Dear Patient,

Welcome to Pocono Medical Center (PMC). Thank you for choosing our hospital as your health care provider.

While you are in our care, we will do everything that we can to provide you with excellent care in an environment of collaboration, compassion and respect. We know the purpose of your presence here is to return to your home safe, healthy and strong and our entire team is dedicated to ensuring that task.

If, at any time, you feel you are not receiving outstanding care during your stay, please immediately contact the manager on the unit where your room is located. We want your stay to be as comfortable and positive as possible.

Thank you for your confidence in PMC.
For nearly a century, our goal has been to meet and exceed your expectations from the moment you arrive and throughout your stay.

Excellence is never an accident; it is the result of high intention, sincere effort, intelligent direction, skillful execution and the vision to see obstacles as opportunities. At PMC we are unwavering in our pursuit of excellence. We strive to be second to none in our commitment to quality and patient safety. With our values of integrity, respect and teamwork, it is not just what we do, it is who we are.

This guide is meant as a reference to answer questions and calm concerns during your stay. If your concerns are not being addressed or your questions are not being answered, please don’t hesitate to speak with any of our PMC healthcare team members or you may contact the Patient Relations Department:

(570) 576-3540
(570) 420-5346

Thank you for choosing PMC as your healthcare provider. We are honored that you have entrusted your health with us.

About Us

Your Opinion Counts

Soon after discharge, you may receive a patient satisfaction survey in the mail. Please take time to complete and return the survey. Your feedback is an important part of our goal of improving the care and service we provide to our patients and families.

If at any time we can assist in making your hospital stay more comfortable, please do not hesitate to contact the nurse who is caring for you or the manager of the unit where your room is located.

Our Address

206 East Brown Street
East Stroudsburg, PA 18301

Our Website

PoconoMedicalCenter.org
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A Tobacco-Free Life

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(570) 421-4000
If you wish to call a department within the hospital, you can call the main number or the general information number:

**Main Number**
(570) 421-4000

**General Information**
(570) 476-3367

We have a physician referral line available to those who may be looking for a new physician for their care:

**Physician Referral**
1 (800) 851-0268

Additional department numbers:

**CARDIOLOGY**
Anil Gupta, MD (570) 424-9970
Praveer Jain, MD
Patricia A. Rylko, MD
Karthik P. Sheka, MD
Ann Arcurie, CRNP
Susan Elser, CRNP

**ENDOCRINOLOGY**
Ronald Pyram, MD (570) 426-2330

**FAMILY MEDICINE**
Sharon A. Cline, MD (570) 895-2300
Sharon Bolsar, PA-C
Aparna U. Tamaskar, MD (570) 420-6300

**INFECTIOUS DISEASES**
Susheer D. Gandotra, MD (570) 426-2840

**INTERNAL MEDICINE**
Vincent Francescangeli, MD (570) 421-8526
Jonathan A. Goldner, DO
William T. Kesselring, MD
Jeffrey S. Pallas, PA-C
Antoinette F. Santiago, CRNP
Marc M. Keuler, MD (570) 839-8754
James Kincel, PA-C
Robert C. Wallen, MD (570) 424-7390

**INTERNAL MEDICINE/PEDIATRICS**
Mayuri Sedani, MD (570) 422-1290

**PEDIATRICS**
Sushil Mody, MD (570) 476-3585
Jose Bordas, MD
Garry Hamilton, MD
Mary Jane Torres, MD
Carole Sattur, CRNP

**Medical Records**
(570) 476-3386

**Pastoral Care**
(570) 476-3329

**Safety and Security**
(570) 476-3549

**Case Management**
(570) 476-3434

Get Well!
OBSTETRICS AND GYNECOLOGY
Cheryl L. Hamilton, MD  (570) 426-2700
Shadi Kayed, MD
Philip H. Lawrence, MD
Vladimir Nikiforouk, MD
Yardlie Toussaint-Foster, DO
Daying Zhang, MD
Rosemarie Bigus, PA-C
Albita Lasanta, CRNP
Karen Powell, CRNP
Heather Gosch, CNM
Christian Ornburn, CNM
Shannon Wilson, CNM

NEONATOLOGY
Caroline O. Chua, MD  (570) 421-4000
Delfor J. Salazar, MD
Luis A. Vera, MD
Karen A. Caputo, CRNP

MATERNAL FETAL MEDICINE
Steven J. Feinstein, MD  (570) 426-2830
Karen F. Papazian, CRNP

UROGYNECOLOGY
Radhika K. Ailawadi, MD  (570) 426-2700

ONCOLOGY
Claudia Corona, MD  (570) 422-1700
William F. Ryan, MD
Jonathan Rockfeld, CRNP

PALLIATIVE CARE
Rose M. Guilbe, MD  (570) 476-3655

PULMONOLOGY
Samer Alkuha, MD  (570) 426-2810
Mohammad A. Chaudhry, MD  (570) 420-9227
Khemraj H. Sedani, MD  (570) 424-9555

SURGERY

BREAST SURGERY
Patricia Riley, MD  (570) 426-2970

CARDIOTHORACIC SURGERY
Laszlo Fuzesi, MD  (570) 420-5331
Terrill Theman, MD
Robert F. Danges, PA-C
Cheryl A. Lugiano, PA-C
Jen E. Sartori, PA-C

GENERAL AND BARIATRIC SURGERY
Nicolas Teleo, MD  (570) 426-2301
Kathryn Wheel, MD
Gina R. Santiago, PA-C

NEPA JOINT REPLACEMENT CENTER  (570) 421-7020

ORTHOPEDIC TRAUMA SERVICE  (570) 839-1355

SURGICAL ONCOLOGY
Mo Lareef, MD  (570) 426-2970

PLASTIC & RECONSTRUCTIVE SURGERY
Charles K. Herman, MD  (570) 420-6220
Amy E. Pollick, PA-C

VASCULAR SURGERY
David Meir-Levi, DO  (570) 426-2960
Eric P. Wilson, MD

Gift Shop
The hospital’s gift shop is located off the main lobby on the 1st floor.
The shop offers magazines, newspapers, cards and gift items.

