QUESTIONS FOR MY DOCTOR

My diagnosis:

My care or treatment while in the hospital:

My discharge:

Other:
Welcome to Chambersburg Hospital

We want your experience to be as comfortable as possible. If there is something we can do to help, please tell us right away. We’re here to make you feel better.

TABLE OF CONTENTS

Patient Information ......................2-3
  Critical Care SHHH
  Discharge - Leaving the Hospital
  Isolation Rooms
  Medication Reconciliation
  Observation Status (vs. Inpatient Status)
  Patient Relations Coordinator
  Paying Your Hospital Bill
  Personal Belongings and Valuables
  Personal PIN Number
  Room Temperature
  Selecting a Spokesperson
  Telephone Service
  Television Service

General Information .....................4-5
  Chaplain Service and Chapel
  Drills
  Family HOSPITALity Program
  Interpreters
  Lost & Found
  Non-Discrimination
  No Weapons & Search Policy
  Organ Donation
  Service Animals
  Tobacco/Vape Free
  Visiting Guidelines
  Infection Prevention & Control

Managing Your Pain ......................6-7

Surgical Site Infections ..................8

Fall Prevention ...........................9

Patient’s Bill of Rights ...................10

Advance Health Care Directives:
  Living Will & Health Care Power of Attorney ..................11-12

Speak Up / Prevent Errors ..............13

TV Channel Guide / Patient Education
Videos........................................Back Cover
Medication Reconciliation
Your nurse will ask you to list the medications you are currently taking. This list will be checked by your doctor and ordered during your hospital stay. This is to make sure you are receiving the correct medications and dosages while you are here.

Outpatient Observation Unit
Why does my hospital “status” matter?
Hospital status is whether the hospital considers you an “inpatient” or an “outpatient”. Depending on your insurance coverage, this may affect how much you pay out-of-pocket for the services you receive here. For Medicare patients, it can affect whether Medicare will cover the care you get in a skilled nursing facility.

Why am I in “observation”?
You are in stable condition, but your doctor may want to do more tests or procedures to decide if you should be admitted or if you can go home. Placing you on our dedicated observation unit allows us to monitor you and give you the care you need, while using our emergency resources for more critical and urgent needs.

But, I’m in a hospital room, in a hospital bed. Doesn’t that make me an “inpatient”?
We moved you to one of our private patient rooms so you can be more comfortable while our skilled staff monitors you. Even if you are here overnight, you are still considered an “outpatient”, but we’d like you to be as comfortable as possible.

Can I have visitors?
Yes, as long as your doctors and nursing staff allow, you can have visitors. At Chambersburg Hospital and Waynesboro Hospital we allow visitors 24 hours-a-day.

Who determines if I’m sick enough to be an inpatient?
Your doctor will provide the care that you need. The determination of inpatient vs. observation is made using guidelines from the federal agency that oversees Medicare. Your doctor will use those guidelines to determine your hospital status. The guidelines are based on the severity of the illness and the types of services required. The amount of time you spend in the hospital factors into status determination but is not the only factor that determines your status.

What if I have questions about my hospital status?
Please ask us. We’re happy to help. We have a team ready to answer any questions you may have. Tell your nurse you have questions, or use your bedside phone to call ext. 7156.
Room Temperature
You can adjust your room temperature by turning the dial located on the wall within your room. Turn the dial clockwise to increase the temperature, and turn the dial counterclockwise to lower the temperature. The new set point will flash for a few seconds.

Patient Relations Coordinator
Our Patient Relations Coordinator is here to listen to any concerns you have about your care. You can call the Patient Relations Coordinator at (717) 267-7454.

Personal Belongings and Valuables
Please tell your nurse if you have brought glasses, contact lenses, hearing aids, or dentures with you. Consider sending any unnecessary items home including cash, valuables, or personal belongings.

Personal PIN number
The confidentiality of your health care records is very important to us. If you would like the hospital to give your location and a one-word condition (critical, serious, fair, good) to people who ask for you by name, then you will be listed in our hospital directory.

If you would like us to provide family members and friends with more information about your care, you may choose a 3-digit PIN number. Only those with this PIN number will be given further information.

For additional privacy, you may “opt-out” of our hospital directory. This means that family and friends will be told that no information is available. Because no room number will be provided, this means that flowers, cards and gifts cannot be delivered.

Selecting a Spokesperson
Please designate one family spokesperson who can relay information to other family and friends on your behalf. The spokesperson must be able to hear, understand, and accurately give information to others. Please give us this person’s phone number where they can be reached at all times.

Telephone Service
You may make local calls at no charge by dialing 9 before the number. If you do not want a telephone in your room, please tell your nurse.

You may request the use of a free amplifier unit for your telephone by asking your nurse.

A TDD device for the hearing impaired is also available upon request. The TDD number is (717) 267-6420.

Television Service
Your television service is free. If you need a closed caption device, please tell your nurse. See the back cover for the TV Channel guide and how to view patient education videos.

Financial Assistance
Medical costs are often unanticipated and not all costs are covered by insurance. Summit Health can help you pay your bill with these payment options:

CarePayment Plan: CarePayment is a financing option that allows you to pay off your balance in manageable monthly payments over 25 months at 0.00% APR.

Summit Care Program: Discounts are available based on need. Patients qualify for this financial assistance through an application process. Income, assets, and household size are considered. Patients may be eligible for discounts from 60% to 100%.

Prescription Assistance Program: This program helps patients who can’t afford prescription drugs. For an application or more info, email volrecp@summithealth.org or call (717) 267-7142.

For more information, visit SummitHealth.org/PayMyBill

Paying Your Hospital Bill
You can pay your bill online at: SummitHealth.org/PayMyBill

Our patient accounts office is open for your convenience during the following hours:
Monday - Thursday: 8 am to 6 pm
Friday: 8 am to 4:30 pm
Saturday: 8 am to Noon

If you have questions about your bill or you would like to request an itemized copy, call us at (717) 267-7129 or (717) 267-7169.

