

PATIENT INFORMATION GUIDE

Welcome to Temple Women & Families Hospital



Temple Women
& Families Hospital

Temple Health

TABLE OF CONTENTS

Welcome 1

Safety 2

Visiting Hours and Rules 3

Settling in for Your Stay 4

Amenities 12

Additional Important Information 13

Your Health Care Team 17

Patient Rights and Responsibilities 19

Important Phone Numbers 26

If you prefer your healthcare information to be communicated to you in a language other than English, please inform our registration staff and remind your clinical team of your language preference.

All Temple Health buildings are smoke-free. Please respect our smoke-free policy.



WELCOME

Welcome to Women & Families Hospital, where our commitment to providing exceptional care for women and families is at the heart of everything we do. We are proud to have a team of dedicated professionals passionate about offering compassionate, personalized care tailored to your unique needs.

We understand that choosing a healthcare provider is a significant decision, especially when it comes to the health and well-being of you and your loved ones. Our hospital is designed with your comfort, safety, and well-being in mind, ensuring you receive the highest standard of care throughout your journey with us.

From the moment you walk through our doors, you will be supported by a team of experts. Our state-of-the-art facilities, combined with our holistic approach to health, allow us to provide comprehensive services that address both physical and emotional well-being.

Whether you are here for routine care, welcoming a new baby, or seeking specialized treatment, we are here to support you every step of the way. Our goal is to create an environment where you feel empowered, informed, and cared for as you make important decisions about your and your family's health.

Thank you for entrusting us with your care. We are honored to be part of your healthcare journey and are committed to providing the best possible experience during your time with us.



SAFETY

PRIVACY AND SOCIAL MEDIA GUIDELINES

Social networks and the Internet have created an endless and instant exchange of information, opinions, and images, but this comes with a risk. We work hard to respect your family's privacy and ask you to respect the privacy of other patients and families:

- Please don't ask our staff for information about other patients.
- You are allowed to take a picture or video of your child, but do not take pictures or video of any other patients or areas where other patients are seen.
- We understand that bonds can develop with staff and caregivers, but please don't request that they become social media friends—again, to protect privacy.
- If you use Facebook, Instagram, and other social media, do not write about or post photos of any patient except your family member.

VISITING HOURS AND RULES

General visiting hours are 9 AM to 8 PM. Only two visitors per patient at one time are permitted. We ask that all visitors stop at the Information Desk for a visitor's badge. Children younger than ten are not permitted to visit unless special arrangements have been made through your doctor and nurse. Please talk to your nurse about any special circumstances. Patients and visitors are not permitted to possess any type of weapon while on campus.

We ask that your visitors:

- Obtain a visitor's badge at the Information Desk
- Be limited to two people at one time
- Be free from illness, such as colds or flu
- Observe our posted visiting hours
- Observe our no-smoking policy
- Remember that children younger than age 10 are not permitted to visit patients unless special arrangements have been made
- Use cellular phones only as permitted

SETTLING IN FOR YOUR STAY

ADMISSIONS/CHECKING IN

The Admissions Department will be your first stop if you are an elective admission. Labor/Delivery patients should report to the 2nd Floor Registration. Surgical patients should report to the 1st Floor Pre-Admission Testing Registration. Please bring all necessary insurance and medical coverage information, including HMO referral forms.

Giving us correct information each time you visit is important, as insurers require the most up-to-date information. Likewise, many patients share the same last name and middle initial. We ask that you bring a photo ID for the registration process. By checking your address, birth date, and other key data each time you register, we ensure your medical records and bills are handled smoothly.

PRE-ADMISSION AND ADMISSION ACTIVITIES

Before your admission your doctor must receive approval from your insurance company. Your doctor must contact your insurance company, explain your medical problem, and outline the proposed treatment and care. Your insurance company will review that information and decide if you should be admitted to the hospital and whether it will pay for the services recommended by your physician. However, any additional care you may need as part of your recovery will be subject to approval by your insurance company.

