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Telephone Directory

**MAIN NUMBER**
215.710.2000

**Billing**
215.710.6500

**Gift Shop (Beehive)**
215.710.2221

**Foundation Office**
215.710.2591

**Patient Information**
215.710.2098

**St. Clare Pharmacy**
215.710.7427

- Cancer Center: 215.710.5300
- Cardiac Rehab: 215.710.2191
- Children's Health Center (Bensalem): 215.245.8873
- Communications (Public Relations): 215.710.2090
- Diabetes Education Center: 215.710.5812
- Emergency/Trauma Center: 215.710.2100
- Family Resource Center (Bensalem): 215.245.8563
- Financial Counseling: 215.710.6721
- Holistic Center: 215.710.6948
- Home Health Services: 267.569.0760
- Human Resources: 215.710.2045
- IndustriCare: 215.710.5795
- LIFE St. Mary: 267.991.7600
- Maternity Services: 215.710.6667
- Mother Bachmann Maternity Center (Bensalem): 215.245.4334
- Nutrition Counseling: 215.710.2058
- Outpatient Dialysis: 267.757.8060
- Outpatient Registration (Lab and EKG): 215.710.5068
- Pain Management Center: 215.710.2444
- Parenting Resource Center: 215.710.5976
- Perinatology: 215.710.2217
- Physical Medicine and Rehab Center: 215.710.2223
- Physician Referral: 215.710.5888
- Pulmonary Rehab: 215.710.2522
- Radiology (Scheduling X-rays, CAT Scans, Ultrasounds, MRI): 215.710.2208
- Radiology film and report pickup: 215.710.2185
- St. Mary Imaging: 215.710.5280
- Sleep/Wake Disorders Center: 215.710.6744
- Social Services: 215.710.2072
- Spiritual Care: 215.710.5902
- Palliative Care: 215.710.4616
- Volunteer Services: 215.710.2097
- Wellness Center: 215.710.6861
- Wound Healing and Hyperbaric Medicine Center: 215.710.4325
St. Mary Medical Center is a 374-bed, acute-care and outpatient services medical center located in Langhorne, Pennsylvania. Founded in 1973 by the Sisters of St. Francis of Philadelphia, St. Mary Medical Center is a member facility of Catholic Health East, one of the region’s largest healthcare providers.

St. Mary Medical Center is part of a healing ministry that respects the dignity of human life, without regard to race, color, national origin, religious creed or the ability to pay. This commitment applies to the admission policy as well as access to the facility and its services.

St. Mary offers state-of-the-art technology and expert physicians and clinical professionals in providing advanced, quality care. Services include a comprehensive cardiovascular program; the only state-accredited Trauma Center in Bucks County; emergency services with a dedicated Pediatric Emergency Care Center; a Joint Commission-certified Comprehensive Stroke Center; neurosciences; specialized diagnostic imaging; obstetrics and NICU; a Joint Commission-certified joint replacement program; exceptional orthopedic surgical capabilities; rehabilitation; pain management; a Joint Commission-certified sleep disorders center; Wound Healing and Hyperbaric Medicine Center; the St. Mary Breast Center; and the St. Mary Regional Cancer Center.
**Pre-Admission Testing**
The Pre-Admission Department makes arrangements for a hospital stay when a physician recommends an elective procedure or admission to St. Mary Medical Center. The Pre-Admission Department can pre-register a stay, verify hospital benefits with insurance plans and check on authorization requests. Pre-Admission also may schedule pre-admission testing, which often includes a medical history, physical exam, patient education and nursing assessments, and interviews with anesthesiologists for surgical cases. These evaluations assure a quality healthcare experience.

**Admission**
During the admission process, patients are required to answer basic questions and present insurance identification cards. The information is necessary for medical records and proper medical care. While some information is used for billing procedures, certain details are legal requirements. Patient cooperation in this process is appreciated.

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**Consent for Treatment Forms**
These forms must be completed and signed by the patient or the appropriate surrogate before treatment or therapy is administered. The forms are designed for the protection of the patient as well as the Medical Center. Please read these forms carefully and feel free to ask questions before signing them.

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**Patient Safety**
Everyone at St. Mary Medical Center is committed to providing a safe and secure environment for meeting your healthcare needs. You, as a patient, are a vital member of our healthcare team. Here are a few suggestions for ensuring that you have a positive experience while being a patient with us:

- Don’t be embarrassed to ask questions and voice your concerns whenever you do not understand what is occurring.
- Expect healthcare workers to identify themselves and look for your identification before administering treatments or medications. Offer to show your name bracelet if they do not look at it first.
- Notice whether caregivers wash their hands. Remind us if we fail to do so.
Make sure you are aware of the plans for your care. If something does not seem to fit into the plan as you know it, question us before we proceed.

Know your medications and the times that you should receive them. If you are offered an unfamiliar medication or do not receive a medication at its customary time, please request an explanation.

If you have any suggestions for improvement and/or want to provide us with your feedback regarding safety and security, please contact our patient safety officer at 215.710.6764.

Hospital Bed Safety
A hospital bed is different from your bed at home. It’s higher, narrower, and its position can be changed for personal comfort and to assist the staff caring for you. For personal safety, remember the following:

- The beds have side rails for your protection. Do not lower the safety rails by yourself or attempt to climb over them.
- Stay in bed if that is what the doctor ordered. Attempting to get up too early may result in an unsafe condition or could be harmful to recovery. Do not hesitate to call a nurse if you need assistance with getting in or out of bed.

To prevent safety hazards, electrical appliances brought into the hospital for use by patients should be checked by the hospital electrician for safety before use.

Safety Devices
In some emergency situations—where a patient may be in danger of harming themselves or others or to maintain medical treatments—the staff may need to use safety devices. Restraint devices are used only with a physician’s order and in compliance with strict standards.

Before using these safety measures, the staff will use alternatives, such as helping the patient to be more comfortable, decreasing the noise level or lighting in the room, or asking a family member to stay with the patient. Please assist our staff by letting it know your daily and nightly routines and any other likes or dislikes associated with the activities of daily living, including eating, sleeping, bathing or walking around.

Drills
Fire and disaster drills are held frequently at St. Mary Medical Center and are not a cause for distress. We apologize for any patient inconvenience during these brief interruptions of service, but the drills are necessary in keeping the staff prepared to handle potential emergencies in the interests of patient safety.
Our patients’ rights and dignity are important to everyone at St. Mary Medical Center and will be maintained at all times. Please ask your nurse or physician any questions you may have about the use of safety restraint devices.