The billing office is located at 760 E. Washington St., Chambersburg. Convenient parking is available.

Your bill covers the cost of nursing and technical services, supplies, equipment, and facilities used for your care. In most cases, we will bill your insurance company. You will only receive a bill if:

• A balance remains after your insurance company has paid their portion.
• Payment is not made in a reasonable amount of time.
• Your insurance company requested information from you that was not provided (such as coordination of benefits or accident questionnaire).
• Your care is not covered by insurance.

*Please note: If you have a co-pay, co-insurance, deductible, or your procedure is not covered by insurance, you may be asked to pay all or a portion of any associated costs prior to service.*
Chaplain Service and Chapel
You may request a visit from our chaplain by calling ext. 7749 or by asking your nurse. Our chaplain’s office can also contact your local clergy if you’d like. A chaplain is on call 24-hours-a-day.
An interfaith chapel is located near the Main Lobby and is open at all times.
Sunday worship services are held at 2:30 pm on the Behavioral Health Unit.

Non-Discrimination
It is the policy of Chambersburg Hospital that no patient, visitor, or employee is excluded from participation in, is denied the benefits of, or is otherwise subjected to discrimination in the provision of any care or services available through Chambersburg Hospital on the basis of race, color, national origin, creed, ancestry, age, sex, sexual preference, religion, handicap, disability, ability to pay, or source of payment. EOE.

No Weapons & Search Policy
We have a no-weapons policy in this facility. That policy also includes a prohibition on bringing illicit drugs onto hospital property. For your safety and the safety of our patients, visitors, and staff members, Chambersburg Hospital reserves the right to search persons and their belongings, if deemed necessary. You or your visitors could be searched. The full policy is displayed at the building entrance.

Organ Donation
For more information on organ and tissue donation, ask your nurse for a CORE card, or visit this website: www.core.org or www.donatelife-pa.org.

Service Animals
People who use service animals may be accompanied by their service animals during their visit to this facility regardless of whether the animals are working or performing their tasks at all times.

Lost & Found
To inquire about a lost item, please ask your nurse to check with Lost & Found. Personal items found on hospital property are kept up to one month or until they are claimed.
**Tobacco/Vape Free**
Tobacco, vapor and electronic cigarettes are not allowed in our hospital or on hospital property.

**Visiting Guidelines**
The following guidelines will help us maintain a high level of care while allowing patients the joy and comfort of having visitors:

- Visitors must be at least 12 years of age (unless special permission is given).
- To avoid tiring our patients, no more than two people should visit the patient at one time.
- Visitors should not visit if they are ill.
- No food, drinks, or medicines are to be given without permission.
- The patient's physician has the right to limit visitors for medical reasons.
- Visitors may be asked to leave the room during examination and treatment.
- Visitors are encouraged to bring toiletries and personal care items for their loved one.
- Quiet Time is observed from 2 - 4 pm on all units. During this time, noise interruptions will be kept to a minimum.
- To further protect those with latex sensitivities, we ask that visitors avoid bringing or sending latex balloons to patients.

**Visiting Hours**
Hours: 24 / 7 (unless indicated differently below)
Visitors identified as family or support person(s) are welcome to visit at any time & spend the night.

Young visitors should be accompanied by an adult.

In the following areas, please check with a nurse:
- Behavioral Health
- CCU/Critical Care Unit
- PCU/Progressive Care Unit
- Family Birthing

**Infection Prevention & Control**
Hospital visitors can help prevent the spread of infections.

While in our facility, visitors should:
- Wash their hands or use hand sanitizer before entering and when leaving a patient’s room.
- Cough or sneeze into a tissue or the bend of their elbow.
- Avoid visiting when they are sick.
- Avoid touching anything used to care for the patient.
- Read and follow any instructions posted outside the patient’s room.
- Eliminate germs when the patient goes home by using disinfectants (likes sprays and wipes) to clean surfaces often.

**Gift Shop Hours**
- Monday-Friday: 10 am - 7 pm
- Saturday: 11 am - 2 pm
- Sunday: 1 pm - 4 pm

**4 Steps to Prevent the Flu**
- **#1 Get Your Flu Shot**
- **#2 Cover Your Coughs & Sneezes**
- **#3 Wash Your Hands**
- **#4 Stay Home When You’re Sick**

**Bonus prevention tip:** try not to touch your eyes, nose or mouth. That is an easy way for germs to spread from your hands into your body.
Relieving Your Pain

Medications can be used to treat pain.

Some pain medicines are acetaminophen, aspirin, ibuprofen, naproxen and opioids. Opioids include morphine, oxycodone and hydromorphone. Many of these medicines come in pills, liquids, suppositories and skin patches. Some pain may be treated with medicines that are not usually thought of as pain relievers. An example is antidepressants.

There are also alternatives to medication.

Depending on your illness / condition and how much pain you have, your pain can be relieved in other ways including these:

- Acupuncture (small needles are used to block pain)
- Movies, games and conversation to distract you from thinking about the pain
- Electrical nerve stimulation (small jolts of electricity to block pain)
- Physical therapy
- Exercise
- Hypnosis
- Heat or cold
- Massage
- Relaxation
- Music

Be aware of side effects.

Depending on the type of medicine you’re taking, your side effects can include constipation, nausea, vomiting, itching, and sleepiness.

If you experience these side effects, tell your doctor or nurse as soon as possible and ask if there is another pain medicine that may work better for you.

Talk about your concerns.

If you’re afraid to take pain medicine because of a bad experience or a fear of becoming addicted, talk to your doctor or nurse. They can help you find the right medicine for you. Also, studies show that addiction is unlikely. This is especially true if the patient has never had an addiction. Remember, it’s important that you take your medicine.

If your medicine stops working over time, tell your doctor or nurse.