PRE-ADMISSION TESTING

You may need pre-admission tests before being admitted to the hospital. Only your doctor can order these tests, including a blood test, an electrocardiogram (EKG), and a chest X-ray. If you are having a surgical procedure, you will also talk with an anesthesiologist to decide the best option for your procedure. If you have questions, ask your physician or call the Pre-Admission Testing Department.

TESTS AND DIAGNOSTIC PROCEDURES

During your hospital stay, you may require various tests. Due to the nature of certain tests, you may be asked not to eat or drink during specific periods. For other tests, you may be asked to take special preparations or drink specific liquids before the test is given. Following all instructions is important and will help ensure test results' accuracy and reliability. Regardless of what tests you may have, we will fully explain each one to you and tell you about any special preparations or restrictions.

VALUABLES

We strongly encourage family members to take a patient's valuables home. The hospital cannot be responsible for the loss of or damage to hearing aids, dentures, eyeglasses, or other assistive devices. If you lose something, please tell your nurse immediately. We will make every effort to help you find it. Remember that patients are responsible for valuables left in their rooms. The hospital will not be financially responsible for your belongings.

FIRE SAFETY

We frequently holds drills and trainings for all emergencies, including the unlikely event of a fire. If you hear the fire alarm, please stay calm and do not leave your room. Your caregivers are well-trained in fire safety procedures and will advise you in the event of an actual fire.

INTERPRETATION SERVICES

Your nurse will ask if you prefer that your health care be provided in a language other than English. If so, your nurse will arrange for an interpreter or other appropriate means to enhance your communication with us.

Available services include:

- Special telephones that will connect you with an interpreter
- Professional agency interpreters
- Employees who have been credentialed to act as medical interpreters
- Translated written information

HEARING OR SENSORY-IMPAIRED SERVICES

As a hearing or sensory-impaired patient, you will be asked to choose the communication option most helpful for your needs. We will make every effort to meet your request. If your request cannot be fulfilled promptly, you will be asked to choose another option while we work to secure the requested service.

Available services include:

- Credentialed sign language interpreters
- Telecommunication device for the deaf (TDD) teletypewriters
- Special nurse-call buttons
- Closed caption televisions

IDENTIFICATION BRACELET

For your safety, be sure to wear your hospital identification bracelet at all times during your stay. When a healthcare team member enters your room to provide care and treatment, he/she will need to verify your identity by looking at your identification bracelet and asking you your name and date of birth.

ENVIRONMENTAL SERVICES (HOUSEKEEPING)

Our Environmental Services staff seeks to provide excellent care by keeping your room clean. Before you were admitted, a housekeeper fully cleaned and disinfected your room. Each day during your stay, someone will remove trash and clean your room and bathroom. Any spills or other housekeeping issues should be reported to your nurse when they happen so Environmental Services can be notified to come to your room.

BED LINENS

Your bedding will be changed regularly and whenever needed. The general routine is for the staff to freshen your bed and assist you with your bath during the day shift. However, there may be times when this is done on evenings or nights to accommodate testing, surgery, or patient preference. Remember that misplacing small personal items in your bed is very easy. Please be careful to keep your belongings in your plastic bag or your bedside table.

MEDICATIONS

Medications are an important part of your treatment plan. You must tell your doctor, nurse, or pharmacist about all your medications and doses. This includes prescription drugs, over-the-counter drugs, dietary supplements (also known as herbal drugs), and/or vitamins.

This is very important because even the most common drugs can cause problems when taken with other medications or treatments. Some patients find it helpful to bring in their medications so the staff can know the drug type and dosage they have been taking. (Your medications will then be sent home with your family.)

It is also important to inform your healthcare team about any allergies or adverse reactions to food, drinks, or medications or sensitivity to latex.

When a healthcare team member enters your room to give you your medications, he/she will need to verify your identity by looking at your identification bracelet. He/she will ask you for your name and date of birth.