**Infection Prevention**

The Infection Prevention Department is devoted to promoting and educating the patient and the public related to infection prevention practices. The importance of washing hands is everyone’s responsibility in the prevention of infection. All patients, visitors and healthcare workers are responsible to wash hands regularly. If you do not see a healthcare provider washing his or her hands, please do not be afraid to remind him or her to do so.

We assure you that education, continuous evaluation of practices, equipment cleaning and assessment of the environment are ongoing activities aimed at reducing the occurrence of a hospital-acquired infection. Hospital-acquired infections can occur in any individual, but certain high-risk individuals are at greater risk. Those who are critically ill, those with chronic disease conditions, those with a device such as a catheter or those with open wounds are at greater risk for developing infections.

Pennsylvania state law mandates hospitals to notify patients if they have developed an infection during their hospital stay. Our goal is to reduce and eliminate hospital-acquired infections and to provide you with the best care possible. The infection prevention team is pleased to answer any questions you may have regarding infection prevention. Please contact the department at 215.710.6643 with further questions.

**Family and Visitors:** We want to do what is best for your loved one. To prevent the spread of infection, please help by doing the following:

- Wash hands before you enter the room and as you exit the room. Alcohol foam or gels can be used often.
- Wash hands with soap and running water after visiting someone who has active diarrhea.
- Wear the type of personal protective equipment (PPE) indicated on the sign outside of the patient room. This may include gowns, gloves or masks.
**Important Choices**

Medical care includes decisions about treatment at the end of life. St. Mary provides quality, compassionate and holistic care that respects patient and family dignity concerning the level of life-support treatment a patient wants to receive.

Patients have legal rights and personal choices concerning treatment options. Patients should discuss these decisions with family and physicians. It is important that they are aware of your choices.

St. Mary Medical Center may exercise the right to prohibit implementation of a patient directive that is in conflict with the Ethical and Religious Directives for Catholic Healthcare Facilities. In this event, the facility will assist in transferring the patient to a compatible provider. For additional information on advance directives and durable power of attorney, please ask to speak with one of our hospital chaplains or social workers.

**Make Your Wishes Known**

Under Pennsylvania law, you have the right to make informed choices about healthcare, but those wishes

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**Patient Safety**

- Do not wear the PPE outside of the patient room. Before leaving, remove the gown and gloves and dispose of them in the trash can. Wash hands after removal of these items.
- Do not eat or drink while visiting your loved one.
- Do not use the patient’s bathroom.
- Do not roam from one patient room to another patient room.
- Keep personal pets at home.
- Refrain from visiting if you are sick or if you have an active infection.
- It is okay, in fact encouraged, to ask healthcare workers to wash their hands before touching the patient if you did not see them wash.

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If you have any suggestions for improvement and/or want to provide us with your feedback regarding safety and security, please contact our patient safety officer at 215.710.6764.
Advance Directives

Organ Donation
State law requires medical centers to make requests for organ and tissue donations when appropriate. St. Mary Medical Center supports the concept of organ and tissue donation. Patients are encouraged to advise their family members and physicians if they have signed an organ-donor card or want to be an organ or tissue donor.

must be communicated in order to be carried out. Occasionally, life-support treatments become futile. For some, life-supporting activities maintain an unacceptable quality of life or serve only to prolong the dying process.

It’s important to give serious thought to these issues and make treatment preferences known ahead of time. You should discuss these decisions with family and physicians. It is important that they are aware of your choices.

An advance directive is a legal document that states your wishes regarding your medical care should you, while a patient, become incapacitated and in a terminal condition or permanently unconscious. A durable power of attorney is a legal document designating a person to make medical and/or financial decisions on your behalf, should you become incapacitated. For a copy of these forms, ask your nurse.

If an advance directive or power of attorney has been executed, family and physicians should be informed. These are important measures to provide so that wishes are carried out should you become incapacitated. Remember that changes in these choices can be made at any time by notifying your physician and family. You should bring a copy of your advance directive and/or durable power of attorney to the hospital each time you are admitted. For additional information on advanced directives and/or durable power of attorney, please ask to speak with one of our hospital chaplains or palliative care staff.

Ethics Consult Process
In the course of serious illness, especially when a patient’s wishes are not known, questions may arise about treatment choices. An Ethics Consult is an opportunity for a patient and/or family members to discuss with physicians, nurses, caregivers and members of the St. Mary Ethics Resource Team the many aspects of these difficult questions before deciding the best course for treatment.

For more information about the Ethics Consult Process, call the chair of the Ethics Resource Team at 215.710.5140 or the Palliative Care coordinator at 215.710.4616.
During Your Stay

The Call System
Pressing the bedside call system button will bring assistance when needed. Medication or weakness after surgery or medical procedures can affect mobility. Please keep the call signal handy and use it when necessary. Remember that other patients also are asking assistance and that requests are handled as promptly as possible. Emergency situations are given priority.

Meals
When you are prepared to order your meal, please dial 215.710.3663 (FOOD) to contact our room service call center. Our hosts and hostesses will be happy to help you select menu items that are appropriate for your physician-approved diet. You may order what you want when you want it, within dietary restrictions, between 7 a.m. and 6:30 p.m. You may preorder and select advanced delivery times, and daily specials are offered to broaden appeal. Ask room service for today’s offering. If you require customized options, speak with our knowledgeable staff so we may assist you.

Guest trays are available to visitors who want to dine with a patient. There is a $7 charge for guest tray vouchers, available in the cafeteria.

Telephones, Mail and Flowers
Because cellphones and other radio-frequency devices can interfere with bio-monitoring equipment, their use is not permitted in patient care areas. For patient convenience, a private telephone is available at each bedside. There is no charge for calls. To make a local call, dial 9 and the number. To make a long-distance call, dial 9, then 1, followed by the number.

Flowers and plants are permitted in most areas of the critical care units, except the recovery rooms. Flowers and mail sent to patients are delivered as quickly as possible. Any mail received at the medical center after a patient is discharged will be forwarded to the patient’s home address. However, if a patient is listed as confidential, mail or flowers will not be delivered.

Smoking
To promote a healthful environment, the St. Mary Medical Center campus is smoke free. Smoking by patients, visitors, physicians, colleagues and volunteers is prohibited anywhere on the St. Mary campus.
During Your Stay

Television
Television equipment and service are provided by approved service companies. Patients are not permitted to bring in television equipment. TV set-ups are available at no charge to patients through a grant from the St. Mary Foundation. Television sets and battery-operated radios may be used from 8 a.m. to 11 p.m.
The Medical Center offers patient education channels, as well as Channel 7, which carries all the services held in the St. Mary Chapel. Please see the television listings in this guide for further information.