This is called “tolerance.” It means that your body gets used to the medicine after you take it for a while. It’s also possible that the condition causing your pain is getting worse or you have a new type of pain. You may need more medicine or a different kind of medicine to control your pain. Talk to your doctor or nurse so they can help you find the right medicine for you.

If you can’t swallow pills, ask about alternatives.

Check with your doctor, nurse or pharmacist before you consider crushing the pills and taking them with food. Some medications – like time-release medicines – should not be crushed.

Adapted from content provided by The Joint Commission.

TEST YOUR HEALTHY HABITS KNOWLEDGE!

1. True or False: I only need to eat fruits and vegetables a few times each week.

2. True or False: Eating red meat everyday of the week is a healthy choice.

3. True or False: If I skip breakfast, I’ll lose weight.

4. True or False: One regular 12 oz. soda each day can add up to 58,400 calories per year.

Visit SummitHealth.org/OnlineTools for BMI calculator, health tips, printable medication record & more.
Questions To Ask Your Doctor or Nurse
Treating pain is the responsibility of your doctor, nurse and other caregivers. You can help them by asking questions and finding out more about how to relieve your pain.

• What pain medicine am I receiving?
• Can you explain the doses and times that the medicine needs to be taken?
• How often should I take the medicine?
• How long will I need to take the medicine?
• Can I take the medicine with food?
• Can I take the medicine with my other medications?
• Should I avoid drinking alcohol while taking the medicine?
• What are the side effects of the medicine?
• What should I do if the medicine makes me sick to my stomach?
• What can I do if the pain medicine is not working?
• What else can I do to manage my pain?

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Talking About Your Pain
Your doctors and nurses will ask you about your pain frequently.
They do this because pain changes over time or your pain medicine may not be working.

If you have pain, tell your doctor or nurse.
They may ask you to describe how bad your pain is, when it hurts, and where it hurts.
Tell them if you can’t sleep or do things like dressing or climbing stairs because of pain. The more they know about your pain the better they can treat it.

Some words you can use to describe your pain:
- aching
- bloating
- burning
- cramping
- comes & goes
- constant
- cutting
- dull
- numbing
- pressing
- pressure
- pulling
- radiating
- searing
- sharp
- shooting
- soreness
- stabbing
- throbbing
- tightness

If your pain gets worse, tell your doctor or nurse.
Tell them how bad your pain is or if you’re in pain most of the time. Also tell them if the pain medicine you’re taking is not helping.

Include pain medicine on your list of medicines.
List all of your pain medicines — those prescribed by your doctor and those you buy over-the-counter. You should also include pain medicine that you only take for a short time.
What is a Surgical Site Infection (SSI)?
A surgical site infection is an infection that occurs after surgery in the part of the body where the surgery took place. Most patients who have surgery do not develop an infection.
Some of the common symptoms of a surgical site infection are:
- Redness and pain around the area where you had surgery
- Drainage of cloudy fluid from your surgical wound
- Fever

Can SSIs be treated?
Yes. Most surgical site infections can be treated with antibiotics.

What are some of the things that hospitals are doing to prevent SSIs?
Doctors, nurses, and other healthcare providers will do these things to prevent SSIs:
- Clean their hands and arms with an antiseptic agent just before the surgery.
- Clean their hands with soap and water or an alcohol-based hand rub before and after caring for each patient.
- May remove some of your hair immediately before your surgery using electric clippers if the hair is in the same area where the procedure will occur. They should not shave you with a razor.
- Wear special hair covers, masks, gowns, and gloves during surgery to keep the surgery area clean.
- Give you antibiotics before your surgery starts. In most cases, you should get antibiotics within 60 minutes before the surgery starts and the antibiotics should be stopped within 24 hours after surgery.
- Clean the skin at the site of your surgery with a special soap that kills germs.

What can I do to help prevent SSIs?
Before your surgery:
- Tell your doctor about other medical problems you may have. Health problems such as allergies, diabetes, and obesity could affect your surgery and your treatment.
- Quit smoking. Patients who smoke get more infections. Talk to your doctor about how you can quit before your surgery.
- Do not shave near where you will have surgery. Shaving with a razor can irritate your skin and make it easier to develop an infection.

At the time of your surgery:
- Speak up if someone tries to shave you with a razor before surgery. Ask why you need to be shaved and talk with your surgeon if you have any concerns.
- Ask if you will get antibiotics before surgery.

After your surgery:
- Make sure that your healthcare providers clean their hands before examining you, either with soap and water or an alcohol-based hand rub. If you do not see your provider clean their hands, please ask them to do so.
- Family and friends who visit you should not touch the surgical wound or dressings.
- Family and friends should clean their hands with soap and water or an alcohol-based hand rub before and after visiting you. If you do not see them clean their hands, ask them to clean their hands.

What do I need to do when I go home from the hospital?
- Before you go home, your doctor or nurse should explain everything you need to know about taking care of your wound. Make sure you understand how to care for your wound before you leave the hospital.
- Always clean your hands before and after caring for your wound.
- Before you go home, make sure you know who to contact if you have questions or problems after you get home.
- If you have any symptoms of an infection, such as redness and pain at the surgery site, drainage, or fever, call your doctor immediately.

If you have additional questions, please ask your doctor or nurse.

Adapted from content provided by the Centers for Disease Control and Prevention.
FALL PREVENTION

Lower your risk of falling by taking steps to stay healthy and make your home safe.

Health Maintenance
• Get regular medical checkups and eye exams.
• Maintain a healthy diet. Ask your doctor about taking vitamins.
• Start an exercise program, but get the okay from your doctor first.
• Avoid alcohol. It can affect your balance.
• Check with your doctor or pharmacist about the side effects of your medications.
• Use helpful devices such as canes and/or walkers as suggested by your doctor or therapist.