To ensure the safe use of medications during your stay at Women & Families Hospital, we use what is known as unit dose packaging. This means that the doses of medication given to the nurse for you are packaged individually with the drug name, strength, expiration date, and a barcode that identifies the drug and its manufacturer's lot number. One of our pharmacists is always available to talk with you about questions or concerns. Just tell your nurse that you would like the pharmacist to see you.

SMOKING POLICY

Consistent with our mission to improve the health of our community and in response to the increasing evidence of health and safety risks associated with tobacco use and exposure to secondhand smoke, tobacco use is prohibited in and around all buildings and campuses of Temple Health. This includes the use of electronic cigarettes and vape pens.

Smoking-cessation materials and a resource guide with approved smoking-cessation programs are available upon request from the Respiratory Care Department.



NUTRITION AND HOSPITALITY SERVICES

Meals

We are pleased to offer Room Service dining for our patients. This innovative dining program allows you to select meals from a wide variety of foods designed to enhance your experience as though you were eating at a favorite restaurant.

The Nutrition and Hospitality Department collaborates closely with your doctor, who determines the best diet for your total treatment. Please understand that delaying or changing your meals may be necessary if you have specific procedures or tests. After completing your tests, your nurse will notify the Nutrition and Hospitality Department so your meal can be served.

If your doctor changes your diet order, the changes will become effective at the next meal after the order is given. A dietitian is available and can assess your nutritional status and can meet with patients about any nutritional concerns.

The are four options to order meals from the Room Service menu:

1. Use the PCare room television application.
2. Use my TempleHealth app on the Epic MyChart application.
3. Place order with host/hostess in room.
4. Dial **215-926-3420**

Mealtime hours are:

- 7:30 AM to 5:15 PM. We'll have your meal delivered to your room in 45 minutes or less.
- Breakfast is served all day.
- Lunch and Dinner is served from 10:30 AM to 5:15 PM.

If you have special dietary needs (e.g., kosher, vegetarian, or allergy), please dial **215-926-3420** for help or speak to your host/hostess.

Cafeteria

Visitors are welcome to our cafeteria, located on the first floor of the hospital, and enjoy delicious home cooking at its finest.

Cafeteria Hours

Monday through Friday

- 7:30 – 10:30 AM (Breakfast & Grill)
- 11 AM – 2 PM (Lunch & Grill)
- 2 PM – 4 PM (Grab & Go options)

Weekends & Holidays

- Closed

FINANCIAL RESPONSIBILITY

When admitted to the Women & Families Hospital, you will sign papers accepting financial responsibility for hospitalization. You will be asked to present your insurance cards and to authorize the assignment of your insurance benefits. Providing complete and accurate insurance information is important to avoid billing errors. This information will be sent to the hospital's business office for billing. The same information will be sent to a professional billing service to bill for physicians' services (separate from the hospital's charges).

You will be billed directly if you do not have insurance coverage or if your insurance does not cover the service provided. You may need to pay a deposit at the time of your admission, as determined by your medical/hospital coverage or other insurance, the type of medical services you need, your expected length of stay, and whether you have requested a private room. You can pay the deposit with cash, a check, or a credit card (MC/VISA/DISCOVER).

BILLING INFORMATION

Increasingly complex health insurance forms and requirements, as well as the many clinical services you may receive during your hospital visit, can confuse your hospital bill.

Please be aware that you will receive a bill from the hospital. The bill will include charges for using hospital facilities, supplies, equipment, and technical personnel but will not include physician fees.

You will receive another bill from a physician or physician group for diagnosis, treatment, supervision of the care provided, and/or the physician's role in performing, analyzing, or interpreting your test results. These bills may include services in anesthesiology; cardiac, pulmonary, or neurological diagnostic studies, including EEG or EKG, stress tests, etc.; pathology services, such as clinical lab studies and radiology. Although technicians take many of these tests, your results must be interpreted by a specialist—usually a private physician—who charges a consulting fee to make a report to your doctor.



