

Institute

# *Volunteer Handbook*

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Dear Volunteer:

Nearly 10.5 million Americans are alive today who have a history of cancer. Early detection and treatment, in conjunction with innovative research, are key factors to prolonged survival of patients with cancer. Working together, UPMC Cancer Centers/UPCI – the only National Cancer Institute-designated Comprehensive Cancer Center in western Pennsylvania – continue to develop novel ways to study cancer and make important discoveries in research that ultimately will lead to new and better treatments for those who are challenged to live with cancer.



**Nancy E. Davidson, M.D.**

The Hillman Cancer Center, located directly across from UPMC Shadyside, is the hub facility of the UPMC Cancer Centers clinical care and conduct groundbreaking research.

When you volunteer, you make a direct contribution by supporting our activities in research, patient care, and administrative support. Please use this handbook to become familiar with our policies, procedures, and standards so that you may become a successful member of our outstanding team. We thank you for the valuable commitment you have made to support our ongoing efforts.

Sincerely,

A handwritten signature in black ink that reads "Nancy E. Davidson". The signature is written in a cursive, flowing style.

Nancy E. Davidson, M.D.  
Director, University of Pittsburgh Cancer Institute  
and UPMC Cancer Centers  
Associate Vice Chancellor for Cancer Research  
Chief, Division of Hematology/Oncology  
Visiting Professor of Medicine  
University of Pittsburgh School of Medicine

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## History

### **UPMC Cancer Centers and the University of Pittsburgh Cancer Institute (UPCI)**

The beginnings of UPMC Cancer Centers/UPCI are traced over two decades ago to 1984 when a consortium of local hospitals and universities established UPCI to meet the challenge of cancer by providing early diagnosis and prevention and lifesaving treatment and by conducting groundbreaking research on cancer's cause, course, and cure.

In 1985, Ronald B. Herberman, MD, assumed leadership of UPCI, which quickly rose to national prominence. In 1988, UPCI was designated a Clinical Cancer Center by the National Cancer Institute (NCI), and in 1990 it achieved NCI status as a Comprehensive Cancer Center in record time, placing it among the nation's elite cancer centers.

During the next decade, UPCI was at the forefront of scientific discovery in cancer research and made new advancements in patient care. In 1992, UPCI was one of the first two centers in the United States to receive authorization to conduct gene therapy clinical trials for cancer. A year later, UPCI researchers were the first in the country to create and test a novel, synthetic vaccine against pancreatic, breast, and other cancers.

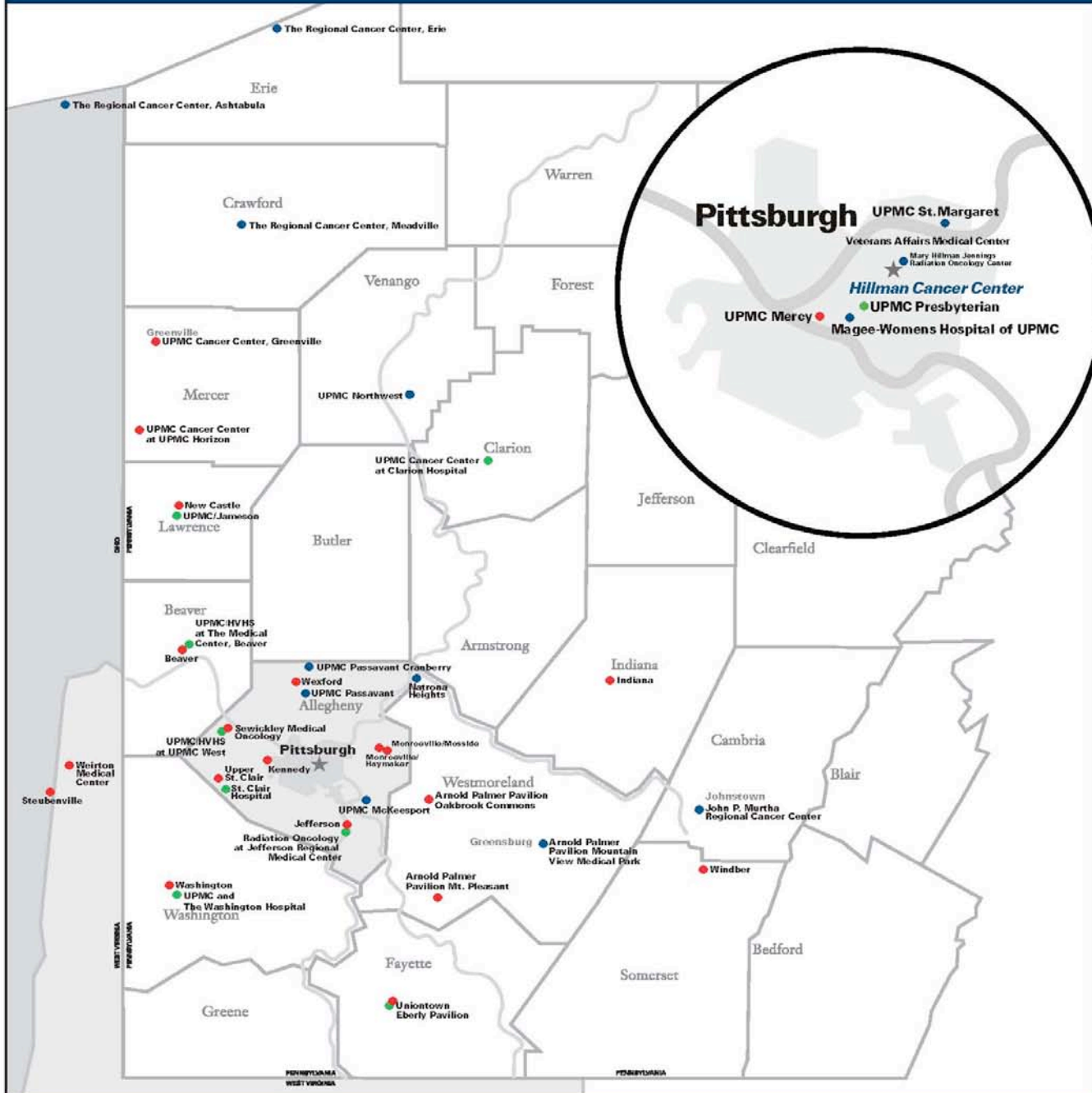
Throughout its history, UPCI has been dedicated to moving the discoveries made in its laboratories to the clinical setting. UPCI has utilized the forces of the marketplace to help achieve this goal. In 1995, the first start-up company was launched by a UPCI researcher and, five years later, UPCI established the Limbach Entrepreneurial Center to promote entrepreneurial awareness and provide assistance for commercialization of UPCI technologies. The Limbach Entrepreneurial Center reflects UPCI's commitment to bring new advances in care to as many patient beds as possible.

In 2002, UPMC Cancer Centers became the new name for the clinical facilities of UPCI while UPCI continues to encompass the academic and research activities for cancer. With more than 40 locations throughout western Pennsylvania, UPMC Cancer Centers is one of the largest networks for clinical care in the United States (*see page 4 for a map of the UPMC Cancer Centers clinical network*). At the hub of the UPMC Cancer Centers clinical network is the Hillman Cancer Center, which opened in the fall of 2002. The Hillman Cancer Center and nearby administrative offices provide nearly 450,000 square feet of space to house pioneering programs in cancer care, research, detection, diagnosis, education, prevention, and community outreach. Today UPCI remains a premiere Comprehensive Cancer Center — one of only 39 across the country and the only in western Pennsylvania — and a leader in translational research.