Home Safety
• Get up slowly, after sitting or lying, to make sure you’re not dizzy.
• Always walk slowly, and look out for possible hazards.
• Lift, don’t drag, your feet when you walk.
• Wear sturdy, non-slip shoes and slippers. Avoid high heels.
• Move or avoid items that might cause you to slip or trip, such as throw rugs, electrical cords, wet or waxed floors, or anything that blocks a hallway.
• Remove objects that you might bump into, such as a coffee table or stool.
• Don’t push or lift heavy objects by yourself. Ask someone to move them for you.
• Turn on the lights before entering a room, even if just for a moment. Use a nightlight in your bedroom and bathroom.
• Keep a telephone within easy reach of your bed.
• Arrange items in your bathroom and kitchen to avoid stooping, bending, and reaching.
• To prevent slipping in the bathtub/shower, use a tub mat, a non-slip floor mat, and, if available, a tub chair, grab rails, and a hand-held shower.
• Use the helpful aids suggested by your caregiver, like a raised toilet seat and dressing aids.

Why consider a charitable gift to your hospital?
Donations to your hometown hospital help ensure that you, your family, and your neighbors continue to receive state-of-the-art clinical diagnosis and treatment from our expert and caring staff and physicians.

Your charitable gifts truly matter. It’s a worthwhile investment for you and your community, not only for today... but for years to come.

For information about making a gift, visit SummitHealth.org/giving or call (717) 267-7703.

How We Help You Feel Better
• Respond to you quickly
• Provide a safe environment
• Tell you what your medications are for
• Help you manage your Plan of Care
• Give you information for staying healthy when you go home
What You Can Expect

You, or your legally responsible representative, can expect:

- the hospital to inform you of your patient rights as soon as possible after you arrive
- the hospital to treat you with dignity and respect
- the hospital to, upon your request, tell you the names and jobs of all the staff and doctors who care for you
- the hospital to provide emergency care without unneeded delay
- the hospital to provide care in a safe environment
- the hospital to do what we can to minimize your waiting time
- the hospital to transfer you to another facility, if the need arises, and if medically permissible; after explaining why you need a transfer and the alternatives to such a transfer (you must first be accepted by the facility to which you are being transferred)
- the hospital to tell you what you will need when you go home and assist you in meeting your needs
- the hospital to provide you with information about pain and pain relief measures
- the physician to obtain your informed consent (informed consent is defined in section 103 of the Health Care Services Malpractice Act, 40 P.S. § 1301.103) prior to the start of any procedure or treatment, except for emergencies

You Have the Right To

- have access to and not be denied access to an individual or agency who is authorized to act on your behalf to assert or protect the rights outlined
- care provided by competent personnel
- quality care provided by skilled staff who possess high professional standards that are continually maintained and reviewed
- privacy about your medical care, including case discussion, consultation, examination, and treatment
- have a family member, representative, and a doctor of your choice notified promptly of your admission to the hospital
- have your medical records kept private, except as allowed by law as described in Summit Health's Notice of Privacy Practices
- access the information in your medical records unless a treating physician directs otherwise for medical reasons. (Your request will be handled as quickly as our record keeping system permits)
- know about your disease, treatment and prognosis, including alternative treatments and possible complication; or, if you cannot understand, we will tell your next of kin or other appropriate person
- participate in the development and implementation of your plan of care
- expect processes to be in place that consider the effective use of your time and avoid personal discomfort for you as a patient
- be free from restraints and seclusion except where necessary and appropriate under the law
- receive care in a safe setting, free from all forms of abuse and harassment
- be advised when you are being considered as part of a medical care research program or donor program and give consent to, refuse to being part of, or discontinue participation
- examine a bill and receive a detailed explanation of the bill
- full information and counseling on the availability of known financial resources for your health care
- request or refuse (to the extent permitted by law) any drugs, treatments or procedures, and to be told what to expect, including the consequences of refusal
- decide about accepting, refusing, starting, and stopping life saving treatment within hospital rules and the law
- make advance directives relating to your treatment plan, including accepting, starting, refusing, and stopping life saving treatments within hospital rules and law (you can select someone to decide about your care, if you wish)
- talk about the ethics of your care with your doctors and staff
- appropriate assessment and management of your pain
- receive help in getting another doctor's opinion at your expense
- medical and nursing care no matter what your age, race, sex, religion or beliefs, color, sexual preference, country of birth, or how your bill is being paid
- have your care explained in words you can understand, and if you cannot understand English, we will provide an interpreter, when available, or if you cannot understand due to a disability, we will supply appropriate assistive communication devices
- talk to someone who can help you protect these rights
- know hospital rules and regulations that apply to your conduct as a patient
- complain about your care, and to have your complaints listened to, and taken care of:

To register a complaint at Chambersburg Hospital, call (717) 267-7454.

To file a complaint with the Pennsylvania Department of Health, call 1-800-254-5164, or write to the Pennsylvania Department of Health, Acute & Ambulatory Care Services, P.O. Box 90, Harrisburg, PA 17108-0090.

To file a complaint with The Joint Commission (TJC), call 1-800-994-6610, or write to The Office of Quality Monitoring, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

To file a complaint with the Centers for Medicare & Medicaid Services (CMS) call 1-800-MEDICARE (1-800-633-4227), or write to Centers for Medicare & Medicaid Services, 7500 Security Boulevard, Baltimore, MD 21244-1850

Your Responsibilities as a Patient

- tell us all of your medical conditions and problems, past and present, and advise us of past hospitalizations
- tell us what medication you are taking
- answer questions about your health honestly and completely
- cooperate with the staff and ask questions about things you don’t understand
- think about the other people in the hospital and minimize the noise and visitors in your room
- respect the things that belong to others and to the hospital
- help the doctor and staff take care of you by following their orders
- take only the drugs ordered and given by the hospital staff
- take no alcohol or illegal drugs while you are here
- notify the staff of any discomfort
- tell your doctor or nurse if your pain is not relieved
- pay for your care

If you feel that any of the rights described above have been violated, you have the right to access the hospital's patient grievance resolution procedure by contacting the hospital's Quality Management Department at (717) 267-7757.