Questions About Your Bills

If you have any questions or concerns about your hospital or physician bill, we will gladly answer them. Please call **888-336-5897**.

Charity Care Policy

Do you think you may have trouble paying your hospital bill? The Temple University Health System has a charity care policy that covers all of its hospitals. The policy ensures consistency throughout the System when it comes to patients who do not have the ability to pay all or part of their medical bills. For more information about our charity care policy, call **215-707-3711**.

DISCHARGE PROCEDURES

Your doctor may discharge you at any time during the day or evening. Please leave the hospital promptly after discharge since another patient may be waiting for your room. Your cooperation is greatly appreciated.

AMENITIES

WIFI

Wireless Internet access is available throughout the hospital. Our service set identifier (SSID) is Temple_Health_Guest. Encryption is not available.

FLOWERS

All flowers addressed to you with your room number will be delivered to your room. The hospital's address is 1331 E. Wyoming Ave. Philadelphia, PA 19124.

PARKING

Free parking is available in the visitor lot at the front of the hospital.

PASTORAL CARE SERVICES

If you would like to see a chaplain or if you would like us to help you arrange a visit with a clergyperson of your choice, please contact Guest Relations at **215-707-2273** for more information.

PUBLIC RESTROOMS

Restrooms are located on all floors of the hospital and in lobby areas. Visitors are asked not to use bathrooms in patient rooms. If you cannot find a public restroom, please ask any staff member for help.

TELEVISION SERVICES

The television system throughout the hospital is provided by an independent vendor. All rooms have a color television. Instructions for activating your television service will be provided to you upon admission.

The speaker for your television is in the remote attached to your bedside (a pillow speaker). Please be considerate of other patients and keep the volume low. For your safety, personal televisions are strictly prohibited for electrical safety reasons.

ADDITIONAL IMPORTANT INFORMATION

ORGAN AND TISSUE DONATION

If you are interested in being listed as an organ donor, the Gift of Life Donor Program (not associated with Temple University Health System hospitals) manages organ and tissue donation in the Delaware Valley. This program has developed strict criteria to identify potential donors. You can choose and limit which organs or tissues you wish to donate. You must tell your next-of-kin of your wishes, carry an organ/tissue donor card, have a donor sticker placed on your driver's license, or state your wishes in your Advance Directive/Living Will. You can always change your mind about organ/tissue donation. You will need to inform all appropriate individuals and/or rescind that portion of your Advance Directive/Living Will.

For more information, contact (24 hours a day):

Gift of Life Donor Program
401 North 3rd Street
Philadelphia, PA 19123
800-DONORS-1

PAIN MANAGEMENT

We consider the treatment of pain an important part of your care. Pain is your body's way of responding to injury or illness. There are two types of pain:

- Acute pain follows an injury to the body and usually goes away when the injury heals.
- Chronic pain lasts six months or longer and can get in the way of everyday activity.

Your care team will evaluate your pain frequently. You will be asked to rate your pain on a scale of 0-10 (with 10 being the most severe) and describe your pain.

HELP US CARE FOR YOU

As a patient, you play an active role in your treatment and your comfort and convenience, as well as that of others. We ask that you please:

- Notify an employee immediately if you or your family or visitors notice a sudden change or decline in your medical condition.
- Be considerate of other patients and encourage visitors to be considerate as well, especially regarding noise, television use, and the number of guests.
- Be as accurate as possible when giving information for your medical history, for possible notification of relatives, and use by the Business Office. Each question on the form is important.
- Be prompt in payment of hospital bills, providing necessary information for processing insurance claims and asking any questions about your bill.
- Follow hospital rules and regulations and encourage visitors to do so.
- Help your physicians, nurses, and allied medical personnel in their efforts to return you to health by following their instructions.
- After you leave the hospital, maintain the treatment recommended by your physician and notify your doctor of any unexpected changes.