Valuables
Patients are requested to leave valuables at home before being admitted to the Medical Center. St. Mary Medical Center cannot assume responsibility for personal property, such as jewelry, eyeglasses, hearing aids, dentures, etc. For patients without an alternative, small items may be sent to Security.

Personal Care Items
Patients are encouraged to bring their preferred brand of toiletries and personal hygiene articles for their own use during their hospital stay.

Nursing
St. Mary Medical Center employs professionally educated, highly trained RNs and nurses’ assistants, who provide quality, compassionate care. A nurse manager is responsible for coordinating care in each patient-care unit.
To help our patients easily identify and recognize the colleagues participating in their care, St. Mary has established a uniform policy. Our nurses wear Caribbean blue uniforms, nursing assistants wear burgundy and unit clerks wear olive green.

Pain Management
St. Mary Medical Center is committed to excellence in pain management.
As a patient at St. Mary Medical Center, you can expect:
- Information about pain and pain-relief measures
- A concerned staff committed to pain prevention
- Health professionals who respond quickly to reports of pain
- State-of-the-art pain management
- Dedicated pain-relief specialists
- When you express pain, you will be believed

As a patient at St. Mary Medical Center, we expect that you will:
- Ask your doctor or nurse what to expect
During Your Stay

- Discuss pain-relief options with your doctors and nurses
- Work with your doctor and nurse to make a pain-relief plan
- Ask for pain-relief drugs when pain first begins
- Help the doctor and nurse measure your pain
- Tell the doctor or nurse about pain that will not go away
- Not worry about getting addicted to pain medication

Patient Satisfaction Survey
After your stay at St. Mary Medical Center, you may receive a questionnaire in the mail asking your opinion on the services you received. Patients can name a physician, nurse, therapist, technologist or other person who they feel gave particularly good care and attention. The Medical Center will give special recognition to those named for their accomplishments and devotion to duty.

When commenting, a patient has the choice of providing a name or remaining anonymous. Because only a limited number of patients receive this survey, please take a few moments to answer the questions and mail it back using the postage-paid envelope that will accompany the survey.

Your comments are valuable in helping us determine if we are meeting your needs and expectations for service excellence.

Beehive Gift Shop
The Community League of St. Mary Medical Center manages the Beehive Gift Shop, located off the Main Lobby of the hospital.

- Hours: Monday to Friday, 9 a.m. to 8 p.m.
- Saturday, 11 a.m. to 6 p.m.
- Sunday, 11 a.m. to 4 p.m.

The gift shop carries a full line of flowers, plush toys, snacks and candy, giftware, jewelry, baby items, reading materials, sundries, and health and beauty aids. We accept all forms of payment and offer delivery services right to your room. For more information, or to place an order, please call 215.710.2221.

Service Excellence
Service excellence is our goal at St. Mary. Service excellence is the ability to provide care or services over and above the expectations of our customers. Our customers include our patients, families, visitors, co-workers, physicians, students, vendors, as well as any other person we may come in contact with during the course of our day.

Communication is the key to maintaining positive relationships. If you have any questions or concerns, please call our patient advocate at 215.710.2273.
The all-volunteer Community League will donate proceeds from the gift shop sales to support the healing environment of the Medical Center.

Parking
Visitor parking is available in the lot in front of the hospital and in the multi-level parking garage at the rear of the hospital, which has an entrance into the Outpatient Care Facility. Parking is free for all of our patients and visitors. Valet parking is free and available from 8 a.m. to 6 p.m. Monday through Friday at the main hospital building entrance, and also 24 hours daily at the Emergency Service entrance.

Visiting Privileges
Visiting privileges are part of our patient-centered approach to quality care. We recognize that the presence of a loved one contributes to the comfort and support of patients, which aids in the healing process. Because of this approach, visiting hours are customized to the needs of each individual patient based on his or her condition at any given time.

During your visit, you may be asked to step out while care is being provided. At 8 p.m., there will be a friendly reminder that patients require rest and sleep.

Visiting privileges for children younger than 14 are dependent on the condition of the patient and require permission from the charge nurse. Children visiting the Medical Center must have proper adult supervision.

Visitors are not permitted to smoke in the Medical Center, or anywhere on the St. Mary campus.
**During Your Stay**

**Cafeteria**
Visitors may enjoy freshly prepared meals in the cafeteria featuring healthy dining selections, daily specials and innovative offerings. The cafeteria is located on the ground floor of the main hospital building. The hours of operation are from 6:30 a.m. to 2 a.m., Monday through Friday. Weekend hours are from 7:45 a.m. to 2 a.m. On weekends, the cafeteria closes briefly between 10:30 a.m. and 11:30 a.m. and 4 p.m. and 5 p.m. Premium coffee and espresso drinks are offered at our kiosk Monday through Friday from 7 a.m. to 5:30 p.m. We accept all major credit cards, debit cards and cash. To hear daily cafeteria offerings, call the menu line at 215.710.3121.

**St. Clare Pharmacy**
*One less stop on your way home.*
*Prescriptions filled immediately.*
Conveniently located on the ground floor of the St. Clare Medical Building on the hospital campus, we offer personal service and one-stop shopping. Co-pays for prescriptions are the same no matter where they are filled. E-Prescribing and E-Fax services are available for your physician to directly communicate with our staff. An automated phone system is available 24/7. Pertussis and shingles vaccine shots are administered, and we provide secure disposal of outdated or unused medications and prescription vials. Open Monday through Friday from 7:30 a.m. to 5:30 p.m. For information, call 215.710.7427.

**Vending**
A vending-machine area is available 24 hours a day for the convenience of visitors. It is located in the cafeteria on the ground floor of the hospital building.
Home Health Services

Home Health Services can provide for medical attention in a patient’s home under the supervision of specially trained personnel. These services usually require a referral from a physician and authorization from the patient’s medical insurer. The home care coordinator or social worker can assist patients in obtaining home care services.

Care Management

Our care managers can help you make arrangements for healthcare services and medical equipment to be provided at home after discharge. Home health care includes part-time or intermittent skilled nursing care, and other skilled care services like physical therapy, occupational therapy and speech-language pathology (therapy) services. Services may also include assistance from a home health aide or medical social services. Usually, a home healthcare agency coordinates the services your doctor orders for you. These services usually require a referral from a physician and authorization from the patient’s medical insurer. For information or assistance, please call the care management office at 215.710.2048, or ask your nurse to contact your care manager for you.