Hours of Operation:
Monday – Friday 9:00am – 8:00pm
Saturday – Sunday 12:00pm – 4:00pm

Mail and Flowers
Mail and flowers will be delivered to your room. Any mail received
after you are discharged will be forwarded to your home.

(570) 421-4000 x4438
We have policies and procedures in place to help you and your family work with our doctors, nurses and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

**Patient Identification**

Staff who administer medications, transport patients or perform procedures and treatments must check two patient identifiers, such as birth date and name, prior to proceeding. At times, you may be asked the same identifying questions repeatedly. We are aware that this process may be annoying to patients. Please understand however, that this verification process is a critical component in our patient safety program in order to guarantee that patients receive the correct medications and treatments.

**Employee ID**

All Pocono Medical Center employees wear identification badges. Feel free to ask any staff member for his or her name and job classification.

**Visitor Guidelines**

When your loved one or friend is a patient here, he or she is at the center of all we do. General visiting hours are 24 hours a day. Some patients may have limited or restricted visitors for their well-being. This is determined by their healthcare team.

There is also restricted visiting on our
- Mother/Baby Unit
- Pediatric Unit
- Cardiovascular Unit
- Intensive Care Unit

Children, who are visiting, should be under the direct supervision of an adult at all times.

If you have any questions or a special circumstance should arise, please go to the nurse’s station to speak to the patient’s nurse.
General Visiting Hours

24 hours a day. Between 8:00pm and 8:00am visitors may be limited to one per patient for only a short period of time. Children should be under the direct supervision of an adult at all times.

Mother/Baby Unit

One family member may remain overnight. During virus season (typically Oct. – March) children under the age of two years old will not be permitted to visit.

Fire Safety

We periodically conduct fire and disaster drills. If you hear an alarm, stay where you are. In the event of an actual emergency, hospital staff will notify you.

Smoking

Smoking is not permitted anywhere in the hospital or on hospital grounds, including the parking lots.

Please do not smoke inside the hospital building, including your room and restroom. Hospitals are equipped with pressurized oxygen which can lead to explosions when ignition sources are present.

Other Units Visiting Hours

Behavioral Health Unit

Monday – Friday
7:30pm to 8:30pm

Saturday, Sunday & holidays
2:00pm to 3:00pm & 7:30pm to 8:30pm

All visitors must announce themselves through the phone outside the unit to gain admittance. No purses, backpacks, or packages are allowed. Staff will inspect all items brought for the patients by visitors.

Items that may place patients at risk will be removed and given back to the visitor or secured by staff. No food or opened containers are permitted. Exceptions or further restrictions may be made by the nursing or social work staff on a case-by-case basis.

Only approved visitors permitted; maximum of two visitors at a time; children under 12 may visit only by special arrangements made in advance and must be accompanied by an adult.
Pediatrics Unit
A parental overnight permission form must be signed; one parent may remain overnight. During virus season (typically Oct-March), children under the age of two years old will not be permitted to visit. Parents may visit babies anytime and bring guests between 12:00pm to 8:00pm daily.

How Can Visitors be Helpful?

- Abide by the infection control guidelines and other rules as defined by the hospital and follow isolation precautions posted on patient doors
- Visitors with acute respiratory symptoms may be asked to wear a mask or to refrain from visiting
- Do not use patient bathrooms. There are visitor facilities throughout the hospital
- Do not enter patient-care support areas such as nutrition stations or utility rooms without the permission of the nursing staff
- This may be an anxious time for your loved one. Please let us know who we can contact to provide support in times of patient anxiety or confusion
- Due to privacy issues, do not take pictures of patients or of the hospital environment and please respect the privacy and confidentiality of other patients and families
- Maintain a quiet environment
- Please let us know of any special needs the patient may have
- Do not interfere with medical equipment or enter other patient rooms
- Participate with care providers so we may become knowledgeable about the patient and his or her needs

ATTENTION: We know it might be hard to refrain from helping your family member or friend, however, in the best interest of your loved one, please avoid lifting any patient out of beds or chairs. Let us assist with any medical needs.
Leave Your Valuables At Home
If you have valuables, such as jewelry and cash, please give them to a relative or friend to take care of during your stay.
Contact lenses, eyeglasses, hearing aids and dentures should be stored in your bedside stand when not in use. Please don’t put them on your bed or food tray – they may be damaged or lost.
Pocono Medical Center assumes no responsibility for loss of or damage to items or cash left in your room.

Parking
Main parking lot, across from the Main Entrance on Brown Street is for patient parking only.
Visitor parking is available in Parking Lot 3 located just East of the hospital on East Brown Street, the next driveway entrance East of the Golden Living Nursing Home.
Free Valet Parking is available at Entrance D to our patients and visitors Monday through Friday from 6:30am – 4:30pm.
Entrance D is located on East Brown Street and is the 2nd hospital entrance on the left when approaching from the intersection of Prospect Street and East Brown Street.

