



PATIENT GUIDE



Thank you for choosing Evangelical Community Hospital and entrusting us with your healthcare needs. We do not take your choice or trust for granted. We are committed to providing exceptional healthcare, accessible to all, in the safest and most compassionate atmosphere possible.

This Patient Guide provides you with the information you need for your stay with us, as well as informs you and your guests of the many services and resources Evangelical Community Hospital offers. Should you need additional information or have questions not answered in this guide, please contact a staff member.

We wish you health and happiness in the future!

Sincerely,



Kendra Aucker
President and CEO
Evangelical Community Hospital



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Welcome to Evangelical Community Hospital

Admission

All information requested at registration is necessary to ensure your patient records and insurance information is accurate and up to date.

Hospital Directory

When you are admitted, you will be given the opportunity to be included in the Hospital directory. This allows us to direct your family, friends, clergy, phone calls, and deliveries to your room. We also encourage you to give your room number to friends and relatives you wish to see while you are hospitalized. You may also opt out of being included in the Hospital directory.

Language Access Services

Language interpreters are available for non-English speaking individuals. Video Remote Interpreting (VRI) and over-the-phone interpreters are accessible.

Deaf and hard-of-hearing individuals who use American Sign Language (ASL) are provided Sign Language interpreters. Video Remote Interpreting (VRI) and in-person interpreters are available.

Contact for language services:

Phone Line: 1-877-746-4674

TTY Line: 1-800-955-8771

Language Assistance/Non-Discrimination Statement

Attention: Free language assistance services are available to you. Call 570-522-2000. Evangelical Community Hospital complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 570-522-2000. Evangelical Community Hospital cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 570-522-2000。Evangelical Community Hospital 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

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

570-522-2000. Evangelical Community Hospital tuân thủ luật dân quyền hiện hành của Liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 570-522-2000. Evangelical Community Hospital соблюдает применимое федеральное законодательство в области гражданских прав и не допускает дискриминации по признакам расы, цвета кожи, национальной принадлежности, возраста, инвалидности или пола.

ACHTUNG: Wann du Deutsch schwetzsch, kannsch du mitaus Koschte ebber gricke, ass dihr helfst mit die englisch Schprooch. Ruf selli Nummer uff: Call 570-522-2000. Evangelical Community Hospital iss willich, die Gsetze (federal civil rights) vun die Owwerichkeet zu folliche un duht alle Leit behandle in der seem Weg. Es macht nix aus, vun welle Schtamm ebber beikummt, aus welle Land die Voreldre kumme sinn, was fer en Elt ebber hot, eb ebber en Mann iss odder en Fraa, verkrippelt iss odder net.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 570-522-2000 번으로 전화해 주십시오. Evangelical Community Hospital 은(는) 관련 연방 공민권법을 준수하며 인종, 피부색, 출신 국가, 연령, 장애 또는 성별을 이유로 차별하지 않습니다.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 570-522-2000. Evangelical Community Hospital è conforme a tutte le leggi federali vigenti in materia di diritti civili e non pone in essere discriminazioni sulla base di razza, colore, origine nazionale, età, disabilità o sesso.

مزتلي 570-522-2000 مقرب ل لصتا . ان اجمل اب كل رفاوتت تي وغل لل ادع اسما لم امدخ ن اف ، وغل لل ركذا ثدحتت تنك اذا : وظوح لم ين طول ل صل ال و اول لل و اول و غل اس اس اى ل ع زيمى الو اب لم عمل ا تي ل ا رد فل ا تي ن دمل ا قوق حل ن ين اوق ب Evangelical Community Hospital سن ج ل و ا قق اع ل و ا ن س ل و ا