Summit Health, 112 North Seventh Street, Chambersburg, PA 17201, (717) 267-7454

www.SummitHealth.org
In Pennsylvania, adults have the right to decide if they want to accept, refuse or stop medical treatment.

An Advance Health Care Directive, and/or an Advance Directive for Mental Health Care, allows you to designate persons to make health care decisions for you and allows you to state your wishes regarding medical treatment so they may be carried out if you become unable to make health care decisions or communicate your wishes. An Advance Directive may be a health care power of attorney, a living will, or a written combination of both.

Why Prepare an Advance Directive?
An Advance Directive is a valuable tool that:
• Allows you to choose the persons you want to make health care decisions for you
• Helps protect your right to make medical choices that can affect your life
• Allows your family to know and understand your wishes
• Gives your doctor guidelines for your care
• Allows you to give special directions to your health care providers on topics such as pain relief
• Allows you to indicate your desire to forego certain life prolonging treatment (breathing machines, feeding tubes, dialysis), when there is little or no chance of recovery

Common Questions
Will my Advance Directive be used if I am able to make my own health care decisions?
No. As long as you are able, you will make your own health care decisions.

What is a Living Will?
A Living Will is a written document that expresses your wishes and instructions for health care if you are in an end of life situation and you are unable to make or communicate your own decisions.

When will my Living Will take effect?
A Living Will only takes effect when:
• your doctor has a copy of it, and
• your doctor has concluded that you are unable to make or communicate your own medical decisions or you are unable to understand the benefits, risks and alternatives of suggested treatment, and
• your doctor has determined that you are in an end-stage medical condition or in a state of permanent unconsciousness

Is my Living Will effective if I am pregnant?
Pennsylvania law usually does not allow a doctor or health care provider to honor a Living Will of a pregnant woman if she has chosen not to prolong life.

The terms of a Living will may be honored if the woman's doctor determines that life-sustaining treatment:
• will not maintain the woman in a manner that will allow for the continued development and birth of the unborn child; or
• will physically harm the pregnant woman; or
• will cause her pain which could not be relieved by medication

What is a Health Care Power of Attorney?
This legal document allows you to name a person or persons to make health care decisions on your behalf if you become unable to make decisions for yourself. The person you name in a Health Care Power of Attorney is sometimes referred to as your “agent” or “proxy.” A Health Care Power of Attorney also typically gives the agent the power to receive medical information regarding your care, to authorize your admission or discharge from a medical facility, and to authorize medical and surgical procedures.

When will my Health Care Power of Attorney take effect?
A Health Care Power of Attorney becomes operative when:
• your doctor has a copy of it, and
• your doctor determines that you are unable to make or communicate your own medical decisions and understand your treatment options

How will my health care decisions be made if I have no Advance Directive, or if the person I have named as my agent is unavailable or unwilling to act?
If you have no written Advance Directive, or if the person you have named to make decisions for you is unavailable or unwilling to act, you may still designate an adult individual to serve as your health care representative by a signed writing or by simply telling your doctor or other health care providers involved in your care.

If you become unable to make your own decisions, the hospital will look to this person for your health care decisions.

If you have no written Advance Directive and you do not name a health care representative, the law provides the following priority list indicating who may act as your health care representative to make decisions for you if you become unable to make them for yourself:
1. Your spouse (unless a divorce is pending) and your adult children from a prior spouse
2. Your adult children
3. Your parents
4. Your adult brothers and sisters
5. Your adult grandchildren
6. Any adult friend with knowledge of your preferences and values (including your religious and moral beliefs)

If the person with higher priority is unavailable or unwilling to act, the hospital will look to the next category of persons on the list. If there is more than one qualified person in a group, a majority of the members of that group must agree on a decision. If the qualified members of a group are evenly split, the dispute must be resolved before a decision can be made.

If you are of sound mind, you may change the order of priority in a signed writing, such as a Health Care Power of Attorney. You also may disqualify anyone from serving as your health care representative simply by telling your health care provider or by a signed writing.

Chambersburg Hospital and Waynesboro Hospital each have an Ethics Committee to help patients and their families. If you need to discuss an ethical issue regarding your care, tell your health care provider or call (717) 267-7156 at Chambersburg Hospital, and (717) 765-4000, ext. 5323, at Waynesboro Hospital.

Please note, however, if your doctor or staff member feels your wishes conflict with their own values or professional judgment, they may seek another caregiver for you who is able and willing to comply with your wishes.

What is an Advance Directive for Mental Health Care?
Pennsylvania law allows you to create a Mental Health Declaration and/or a Mental Health Power of Attorney. A Mental Health Declaration is a written document that expresses your wishes and instructions regarding mental health care, such as your choice of treatment facility, your preferences regarding medications for psychiatric treatment, and the type of interventions you would prefer in a crisis. A Mental Health Power of Attorney allows you to designate persons to make mental health care decisions for you.

If you suffer from a mental illness or if you wish to give your agent the right to authorize mental health treatment, you may want to indicate that in a Mental Health Declaration and/or a Mental Health Power of Attorney. Both a Mental Health Declaration and a Mental Health Power of Attorney automatically terminate two years after being signed.

What if I change my mind?
You may revoke (discontinue) an Advance Directive at any time. Simply inform your doctor or health care provider that you are revoking the document or sign a written document stating that you are revoking your Advance Directive.

If you want to change your Advance Directive, you should sign a new document and destroy all copies of your old document. Give a copy of the new Advance Directive to your doctor and to anyone else who had a copy of your old document.

What about organ and tissue donation?
You can donate specific organs or your entire body through your Living Will.