DO NOT RESUSCITATE

Women & Families Hospital has a policy on Do-Not-Resuscitate (DNR) orders for patients. While you are in the Operating Room areas or waiting for surgery, having surgery, or in the recovery area, your DNR will not be honored (unless your Advance Directive is in effect; see below). If you are sent to a testing area (not the Operating Room) during hospitalization, your physician will make that area aware of your DNR status. When the physician performing the test is speaking with you about your consent to the procedure, you should mention your DNR status. If you are being seen as an outpatient, your inpatient DNR order will not apply in the event you suffer an outpatient episode.

ADVANCE DIRECTIVE/MEDICAL POWER OF ATTORNEY

Following consultation with your doctor, you have the right to make decisions involving your medical care. If your medical condition renders you unconscious or unable to make your own decisions, your wishes can still be carried out if you have an Advance Directive and a Medical Power of Attorney. You should complete these documents prior to coming to the hospital. A pamphlet describing this option is available to you through the hospital.

LIVING WILL

(Advance Directive or Sometimes Called the Pennsylvania Declaration)

This document allows you to specify which types of life-sustaining or life-prolonging medical treatments you do or do not want if you are unable to speak for yourself and you are terminally ill or permanently unconscious. It lets doctors and healthcare providers know what you want them to do. You can always change your mind about what is in your Advance Directive/Living Will or revoke it.

DURABLE POWER OF ATTORNEY FOR HEALTH CARE

(Health Care Proxy)

This document grants legal authority to a person you name who will speak for you when you are unable to speak for yourself. Because this person will make medical treatment decisions for you, it should be someone you trust to carry out your wishes. You should have a full discussion with this person about what types of treatments you do or do not want. You can change the person you name to be your power of attorney, and you can always change your instructions.

HELP PREVENT INFECTIONS

The most important thing you can do to keep from getting sick is to wash your hands frequently. By doing this, you wash away germs that you have picked up from other people or contaminated surfaces. These germs infect you when you touch your eyes, nose, and mouth.

It is especially important to wash your hands:

- Before, during, and after you prepare food
- Before you eat
- After you use the bathroom
- After handling animals or animal waste
- When your hands are dirty
- More frequently when someone in your home is sick

Alcohol hand sanitizer is available in your room and in the corridor to help reduce bacteria from the hands of visitors and healthcare workers. Please recognize that you have the right to ask all caregivers to wash their hands using soap and water or alcohol hand sanitizer.

NON-DISCRIMINATION NOTICE

It is the policy of Temple University Health System that there shall be no exclusion from or participation in, and no one denied the benefits of, the delivery of quality medical care on the basis of race, ethnicity, religion, sexual orientation, gender, gender identity/expression, disability, age, ancestry, color, national origin, physical ability, level of education, or source of payment.

For more information, contact the director of Affirmative Action Temple University, Philadelphia, PA 19122 or **215-204-7303**.

PATIENT FEEDBACK

Tell Us How We're Doing

Women & Families' mission is to provide safe, high-quality health care to all of our patients. We deliver a wide range of high-quality and high-value inpatient and outpatient health services to our surrounding communities. Your feedback is important to us. After you leave the hospital, we may send you a patient satisfaction survey to measure our success. Tell us if you feel we achieved our goal of providing you with the care and services that deserve your highest rating.

If there is anyone special you would like to mention because of the care you received, please let us know in the survey's comments section. It is important that you notify your nurse or your unit's nurse manager of any service issues during your stay. This will allow us to correct any problems you may be having.



PATIENT RIGHTS AND RESPONSIBILITIES

As a patient of Women & Families Hospital or as a family member, representative for the patient, or guardian of a patient at this hospital, we want you to know the rights you have under federal and Pennsylvania law. We are committed to honoring your rights, and we want you to know that by taking an active role in your health care, you can help your caregivers meet your needs as a patient or family member. You and your family/representative also have certain responsibilities to help us provide the best possible care.

