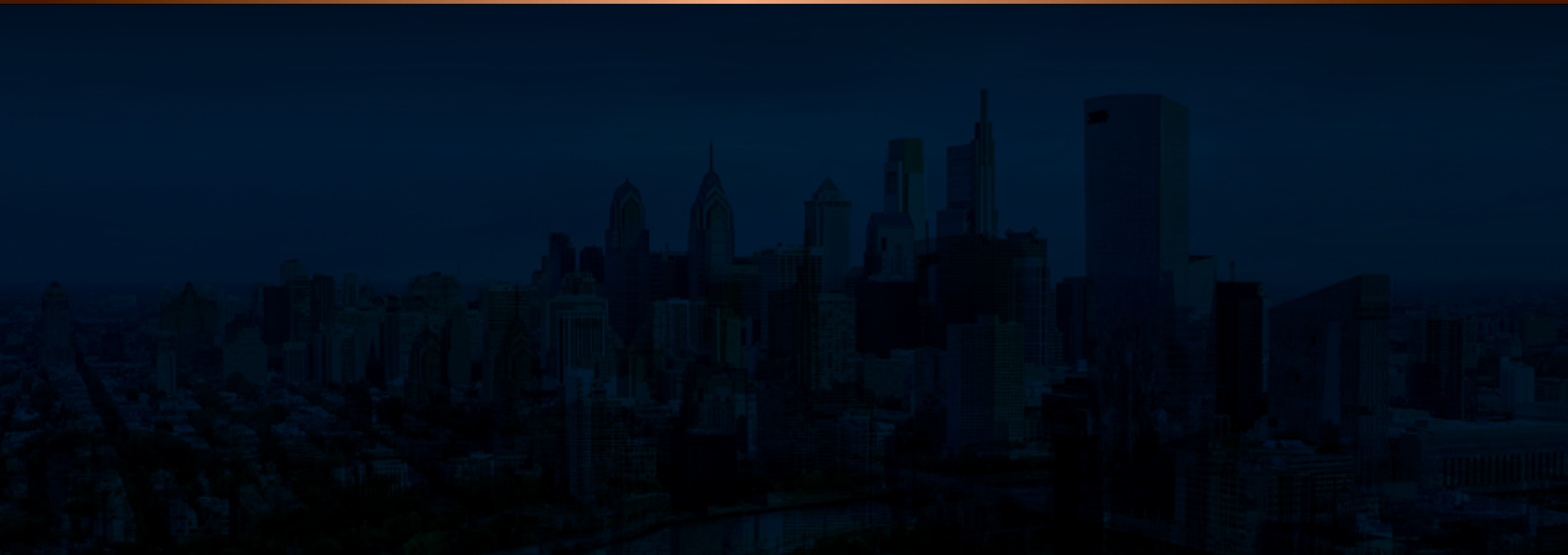


YOUR GUIDE

TO THE **HOSPITAL OF THE UNIVERSITY OF PENNSYLVANIA**



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GIVING BACK

TO THE HOSPITAL OF THE UNIVERSITY OF PENNSYLVANIA

FROM THE DESK OF REGINA CUNNINGHAM



On behalf of our Penn Medicine family, it is our privilege to care for you and your family. Your health and well-being are our top priority. We understand that being in the hospital can be stressful. Rest assured – you and your loved ones will receive the best care, provided by exceptional staff in a comforting and healing environment.



This guide provides important information about the services and conveniences available to you. You will also find links to our website (pennteam.org), which provide detailed information to help support you and your family while you're here. Your health, comfort, and safety are well in hand.

Thank you for choosing Penn Medicine as your trusted care provider.

