



**BUTLER HEALTH SYSTEM**

Caring hands. Remarkable minds.

# Patient Handbook



**BH**

Butler Memorial



**EMERGENCY**



**TOWER**



**BRANCH**

One Hospital Way  
Butler, PA 16001  
Main Line: 724-283-6666

 [ButlerHealthSystem.org](http://ButlerHealthSystem.org)

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**Mission**

Butler Health System is privileged to be a healing presence in the communities we serve. We exist to make a positive difference in the lives of people by providing compassionate, high quality care and comfort and inspiring health and well-being.

**Vision**

Butler Health System will be recognized as the premier provider of high value, low cost integrated care to the region.

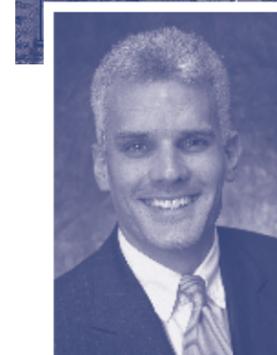
We will achieve this through an unwavering commitment to individual and organizational excellence and technological innovation.

**Values**

Butler Health System fulfills our mission as we:

- Celebrate life, dignity, and the value of human relationships. This is the basis of **compassion**.
- Are candid and honest. This is the basis of **trust**.
- Take responsibility for fulfilling the commitments that we make. This is the basis of **integrity**.
- Seek opportunities to achieve the best possible outcomes for the people in our care. This is the basis of **innovation**.
- Consistently strive for excellence. This is the basis of **quality**.
- Treat others as we would want to be treated. This is the basis of **respect**.
- Reach out to meet the needs of others. This is the basis of **service**.
- Cultivate the assets with which we have been entrusted. This is the basis of **stewardship**.

**Welcome to Butler Health System!**



On behalf of all our employees and medical professionals, I wish to thank you for choosing Butler Health System. Within this book you will find general information on the use of our services which are available to you as you progress through your care. We are your family and neighbors, and we are committed to providing excellent care.

If you have been admitted to the hospital, then you may be experiencing mixed feelings and some nervousness about being here. Adjusting to new routines can make you feel uncomfortable. Please know that our skilled and experienced staff is sensitive to the needs of you and your family and they are committed to making your stay as pleasant as possible.

The BHS staff will provide you and your family with educational materials regarding your specific illness, testing and treatment. This book contains a section for you to make notes during your stay. You may refer to it as you discuss concerns with your care providers. It may be used to record follow up appointment information, or make notes when discussing your treatment, recovery and discharge plans with Dietitians, Therapists (Physical, Occupational, Speech, and Respiratory) and Social Workers.

You and your family are not only invited to ask questions, but are encouraged to become actively involved in your total treatment plan. By working as partners in your care, we are committed to improving your health and wellbeing.

Ken DeFurio  
President & CEO  
Butler Health System



## DURING YOUR STAY

### Your Patient Rights and Responsibilities

Our goal is to provide you with effective, safe, efficient care. We are continuously making an effort to achieve new, better and safer ways of doing things. Please speak up if you have questions or concerns. You have a right to question anyone who is involved with your care. Research shows that patients who are more involved with their care tend to get better results. If at any time you or your family has a concern related to your care or treatment or feel that there is a safety issue that needs to be addressed, there are many people available for your assistance. **Please do not hesitate to contact your nurse, the clinical supervisor or the Patient Advocate at 724-284-4342.** Because we want you to think of yourself as a partner in your care, it is important for you to know what to expect of us and what we expect of you.