Calling Your Nurse
Each patient bed is equipped with a nurse call button. Press the button with the nurse figure on it and you will be assisted. Let us help even though you may prefer to “do it yourself.” Remember, medication or weakness after an operation or other procedure can hinder your movement, so please use the call button when you need help.
Room Service at Pocono Medical Center
Patient meals are served in room service style. We offer a wide variety of menu options for your breakfast, lunch and dinner selections. A host is assigned to each floor to assist you with your menu selections. The host will take your lunch selection prior to lunch service. Your dinner selection will be taken prior to dinner service, along with your breakfast selection for the following day. Guest trays are also available for a fee of $5.00 payable to the host upon delivery. Menus can be obtained from either your nurse or host. Family members may also order meals for patients from home by calling (570) 476-3663. Cash and credit cards accepted.

Cafeteria Hours

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<td>6:30am-10:30am</td>
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<td>Closed 10:30am-11:15am</td>
<td>Closed 10:30am-11:15am</td>
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<td>6:45pm-9:00pm - Limited Service</td>
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<td>4:15pm-6:45pm</td>
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Translation Services
Pocono Medical Center provides translation services for all languages as well as for the hearing impaired through DT Interpreting services. Please speak with the Admitting or Patient Care staff to make arrangements for this service.

Vending Machines
Vending machines are located in the main waiting room of the Emergency Department, in the visitor waiting room for the Intensive and Coronary Intensive Care Units, located on 2D (second floor), in the Same Day Surgery waiting room and in the ground floor, beyond the main entrance doors of the cafeteria. If money is lost, visit the cafeteria cashier for a refund.
**Telephone**
Telephones are provided in all patient rooms. To place a local call, dial 9, then the number. Long-distance calls may be made by dialing 9, then 0 for the Operator. Long-distance calls must be billed to a third party, such as a credit card or your home phone.

**Cell phones**
Cell phones may be used in most areas of the hospital. Please double-check with the staff before using your phone.

**Wireless Internet Service**
The hospital has a wireless network called PMC Guest. Right-click on your computer to view the available network, then click on the Connect button. You will be given a prompt; click yes. Please note: If your laptop is more than three years old, it may not have a wireless card built in; you will need to bring one. Also note that the hospital is unable to provide technical support for patient laptops. We apologize for any inconvenience.

**Public Restrooms**
Restrooms are located on every floor, as well as near the main lobby and in the Emergency Department on the ground floor.

**ATM**
For your convenience, an automated teller machine (ATM) is located on the 1st floor, just inside the main entrance.

**Medications**
If you bring medications to the hospital, please show them to your nurse so that they can be noted on your chart. After the nurse has recorded this information, a family member or friend should take the drugs or medications home for you. Your physician will determine and prescribe your medications during your hospital stay.

**TV**
Televisions are provided in each patient room. Please be considerate of others and keep the TV volume down. Please remember to turn off your TV at bedtime. Channel listings are located on page 14.
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Don’t forget to check out our Pathways show, featuring the wonderful staff of Pocono Medical Center! Our **Pathways to Healthy Living** TV show is dedicated to helping you enjoy a longer, healthier life by providing the latest healthcare news, information, and features on world-class services available to you, close to home. (Channel 13)
Pain Management

You are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain. To help describe your pain, be sure to report:

- When the pain began
- Where you feel pain
- How the pain feels: sharp, dull, throbbing, burning, tingling
- If the pain is constant, or if it comes and goes
- What, if anything, makes the pain feel better
- What, if anything, makes the pain feel worse
- How much, if any, pain your medicine is taking away
- If your medicine helps with the pain, how many hours of relief do you get?

Use the Pain Rating Scale to tell your doctor or nurse how severe your pain is.

![Wong-Baker FACES® Pain Rating Scale](image_url)
As a patient, you have the right to respectful and considerate care. In addition, there are specific rights and responsibilities you have during your hospital stay.

You Have the Right to:

- Be informed of the hospital’s rules and regulations as they apply to your conduct
- Expect privacy and dignity in treatment consistent with providing you with good medical and psychiatric care
- Receive considerate, respectful care at all times and under all circumstances
- Expect prompt and reasonable responses to your questions
- Know who is responsible for authorizing and performing your procedures or treatments
- Know the identity and professional status of your caregivers
- Know what patient support services are available, including access to an interpreter if language is a problem
- Have access to your medical records according to hospital policy
- Be informed of the nature of your condition, proposed treatment or procedure, risks, benefits and prognosis and any continuing healthcare requirements after your discharge in terms you can understand
- Be informed of medical alternatives for care or treatment
- Refuse treatment, except as otherwise provided by law and to be informed of the consequences of your refusal
- Receive access to medical treatment or accommodations regardless of race, sex, creed, sexual orientations, national origin, religion, physical handicap or sources of payment
- Know if the medical treatment prescribed for you is for experimental purposes and to give your written consent to participate if you choose
• Participate in the decision-making process related to the plan of your care
• Have access to professionals to assist you with emotional and/or spiritual care
• Exercise your cultural values and spiritual beliefs as long as they do not interfere with the well-being of others or the planned course of any medical care
• Participate in the discussion of ethical issues that may arise
• Express concerns regarding any of these rights in accordance with the grievance process
• Formulate Advance Directives and appoint a surrogate to make healthcare decisions on your behalf to the extent permitted by law