Social Work

Our dedicated social work staff can assist you and your family in planning for your post-hospital care. Your attending physician will determine when you are medically ready for discharge and you should discuss your probable length of stay with your doctor. Our social workers are available to help you with your post-hospital plans well ahead of your discharge date. They can assist with referrals to rehabilitation services and to extended care facilities, such as nursing homes and personal care homes, as well as to in-home services. Their extensive knowledge of available community resources may aid in solving your particular concern.

For information or assistance, we encourage you or your family member to call the social work office at 215.710.2072, or ask your nurse to contact the hospital social worker for you.
Community League
The Community League is an all-volunteer group of dedicated men and women that provides ongoing support for St. Mary Medical Center. Established in 2007, the Community League is responsible for the design and creation of Healing Gardens throughout the Medical Center’s campus.

The Community League’s vision is to “nurture the body, mind and spirit of our communities as we work to help provide the best medical care for a healthier tomorrow.”

The organization—an independent, volunteer-based organization working separately from the St. Mary Foundation—also operates the Beehive Gift Shop and St. Mary Thrift Store, orchestrates theater trips and local tours, coordinates domestic and overseas travel excursions, and offers cooking classes. Many of the contributions to St. Mary by the Community League are raised through large-scale events, such as the annual Gala, Kitchen and Garden Tour, Golf Outing, Lights of Love and special raffle ticket sales. The Community League, which is responsible for the distribution of daily newspapers to inpatients, also provides dignity wear for female patients with cancer, and each year funds a scholarship program for junior volunteers.

For more information, please contact chair Eileen Moser at 215.767.4842.

Volunteers
Adult and junior volunteers provide more than 100,000 hours of service each year to St. Mary Medical Center. Volunteers serve in nearly all areas in the Medical Center, offering extra help to the staff and personal attention to the patients.

Call 215.710.2097 for information on volunteer opportunities at St. Mary Medical Center.
**Comfort Companions**
St. Mary Medical Center’s commitment to quality care includes our No One Dies Alone (NODA) program. This service is provided by specially trained volunteers, called comfort companions, who are able to sit with terminally ill patients. Comfort companions offer solace to patients who have no one to visit with them or whose family members need respite. These volunteers can be with a patient for a few hours or around the clock. To arrange for a comfort companion, please call Volunteer Services at 215.710.2097.

**Spiritual Care**
The Spiritual Care Department is comprised of priests, sisters and the laity. In support of the St. Mary philosophy to provide holistic care, the Spiritual Care Team offers spiritual support, comfort and counsel to patients and families, staff and volunteers. Our goal is to offer a comforting presence, to share in pain and suffering, joys and sorrows, hopes and fears. A chaplain is available to pray with you and for you, enabling you to find inner strength to experience the loving, healing presence of God.

The Spiritual Care Team is enriched by the presence of chaplain interns of various religious traditions who minister in partnership with the professional staff.

The sacraments are available to any Catholic patient who wishes to receive them. The church encourages all who are sick, advanced in age or preparing for surgery to avail themselves of the Sacrament of the Sick as a source of strength and an aid to recovery. To make arrangements for any of the sacraments, speak to a nurse or dial the operator.

The chapel is located on the ground floor adjacent to the hospital main lobby. Patients must have the consent of their physician and nurse before coming to the chapel, but are welcome to come to services, prayer or reflection in robes and slippers.

Mass is celebrated in the chapel and televised on Channel 7 at these times:
- Sundays and Holy Days: 11 a.m.
- Monday through Friday: 6:30 a.m. and 11:30 a.m.
- Saturday: 5 p.m.

Any changes in this schedule will be posted on the Chapel door.

A chaplain is on duty 24 hours a day and can be reached by phone.
- 8 a.m. to 4:30 p.m. Call Ext. 5902
- 4:30 p.m. to 8 a.m. Dial the operator or ask a nurse
St. Mary Medical Center Foundation
St. Mary Medical Center Foundation raises charitable support for emergent technologies, cutting-edge equipment, and care for the poor and underserved. You can make a gift by visiting our website at www.StMaryFoundation.org, calling 215.710.2591 or mailing it to the Foundation Office at 1 Summit Square, Suite #300, 1717 Newtown-Langhorne Road, Langhorne, PA 19047.

Guardian Angel Program
The Guardian Angel Program provides an opportunity for patients or family members to make a donation to support St. Mary programs and services while recognizing a caregiver whose attention or service made a difference during their stay. Brochures are available in the hospital reception areas. For additional information, please contact Kat O’Connor at 215.710.5894.

Planned Gifts
A planned gift to St. Mary Medical Center will allow you to shelter your assets while ensuring that world-class healthcare will always be available to the Bucks County community. Whether your objective is to minimize your tax obligation, provide a revenue stream or a combination of both, St. Mary offers numerous gift options that will help you achieve your estate-planning goals. For additional information, please contact Mark Erhard at 215.710.2719.

The Foundation is a tax-exempt 501(c)(3) organization. All donations are tax deductible to the full extent allowed by law. For more information about charitable gifts to St. Mary Medical Center, please call 215.710.2591 or visit the Foundation website at www.StMaryFoundation.org.

Disabled Patients
St. Mary Medical Center does not discriminate on the basis of disability in admission, access, treatment or employment. Every effort will be made to provide reasonable accommodations, as well as auxiliary aids and services, for our disabled patients. Please let your needs be known so that we can work with you to make your stay as comfortable and convenient as possible.
Translation services are offered for all spoken languages via the telephone. Please notify the nursing staff if you need assistance.

**ADA**

In compliance with the Americans with Disabilities Act (ADA), St. Mary Medical Center is committed to making the facility and services accessible to all employees, volunteers, patients and visitors.

It is the policy of St. Mary Medical Center to provide the hearing impaired with equal access to healthcare services. Please notify the nursing staff concerning a need for any of the following:

- Amplification headset
- Telecommunications Device for the Deaf (TDD) machine
- Sign Language interpreter

**Language Assistance for Limited English-Speaking Patients and Their Families**

St. Mary Medical Center provides person-centered care and partners with our patients and their families in achieving optimal health. We recognize that individuals need access to translation services to understand their care, and we are committed to providing competent translation assistance at no cost and in a timely manner.

Translation services are offered for all spoken languages via the telephone. Please notify the nursing staff if you need assistance.

**Asistencia ed idiomas para pacientes con conocimientos limitados de Ingles, y sus familias**

St. Mary Medical Center ofrece una atención personalizada y se asocia con sus pacientes y las familias para lograr la salud óptima. Reconocemos que las personas necesitan acceso a servicios de traducción para comprender su atención y nos comprometemos a ofrecer asistencia competente en materia de traducción de manera gratuita y oportuna.