Warm regards,

Regina Cunningham
Chief Executive Officer
Hospital of the University of Pennsylvania

PLANNING FOR YOUR VISIT

IMPORTANT TELEPHONE NUMBERS

THE HUP OPERATOR.....215.662.4000

The HUP Operator can assist you to connect with people and services at HUP

Patient room number.....215.622.4000 or (0)

Patient and Guest Relations.....215.662.2575

Security.....215.662.2677 (COPS)

Financial Services1.800.406.1177

Gift shop.....215.662.2701

Food Services.....215.662.2255

Environmental Services.....215.776.5871

“From our Ambassador’s wearing red coats, welcoming you at each entrance, to our convenient parking and valet services, we want to make arriving at HUP easy and efficient.”

WHAT TO BRING

IT IS IMPORTANT TO:

- ✓ **Label all personal items** including phones, hearing aids, mobility aids, glasses.
- ✗ **Do not bring jewelry**
- ✗ **Do not bring cash**

The following list offers suggestions on what to bring to make your stay more comfortable and to ensure that you have all required personal information easily available:

- Photo identification**
- Health insurance information**
- Copy of any advance directive, durable power of attorney and living will documents**
- List of medications with doses and frequency**
- List of doctors and relatives with phone numbers and email addresses**
- Robe, sturdy comfortable shoes and toiletries (toothbrush, tooth paste etc.)**
- Eye glasses, hearing aids and dentures (and cases labeled with full name)**
- Cane and walker (labeled with full name)**
- Medical equipment if absolutely necessary**

PERSONAL ITEMS

For your peace of mind bring only necessary items of nominal value. Even when you take all precautions, items can be lost in bedsheets and during transfers.

HUP is not responsible for lost or stolen belongings or valuables.

MEDICATION

Patient’s medication history is very important. Bring a list of your current medications including name, dose and frequency and update your medication list on your myPennMedicine portal. Medications taken while in the hospital are prescribed specifically for the hospital stay. Do not take home medications without talking with your care team.



my **PENNMEDICINE** 

myPennMedicine gives you easy and secure digital access to the health care information you need most, whenever you need it. Get test results and referrals, renew prescriptions, make appointments and more!

Learn more at myPennMedicine.org.

FAMILY

A patient defines who family is, a blood relative, best friend or close neighbor. Family presence is encouraged based on patient preferences. Family provides comfort and support, and shares information and observations with the clinical team.

SUPPORT PERSONS

Support Person(s) are family members who you have asked to be involved in your care. You may ask them to participate in rounds, clinical care, patient education, change of shift report and discharge planning.

VISITORS

Visiting is a way of showing support and offering encouragement. Patients should let friends and acquaintances know when they would like to receive visitors ensuring visits don't interfere with rest and healing.

Family and Visitors must stop at the Welcome desk to obtain a visitation pass/badge.



VISITING HOURS

Please be sure to check our website for current updates on visitor restrictions and guidelines at:

[Pennmedicine.org/VistorGuidelines](https://www.pennmedicine.org/VistorGuidelines)



A MESSAGE TO SUPPORT PERSONS:

If your loved one has asked you to be a Support Person, we welcome you to the team. Support person(s) may be present throughout the hospital stay unless their presence infringes on others' rights, safety or is medically contraindicated. The Family Caregiver Center (pg. 8) is a great resource for support persons to learn about their role and find respite and guidance.

CHILD VISITATION

At times, a visit from a child may be essential to patient and family well-being; however, some clinical settings limit child visitation. Please speak with your care team before bringing a child to the hospital. When visiting, children must be supervised by an adult, other than the patient, at all times.

PARKING

PARKING FOR PATIENTS AND VISITORS

Self-parking for our patients and visitors is available at the Hospital of the University of Pennsylvania - Pavilion garage and the 3600 Civic Center Boulevard garage.

SELF PARK

Hospital of the University of Pennsylvania - Pavilion Garage
1 Convention Avenue
Philadelphia, PA 19104
Open 24/7

	Patients	Family/Non-Patients
Up to 3 hours	\$7	\$13
3 to 7 hours	\$10	\$18
7 to 24 hours	\$11	\$20

3600 Civic Center Boulevard Garage
3600 Civic Center Boulevard
Philadelphia, PA 19104

Monday through Friday | 5:00 am to 12 am
Saturday and Sunday | Closed

Penn patients pay \$5. Non-patient rate is \$20.