You are Responsible for:
• Providing accurate and complete information to your health care providers about your present and past medical conditions and all other matters pertaining to your health
• Reporting unexpected changes in your condition to your healthcare providers
• Informing your health care providers whether or not you understand the plan of care and what is expected of you
• Following the treatment plan recommended by your healthcare providers
• Keeping appointments and if you cannot, notifying the proper person
• Knowing the consequences of your own actions if you refuse treatment or do not follow the healthcare providers’ instructions
• Being considerate of the rights of other patients and hospital personnel and to follow hospital policy and regulations regarding care and conduct
• Fulfilling your financial obligations to the hospital as promptly as possible

(continued next page)
Concerns
If you have concerns about the care you or your family member received, we encourage you to speak with your physician, nurse or with the Patient Relations Department at:
(570) 476-3540 or (570) 420-5346
If you feel that your issue wasn’t resolved, you have the right to refer complaints directly to:

**Pennsylvania Department of Health**
Acute & Ambulatory Care Services
PO Box 90
Harrisburg, PA 17108-0090
1-800-254-5164

Or

**U.S. Department of Health & Human Services**
United States Office of Civil Rights
Region III
Suite 372, Public Ledger Building
150 S. Independence Mall West
Philadelphia, PA 19106
215-861-4442 (voice)
215-861-4440 (TDD)

You may also contact:

**The Joint Commission on Accreditation of Healthcare Organizations**
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
1-800-994-6610
Fax: 630-795-5636
Email: complaint@jcaho.org
Medical Home

The Pocono Medical Center (PMC) medical home philosophy provides a place of comprehensive care and convenience where every health issue can be addressed in one location. This patient-centered approach ensures better coordination and integration of services, increased patient safety and quality, as well as early identification and management of illness. In a team-based environment, our medical home aims to best serve each patient’s health care needs.

PMC is proud to provide medical homes in Tobyhanna and Bartonsville, with another location planned to open in the West End in 2015.

PMC Bartonsville Healthcare Center
600 Commerce Blvd.
Stroudsburg, PA 18360

Mountain Healthcare Center
100 Community Dr.
Tobyhanna PA, 18466

Whole Life Health

Health begins by building a great relationship with your primary care provider. Taking care of the “whole” you starts with paying attention to your body, regular check-ups and a lifelong conversation with your primary care provider to address any concerns you may have.

At PMC, we pride ourselves on the expert and compassionate care of our primary care providers, whether it be family or internal medicine. Their mission is to not only aid you when you are ill, but to continue that care when you are healthy so you can live your best life possible.

Family Medicine
Tobyhanna (570) 895-2300
Brodheadsville (570) 420-6300

Internal Medicine
Bartonsville (570) 424-7390
East Stroudsburg (570) 421-8526

Internal Medicine & Pediatrics
East Stroudsburg (570) 422-1290
Pastoral Care

Pastoral Care is a collaborative effort of employed and volunteer staff committed to caring for the spiritual needs of the Pocono Medical Center community in a compassionate and respectful manner. Our Chaplains serve patients and families with various religious affiliations and personal beliefs.

Inside the hospital, a chaplain can be reached at extension 3329.

Tell your nurse that you wish to speak with a chaplain and he/she will be contacted.

In addition to the care Chaplains provide, we also have a peaceful Chapel, located on the first floor of the Medical Center for your comfort. It is open at all times to patients, visitors and hospital staff as an interfaith sanctuary for prayer and meditation.

We would be glad to notify your congregation of your hospital admission. Know that your clergy are most welcome to visit you here.

Complementary & Alternative Medicine (CAM)

Complementary & Alternative Medicine (CAM) is based on a long tradition of medicine from varied cultures around the world. Western medicine has adopted these philosophies to complement and enhance current medical treatments. The CAM Department at PMC was created to assist our physicians and nurses with treating the whole person, not the illness alone. The focus of the treatments is to help the patient to relax, to learn how to deal with stress and to help with pain management.

Some of our services include:

- Art therapy
- Music
- Pet therapy
- Smoking Cessation
- Yoga, Reiki and massage therapy
SPIRIT OF WOMEN is a free women’s wellness program at PMC that aims to motivate and inspire women to make positive changes in order to lead their healthiest, happiest life. The program makes it easier for women to stay educated and take the time to care for themselves.

As a member, women throughout the Poconos are provided with life-changing health information and access to medical services available through leading experts, fun and informational activities.

Not a Spirit of Women member? Join today at Pocono Medical Center.org/spirit OR tear out this page, fill in the form on back and give it to a care team member.

Join Today!
Yes! I would like to become a member of Spirit of Women!

Name ____________________________________________

Address _________________________________________

City ______________________________ State ________ Zip ______

Telephone ________________________________

Email _______________________________________

Date of Birth _____________________________

☐ Check here if you do not wish to have your name or information released to any other agency.

☐ Check here if you are a Pocono Medical Center employee.