YOUR RIGHTS

Women & Families Hospital provides medical treatment without regard to gender, race, color, religion, sex, sexual preference, income, education, nationality, ancestry, or who will pay your bill. As our patient, you have the right to safe, considerate, respectful, and dignified care at all times. You will receive services and treatment that are medically suggested and within the hospital's capacity, its stated mission, and applicable law and regulation.

COMMUNICATION

You have the right to:

- Visitors with equal visitation privileges, regardless of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- An interpreter, free of charge, if you do not speak or are not fluent in English or are hearing impaired.
- Have another authorized person, if necessary, act on your behalf and who would assert and protect your patient rights. Limit who knows about your being in the hospital and to decide if you want visitors or not while you are here. You also have the right to change your decisions while you are here. The hospital may need to limit or not allow visitors because of your condition or because the presence of a visitor might put in danger the health or safety of another patient or hospital staff or disrupt hospital operations.
- Have access to an individual or agency that is authorized to act on the patient's behalf.
- Have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.



INFORMED DECISIONS

You have the right to:

- Receive information about your current health, treatment, outcomes, recovery, ongoing healthcare requirements, and future health status in terms that you understand.
- Be informed about proposed treatment options, including the risks and benefits, other treatment options, what could happen without treatment, and the outcome(s) of any medical care provided, including any unanticipated bad outcomes. You must sign your name before the start of any procedure and/or treatment. This “informed consent” is not required in the case of an emergency.
- Be involved in all aspects of your care and to take part in decisions about your care. This includes your right to be informed of your current health status, diagnosis, and future expectations of your condition.
- Request treatment; however, this right does not mean you can demand treatment or services that are not medically necessary or not appropriate.
- Refuse any treatment, drug, or procedure against the medical advice of a doctor.
- Receive assistance in obtaining consultation with another physician at the patient’s request and own expense.

- Expect the hospital to get your authorization before taking photos, recording, or filming if the purpose is for something other than patient identification, diagnosis, or treatment.
- Decide to take part or not take part in research or clinical trials for your condition that may be suggested by your physician. Your participation in such treatment is voluntary and written consent 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.

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 such decisions. 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, including, but not limited to, deciding against, withholding, or withdrawing life-sustaining treatment.

CARE PLANNING

You have the right to:

- Receive emergency care without unnecessary delay.
- Participate in the care that you receive in the hospital.
- Receive instructions on important 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 unable to provide treatment or service. You have the right to know why a transfer might be necessary, as well as other options for care that exist. The hospital cannot transfer you to the other hospital unless that hospital has agreed to accept you.

CARE DELIVERY

You have the right to:

- Receive care in a safe setting free from any form of abuse, harassment, exploitation, and neglect.
- Access protective or advocacy services, if needed.
- Receive considerate, respectful, safe, quality care delivered by competent personnel.
- Know the names of doctors and nurses providing care to you and the names and roles of other healthcare workers and professionals that are caring for you.
- Receive proper evaluation and management of pain, including the right to request or reject any or all options to relieve pain.
- Receive treatment free from restraints or seclusion unless clinically necessary to provide medical, surgical, or behavioral health care.
- Receive good quality care along with high professional standards that are continually maintained and reviewed.

PRIVACY AND CONFIDENTIALITY

You have the right to:

Personal and informational privacy, as required by law.

- Be interviewed, be examined, and discuss your care in places designed to assure reasonably that no one else can hear or see you.
- Be advised why certain persons are present and to ask visitors or others to leave during sensitive discussions or procedures.
- Expect all communications and records related to care, including who is paying for your treatment, to be treated as confidential.
- Receive written notice that explains how your personal health information will be used and shared with other healthcare professionals involved in your care.
- Expect good management to be used in considering use of the patient's time and to minimize the personal discomfort of the patient.
- Review and request copies of your medical record.