Looking ahead, UPCI has set a goal to increase its grant funding, which currently is ranked 12th nationally, and break into the ranks of the top five cancer centers in the country. Additionally, UPCI investigators are to begin the world's first cancer prevention vaccine trial. Meanwhile, working in tandem together, UPMC Cancer Centers — which is consistently ranked as one of the top centers in the country for cancer care by *U.S. News & World Report* — and UPCI will continue to provide the nearly six million western Pennsylvania residents unparalleled access to the latest resources in cancer prevention, detection, diagnosis, and treatment services.

# UPMC Cancer Centers and University of Pittsburgh Cancer Institute

*Western Pennsylvania's most comprehensive network of cancer services*



For information or referrals, please call 412-647-2811  
or visit our website at [www.UPMCCancerCenters.com](http://www.UPMCCancerCenters.com)

- Radiation Oncology
- Medical Oncology
- Dual Centers

## **UPMC Shadyside**

The history of UPMC Shadyside begins in 1866, before electricity and antibiotics, when a small hospital was founded in downtown Pittsburgh to seek patient-centered, more scientific approaches to medical care. In 1884, it opened the first nursing school in Pennsylvania, and in 1910, the hospital moved to Shadyside where it continued to expand its facilities and medical staff over most of the twentieth century and beyond through strong community support, philanthropy and volunteerism. In 1997, the hospital became a member institution of the University of Pittsburgh Medical Center.

UPMC Shadyside is a 486-bed tertiary care hospital which serves the residents of Pittsburgh and the tri-state area. UPMC Shadyside offers primary medical care; physician and nursing education; and a broad range of specialties that include cardiology, oncology, orthopaedics, geriatrics, obstetrics and gynecology, vascular medicine, endocrinology, and more. UPMC Shadyside's medical staff includes more than 600 primary care physicians and specialists, many of whom have offices at the hospital and throughout the community.

Specific services and facilities for cancer at UPMC Shadyside include three dedicated inpatient units, surgical suites where many cancer surgeries are performed, and the Mary Hillman Jennings Radiation Oncology Center. The UPMC Shadyside campus is home to the Hillman Cancer Center, which houses the research and treatment activities of UPCI and UPMC Cancer Centers.

## **University of Pittsburgh Medical Center (UPMC)**

UPMC is the leading health care system in western Pennsylvania and one of the largest nonprofit integrated health care systems in the United States. UPMC's consortium of health care facilities includes 20 tertiary

care, specialty, and community hospitals. The health system also includes primary care and specialist physician practices, cancer care, imaging and surgery facilities, rehabilitation services, in-home services including hospice care and durable medical devices, retirement living and long-term care, pharmacy services, and an array of health insurance products.

Through its affiliation with the University of Pittsburgh School of Medicine and other schools of the health sciences — the schools of Dental Medicine, Pharmacy, Nursing, Health and Rehabilitation Sciences, and the Graduate School of Public Health — UPMC shares in the academic mission of the university by providing a broad range of programs in education, biomedical research, training, health promotion, diagnosis, and treatment of disease and disability.

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## **Mission Statements**

### **UPMC's Mission**

*The mission of the University of Pittsburgh Medical Center is to provide premier programs in patient care, biomedical and health services research, and teaching that will contribute to the prevention, diagnosis, and treatment of human disease and disability.*

### **Volunteer & Community Services Program Mission**

*The Volunteer & Community Services Program helps improve the quality of life for patients and their families during their stay at UPMC Cancer Centers and supplements and enhances the ongoing efforts of UPMC Cancer Centers/UPCI scientists, medical staff, and employees. Volunteers are placed wherever there is a need and are provided the opportunity to learn and experience emotional and personal growth.*

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## Volunteer Opportunities

***Please note that volunteers must be 14 years of age or older. Parental consent is required for volunteers under 18 years of age.***

Volunteers are required to make a three month commitment to the program. Weekly hour requirements are listed below.

### **Patient and Family Support**

***This program requires a minimum of four hours of service a week.*** Nurses, physicians, and social workers at UPMC Cancer Centers treat the person — not just the disease. In this same spirit, volunteers help improve the quality of life for patients and their families by helping nurses with their duties and by visiting with patients and their families. Volunteers are placed at inpatient units, outpatient clinics, information desks, in the library and host activities such as Bingo.

### **Laboratory Research**

***This program requires a minimum of ten hours of service a week.*** Each day, researchers at UPCI are taking important steps to increase our understanding of cancer and are testing the newest, most advanced treatments to cure it. Volunteers work closely with researchers to perform a variety of tasks. Depending on the laboratory's needs, these tasks may be basic or more complex. Duties include analyses of gene expression and mutations in cancer, RT-PCR, Northern Blots, and Southern Blots for analyses of gene expression, flow cytometry, ELISA, ELISPOT, and LUMINEX assays and much more.

### **Administrative Support**

***This program requires a minimum of four hours of service a week.*** Our efforts to build a future without cancer extend beyond our laboratories and treatment rooms and include staff members hard at work providing crucial support in various offices. Volunteers play an important role by performing clerical duties such as filing, copying, labeling, and data entry.

### **Healing Power of the Arts**

Healing Power of the Arts offers patients and their families the opportunity to discover the artist inside each of us. Volunteers play music, hold arts and crafts classes, and read poetry, among other things. These activities offer so much more than a much-needed diversion to patients and families; they also provide the means for self-expression and discovery during a challenging time.

### **Special Events**

Volunteer & Community Services is an active partner with organizations such as the American Cancer Society and the Susan G. Komen Breast Cancer Foundation by coordinating their annual fund-raising activities at UPMC and the University of Pittsburgh. Volunteers assist with these efforts and help with a variety of other special events.

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## Becoming a Volunteer

### **Application / References**

Volunteer applicants are required to complete an application and submit two completed reference forms. References cannot be related to the applicant.

### **Interview**

Volunteer applicants are required to participate in an interview with a member of the Volunteer & Community Services staff. During the interview, we will discuss your interest in volunteering at UPMC Cancer Centers/UPCI and discuss your placement in a volunteer position that best matches your skills, qualifications, and schedule with the volunteer opportunities currently available. All volunteers, 18 years of age and older, will be asked to authorize a criminal background check at this time. If applicable, volunteers will be asked to provide their original I-94, visa, passport, and permanent resident card for copying purposes. All

volunteers will be asked to provide their driver's license/state ID (or other comparable photo ID) for copying purposes.

### **Orientation**

Volunteer applicants are required to complete the online orientation process. The orientation will help prospective volunteers become familiar with the Volunteer & Community Services Program, including the program's policies, procedures, and benefits.

### **Tuberculosis (tb) Skin Test**

Tb is an airborne disease and can be transmitted by breathing contaminated air. Symptoms may include persistent cough, chest pain, fever, night sweats, loss of appetite, and unplanned weight loss. Prior to beginning their volunteer assignment, volunteers must have a tb test (given free of charge) to determine if they have been exposed to tb bacteria. Volunteers may provide a copy of a prior *negative* tb test result given within one year.