SHUTTLE SERVICE

A free shuttle service is available from the 3600 CCB parking garage's Level 2 transportation center on a continuous loop to the Perelman Center, the Pavilion, and the Hospital of the University of Pennsylvania.

VALET PARKING

Hospital of the University of Pennsylvania - Pavilion
Monday through Friday | 5:30 am to 10 pm
Saturday and Sunday | 10 am to 9 pm

	Patients	Family/Non-Patients
Up to 3 hours	\$10	\$15
3 to 7 hours	\$13	\$19
7 to 24 hours	\$14	\$21

LONG-TERM PARKING

For patients requiring an extended hospitalization, long-term parking passes are available to family members at a discounted rate. Passes can be purchased at the Pavilion P1 Cashier office.

There is no reimbursement for days not used or lost/ stolen cards.



PUBLIC TRANSPORTATION

SEPTA

SEPTA regional rail lines, Airport, Wilmington/Newark, and Media-Elwyn and most Warminster and West Trenton trains provide direct service to the Penn Medicine Station on the Hospital of the University of Pennsylvania campus. From other regional rail lines, passengers should transfer to the Airport, Wilmington-Newark or Media-Elwyn. The train ticket serves as the transfer ticket.

Northeast corridor AMTRAK trains stop at 30th Street Station. From there, the SEPTA regional rail lines Airport, Wilmington-Newark or Media-Elwyn travel to the Penn Medicine Station. Taxi services are available from 30th Street Station.

SEPTA Market/Frankford blue line (train/subway) stops at 34th and Market Streets. Once above ground, walk south on 34th Street exactly three blocks to HUP.

SEPTA Green Line (trolley) stops at 37th and Spruce Streets, three blocks from HUP. Use any westbound trolley except Route 10.

SEPTA Buses: Bus routes 40 and 49 provide access to the hospital from the north and south. Bus routes 21 and 42 provide access from the east and west. While bus 30 circulates all over West Philadelphia and University City.

LUCY Gold & Green buses run from 30th Street Station to HUP at 34th and Spruce streets.

NEW JERSEY PATCO TRAINS

PATCO provides transportation to 8th and Market streets. Follow the underground concourse to the SEPTA Market East Station. From there take SEPTA regional rail lines Airport, Wilmington/Newark or Media-Elwyn to the Penn Medicine Station on HUP campus.

Alternate Route: Take SEPTA Market/Frankford blue line westbound to 34th and Market Streets. Once above ground, walk south on 34th Street exactly three blocks to HUP at the corner of 34th and Spruce streets.

MASS TRANSIT TELEPHONE NUMBERS

SEPTA information

☎ 215.580.7800

PATCO information

☎ 215.922.4600

AMTRAK information

☎ 800.872.7245

WHAT TO EXPECT

DURING YOUR STAY

If you are arriving from the Emergency Department, your outpatient Provider's office or from home, we know you may wonder about next steps. Please know there is a team ready to answer all your questions.

When you arrive you will be directed to your room where you will meet with members of your care team. You will review and sign the consent for hospital care and be provided information including your Patient Bill of Rights and Responsibilities and Notice of Privacy Practices that will inform you of your right to voice a complaint or grievance. If you have special needs, disabilities or limited English proficiency we will provide the Welcome book in a way that you can easily understand.



For a copy of the **Patient Bill of Rights and Responsibilities** please visit PennMedicine.org/PatientsRights or scan the QR code.



For a copy of the Notice of **Privacy Practices/HIPAA** visit PennMedicine.org/HIPPA or scan the QR code.

Scan the QR codes with your camera phone to go to the **Patient Bill of Rights** and the **Notice of Privacy Practices/HIPAA**. For older phones you may need to install a QR code reader.

