

Geisinger



It's such an old idea
it almost seems brand new.



Geisinger Bloomsburg Hospital

A guide for patients and their families



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Welcome

A hospital stay can be a stressful experience. We want to make your time at Geisinger Bloomsburg Hospital as pleasant as we can. We know that feeling comfortable with your healthcare team and our hospital is important. Not just to you, our patient, but also to your family and loved ones.

In this booklet, you'll find a wealth of information about your healthcare team, your room, available services, and our hospital. Take some time to look through it. Give a copy to your closest family member. It will help you understand more about how we'll care for you during your stay. If at any time you have questions, don't hesitate to ask anyone involved in your care.

A commitment to quality

Since 1905, Geisinger Bloomsburg Hospital has been a resource for high-quality healthcare, right here in your community. We care for thousands of residents throughout Bloomsburg and the surrounding communities. We have recruited top doctors from across the country to provide the most advanced and compassionate care we can. With 72 beds, our hospital offers top-quality acute care services, servicing the community in emergency care, obstetrics, women's health, general and specialized surgeries, psychiatry and urgent care.

Thank you for choosing Geisinger Bloomsburg Hospital to care for you and your family. We will do all that we can to keep you informed and to make your time with us as comfortable as possible.

General patient information

Patient rights and responsibilities

As a patient, you or your legally responsible party have the right to receive care without discrimination due to age, sex, race, color, religion, sexual orientation, income, education, national origin, ancestry, marital status, culture, language, disability, gender identity or who will pay your bill. If you would like further clarification of the patient rights and responsibilities as they pertain to you, please contact your nurse.

Your healthcare team

Physicians: Your doctor, or the hospitalist assigned to you, will direct your care and manage procedures and further evaluations by a specialist, if necessary.

Hospitalists: A hospitalist is a doctor who treats patients who have been admitted. The hospitalist will check on your condition, answer your questions and talk with your primary care doctor.

Residents and fellows: A resident is a physician in training who has recently finished medical school. A fellow is a physician who is getting additional training in a specialty area, such as orthopaedics or infectious disease.

Nurses: A team of professional registered nurses, licensed practical nurses and nurse assistants will provide skilled care around the clock and stay informed about your needs and condition. They are the healthcare professionals you will probably see most often. They can answer many questions and will help you communicate questions or concerns to other members of the healthcare team when necessary.

Pharmacists: Our staff of registered pharmacists and certified pharmacy technicians will monitor and evaluate all of your medication orders 24 hours a day. They will make sure that you are getting the right medications at the right dose.

Therapists: If physical, occupational, respiratory or speech therapy is something you need, our team of experienced therapists will help you get back your independence and quality of life.

Diagnostic team: Any tests or procedures that you need will be done by specially trained technicians. Some of these can be done in your room; others may need to be done in specially equipped areas of the hospital.

Registered dietitian nutritionist: The Clinical Nutrition Department's registered dietitian nutritionist will work with you and your doctor to make sure you are receiving the right nutrients to aid in the healing process as well as teach you about how to make healthy, informed food choices. This can help to reduce your risk of chronic disease and promote overall health.

Patient advocates: If you have any problems or concerns about your care in the hospital, you may want to talk to a patient advocate. They are here to do exactly what their title says — advocate for you and make sure your concerns are addressed and your questions are answered. To contact a patient advocate, dial 570-387-2182.

Care Management

The Care Management Department is a team of nurses and social workers that helps patients and their families deal with illness-related needs.

Your Care Management team can help with several functions, including:

- Abuse assessment and reporting
- Coordinating with insurance companies about coverage for a hospital stay and services that may be needed after you are discharged
- Counseling to help you deal with your illness and/or treatment
- Education and referral to community resources
- Help with decisions about discharge plans

For more information, call Care Management at 570-387-2228.

MyGeisinger

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

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

Visit MyGeisinger.org to sign up today.

Infection control

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

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

Patient privacy

Geisinger respects your privacy. Our privacy practices regarding your Protected Health Information (PHI) are outlined in our Notice of Privacy Practices (NPP) on posters located in the hallways or available as a brochure from your nurse.

Ethics committee

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

Patient meals

Our goal is to provide you with freshly prepared, healthy meals while you are a patient with us. Every day, for breakfast, lunch and dinner, you will order from our room service menu.

Guest meals are available for a minimal charge, should you want to dine with a guest. Your guest can make selections from our room service menu between the hours of 6:30 a.m. and 5:45 p.m.

Spiritual care services

Geisinger Bloomsburg Hospital seeks to provide spiritual care to patients of all faiths. Please ask your nurse if you wish to meet with a chaplain. An all-faith spiritual center is located on the first floor, near the A elevators, and is open 24 hours a day to visitors of all faiths for meditation or prayer.