Volunteers who test positive for tb will receive a chest x-ray (given free of charge). Volunteers may provide a copy of a prior *negative* chest x-ray.

Volunteers who have patient contact must have a tb test annually. A chest x-ray will not be given again unless a volunteer develops symptoms of the disease.

Tb tests are administered free of charge at UPMC Employee Health in Shadyside or Oakland.

### **Training**

Volunteers will receive training appropriate to their volunteer assignment before beginning service, as follows:

Volunteers placed in the **Laboratory Research Program** must attend a two-hour Chemical Hygiene/Formaldehyde Awareness Training session provided by the University of Pittsburgh's Environmental

Health & Safety Office prior to their start date. Laboratory supervisors will provide additional training specific to volunteers' assignments.

Volunteers placed in the **Patient and Family Support** and the **Healing Power of the Arts Programs** must view the online Patient and Family Training prior to their start date. Volunteers will learn important information about the role of volunteers in offering support to patients with cancer. In addition, clinical supervisors will provide additional training specific to volunteers' assignments.

Volunteers placed in the **Administrative Support** and the **Special Events** programs will receive job specific training from their supervisors on the first day of their volunteer service.

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## Volunteer Benefits

To obtain benefits, volunteers must show a current volunteer ID badge. Volunteers who do not have time recorded are not eligible for certain benefits until they submit their unreported hours.

### **Accident and Liability Coverage**

Volunteers are covered by UPMC's accident and liability insurance while performing volunteer duties.

### **Activity Discounts**

Volunteers are entitled to discounts offered to UPMC employees. Discounts include savings on entertainment and local services. Information on discounts is listed in *EXTRA!*, an employee newsletter available in the Volunteer & Community Services suite.

### **Employee & Volunteer Fitness Center**

For \$20 per month, volunteers can join the center which is equipped with treadmills, bikes, elliptical trainers, rowing machines,

and more. Call 412.623.1684 for more information.

### **Flu Shots**

Flu vaccinations are available free of charge for volunteers.

### **Optical Discounts**

A discount on optical merchandise such as eyeglass frames and lenses, is available from the Optical Shop located on the Eleventh Floor of UPMC Presbyterian Hospital (near the cafeteria).

### **Pharmacy Discounts**

A discount is available on over-the-counter medications purchased from the UPMC pharmacies, located on the ground floor of the Hillman Cancer Center's William M. Cooper Pavilion and the second floor of Falk Clinic.

### **Meals**

***To be eligible for a meal ticket, volunteers must donate a minimum of four hours in one day. Volunteers are entitled to one meal ticket for their personal use on the day they volunteer.*** In Shadyside, meal tickets are redeemable at the Hillman Cancer Center Café, the UPMC Shadyside Cafeteria, and the West End Café. In Oakland, meal tickets are redeemable at the UPMC Montefiore and UPMC Presbyterian Cafeterias, and the Falk Cart. Meal tickets are available during regular business hours at the Volunteer & Community Services suite.

### **Parking**

***Parking vouchers are for the personal use of volunteers on the day they volunteer.***

Parking is available at the following locations:

#### ***Shadyside:***

UPMC Shadyside Medical Center Garage  
Centre Avenue  
Monday to Friday, 8 a.m. to 12 a.m.  
Sundays and Holidays, closed

UPMC Shadyside Visitors Garage  
South Aiken Avenue  
24 hours, seven days

#### ***Oakland:***

Any UPMC garage designated for visitors and patients (no parking is permitted in employee or lease lots)

Parking vouchers are available during regular business hours at the Volunteer & Community Services suite.

### **Reference Letter**

Upon request, Volunteer & Community Services can provide a formal letter for educational or professional purposes documenting the number of volunteer hours served. Letters of recommendation should be obtained from the volunteer's supervisor.

### **Shadyside/Oakland Shuttle Service**

Volunteers are eligible to use the UPMC shuttle service to travel to and from their volunteer work sites. A copy of the shuttle schedule is available upon request.

### **Volunteer Recognition**

Volunteer & Community Services recognizes volunteers in various ways throughout the year, including a recognition luncheon and observance of National Volunteer Week.

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## **Volunteer Policies and Procedures**

### **Assignment**

Volunteer & Community Services is committed to providing equal opportunity for all applicants to the volunteer program at UPMC Cancer Centers/UPCI. This includes the acceptance, training, and assignment of volunteers regardless of race, color, religion, national origin, ancestry, sex, age, marital status, familial status, sexual orientation, disability, or veteran status. Acceptance

decisions will be made solely upon the basis of individual qualifications as related to the requirements of the volunteer position to be filled.

At the beginning of their service, volunteers will be given a specific assignment that meets both their interests and the needs of UPMC Cancer Centers/UPCI. It is important that you enjoy the work you do. If for any reason you would like a change of assignment, please contact the Volunteer & Community Service's staff.

Assignment guides are provided for all areas of volunteer service. These guides state the responsibilities of volunteers within their assigned department.

### **Commitment**

Because volunteers make a commitment of support to patients and employees it is important that they be reliable. Please commit yourself to punctuality and regular attendance. Call or e-mail your assignment supervisor if you must be late or absent and clear changes in your schedule with the Volunteer & Community Services staff. If you will NOT be volunteering for several weeks or months, you must notify your supervisor and the volunteer office.

### **Communication**

Communication is the key to a successful and rewarding volunteer experience. Volunteers are encouraged to talk with their supervisor if they require clarification regarding their tasks or if they have questions in general. Complaints and suggestions are welcomed and should be directed toward the Volunteer & Community Services staff. Information that employees and volunteers need in order to perform their duties — as well as updates about UPMC Cancer Centers/UPCI — are distributed regularly via *Extra!* and through email.

### **Contact Information Changes**

It is important that you notify Volunteer & Community Services with changes in your:

- mailing address
- telephone number
- e-mail address
- emergency contact
- volunteer status

### **Signing In and Out**

Volunteers must sign in before beginning a volunteer assignment and sign out after completing it. It is of utmost importance that the sign-in/out procedure be followed. Volunteer & Community Services needs this record to locate you in case of an emergency, to compute your volunteer hours, and to document your presence in the event of an insurance claim. Sign-in time should reflect actual starting time because accident and liability insurance coverage starts when you sign in.

### **Dress Code**

Clothing should be appropriate, clean, neat, and in good condition. Volunteers must always wear their volunteer jacket (if applicable) and ID badges (above the waist). Below is a list of appropriate articles of clothing for volunteers:

- females: dresses, skirts, dress or casual pants, ankle-length pants, blouses, sweaters
- males: sport, golf or dress shirts with shirttails tucked in, dress or sport pants
- shoes should be in good condition; tennis shoes may be worn but must be clean and without holes; opened-toe sandals are not permitted

### **Not Permitted:**

- denim clothing including jeans and shorts (*Exception:* Volunteers placed in the laboratories may be advised by the laboratory employees to wear jeans. This is

allowed as long as volunteers are given permission by the laboratory staff to do so.)

