Physical therapy at our outpatient locations is all about the experience.

When you choose Lancaster General Health for physical, occupational and/or speech therapy, you gain access to a multidisciplinary program that consistently scores above national averages for timely recovery and patient satisfaction. Our individualized care, advanced technology and convenience make the difference on the path to recovery.

**PHYSICAL THERAPY LOCATIONS**

- **Ann B. Barshinger Cancer Institute**
  2012 Harrisburg Pike, Lancaster
  (by referral only)

- **Columbia**
  306 North 7th Street, Columbia

- **County Line**
  Village at Gap Shopping Center
  5360 Lincoln Highway, Gap

- **Downtown Pavilion**
  540 North Duke Street, Lancaster

- **Kissel Hill**
  51 Peters Road, Lititz

- **Lancaster General Hospital**
  555 North Duke Street, Lancaster
  (inpatient only)

- **Lebanon**
  1701 Cornwall Road, Lebanon

- **LG Health Physical Therapy at Eden Road**
  730 Eden Road, Suite 102, Lancaster

- **Manheim**
  700 Lancaster Road, Lancaster

- **Norlanco**
  424 Cloverleaf Road, Elizabethtown

- **Parkesburg**
  950 South Octorara Trail, Parkesburg

- **Suburban Pavilion**
  2100 Harrisburg Pike, Lancaster

- **Walter L. Aument Family Health Center**
  317 South Chestnut Street, Quarryville

- **Willow Lakes**
  212 Willow Valley Lakes Drive, Willow Street

- **Women & Babies Hospital**
  690 Medical Office Building
  690 Good Drive, Lancaster

For more information or to make an appointment, visit LGHealth.org/PhysicalTherapy or call 717-544-3270.
Message from the President

On behalf of our Board of Trustees, medical and dental staff, employees and volunteers, I would like to extend a warm welcome to Lancaster General Hospital.

For more than 120 years, we have been dedicated to providing high-quality and compassionate care to the residents of Lancaster County and the surrounding communities. We’re grateful that you have chosen us to meet your healthcare needs and hope to be your hospital of choice for years to come.

Our expert team of caregivers is dedicated to anticipating, acknowledging and responding to your needs while you are a patient in our facility. We promote an environment of caring, concern and support while treating everyone with dignity, regardless of cultural background or illness.

Thank you for allowing us the privilege of serving you. On behalf of the entire team at Lancaster General Hospital, please accept our best wishes for your good health.

Sincerely,

Jan L. Bergen
President and CEO
Lancaster General Health/Penn Medicine
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Information</td>
<td>3</td>
</tr>
<tr>
<td>Services for Patients and Family Members</td>
<td>4</td>
</tr>
<tr>
<td>TV Channel Line Up</td>
<td>11</td>
</tr>
<tr>
<td>Floor Directory</td>
<td>12</td>
</tr>
<tr>
<td>The Colors of Care</td>
<td>13</td>
</tr>
<tr>
<td>Professional Services</td>
<td>14</td>
</tr>
<tr>
<td>Policies and Procedures</td>
<td>18</td>
</tr>
<tr>
<td>Locations Guide</td>
<td>20-21</td>
</tr>
<tr>
<td>Financial Responsibilities</td>
<td>23</td>
</tr>
<tr>
<td>Hand Hygiene</td>
<td>26</td>
</tr>
<tr>
<td>Pain Management</td>
<td>28</td>
</tr>
<tr>
<td>Patient Safety</td>
<td>31</td>
</tr>
<tr>
<td>About Lancaster General Hospital</td>
<td>34</td>
</tr>
<tr>
<td>Notes</td>
<td>37-39</td>
</tr>
<tr>
<td>My Medication Record</td>
<td>40</td>
</tr>
</tbody>
</table>
Patient Information

Patient Identification
The wrist identification band you received is for your protection. You may receive multiple bands. They provide positive identification to the staff that serves you. Please don’t remove any bands during your hospital stay.

Patient Medication
The medications you require will be ordered by your doctor. For your own health and safety, please do not take any previously prescribed medication or over-the-counter drugs while you are in the hospital.

Electrical Items
For the safety of all patients, electrical appliances (e.g. electric razors, hair dryers, curling irons) are not allowed. However, battery-powered appliances may be used.

Fire Safety
We periodically conduct fire drills. If you hear an alarm, please stay where you are. In the event of an actual emergency, hospital staff will notify you.
Services for Patients and Family Members

The following information is to help you and your family during your visit at our hospital.

**ATM / Banking Machine**
For your convenience, an automated teller machine is located on the ground floor near the cafeteria entrance.

**Chaplain Services**
Hospital chaplains are available 24 hours a day for patients and families and can be reached by dialing “0” for the hospital operator. Our chaplains are trained in hospital ministry and are available for pastoral care and counseling.

The Hospital Chapel is located in the James Street Lobby (first floor) and is available 24 hours a day.

**Children’s Play Area**
A designated children’s play area is located in the Orthopedic Waiting Center (second floor). No unattended children, please.

**Concierge Services**
A hospital visit, whether short or extended, can often be an emotionally intense experience for not just the patient, but loved ones as well. While we cannot guarantee your stay here will always be easy, we can promise that you and the people that matter to you are important to us.

We will do everything we can to make your stay more comfortable by providing assistance to you, your family and friends. Let us help you with:
- Food options
- Maps and directions
- Notary services (health-related documents for in-house patients only)
- Overnight accommodations
- Transportation needs

For more information, visit or call Concierge Services at 717-544-7376.
**Food**

*(VISA and MasterCard accepted at all locations)*

The **James Street Café** (first floor), a bistro-style eatery, features freshly baked pastry, organic hand-tossed salads, hot panini sandwiches and organic foods. Green Mountain coffee, soups, bottled refreshments, including organic selections, and desserts are also available.

Monday-Friday: 7 a.m. to 3 p.m. (Closed holidays and weekends)
717-544-7373

The **Cafeteria** (ground floor) is available to all guests and offers hot meals, deli sandwiches, grill service, salads, soups, beverages, and desserts. For your convenience, disposable plates, plastic ware and cups are available for take-out service.

Monday-Friday: 6 a.m. to 7 p.m. and 2 to 4 a.m.
Weekends: 6 a.m. to 7 p.m. and 2 to 4 a.m.

**Outtakes Convenience Store**, located in the Downtown Outpatient Pavilion, is an upscale convenience store offering fresh sandwiches and entrees as well as organic products from local vendors.

Monday-Friday: 6 a.m. to 8:30 p.m. (Closed holidays and weekends)

The **SkyLight Café** located in the SkyLight Waiting Center (second floor) offers a variety of hot and cold beverages, including Starbucks Coffee, snacks and cold sandwiches.

Monday-Friday: 7 a.m. to 2:30 p.m.