This important information is also posted on each unit and in common areas of the hospital. **We are also happy to provide a printed copy of each document upon request.**

CARE TEAM COMMUNICATION

A provider will come to your room upon admission daily to talk with you about your symptoms and any changes to your plan of care. Members of the nursing team will orient you to your room and include you in change of shift report. These are ideal times for you to listen, ask questions, offer your ideas and discuss updates. We believe you and your support person(s) are the most important members of the care team!

IN ROOM SERVICES

MAKING YOUR STAY COMFORTABLE

Each room is equipped with a telephone and TV. Tablets are available with access to our website for helpful information. Please ask our staff about obtaining a tablet for your use.

Food Service: Breakfast, lunch and dinner will be brought to you by a food services ambassador. With each meal delivery, he or she will take your order for your next meal based on your dietary order

Linens, Towels and Toiletries: A Certified Nursing Assistant (CNA) will bring you fresh towels, gowns and personal supplies every day. The CNA will offer assistance with your personal hygiene when needed.

Quiet Environment: We value a quiet environment because rest and sleep are important to the healing process. Ear buds are available to assist you with noise reduction.

SUPPORT FOR YOUR FAMILY

Family Caregiver Center: Supports the health and wellbeing of family members and friends caring for a loved one during hospitalization. Located on the Connector in the Ravdin building and on the first floor of the Pavilion.

SERVICES INCLUDE:

- A quiet room with a massage chair, providing a private space to rest, reflect, and recharge
- Refreshments and business center free of charge
- Trained volunteers, available to provide emotional support and guidance
- Information about many topics ranging from caregiver stress to where to find lodging

Hours of Operation:

Monday – Friday | 8:30 am to 5 pm

☎ 215.662.4898

PHARMACY SERVICES

If you are admitted to a Penn Medicine hospital as an inpatient, have your prescriptions delivered directly to you! Ask any staff member to request service.

OUTPATIENT PHARMACY SERVICES

We deliver personalized pharmacy care to all of our patients, whether it's a one-time prescription or a recurring prescription need.

CONVENIENT RETAIL PHARMACY LOCATIONS

Hospital of the University of Pennsylvania
3400 Spruce St, Ravdin Building,
1st Floor
☎ 215.662.2920

Hours of Operation:
Monday – Friday
7 am to 5:30 pm
Saturday & Sunday
9 am to 2 pm

Hospital of the University of Pennsylvania - Pavilion
1 Convention Ave, Suite 1323
☎ 267.862.1600

Hours of Operation:
Monday – Friday
7:30 am to 4 pm
Saturday & Sunday
9 am to 2 pm

Perelman Center for Advanced Medicine
3400 Civic Center Blvd,
1st Floor West
☎ 215.662.6260

Hours of Operation:
Monday – Friday
8 am to 6 pm

SPIRITUAL CARE

Chaplain/Spiritual Care: A spiritual care professional, also known as Chaplain, is available to provide emotional and spiritual support for the patients and their loved ones 24 hours a day. We respect your personal experiences, spiritual orientation and religious tradition. We can assist in helping you meet your religious obligations during your hospital stay. Let your care team know that you would like to speak with someone. You may call or text the on-duty spiritual care professional at any time. Please call 215.662.2591 or text 215.239.4109.

The Interfaith Chapel: A place for reflection, contemplation and prayer. Our chaplains are always available to support you and your family.

CHAPEL LOCATIONS:

**Dulles
Ground Floor Pavilion**

HUP GIFT SHOP

1st floor, Ravdin Building *located next to Pharmacy*

☎ 215.662.2701

FOR YOUR

HEALTH & SAFETY

SAFETY

As part of HUP's complex emergency management system, alarms may be activated and announcements made over the loud speaker. Fire and disaster drills are conducted regularly. If an alarm occurs, please follow the direction of HUP staff. The hospital is in full compliance with all local, state and federal life safety requirements. HUP staff are trained in aspects of fire protection, fire safety and disaster response to ensure safety for patients and visitors.