Language interpreter

Interpreters are available on a telephone service 24 hours a day, 7 days a week. To arrange this service, contact your nurse.

Advance directives

An advance directive is a legal document that states your wishes for your end-of-life care. If you are interested in getting more information about advance directives or in creating an advance directive, contact your doctor or nurse or call 570-783-2228.

Patient safety

Medications

You will be asked to list all your medications when your history is taken before or during admission. Your nursing team may also ask about your medications once you are admitted. When describing the medications you are taking, make sure you include over-the-counter drugs and vitamins or other nutritional supplements.

Our staff of registered pharmacists and certified pharmacy technicians will monitor and evaluate all of your medication orders 24 hours a day. They will make sure that you are getting the right medications at the right dose. Because certain medications and foods interact with each other, tell your nurse what drugs you are already taking so he or she can explain any potential drug/food interactions. If you would like to speak directly to a pharmacist, or if you have questions about your medications, please ask your doctor or nurse.

Fall prevention

We want you to remain safe and comfortable when getting into or out of a bed or a wheelchair. To avoid slipping or straining yourself, please ask for help from our nursing staff.

Rapid response team (RRT)

RRTs are in-house, on-call groups of doctors, nurses, respiratory therapists and others who respond swiftly if a patient is in physical distress or shows warning signs of a rapid physical decline.

- Warning signs: Difficulty breathing, slurred speech, confusion or agitation, chest pain or changes in heart rate or blood pressure.

Family members, visitors, employees and even patients themselves can summon an RRT if an adverse change in a patient's condition is noticed.

- To activate an RRT: Dial 55 on any hospital phone and say "Rapid response team to (patient's name) at (room number)."

Colors of safety

Geisinger Health System has adopted a statewide patient-safety initiative in which patients wear color-coded wristbands to identify certain healthcare needs. These alert staff, family and other caregivers to your special needs to ensure the safest healthcare possible.

The color codes are:

- Neon green: Latex allergy
- Pink: Restricted extremity
- Purple: Do not resuscitate
- Red: Allergy
- Yellow: Fall risk

Please notify your nurse if you are in any of the above risk categories.

The following colors apply only to Geisinger Health System:

- Orange: Anticoagulation (blood-thinning) therapy
- Red and white stripes: Blood conservation program (procedures done without blood transfusions)
- Tan: Communication barrier (deaf, blind, need for an interpreter, etc.)

Upon admission to the hospital, please remove any wristbands or bracelets that may confuse or distract your care providers. If the hospital-supplied wristband breaks or falls off, call your nurse to have another reapplied immediately.

Safety rounds

To help maintain your comfort and safety while in our hospital, we conduct hourly rounds to attend to your needs.

During these rounds, we will ask questions like:

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

Please remind us if you find this is not being done. It is our job to keep you safe and comfortable.

Room accommodations

Call button

If you need help or have questions about your care, there are call buttons located on both of the upper bed rails and there is also a call button located on a remote control at the bedside. A nurse will respond as quickly as possible.

Room temperature

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

Environmental services

If you have questions about the condition of your room, please alert Environmental Services at extension 72340.

Television

Use the remote control located in your room to access the free TV service, adjust the sound and change channels. If you have a question, please ask your nurse.

Telephone service

All rooms are equipped with a telephone. To use:

Free local call (in the 570 area code)

- Dial 9 + seven-digit number.

Long-distance call

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

Calling card or toll-free number

- Dial 9 + 1 + toll-free number.

Your phone number

When your family and friends want to call you, ask them to dial the phone number that is assigned to your room when you are admitted, or they can dial 570-387-2100 and ask to be connected to your room number. TDDs (telephone devices for the deaf) are available upon request.

Valuables

Please don't bring cash, credit cards or jewelry with you to the hospital. If you must bring valuables, request that they be stored in a hospital safe. If you wear dentures or a partial dental plate, please ask your nurse for a denture cup.

Patient discharge

Preparing for discharge

We want to be sure you understand what to expect when you are ready to leave the hospital. Your doctor will write a discharge order for you, whether you are going home or to another facility for rehabilitation or continued therapy. If you are being sent home, you'll receive specific instructions about how to care for yourself. Never hesitate to ask your healthcare team questions to be sure you understand everything. You can expect to be discharged from the hospital by noon. In most cases, we recommend that you have someone available to drive you home after a hospital stay.

Patient billing

We will bill your insurance provider for the costs associated with your hospitalization. You may be billed for any outstanding balance. Call 800-640-4206 with billing questions.

Financial assistance

Geisinger Health System is committed to providing medically necessary healthcare to those in need, regardless of their ability to pay. Financial assistance is available for medically necessary care. Patients may apply for financial assistance at any time — before, during or after their care. Eligibility is based upon the U.S. government's Federal Poverty Guidelines, which are updated annually.