**Vending machines** offering beverages and snacks are located on the first floor near the Convenience Pharmacy. They are available 24 hours a day, seven days a week.
**Gift Shop**  
*Branche*s is located in the James Street Lobby (first floor). Offering a variety of gifts and collectables, Gifts in General also sells cards, jewelry, candy, snacks, magazines and flowers/plants. For more information call 717-544-5006.

*Gifts in General*  
Monday-Friday: 9 a.m. to 8 p.m.  
Saturday: 10 a.m. to 5 p.m.  
Sunday: 1 to 5 p.m.

*Women & Babies Hospital Gift Shop*  
Monday-Friday: 11 a.m. to 7 p.m.  
Saturday: 10 a.m. to 5 p.m.  
Sunday: 1 to 5 p.m.

**Lost & Found**  
If your personal property has been misplaced, please notify your nurse immediately. You also may notify Lost & Found by calling 717-544-5060, which is available 24 hours per day.

**Mail and Flowers**  
Mail, packages and flowers will be delivered to you by a hospital volunteer. Any mail received after you leave the hospital will be forwarded to your home address. Outgoing mail may be taken to the nursing station or given to your attending nurse. Postage stamps are available in the gift shop.

**Newspapers**  
Daily newspapers are available for purchase from vending machines in the James Street Lobby (first floor), in the SkyLight Waiting Center (second floor) and near the cafeteria entrance (ground floor).

**Notary Services**  
Notary services are available to in-house patients for health-related documents only. Appointments can be made by calling the concierge desk at 717-544-7376 from 9 a.m. - 5:30 p.m., Monday through Friday.
Pagers
While in the SkyLight Waiting Center, Orthopedic Waiting Center, Endoscopy Waiting Center and the Emergency Department Waiting Room, guests will receive a pager to facilitate mobility around the hospital and ease of contact.

Parking
Guests are encouraged to park in the James Street Parking Garage which provides easy access to the James Street Lobby (first floor).

Daily Parking Rates are $1.50 per hour with a maximum of $9.00 per day. If you exit the garage after paying the maximum and need to return, you will be issued a receipt showing you paid for the day.

A 7-Day Parking Pass is available for $18. This pass allows unlimited access to the garage between 5 a.m. and 9 p.m. daily. Please see the parking garage attendant as you exit the James Street Parking Garage to purchase a 7-Day Parking Pass.

All patients being treated at Lancaster General Hospital are entitled to free parking and should have their parking tickets validated in the department where they are being treated. Free parking is also available for those transporting a patient to or from the hospital.

CLOSED FOR CONSTRUCTION UNTIL APPROX. 2017: The Lime Street Parking Lot is available only for Orthopedic patients on the day of surgery and those patients scheduled for MRI, endoscopy, or a radiology procedure. All other patients please park in the James Street Parking Garage.

Patient Education System
This system is designed to provide video presentations of important education for you and your family. Our team has selected video clips that will be helpful for you to understand your medical and or surgical needs. By watching these video clips, we hope that you will be better able to understand and participate in your care.
On your TV Remote Control:
Press Menu
Select 4 Education
Select 1 My Patient Education
2 Patient Education Library
3 Other Education

Patient Education: Please choose the item that identifies you:
Select 1 Patient
2 Family or friend
3 Other (example – a caregiver)

Patient Education: Please choose selection you would like to view.
A check mark will appear once you have completed each selection.
Select 1 Disclaimer
2 Introduction

Patient Resource Center
The Patient Resource Center, located in the Pennsylvania College of Health Sciences Library in the James Street Lobby (first floor), has many resources to help answer health-related questions including books, videos, fact sheets and online resources. The Patient Resource staff is available to assist you in finding information.

Monday-Thursday: 8 a.m. to 9 p.m.
Friday: 8 a.m. to 5 p.m.
Saturday: Noon to 5 p.m.
717-544-5698

Pharmacy
The Convenience Pharmacy (first floor) offers non-prescription and personal items to meet the immediate needs of our guests.

Monday-Friday: 7 a.m. to 6 p.m.
Saturday: 9 a.m. to 3 p.m. Closed Sunday 717-544-5929
Protecting Your Valuables

Your personal property is your responsibility. Lancaster General Hospital is not responsible for lost, stolen, or damaged personal property (e.g., electronic devices, clothing, money, jewelry, dentures, eyeglasses/contact lenses), even if it is accidentally damaged by a staff member or visitor.

The best way to protect your personal property is to leave it at home. If you have valuable items with you, please send them home with a family member, if possible.

Following are some tips for protecting your valuables and other personal property that you decide to keep with you:

- Dentures and eyeglasses/contact lenses should be placed in protective containers when you are not using them. Upon request, the hospital provides denture containers and eyeglass cases.
- Items can easily get lost or damaged when on the food tray, on the bed, or in the bed linens. Please pay extra attention to your items in those areas.
- You can ask nursing staff to place valuable items in the hospital safe. Lancaster General Hospital is not responsible for your personal property, unless, upon your request, the nursing staff took it to be placed in the hospital safe and the item(s) then were lost, damaged, or stolen while in the hospital's possession.

Public Restrooms

Bathrooms in patient rooms are reserved for patients only. Visitors should use the public restrooms located throughout the hospital.

Security

For your safety and the protection of our patients, security personnel are on duty 24 hours a day. To contact security, dial “0” for the hospital operator.

Smoking Policy

Lancaster General Health’s mission is to improve the health and well-being of the communities we serve. In the spirit of that mission, smoking and tobacco use of any kind is not permitted on our grounds and facilities. Recognizing that smoking is an addiction, we offer a variety of support measures. For more information go to LancasterGeneralHealth.org or call 717-544-3138.
Telephone – Telephones are provided in all patient rooms.

**Dialing instructions:**
Local Calls: Dial 91 + the seven-digit number.
Local Directory Assistance: Dial 91+555+1212.
Long Distance: Dial 91 + 1+ your calling card carrier’s 800 number and follow the voice prompts, or dial 91 + 0 + area code (including 717) + seven-digit number and follow the voice prompts.
Toll Free Calls: Dial 91 + 1 + toll free number.

For the safety and protection of our patients, cellular phones and wireless transmitting devices are prohibited in most patient rooms and in all testing, treatment and diagnostic areas of the hospital. Blue tooth usage is prohibited throughout the health system.

Cell phones are permitted to be used in the following areas:
- Cafeteria (ground floor)
- Emergency Department Waiting Room (ground floor)
- James Street Café (first floor)
- James Street Lobby (first floor)
- Orthopedic Waiting Center (second floor)
- SkyLight Waiting Center (second floor)

Courtesy Phones are available in the James Street Lobby (first floor), Emergency Department Waiting Room (ground floor), SkyLight Waiting Center (second floor), Orthopedic Waiting Center (second floor) and various locations throughout the hospital.