- opened-toe shoes
- sweatpants and sweatshirts
- t-shirts, tank tops, halter tops or other tight-fitting tops
- shorts
- tight-fitting or revealing clothing
- artificial nails

### **Grooming**

- Fingernails should be clean, filed, and not long enough to injure a patient. Artificial nails are not permitted in patient care areas.
- Hair must be neat and clean; beards or mustaches must be neat, trimmed, and clean.
- Make-up should be worn in a reasonable amount.
- Jewelry should be worn in a moderate amount and not pose a safety hazard.
- Facial piercings (other than ears) or oral piercings should not be worn during volunteering.
- Hats should not be worn
- Perfumes, colognes, or after-shaves should not be worn because patients, visitors, and employees may suffer from allergies to these scents.

### **Volunteer Jacket**

Volunteers are required to wear a volunteer jacket during their volunteer service (exception: laboratory research volunteers will be given a lab coat). A \$5 deposit is required for each volunteer jacket (this deposit will be refunded upon completion of service). Volunteers will receive a volunteer

jacket on their first day of volunteering. Those volunteering in patient care settings must launder their volunteer jackets after every use. All other volunteers must launder their volunteer jackets once a week. Upon completion of their volunteer assignment, volunteers should return their volunteer jacket to the Volunteer & Community Services suite.

### **Photo Identification (ID) Badge**

Volunteer & Community Services will issue you an authorization form to receive a photo ID badge once all your necessary paperwork is on file. Photo ID badges are issued by UPMC Human Resources in Shadyside or Oakland. In order for patients, visitors, and employees to recognize you as part of the UPMC Cancer Centers/UPCI family, you must wear a photo ID badge **above your waist** at all times when on duty. You must also wear your badge when obtaining and using meal tickets and parking vouchers or any other volunteer benefits (*see page 7 for a listing of volunteer benefits*). Photo ID badges must be returned to Volunteer & Community Services upon completion of service.

### **Customer Service Guidelines**

The customer is defined as anyone with whom you interact with on the job, including but not limited to: patients, families, visitors, employees, all other volunteers, physicians, vendors, and the general public. All deserve the same level of respectful, courteous treatment as you would wish for yourself and your loved ones. To a person who has never been to UPMC Cancer Centers/UPCI, his or her initial contact with an employee member or volunteer will be their first impression of the facility and may stay with them for a long time. Therefore, it is important to be proactive and greet customers in a friendly, helpful manner.

Our customers are our top priority at UPMC Cancer Centers/UPCI. Take note of how you

and your coworkers greet customers in your work area. Make an extra effort to greet everyone with a smile and positive attitude, initiate conversations, maintain eye contact, focus on the customer, and personally provide assistance. Efforts like these ensure service excellence and turn a customer's first impression into a lasting relationship. It is everyone's responsibility to ensure customer satisfaction. The following are some helpful customer service tips:

- Smile!
- Make eye contact and introduce yourself to patients.
- Help people who look lost.
- Listen to complaints. Do not try to reason, argue, or be defensive.

If the customer gets more than he or she expected, the end result is exceptional customer service.

### **Cultural Diversity**

Volunteer & Community Services in conjunction with UPMC Cancer Centers/UPCI recognizes diversity in the workforce and in the populations we serve. We are committed to fostering an inclusive environment that respects everyone regardless of race, color, religion, national origin, ancestry, sex, age, marital status, familial status, sexual orientation, disability, or veteran status. The following are important points to remember:

- Be open about cultural differences.
- Do not tell ethnic jokes.
- Be aware that cultural background can influence the way people communicate through body language, listen, express opinions, work, and speak.

In this world of global communities, we interact with multitudes of people different from ourselves. Everyone has his or her own unique experiences to offer. By valuing the experiences of others we can better serve our customers.

### **Quality Improvement**

The primary goal of the quality improvement process at UPMC/UPCI is to promote and reinforce a culture of continuous improvement. This is important so that the hospital can improve clinical services and cost outcomes. Volunteers should be aware of the quality improvement efforts made in their department. It is important for every employee and volunteer to recognize his or her individual role in this process of continuous improvement. The success of the overall process of patient care depends on each employee and volunteer doing his or her own assignment as accurately, timely, and cost effectively as possible.

### **Gratuities and Gifts**

Volunteers and employee members of UPMC Cancer Centers/UPCI are prohibited from soliciting or accepting tips or gifts for services rendered. Please discourage the practice of gift-giving by patients and visitors. People who wish to acknowledge special performance with a gift should be referred to the Development Office. The Development Office telephone number is 412-623-4700.

### **Illness**

For the safety and good health of both patients and yourself, please don't report for volunteer duty if you are ill. Contact the department in which you volunteer to give notice that you will not be volunteering. If you become ill while volunteering and require medical attention from the Emergency Department, you will be responsible for the cost of the care you receive. Please notify your supervisor when leaving your assignment. Volunteer &

Community Services will notify your emergency contact if you choose or, if necessary, make arrangements for your transportation home.

### **Injury While on Duty**

To prevent injuries while volunteering, it is your responsibility to know and consider your physical limitations and to decline tasks accordingly.

All UPMC Cancer Centers/UPCI volunteers are covered by UPMC's Volunteer Accident insurance if injured while performing their assigned duties. Any health care expenses related to the injury will be paid by UPMC's Volunteer Insurance Carrier, subject to the policy terms and conditions. If you need follow-up care, you may go to the health-care provider of your choice. Here are a few important steps to remember:

- If injured (minor or major), notify your assigned supervisor immediately; if this is not possible, call the Volunteer & Community Services director.
- If evaluation and/or treatment are necessary, go directly to, or be taken to, the Emergency Department.
- Be sure to identify yourself as a UPMC Cancer Centers/UPCI volunteer to the Emergency Department staff. It is important for the Emergency Department staff to know that this is a UPMC liability and not a workmen's compensation claim.
- If you receive a bill for treatment resulting from an injury while volunteering, take it to the Volunteer & Community Services director.
- A written note from your doctor must be presented authorizing your return to volunteer duty following illness or injury.

### **Drug-Free Workplace**

It is the policy of UPMC Cancer Centers/

UPCI to provide a drug-free work environment for the welfare of all employees and patients in accordance with the Drug-Free Workplace Act of 1988. The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance on UPMC Cancer Centers/UPCI premises, or while conducting UPMC Cancer Centers/UPCI business off premises, are strictly prohibited. Violations of this policy will result in disciplinary action, up to and including termination.

### **Smoking**

In keeping with the mission of UPMC Cancer Centers/UPCI to prevent cancer — and because UPMC Cancer Centers/UPCI are dedicated to the good health of patients, employees, and volunteers — smoking is not permitted on UPMC premises. There are no designated smoking areas on UPMC properties. Failure to comply may result in dismissal from the volunteer program.

### **Workplace Violence**

UPMC defines workplace violence as any verbal or physical act or threat of violence, including intimidation, harassment, or coercion that is made by or against any employee, volunteer, patient, or visitor that may take place on or about a UPMC facility or is the result of employment activities at the facility. UPMC Cancer Centers/UPCI do not tolerate workplace violence. Corrective action for workplace violence cannot be taken unless the proper people have been informed. Any volunteer who feels mistreated in this manner is urged to contact Volunteer & Community Services immediately for assistance.