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 570-522-2000. Evangelical Community Hospital respecte les lois fédérales en vigueur relatives aux droits civiques et ne pratique aucune discrimination basée sur la race, la couleur de peau, l'origine nationale, l'âge, le sexe ou un handicap.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 570-522-2000. Evangelical Community Hospital erfüllt geltenden bundesstaatliche Menschenrechtsgesetze und lehnt jegliche Diskriminierung aufgrund von Rasse, Hautfarbe, Herkunft, Alter, Behinderung oder Geschlecht ab.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 570-522-2000. Evangelical Community Hospital લાગુ પડતા સમવાયી નાગરિક અધિકાર કાયદા સાથે સુસંગત છે અને જાતરિંગ, રાષ્ટ્રીય મૂળ, ઉંમર, અશક્તતા અથવા લંગિના આધારે ભેદભાવ રાખવામાં આવતો નથી.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 570-522-2000. Evangelical Community Hospital postępuje zgodnie z obowiązującymi federalnymi prawami obywatelskimi i nie dopuszcza się dyskryminacji ze względu na rasę, kolor skóry, pochodzenie, wiek, niepełnosprawność bądź płeć.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 570-522-2000. Evangelical Community Hospital konfòm ak lwa sou dwa sivil Federal ki aplikab yo e li pa fè diskriminasyon sou baz ras, koulè, peyi orijin, laj, enfimite oswa sèks.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្លូវភាសាដោយមិនគិតថ្លៃសម្រាប់អ្នកមានសំរាប់ប្រើអ្នក។ ចូរទូរស័ព្ទ 570-522-2000 Evangelical Community Hospital អនុវត្តតាមច្បាប់សិទ្ធិពលរដ្ឋនៃសហព័ន្ធដែលសមរម្យនឹងមិនមានការរើសអើងលើមូលដ្ឋាននៃពូជសាសន៍ ពណ៌សម្បុរ សញ្ជាតិដើម អាយុ ពិការភាព ឬភេទ។

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 570-522-2000. Evangelical Community Hospital cumpre as leis de direitos civis federais aplicáveis e não exerce discriminação com base na raça, cor, nacionalidade, idade, deficiência ou sexo.

During Your Stay

Patient Meals

The Bedside Bistro Room Service Dining Program lets you order freshly prepared meals when you are ready to eat. A full menu is located in your welcome folder.

Please allow 45 minutes for delivery to your room by our Patient Meal Associates.

Some foods may need to be modified or restricted if your physician has prescribed a therapeutic diet or if you are undergoing certain tests.



To order meals, call extension 22060 or see your Patient Meal Associate.

Breakfast

Available from 6:30 am – 6:30 pm

Lunch and Dinner

Available from 11 am – 6:30 pm

Room service is available to guests for a charge. See page 6 for additional guest dining options.

Environmental Services

Our Environmental Services team is here to provide patients with a clean, safe, and healing environment. An Environmental Services team member will visit your room daily to service your room. If you have any questions or concerns regarding housekeeping, please dial 570-522-2826 (extension 22826 while in the Hospital) or ask a staff member.

Caring for Your Valuables

Evangelical Community Hospital cannot be held responsible for the loss of money or other valuables such as dentures, hearing aids, or eyeglasses kept in your room. We encourage you to leave valuables and money at home or send them home with a family member.

If that is not practical, please request that your items be stored in the Hospital safe. You will be issued a receipt for valuables placed in the safe, which can be used to claim your items upon discharge.

To store or claim items in the safe, contact Public Safety by dialing 570-522-4778 (extension 24778 while in the Hospital).

Noise

While we do everything we can to make your stay as quiet and restful as possible, recovering at the Hospital will never be as quiet as at home. Your rest may be interrupted by nurses checking on you, equipment sounds, or light and sound coming from the hallways. We do our best to keep sound to a minimum while still ensuring you are getting the very best patient care. Please discuss with any member of your care team any reason why you are unable to rest comfortably.

Telephone

All rooms are equipped with a telephone and local calls are free.

To place calls, dial * 1 then the number including the area code.

For long distance calls, press 0 to be connected to the Hospital operator for assistance.

Television

The television can be operated using the remote control in your room. For more information and a list of channels, please turn on your television with the remote and follow the on-screen directions.

Wired controls with headphones are available for patients with hearing disabilities. These headsets can be plugged into the pillow speaker headset connection. Ask a staff member for more information.

Public Safety

Public Safety personnel are available at all times. Please tell your nurse or another staff member if you have a security concern. If you see suspicious activity, please contact Public Safety at extension 24778.

Evangelical Community Hospital supports a safe, caring, and secure environment for everyone. Aggressive and disruptive behavior will not be tolerated here.