Se ofrecen servicios de interpretación telefónica para todos los idiomas hablados. Notifique al personal de enfermería si necesita asistencia.
Interpretation Services Notification

This facility provides interpretation services free of charge for Limited English Proficient patients.

*English*: Please notify your caregiver if you speak [language]. Interpretation services are provided at this facility free of charge.

**Arabic**

إن كنت تتحدث العربية، نرجو إبلاغ القائمين بخدمتك. تقدم خدمات الترجمة الكلامية في هذه المنشأة مجاناً.

**Chinese**

如果您講中文，請告訴您的照護人員。我們免費爲您提供口譯服務。

**Farsi**

لطفاً اگر فارسی صحبت می‌کنید، به مراقبت کننده خود اطلاع بدهید.

خدمات مترجمان در این تسهیلات بطور مجانی فراهم می‌شود.

**Japanese**

日本語をお話になる方がいらっしゃいましたら、介護人の方までお申し出ください。

この施設では、無料の通訳サービスを提供しています。

**Korean**

한국어를 사용하시는 경우 담당자에게 알려주십시오.

본 시설에서 통역 서비스는 무료로 제공되고 있습니다.
**Mandarin**

如果您讲普通话，请告诉您的护理人员。我们免费为您提供口译服务。

**Portuguese**

Por favor, informe à pessoa que o está atendendo se você fala português. Temos intérpretes disponíveis para ajudá-lo gratuitamente caso seja necessário.

**Russian**

Если вы говорите по-русски, пожалуйста, скажите об этом работнику, осуществляющему уход за вами. Мы предоставляем бесплатные услуги переводчика.

**Spanish**

Por favor avise a su proveedor de atención de salud si usted habla español. En estas dependencias se proporcionan servicios de interpretación libres de costo.

**Vietnamese**

Xin báo cho người chăm sóc cho quý vị biết là quý vị nói tiếng Việt. Các dịch vụ thông dịch được cung cấp tại cơ sở này miễn phí.
The televisions in all patient rooms as well as all TV services are provided at no charge through a grant from the St. Mary Medical Center Foundation (www.StMaryFoundation.org). This is one of the many ways that financial support from our community enhances services and programs at St. Mary Medical Center.

<table>
<thead>
<tr>
<th>Channel</th>
<th>Station</th>
<th>Channel</th>
<th>Station</th>
</tr>
</thead>
<tbody>
<tr>
<td>Channel 3*</td>
<td>KYW (CBS)</td>
<td>Channel 33</td>
<td>Turner Classic</td>
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<tr>
<td>Channel 4</td>
<td>CNN News</td>
<td>Channel 34</td>
<td>Church Channel</td>
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<td>Channel 5</td>
<td>Weather</td>
<td>Channel 35*</td>
<td>Nick</td>
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<td>WPVI (ABC)</td>
<td>Channel 36*</td>
<td>TLC</td>
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<td>St. Mary Chapel</td>
<td>Channel 37</td>
<td>Cartoon Network</td>
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<td>Channel 8*</td>
<td>WPSG (CW)</td>
<td>Channel 38</td>
<td>Disney Channel</td>
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<td>Channel 9*</td>
<td>WUTV (FOX)</td>
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<td>WCAU (NBC)</td>
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<td>WPHL</td>
<td>Channel 41</td>
<td>C-SPAN2</td>
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<td>WHYY (PBS)</td>
<td>Channel 42*</td>
<td>LIFE</td>
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<td>TNT</td>
<td>Channel 45</td>
<td>Bloomberg</td>
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<td>USA</td>
<td>Channel 46</td>
<td>Music Channel (No video)</td>
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<tr>
<td>Channel 25</td>
<td>A&amp;E</td>
<td>Channel 47*</td>
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<td>ESPN News</td>
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<td>Home and Garden</td>
<td>Channel 49</td>
<td>ESPN2</td>
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<tr>
<td>Channel 28</td>
<td>Travel Channel</td>
<td>Channel 50</td>
<td>ESPN</td>
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<td>Channel 29</td>
<td>Food Network</td>
<td>Channel 51</td>
<td>ABC Family</td>
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<td>Channel 30*</td>
<td>Discovery</td>
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<td>Channel 31</td>
<td>Oprah Winfrey Network</td>
<td>Channel 53</td>
<td>Animal Planet</td>
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<tr>
<td>Channel 32</td>
<td>Discovery Fit and Health</td>
<td>Channel 54</td>
<td>Fox News</td>
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<tr>
<td></td>
<td></td>
<td>Channel 55</td>
<td>TBS</td>
</tr>
</tbody>
</table>
Rights & Responsibilities

Patient Rights

- You have the right to respectful care, given by competent personnel, which reflects consideration of your personal value and belief systems and which optimizes your comfort and dignity.
- You have the right to know what hospital rules and regulations apply to your conduct as a patient.
- You have the right to expect emergency procedures to be implemented without unnecessary delay.
- You have the right to quality care and high professional standards that are continually maintained and reviewed.
- You have the right to expect good management techniques to be implemented within the hospital, the avoidance of unnecessary delays and, when possible, the avoidance of personal discomfort through effective pain management.
- You have the right to medical and nursing services without discrimination based upon race, color, religion, gender, sexual preference, age, disability, national origin, or source of payment.
- You have the right, in collaboration with your physician, to make decisions involving your healthcare. This right applies to the family and/or guardian of neonates, children, and adolescents.
- You have a right to know that, as a Catholic Hospital, we do not engage in the performance of abortions, sterilizations or euthanasia, and such procedures are not recognized as rights of patients to undergo, physicians or staff to perform, in this hospital.
- You have the right, upon request, to be given the name of your attending physician, the names of all other physicians or practitioners directly participating in your care, and the names and professional status of other healthcare personnel.
- You have the right to every consideration of privacy concerning your medical care program. Case discussion, consultation, examination and treatment are considered confidential and should be conducted discreetly, giving reasonable visual and auditory privacy when possible.
- You have the right to request a room transfer if another patient or a visitor in the room is unreasonably disturbing you and another room equally suitable for your care needs is available.
- You have the right to have all information, including records, pertaining to your medical care treated as confidential, except as otherwise provided by law or third-party contractual arrangements.
- You have the right to have your medical records read only by individuals directly involved in your care, by individuals monitoring the quality of your care, or by individuals authorized by law or regulation.
- The hospital shall provide you, or your designated/legal representative, upon request, access to all information contained in your medical records, unless access is specifically restricted by the attending physician.
Rights & Responsibilities

You have the right to be communicated with in a manner that is clear, concise, and understandable. If you do not speak English or are hearing impaired, you may request an interpreter or an auxiliary aid.