### **Grievance Procedure**

Any volunteer who considers himself or herself unfairly treated or who has a grievance related to volunteer problems, departmental policies, disciplinary action, or termination may appeal to the Volunteer & Community Services director, who will

investigate the grievance and issue a decision.

### **Disciplinary Action/Termination**

If you do not satisfactorily perform your duties as a volunteer, your supervisor in the area you volunteer will counsel you. In the event performance or behavior doesn't improve within a mutually agreed upon time frame, you will receive further counseling and a written warning from the Volunteer and Community Services director. Failure to meet these written expectations within the defined period of time will result in termination from the volunteer program. Upon termination, volunteers must return their photo ID badge and volunteer jacket (if applicable).

Volunteer & Community Services reserves the right to terminate the services of a volunteer if such action is in the best interest of UPMC Cancer Centers/UPCI or if a volunteer fails to comply with the rules of UPMC Cancer Centers/UPCI. In such an event, volunteers have the right to an opportunity to respond.

Volunteers may be automatically dismissed from the volunteer program for the following reasons:

- endangering the life of any patient, employees, or visitor
- divulging confidential patient, employee, or volunteer information
- stealing or embezzlement
- possession, sale, or use of alcohol or illegal drugs on UPMC premises
- unauthorized possession of firearms or other weapons
- breach of confidentiality

### **Completion of Service**

If you are unable to continue in the volunteer program, please notify your supervisor and Volunteer & Community Services. The following must be done upon the completion of your service:

- Fill out a Completion of Service Form.
- Return your photo ID badge.
- Return your volunteer jacket (if applicable).

### **The Health Insurance Portability and Accountability Act (HIPAA)**

*For additional information, refer to UPMC's HIPAA Information Security Awareness Manual*

Established in 1996, HIPAA is federal legislation that addresses three areas: insurance portability, administrative simplification, and security and privacy. Under the security and privacy provision, health care providers must use safeguards to maintain the privacy and security of **protected health information (PHI)**. Because HIPAA affects every UPMC Cancer Centers/UPCI employee and volunteer, UPMC has developed many system-wide policies to help employees and volunteers comply with HIPAA regulations.

### **Confidentiality**

Patients at UPMC Cancer Centers have the right to privacy concerning their medical care, nature of illness, financial status, and family affairs. Every employee and volunteer must uphold the patient's right to privacy.

Patient information is only for health care workers and volunteers who have a need, reason, and permission for access. Without the patient's permission, patient information can only be shared if it pertains to: **treatment, payment, or operations (TPO)**. Confidentiality should be maintained for all patient information, whether written or verbal.

It is natural for volunteers to talk about their volunteer service, but confidentiality is necessary even if you see a relative, friend or acquaintance in a clinical setting undergoing tests or receiving treatment. It is a breach of confidentiality to share this information with your family and friends or the family and friends of the patient without the patient's permission.

The legal implications of violating patients' rights can bring damage not only to UPMC Cancer Centers/UPCI, but also to the person who breached confidentiality. Failure to protect patient confidentiality can lead to termination from the Volunteer & Community Services program, legal action, termination, fines, and imprisonment.

If you notice that someone you know is listed in the patient directory, it does not give you permission to visit or contact the person. Only when the patient or a family member informs you that the patient is in the hospital may you visit without violating confidentiality. Under HIPAA, patients can choose NOT to be listed in the patient directory.

When accessing the computer, do not share your password with others. Never leave your terminal while confidential patient information is displayed on the computer screen, and always log off from your terminal at the end of your task. Also, never leave any papers with patient information visible for others to see. This includes placing patient information in a wastebasket (all discarded patient information must be shredded).

Due to patient confidentiality policies, Volunteer & Community Services' staff does not have access to the patient census. Therefore, if you are a patient in the hospital and want the Volunteer & Community Services staff to know, please have a family member contact the volunteer office. Also, we are unable to provide home addresses

and home telephone numbers of employees or volunteers.

### **The Joint Commission on Accreditation of Healthcare Organizations (The Joint Commission)**

The Joint Commission evaluates and accredits more than 15,000 health care organizations and programs in the United States. An independent, not-for-profit organization, The Joint Commission is the nation's predominant standards-setting and accrediting body in health care. Since 1951, The Joint Commission has maintained state-of-the-art standards that focus on improving the quality and safety of care provided by health care organizations. The Joint Commission's comprehensive process evaluates an organization's compliance with these standards. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. To earn and maintain The Joint Commission's Gold Seal of Approval™, an organization must undergo an on-site survey by a Joint Commission survey team at least every three years. These on-site surveys are unannounced.

The Joint Commission requires every volunteer to be evaluated on their start date and once a year thereafter. Volunteers will be evaluated on competencies and educational requirements such as fire safety and infection control, on their responsibilities as a volunteer, and on behavioral traits such as interpersonal relations and reliability.

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## **Patient Service Guidelines**

### **Patient Rights**

Patient rights are posted at all UPMC clinical settings. It is important for volunteers to review these rights on a

regular basis. Please ask your supervisor if you have questions about any of the rights.

### **Age-specific Competencies**

The purpose of age-specific competencies is to assure that employees and volunteers are competent to provide care and assist or interact in any manner with populations of varying age groups. Volunteers and employees should be aware and sensitive to differences in patients based on the patient's age group. Physical capabilities, emotional stresses, learning abilities, and life goals will differ between teens, adults and seniors. Some examples include:

- Physical capabilities: If a senior patient appears to have trouble hearing, you may need to raise your voice and look directly at him or her when speaking.
- Emotional stresses: College-aged patients may be worried about their studies where as adult patients may be concerned about their family members, especially young children.

### **Communicating with Patients**

The following are tips on how to communicate with patients:

- Always knock before entering a patient's room.
- Introduce yourself.
- Ask what the patient prefers to be called. For example, Mr. Green or John.
- Do not call patients by nicknames such as: honey, grandma, or dear.
- Look at the patient directly when speaking to him or her.
- Reduce any background noise such as the TV or radio.
- Always leave the room at once if the physician enters the room to see the patient.

- Do not give medical advice or recommend physicians to patients.
- Do not discuss the patient's illness with the patient or visitors.
- Do not gossip with patients or visitors.
- Do not witness any documents for patients.

If a patient or visitor voices a complaint to you, stay calm and don't become defensive. Listen to what the patient has to say and offer to include an employee in the discussion. Even if the patient doesn't want to talk to an employee, always report the incident to your supervisor in the area you volunteer.

### **Patient Safety**

**A serious incident** is defined as an event, occurrence, or situation involving the clinical care of a patient in a medical facility that could have injured the patient but did not cause an unanticipated injury or require the delivery of additional health care services to the patient.

**A serious event** is defined as an event, occurrence, or situation involving the clinical care of a patient in a medical facility that results in death or compromises patient safety and results in an unanticipated injury requiring the delivery of additional health care services to the patient.

Any volunteer who reasonably believes that a serious event or incident has occurred **must** report the serious event or incident to the appropriate Patient Safety Officer. An oral or written report must be made immediately, but **in no event later than 24 hours** after the occurrence or discovery of the serious event or incident. The Patient Safety Officer for Hillman Cancer Center, UPMC Cancer Pavilion, UPMC Shadyside, UPMC Montefiore and UPMC Presbyterian is **Linda Conroy, 412-623-2480**.

### **Patient Safety Precautions**

In the instances listed below, a patient's needs should be met only by a trained professional familiar with their treatment plan. At these times, you can help the patient most by calling a nurse.

- Ask a nurse before you give a patient anything to eat or drink (including water). Many patients follow a strict diet.
- Never give medication, including aspirin, to a patient.
- Never help lift or carry a patient.
- Never help a patient into or out of a wheelchair or into or out of a bed (volunteers **can** push a patient in a wheelchair). Instead, ask a nurse or a nursing assistant to assist the patient.
- Never give a bedpan or urinal to a patient.
- Do not sit on the patient's bed.
- Do not purchase items for a patient without permission from a nurse.

### **Patient Restraints**

Occasionally when caring for patients restraints are used to secure a patient from hurting themselves or others. Volunteers are not allowed to adjust, remove, or handle patient restraints in any way.

### **Restricted Areas**

Certain areas of UPMC Cancer Centers/ UPCI are posted as restricted areas. Only those volunteers whose duties require them to enter these areas may do so.

### **Wheelchair Safety**

Volunteers are not permitted to lift a patient in or out of a wheelchair (volunteers **can** push a patient in a wheelchair). Instead, ask a nurse or nursing assistant to assist the patient.

Always engage both brakes and lift the foot rests out of the way when a patient gets into or out of a wheelchair. Always back a wheelchair into an elevator or over any bumps. Whenever possible, back a wheelchair out of an elevator.

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## **Infection Prevention and Control**

Every volunteer plays an important part in preventing the spread of infection. Using proper infection control practices is essential for your safety as well as patient safety. The spread of infection can be prevented by hand washing, practicing standard precautions, and following isolation instructions.

### **Hand Hygiene**

Hand hygiene is the single most important and effective way of preventing the spread of infection. Volunteers should clean their hands:

- upon arrival to their volunteer assignment
- before and after removing gloves
- after blowing their nose, coughing or sneezing
- after using the restroom
- every time they enter or exit a patient's room

You should wash your hands using warm water and soap. Generate lather by applying friction to all surfaces for at least 15 seconds. Be sure to wash up to and including your wrists. Let the water run while you dry your hands. After drying your hands, use a paper towel to turn off the water faucet and open the door to leave.

When using alcohol-based hand sanitizers, dispense enough sanitizer to moisten the

front and back of your hands and wrists. Rub your hands together until dry.

Another effective way of preventing the spread of infection is the laundering of your volunteer jacket after every time you volunteer (for those in patient care areas).

### **Bloodborne Pathogens**

Bloodborne pathogens are germs found in blood and bodily fluids (hepatitis, HIV, etc.). Bloodborne pathogens spread from person to person via infected bodily fluids and not through casual contact (shaking hands, hugging).

### **Standard Precautions**

Standard precautions require that we treat the blood and bodily fluids of all persons as if they are infectious. All liquids on floors, counters, chairs, etc. should be treated as contaminated fluid. Do not attempt to clean up spills yourself. Notify your supervisor or the Volunteer & Community Services director, who will then call Environmental Services to clean the spill.

### **Personal Protective Equipment**

**(PPE)** such as gloves are provided to protect you from exposure to blood or other bodily fluids for the purpose of preventing the spread of infection. If you get blood and/or bodily fluids on you:

- Immediately wash the part of your body with which the blood or bodily fluid has come in contact.
- Immediately report the incident to your supervisor, who then will contact UPMC Employee Health. If it is after hours, report the incident to your supervisor and proceed to the Emergency Department. Also, notify the Volunteer & Community Services director.

Very few volunteer positions involve contact with blood or bodily fluids. If you

have questions about the need for PPE in your assignment, ask your supervisor.

### **Isolation**

In certain circumstances, precautions above and beyond standard precautions are needed and a patient is put under isolation. There are five types of isolation that may be encountered:

#### **Contact Precaution Sign**

Prevents the transmission of resistant organisms through direct contact.

#### **Droplet Precaution Sign**

Prevents the transmission of highly communicable infections spread by droplets such as bacterial meningitis and influenza.

#### **Droplet/Contact Precaution Sign**

Prevents the transmission of highly communicable infections spread by droplets and through direct contact.

#### **Airborne/Contact Precaution Sign**

Prevents the transmission of highly communicable diseases such as chickenpox and disseminated herpes zoster.

#### **Airborne Precaution Sign**

Prevents the transmission of airborne infections such as tuberculosis.

**Never** enter a room with an **Airborne Precaution or Airborne/Contact Precaution** sign on the door. Always check at the nurse's station if you are unsure regarding a sign posted near the patient's room. If you realize you have entered an isolation room in error, immediately notify your supervisor so action can be taken to protect you and the patient. When entering a room with a **Contact Precaution or Droplet Precaution** sign on the door, follow the directions on the sign. For more information, contact your supervisor or the department of **Infection Prevention & Control**, located in the School of Nursing Building, 2nd Floor. Their telephone number is **412-623-2270**.

## **Waste Management**

Biohazardous waste may be contaminated by disease-producing microorganisms or material and may harm or threaten human health. UPMC's Waste Management Plan was designed to help dispose of all wastes in a way that is safe for volunteers, patients, employees, the community, and the environment.

Biohazardous waste **must** be disposed of in red biohazardous waste containers. Sharp items — used or unused — are to be disposed of in designated sharps containers only. Proper segregation of wastes is vital to regulatory compliance as well as cost containment. Red bag biohazardous waste costs as much as seven times more than regular waste to dispose of. Employees and volunteers must be careful not to put non-infectious materials into red biohazard bags. Proper Personal Protective Equipment (PPE) is to be used every time biohazardous waste is handled.

## **Lab Specimens**

Specimens **must** be placed in a plastic zip bag before transporting. Volunteers should not transport specimens that are improperly sealed. Rubber gloves should **not** be worn to transport specimens.

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# Safety and Security

## **Safety**

It is everyone's responsibility to be alert for any unsafe or potentially unsafe condition or hazard. Unsafe conditions or hazards should be reported to your supervisor, Volunteer & Community Services, or Security.

## **Electrical Safety**

Equipment used within clinical and research facilities is periodically inspected for electrical safety and will have a preventative maintenance tag to indicate that it has met the safety standards. Do not use electrical equipment without such a tag.

All medical equipment brought in by patients and visitors must be inspected by the Clinical Engineering Department prior to use. All electrically operated non-medical equipment brought in by patients and visitors must be inspected by the Maintenance Department prior to use. In case of a power loss, clinical facilities use an emergency generator to provide limited power to certain areas. Emergency power is provided to outlets that are red in color. It is important to plug critical equipment into red outlets.

## **Hazard Communication**

Hazard communication is a program designed to identify hazardous chemicals that employees and volunteers may be exposed during their workday. The goal of hazard communication is to provide methods and training for the safe use of hazardous materials as well as follow-up in the event of an exposure incident.

## **Material Safety Data Sheets (MSDS)**

MSDS are found in every department that uses hazardous chemicals. MSDS contain all vital data relating to hazardous chemicals and products including: product name, manufacturer information, emergency phone numbers, symptoms and dangers relating to acute (short term) and chronic (long term) exposure to the material, spill clean-up procedures, and proper Personal Protective Equipment (PPE) to be used.