### What You Can Expect From Us

#### (Your Patient Rights)

- As a patient, you or your legally responsible party, have the right to care without discrimination based upon race, color, religion, sex, sexual preference, national origin or source of payment.
- You have the right to respectful care given by competent personnel.
- You have the right to be informed of your rights at the earliest moment in the course of your hospitalization.
- You have the right to receive care in a safe setting free from all forms of abuse, neglect or harassment.
- You have the right, upon request, to be given the name of your attending physician, the names of all other physicians directly participating in your care, and the names and functions of other health care persons having direct contact with you.
- You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- You have the right to be told by your doctor in laymen's terms about your diagnosis, possible prognosis, alternative treatments, possible complications, the benefits and risks of treatment and the expected outcome of treatment including unanticipated outcomes. When it is not medically advisable to give such information to you, the information shall be given on your behalf to the next of kin or patient representative.
- You have the right to good quality care and high professional standards that are continually maintained and reviewed.
- You or your patient representative as allowed under state law have the right to be informed of your rights in advance of receiving or discontinuing care wherever possible. Your rights include being informed of your health status, being involved in care planning or treatment and being able to request or refuse treatment.



- You have the right to expect good management techniques to be implemented within the hospital considering effective use of your time and to avoid personal discomfort.
- You have the right to assistance in obtaining consultation with another physician at your request and at your own expense.
- You have the right to give informed consent before any non-emergency procedure, treatment or both begins.
- You have the right to expect emergency procedures to be implemented without unnecessary delay.
- You have the right to have your pain assessed and to be involved in decisions about managing your pain.
- All patients have the right to be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member, or others and must be discontinued at the earliest possible time.
- You have the right to be free from physical or mental abuse and corporal punishment.
- You can expect full consideration of your privacy and confidentiality in case discussions, consultations, examinations and treatments. You may ask for a chaperone during any type of examination.
- You have the right to access protective and advocacy services in cases of abuse or neglect. Upon request, the hospital will provide a list of protective and advocacy resources.
- You have the right to sign language or foreign language interpreter services. We will provide an interpreter when possible.
- You or your representative (as allowed under State law) have the right to make informed decisions regarding your care. You have the right to refuse any drugs, treatment, or procedures offered by the hospital, to the extent permitted by law, and a physician shall inform you of medical consequences. If you leave the hospital against the advice of your doctor, the hospital and doctors will not be responsible for any medical consequences that may occur.
- You have the right to agree or refuse to take part in medical research studies. You may at any time withdraw from a study. A patient or, in the event the patient is unable to give informed consent, a legally responsible party has the right to be advised when a physician is considering the patient as a part of a medical care research program or donor program, and the patient, or legally responsible party, must give informed consent prior to actual participation in such a program. A patient, or legally responsible party, may, at any time, refuse to continue in any such program to which he has previously given informed consent.
- You have the right to make an advance directive appointing someone to make health care decisions for you if you are unable and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- You have the right to be involved in your discharge plan. You can expect to be told in a timely manner of your discharge, when medically permissible you may be transferred to another facility only after you or your patient representative has received complete information and explanation concerning the needs and alternatives to transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer.



- You have the right to expect to receive information upon discharge of your continuing health care requirements and the means for meeting them.
- You have the right to receive detailed information about your hospital and physician charges.
- You have the right to full information and counseling on the availability of known financial resources for your health care.
- You can expect that all communications and records about your care are confidential, unless disclosure is allowed by law or third party contractual arrangements.
- You have the right to see or get a copy of your medical records, unless access is specifically restricted by the attending physician for medical reasons or is prohibited by law, and have the information explained, if needed, within a reasonable time frame. You may add information to your medical record by contacting the Medical Records Department. Upon request, you have the right to receive a list of people to whom your personal health information was disclosed.
- If reporters or other members of the media ask to talk to you, you have the right to give your consent about their use of recordings or photographs. You have the right to withdraw consent up until a reasonable time before the recording or photograph is used.
- You have the right to voice your concerns and have prompt resolution about the care you receive. If you have a problem or complaint, you may talk with your doctor, nurse manager or a department manager. Compliments, complaints or concerns, may

- be directed to your Patient Advocate at 724-284-4342.
- You have the right to participate in the development and implementation of your plan of care.
- You have the right to access an individual or agency who is authorized to act on your behalf to assert or protect the rights set out in this section.
- You have the right to know what hospital rules and regulations apply to your conduct as a patient.
- You have the right to personal privacy.
- You have the right to be informed of your visitation rights including any clinical restrictions or limitations.
- The hospital will not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.
- You or your support person have a right to receive visitors that you designate. You have the right to withdrawal or deny consent at any time.