Department ____________________________________

Join Today!
Hospitalists

The hospitalists at Pocono Medical Center (PMC) are physicians who care for hospitalized PMC patients only. They don’t have their own practice, but dedicate their time exclusively to admitted patients. Once you are discharged from the hospital, your medical care is continued with your primary care physician. If needed, your hospitalist and primary care physician will collaborate to achieve the best possible care for you while you are in the hospital.
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<tr>
<th>DEPARTMENT</th>
<th>WING</th>
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<tr>
<td>Admissions</td>
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<td>Cafeteria</td>
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<td>Ground Floor</td>
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<td>Cardiothoracic Surgery Office (Go to Heart Center)</td>
<td>C Wing</td>
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<tr>
<td>Cardiovascular Care Unit (CVCU)</td>
<td>D Wing</td>
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<td>Chapel</td>
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<td>Discharge Lobby</td>
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<td>Emergency Department</td>
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<td>Gift Shop</td>
<td>A Wing</td>
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<tr>
<td>Good Shepherd Rehab Patient Rooms A300 – A311)</td>
<td>A Wing</td>
<td>3rd Floor</td>
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<tr>
<td>ESSA Heart &amp; Vascular Center</td>
<td>C Wing</td>
<td>2nd Floor</td>
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<tr>
<td>Intensive Critical Care Unit (ICCU)</td>
<td>D Wing</td>
<td>2nd Floor</td>
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<tr>
<td>Mother/Baby Unit</td>
<td>A Wing</td>
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<tr>
<td>Neonatal Intensive Care Unit (NICU)</td>
<td>A Wing</td>
<td>2nd Floor</td>
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<td>Main Lobby/Information</td>
<td>A Wing</td>
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<th>DEPARTMENT</th>
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<tr>
<td>Patient Accounts (Cashier)</td>
<td>A Wing</td>
<td>1st Floor</td>
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<tr>
<td>Pediatrics Unit (Patient Rooms B401 – B406)</td>
<td>B Wing</td>
<td>4th Floor</td>
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<tr>
<td>Pharmacy</td>
<td>A Wing</td>
<td>Ground Floor</td>
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<tr>
<td>Pre-Admission Testing (Go to Surgery Center)</td>
<td>C Wing</td>
<td>1st Floor</td>
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<tr>
<td>Progressive Care Unit (PCU – 2B)</td>
<td>B Wing</td>
<td>2nd Floor</td>
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<tr>
<td>Radiology Reception</td>
<td>A Wing</td>
<td>1st Floor</td>
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<tr>
<td>Rapid Treatment Center</td>
<td>B Wing</td>
<td>3rd Floor</td>
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<tr>
<td>Registration</td>
<td>B Wing</td>
<td>1st Floor</td>
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<tr>
<td>Rehabilitative Services</td>
<td>C Wing</td>
<td>Ground Floor</td>
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<tr>
<td>Short Procedure Unit (SPU)</td>
<td>B Wing</td>
<td>2nd Floor</td>
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<tr>
<td>Surgery Center</td>
<td>C Wing</td>
<td>1st Floor</td>
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Dale & Frances Hughes Cancer Center located across the street from PMC on East Brown Street.
ESSA Heart & Vascular Institute

The ESSA Heart & Vascular Institute at PMC offers a complete line of state-of-the-art cardiovascular services, including diagnosis, treatment and rehabilitation.

- Superior cardiothoracic surgeries, including minimally invasive procedures
- Society of Thoracic Surgeons: Awarded for overall quality of heart surgery
- Highest possible rating by the Society of Thoracic Surgeons (STS) for overall quality of heart surgery based on national data
- Electrophysiology lab offers specialized medical and surgical care for treating abnormal heart rhythms
- Cardiac Catheterization Lab exceeds national 90-minute “door-to-balloon” benchmark for treating heart attack patients
- Minimally invasive procedures to treat vascular conditions
- Advanced wound care services, including hyperbaric chamber treatment
- The Rapid Treatment Center, which opened in 2008, serves as a midway solution between the emergency room and inpatient care. This results in lowering the overnight stays by treating some illnesses on a kind of extended emergency-room-stay basis
- Multidisciplinary Heart Valve Clinic for patients with a history of heart conditions
- Blue Distinction Center Plus as part of the Specialty Care program by Blue Cross of Northeastern Pennsylvania (BNEPA)
Is there a healthcare provider that you would like to thank?

Tear out this page, write your message on the back and give it to a care team member. They will make sure your message is delivered.

Your note will make their day!

TO: (write in the name of the person you would like to thank)
The Dale & Frances Hughes Cancer Center

The Hughes Cancer Center at PMC offers the latest cancer care as an affiliate of the elite Jefferson Kimmel Cancer Center Network with a comprehensive service line including a dedicated breast surgeon, highly acclaimed oncologists and nurse navigators.

- Named 100 Hospitals and Health Systems with Great Oncology Programs by Becker’s Hospital Review in 2013
- Awarded National Outstanding Achievement Award for 2012 and three-year accreditation from the Commission on Cancer of The American College of Surgeons
- Fully accredited by the American College of Radiation Oncology
- Breast cancer recurrence rates well below national averages
- Home to the RapidArc©, a breakthrough technology for delivering faster, more precise radiation treatments
- Offering the most extensive patient centered cancer care available, including year-round free community screenings, educational programs, oncology social workers, nutritional and dietary consultations
You can contribute to health care safety

While you are in the hospital, many people will enter your room, from doctors and nurses to dietary staff and housekeepers. The following information will help make your hospital stay safe and comfortable.

If your medical needs are the result of an act of violence or crime, please notify your Nurse and Physician. This will enable the Security department to take additional precautions and minimize threats to your personal safety.