Please refrain from:

- Verbal harassment
- Bullying
- Physical assault
- Foul language
- Inappropriate touching
- Threats or intimidation
- Sexually explicit comments or suggestions
- Interfering with staff providing care and services
- Unauthorized video or audio recording of patients or staff
- Destruction or damage of Hospital property
- Possession of weapons of any kind

Be informed that assaulting a healthcare professional is a felony. Visitor privileges can be revoked, and visitors can be removed from campus.

Visitors' Guidelines

We are committed to providing a comfortable environment for our patients that allows time for rest and ensures their privacy. Staff members may ask visitors to leave the room for a short period of time to care for a patient's immediate needs.

For the up-to-date visitation policy, visit www.EvanHospital.com/visitor or check with a staff member.

Visiting Hours

Visitors are no longer restricted to certain hours, except in The Family Place and Inpatient Rehabilitation. Visit www.EvanHospital.com/visitor or talk to a staff member for more information.

Guest Dining Options

Evangelical Community Hospital offers several dining options for visitors and guests:

O'Keefe Dining Room

The O'Keefe Dining Room is located on the first floor of the Hospital and offers a wide variety of healthy selections, including hot entrées, made-to-order sandwiches, soup, salads, pizza, and ready-to-go items.



Dining Room Hours:

Monday-Friday, 7 am – 6:30 pm

Saturdays, Sundays, and holidays, Closed

Please note these hours are subject to change.

The Café

The Café is located near the main entrance and gift shop, and offers specialty coffees, beverages, soups, and pre-made salads and sandwiches.

Café Hours:

Monday through Friday, 7 am – 7 pm

Please note these hours are subject to change.

Vending Machines

Vending machines are located in the One-Day Surgery waiting area, the Donehower-Eisenhower Pavilion Lobby, and in the Emergency Department waiting area.

Internet Access

Free wireless internet access is available to patients and visitors. If you have a Wi-Fi enabled device, select **ECH-public-hotspot** from your device's Wi-Fi access list. You will be directed to a sign-in disclaimer page. Read the disclaimer, enter your email address, and click "submit." The connection will remain active for a maximum of 8 hours.

ATM

If you or a visitor need to access cash while at the Hospital, there is an ATM located on the first floor near the Members Choice Federal Credit Union in the Rooke Pavilion.

Outpatient Observation Status

PLEASE NOTE

The information on pages 8 and 9 only applies to patients who have been assigned to Outpatient Observation Status. If you are designated as an inpatient, disregard this information. If you are unsure of your status, please speak to nursing staff or your healthcare provider.

What is Outpatient Observation Status?

Your physician has assigned you to Outpatient Observation Status at Evangelical Community Hospital, which allows your physician to assess your condition and determine whether you need to be admitted to the Hospital as an inpatient or can be safely discharged. This decision is based on clinical guidelines regarding the severity of your illness and the intensity of the services required for your care. For additional information, please speak to nursing staff or your healthcare provider.

Does “Observation Status” mean I am now admitted to the Hospital?

The services you receive while in an Outpatient Observation Status are considered outpatient services. This is not considered a hospitalization or an inpatient admission into the Hospital.

- Your expected length of stay in the Outpatient Observation Status will generally be 24 to 48 hours, although actual length of stay is dependent on your condition and progress.
- Your status may change from Outpatient Observation Status to Inpatient Admission, if your physician determines that you require an inpatient level of care.
- Although your observation stay at Evangelical Community Hospital is an outpatient service, you will still have available the comforts of a regular patient room, such as telephone, television, regular hospital bed, bathroom in your room, and meals as ordered by your physician.

Does my insurance pay for Outpatient Observation Status?

Medicare and other insurance companies consider Outpatient Observation Status an outpatient service. Your insurance company will be billed for all outpatient services you receive. You and your secondary insurance will be responsible for your outpatient deductible, co-pay, and co-insurance.

Some facts regarding billing and Outpatient Observation Status:

- Assignment to observation is an outpatient billing status.
- Medicare Part B (Medical Insurance) reimburses outpatient services.
- Assignment to Outpatient Observation Status does not affect your Inpatient Medicare Part A (Hospital Insurance) benefits.
- No Medicare Part A hospital days are used while you remain on Outpatient Observation Status.
- Part A deductible does not apply.
- Since this is not a hospitalization, your observation stay does not count as a qualifying stay, should you require skilled-nursing facility care after being released from observation care.
- Outpatient deductibles, co-pay, and co-insurance applies for the diagnostic testing (not laboratory testing) and other services you receive as it would for any outpatient hospital service.