You, and/or your designated legal representative, have the right to full information in layman’s terms, concerning diagnosis, treatment and prognosis, including information about alternative treatments and possible complications.

Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment, or both.

You have the right not to be involved in any experimental, research, donor program or educational activities unless you, or your designated/legal representative, have given informed consent prior to the actual participation in such a program. You or your designated/legal representative may, at any time, refuse to continue in any such program to which informed consent has previously been given.

You have the right to refuse any drugs, treatment, or procedure offered by the hospital, to the extent permitted by law, and a physician shall inform you of the medical consequences of such refusal.

You have the right to an ethical consultation regarding ethical issues surrounding your care within the framework established by this organization.

You have the right to leave the hospital against medical advice and to be informed of the medical consequence of this action.

You have the right to formulate, produce a copy of or request information on advance directives, or to appoint a surrogate to make healthcare decisions on your behalf. These decisions will be honored by this hospital and its healthcare professionals within the limits of the law and this hospital’s mission and values. If applicable, you are responsible for providing a copy of your advance directive to the hospital. You are not required to have or complete an advance directive in order to receive care and treatment at this hospital.

You have the right to assistance in obtaining a consultation with another physician at your cost and expense.

You have the right to be transferred to another facility when medically permissible. Such a transfer should be made only after you or your designated/legal representative has received complete information and explanation concerning the need for, and alternative to, such a transfer. The transfer must be acceptable to the other institution.

You have the right to examine and receive a detailed explanation of your bill.

You have the right to full information and counseling on the availability of known financial resources for your healthcare.

You have the right to expect that
the healthcare facility will provide a mechanism whereby you are informed upon discharge of continuing health-care requirements following discharge and the means for meeting them.

- You cannot be denied the right of access to an individual or agency that is authorized to act on your behalf to assert or protect the rights set out in this section.

- If disabled, you have the right to expect reasonable and equal access to the facilities, services, and programs of this hospital.

- Information regarding your rights as a patient should be provided to you during the admission process or at the earliest possible appropriate moment during the course of your hospitalization.

- You have the right to be free from verbal or physical abuse or harassment.

- You have the right to be free from the use of seclusion and restraints as a means of coercion, convenience, or retaliation by staff. The hospital will impose restraints or seclusion only when necessary to prevent injury to the patient or others and when no alternative means are sufficient to accomplish this purpose.

- You have the right to be informed of your visitation rights, including any clinical restriction or limitation of your visitation rights.

- You have the right to designate visitors, including but not limited to spouse, a domestic partner (including same sex), family members, and friends. You may withdraw the consent for visitation at any time. These designated visitors will not be restricted or otherwise denied visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. All visitors will enjoy full and equal visitation privileges consistent with any clinically necessary or other reasonable restriction or limitation that the Hospital may need to place on such rights.

- You have the right to voice complaints and recommend changes freely without being subject to coercion, discrimination, reprisal or unreasonable interruption of care.

Patient Grievance Policy
St. Mary Medical Center’s mission urges us to emphasize human dignity and social justice as we move toward the creation of a healthier community. Respect for human dignity includes respecting your rights as a patient in our hospital. If you feel that any of your rights may have been violated, you may initiate a formal grievance. You may notify the patient advocate in writing at St. Mary Medical Center, 1201 Langhorne-Newtown Rd., Langhorne, PA 19047. You may also call and speak with the patient advocate at 215.710.2273. The patient advocate will contact you upon the receipt of the grievance and will investigate the complaint. Every effort will be made to respond to patient grievances within seven days. If the complaint will not be resolved, or if the investigation is not or will not be completed within seven days, an update
Rights & Responsibilities

will be given to the patient or the patient’s representative informing them that the Medical Center is continuing to resolve and investigate the complaint. This letter will also have the names of the contact person for any further correspondence. You also have the right to file a complaint with: Pennsylvania Department of Health, Acute & Ambulatory Care Services, P.O. Box 90, Harrisburg, PA 17108-0090, 877.724.3258 (877.PA.HEALTH) Joint Commission, Office of Quality and Patient Safety, One Renaissance Blvd. Oakbrook Terrace, IL 60181 800.994.6610 Email: complaint@jointcommission.org Quality Insights of Pennsylvania (QIO), 800.322.1914

Patient Responsibilities
1. The hospital expects that you or your family will provide accurate information about past illnesses, hospitalization, medication, and other matters relating to your health history in order to effectively treat your illness.
2. The hospital expects that you will cooperate with all hospital personnel and ask questions if directions and/or procedures are not clearly understood. You are responsible to respectfully cooperate with the treatment program which your physician has prescribed or to assume the responsibility for your action if you refuse such treatment or do not follow instructions.
3. You are expected to be considerate of other patients and hospital personnel and to assist in the control of noise, and the number of visitors in your room at any one time. You are also expected to be respectful of the property of other persons and the property of the health center.
4. In order to facilitate your care and the efforts of the hospital personnel, you are expected to help the physicians, nurses, and allied medical personnel in their efforts to care for you by following their instructions and medical orders.
5. Only authorized members of your family are expected to be available to hospital personnel for review of your treatment in the event you are unable to properly communicate with health caregivers.
6. It is understood that you assume the financial responsibility of paying for all services rendered either through third-party payer (your insurance company) or being personally responsible for payment for any services which are not covered by your insurance policies.
7. It is expected that you will not take drugs which have not been prescribed by your attending physician and administered by hospital staff, and that you will not complicate or endanger the healing process by consuming alcoholic beverages or toxic substances during your hospital stay.
8. You are responsible to keep appointments or communicate with the hospital if you are unable to keep them.
Universal Protocol
for Preventing
Wrong Site,
Wrong Procedure
and Wrong
Person Surgery

I. Universal Protocol
A. Conducting a
  Pre-Procedure
  Verification Process
B. Marking the
  Procedure Site
C. Performing a
  Time-Out

II. Goal 1 – Improve the accuracy of patient identification
A. Using Two Patient Identifiers
B. Eliminating Transfusion Errors

II. Goal 2 – Improve the effectiveness
  of communication among caregivers
A. Timely Reporting of Critical Test
  and Critical Results

III. Goal 3 – Improve the safety of using medications
A. Labeling Medications
B. Reducing Harm from Anticoagulation Therapy
C. Accurate records of patient medications

IV. Goal 4 – Reduce the risk of healthcare-
  associated infections
A. Meeting Hand Hygiene Guidelines
B. Preventing Multidrug Resistant Organism Infections
C. Preventing Central Line – Associated Blood
  Stream Infections
D. Preventing Surgical Site Infections

V. Goal 5 – The organization identifies safety risks
  inherent in its patient population
A. Identifying Individuals at Risk for Suicide

VI. Goal 6 – Prevent mistakes in surgery
A. Ensuring that the correct surgery is done
  on the correct patient and at the correct place
  on the patient’s body
B. Identifying the correct place on the patient’s body
  where the surgery is to be done.
Although St. Mary Medical Center accepts most health insurance carriers, a person (patient, spouse, guardian) must be designated to assume financial responsibility for the bill. To better serve our patients, financial counselors are available to provide information specific to your medical insurance coverage. While you are a patient in the hospital, if you have any questions regarding your insurance or lack of insurance, please contact our Admissions Department at 215.710.2038 and/or have a family member come to the Patient Registration desk, located in Suite 407 of the Franciscan Medical Building. Our Financial Counselors are available to discuss payment arrangements or financial assistance to those that qualify.