Don’t Be Afraid to Ask…

A number of people may enter your hospital room. Be sure to:

• Ask for the ID of everyone who comes into your room
• Speak up if hospital staff don’t ask to check your ID bracelet
• Ask if the person has washed their hands before they touch you

If you are told you need certain tests or procedures, ask why you need them, when they will happen and how long it will be before you get the results

You’re In Charge

Errors can occur during your hospital stay. They can involve medications, procedures or paperwork. For example, being given salt with a meal when you’re on a salt-free diet, or receiving someone else’s medical forms.

You can help prevent errors by taking charge of your care. Be sure to:

• Stay informed about your medical condition
• Know the details of your treatment plan
• Understand the tests and procedures you will undergo

Your doctor can answer these questions. Take notes when you speak with your doctor, or have a trusted friend or family member take notes for you, so you can refer to them later. Also ask for any written information your doctor may be able to provide about your condition and/or treatments. Remember, you’re in charge.
Know Your Meds

While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor:

- What is the name of the medicine?
- What is the generic name?
- Why am I taking this medicine?
- What dose will I be taking?
- How often and for how long?
- What are the possible side effects?
- Can I take this medicine while taking my other medications or dietary supplements?
- Are there any foods, drinks or activities that I should avoid while taking this medicine?

! Be sure to get a list of your medications at discharge.

Preventing Medication Errors

By taking part in your own care, you can help the members of your health care team avoid medication errors. Here’s how:

Be sure that all of your doctors know what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.

Be sure that all of your doctors know of any allergies you may have to medications, anesthesia, foods, latex products, etc.

When you are brought medications of IV fluids, ask the person to check to be sure you are the patient who is supposed to receive the medications. Show that person your ID bracelet to double-check.

Remember, you play an important role in helping to reduce medication errors.
Preventing Falls

Patients often fall because they are on medications that make them dizzy, they are weak and unsteady due to illness or medical procedures, or because they’ve been sitting or lying down for too long. For your safety, please:

- Always call for assistance before getting out of bed
- Wear properly-fitting shoes with nonskid soles
- Keep the call button within easy reach
- Have necessary items within reach, such as your glasses, tissues, the telephone and anything else you need
- When you get assistance, rise slowly from your bed or chair to prevent dizziness
- Walk close to the wall and hold onto the handrail while in the bathroom

DVT: Deep-vein thrombosis – How to Lower Your Risk

Deep-vein thrombosis (DVT) occurs when blood clots form in the legs and block circulation. The clots can lodge in the brain, heart or lungs, causing damage or even death. When you’re hospitalized and in bed with limited physical activity, your risk of DVT increases.

Ask your doctor about using compression boots or stockings and/or blood thinners to prevent DVT during your stay.

Tell your doctor or nurse if you have any of the following warning signs:

- A leg cramp or charley horse that gets worse
- Swelling and discoloration in your leg, upper arm or neck
- Unexplained shortness of breath
- Chest discomfort that gets worse when you breathe deeply or cough
- Light-headedness or blacking out
While you’re in the hospital to get well, you should know that there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you, including your doctors and nurses, wash their hands, too.

You, your family and friends should wash hands:

1. After touching objects or surfaces in the hospital room
2. Before eating
3. After using the restroom

It is also important that your healthcare providers wash their hands with either soap and water or with an alcohol-based hand cleaner every time, both before and after they touch you. Healthcare providers know to practice hand hygiene, but sometimes they forget. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.

**Happy Birthday to You!**

Wash your hands with soap and warm water for 15 to 20 seconds. That’s about the same amount of time that it takes to sing the “Happy Birthday” song twice.

**No Soap? No Problem**

Alcohol-based hand cleaners are as effective as soap and water in killing germs. To use, apply the cleaner to the palm of your hand and rub your hands together. Keep rubbing over all the surfaces of your fingers and hands until they are dry.
Pocono Medical Center is participating in the national trend to eliminate problems that affect optimal patient care. As a result, we created a “Condition H” line for patients or families to call for assistance.

What is Condition H?
The “H” stands for Help. Patients and families can call for help, which initiates a dispatch of a team of professionals to review the situation and respond quickly and appropriately to your needs. You can call for the Condition H Line:

- If there is a report to healthcare providers of a serious change in the patient’s condition that family members or visitors feel is not being addressed
- If after speaking with a member of the healthcare team, you continue to have serious concerns about how care is being given, managed or planned
- If, in an emergency situation, there is a noted change in the patient’s condition that is not being recognized by the caregiver, or the patient does not receive attention deemed appropriate by the family

How do I call?
Dial 2424 from your bedside phone. This is a special line just for Condition H. The hospital operator will ask for caller identification, room number, patient name, and patient concern. In most cases, a “Condition H” will be activated.

A team of medical professionals will arrive in your room to assess the situation. The Condition H team consists of the nursing manager of the unit, your nurse and the nursing supervisor or Patient Relations representative. Additional staff will be called in if needed.

After the immediate need is addressed, the Director of Patient Relations will visit to assure that you are satisfied with your care.

A special thank you to the Quality and Patient Safety Council for their support and hard work implementing this program.
Women & Children’s Care

PMC is dedicated to providing the best possible services to address the unique healthcare needs of women through the latest technology and dedicated physicians.