Pay Phones are available in the James Street Lobby (first floor), Emergency Department Waiting Room (ground floor), SkyLight Waiting Center (second floor) and various locations throughout the hospital.

Taxi phones are available in the James Street Lobby (first floor) and Emergency Department Waiting Room (ground floor).
### TV Channel Line Up

<table>
<thead>
<tr>
<th>Channel</th>
<th>Channel</th>
<th>Channel</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>CW-WLYH</td>
<td>23</td>
</tr>
<tr>
<td>3</td>
<td>NBC-WCAU</td>
<td>24</td>
</tr>
<tr>
<td>4</td>
<td>FOX-WPMT43</td>
<td>25</td>
</tr>
<tr>
<td>5</td>
<td>NBC-WGAL8</td>
<td>26</td>
</tr>
<tr>
<td>6</td>
<td>ABC-WPVI6</td>
<td>27</td>
</tr>
<tr>
<td>7</td>
<td>ABC-WHTM27</td>
<td>28</td>
</tr>
<tr>
<td>8</td>
<td>CN8</td>
<td>29</td>
</tr>
<tr>
<td>9</td>
<td>CBS-WHP21</td>
<td>30</td>
</tr>
<tr>
<td>10</td>
<td>WGCB49</td>
<td>31</td>
</tr>
<tr>
<td>11</td>
<td>WPHL17</td>
<td>32</td>
</tr>
<tr>
<td>12</td>
<td>PBS-WITF33</td>
<td>33</td>
</tr>
<tr>
<td>13</td>
<td>HSN</td>
<td>34</td>
</tr>
<tr>
<td>18</td>
<td>PCN</td>
<td>35</td>
</tr>
<tr>
<td>20</td>
<td>WGN</td>
<td>36</td>
</tr>
<tr>
<td>21</td>
<td>C-SPAN</td>
<td>37</td>
</tr>
<tr>
<td>22</td>
<td>QVC</td>
<td>38</td>
</tr>
</tbody>
</table>

- 23 FOX-WTXF 29
- 37 DISNEY
- 50 Nickelodeon
- 24 TELEMUNDO
- 38 SPIKETV
- 51 FX
- 25 ESPN
- 39 CNBC
- 52 E
- 26 ESPN2
- 40 CNN Headline News
- 53 MSNBC
- 27 CNN
- 41 ABC Family
- 54 TRAVEL
- 28 A&E
- 42 LIFETIME
- 55 BRAVO
- 29 USA
- 43 VH1
- 56 HISTORY
- 30 MTV
- 44 UNIVISION
- 57 HGTV
- 31 The Weather Channel
- 45 BET
- 58 ESPN CLASSIC
- 32 TBS
- 46 TLC
- 59 GSN
- 33 DISCOVERY
- 47 COMCAST
- 60 Versus
- 34 TNT
- 47 COMCAST SPORTSNET-MID
- 61 Cartoon
- 35 COMCAST
- 48 FOX NEWS
- 62 Pop Music
- 36 AMC
- 49 Comedy Central
- 66 Gospel Music

### Visiting Hours

Please check with the unit where the patient is staying for visitation guidelines.

### Wi-Fi Access

Wi-Fi Internet access is available. For a password and instructions, stop by the information desk in the James Street Lobby, first floor; Skylight Waiting Center, second floor or Orthopedic Waiting Center, second floor. In addition, a private Wi-Fi access room is located within Skylight.
Floor Directory

Lancaster General Hospital

Ground Floor
ATM/Banking Machine
Concierge
Cafeteria
Convenience Pharmacy
Dining Rooms 1–3
Endoscopy
Downtown Pavilion
Gift Shop
Directly across from Lancaster General Hospital (Duke Street) is the Downtown Pavilion, a four-story facility with a full range of outpatient services. The Downtown Pavilion can be accessed from the first floor of the Hospital, just past the Convenience Pharmacy (please follow the signs) or by parking in the new garage located off Duke Street.

First Floor
Outtakes Quick Cuisine
Physical Therapy–Outpatient
Cardiothoracic Surgery

Second Floor
Pulmonary Associates of Lancaster
Sleep Disorders Center
Pulmonary Function Lab

Third Floor
Family Health Services
Lancaster General Family & Community Medicine Residency Program

Lancaster General Hospital

Ground Floor
ATM/Banking Machine
Cafeteria
Convenience Pharmacy
Dining Rooms 1–3
Lime Street Parking/Direct Access
Emergency Department
James Street Parking
Garage/Direct Access
MRI
Radiology Outpatient Services
Stager Conference Center

First Floor
Admitting
Bridge access to Downtown Pavilion
Care Connections
Cashier

Second Floor
Concierge
Convenience Pharmacy
Endoscopy
Gift Shop
Interventional Vascular Unit (IVU)
James Street Café
James Street
Lobby/Information Desk
James Street Parking
Garage/Direct Access
Library
Medical Record Services
Pastoral Services
Patient Representatives
Renal Dialysis
Snacks in General/Vending Machines
Trauma Clinic
VAD Clinic (Ventricular Assist Device Clinic)
Wi-Fi Internet Access in the waiting areas

Floors 3-8
Patient Care Areas

Visitor Parking at Lancaster General Hospital
Visitors are encouraged to park in the James Street Parking Garage.

Downtown Pavilion

Directly across from Lancaster General Hospital (Duke Street) is the Downtown Pavilion, a four-story facility with a full range of outpatient services. The Downtown Pavilion can be accessed from the first floor of the Hospital, just past the Convenience Pharmacy (please follow the signs) or by parking in the new garage located off Duke Street.

Ground Floor
Diagnostic Imaging–General X-ray, CT scans, ultrasound
Laboratory Testing
MRI

First Floor
Outtakes Quick Cuisine
Physical Therapy–Outpatient
Cardiothoracic Surgery

Second Floor
Pulmonary Associates of Lancaster
Sleep Disorders Center
Pulmonary Function Lab

Third Floor
Family Health Services
Lancaster General Family & Community Medicine Residency Program
The Colors of Care
Helping you identify your care team.

**Allied Health Professional** – *(tan and black scrubs)* Allied health professional(s) specialize in using state-of-the-art medical equipment to perform diagnostic tests required for your care and treatment. Examples of allied healthcare professionals include laboratory staff, radiology techs, physical therapists, respiratory therapists and more.

**Housekeeper** – *(cranberry scrubs)* Your housekeeper ensures that your room is kept in a clean and orderly condition.

**Patient Care Assistant** – *(green scrubs)* Your patient care assistant will assist you with your basic healthcare needs, all under the supervision of a registered nurse.

**Patient Care Host** – *(red polo shirt, black khakis)* Your patient care host provides personalized meal service to you by helping you with your meal selections, serving your meals and clearing away your tray.