SECURITY

HUP security staff is focused on the safety and welfare of everyone. FOR EMERGENCY SITUATIONS OF ANY TYPE, PLEASE CALL 215.662.2677 (COPS).

HUP Security provides **walking escorts** to any employee, patient or visitor who requests an escort to parking garages, lots and streets surrounding the hospital perimeter. Please call 215.662.2677 to schedule a walking escort.

SMOKE-FREE ENVIRONMENT

The Hospital of the University of Pennsylvania discourages smoking and supports a smoke-free environment for patients, staff and visitors. Smoking is prohibited in and around all Penn Medicine facilities and property, including sidewalks, and 50 feet from any entrance.

CLEAN HANDS SAVE LIVES

PREVENT INFECTION

Please clean your hands every time you enter or exit your loved one's room using the handwashing stations or hand sanitation dispensers located throughout the unit. Please review and adhere to any posted signs regarding special safety measures, like wearing gloves or a gown, to prevent the spread of infection.

STOP SMOKING RESOURCES

Pennsylvania Quitline

☎ 1.877.724.1090

SmokeFree Philly

☎ 1.800.QUIT.NOW

🌐 smokefreephilly.org

Centers for Disease Control and Prevention

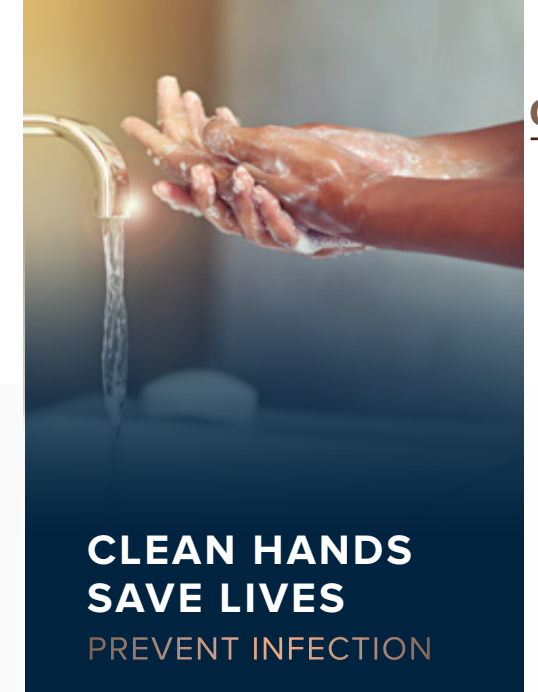
🌐 cdc.gov/tobacco/quit-smoking

American Lung Association

🌐 lungusa.org/stop-smoking

American Heart Association

🌐 heart.org/quitsmoking



YOUR CARE TEAM

KNOW WHO IS PROVIDING YOUR CARE – IT'S YOUR RIGHT



All employees and volunteers at the Hospital of the University of Pennsylvania wear photo identification badges and should tell patients their name and role.

THE NURSE TEAM

Nurse Manager: Leader of the unit. Oversees the patient experience, nursing care, and unit operations. Some units may also have an Assistant Nurse Manager to help with these duties.

Clinical Nurse Specialist or Clinical Practice Leader: Clinical expert on the unit. Assists with complex clinical care and ensures quality nursing practice.

Charge Nurse: An extension of the unit leadership team for each shift. Registered Nurse responsible to assist with your care and unit operations.

Registered Nurse: In charge of your daily care, coordinates patients' daily schedules, gives medications and provides education, works with the medical team to provide care. Will keep patients and their families updated on the plan of care.

Certified Nursing Assistant (CNA): A member of the nursing care team. Will obtain vital signs and other clinical information, assist with care such as changing linens and personal hygiene, and round regularly to ensure your needs are being met.