Services

- Level III Neonatal Intensive Care Unit provides advanced care for newborns who require specialized care
- Board certified Nurse Midwifery Program available for support throughout your pregnancy and labor
- Expert Perinatologists (Maternal-Fetal Medicine) deliver specialized medical care for high-risk pregnancies
- Expert gynecological care from reproductive counseling to innovative uterine fibroid treatment
- Line of Urogynecology care offers advanced techniques for disorders such as urinary incontinence, pelvic prolapse and abnormal bleeding
- Awarded a three-year accreditation in stereotactic breast biopsy by the American College of Radiology
- Advanced 3D digital mammography and breast MRI services offering highly precise images, more comfortably

To schedule a mammogram at one of our locations please call:
(570) 476-3500

PMC Bartonsville Healthcare Center
600 Commerce Blvd.
Stroudsburg, PA 18360

Mountain Healthcare
100 Community Dr.
Tobyhanna PA, 18466

Services at PMC
What are Advance Directives?

A living will, health care proxy and durable power of attorney are the legal documents that allow you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete Advance Directives.

You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of health care treatments you want. That is why it is important for you to make your wishes known in advance.

Here is a brief description of each kind of Directive:

**Living Will**

A set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated, or unable to communicate or make decisions. A living will protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

**Health Care Proxy**

A person (agent) you appoint to make your medical decisions if you are unable to do so. Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming them as your agent. Remember that an agent may have to use their judgment in the event of a medical decision for which your wishes aren’t known.
Durable Power of Attorney

*For health care:* A legal document that names your healthcare proxy. Once written, it should be signed, dated, witnessed, notarized, copied and put into your medical record.

*For finances:* You may also want to appoint someone to manage your financial affairs when you can no longer do so. A durable power of attorney for finances is a separate legal document from the durable power of attorney for health care. You may choose the same person for both, or choose different people to represent you.

Bioethics Committee

In the event of a disagreement between family members or other caregivers concerning your wishes regarding life-sustaining treatment or other issues in connection with your Advance Directives, the Bioethics Committee is available to hear such disputes. Contact Rev. Dr. Sherrie Sneed at (570) 476-3329.

Keep It Current

Your Advance Directive is destroyed once you are discharged from the hospital. You must create a new Advance Directive each time you are readmitted. In this way, you ensure that the hospital has your most current information.

Organ Donation

We support the concept of organ and tissue donation. Requests for organ and tissue donations are now required by state law. If you have an organ donor card or wish to be an organ or tissue donor, please advise your family and physician.

FYI

For more information about Advance Directives or to obtain forms, please speak with your nurse or Case Manager.

You have the right to request a discharge planning evaluation. Please call the Case Management office at (570) 476-3434.
Immediate Care
Everyday 9am–9pm
Treats most illnesses and injuries along with routine physicals, screenings and more!

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
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<tbody>
<tr>
<td>East Stroudsburg</td>
<td>(570) 476-3700</td>
</tr>
<tr>
<td>200 East Brown Street</td>
<td>(Next to Pocono Medical Center)</td>
</tr>
<tr>
<td>Bartonsville</td>
<td>(570) 426-2900</td>
</tr>
<tr>
<td>Bartonville Plaza, Rt. 611</td>
<td></td>
</tr>
<tr>
<td>Tobyhanna</td>
<td>(570) 839-1400</td>
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<tr>
<td>100 Community Drive</td>
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Chronic Disease Services

With all services in one location, our comprehensive and coordinated medical home cares for patients and families with chronic diseases. Our services include:

- Expert specialty care including an endocrinology service line that provides the latest procedures and techniques for hormone imbalances and chronic illness
- ADA Certified Diabetic Education and Nutrition Services
- Certified NICHE (Nurses Improving the Care for Healthsystem Elders) hospital, providing comforting care for older adults
- Additional at-home education and care through the Community Care Network
You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers
- Health insurance companies, HMO’s and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?

- Information your doctors, nurses and other healthcare providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer’s computer system
- Most other health information about you held by those who must follow this law

You have rights over your health information

Providers and health insurers who are required to follow this law must comply with your right to:

- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint
To make sure that your health information is protected in a way that doesn’t interfere with your health care, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your health care and help run their businesses
- With your family, relatives, friends or others you identify who are involved with your health care or your health care bills, unless you object
- To make sure doctors give good care and nursing homes are clean and safe
- To protect the public’s health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

Without your written permission, or unless law allows, your provider generally cannot:

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your healthcare

Adapted from U.S. Department of Health & Human Services Office for Civil Rights

(continued next page)
Our Pledge Regarding Medical Information

We understand that medical information about you and your health is personal and we are committed to protecting medical information about you. We create a record of the care and services you receive at the hospital in order to provide you with quality care and to comply with certain legal requirements. Upon admission you will receive a copy of our Notice of Privacy Practices detailing your rights and our procedures to protect your personal information. You will be asked to sign that you received the information.

Unless you tell us otherwise, we may include certain limited information about you in the hospital directory while you are a patient. This information may include your name, location in the hospital, your general condition (e.g. fair, stable, etc), and your religious affiliation. The directory information, except for your religious affiliation, may also be released to people who ask for you by name. Your religious affiliation may be given to a member of the clergy, such as a priest or rabbi, even if they don’t ask for you by name. This is so your family, friends and clergy can visit you in the hospital and generally know how you are doing.

If you do not want anyone to know this information about you, if you want to limit the amount of information that is disclosed, or if you want to limit who gets this information, you must notify our Registration Department at (570) 476-3312.