What is a general power of attorney?
This legal document designates one or more persons who have authority to handle your affairs. A general power of attorney typically refers to financial matters, but may include some medical decision-making authority such as the ability to authorize your admission to a medical facility or the power to consent to certain medical treatment on your behalf.

Consulting with an attorney can help ensure this document is sufficiently specific to meet your needs.

Steps to Complete an Advance Directive
1. You can use any form as long as it is dated and signed by you and two witnesses. A sample form that combines a Living Will and a Health Care Power of Attorney is attached.
2. If you are unable to sign, you may have someone else sign on your behalf. This person should not be one of your witnesses and also should not be the person named as your agent (if any).
4. Discuss your Advance Directive with your loved ones, especially the person you have named as your agent (if any). Be sure to give them copies, too.
5. Give copies of your Advance Directive to someone likely to be contacted in an emergency.
6. Review your Advance Directive regularly, and make any changes you think are necessary. Make sure you provide your doctor, your family and your agent (if any) with an updated copy.

If you have additional questions about preparing an Advance Directive, ask your doctor, attorney or caregiver for additional information.
ADVANCE HEALTH CARE DIRECTIVE

DURABLE HEALTH CARE POWER OF ATTORNEY

[Name of the person] of [County, Pennsylvania], appoint the person named below to be my health care agent (proxy) to make health and personal care decisions for me when I lack the ability to understand, make, or communicate a decision, as verified by my attending physician.

My health care agent has all of the following powers subject to the health care treatment instructions in my living will (cross out any powers you do not want to give your health care agent):

1. To receive medical information relevant to my health care.
2. To authorize, withhold, or withdraw medical care and surgical procedures.
3. To authorize, withhold, or withdraw nutrition (food) or hydration (water) medically supplied by tube through my nose, stomach, intestines, arteries, or veins.
4. To authorize my admission to or discharge from a medical, nursing, residential, or similar facility and to make agreements for my care and health insurance for my care, including hospice and palliative care.
5. To hire and fire medical, social service, and other support personnel responsible for my care.
6. To take any legal action necessary to do what I have directed.
7. To request that a physician responsible for my care issue a do-not-resuscitate (DNR) order, including an out-of-hospital DNR order, and sign any required documents and consents.

[Name of the health care agent]:

[Address and phone number]:

Name of alternate health care agent:

[Address and phone number]:

LIVING WILL DECLARATION

[Name of the person], being of sound mind, willfully and voluntarily make this declaration regarding my health care treatment under certain circumstances. The following health care treatment instructions exercise my right to make my own health care decisions. These instructions are intended to provide clear and convincing evidence of my wishes to be followed when my attending physician determines that I lack the capacity to understand, make, or communicate my health care decisions.

If I have an end-stage medical condition, which will result in my death, despite the introduction or continuation of medical treatment, or I am in a state of permanent unconsciousness such as an irreversible coma or an irreversible vegetative state, and there is no realistic hope of significant recovery, I direct that I be given health care treatment to relieve pain and provide comfort even if such treatment might shorten my life, suppress my appetite or my breathing, or be habit forming. I direct that all life prolonging procedures be withheld or withdrawn, and I feel especially strongly about the following as life prolonging procedures:

- [ ] do [ ] do not want heart-lung resuscitation (CPR).
- [ ] do [ ] do not want mechanical respiration (breathing machine or ventilator).
- [ ] do [ ] do not want dialysis (kidney machine).
- [ ] do [ ] do not want surgery.
- [ ] do [ ] do not want chemotherapy.
- [ ] do [ ] do not want radiation treatment.
- [ ] do [ ] do not want antibiotics.
- [ ] do [ ] do not want tube feeding, where nutrition (food) or hydration (water) is medically supplied by a tube into my nose, stomach, intestine, arteries, or veins.

My instructions regarding anatomical gifts are:

- [ ] do [ ] do not want to donate my organs and tissues at the time of my death for the purpose of transplant, medical study, or education, subject to the following limitations, if any:

SIGNATURE

I have signed this Advance Health Care Directive on this date: _______________________

[Sign your full name here]

Witness' signature: _______________________

Witness' signature: _______________________

(Two witnesses at least eighteen (18) years of age are required by Pennsylvania law and should witness your signature in each other's presence. A person who signs this document on your behalf and at your direction may not be a witness. It is preferable if the witnesses are not your heirs, nor your creditors nor employed by any of your health care providers.)
Help Prevent Errors in Your Care

Everyone has a role in making health care safe. That includes doctors, health care executives, nurses and many health care technicians. Health care organizations all across the country are working to make health care safe. As a patient, you can make your care safer by being an active, involved and informed member of your health care team.

An Institute of Medicine report says that medical mistakes are a serious problem in the health care system. The IOM says that public awareness of the problem is an important step in making things better.

The “Speak Up™” program is sponsored by The Joint Commission. They agree that patients should be involved in their own health care. These efforts to increase patient awareness and involvement are also supported by the Centers for Medicare & Medicaid Services.

This program gives simple advice on how you can help make health care a good experience. Research shows that patients who take part in decisions about their own health care are more likely to get better faster. To help prevent health care mistakes, patients are urged to “Speak Up.”

Speak up if you have questions or concerns. If you still do not understand, ask again. It is your body and you have a right to know.

- Your health is very important. Do not worry about being embarrassed if you do not understand something that your doctor, nurse or other health care professional tells you. If you do not understand because you speak another language, ask for someone who speaks your language. You have the right to get free help from someone who speaks your language.
- Do not be afraid to ask about safety. If you are having surgery, ask the doctor to mark the area that is to be operated on.
- Do not be afraid to tell the nurse or the doctor if you think you are about to get the wrong medicine.
- Do not be afraid to tell a health care professional if you think he or she has confused you with another patient.

Pay attention to the care you get. Always make sure you are getting the right treatments and medicines by the right health care professionals. Do not assume anything.

- Tell your nurse or doctor if something does not seem right.
- Expect health care workers to introduce themselves. Look for their identification (ID) badges. A new mother should know the person who she hands her baby to. If you do not know who the person is, ask for their ID.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent infections. Do not be afraid to remind a doctor or nurse to do this.
- Know what time of the day you normally get medicine. If you do not get it, tell your nurse or doctor.
- Make sure your nurse or doctor checks your ID. Make sure he or she checks your wristband and asks your name before he or she gives you your medicine or treatment.

Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.

- Ask your doctor about the special training and experience that qualifies him or her to treat your illness.
- Look for information about your condition. Good places to get that information are from your doctor, your library, support groups, and respected Web sites, like the Centers for Disease Control & Prevention (CDC) Web site.
- Write down important facts your doctor tells you. Ask your doctor or nurse if she has any written information you can keep.
- Read all medical forms and make sure you understand them before you sign anything. If you do not understand, ask your doctor or nurse to explain them.
- Make sure you know how to work any equipment that is being used in your care. If you use oxygen at home, do not smoke or let anyone smoke near you.

Ask a trusted family member or friend to be your advocate (advisor or supporter).

- Your advocate can ask questions that you may not think about when you are stressed. Your advocate can also help remember answers to questions you have asked or write down information being discussed.
- Ask this person to stay with you, even overnight, when you are hospitalized. You may be able to rest better. Your advocate can help make sure you get the correct medicines and treatments.
- Your advocate should be someone who can communicate well and work cooperatively with medical staff for your best care.
- Make sure this person understands the kind of care you want and respects your decisions.
- Your advocate should know who your health care proxy decision-maker is; a proxy is a person you choose to sign a legal document so he or she can make decisions about your health care when you are unable to make your own decisions. Your advocate may also be your proxy under these circumstances. They should know this ahead of time.
- Go over the consents for treatment with your advocate and health care proxy, if your proxy is available, before you sign them. Make sure you all understand exactly what you are about to agree to.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse. He or she should also know who to call for help.

Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

- Ask about why you should take the medicine. Ask for written information about it, including its brand and generic names. Also ask about the side effects of all medicines.
- If you do not recognize a medicine, double-check that it is for you. Ask about medicines that you are to take by mouth before you swallow them. Read the contents of the bags of intravenous (IV) fluids. If you are not well enough to do this, ask your advocate to do it.
- If you are given an IV, ask the nurse how long it should take for the liquid to run out. Tell the nurse if it does not seem to be dripping right (too fast or too slow).
- Whenever you get a new medicine, tell your doctors and nurses about allergies you have, or negative reactions you have had to other medicines.
- If you are taking a lot of medicines, be sure to ask your doctor or pharmacist if it is safe to take those medicines together. Do the same thing with vitamins, herbs and over-the-counter drugs.
- Make sure you can read the handwriting on prescriptions written by your doctor. If you cannot read it, the pharmacist may not be able to either. Ask somebody at the doctor’s office to print the prescription, if necessary.
- Carry an up-to-date list of the medicines you are taking in your purse or wallet. Write down how much you take and when you take it. Go over the list with your doctor and other caregivers.

Participate in all decisions about your treatment. You are the center of the health care team.

- You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you. Know how long the treatment will last. Know how you should feel.
- Understand that more tests or medications may not always be better for you. Ask your doctor how a new test or medication will help.
- Keep copies of your medical records from previous hospital stays and share them with your health care team. This will give them better information about your health history.
- Do not be afraid to ask for a second opinion. If you are unsure about the best treatment for your illness, talk with one or two additional doctors. The more information you have about all the kinds of treatment available to you, the better you will feel about the decisions made.
- Ask your doctor to recommend a support group you can join to help deal with your condition. People in these groups may help you prepare for the days and weeks ahead. They may be able to tell you what to expect and what worked best for them.
- Talk to your doctor and your family about your wishes regarding resuscitation and other life-saving actions.
### TV Channel Guide

<table>
<thead>
<tr>
<th>Channel</th>
<th>Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>WJLA-68 (IND)</td>
</tr>
<tr>
<td>8</td>
<td>WHTM-27 ABC HD</td>
</tr>
<tr>
<td>9</td>
<td>WRC4 - NBC</td>
</tr>
<tr>
<td>10</td>
<td>WTG5 FOX</td>
</tr>
<tr>
<td>11</td>
<td>WHP-21 CBS HD</td>
</tr>
<tr>
<td>13</td>
<td>WLJ-7 ABC</td>
</tr>
<tr>
<td>20</td>
<td>WGAL-8 NBC HD</td>
</tr>
<tr>
<td>21</td>
<td>WUSA-9 CBS</td>
</tr>
<tr>
<td>22</td>
<td>WITF-33 PBS HD</td>
</tr>
<tr>
<td>23</td>
<td>QVC HD</td>
</tr>
<tr>
<td>24</td>
<td>WHAG-25 NBC</td>
</tr>
<tr>
<td>25</td>
<td>WPMT-43 Fox HD</td>
</tr>
<tr>
<td>26</td>
<td>WGBC-49 (IND)</td>
</tr>
<tr>
<td>27</td>
<td>WLYH-15 CW HD</td>
</tr>
<tr>
<td>28</td>
<td>MyNetworkTV</td>
</tr>
<tr>
<td>29</td>
<td>PCN</td>
</tr>
<tr>
<td>30</td>
<td>PBS Kids Sprout HD</td>
</tr>
<tr>
<td>31</td>
<td>HSN HD</td>
</tr>
<tr>
<td>32</td>
<td>BET HD</td>
</tr>
<tr>
<td>33</td>
<td>Headline News HD</td>
</tr>
<tr>
<td>34</td>
<td>AMC HD</td>
</tr>
<tr>
<td>35</td>
<td>CNBC HD</td>
</tr>
<tr>
<td>36</td>
<td>MTV HD</td>
</tr>
<tr>
<td>37</td>
<td>HGTV HD</td>
</tr>
<tr>
<td>38</td>
<td>CNN HD</td>
</tr>
<tr>
<td>39</td>
<td>ESPN HD</td>
</tr>
<tr>
<td>40</td>
<td>ESPN2 HD</td>
</tr>
<tr>
<td>41</td>
<td>Fox Sports</td>
</tr>
<tr>
<td>42</td>
<td>TNT HD</td>
</tr>
<tr>
<td>43</td>
<td>Spike TV HD</td>
</tr>
<tr>
<td>44</td>
<td>Comcast SportsNet Mid-Atlantic HD</td>
</tr>
<tr>
<td>45</td>
<td>Big Ten Network HD</td>
</tr>
<tr>
<td>47</td>
<td>A&amp;E HD</td>
</tr>
<tr>
<td>48</td>
<td>Discovery Channel HD</td>
</tr>
<tr>
<td>49</td>
<td>TBS HD</td>
</tr>
<tr>
<td>50</td>
<td>Nickelodeon HD</td>
</tr>
<tr>
<td>51</td>
<td>VH1 HD</td>
</tr>
<tr>
<td>52</td>
<td>Lifetime HD</td>
</tr>
<tr>
<td>53</td>
<td>History HD</td>
</tr>
<tr>
<td>54</td>
<td>ABC Family HD</td>
</tr>
<tr>
<td>55</td>
<td>TLC HD</td>
</tr>
<tr>
<td>56</td>
<td>MSNBC HD</td>
</tr>
<tr>
<td>57</td>
<td>Root Sports HD</td>
</tr>
<tr>
<td>58</td>
<td>Red Zone HD</td>
</tr>
<tr>
<td>64</td>
<td>Velocity HD</td>
</tr>
<tr>
<td>65</td>
<td>Disney Channel HD</td>
</tr>
<tr>
<td>66</td>
<td>MASN HD</td>
</tr>
<tr>
<td>67</td>
<td>Syfy HD</td>
</tr>
<tr>
<td>68</td>
<td>Comedy Central HD</td>
</tr>
<tr>
<td>69</td>
<td>FX HD</td>
</tr>
<tr>
<td>70</td>
<td>Fox News HD</td>
</tr>
<tr>
<td>71</td>
<td>MASN2 HD</td>
</tr>
<tr>
<td>72</td>
<td>style. HD</td>
</tr>
<tr>
<td>73</td>
<td>E! HD</td>
</tr>
<tr>
<td>74</td>
<td>TBN</td>
</tr>
<tr>
<td>75</td>
<td>Food Network HD</td>
</tr>
<tr>
<td>76</td>
<td>Gospel Music Channel HD</td>
</tr>
<tr>
<td>77</td>
<td>Outdoor Channel HD</td>
</tr>
<tr>
<td>78</td>
<td>Hallmark Channel HD</td>
</tr>
<tr>
<td>79</td>
<td>Animal Planet HD</td>
</tr>
<tr>
<td>80</td>
<td>G4 HD</td>
</tr>
<tr>
<td>81</td>
<td>Travel Channel HD</td>
</tr>
<tr>
<td>82</td>
<td>Golf Channel HD</td>
</tr>
<tr>
<td>83</td>
<td>Cartoon Network HD</td>
</tr>
<tr>
<td>84</td>
<td>TV Land</td>
</tr>
<tr>
<td>85</td>
<td>USA HD</td>
</tr>
<tr>
<td>86</td>
<td>truTV HD</td>
</tr>
<tr>
<td>87</td>
<td>OWN</td>
</tr>
<tr>
<td>89</td>
<td>GSN HD</td>
</tr>
<tr>
<td>90</td>
<td>Bravo HD</td>
</tr>
<tr>
<td>91</td>
<td>NBC Sports Network HD</td>
</tr>
<tr>
<td>92</td>
<td>H2 HD</td>
</tr>
<tr>
<td>93</td>
<td>Bloomberg HD</td>
</tr>
<tr>
<td>94</td>
<td>BBC America HD</td>
</tr>
<tr>
<td>100</td>
<td>MoviePlex</td>
</tr>
<tr>
<td>101</td>
<td>LMN HD</td>
</tr>
<tr>
<td>102</td>
<td>Hallmark Movie Channel HD</td>
</tr>
<tr>
<td>103</td>
<td>C-SPAN</td>
</tr>
<tr>
<td>104</td>
<td>The Weather Channel</td>
</tr>
<tr>
<td>105</td>
<td>TV Guide Entertainment</td>
</tr>
<tr>
<td>106</td>
<td>MLB HD</td>
</tr>
<tr>
<td>107</td>
<td>NFL HD</td>
</tr>
<tr>
<td>111</td>
<td>Future EDU Reserved</td>
</tr>
<tr>
<td>125</td>
<td>Investigation Discovery HD</td>
</tr>
<tr>
<td>126</td>
<td>Universal HD</td>
</tr>
<tr>
<td>127</td>
<td>Biography Channel HD</td>
</tr>
<tr>
<td>128</td>
<td>Palladia HD</td>
</tr>
<tr>
<td>129</td>
<td>TCM HD</td>
</tr>
<tr>
<td>130</td>
<td>CNN en Espanol</td>
</tr>
<tr>
<td>131</td>
<td>Univision West</td>
</tr>
<tr>
<td>132</td>
<td>Telemundo West</td>
</tr>
<tr>
<td>133</td>
<td>Fox Sports Espanol</td>
</tr>
<tr>
<td>134</td>
<td>DISXID</td>
</tr>
<tr>
<td>135</td>
<td>CNBC</td>
</tr>
</tbody>
</table>

### Patient Education (EDU)

1. **Turn on the TV**
2. **Select EDU from the home screen**
3. **Scroll up & down to select the video you wish to view**

If the video you selected doesn’t appear, ask your nurse for help.

To watch more videos, repeat the steps above.