## You Have the Right to Make Your Own Decisions

### (Patient Self-Determination Act)

In Pennsylvania, competent adults have the right to decide whether to accept, reject or discontinue medical care and treatment. If you do not wish to undergo a certain procedure or to receive a certain type of treatment, you have the right to make your wishes known to your doctor or other health care provider and generally to have those

wishes respected. Additional information is available at [www.congress.gov/bill/101st-congress/house-bill/4449](http://www.congress.gov/bill/101st-congress/house-bill/4449).

You have the right to have your guardian, next of kin, patient representative or legal designees exercise these rights if you are unable to do so. **You have the right to report complaints to the PA Department of Health, Health and Welfare Building, 625 Forster Street, Harrisburg, PA 17120 or by calling 800-254-5164.**

## What We Need From You

### (Your Responsibilities)

- In order to effectively manage the illness you are responsible for providing, to the best of your knowledge, accurate and complete information about present complaints, illnesses, hospitalizations, medications and other health related matters.
- You have the responsibility to report unexpected changes in your condition to the responsible physician.
- You are responsible for making it known whether you clearly understand planned courses of action and what is expected of you.
- You have the responsibility to ask questions if you do not understand procedures.
- You will be expected to assist the physicians, nurses, and allied health personnel by following their instructions and medical orders as they enforce the applicable hospital rules and regulations. This includes keeping appointments and notifying the responsible practitioner if you are unable to do so.



- You are responsible for your actions if you refuse treatment or do not follow your physician's instructions.
- You are responsible for assuring that the financial obligations of your health care are fulfilled as promptly as possible.
- As a patient you will be responsible for following all hospital rules and regulations affecting patient care and conduct.
- You will be expected to be considerate of the rights of other patients and hospital personnel by assisting in the control of noise and the number of visitors.
- You are responsible for being respectful of the property of other persons and of the hospital.
- You are expected to assume responsibility for safekeeping of personal belongings and valuables by securing them in appropriate places.
- You have the responsibility of informing the hospital staff of the existence of your advanced directives.

## Your Right to Medical Care Treatment

### What are my rights to accept, to reject or to stop medical care treatment?

In Pennsylvania adults generally have the right to decide if they want to accept or reject or to discontinue medical care and treatment. In order to protect and safeguard this right, however, it may be necessary to execute an advance directive for health care (also known as a living will) and/or a durable power of attorney for health care.



For example, under a criminal law known as Act 28 of 1995, caretakers such as owners, managers, or employees of nursing homes and other health care institutions have an affirmative duty to provide necessary medical care to individuals within their care. Caretakers are relieved of this duty only if they can demonstrate that the patient has competently refused the medical care or treatment, or the person, if competent, previously executed a living will or durable power of attorney for health care indicating that he or she does not wish to receive the medical care or treatment in question.

### **What does my doctor have to tell me about my care and treatment?**

Your doctor should provide you with all of the information which a person in your situation reasonably would want to know in order to make an informed decision about a proposed procedure or course of treatment. This means that your doctor should tell you about the risks and benefits of the medical procedure or course of treatment which he or she is recommending, possible side effects and alternatives, if any, to the proposed procedure or course of treatment. You may accept or reject your doctor's advice and you may seek a second opinion.

### **Does my health care provider have to tell me if it will not honor my wishes?**

YES. The law requires your health care provider (hospital, nursing home, home health care service, hospice or HMO) to give you a written statement of its policies. For example, upon admission to a hospital, you must be informed as to whether the hospital will not honor your wish to have food and water withheld or withdrawn under certain circumstances.

### **I may become physically or mentally unable to make a decision about my medical care or treatment, what can I do now to guarantee that my wishes will be followed later?**

There is no law in Pennsylvania which guarantees that a health care provider will follow your instruction in every circumstance. There are, however, steps you can take to express your wishes about future treatment. One of these steps is to write and sign an advance directive.