Your Information

If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren’t able to exercise your rights, you can file a complaint with Pocono Medical Center by mailing a written complaint to the Privacy Officer at 206 East Brown Street, East Stroudsburg, PA 18301, or by calling (570) 476-3667. You can also file a complaint with the U.S. Government. Go online to www.hhs.gov/ocr for more information.

How do I get copies of my medical records?

Patients, legal guardians or parents or minor patients may receive copies of medical records for a nominal fee after submitting signed authorization. For information, call the Medical Records Department at (570) 476-3388.
There are many ways to help your community...

Charitable gifts and donations made to the Pocono Health Foundation (PHF) enable the hospital to continue providing the community with health care of the highest quality. Donor support makes it possible for the hospital to initiate new services, continue community outreach programs and acquire new equipment while preserving access to care that may otherwise be unattainable.

In addition to soliciting valuable support, the PHF also administers several assistance funds. Please feel free to ask your care provider about the availability of these funds.

If you are interested in talking with the PHF about the direct impact of your generosity, or to learn more about tax-deductible benefits associated with the various forms of charitable giving, please call (570) 476-3531 or email: liveschanged@poconomedicalcenter.org

Pocono Health System Relies on its Volunteers

Pocono Health System relies daily on the generosity and commitment of its more than 400 volunteers. These dedicated community members commit themselves to regular daily or weekly hours.

On any given day, as many as 45 volunteers work at various times from 8:00am to 8:00pm helping the employees at Pocono Health System make sure patients are comfortable and have everything they need. Volunteers greet our patients and visitors as they enter our facility, assist in running errands from department to department, deliver reading materials and other reading materials to our patients, assist in caring for the spiritual needs of our patients. These are just a few of the ways that these very special people help us to serve the needs of our community.

There are many departments and special projects targeted for volunteer help and we’d love to work with you! If you’re interested, please contact the Volunteer Manager (570) 476-3447.
## Pocono Word Find


### Words
- Appalachian Trail
- Bushkill Falls
- Skiing
- Jazz
- Fishing
- Golf
- Delaware River
- Trees
- Pocono
- Shopping
- Horseback Riding
- Eagle
- Biking
- Deer
- Mountains
- Foliage
- Hiking
- Stroudsburg
- Trolley
- Raceway
- Doctor
Surgical Services

From planned to emergency procedures, PMC offers a full range of superior surgical services, as well as the region’s most technologically advanced surgical suites. Our specialties include:

- All PMC surgical services, including follow up and recuperation care are backed by a team of committed, Board-certified surgeons and specially trained staff. Chief of Surgery, Charles K. Herman, MD, FACS, world-renowned plastic and reconstructive surgeon leads our expert surgical team at PMC

- Accredited Level III Trauma Center: Critical trauma care is available around the clock with advanced orthopedic and reconstructive trauma surgery capabilities

- The da Vinci Surgical System®, a groundbreaking robotic system that allows specialized surgeons to make highly precise movements via a three-dimensional view of the surgical site
Ready to Quit Smoking? We Can Help You!
If you are a tobacco user and are ready to take action toward a tobacco-free life, please call (570) 476-3680 to schedule a free, one-on-one meeting with our certified tobacco treatment specialist. Follow-up support is available at your convenience and certain nicotine replacement therapies (such as patches or lozenges) may be available as well. Individuals who try and quit by themselves (“cold turkey”) are only 5% successful while those who have additional support and medications are much more successful in quitting. Be sure to talk to your primary care provider to see what course is best for you.

Why Quit?
While smoking is the leading cause of preventable death and disease, quitting smoking is the single best strategy to prevent illness and disease. In addition, second-hand smoke (exposing others to your tobacco smoke) and third-hand smoke (the toxins from tobacco smoke left over on your skin, hair, clothing, furniture, curtains, etc.) have been linked to illnesses and diseases in individuals who smoke and their family members.

Benefits of Quitting:
Within twenty minutes of smoking your last cigarette, your heart rate and blood pressure drop. After twelve hours, the carbon monoxide level in your blood drops to normal. After 2 weeks to 3 months, your blood circulation improves and your lung function increases. One to 9 months after quitting, coughing and shortness of breath decrease, the small structures in the lung start to regain normal function. One year after quitting, the risk of coronary heart disease is half of that of someone who still smokes. Five years after quitting, the risk of certain cancers is cut in half and the risk of stroke decreases to that of a non-smoker.

(Excerpt taken from “When Smokers Quit: Benefits of Quitting”, American Cancer Society, 2009.)
Additional Support:

Pennsylvania offers a state quit line at 1-800-QUIT NOW (1-800-784-8669). The quit line provides assistance over the phone for individuals looking to stop using tobacco. The call and the support are free.

You can also contact your health insurance provider. Many have preferred programs already in place, such as telephone support throughout your quit attempt. Many insurance plans provide a pharmacy benefit for nicotine replacement therapies and/or prescription medication.

Additional information and assistance can be located on-line. We recommend the following web sites:

- [www.tobaccofreene.com](http://www.tobaccofreene.com)
- [www.smokefree.gov](http://www.smokefree.gov)
- [www.cancer.org](http://www.cancer.org)
- [www.heart.org](http://www.heart.org)
- [www.lung.org](http://www.lung.org)
Take some time to picture yourself in a place of serenity, calmness and peace. As you breathe, let your body and mind relax.

Even if you do this for a few minutes each day, you will reduce the stress in your life and promote healing.