Self-Administered Drugs

Outpatient Observation Status patients may receive a bill for certain “Self-Administered Drugs” as per the Medicare regulations on medications received as an outpatient. Types of self-administered drugs that you may receive charges for are inhalers, eye drops, creams, and ointments. Evangelical Community Hospital has a policy to waive the fee for some types of self-administered drugs during your observation stay.

If you are on any inhalers, eye drops, or prescribed lotions, you may bring these medications in from home to help save on extra cost. If you bring in these items, please give them to your nurse to get them verified by pharmacy. All medications will need to be in their original container dispensed by your outpatient pharmacy.

Questions?

If you have any questions or would like additional information, you may ask to speak to Utilization Management Staff by calling 570-522-2934 (extension 22934 while in the Hospital). Medicare patients may also call 1-800-MEDICARE (toll-free) for information. If you have Medicaid (Medical Assistance) or commercial insurance, you may call the telephone number on the back of your insurance card for information regarding your particular plan.

Patient Care

Your Healthcare Team

While you are an inpatient at Evangelical Community Hospital, you will be cared for by a team of healthcare professionals, including the physicians and advanced practitioners in the Hospitalist Group. These providers specialize in treating patients in the Hospital setting and work collaboratively with your primary care physician and related specialists to provide you with the best care.

Additional members of your care team may include nurses, pharmacists, therapists, laboratory and imaging staff, dietitians, and social workers.

Care Coordination

At Evangelical Community Hospital, a smooth transition from the pre-admission process through inpatient hospitalization, discharge planning, and post-hospital care is our goal.

A case manager and/or social worker will assist you with discharge planning by making appropriate community services referrals, arranging for in-home medical equipment, or extended care placement such as a nursing home, if needed.

If you have any questions about the medical necessity of any services provided or your length of stay at the Hospital, please call 570-522-2586 (extension 22586 while in the Hospital).

Services provided to a patient beyond the date determined to be medically appropriate for discharge are the patient's responsibility. **If you are a Medicare patient and want to appeal a discharge decision, you can contact Livanta, a Quality Improvement Organization for Medicare patients, at 1-888-396-4646 or (TTY) 1-888-985-2660.**

All other patients with Medicaid or commercial insurance will need to contact member services at the insurance company to request information regarding the appeal process.

Keystone Health Information Exchange

Evangelical Community Hospital is proud to be part of Keystone Health Information Exchange (KeyHIE). KeyHIE coordinates the sharing of health information across central and northeastern Pennsylvania. For more information, please ask a staff member for a brochure.

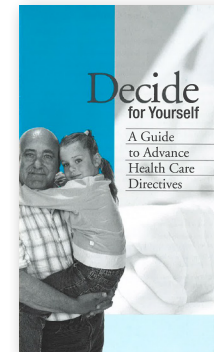
Patient Rights and Responsibilities

As a patient, you or your legally responsible party have the right to receive care without discrimination due to age, sex, race, color, religion, sexual orientation, income, education, national origin, ancestry, marital status, culture, language, disability, gender identity, or who will pay your bill.



Advance Directives

An advance healthcare directive helps you plan for your care in the event that you are unable to make your own healthcare decisions. By stating your wishes in advance, you can have a voice in your care when you cannot speak for yourself.



Patient Privacy

Evangelical Community Hospital is committed to protecting your privacy, and complies with all state and federal privacy laws. The Health Insurance Portability and Accountability Act (HIPAA) addresses the use and disclosure of your health information.



You should have received a copy of the above brochures as part of this packet.

If you did not receive the brochures or have questions, please speak to nursing staff or your healthcare provider.

MyChart Patient Portal

Manage your healthcare at your fingertips with anywhere, anytime access from any computer, smartphone, or tablet.

- Request prescription refills
- View test and lab results
- Send and receive secure online messages
- Receive email care reminders
- Connect with your providers

Sign up for your free MyChart account today at www.EvanHospital.com/MyChart or talk with your healthcare provider at your next appointment.