#### **What is an Advance Directive?**

An "advance directive" is a set of written directions that you may use, under certain circumstances, to tell others what care you would like to receive or not receive should you become unable to express your wishes at some time in the future. An advance directive may take many forms. In Pennsylvania, two types are specifically authorized: (1) a living will (also known as an advance directive for health care) and (2) a "durable power of attorney" for health care.

#### **What is a Living Will?**

In Pennsylvania a living will is a written document that describes the kind of life-sustaining treatment you want or do not want if you are later unable to tell your doctor what kind of treatment you wish to receive.

It is important for you to know that Pennsylvania's living will law does not recognize all types of instructions which might be contained in a person's living will. Rather, instructions must relate to situations where medical treatment would serve only to prolong the process of dying or to maintain you in a state of permanent unconsciousness. A living will would apply only in cases where

your condition or illness is terminal or you are permanently unconscious. So, for example, Pennsylvania does not specifically recognize living wills which direct a health care provider to withhold medically beneficial, non-futile care. You should also understand that a living will is not a last will and testament. A last will and testament tells your survivors what to do with your property after your death.

For more information on Advance Directive or Living Will, please contact your Case Manager or Social Worker or you may call our Case Management Department at 724-284-4383.

#### **Hearing Assistance and Language Interpretation**

Please let us know if you have specific needs concerning language, hearing or vision. Ask your care provider to arrange for an interpreter if you are deaf or hearing impaired or if English is not your primary language. It is the intent of Butler Health System to ensure meaningful communication with patients and their families who have limited English proficiency about the patient's medical conditions and treatment. These services are provided free of charge. For more information about this policy ask your care provider or call the Case Management Department at 724-284-4383.

For non-English language interpreting, Butler Health System uses a dual receiver analog telephone. This convenient dual handset makes interpreting of non-English languages very easy. For American Sign Language interpreting, Butler Health System uses a Mobile Video Unit. **To request a device, please contact the Nursing Supervisor at 724-284-4300.**



### **Our Privacy Practices**

Butler Health System is committed to protecting your medical information. Our privacy practices are described in our Notice of Privacy Practices, which explains how this obligation will be followed by all health care professionals, trainees, students, staff, volunteers and business associates of Butler Health System. To obtain a copy, please call our Registration staff at 724-284-4421.

Upon admission to the hospital you will be given a four-digit code. This code will give you the ability to control who has access to your medical information. If you wish to grant Butler Health System permission to share your status with your loved ones while you are in the hospital, you will need to provide them with this four-digit code. To protect your privacy, persons without the four-digit code will not be provided any information about your hospital stay.

### **Visiting Guidelines**

The Hospital embraces a philosophy of open and flexible visitation that welcomes and encourages the involvement of family members, friends and other individuals who support you during your hospital stay. You, the patient, can choose your visitors based on biological, legal or emotional relationships. It is the Hospital's policy that all visitors enjoy full and equal visitation privileges consistent with your preferences.

You may refuse to consent to a person visiting you, or you may withdraw consent to see a visitor at any time. The Hospital can apply reasonable clinical restrictions and other limitations on patient visitation. Each department may have individual visiting hours so please ask your care provider what, if any, restrictions are in place.



Visitors are not permitted to utilize the patient’s bathroom. Public restrooms are located on all floors of the building. All visitors under the age of 12 must be monitored directly at all times by a parent or other responsible adult while in the hospital to ensure their safety. For the protection of the patients, any person with obvious signs of infection will be asked by the nurses to stop at the nurses’ station prior to visiting you.

### Personal Items and Valuables

When you are admitted, items of value should be sent home. The hospital and its employees do not assume responsibility for loss of personal items including clothing, lost or damaged dentures, electronics, money, eyeglasses or hearing aids. While the hospital is not responsible for the loss of personal belongings, every effort is made to return items found. If it is absolutely necessary, you may store money or valuables in the hospital’s safe. Our Lost and Found department is located near the Emergency Room in our Security Department. For information and assistance, call the Security Office at 724-284-4224.