HOSPITAL BILLS

You have the right to:

- Review, obtain, request, and receive a detailed explanation of your hospital charges and bills.
- Receive full information and counseling on ways to help pay for the hospital care that you received.
- 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, or call the Patient Advocacy Department at **215-707-3320**.

COMPLAINTS, CONCERNS, AND QUESTIONS

You and your family/guardian have the right to:

- Tell hospital personnel about your concerns, complaints, or dissatisfaction regarding your care without any chance of not receiving care in the future.
- Expect a response to your complaint from the hospital. Complaints may be in writing or made face-to-face. The hospital has an obligation to respond to these complaints.
- The Pennsylvania Department of Health is also available to assist you with any questions or concerns and can be reached by calling **800-254-5164** or writing: Acute and Ambulatory Care Services – Pennsylvania Department of Health, PO Box 90, Harrisburg, PA 17108-0090
- You may also contact The Joint Commission at **800-994-6610** or:
The Joint Commission – Office of Quality Monitoring
One Renaissance Boulevard, Oakbrook Terrace, IL 60181
Email: complaint@jointcommission.org
- You may also contact the Office for Civil Rights at 215-861-4441 or:
U.S. Department of Health & Human Services
150 S. Independence Mall West, Suite 372
Philadelphia, PA 19106
- You can call your insurance company. Medicare patients should contact Livanta BFCC-QIO at 866-815-5440.

YOUR RESPONSIBILITIES

Respect and Consideration

As a patient, family member, representative of the patient, or guardian, we ask that you:

- Comply with hospital rules and policies during your hospital stay.
- 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 may need to report it to the police.

Provide Information

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

- Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Report perceived risks and unexpected changes in your condition to the healthcare professionals taking care of you.
- Provide a copy of your Advance Directive, Living Will, and/or Durable Power of Attorney for healthcare, and any organ/tissue donation authorizations, to the health care professionals taking care of you.

Safety

As a patient, you are encouraged to promote your own safety by becoming an active, involved, and informed member of your healthcare team. We ask you to:

- 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 that penetrates your body.
- Remind caregivers to wash their hands before and after taking care of you.
- Be informed about which medications you are taking and why you are taking them.
- Look for the identification badge worn by all hospital staff.

Refusing Treatment

As a patient, you are responsible for your actions if you refuse treatment or do not follow treatment instructions.

Charges

As a patient, you are responsible for paying for the health care that you receive as promptly as possible.

Compliance

As a patient, you are expected to follow the treatment plans suggested by healthcare professionals caring for you while in the hospital and to work with them in developing that plan so you can comply with it during your hospital stay and when you return home.



IMPORTANT PHONE NUMBERS

When calling a number inside the hospital, simply dial the four-digit extension. When dialing a number outside the hospital, please dial 9 first to get an outside line.

Operator	215-707-2000
Admissions	215-707-3910
Chaplain.....	215-707-2273
Discharge Planning/Social Work	215-707-3366
Environmental Services (Housekeeping).....	215-926-3425
Health Information Management (Medical Records).....	215-707-3755
Insurance Questions/Financial Counselor.....	215-707-7608
Interpretation Services.	Please Ask Your Nurse
Meal Service	215-926-3420
Patient Advocacy (M-F, 8 AM to 4 PM).....	215-707-3320
Pre-Admission Testing.....	215-707-3910
Security	215-926-3271



TEMPLE WOMEN & FAMILIES HOSPITAL

1331 E. Wyoming Avenue
Philadelphia, PA 19124

TempleHealth.org



Non-discrimination notice: It is the policy of Temple University Hospital, Inc., that there shall be no exclusion from, or participation in, and no one denied the benefits of, the delivery of quality medical care on the basis of race, ethnicity, religion, sexual orientation, gender, gender identity/expression, disability, age, ancestry, color, national origin, physical ability, level of education, or source of payment.