Unit Secretary: Assists with unit organization, answers phones, and can address many common questions related to the unit and hospital.

Support Associate: Ensures units are adequately stocked and can help address common questions.

THE PHYSICIAN TEAM

Inpatient Attending Physician: The inpatient Attending Physician is the doctor in charge of your care in the hospital. Your Attending will also oversee the inpatient physician and provider team.

Intern: A doctor who coordinates your medical plan of care, interviews patients to learn about the reason for admission and works collaboratively with the Resident and Attending to order and evaluate your treatment.

Resident: Doctor who supervises the Intern to direct patient care, and reports to your inpatient Attending Physician.

Fellow: Doctor receiving advanced training in a specific area of medicine.

Medical Student: Student learning to become a doctor.

CARE TEAM UNIFORMS

- REGISTERED NURSE
- CERTIFIED NURSING ASSISTANT (CNA)
- PHYSICAL & OCCUPATIONAL THERAPISTS
- TRANSPORT STAFF
- HOUSEKEEPING ASSOCIATE

ADVANCE PRACTICE PROVIDER (APP) TEAM

When you are a patient at Hospital University of Pennsylvania (HUP), you may receive care from members of the APP team. APP team members work collaboratively with physicians and other team members to provide comprehensive, high quality patient care. Members of the APP team are credentialed and privileged to provide care and approved by the medical board. Team members may include:

Nurse Practitioners (NPs) are advanced practice registered nurses who have expertise in diagnosing and managing health care conditions in all practice settings including, but not limited to, acute care hospitals, emergency departments, primary care clinics, urgent care and health departments. NPs collaborate with physicians and other health care team members to provide high quality care.

Certified Registered Nurse Anesthetists (CRNAs) are advanced practice registered nurses who provide anesthesia in collaboration with surgeons, dentists, podiatrists, physician anesthesiologists, and other qualified healthcare professionals.

Physician assistants (PAs) are health care providers who diagnose, treat and manage health care conditions in all practice settings under the supervision of physicians.

Certified Nurse Midwives (CNMs) are advanced practice registered nurses who specialize in women's reproductive health and childbirth. They

may also be the provider for preventive women's health care. The contributions of all care team members are essential to drive quality outcomes. APPs are uniquely positioned at Penn Medicine to collaborate and provide comprehensive care as part of the larger health care team.

AFTER YOUR HOSPITAL STAY – DISCHARGE TEAM

We are dedicated to ensuring that you and your family are well prepared to make a safe transition to your next level of care be it home, skilled or long term care, rehab or hospice. Be sure to ask your team any questions you or your family may have about your care after you leave the hospital.

THE FOLLOWING STAFF ARE EXCELLENT RESOURCES:

Social Worker: Available to assist with discharge needs, focused on transition to a different level of care as well as social needs.

Case Management RN: Available to assist with discharge needs, focused on home needs and ensure safe discharge to home.

THERAPIST TEAM

Respiratory Therapists: Provides breathing treatments and care during ventilation

Unit based pharmacist: Works with the team to evaluate your medications and ensure medication safety.

ADDITIONAL IMPORTANT TEAM MEMBERS

While you might not see every person during your stay, when involved in your care each team member plays a vital role.

Phlebotomist: Collects blood tests ordered by physicians.

Transport Staff: Trained personnel with a range of skills and certifications including CPR, EMT and Cardiac monitoring. Personnel are utilized to safely take patients to tests and studies around the hospital.

Food Service Ambassador: Delivers made-to-order meals for breakfast, lunch and dinner, according to the diet ordered by your physician or APP team.

Environmental Service Associate: Thoroughly sanitizes patient rooms and common spaces daily.

PATIENT & GUEST RELATIONS

The Patient and Guest Relations (PGR) team serves as a patient advocate and liaison between our employees, patients, support people, family members and visitors. The PGR team works with you to address concerns, extend compliments and help patients who require special services such as notary and TTY phone support.