**Patient Transporter** – *(yellow polo shirt, khakis)* Transporters will take you by wheelchair or a litter from your hospital room to other areas of the hospital, such as physical therapy, radiology, surgery.

**Registered Nurse** – *(navy blue and white)* Nurses are professionals in the healthcare field who combine the fine art of caring with scientific skills and knowledge. Your nurse is responsible for planning, providing and coordinating your nursing care.
Professional Services

Biomedical Ethics Consultation Team
Our team provides advice and counsel when decisions involving bioethical issues such as withholding or withdrawing treatment are under consideration. This guidance is offered in a non-binding advisory fashion. This team includes doctors, case managers, nurses, chaplains and patient representatives. To initiate an ethics consultation, contact your nurse or the chaplain at 717-544-3418.

Blood Bank
The only way we can adequately maintain our supply is through replacement donors. All blood that is donated stays in Lancaster County to benefit members of our community. Please call 717-544-0170 for more information about donating blood. The blood donor center is located at the Suburban Pavilion, 2104 Harrisburg Pike, Suite 202, Lancaster.

Case Management
The case managers are registered nurses or social workers who are assigned to your primary care physician practice. They assist patients, families and the healthcare team with care decisions. Patients with many medical problems, a long hospital stay or other special needs, may have a case manager involved. For more information please talk with your nurse or doctor, or call the case management office between 8 a.m. and 4 p.m. at 717-544-4919.

Convenience Pharmacy
The Convenience Pharmacy, located on the first floor near the main elevators, offers non-prescription and personal items to meet the immediate needs of our patients and visitors. Our pharmacy services, however, are available only for our patients. Your nurse can arrange to have your prescription filled prior to you leaving the hospital. Payment is required at the time of service.

For the Hearing Impaired
The hospital offers in-person and video interpretation in American Sign Language, ASL, for our patients who are deaf or hard of hearing. We also have TTY machines available. If you need this service, please ask your nurse to contact Language Services. The hospital’s TTY number is 717-544-4920.
**Geriatric Assessment**
A geriatric assessment brings together a team of specialists dedicated to meeting the needs of older adults and their families.

The team includes a geriatrician, a geriatric nurse and a case manager. Together, the team conducts comprehensive evaluations on patients that result in a specific recommendation for care. Individuals and families faced with complex medical issues, functional disabilities, memory impairment, multiple hospitalizations and those considering nursing home placement would benefit from an evaluation. Call 717-544-3022.

**Home Health**
When you leave the hospital, your physician may prescribe home health services or equipment to assist in your care and recovery. Various local agencies provide pediatric and adult home health nursing services, IV therapy and/or nutritional support services, and medical equipment and supplies.

If you, your family, your physician or insurance company do not have a preference, we can recommend a provider based on quality, convenience and cost. Some of the providers recommended may be owned or affiliated with Lancaster General Health, including the Affilia Home Health and Horizon Healthcare Services. If you would like more information about any of these programs, please talk with your nurse or physician, or contact the Case Management Department at 717-544-4919.

**Interpreters**
The hospital has a full-time Language Services Department that offers interpretation and translation services for our non-English speaking patients and visitors. We offer in-person interpretation, telephonic interpretation in over 100 languages and Video Remote Interpretation (VRI) in Spanish and American Sign Language, ASL. Interpreters are available 24 hours a day, seven days a week. Please ask our staff for assistance.
Lancaster Rehabilitation Hospital
Lancaster Rehabilitation Hospital is a 59-bed, state-of-the-art rehabilitation hospital that is dedicated to the treatment and recovery of individuals who have experienced a stroke, trauma, brain injury, spinal cord injury, neurological condition, amputation, orthopedic injury, or other rehabilitation diagnosis.

Located at 675 Good Drive directly across from the Suburban Pavilion, Lancaster Rehabilitation Hospital offers patients three hours of multidisciplinary therapy, five days a week, tailored to individual patient and family needs. We provide expertise in medical-functional rehabilitation to return individuals to their highest level of function, as quickly as possible.

Lancaster Rehabilitation Hospital is Joint Commission Certified and has been a multi-year recipient of the prestigious UDS (Uniform Data System) “Top Performer” award ranking it in the top 10% in patient outcomes from over 800 rehabilitation hospitals in the country. For more information or to take a tour, please call 717-406-3011.

Patient Representative
A patient representative is available to assist you with questions or concerns that cannot be adequately handled by your nursing unit. If you feel the need to talk with the patient representative, call 717-544-5050. Hours are 8 a.m. to 5 p.m. Monday through Friday.

Rapid Response Team – Dial 77999 for immediate assistance
The Rapid Response Team includes a critical care registered nurse, respiratory therapist and a pharmacist. They work as a team with your physician and nurses to assess your loved one’s condition and provide urgent care in the situation.

When to call the Rapid Response Team
• If a noticeable decline in the health of your loved one occurs and the healthcare team is not recognizing your concern.
• If you feel your concerns about the health of your loved one are not being addressed.
How patients and families can help

- Identify the problem and address it with the nurse.
- If the problem still has not been addressed to your satisfaction and you have serious concerns about the care being delivered, activate the Rapid Response Team by dialing 77999 from a hospital phone.

How to call the Rapid Response Team

- Dial 77999 from any hospital telephone.
- Identify that you are calling for the Rapid Response Team.
- Provide the room number you are calling from.

Volunteers

Lancaster General Health benefits from the contributions of more than 800 volunteers who generously donate their time and energy to the hospital and its patients. Additional men and women are needed as hospital volunteers, Auxiliary and other special volunteer groups. If you are interested in volunteering, call Volunteer Services at 717-544-5005.
Policies and Procedures

Open Treatment Policy
It is our policy to treat all patients without regard to race, creed, sex, color, national origin, ability to pay, age or handicap. There is no distinction made in determining eligibility for – or the manner of – providing any patient service customarily provided by or through the hospital.

We reserve the right to deny services of a purely elective nature to any patient who, although having the ability to pay, has failed to do so for previous hospital services and is unwilling to satisfy this past debt at the current time.

Accommodations
Every effort will be made to provide you with the type of room you request. However, the accommodation you prefer may not be available, due to emergency admissions, a high volume of patients in our facility, or your medical/surgical needs.

Consent for Treatment
Except in emergencies, consent forms for treatment and/or surgery must be signed by the patient or by the next of kin. Permits for minors must be signed by a parent or guardian. All signed consent forms are placed in your medical record.
MyLGHealth is a secure tool that gives you access to your medical information online, 24 hours a day, seven days a week, from the privacy of your computer or smart phone.