### Infection Prevention

Keeping hands clean is the number one way to prevent infection. Hand cleaning is everyone’s responsibility. Feel free to ask the staff and physicians if they have cleaned their hands. You should ask your family and visitors if they have cleaned their hands when they come into and leave your room. Each unit is equipped with sinks for hand washing and waterless hand sanitizer dispensers for use by staff and visitors. Visitors should follow any special precautions that may be posted on or by your door. If your visitors have any questions, they should ask your caregiver prior to entering your room. If you need further information, or have questions, you

can contact our Infection Control department at 724-284-4376.

### Your Diet and Nutrition

The Dietary Department staff is an integral part of the healthcare team at Butler Memorial Hospital. Proper nutrition plays an important role in optimizing health and healing. Menu options are offered based on the diet your physician has prescribed. A dietary hostess will visit you throughout the day to discuss your menu choices, nutritional needs and to deliver your meals. Please make your dietary hostess or your nurse aware of any special foods or meal needs you may have. Patients in the Intensive Care Unit or on a behavioral health unit, you will receive a printed menu to complete.

Our clinical dietitians are registered by the Commission on Dietetic Registration and are licensed by the Commonwealth of Pennsylvania. Their goal is to provide you with individualized medical nutrition therapy. You may request a consultation with a clinical dietitian by asking your nurse or your dietary hostess.

Outpatient nutrition counseling is also available to help you in meeting your ongoing nutritional goals and may be covered in full or in part by your insurance company. **To contact a dietitian about these services, please call 724-284-4760.**

### If You Smoke

To protect the health of our patients, visitors and staff, smoking and vaping are prohibited in all areas of the hospital and its campuses. **If you are interested in smoking cessation, please contact the Free Quitline at 1-800-QUIT-NOW or visit [www.smokefree.gov](http://www.smokefree.gov) for written materials to help you quit.**



### Safe Haven - Newborn Protection Act

If you are not able to care for your baby, all you have to do is bring your newborn (up to 28 days old) to our hospital or to a police officer at a police station and drop it off. As long as the baby is unharmed and not a victim of any crime, you will not be in any trouble. No one will ask you any questions, no one will judge you, and no one will say a word about your baby. In fact, you don’t even have to give your name or address.

## NONDISCRIMINATION IN YOUR CARE

### Notice of Nondiscrimination and Accessibility

Butler Health System (BHS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, religion, genetic information, or sex. Butler Health System does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

BHS provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters or written information in other formats (large print, audio, accessible electronic formats, other formats).

BHS also provides free language services to people whose primary language is not English, such as qualified interpreters or information written in other languages.

If you need these services contact the patient advocate at 724-284-4342 or TTY 800-654-5984 or our compliance hotline at 855-661-0965.

### Agency Contact

Any resident/client/patient/patient representative (and/or their guardian) who believes they have been discriminated against may file a complaint of discrimination with any of the following:

#### Butler Health System

One Hospital Way  
Butler, PA 16001  
724-283-6666

#### Butler County Area Agency on Aging

Ombudsmen  
111 Sunnyview Circle  
Suite 101  
Butler, PA 16001-3547  
724-282-3008

#### Bureau of Equal Opportunity

Department of Public Welfare -  
Western Region  
301 Fifth Avenue, Piatt Place  
Pittsburgh, PA 15222  
412-565-7607

#### Livanta BFCC-QIO

BFCC-QIO Program, Area 1  
9090 Junction Dr., Suite 10  
Annapolis Junction, MD 20701  
866-815-5440

#### Pennsylvania Department of Health

Health and Welfare Building  
625 Forster Street, Room 532  
Harrisburg, PA 17120  
800-254-5164



**Pennsylvania Human Relations Commission**

301 Fifth Avenue, Piatt Place  
Pittsburgh, PA 15222  
412-565-5395

**US Department of Health and Human Services**

Office of Civil Rights  
Public Ledger Building  
150 S. Independence Mall West  
Philadelphia, PA 19106-9111  
800-368-1019