Patient Safety

Infection Control

Evangelical Community Hospital follows the Centers for Disease Control and Prevention (CDC) recommendations for the use of Standard Infection Control Precautions for all patients. These precautions may include the use of gloves, gowns, masks, and eye protection during certain procedures.

All healthcare workers are required to wash their hands before entering your room. They may use the waterless hand foam located outside your door or they will wash their hands at the sink.

We encourage patients and visitors to join us in proactive hand hygiene to help prevent the spread of infection. Please feel free to use the products available to you and your visitors during your stay.

Special Precautions

In the Hospital, special precautions are used to stop the spread of infectious diseases from one person to another. Family members and visitors may be required to wear protection while visiting. The nursing staff will instruct visitors if special precautions are required to safeguard everyone's well-being.

Rapid Response Team

A team of specialists from different departments of the Hospital are ready to respond to emergency situations. If you or your guest feel your condition is deteriorating rapidly, dial extension 22300 to activate this team of specialists.

Uniform Colors

In order to help you identify the roles of our team members, the Hospital uses standardized uniforms for departments who interact with patients and guests on a regular basis.



REGISTERED NURSES
Navy



LICENSED PRACTICAL NURSES
Navy



NURSING SUPPORT
Ceil Blue



REHABILITATION SERVICES
Pewter



CP/RESPIRATORY SERVICES
Pewter



IMAGING SERVICES
Black



ENVIRONMENTAL SERVICES
Hunter Green



PLANT ENGINEERING
Wine



NUTRITIONAL SERVICES
Mauve Blue



PATIENT ACCESS
Bright Green



LABORATORY SERVICES
Caribbean Blue



VOLUNTEER SERVICES
Red

Non-Medical Services

Our team of volunteers is available to assist you during your stay. To make a request, please call Volunteer Services by dialing 570-522-2144 (extension 22144 while in the Hospital).

Newspapers

The Daily Item and The Standard-Journal are delivered daily and free of charge to patients when available.

Gift Shop

Located in the Main Lobby, the Gift Shop boasts an impressive collection of plush animals, jewelry, home décor, candies, seasonal gifts, flowers, balloons, and much more. To order a gift, visit www.EvanHospital.com/giftshop or call 570-522-2692 (extension 22692 while in the Hospital).

Gift Shop Hours:

Monday through Friday, 10 am – 4 pm

Saturday and Sunday, Closed

Please note these hours are subject to change.

Spiritual Care Services

During your stay, the Hospital chaplains offer care for your spiritual needs by providing empathy, comfort, and compassion with no religious boundaries. To reach the chaplains or request spiritual care services, call extension 24444 from your Hospital room phone. Our Meditation Chapel is located on the first floor, across from the Meditation Garden.

Drug Take-Back Program

Evangelical Community Hospital supports the Pennsylvania Prescription Drug Take-Back Program and the proper disposal of old or unused prescription and over-the-counter medications. There are a number of collection locations throughout our community. For a complete list of collection locations, visit www.EvanHospital.com/drugtakeback.

Facilities/Parking

Smoking/Tobacco Policy

Evangelical is a smoke and tobacco-free campus. Using any tobacco products, vaping products, or products that generate smoke inside the Hospital or on the campus is not allowed.

Cell Phone/Video Policy

The use of cell phones, cameras, and video equipment is prohibited in patient rooms. Please move to a lobby, waiting area, or the Dining Room to use your cell phone.

Weapons Policy

Weapons are not permitted on the Hospital campus or in any Hospital owned or leased property. This policy applies to individuals licensed to carry concealed weapons. Any individual licensed to carry a concealed weapon should leave it at home or surrender it to a Public Safety Officer when visiting any Hospital facility.

Parking

Parking at Evangelical is free of charge. Patient and visitor parking areas are outlined by yellow paint and there are handicap parking spaces available for our special needs patients.

Patient Drop-Off and Pick-Up

For your convenience, there are two pavilion entrances (Main and Donehower-Eisenhauer) for patient drop-off and pick-up. When visiting family and friends, use the Hospital's Main Entrance.