Members of the PGR team wearing red coats at the main entrance sites are available to provide escorts, information, directions and wheel chair assistance. Additionally, they can help ensure your comfort should you need to wait.

Please do not hesitate to ask any of our PGR team members for assistance.

PENN PROGRAM FOR MINDFULNESS

The Penn Program for Mindfulness has partnered with the Hospital of the University of Pennsylvania's Video Services to create a series of guided mindfulness practices for HUP's new mindfulness channel. The channel (#16), now part of HUP's closed circuit television system for hospital patients, helps patients to manage physical, emotion or mental discomfort associated with illness and distress that could arise during a hospital stay.

TO CONTACT:

Patient and Guest Relations
The Hospital of the University of Pennsylvania
 Silverstein 1
 3400 Spruce Street
 Philadelphia, Pennsylvania 19104
 ☎ 215.662.2575



CODE OF CONDUCT

We value your presence and participation in the care of your loved one. To ensure a safe, collaborative, and comfortable experience, please review the following guidelines. The Hospital of the University of Pennsylvania supports a culture where people and property are always treated with respect. To promote a quiet and healing environment, please keep noise levels to a minimum.

PROHIBITED ACTIONS

✘ TOBACCO USE

Penn Medicine is a smoke-free environment. Do not smoke or use tobacco products, including electronic cigarettes and vapors, anywhere except in designated smoking areas outside of the hospital.

✘ BANNED ITEMS

Alcohol, drugs, firearms, and weapons (including pepper spray) are not permitted in any Penn Medicine facility. Any individual carrying a firearm and/or weapon must surrender it to the Security Department upon entering the facility.

✘ PHOTOGRAPHY/VIDEOGRAPHY

Photographing and/or videotaping or recording daily operations of the healthcare environment by patients and visitors is prohibited. Additionally, you may not photograph, videotape, or record audio of any staff member without their permission.

✘ THREATENING/DISRUPTIVE BEHAVIOR

Any disruptive behavior that can compromise the safety of our patients, visitors, or staff may result in the restriction of visitation.

Verbal abuse and/or physical violence directed toward anyone at the hospital will not be tolerated and will result in immediate restriction of visitation rights.



THANK YOU

FOR YOUR COOPERATION IN PROVIDING A HEALING AND RESPECTFUL ENVIRONMENT FOR ALL.

INSURANCE & BILLING

Patients are responsible for providing necessary insurance information and for working with the hospital to make payment arrangements when necessary. Penn Medicine provides financial counseling and, where appropriate, significant discounts to uninsured and underinsured persons in accordance with the Patient Protection and Affordable Care Act. Patients' concerns about their ability to pay their hospital bill should be directed to HUP's Patient Financial Services Office at 877.433.5299.

INSURANCE INFORMATION

Insurance and third party payer information must be provided. Patients should have their insurance cards with them when speaking with a pre-admission representative by phone or when arriving at the hospital. HUP staff contacts insurance carriers to verify patient benefits, co-pay and deductible information and assist with any required approvals and referrals. HUP staff may contact patients to review this information.

PAYMENT DUE PRIOR TO SERVICE

Payments of deductibles, co-payments and non-covered services (such as transportation) are expected at or prior to the time of service. Payments can be made by cash, credit card or check.

FILING AN INSURANCE CLAIM

The Hospital of the University of Pennsylvania files insurance claims on patients' behalf. This does not release patients from responsibilities for charges billed to their account. Insurance contracts are between patients and insurance companies. Regardless of the type of insurance, bills are ultimately the responsibility of patients. Any portion of the bill not paid promptly by insurance companies is charged directly to patients, such as co-payments and deductibles.

QUESTIONS ABOUT THE BILL?

For any questions about the hospital bill prior to or during hospitalization, please contact a business services representative. Please note that explanations of charges for hospital services are available for review in the Business Services office during regular working business hours. After leaving the hospital, patients may call **877.433.5299**.