Access and Manage your health online. Use proxy access to manage the health of your children or parents

Communicate with your doctor’s office

Experience an E-visit by simply answering questions online about your illness and get a response from a provider

Receive text message notifications

Request appointments and prescription refills

Schedule annual mammograms

View test results and after-visit summary with doctor’s notes

MyLGHealth is a secure tool that gives you access to your medical information online, 24 hours a day, seven days a week, from the privacy of your computer or smart phone.

Sign up today at MyLGHealth.org
## Outpatient Facilities

<table>
<thead>
<tr>
<th>Facility Name</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ann B. Barshinger Cancer Institute</td>
<td>2102 Harrisburg Pike, Lancaster</td>
</tr>
<tr>
<td>Columbia</td>
<td>306 North 7th Street, Columbia</td>
</tr>
<tr>
<td>County Line</td>
<td>5360 Lincoln Highway, Gap</td>
</tr>
<tr>
<td>Crooked Oak</td>
<td>1671 Crooked Oak Drive, Lancaster</td>
</tr>
<tr>
<td>Downtown Pavilion</td>
<td>540 North Duke Street, Lancaster</td>
</tr>
<tr>
<td>Harrisburg Avenue</td>
<td>217 Harrisburg Avenue, Lancaster</td>
</tr>
<tr>
<td>Kissel Hill</td>
<td>51 Peters Road, Lititz</td>
</tr>
<tr>
<td>Lebanon</td>
<td>1701 Cornwall Road, Lebanon</td>
</tr>
<tr>
<td>LG Health Physical Therapy at Eden Road</td>
<td>730 Eden Road, Suite 102, Lancaster</td>
</tr>
<tr>
<td>Manheim</td>
<td>700 Lancaster Road, Lancaster</td>
</tr>
<tr>
<td>Norlanco</td>
<td>424 Cloverleaf Road, Elizabethtown</td>
</tr>
<tr>
<td>Parkesburg</td>
<td>950 South Octorara Trail, Parkesburg</td>
</tr>
<tr>
<td>Suburban Pavilion</td>
<td>2100 Harrisburg Pike, Lancaster</td>
</tr>
<tr>
<td>Walter L. Aument Family Health Center</td>
<td>317 South Chestnut Street, Quarryville</td>
</tr>
<tr>
<td>Willow Lakes</td>
<td>212 Willow Valley Lakes Drive, Willow Street</td>
</tr>
<tr>
<td>Women &amp; Babies Hospital</td>
<td>690 Medical Office Building, 690 Good Drive, Lancaster</td>
</tr>
</tbody>
</table>

## LG Health Physicians

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Locations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Medicine Abbeyville</td>
<td>Lancaster</td>
</tr>
<tr>
<td>Arthritis &amp; Rheumatology</td>
<td>Lancaster, Elizabethtown, Ephrata, and Lebanon</td>
</tr>
<tr>
<td>Behavioral Health</td>
<td>Lancaster</td>
</tr>
<tr>
<td>Cardiothoracic Surgery</td>
<td>Lancaster</td>
</tr>
<tr>
<td>Comprehensive Care</td>
<td>Lancaster</td>
</tr>
<tr>
<td>Family Medicine County Line</td>
<td>Gap</td>
</tr>
<tr>
<td>Family Medicine Crooked Oak</td>
<td>Lancaster</td>
</tr>
<tr>
<td>Diabetes &amp; Endocrinology</td>
<td>Lancaster, Elizabethtown, Ephrata, and Parkesburg</td>
</tr>
<tr>
<td>Family Medicine Downtown</td>
<td>Lancaster</td>
</tr>
<tr>
<td>Family Medicine East Petersburg</td>
<td>East Petersburg</td>
</tr>
<tr>
<td>Family &amp; Maternity Medicine</td>
<td>Lancaster and Parkesburg</td>
</tr>
<tr>
<td>Family Medicine at The Buck</td>
<td>Quarryville</td>
</tr>
<tr>
<td>Geriatrics</td>
<td>Lancaster, Elizabethtown, Lititz, and Willow Street</td>
</tr>
<tr>
<td>Gynecologic Oncology</td>
<td>Lancaster</td>
</tr>
<tr>
<td>Healthy Weight Management &amp; Bariatric Surgery</td>
<td>Lancaster</td>
</tr>
<tr>
<td>Hematology &amp; Medical Oncology</td>
<td>Lancaster</td>
</tr>
</tbody>
</table>
Infectious Diseases
Lancaster and Lebanon

Internal Medicine
Lancaster

Family Medicine Lincoln
Ephrata (two locations)

Family Medicine Lititz
Lititz (two locations)

Family Medicine Manheim
Manheim

Family Medicine Manor Ridge
Lancaster (two locations)

Maternal–Fetal Medicine
Lancaster

Family Medicine Mount Joy
Mount Joy

Neuropsychology
Lancaster

Family Medicine New Holland
New Holland

Family Medicine Norlanco
Elizabethtown

Pediatric Hospitalists
Lancaster

Pediatric Specialists - CHOP Cardiology
Lancaster

Pediatric Specialists - Gastroenterology
Lancaster

Family Medicine Parkesburg
Parkesburg

Plastic & Cosmetic Surgery
Lancaster and Ephrata

Podiatry
Parkesburg and Quarryville

Family Medicine Quentin
Lebanon

Roseville Pediatrics
Lancaster and Lititz

Family Medicine Strasburg
Strasburg

Surgical Group
Lancaster

Family Medicine Susquehanna
Marietta

Family Medicine Sycamore Square
Elizabethtown

The Heart Group of LG Health
Lancaster, Lebanon, Elizabethtown, Ephrata, Parkesburg

Thoracic Surgery
Lancaster

Trauma & Acute Care Surgery
Lancaster

Family Medicine Twin Rose
Columbia and Wrightsville

Urogynecology & Pelvic Reconstructive Surgery
Lancaster

Walter L. Aument Family Health Center
Quarryville

Family Medicine Willow Street
Willow Street

Women’s Internal Medicine
Lancaster

Express & Urgent Care
LG Health Express Crooked Oak
Lancaster

Urgent Care
Lancaster, Ephrata, Lebanon, and Parkesburg
Have you checked out
Lancaster General Health online recently?
Like us on facebook.com/LancasterGeneralHealth
Follow us on @LGHealth
Watch videos on youtube.com/LancasterGeneral
Pin useful info on pinterest.com/LGHealth

Read blogs from doctors, pick up recipe ideas, and more at the LGHealthHub.org

717-544-2195 or 888-290-2195
www.affiliahomehealth.org

Formerly VNA Community Care Services
• Skilled Nursing
• Physical Therapy
• Occupational Therapy
• Speech Therapy
• Medical Social Work
• Disease Management
• Telehealth

JOINT COMMISSION ACCREDITED
MEDICARE/MEDICAID CERTIFIED

Penn Medicine
Lancaster Rehabilitation Hospital
Lancaster General Health

Proud to serve the Lancaster community and surrounding regions for acute rehabilitation:
• Stroke
• Brain Injury
• Spinal Cord Injury
• Neurological
• Amputation
• Orthopedic

Please visit us! To request a tour or make a referral, please call 717-406-3034.
Financial Responsibilities

Approximately five days after you leave the hospital, your bill will be sent to your insurance company or to you. This bill will reflect charges for services provided by Lancaster General Hospital. Please note, you will receive separate bill(s) from physicians, surgeons and/or anesthesiologists who participated in your diagnosis and treatment while you were a patient at Lancaster General Hospital.

If you have any questions about your hospital bill, please call the Patient Financial Services Office between 8:30 a.m. and 7 p.m., Monday through Thursday, and 8:30 a.m. and 4:30 p.m. on Friday, at 717-544-4953 or 1-800-647-4419.

You will not be billed for your room on the day of discharge. Room charges are effective at midnight.

It is the hospital policy that the patient, or the authorized party of the patient, is responsible for payment of the hospital bill. Those patients (or responsible parties) who have hospitalization insurance will be asked to sign a form authorizing the hospital to bill the insurance carrier on their behalf.

It is possible that patients’ insurance plans may not fully cover the hospital bill. Many insurance plans require the patient (or policyholder) to pay certain deductibles and/or co-insurance toward satisfaction of the bill. If your surgery or treatment has been scheduled in advance, the hospital would have verified your insurance coverage.

Many insurance companies also require the patient to pre-certify scheduled hospital stays within 48 hours of unscheduled or emergency care. If the patient or a family member fails to pre-certify the insurance, the patient may be penalized by the insurance company in the form of reduced payment.

If you do not have health insurance or are concerned that you may not be able to pay for all or part of your care, we may be able to help. To discuss your options and obtain a copy of the Financial Assistance Application, please see one of our financial counselors or a customer service specialist located on the main floor of the hospital or on the first floor of the Suburban Pavilion. Or you may contact Patient Financial Services at 717-544-4953 or 1-800-647-4419.
Lancaster General Health also offers a self pay discount for any medically necessary services provided to any patient without insurance coverage. To receive your discount or to discuss your situation, please contact patient Financial Services at 717-544-4953 or 1-800-647-4419.

Payment
*Payments can be made in person at the following locations:*
- **Lancaster General Hospital**
  555 N. Duke Street, Lancaster, Cashier, First floor
- **Women & Babies Hospital**
  690 Good Drive, Lancaster
- **Suburban Pavilion**
  2100 Harrisburg Pike, Lancaster
- **Columbia**
  306 North 7th Street, Columbia
- **Crooked Oak**
  1671 Crooked Oak Drive, Lancaster
- **Kissel Hill**
  51 Peters Road, Lititz
- **Norlanco**
  424 Cloverleaf Road, Elizabethtown
- **Walter L. Aument Family Health Center**
  317 South Chestnut Street, Quarryville
- **Willow Lakesr**
  212 Willow Valley Lakes Drive, Willow Street
- **Lebanon**
  1701 Cornwall Road, Lebanon
- **Parkesburg**
  950 South Octorara Trail, Parkesburg
Payments can also be made by mail:
Lancaster General Hospital
555 N. Duke Street, PO Box 3555, Lancaster, PA 17604

Online: LGHealth.org/Bill

Phone: 24-hours per day, seven days a week
717-544-4953 or 1-800-647-4419

Payment Terms
Payment terms may be set up to pay account balances in monthly installments. To inquire about your payment options, please contact Patient Financial Services at 717-544-4953 or 1-800-647-4419.

Insurance Assistance
A representative of our Patient Financial Services Office will be happy to help you with your bill, and can help explain your commercial insurance. The telephone number is 717-544-4953 or 1-800-647-4419.

Credit Cards
Lancaster General Health honors VISA, MasterCard and Discover for the payment of all charges, including Emergency Department visits and outpatient services.
Hand Hygiene

How do your hands get contaminated?
• When covering your face when you sneeze, cough, or blow your nose
• After using the bathroom
• After handling uncooked meats, poultry, fish and eggs
• When touching or handling animals
• When caring for a person who is sick
• When touching door knobs, telephones, computer keyboards, TV remotes, call bells, automated payment machines, etc.
• Hands are constantly becoming contaminated

Hot tips:
• Frequent hand washing with soap and water reduces the risk of bacterial illness.
• The use of alcohol-based hand rubs and hand sanitizers are also recognized as effective in reducing infection.
• Wash hands frequently, for 15 seconds – about as long as it takes to sing Happy Birthday or Old McDonald. Use soap and water, carefully cleaning the back of the hand, around the fingernails, between the fingers, and especially around the thumbs.
• Rinse hands thoroughly and dry completely.
• Turn off the faucet using a clean, dry paper towel to prevent recontamination of hands.
• Use alcohol-based hand rubs or sanitizers when soap and water are not available.

Frequently asked questions:
Is it necessary to use hot water for hand washing?
Water temperatures should be comfortable. Water that is too hot or too cold can damage the skin surface and therefore increase the risk of infection.

Is only rinsing your hands adequate to remove germs?
Soap and water are needed with 15 seconds of hand rubbing action, rinse and dry to assure clean hands.
Is it necessary to use antibacterial soap?
Antibacterial soap is not necessary. Proper hand washing technique is the most essential element.

Are pump soap dispensers better to use than bar soap?
Bar soap, unless adequately drained and dry, actually harbors bacteria. Pump dispensers provide less opportunity for contamination.

How effective are hand sanitizers?
Alcohol based hand sanitizers are a good alternative when soap and water are not available.

Do air hand dryers spread germs?
Air hand dryers actually decrease the number of germs and bacteria on the hands after hand washing.

Why wash your hands?
“Hand washing is the single most important means of preventing the spread of infection.”  

“An estimated 40 million Americans get sick from germs transmitted on dirty hands.”

Hand washing can significantly reduce the spread of colds, flu, diarrhea, Hepatitis A, and many other communicable diseases.
Pain Management

*Pain can be an aching, tightness, numbness, burning, stabbing, sharp or dull feeling.*

**Managing your pain helps you:**
- Be more comfortable
- Get well faster
- Return to normal activity and daily living quicker
- Realize reporting your pain is not complaining
- Take control of your recovery
- Reduce complications

**Management of your Pain includes:**
- Knowing what has decreased your pain in the past
- Knowing that we will assess your pain frequently
- Knowing what you can do to help control your pain
- Talking to your healthcare provider about your pain and pain medicine

**Ask:**
- How much pain there will be?
- Where will my pain be located?
- What will be done to control my pain?
- Questions about pain medicine and pain medicine side effects

**If my pain is not getting under control, could the Pain Assessment Team help me?**
Tell your healthcare provider what has worked for you in the past including:
- Pain medicines that have helped you
- Other treatments that have helped you
- Side effects you have experienced with pain medicines

**Report your pain when it starts:**
- Pain is easier to control when treatment is started as soon as it begins.

**Report pain that has not gone away:**
- Let us know if you are still having pain.
- Pain medications can be changed to better treat your pain.
Treatment Methods:

PO (Oral)
Pain medicine is often given by mouth when you are able to take other medicine and nutrition by mouth.