Main Entrance

Access by 1st Floor

- Infusion
- Pre-Admission Care

Access by Elevator B

- Obstetrics (The Family Place)
- One-Day Surgery

Access by Elevator A

- Acute Care Unit
- Critical Care Unit
- Inpatient Rehabilitation
- Intermediate Care Unit
- Orthopaedic Unit



Donehower-Eisenhauer Pavilion Entrance

Access by 1st Floor

- Cardiovascular Services
- Central Registration
- Imaging Services
- Laboratory Services

- Physical Therapy, Occupational Therapy, and Speech Therapy

Planning for Discharge

The discharge planning process actually begins at the time of admission to the Hospital or at your pre-admission appointment. You will learn more about your condition and how you may want to plan for discharge. Members of the healthcare team including your physician, nurses, social worker, case manager, and personnel from other departments will be working closely with you and your family to plan for your discharge.

Physician Orders

Your physician will write your discharge and prescription orders and provide follow-up appointment information. Hospital staff is not authorized to discharge you without these orders.

Discharge Instructions

Your physician and nurse, case manager, or social worker will discuss your discharge instructions with you and give you written instructions for home care. **If you do not understand something, please ask to have the instructions repeated or explained further.**

Additional Resources

Members of our Care Coordination team are available to assist and coordinate placement arrangements or referrals to nursing homes, rehabilitation facilities, or home healthcare services, if required. Care Coordination team members can also assist you with exploring financial options, arrange support services from community agencies, help you obtain medical supplies and equipment, and arrange for transportation.

If you have any questions about the medical necessity of any services provided or your length of stay at the Hospital, please call 570-522-2586 (extension 22586 while in the Hospital).

Rehabilitation Services

After an illness or injury, patients often need rehabilitation services to help them return to their prior level of function. The rehabilitation team at Evangelical is highly trained to treat patients who have had a stroke or other neurological diagnoses, total joint replacements, general orthopaedic injuries, fractures, trauma, amputations, general weakness, or debilitation. Below is a list of locations where rehabilitation and other specialty services are offered.

Phone Number: 1-877-541-1417

Elysburg

289 South Market Street
Elysburg, PA 17824

Lewisburg

(Evangelical Community Hospital)

One Hospital Drive
Lewisburg, PA 17837

Lewisburg (Plaza 15)

7485 Westbranch Highway
Lewisburg, PA 17837
Certified orthopaedic specialist, osteoarthritis program

Lewisburg (The Miller Center)

112 North 15th Street, Suite 2000
Lewisburg, PA 17837
Certified vestibular specialist, dizziness/balance problems, concussion management, certified pelvic health specialist

Middleburg

414 West Market Street
Middleburg, PA 17842
Certified McKenzie specialist

Mifflinburg (Meadow Green)

101 Meadow Green Drive
Mifflinburg, PA 17844
Certified lymphedema specialist

Mifflinburg (Forest Hill)

137 Forest Hill Road, Suite B
Mifflinburg, PA 17844

Mt. Pleasant Mills

9627 Route 35, Suite 30
Mt. Pleasant Mills, PA 17853

Selinsgrove (Rt. 522)

935 Route 522
Selinsgrove, PA 17870

Selinsgrove (SVMD)

21 Susquehanna Valley Mall Drive
Selinsgrove, PA 17870

Williamsport

435 River Avenue
Williamsport, PA 17701

Financial Information

The financial side of healthcare can often be complex. The following information is provided to give you a better understanding of your bills as well as your financial responsibilities and options.

If you have additional questions about your bill, please call 570-768-3000, Monday through Friday, 7:30 am – 5:30 pm.

You will receive one bill that will include Hospital charges and charges from any physicians who provided care or services during your stay.

Hospital Charges

Your Hospital charges will be based on the services you receive while you are a patient in the Hospital. This may include charges for your room, nursing care, pharmaceuticals, and other Hospital services. Room charges will vary based on the unit and level of care you are provided. Your Hospital charges may also include any outstanding or unpaid balances from pre-hospitalization testing you may have received.

Physician Charges

You will receive separate charges from your attending physicians and/or surgeons who participated in your diagnosis and treatment.

Also, specialists such as anesthesiologists, radiologists, and cardiologists will charge you separately for their services. These are specialists with whom you may or may not have had direct personal interactions. Their service to you, however, is critical to quality patient care and is appropriately billable to your stay.