**Division of Home Health**

555 Walnut Street  
7th Floor, Suite 701  
Harrisburg, PA 17101  
Phone: 717-783-1379  
Fax: 717-772-0232  
Complaint Hotline: 800-254-5164

For Transitional Care Residents:

**Dept. of Health**

Division of Long Term Care  
Facilities  
Pittsburgh Field Office  
11 Stanwix St., Rm 410  
Pittsburgh, PA 15222  
412-565-2836

**Division of Nursing Care Facilities**

Health and Welfare Building  
625 Forster Street, Room 526  
Harrisburg, PA 17120  
Phone: 717-787-1816  
Fax: 717-772-2163  
Complaint Hotline: 800-254-5164

**Quality Insights-Quality Innovations Network (QIO-QIN)**

3001 Chesterfield Avenue  
Charleston, WV 25304  
304-346-9864

Employment discrimination complaints initiated by facility/provider staff:

**Butler Health System**

One Hospital Way  
Butler, PA 16001

**Pennsylvania Human Relations Commission**

Pittsburgh Regional Office  
301 Fifth Avenue  
Suite 390, Piatt Place  
Pittsburgh, PA 15222  
412-565-5395  
412-565-5711 TTY users only  
Hours M-F: 8:30 am to 5:00 pm

General Inquiries or to report a bias/hate crime incident anywhere in PA:

**PA Human Relations Commission**

Executive Offices  
333 Market St., 8th Floor  
Harrisburg, PA 17101-2210  
Phone: 717-787-4410  
Fax: 717-772-0420  
TTY Users only: 717-787-7279  
phrc@pa.gov

All inquiries/complaints should be directed as follows:

Civil rights complains involving nursing home residents:

**Division of Nursing Care Facilities**

Health & Welfare Building  
625 Forster Street, Room 526  
Harrisburg, PA 17120  
Phone: 717-787-1816  
Fax: 717-772-2163  
Complaint Hotline: 800-254-5164

apps.health.pa.gov/dohforms/  
FacilityComplaint.aspx

Civil rights complaints involving patients in hospitals, ambulatory surgical centers and abortion facilities:

**Division of Acute and Ambulatory Care**

Health & Welfare Building  
625 Forster Street, Room 532  
Harrisburg, PA 17120-0701  
Phone: 717-783-8980  
Fax: 717-705-6663  
Complaint Hotline: 800-254-5164  
apps.health.pa.gov/dohforms/  
FacilityComplaint.aspx

Civil rights complains involving patients of home health agencies, home care agencies, birth centers, pediatric extended care centers, hospice agencies/centers, end stage renal disease facilities, rural health centers, outpatient physical therapy facilities and comprehensive occupational rehabilitation facilities:

**Division of Home Health**

555 Walnut Street  
7th Floor, Suite 701  
Harrisburg, PA 17101  
Phone: 717-783-1379  
Fax: 717-772-0232  
Complaint Hotline: 800-254-5164  
apps.health.pa.gov/dohforms/  
FacilityComplaint.aspx



**Translation Services**

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (TTY: 711).

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 (TTY: 711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (TTY: 711).

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (TTY: 711) 번으로 전화해 주십시오.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero (TTY: 711).

إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة تتوا اللغوى توفر لك بالمجان. اتصل برقم (رقم هاتف الصم والبكم: 711). ملحوظة:

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (TTY: 711).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિશ્ચિત્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો (TTY: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer (TTY: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele (TTY: 711).

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតលុយ គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ (TTY: 711) ។

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para (TTY: 711).

## PREPARING FOR DISCHARGE

### Leaving the Hospital

Inside your Discharge Planning Patient Education folder, provided to you upon admission to the hospital, is a “Discharge Planning Checklist” that you and your family are encouraged to review and utilize daily. Please feel free to ask any questions of the staff or your physicians. If you would like to request a Discharge Evaluation, please review with your nurse or case worker to address any needs or concerns that you may have.