If you are responsible for an insurance co-payment, you may be contacted by an Admissions representative who will request that you make that payment by the date of your discharge. For your convenience, the Admissions/Patient Registration department, next to the chapel, accepts cash, checks, all major credit cards and debit cards.

After hospital discharge, arrangements for payment are made through our Customer Service/Business Office. To speak with a representative, please call 215.710.6546.

St. Mary Medical Center has a mission to serve those in need. Qualified individuals who cannot afford to pay for all or part of the care they received at St. Mary Medical Center may benefit from a consultation with one of our financial counselors. For more information about our financial assistance program, please call 215.710.6721.

Patients also are advised to contact insurance providers with questions about benefits, referrals, co-insurance and deductibles before receiving hospital services.

How Charges Are Determined
Included in the bill for services rendered during a hospital stay is the cost of supplies, equipment and personnel salaries.

Daily service charges include the cost of a hospital room, meals, linens, housekeeping, engineering, maintenance and administration. Most importantly, these charges reflect the cost of nursing care, a vital link to patient recovery. Professional nurses staff patient-care areas 24 hours a day, every day of the year.

Other charges on the hospital bill are specialized services ordered by a physician, such as charges for the operating room, laboratory, radiology, physical therapy, anesthesia supplies, and the cost of drugs, special equipment, services and diagnostic tests.

Your Bill From St. Mary Medical Center Does Not Include Physician’s Fees.
At St. Mary Medical Center, the cardiologists, anesthesiologists, emergency physicians, pathologists, neurologists, radiologists, and neurosurgeons are private doctors specializing in the diagnostic and therapeutic aspects of their practice. Your physician has requested the services of these physicians for consultation or to perform specific medical procedures. If you receive a bill from one or more of these physicians, it will be only for their professional service and will not include hospital costs relating to this service or procedure.

You may be billed by one or more of these physicians depending on your health insurance coverage for physician professional services.
The Joint Commission conducts accreditation surveys of organizations to determine their compliance with nationally established Joint Commission standards. These standards deal with organization quality, safety-of-care issues and the safety of the environment in which care is provided. Anyone believing that they have issues concerning safety and quality of care in this organization on a continuous basis are encouraged to contact the St. Mary patient safety officer at 215.710.6794 (email slion@stmaryhealthcare.org).

For billing concerns, please contact the St. Mary Customer Service Department at 215.710.6500.

If the concerns in question cannot be resolved at this level, then The Joint Commission may be contacted as stated below:
Division of Accreditation Operations
Office of Quality and Patient Safety
The Joint Commission
1 Renaissance Boulevard
Oakbrook Terrace, IL 60181
Fax: 630.792.5636
Email to complaint@jointcommission.org

This is to inform you that the care and services you will receive during your hospital stay are subject to professional medical review. Benefits available, including admission and length of stay, are dependent upon determination of medical necessity through the review process. In addition, federal law requires that institutional care provided be reviewed on a continuing basis to ascertain that patients are receiving adequate and appropriate healthcare services. In order to meet these requirements for medical care review, the Medicare Quality Improvement Organization (QIO) for Pennsylvania collects and maintains information through a data system on the types and extent of healthcare services received by Medicare patients of this hospital.

The QIO recognizes that medical information is private and therefore has established policies and procedures to promote the confidentiality of patient information collected and maintained for purposes of professional medical review of hospital care and services. Insurance plans comply with confidentiality requirements as well. Contact your insurance company for specific details.

The Quality Improvement Organization (QIO) for Pennsylvania can be reached at: Quality Insights of PA, 2601 Market Place St., Suite 320, Harrisburg, PA 17110, or by calling 717.671.5425 or toll-free at 877.346.6180.
The following programs encourage better health for you and your family. Programs are FREE unless otherwise noted.

**Parenting Center**
The St. Mary Parenting Center is in the Child Development Center building at the rear of St. Mary campus. For program information, call 215.710.5976.

**Diabetes Center**
To register for diabetes educational seminars, please call 215.710.5812.

**The Wellness Center**
The St. Mary Wellness Center offers aerobics, strength training, stress reduction, sports coaching, weight management and massage therapy. Call 215.710.6861 for more information or to schedule an evaluation appointment. Located on second floor of Outpatient Care Facility.

**Nutrition Counseling**
We offer Outpatient Medical Nutrition Therapy to help you improve your diet and prevent or manage chronic diseases such as diabetes, heart disease, obesity and more. For more information, please call 215.710.2058 to reach our registered dietitian.

**The Holistic Center**
The St. Mary Holistic Center, located on the second floor of the Outpatient Care Facility, offers a variety of relaxation and pain relief services which are performed by professionally trained therapists. Services include:
- Massage
- Reflexology
- Craniosacral therapy
- Guided imagery
- Deep breathing techniques
- Hypnosis
- Assistance preparing for surgery
- Lifestyle enrichment classes such as yoga, t’ai chi, gentle movement and meditation

These classes are intended to help you cope more effectively, heal more completely and enjoy your life to the fullest extent. Please call 215.710.6948 for more information. Services are provided in the privacy of your own...
room, and gift certificates are also available for purchase in the Beehive Gift Shop.

**Joint Pain Seminars**

St. Mary hosts free seminars educating individuals on medications, exercise, surgical and nonsurgical treatments for hip and knee pain. To register or receive more information, please call 215.710.2636.

**St. Mary Thrift Store**

Hours: Monday to Saturday, 10 a.m. to 5 p.m.

Pine Watson Shopping Center
140 N. Pine St., Langhorne, PA
Located on 413, one mile south of the Medical Center

Donations are accepted Monday to Saturday, 11 a.m. to 4 p.m.