IV (Intravenous)
Pain medicine can be given into your intravenous line for rapid pain relief or if you are unable to take pain medicine by mouth.

Patient Controlled Analgesia (PCA) Pump
What is a Patient Controlled Analgesia (PCA) pump?
• It is a pump that delivers pain medicine through your IV (intravenous) line.

Goal of Patient Controlled Analgesia (PCA) pump:
• To keep pain from becoming severe or out of control
• To keep you comfortable so that you can sleep, cough and deep breath more effectively, get in and out of bed more easily, and walk

How does it work?
• You will have a button that is attached to the pump. You can press the button to give yourself a dose of pain medicine when you hurt.
• The pump is programmed to deliver a set amount of pain medicine ordered by your physician.
• Your doctor may also order a small amount of pain medicine to be given continuously.

You are the only person who knows when you are hurting and when it is necessary to have a dose of pain medicine. You are the only person who may push the PCA button. Your family or visitors may not press the PCA button.

How long will the Patient Controlled Analgesia (PCA) pump be used?
• As your condition improves, your pain will decrease. You will find that you need to press the button less often.
• The dose of pain medicine will be decreased gradually until the pump is no longer needed and you are able to take pain medicine by mouth.
Other Treatment Options:

**Epidural**

An epidural is a local anesthetic delivered through a tiny tube, called a catheter, placed in the small of the back, just outside the spinal canal.

**Things to remember:**
1. Your nurse will check you often and ask you to rate your pain on a scale of 0 through 10. (See scale at bottom of page)
2. Let your nurse know if the pain medicine does not help.
3. If you develop a different type of pain or if your pain worsens, let your nurse know immediately.

**What are the side effects?**

**Nausea, Constipation and Itching**
- These side effects can occur from pain medication. It is important to report these to your nurse so they can be reduced or controlled.

**Excessive Drowsiness and Respiratory Depression**
- These side effects are less common and develop slowly. Nurses will be checking your sedation and breathing frequently. If detected, both are easily treated and corrected by decreasing the amount of pain medicine.

---

![Pain Rating Scale](image.png)

<table>
<thead>
<tr>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Hurt</td>
<td>Hurts Little Bit</td>
<td>Hurts Little More</td>
<td>Hurts Even More</td>
<td>Hurts Whole Lot</td>
<td>Hurts Worst</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Patient Safety

Your safety is a top-priority as we provide services to you and your family. One important way that you can help us is to be an active member of your healthcare team. Here are a few tips on how you can help us keep our commitment to patient safety.

Ask questions if you have doubts or concerns.
Ask questions and make sure you understand the answers. Choose a doctor you feel comfortable talking to. Take a relative or friend with you to help you ask questions and understand the answers.

Keep and bring a list of ALL the medicines you take.
Your list of medications should include prescription medicines as well as all over-the-counter drugs like aspirin, vitamins, and natural products. Tell us about any drug allergies or adverse reactions that you have had in the past. Ask about side effects and what to avoid while taking the medicine. Read the label when you get your medicine, including all warnings. A medicine tracker is provided for your convenience on page 40.

Get the results of any test or procedure.
Ask when and how you will get the results of tests or procedures. Don’t assume the results are fine if you do not get them when expected, be it in person, by phone, or by mail. Call your doctor and ask for your results, and ask what the results mean.

Talk to your doctor about which hospital is best for your health needs.
Ask your doctor which hospital has the best care and results for your condition if you have more than one hospital to choose from. Be sure you understand the instructions you get about follow-up care when you leave the hospital.

Make sure you understand what will happen if you need surgery.
Make sure you, your doctor, and your surgeon all agree on exactly what will be done during the operation. Ask your surgeon: How long will the surgery take? What will happen after the surgery? How can I expect to feel during recovery? Tell the surgeon, anesthesiologist, and nurses about any allergies, bad reaction to anesthesia, and any medications you are taking.
Effective communication is important to all of us at Lancaster General Health. Should you need further explanation or have a concern about patient safety, we offer these guidelines:

**Step 1:** Please address the concern directly with the staff caring for you. The parties directly involved are most likely to have the best information and should be the starting point to resolve the situation.

**Step 2:** If resolution is not reached, please ask the staff to involve the manager of the unit. Should this step not resolve the issue, see Step 3.

**Step 3:** Please contact a Patient Representative at 717-544-5050. In addition, concerns may also be directed to:

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

  and

- **Office of Quality Monitoring**
  **The Joint Commission**
  One Renaissance Boulevard
  Oakbrook Terrace, IL 60181
  1-800-994-6610

**Preventing Falls: In the Hospital**

At some point, you may need care in a hospital. People may ask how well you can move around. Answer this question honestly. If you have a high risk of falling, the staff will take extra steps to help keep you safe. Remember, always ask for help when you need it. Here are some tips to keep you safe in the hospital.
Keep Things Within Reach

- Keep the things you use often within easy reach, like tissues, water, remote control, and the light cord.
- With the nurse present, practice using the call button before you really need it. Keep it within reach. And don’t be afraid to use it when you need to.
- Know how to turn the light on and off from your bed. Also, know how to use the bed control.

Get Help to Move Around

- Don’t get up on your own, even to use the bathroom. Call someone to help.
- Sit up slowly and with help.
- Don’t try to move IV poles or other equipment on your own.
- Use your walking aid as instructed by the staff. Be sure to use handrails in bathrooms or in hallways.
- The staff may use a gait belt to keep you safe as you move around. This fits snugly around your waist. It allows another person to support you as you walk together.

A Note to Family and Friends

When someone is ill or in the hospital, falling is more likely. You can help your loved one reduce the risk.

- Keep personal items in the same place. Stick with a routine.
- Learn about the guidelines the staff has in place to prevent falls. Follow them.
- Get guidance on using safety equipment and moving your loved one.
- When directing your loved one, keep it simple. Go one step at a time.
- Notify staff about any mental or physical changes you notice in your loved one.

©2000-2009 The StayWell Company, 780 Township Line Road, Yardley, PA 19067. All rights reserved. This information is not intended as a substitute for professional medical care. Always follow your healthcare professional’s instructions.
About Lancaster General Hospital

A Brief History
Lancaster General Hospital opened its doors in 1893 in a three-story brick residence in the 300 block of North Queen Street. As it remains today, the hospital was not-for-profit and governed by community leaders who volunteered their time and financial resources to its operations. In 1896, the hospital moved to its present location and through a series of expansions, now covers more than an entire city block. One of our continuing goals has been to provide the most current and proven technology to our patients, while remaining the leader in the cost-effective delivery of care.