Estimate

In many instances, Evangelical will be able to present you with an estimate of costs for your stay. This is merely an estimate, and ultimate responsibility for your financial obligation should be coordinated between you—the patient—and your insurance company.

Visit www.EvanHospital.com/Estimate to access our price estimator tool or contact our financial counselors at 570-522-4445, Monday through Friday, from 8 am – 4:30 pm.

Pre-certification and Pre-authorization

Your insurance company generally requires pre-authorization for scheduled studies or procedures and authorization for urgent or emergent studies, observation, or admission to the Hospital. This means that prior authorization must be requested before a planned service is provided or within 24 hours after an urgent or emergent admission or observation stay.

Pre-authorization for studies, surgeries, and admissions is completed by your provider office or the Central Authorizations Team. Urgent or emergent admission or observation stays are authorized by the Utilization Management Team. Your physician office can obtain a pre-certification or authorization for you for a scheduled admission, study, or procedure. The Hospital's Utilization Management department will obtain an authorization for an emergent admission to the Hospital.

It is **EXTREMELY IMPORTANT** to bring your most current insurance cards with you whenever you come to the Hospital for care. This helps us to obtain the necessary authorizations from your insurance company. You need to familiarize yourself with your insurance benefits and network to ensure that you know what services are covered and which facilities are participating with your health plan. Failure to know your plan benefits and network facilities may result in unnecessary additional costs for which you may be responsible.

Automobile/Worker's Compensation

If your Hospital bill is being paid by no-fault automobile insurance or worker's compensation, the Hospital will need verbal or written approval, along with your claim numbers, from the carrier before your bill can be processed. If this information is not supplied, you will be billed until the information is provided.

Financial Assistance

To obtain a copy of our Financial Assistance Policy, complete an application for assistance, or to speak with the financial counselor, please call 570-522-4445 (extension 24445 while in the Hospital).

A counselor can meet with you in your room to avoid any delay with your discharge.

Affordable Payment Plans for Your Medical Bill

We've partnered with PayZen to offer affordable payment options, so you can now pay your bill over time with no interest or fees. Enrollment is fast, easy, and automated, with customized payment plans that work for your budget. If you have an outstanding balance greater than \$250 and would like to enroll in a payment plan, visit www.EvanHospital.com/billing.

Patient Satisfaction

We want your feedback throughout your stay. If something has not met your satisfaction, please notify a member of your care team so we can discuss the situation with you and find a resolution.

Many, but not all, Evangelical Community Hospital patients receive a survey following discharge. Your feedback on this survey helps the Hospital celebrate areas of excellence and identify opportunities for improvement. Please take a few minutes and complete a survey, if you receive one.

Grateful Patients – Pay It Forward

Every day, the caring professionals at Evangelical Community Hospital make a difference in the lives of the patients and families we serve. Because we strive for excellence every day in everything we do, we view this as simply doing our jobs. However, individuals sometimes feel compelled to ask what they can do to show their gratitude. If you have a desire to “pay forward” the positive experience you or a loved one received at our Hospital, here are some ways you can help:

Make a Gift – To learn about gift opportunities, contact Philanthropy and Donor Relations at 570-522-2685 or by email at fundraising@evanhospital.com.

Volunteer – To learn about volunteer opportunities, contact Volunteer Services at 570-522-2144 or by email at volunteers@evanhospital.com.

Share Your Story – You may share your story by writing a letter, calling 570-522-2685, or sending an email to fundraising@evanhospital.com.

DAISY Award – Nominations for the DAISY Nursing Award for Excellence can be made by patients, patient family members, colleagues, and providers. If an Evangelical Community Hospital nurse has displayed extraordinary clinical expertise and compassion, visit www.daisynomination.org/ECH and fill out a nomination form.

Phone Directory

For general Hospital information, please call 570-522-2000.

Admissions	22000	Gift Shop	22692
Care Coordination	22586	Medical Records	22572
Compliance Officer	24270	Patient Experience	22144
Confidential and Anonymous Compliance Hotline	1-800-826-6762	Public Safety	24778
Financial Counseling	24445	Spiritual Care Services	24444



One Hospital Drive, Lewisburg, PA 17837 | 570-522-2000 | www.EvanHospital.com

Find us on:

