign that you received the NPP. Unless you tell us otherwise, we may include certain limited information about you in the hospital directory while you are a patient. This information may include your name, location in the hospital, your general condition (e.g., fair or stable), and your religious affiliation.

The directory information, except for your religious affiliation, also may be released to people who ask for you by name. Your religious affiliation may be given to a member of the clergy, such as a priest or rabbi, even if he or she doesn't ask for you by name. This is so your family, friends, and clergy can visit you in the hospital and generally know how you are doing. Also, this information is used to deliver such items as flowers or mail to you.



## Privacy & Medical Information *(cont.)*

### Opting Out

While you are in the hospital, you may choose to be removed from the patient directory listing. Opting out means that information about your admission, location, and phone number will not be shared with anyone who asks. Please note that opting out might limit your visitors, but it is an important option to maintain your confidentiality when needed. Your option to opt-out of the directory will be required each time you are admitted into the hospital. You can opt-in or out at any time. Notify your nurse about your right to opt-out of the directory.

### Epic Care Everywhere

Epic Care Everywhere allows providers, such as doctors, hospitals and other health care professionals, to electronically exchange medical information in a secure and efficient manner. The HIPAA Privacy law permits St. Luke's to share your health care record with other health care professionals involved in your care for treatment and payment purposes. Your written authorization is not required for us to share your health information with others with the exception of sensitive health information, such as behavioral health records, sexually transmitted diseases, or drug or alcohol abuse.

By utilizing Epic Care Everywhere, health care professionals can access your medical information from other health care providers that are not affiliated with St. Luke's, in order to coordinate your care and treatment. This will allow your health care team to meet your health care needs more efficiently. Exchanged information may include:

- Allergies
- Lab Results
- Medication
- Diagnoses
- Medical Data
- Summary of Care
- Immunizations
- Medical History
- Test Results

### 21st Century Cures Act

Patients have the right to obtain their data from health care providers as quickly as possible. The Cures Act was mandated so patients with an electronic portal can access information about their medical care as soon as it's available. As a result, you may receive information before your physician has time to review and discuss it with you.



## Billing & Financial Assistance

We are committed to fulfilling our mission of providing quality care to our patients. To help ensure the success of this commitment, we must be financially responsible. With the rapid growth of the population in our service area, we want to provide excellent service in meeting health care needs.

We take a positive and proactive approach to patient billing and collections with the goal of receiving payment for services provided in the most effective, timely, and patient-oriented manner possible. We also understand that billing and collection for health care can be confusing. Please review the following material to help you understand our billing services.

### ***Your Hospital Bill***

As a routine practice when appropriate, the hospital attempts to collect all known patient expenses when the patient registers. Our initial request for payment will include deductibles, co-pays, coinsurance amounts, or deposit amounts for services. However, all charges may not be known or available at the time of admission or discharge, and it is possible that charges may be added to your bill after discharge. Therefore, calculated co-insurance amounts are based on estimated charges. Any overpayment will be refunded promptly.

The services provided during your hospital stay may be reviewed for medical necessity by your insurance payer after discharge. Your financial obligation may reflect a status change if your payer determines your hospital stay did not meet inpatient criteria. Please review your benefits coverage and out of pocket responsibility for Observation stays should your hospital stay reflect this change.

### ***What a Hospital Bill Covers***

The hospital bill covers the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy and the services of hospital employees. You will receive a separate bill from your physicians for their professional services. If you have questions about these separate bills, please call the number printed on each statement. The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. You should remember that your policy is a contract between you and your insurance company, and you have the final responsibility for payment of your hospital bill.

### ***Physician Billing***

Professional services provided to you by a physician while you are in the hospital will be billed separately and apart from the fees charged by the hospital. If you receive a bill from a physician and have questions, please call the telephone number listed on that bill. In addition to your personal physician, other doctors may bill you separately.



## Billing & Financial Assistance *(cont.)*

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### ***Commercial Insurance***

As a service to our customers, we will forward a claim to your commercial insurance carrier based on the information you provide at the time of registration. It is very important for you to provide all related information such as policy number, group number and the correct mailing address for your insurance company.

### ***Coordination of Benefits***

Coordination of Benefits (COB), is a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when both husband and wife are listed on each other's insurance policies, both parents carry their children on their individual policies, or there is eligibility under two federal programs. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance. Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance may request a completed COB form before paying a claim, and every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid.

### ***Medicare***

This hospital is an approved Medicare provider. All services billed to Medicare follow federal guidelines and procedures. Medicare has a COB clause. At the time of service, you will be asked to answer questions to help determine the primary insurance carrier paying for your visit. This is referred to as an MSP Questionnaire and is required by federal law. Your assistance in providing accurate information will allow us to bill the correct insurance company.

Medicare secondary insurance may pay for your co-pay/deductible. If you have a Medicare replacement product, you may also have a co-pay/deductible that can be greater than if you had traditional Medicare. If you do not have secondary insurance, you will be asked to pay these amounts or establish a payment plan. If you are unable to pay these amounts, we will help you determine if you qualify for a state-funded program.

### ***Financial Assistance***

For uninsured patients, the hospital assists in determining eligibility through state and federal programs to help cover the costs of services. The hospital also has a financial assistance program for patients who are not eligible for other coverage. Please ask to speak with a financial counselor if you have concerns regarding the ability to pay for services.

Please call the Financial Counselor 484-526-8000 or email [Hospital.FinancialCounselor@sluhn.org](mailto:Hospital.FinancialCounselor@sluhn.org) with any questions.

# St Luke's MyChart

Easy access to your health information. **Online.**

*Manage appointments, access your test results,  
pay your bills and so much more.*

St. Luke's University Health Network's electronic medical record (EMR) makes it easier than ever to access your health information and connect with your care team.

With this EMR comes a convenient, online service – St. Luke's MyChart. You will need to create a St. Luke's MyChart account to begin using MyChart.

## St. Luke's **MyChart** helps you...



Schedule and manage your appointments, including eCheck in



Access your test results including view images



Track your health



Request prescription refills



Message your Care Team



Pay your bill



View hospital visit information with MyChart Bedside during your inpatient visit

**If you need help or if you have further questions about creating a St. Luke's MyChart account and accessing your health information through MyChart, contact us at 1-866-STLUKES (785-8537), option 5.**

**Download the St. Luke's mobile app or visit [sluhn.org](http://sluhn.org) and click the MyChart button to create a St. Luke's MyChart account and access your health information.**