Be sure you are clear about discharge information, including:

- Instructions about continued care
- Any follow-up visits you may need
- Directions about medications you need that are new, those that you should resume taking and those that you should stop taking

**Speak up if you have any questions at discharge. As we plan with you for your discharge, our goal is to have you return to the environment from which you came.**



### Aging and Disability Resources

Butler County Area Agency on Aging  
724-282-3008  
LIFE Butler County 724-287-5433

**For a full listing of services and all partners, please visit the website at: [www.health.pa.gov](http://www.health.pa.gov) and search for Butler County Resource Guide or search for the county in which you reside.**

### Financial Services

To apply or inquire about our Charity Care policy, you can contact our Patient Financial Services office at 724-284-4460 between the hours of 8:00 am to 4:00 pm Monday through Friday, or visit our office location at Butler Memorial Hospital, One Hospital Way, Butler, PA 16001. You may email us at [patientfinancialservices@butlerhealthsystem.org](mailto:patientfinancialservices@butlerhealthsystem.org) or visit our website at [www.butlerhealthsystem.org](http://www.butlerhealthsystem.org) to obtain a copy of our policy and Charity Care Application. Financial assistance information is also located on the back of your bill.

### My BMH Health (Patient Portal)

My BMH Health is an interactive web portal that empowers our patients and their families with the opportunity to take a more active role in their care by providing easy, secure access to health information and online communication with our staff. **If you have any questions regarding My BMH Health or how to enroll, you can contact the Medical Records Department at 724-284-4530 or you can email them at [medicalrecords@butlerhealthsystem.org](mailto:medicalrecords@butlerhealthsystem.org).**

### Retail Pharmacy & MedCare Equipment Company

The Retail Pharmacy is conveniently located in the Tower Lobby of the Hospital. You may purchase prescription drugs, convenience items, medical supplies, nutritional supplements, and many other items. Call for hours. Closed on holidays. If you would like to use the Retail Pharmacy Services, please speak to your nurse. **The discharge prescription call-in service is available by calling 724-284-6363.**

The MedCare Equipment Company is located inside of the BHS Retail Pharmacy. You may purchase convenience items, medical supplies, durable medical equipment and many other home aides. **Their phone number is 724-256-5110.** BHS has an ownership interest in MedCare Equipment Company.

### Outpatient Locations

All of our outpatient location information is available on our website: [www.butlerhealthsystem.org](http://www.butlerhealthsystem.org).

Please note that all tests require a signed order from a practitioner. Also, you should request your testing results from your own physician.

### We Value Your Opinion

Shortly after your discharge from the hospital you may receive a phone call concerning your patient satisfaction regarding your stay. If you were an Emergency Room patient you may receive a text message or an email regarding your satisfaction.

We encourage you to tell us how we are doing by taking a few minutes to complete the survey.



## Guest Services and Amenities

<b>ATM Machines</b>	For our patient and visitor convenience, automated teller machines are located in the Brady Street and Tower lobbies.
<b>BHS Foundation</b>	The Butler Health System Foundation supports the Mission of Butler Health System by providing avenues for individuals, corporations and philanthropic organizations to support the programs and services of BHS. For more information, visit our website.
<b>Chapel and Spiritual Care</b>	Located in the Tower Lobby, the Chapel is a quiet place where people can come for meditation, prayer, or a private time for reflection. In addition, spiritual care is available to our patients and their families and can be requested by calling 724-284-4444.
<b>Dining Options</b>	<p><b>The Brady Street Café</b>, located on the second floor of the hospital, offers breakfast, lunch and dinner selections consisting of hot entrees, soups, deli/grill items, desserts and a self-serve salad bar. The Brady Street Café is open daily. Guest trays are available for patient's visitors. Visitors may select their meal by requesting a menu from the cafeteria cashier, or by speaking to a Dietary hostess.</p> <p><b>Cummings' Coffee Shop</b> is located in the Tower Lobby of the Hospital. They offer a variety of coffees, teas and pastries.</p> <p><b>To Your Health Café</b> is located in the Brady Street lobby, next to the Information Desk serves breakfast and lunch Monday through Friday. They feature made-to-order sandwiches, flat bread pizzas and a variety of entrée salads made with local produce, in season. This is served in an eco-friendly environment. <b>Orders may be called ahead at 724-284-4329, or by using the free BHS Nutritional Services app.</b></p> <p><b>You can arrange for a gourmet meal to be served</b> to a patient or family member to celebrate the birth of a child, a birthday, an anniversary or for any reason. Ask your Hostess for a Celebratory Meal menu or you can call the Nutrition Services department @ 724-284-4524 Monday through Friday from 7:00 am to 3:30 pm to order and you can pay for the meal(s) via credit card.</p>



<b>Gift Shop</b>	<p>The Gift Shop sponsored by the Butler Memorial Hospital Auxiliary is located in the hospital's Brady Street lobby. You may purchase cards, gifts, magazines, snacks, Mylar balloons, toys and flowers. Proceeds from the sales are used by the Auxiliary to benefit patient care. Their phone number is 724-284-4577.</p> <p>Flowers and gift balloons made of Mylar are welcome at Butler Memorial Hospital, except in our Intensive Care unit and certain isolation rooms. Latex balloons, which can cause allergic reactions, are not permitted anywhere in the Hospital.</p>
<b>Local Hotels and Restaurants</b>	If you need information about local hotel accommodations or area restaurants, please refer to our website, <a href="http://www.butlerhealthsystem.org">www.butlerhealthsystem.org</a> .
<b>Lost &amp; Found</b>	If you accidentally misplace any personal items during your hospital stay, you should first check the area in which you are staying. Often, items will be returned to the nurse's station. The Security Department manages our lost and found articles.
<b>Service Animals and Therapy Animals</b>	Service Animals are permitted in the facility. Therapy Animals are only permitted in the Transitional Care Unit and Behavior Health Units as well as in our lobbies. Therapy Dogs provide our patients with compassion and unconditional love. Personal pets will be reviewed on a case by case basis and approved by Infection Control. Please contact the Infection Control Coordinator at 724-284-4376 for more information.
<b>Telephone, Cell Phones and Other Devices</b>	To make a call from your room or any hospital phone, dial 9 and then the full number. If you must use your cell phone, please speak in a low voice so as not to disturb the privacy and comfort of other patients and visitors. Due to the Department of Health and Human Services' Health Insurance Portability and Accountability Act (HIPAA) guidelines about patient privacy, please be mindful about pictures and videos taken in common areas. Do not take photos with patients in the background and use caution when posting photos to social media sites. We are not responsible for lost phones or other electronic devices.





# play well stay well

## Urgent Care

- Sinus, Ear and Other Minor Infections
- Rashes and Skin Conditions
- Cuts, Lacerations and Burns
- Sprains and Strains
- Minor Broken Bones & Simple Fractures
- Object Removal
- Bee Stings and Insect Bites
- Colds, Coughs, Sore Throats
- Flu, Bronchitis, Pneumonia
- Asthma and Allergies
- Vomiting and Diarrhea

## Stay Well Care

- Physical Exams
- Flu Shots
- On-Site Prescriptions
- Occupational Health Services
- **NEW!** Meningococcal Vaccine



BUTLER HEALTH SYSTEM  
**FasterCare**

Caring...at **your** speed of life.™

**URGENT  
CARE**

Most Insurances Accepted,  
Including Highmark and  
UPMC Health Plans  
Seven Days a Week  
Walk-Ins Accepted

**BUTLER COMMONS**  
250B Butler Commons  
877-9-URGENT  
(877-987-4368)

**KITTANNING**  
21 Franklin Village Mall  
724-543-FAST (3278)

**SARVER**  
South Pike Square  
147 Mulone Drive  
724-295-0087

**SLIPPERY ROCK**  
100 Innovation Drive  
Suite 102  
724-794-HEAL (4325)