DISCRIMINATION STATEMENT

The Hospital of the University of Pennsylvania complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The Hospital of the University of Pennsylvania does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

If you believe that the Hospital of the University of Pennsylvania has failed to provide these services or discriminated in another way on the basis of race, color national origin, age, disability, or sex, you can file a grievance with a **Patient and Guest Relations Coordinator** at:

1 Silverstein
3400 Spruce Street
Philadelphia, PA 19104
☎ 215.662.2575

You may file a grievance in person, mail, electronic mail, and/or telephone. If you need help filing a grievance, a Patient and Guest Relations Coordinator is available to help you. You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

**U.S. Department of Health and Human Services
Office for Civil Rights**
200 Independence Avenue, SW
Room 5009, HHH Building
Washington, D.C. 20201
☎ 800.368.1019, 800.537.7697 (TTD)

Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>

INTERPRETER & TRANSLATIONS

The Hospital of the University of Pennsylvania provides free aids and services to assist with communication.

SERVICES INCLUDE:

- Qualified sign language interpreters
- Large print, audio, and accessible electronic formats.
- Qualified language interpreters.

To access these services, contact the Volunteer Services office at 215.662.2576.



TRANSLATION/ INTERPRETER

SPANISH:

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.215.349.5773.

CHINESE:

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1.215.349.5773。

VIETNAMESE:

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1.215.349.5773.

PENNSYLVANIA DUTCH:

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannsch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff 1.215.349.5773.

KOREAN:

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다
1.215.349.5773.

ITALIAN:

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti 1.215.349.5773.

ARABIC:

مدخل إف، غة، لال ركذا احدثت تنك اذ ا:ةطوول م
ا . ن ا جملاب ك ل رفا وتت ةى وغلل اةدع اسمل ا تا
مق رب لصت

FRENCH:

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement 1.215.349.5773.

GERMAN:

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung 1.215.349.5773.

GUJARATI:

!ચુ ના: જો તમે +જુ રાતી બોલતા હો, તો નિ:2૩૫ ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે
1.215.349.5773.

POLISH:

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej 1.215.349.5773.

FRENCH CREOLE (HAITIAN CREOLE):

Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou 1.215.349.5773.

MON-KHMER, CAMBODIAN:

កម្ពុជា (ស្រី)សុំសុំអនុញ្ញាតឱ្យ 12 ខែ 5 ថ្ងៃ,
សុំសុំជំនួយបំណែង 12 ខែ ប្រើប្រាស់សេវាសុំសុំ
គេ ចែកចាយសេវាសុំសុំសុំសុំសុំ 1.215.349.5773.

PORTUGUESE:

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis 1.215.349.5773.

GIVING BACK

PATIENT SURVEY

Hospital of the University of Pennsylvania staff is interested in patients' feedback about their stay. When patients share their experiences, HUP staff learns what was helpful and can identify opportunities for improvement. Some patients will receive a formal survey by mail—HUP staff asks that they complete the survey and return as indicated.

Any patients not receiving a survey may send feedback by mail to:

**Hospital of the University of Pennsylvania
Patient and Guest Relations**

Ravdin 1
3400 Spruce Street
Philadelphia, PA 19104

VOLUNTEER

Volunteers partner with staff on the Patient and Family Advisory Councils, support family caregivers in the Family Caregiver Center, visit patients, escort visitors and much more. Volunteers are always welcome.

For more information go to our website at PennMedicine.org/Volunteer or call **215.662.2576**.

PHILANTHROPY

GIVING TO PENN

Every day, the physicians, nurses and staff at Penn Medicine work tirelessly to improve the health of every patient. The costs of this work can seem staggering, and they are not covered by billing, insurance and government funds alone.

From the research that leads to cures and compassionate care that promotes healing, to the technology that saves lives—donations from patients and families make critical advances possible.

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