A Magnet hospital for clinical excellence, Lancaster General Hospital offers patients some of the most advanced healthcare technology available, not only in Lancaster County, but also the United States. Lancaster General Hospital was the first to perform open-heart surgery in Lancaster and continues to serve as a leader in the cardiology field. The hospital is also the county’s only trauma center, and it provides a wide range of orthopedic and neurosurgery services that are normally found in large urban settings.

Lancaster General Hospital is the keystone of the Lancaster General Health system, a not-for-profit network within Penn Medicine that includes more than two dozen providers including Suburban Outpatient Pavilion, Women & Babies Hospital and Lancaster General Health Physicians. The health system’s Mission is to advance the health and well-being of the communities we serve.

For more information about us, visit our website at LancasterGeneralHealth.org.

Magnet Recognition
Lancaster General Hospital received Magnet Designation from the American Nurses Credentialing Center, ANCC, in 2002, 2006 and again in 2011. This designation, which is granted for four-year periods, recognizes organizations for quality patient care, nursing excellence and innovations in the nursing profession. It is the highest award to be bestowed on a department of nursing.
Benefits of Being a Magnet Hospital
Magnet organizations attract and retain talented nurses due to the learning and professional development opportunities that are available. In turn, research shows that a hospital with high-quality nurses is more likely to attract high quality physicians and specialists. Magnet hospitals demonstrate teamwork. Achieving Magnet designation is no simple task. For a hospital to earn this honor, it takes continual hard work and cooperation between all hospital departments. It is truly a celebration of nursing, but also indicates a hospital that functions well as a team.

Research shows that Magnet hospitals have higher levels of patient satisfaction, lower mortality and complication rates and receive higher quality patient care.

For more information the American Nurses Credentialing Center at nursecredentialing.org/

Licensures/Accreditations
Lancaster General Hospital is licensed by the Pennsylvania Department of Health and accredited by The Joint Commission. Additionally, many of Lancaster General Hospital’s services are accredited and certified and staff are credentialed or certified to ensure safe, high quality patient care.

The organizations listed below are examples of those that oversee regulatory and quality standards and have approved the care delivered by staff and provided by Lancaster General Hospital:

• Pennsylvania Department of Health
• The Joint Commission
• Pennsylvania Trauma Systems Foundation
• The Joint Commission Disease Specific Care Certification
  – Acute Myocardial Infarction
  – Heart Failure
  – Primary Stroke Center
  – Ventricular Assisted Device
• American Nurses Credentialing Center
  – Magnet Recognition Program
For a complete list of accrediting or certifying organizations that survey Lancaster General Hospital, contact the Accreditation and Quality Standards Department at 717-544-5825.

**Helping Us Help Others**

Lancaster General Hospital is committed to providing quality healthcare regardless of the patient’s ability to pay. You can help us help others by making a contribution to the Lancaster General Health Foundation. Your gift will also help us enhance our services, programs and facilities to better care for our community. Tax-deductible gifts can be made in the form of cash, check, credit card or stocks. You may also remember Lancaster General Health in your will and though life insurance among other gift options. For more information, contact 717-544-7126.
Notes
# My Medication Record

Name ________________________________________________________________
Primary Physician ____________________________ Phone No. ___________________
Pharmacy: ____________________________ Phone No. ___________________

**Food & Drug Allergies (Describe Reaction):**

<table>
<thead>
<tr>
<th>Current Prescription Medications</th>
<th>Dose</th>
<th>How often</th>
<th>Why I take this Medication</th>
<th>Date Started</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Over-the-Counter, Vitamins, &amp; Herbal Medications</th>
<th>Dose</th>
<th>How often</th>
<th>Why I take this Medication</th>
<th>Date Started</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
You don’t have to go far to get our quality care. Our outpatient centers are conveniently located near you. We provide a full range of services for the whole family including X-ray, CT scan, lab testing, digital mammography, DXA scan (bone density screening), and physical, occupational and speech therapy.

OUTPATIENT LOCATIONS

Ann B. Barshinger Cancer Institute
2012 Harrisburg Pike, Lancaster

Columbia
306 North 7th Street, Columbia

County Line
Village at Gap Shopping Center
5360 Lincoln Highway, Gap

Crooked Oak
1671 Crooked Oak Drive, Lancaster

Downtown Pavilion
540 North Duke Street, Lancaster

Harrisburg Avenue
217 Harrisburg Avenue, Lancaster

Kissel Hill
51 Peters Road, Lititz

Lebanon
1701 Cornwall Road, Lebanon

LG Health Physical Therapy at Eden Road
730 Eden Road, Suite 102, Lancaster

Manheim
700 Lancaster Road, Lancaster

Parkesburg
950 South Octorara Trail, Parkesburg

Nortanco
424 Cloverleaf Road, Elizabethtown

Suburban Pavilion
2100 Harrisburg Pike, Lancaster

Walter L. Aument Family Health Center
317 South Chestnut Street, Quarryville

Willow Lakes
212 Willow Valley Lakes Drive, Willow Street

Women & Babies Hospital
690 Medical Office Building
690 Good Drive, Lancaster

Services vary by location

To schedule an appointment, please call Centralized Scheduling at 717-544-5941 or toll-free 877-643-7518.
When your doctor says you need Magnetic Resonance Imaging, think of MRI Group first.

MRI Group has served the Lancaster County community for more than 20 years. You can always count on us for quality care, courtesy and personalized attention. We're locally owned and operated, with seven locations for MRI as well as one location for CT services, free parking and evening and weekend hours.

We understand that there is never a good time for medical tests or procedures, so we offer our services 24 hours a day, seven days a week for both outpatients and inpatients from local hospitals.

**Duke Street**
Downtown Pavilion
540 North Duke Street
Lancaster, PA 17602

**Eden Road - Open Wide Bore**
Eden Road Medical Center
730 Eden Road
Lancaster, PA 17601

**Elizabethtown**
Norlanco Outpatient Center
424 Cloverleaf Road
Elizabethtown, PA 17022

**Harrisburg Pike**
Two magnets
Open Wide Bore Available
Suburban Outpatient Pavilion
2104 Harrisburg Pike
Lancaster, PA 17601

**Lime Street**
Adjacent to Lancaster General Hospital
560 North Lime Street
Lancaster, PA 17602

**Lititz - Open High-Field MRI**
Kissel Hill Outpatient Center
51 Peters Road
Lititz, PA 17543

**Parkesburg**
Lancaster General Health Center
950 South Octorara Trail
Parkesburg, PA 19365

Phone: 717-201-1016 or toll-free 888-MRI-1377
MRIGroup.com