To learn more about Geisinger's financial assistance policies, or to apply for financial assistance for your care, call a patient service representative at 800-640-4206.

Medication assistance

A pharmaceutical reimbursement coordinator is available to provide assistance if you:

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

If you have questions about this service, call 570-271-7121 or 866-948-4334.

For your guests

Smoking policy

As part of our commitment to good health, Geisinger Bloomsburg Hospital is smoke-free and prohibits smoking in rooms, the lobby, parking areas and anywhere while on the hospital campus. For information on how to quit using tobacco products, call the Pennsylvania Quitline toll-free at 800-QUIT-NOW.

ATMs

An ATM is located directly outside the Gifts in Bloom gift shop on the first floor.

Food and beverage

The GBH Café offers a wide variety of food choices and is open to hospital visitors Monday through Friday from 6:15 a.m. to 5 p.m. and on weekends from 6:15 a.m. to 2 p.m.

Vending machines are also available, providing snacks and soft drinks 24 hours a day, 7 days a week, and are located in the GBH Café and on the basement floor of the main hospital.

Gift shops

The Gifts in Bloom gift shop is located near the main lobby and sells gifts, unique jewelry, balloons, toys, candies, snacks, flowers, stamps, books, magazines, scarves, fashion accessories and personal items. The shop is supported and operated by The Auxiliary at Geisinger Bloomsburg Hospital. All proceeds from gift sales directly support the hospital. The shop is open Monday through Friday from 10 a.m. to 4 p.m., Saturday from 1 to 4 p.m. and Sunday from noon to 3 p.m.

Lounges

Throughout the hospital, you will find comfortable lounges near patient areas. Patients and visitors are free to enjoy television and magazines. Newspapers are available at the Gifts in Bloom gift shop.

Internet access

Free wireless Internet access is available using the Geisinger Guest connection. The physical security of your personal device is your responsibility.

Mail and flowers

Letters and packages, delivered daily, should be addressed using your full name and room number. If you have any outgoing mail, please give to the staff member who delivers your mail. Mail received after your discharge is forwarded to your home address. Flowers will be delivered to your room by one of our staff members. Please note that flowers are not permitted in the critical care (ICCU) unit. Call 72100 for room number assistance.

Newspapers

Local newspapers are available for purchase in the Gifts in Bloom gift shop near the main lobby of Geisinger Bloomsburg Hospital.

Free parking

Free parking is available in designated patient/visitor lots.

Security

Security personnel are available 24 hours a day. Please tell your nurse if you have a security concern. Call extension 72190 to reach the security office or dial 0 for the operator and he or she will contact the security officer.

Visiting hours

Patients have visitation rights. At times, restrictions or limitations may be necessary in order to provide safe care to patients. You may decide if you want visitors or not while in the hospital. You may also choose which persons can visit during your stay. These individuals do not need to be legally related to you. If you are unable to make this decision, you may choose a support person to decide who can visit.

Family and friends are welcome and encouraged to visit you during your stay. Routine visitation is allowed between 8 a.m. and 8 p.m. daily, but visiting hours may vary depending on your department.

Adults and children 13 years of age and over are permitted to visit. Exceptions include obstetrics and pediatrics. Additional exceptions can be made to have a patient's own child(ren) under the age of 13 years of age visit. However, for safety and infection control reasons, children should not visit patients in isolation rooms. Any child brought into the hospital must have adult supervision.

Visitors and their children should be in good health before visiting. There may be times when visitors are asked to briefly step out of room so we can provide you private and uninterrupted care. When restricting visitation rights, the hospital will explain to the patient the reasons for the restriction or limitations and how the hospital's visitation policies protect the health and safety of all patients.

All visitors enjoy full and equal visitation privileges consistent with patient preferences.

Cell phones

Cellular phone use is permitted in most areas of the hospital, but may be restricted at times for clinical reasons. Signage throughout the facility will confirm if you are in a safe-use area.

Questions?

Our central phone number is 570-387-2100. Here is a list of numbers most frequently used by patients.

- Administration 570-387-2145
- Admissions.....570-387-2112
- Billing questions800-640-4206
- Care Management570-387-2228
- Gift shop 570-387-2195
- OperatorDial 0
- Outpatient lab 570-387-2124
- Security.....570-387-2190 or dial 0



We strive for excellence

Our goal is to provide you and your loved ones with the best possible care. We measure our performance in achieving patient satisfaction with a survey. You may be randomly selected to complete a survey that is mailed to your home in the next few weeks.

If you find that we missed the mark in any way, please let us know your concerns as soon as possible.

Thank you for the trust you have placed in us. It has been a pleasure caring for you.

Geisinger