Ask your supervisor where MSDS are located in your department.

## **Security**

Security guards are on duty 24 hours a day and are stationed throughout key locations at UPMC clinical facilities. Security guards are available upon request to escort volunteers to parking garages after dark.

**Shadyside Security**     **412-623-2990**

**Oakland Security**     **412-647-3191**

Remember the following guidelines regarding security:

- If you see anyone on UPMC Cancer Centers /UPCI property who looks suspicious, contact security immediately. If possible, give security a description of the person.
- If you witness any incidents of concern related to patients, visitors, employees or volunteers, please notify both Security and Volunteer & Community Services.
- To minimize security risks, please do not bring valuables with you when you volunteer. If you must bring valuables with you, please keep them in your pocket. UPMC Cancer Centers/UPCI are not responsible for stolen or lost items.
- The Lost and Found Department is in the Security Office at each hospital.

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## Emergency Procedures

### Emergency Preparedness

It is important that volunteers at UPMC Cancer Centers/UPCI know how to respond in the unlikely event of an emergency such as a fire. Volunteers should become familiar with the plan for emergencies and the responsibilities of the department to which they are assigned. Drills are held periodically and volunteers are expected to participate if they are on duty.

To report an emergency, call the appropriate number (listed below) and give your name, location, and details of the problem.

### Emergency Telephone Numbers

Hillman Cancer Center, UPCI Research Pavilion  
**9-911 (Medical)**  
**623-3131 (Non-medical)**

- Hillman Cancer Center, William M. Cooper Pavilion (Ambulatory)

- UPMC Cancer Pavilion
- UPMC Shadyside  
**623-3131 (Medical and Non-medical)**
- UPMC Presbyterian
- UPMC Montefiore (Oakland)  
**647-3131 (Medical and Non-medical)**
- Thomas E. Starzl Biomedical Science Tower (Towers 1 and 2)  
**9-911 (Medical)**  
**647-3131 (Non-medical)**
- Biomedical Science Tower South (Tower 3)  
**9-911 (Medical)**  
**624-2121 (Non-medical)**

### Emergency Codes

To alert employees to certain emergencies, without alarming patients and visitors, UPMC maintains a coding system used by paging operators:

**STAT** — Immediate response  
**Condition C** — Critical  
**Condition A** — Cardiac Arrest  
**Condition F** — Fire  
**Condition H** — Help  
**Condition L** — Lost  
**Code Blue** — External Disaster

Be alert when you hear these calls so that you can move away from the situation in order to let authorized personnel respond to the emergency.

### Disaster Plan

A disaster includes any type of major fire or explosion, natural disaster, major accident, or civil unrest that endangers the lives of people. An internal disaster is a disaster that occurs within or on the medical center premises. An external disaster is one that causes injury to persons in the community. The UPMC Cancer Centers/UPCI disaster plan enables employees to respond appropriately in the event of an emergency, whether a natural disaster, major accident, or civil unrest.

In preparation for a disaster, your role as a volunteer is to become familiar with the functions assigned to your department and participate in disaster drills when asked to do so. Should a disaster occur, your role as a volunteer is to stay calm and continue with your volunteer assignment until your supervisor instructs you otherwise. Disaster preparedness books are located in every department.

### **Fire Safety**

It is the responsibility of employees and volunteers of UPMC Cancer Centers/UPCI to prevent fires and to be prepared to act quickly and correctly should a fire occur. Volunteers should learn the departmental fire plans for their assigned areas. The paging operator will announce a code to alert the employees to a fire emergency. Never shout **“fire.”** Instead, remain calm and reassure patients and visitors. For all UPMC facilities, the fire code is **“Condition F.”**

If a fire is discovered or the smell of smoke is present, all building occupants should follow the **R.A.C.E.** principle:

**Rescue** — Rescue anyone in immediate danger

**Alarm** — Sound the fire alarm from the nearest manual pull station. Do not hesitate. In addition, call emergency response (*see page 19 for appropriate telephone numbers*) and give the operator your name, exact location, and details of the fire. Let the operator repeat the information for clarity

**Contain** — Limit smoke by closing all doors and windows. When a fire alarm is activated, fire doors in the main hallways will automatically close. Keep all doors and windows closed until the **“all clear”** code is announced

**Extinguish** — Select and use the proper fire extinguisher if it is safe to do so and you

have been trained in the proper procedures. To operate a fire extinguisher, follow the **P.A.S.S.** principle:

**Pull pin**

**Aim nozzle at base of fire**

**Squeeze the extinguisher handle**

**Sweep nozzle from side to side**

### **Manual Fire Alarm Pull Stations**

To activate a fire alarm, use a manual fire alarm pull station. In the Hillman Cancer Center, these stations are located anywhere an exit sign is located. In UPMC Shadyside and Oakland sites, the manual pull stations are marked throughout the buildings. **All volunteers should familiarize themselves with the locations of manual pull stations near their assigned areas.**

### **Evacuation Procedures**

If evacuation is necessary, an effort should be made to check all areas during the evacuation process. Use common sense.

**Do not** reenter a fire area to search for unaccounted individuals. When leaving your area:

- Remain calm.
- Do not shut off lights.
- Shut off equipment that could be a hazard if left operating (e.g., copy machines, computers).
- Close all doors and windows.
- Stay low when moving through corridors to avoid smoke and fumes.
- Do not run in corridors or stairwells.
- Make efforts to move important records to a safe area.
- Feel closed doors for heat before opening

them. If a door feels hot, do not open it.

- In smoke filled areas, do not enter an area that seems to have more smoke on the other side of the door.

If you are riding an elevator and a fire alarm is announced for that building, get off on the nearest floor (not the alarm location).

Elevator shafts can become filled with super-heated gas and smoke during a fire and become very dangerous for passengers in an elevator car. Do not use elevators to attempt to evacuate a fire area; use the stairwells instead.

#### **Hillman Cancer Center, UPCI Research Pavilion Evacuation Procedures**

Due to the nature of the construction and the hazards present in the UPCI Research Pavilion, it is necessary that the whole building be evacuated every time a fire alarm is initiated.

#### **Hillman Cancer Center, William M. Cooper Pavilion (Ambulatory) Evacuation Procedures**

There are two types of evacuations that may occur: horizontal evacuation and total evacuation. In horizontal evacuation, if the alarm occurs in the northern end of the building (toward Baum Blvd.), everyone needs to be moved to the southern end of the building (toward Centre Ave.). The opposite is done for alarms occurring in the southern end of the building (toward Centre Ave.), everyone needs to move to the northern end of the building (toward Baum Blvd.) In total evacuation, everyone must leave the building. This will occur in the following circumstances:

- An alarm is activated in the parking garage.
- An alarm is activated in the atrium.
- The sprinkler system anywhere in the ambulatory building is activated. Patients who are non-ambulatory may be moved to stairwells that will serve as Areas

of Rescue. There are communication devices in the stairwell that will allow people there to communicate with the building Fire Command area. Patients moved to the Area of Rescue should be left with an attendant. Follow the posted emergency instructions to communicate the location of the patients. Responding City of Pittsburgh Fire

Department personnel will assist in removing patients safely.