The St. Mary Thrift Store is operated by the Community League and benefits the Healing Gardens at St. Mary. We carry clothing, furniture, books, lamps, household items, jewelry, shoes, hand bags, home décor and more. Pickup and delivery services are available. For more information, please call 215.750.8400.

**Smoke-Free Campus**

St. Mary Medical Center is a totally smoke-free campus. For your convenience, nicotine replacement gum is available in the St. Clare Pharmacy on the ground floor of the St. Clare Medical Building on the hospital campus.

**Online Outpatient Appointment Requests**

Online appointment requests are available for imaging studies, MRI, outpatient therapy, cardio-pulmonary-neurology diagnostics, sleep studies and other outpatient procedures. Visit www.StMaryHealthcare.org/schedule.

**Find Us Online**

Connect with St. Mary at www.StMaryHealthcare.org and “Like” the St. Mary Facebook Page at www.Facebook.com/stmaryhealthcare.

**Support Groups**

Alcoholics Anonymous 215.757.4570
Better Breathers 215.710.2191
Bereavement Support Group 215.710.5902
Breast Cancer Support Group 215.710.6828
Diabetes and You 215.710.5812
Domestic Violence Counselor (Confidential) 215.710.6082
Epilepsy Support Group 215.629.5003
Gilda’s Club 215.710.6828
Heads on Straight (Brain-injury support group) 215.741.4196
Heart Ambassadors 215.710.2027
Holistic Center 215.710.6948
Look Good...Feel Better Lymphedema Support Group 215.710.5444
Man-to-Man Prostate Support Group 215.710.6828
Parkinson’s Support Group Parenting Resource Center 215.710.5976
Road to Healthier Living 215.710.5888
Stroke Support Group 215.710.7667
WomenHeart 215.710.4182
Zapper Club 215.710.7166
# St. Mary Medical Center Map

## Ground Floor Destinations

<table>
<thead>
<tr>
<th>Destination</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory Surgery Unit</td>
<td>Main Hospital</td>
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<tr>
<td>Breast Center</td>
<td>Outpatient Care Facility</td>
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<tr>
<td>Cafeteria</td>
<td>Main Hospital</td>
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<tr>
<td>Cancer Center</td>
<td>Cancer Center</td>
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<tr>
<td>Chapel</td>
<td>Main Hospital Lobby</td>
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<tr>
<td>Emergency Department</td>
<td>Outpatient Care Facility</td>
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<tr>
<td>Endoscopy Center</td>
<td>Medical Office Building</td>
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<tr>
<td>Gift Shop</td>
<td>Main Hospital Lobby</td>
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<tr>
<td>Healing Gardens</td>
<td>Main Hospital</td>
</tr>
<tr>
<td>Medical Imaging (X-ray, CT, PET/CT)</td>
<td>Main Hospital</td>
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<tr>
<td>MRI</td>
<td>Medical Office Building</td>
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<tr>
<td>MSM Patient Rooms 001-022</td>
<td>Medical-Surgical Main</td>
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<tr>
<td>Outpatient Lab</td>
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<tr>
<td>Pain Management</td>
<td>Medical Office Building</td>
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<td>Patient Registration</td>
<td>Main Hospital Lobby</td>
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<td>Patient Registration</td>
<td>Outpatient Care Facility</td>
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<tr>
<td>Sleep/Wake Disorders Center</td>
<td>St. Clare Medical Building</td>
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<tr>
<td>Surgical Center</td>
<td>Outpatient Care Facility</td>
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<td>Surgical Reception Area</td>
<td>Main Hospital</td>
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## First Floor Destinations

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<tr>
<th>Destination</th>
<th>Location</th>
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<tbody>
<tr>
<td>Cardio-Pulmonary &amp; Neurology Registration</td>
<td>Outpatient Care Facility</td>
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<tr>
<td>EEG/Neurology Lab</td>
<td>Outpatient Care Facility</td>
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<tr>
<td>Health Sciences Library</td>
<td>Outpatient Care Facility</td>
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<tr>
<td>Intensive Care Unit (ICU) Patient Rooms 1-15</td>
<td>Main Hospital</td>
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<tr>
<td>Medical Records (HIM)</td>
<td>Outpatient Care Facility</td>
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<tr>
<td>MG1A Patient Rooms 151-162</td>
<td>Main Hospital</td>
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<tr>
<td>MS1A Patient Rooms 101-123</td>
<td>Main Hospital</td>
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<tr>
<td>MSTC Patient Rooms 131-145</td>
<td>Main Hospital</td>
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<tr>
<td>MS1D Patient Rooms 177-189</td>
<td>Main Hospital</td>
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## Second Floor Destinations

<table>
<thead>
<tr>
<th>Destination</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>Cardiovascular Care Unit (CVCU)</td>
<td>Main Hospital</td>
</tr>
<tr>
<td>• Cardiothoracic Care Unit (CTU) Patient Rooms 225-235</td>
<td>Main Hospital</td>
</tr>
<tr>
<td>• Coronary Care Unit (CCU) Patient Rooms 236-248</td>
<td>Main Hospital</td>
</tr>
<tr>
<td>• Progressive Care Unit (PCU) Patient Rooms 277-292</td>
<td>Main Hospital</td>
</tr>
<tr>
<td>Heart and Vascular Center</td>
<td>Outpatient Care Facility</td>
</tr>
<tr>
<td>Labor &amp; Delivery</td>
<td>Main Hospital</td>
</tr>
<tr>
<td>MG2 Patient Rooms 251-276</td>
<td>Main Hospital</td>
</tr>
<tr>
<td>Mother/Baby Patient Rooms 201-224</td>
<td>Main Hospital</td>
</tr>
<tr>
<td>Neonatal Intensive Care Unit (NICU)</td>
<td>Main Hospital</td>
</tr>
<tr>
<td>Perinatal Testing Center</td>
<td>St. Clare Medical Building</td>
</tr>
<tr>
<td>Physical Medicine</td>
<td>Outpatient Care Facility</td>
</tr>
<tr>
<td>Pre-Admission Testing</td>
<td>Outpatient Care Facility</td>
</tr>
<tr>
<td>Speech Pathology</td>
<td>Outpatient Care Facility</td>
</tr>
<tr>
<td>Wellness/Holistic Center</td>
<td>Outpatient Care Facility</td>
</tr>
</tbody>
</table>

## Third Floor

...Inpatient Rehabilitation Patient Rooms 03-19

## Fourth Floor

...MG4 Patient Rooms 451-476

## Human Resources

...Annex Building

## Industricare/Colleague Health

...Annex Building

## Parenting Center/Day Care

...CDC Building