#### **UPMC Cancer Pavilion Evacuation Procedures**

When the Fire Alarm System is activated, those in the fire zone should begin to evacuate immediately. The fire zone is defined as:

- the floor in alarm
- the floor above the floor in alarm
- the floor below the floor in alarm

#### **UPMC Shadyside Evacuation Procedures**

If a fire alarm is given, volunteers should listen to the overhead announcement and respond accordingly.

In the event of an evacuation, take the nearest stairwell or marked exit door and proceed to the assembly area at the loading dock driveway, the concourse courtyard, or the emergency circle.

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## Telephone Directory

### **Volunteer & Community Services**

Hillman Cancer Center  
William M. Cooper Pavilion  
Ground Floor, Suite AG40.3  
5115 Centre Avenue  
Pittsburgh, PA 15232  
Fax: 412-623-4646  
[www.upci.upmc.edu](http://www.upci.upmc.edu)  
[www.upmccancercenters.com/volunteer](http://www.upmccancercenters.com/volunteer)

Lisa Huntley

*Director*

Phone: 412-623-4636

Email: [huntleyl@upmc.edu](mailto:huntleyl@upmc.edu)

Denise DiTommaso

*Administrative Assistant*

Phone: 412-623-6076

Email: [ditommasoda@upmc.edu](mailto:ditommasoda@upmc.edu)

Lynda Staylor

*Patient Relations*

Phone: 412-623-3478

Email: [staylorlj2@upmc.edu](mailto:staylorlj2@upmc.edu)

<b>Hillman Cancer Center</b>	
<i>All numbers are in the 412 area code.*</i>	
Behavioral Medicine	623-5888
Café	623-3328
Cancer Information Referral Service (CIRS)	647-2811
Clinical Research	647-8073
Gift Shop	623-4654
Hair Salon	623-3777
Infection Prevention and Control	623-2270
Information Desk	623-4000
LHAS Prevention and Early Detection	623-5900
Library, Gumberg Family	623-4733
Maintenance and Engineering	623-2384
Outpatient Services, 2nd Floor	692-4724
Outpatient Services, 3rd Floor	235-1020
Patient Relations	623-2014
Patient Transport Services	623-1663
Pharmacy	623-5999
Radiology	623-4801
Social Work Services, 2nd Floor	623-3669
Social Work Services, 3rd Floor	235-1025
UPCI Research Pavilion	623-7700
UPMC Employee Health	623-1920

<b>Hillman Cancer Center, Quick Reference</b>	
<b>Bank Machine</b>	Ground Floor, William M. Cooper Pavilion
<b>Café</b>	First Floor, Atrium
<b>Gift Shop</b>	Ground Floor, William M. Cooper Pavilion
<b>Vending Machine</b>	Ground Floor, William M. Cooper Pavilion

\* All numbers in the 623 exchange can be reached from in-house telephones by dialing the last five digits.

<b>UPMC Shadyside</b>	
<i>All numbers are in the 412 area code.*</i>	
<b>Billing Information Services</b>	
Call toll-free 1-800-854-1745	647-8393
<b>Cafeteria</b>	623-2057
<b>Guest Housing (Family House)</b>	647-7777
<b>Hospital Operator</b>	623-2121
<b>Human Resources</b>	623-2414
<b>Infection Prevention and Control</b>	623-2270
<b>Gift Shop</b>	623-2058
<b>Library, Hopwood</b>	623-2415
<b>Mail Room</b>	623-2126
<b>Maintenance and Engineering</b>	623-2384
<b>Oncology Inpatient Unit, 5 Pavilion</b>	623-1466
<b>Oncology Inpatient Unit, 7 Posner</b>	623-2739
<b>Oncology Inpatient Unit, 7 West</b>	623-3970
<b>Parking</b>	623-6257
<b>Pastoral Care Services</b>	623-1691
<b>Patient Information</b>	623-2023
<b>Patient Relations</b>	623-2014
<b>Radiation Oncology</b>	623-6720
<b>Security</b>	623-2990
<b>Social Work Services</b>	623-2992
<b>Patient Transport Services</b>	623-1663
<b>UPMC Employee Health</b>	623-1920
<b>Volunteer and Community Services</b>	623-2017

<b>UPMC Shadyside, Quick Reference</b>	
<b>Bank Machine</b>	1st Floor Pavilion and 1st Floor Medical Building
<b>Cafeteria</b>	1st Floor Posner
<b>Cafe</b>	1st Floor West
<b>Vending Machine</b>	1st Floor Posner
<b>Gift Shop</b>	1st Floor Posner
<b>Chapel</b>	1st Floor Posner

<b>UPMC Presbyterian</b>	
<i>All numbers are in the 412 area code.**</i>	
<b>Billing Information Services</b>	
Call toll-free 1-800-854-1745	647-8393
<b>Cafeteria</b>	647-4328
<b>Gift Shop</b>	647-3181
<b>Guest Housing (Family House)</b>	647-7777
<b>Hospital Operator</b>	647-2345
<b>Mail Room</b>	647-9088
<b>Parking</b>	647-3194
<b>Pastoral Care Services</b>	647-7560
<b>Patient Relations</b>	647-7615
<b>Pharmacy, Falk</b>	648-3123
<b>Presby Flowers and Gifts</b>	647-7872
<b>Security</b>	647-3191
<b>Social Work Services</b>	647-3255
<b>Volunteer and Community Services in the Kaufmann Bldg</b>	648-6105

<b>UPMC Presbyterian, Quick Reference</b>	
<b>Bank Machine</b>	1st Floor
<b>Bridge to UPMC Montefiore</b>	3rd Floor
<b>Cafeteria</b>	11th Floor
<b>Chapel</b>	1st Floor
<b>Coffee Cart</b>	Ground Floor
<b>Gift Shop</b>	Lobby
<b>Snack Shop</b>	Ground Floor
<b>Stamp Machine</b>	Ground Floor

<b>UPMC Montefiore</b>	
<i>All numbers are in the 412 area code.**</i>	
<b>Billing Information Services</b>	
Call toll-free 1-800-854-1745	647-8393
<b>Guest Housing (Family House)</b>	647-7777
<b>Hospital Operator</b>	647-2345
<b>LHAS Gift and Coffee Shop</b>	648-6107
<b>Mail Room</b>	647-9088
<b>Parking</b>	647-3194
<b>Pastoral Care Services</b>	647-9071
<b>Patient Relations</b>	647-7615
<b>Pharmacy, Falk</b>	648-3123
<b>Security</b>	647-3191
<b>Social Work Services</b>	647-3255
<b>Volunteer and Community Services in the Kaufmann Bldg.</b>	648-6105

<b>UPMC Montefiore, Quick Reference</b>	
<b>Bank Machines</b>	7th Floor
<b>Bridge to UPMC Presbyterian</b>	8th Floor
<b>Cafeteria</b>	4th Floor
<b>Coffee Cart</b>	7th Floor
<b>LHAS Gift and Coffee Shop</b>	7th Floor
<b>Meditation Room</b>	7th Floor
<b>Snack Shop</b>	7th Floor

\*\* *All numbers can be reached from in-hospital telephones by dialing the last five digits.*