Surgical Services
Waiting Room Guide

UPMC Pinnacle

UPMC Pinnacle Community Osteopathic
UPMC Pinnacle Harrisburg
UPMC Pinnacle West Shore
For you and your loved one, the day of surgery/procedure can sometimes be busy and stressful. Our goal is to provide you and your family with a relaxed atmosphere while keeping you informed with news about your loved one. With this in mind, we are providing this information explaining our process to update your family and answering commonly asked questions.

**Surgery/Procedure Completion Time**
Please keep in mind that your physician may give you an estimated time for completion of the surgery/procedure; however the most accurate information related to time is available from the RealView computer system as it tracks your loved one through surgery.

**Room Assignments**
If your loved one is expected to stay overnight after his or her surgery, please be aware that anticipated room assignments can change unexpectedly. The tracking board will advise you when the patient has been discharged from the surgical area. Please check with the receptionist to be directed to the correct room/correct floor waiting room.

**Private Consultation Room Available**
At UPMC Pinnacle your privacy is extremely important to us. We offer a separate, quiet consultation room within the surgical waiting area where the surgeon/physician may privately discuss the results of your loved one’s surgery/procedure. Please do not hesitate to ask the surgeon/physician to take you there so you can hear important information and ask questions.

**Serving You**
In order to respect your privacy, we have a queuing system in place to call you by number when our staff is ready to care for you. It may be used to contact family members for updates on your surgery as well.
What it Looks Like (UPMC Pinnacle Community Osteopathic and UPMC Pinnacle Harrisburg Only)

Television Displays

Where Displays are Located
(UPMC Pinnacle Community Osteopathic and UPMC Pinnacle Harrisburg Only)

At each campus, the Surgical Waiting rooms have television monitors that will display the last few tickets called and to which station you should report.

PROVIDING UPDATES TO YOUR FAMILY

Not knowing what your loved one is experiencing is a stressful part of the day. Our computer system, called RealView, helps to keep you updated throughout the surgery/procedure process by providing you with messages sent by our staff. Using a unique code, these messages are posted on the electronic message boards in our waiting rooms and can also be accessed with a password from our surgery kiosks in the hospitals as well as from your smart phone or computer. In addition, your loved ones will be given a PIN number to use when they call for updates.

Message Boards

How It Works

- Each patient is assigned a unique Case ID upon arrival to the waiting room.

- Your Case ID is displayed in the first column under the “Case” heading.

- The column labeled “Time” indicates when the message was sent.

- The last column, “Message”, contains the latest available information about the patient. It may indicate:
  - When the patient goes to the procedure room or recovery area
  - If surgery/procedure is taking longer than anticipated
  - If the surgeon/physician would like to speak to you following the procedure
  - The floor and unit the patient is going to, if staying overnight
What it looks like

UPMC Pinnacle Community Osteopathic
GI (Endoscopy) and Surgical Waiting Rooms

UPMC Pinnacle Harrisburg
Surgical Waiting, CTICU Waiting Rooms, and Alex Grass 7

UPMC Pinnacle West Shore
Surgical Waiting Room

Your Case ID is___________________  Your password is____________________

Kiosks
In addition to our waiting room display boards, UPMC Pinnacle has kiosks where family members can check the status of their loved ones.

Where Kiosks are Located
UPMC Pinnacle Community Osteopathic
● First floor, Surgical Services waiting room
● First floor, across from Java City
● Inside the cafeteria on lower level

UPMC Pinnacle Harrisburg
● First floor in the Java City next to main entrance
● Seven Bridges cafeteria 11th floor

UPMC Pinnacle West Shore
● First floor, in front of Hampden Café
● Second Floor, Surgical Services Waiting Room
How It Works

- Each patient is assigned a unique Case ID and a password upon arrival in the waiting room.
  - Touch the screen to begin
  - Touch the white box by “Case ID” and enter your Case ID number
  - Touch the white box by “Password” and enter your password
  - Touch “Get Status”

- The column labeled “Time” indicates when the message was sent.
- The next column, “Message,” contains the latest available information about the patient.

What It Looks Like

Log-in screen:

![Log-in screen](image)

Messages

<table>
<thead>
<tr>
<th>Time</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:26</td>
<td>Patient is ready to be discharged</td>
</tr>
<tr>
<td>11:47</td>
<td>Patient has arrived in the Phase II Recovery/Discharge Area</td>
</tr>
<tr>
<td>11:12</td>
<td>Patient is resting quietly</td>
</tr>
<tr>
<td>10:59</td>
<td>Patient is in the Post Anesthesia Care Recovery Unit</td>
</tr>
<tr>
<td>10:45</td>
<td>Surgery I procedure is complete and the patient is being prepared to leave the room</td>
</tr>
<tr>
<td>09:49</td>
<td>Surgery or procedure has started</td>
</tr>
<tr>
<td>09:28</td>
<td>Patient has arrived in the Operating or Procedure Room</td>
</tr>
<tr>
<td>08:41</td>
<td>Preparations for surgery are done, please report to the reception desk to see the patient</td>
</tr>
<tr>
<td>07:41</td>
<td>Patient is in the Pre-Operative area</td>
</tr>
<tr>
<td>07:38</td>
<td>Patient in Waiting Room</td>
</tr>
</tbody>
</table>

Questions?  
Please see the attendant at the surgery waiting room reception desk.
Providing Updates to Family Remotely
If you would like family and friends who are not with you at the hospital to be able to check the status of your loved one, you can give them the Case ID number. Using a computer or phone with internet access, go to UPMCpinnacle.com. Click on “Quick Tools” on the bottom left and type your code into the OR Tracker Field or go to UPMCpinnacle.com/ORstatus

Register to receive OR Status Alerts via email or text message
Family and friends can register to receive OR Status Alerts via email and/or text messages. Using one of our Surgery Kiosks, log in using the Case ID and Pass-word written in this booklet.

In the upper right corner, click the green and white “Notify Me” button.

On the “Notify Me Subscriptions” screen, verify the Case ID number you have just entered and click the “+ Add” button in the upper right corner.

Review the disclaimer message, and if you agree to the terms, click the “Accept” button.

Use the on-screen kiosk keyboard to register your email address or your cell phone number. You are required to enter the following for each email address or cell phone registered.

1. Name – enter a name to identify the email address or phone, for example “Dad’s Phone”
2. Message Type – click on “Choose message type...” and click to select the message type
3. Email or Text Message - enter the email address or cell number based on the message type selected
   - Email – Enter the full email address, for example myemail@gmail.com
   - Text – Enter the 10-digit phone number only, for example 7175551212
   - Do not enter any punctuation such as ( ) or -
4. Click the “Save” button in the upper right corner when complete
To register multiple email addresses and/or cell phone numbers, repeat steps 1-4.

To edit an existing email address or phone number, click the corresponding row, update the applicable data field or fields on the form and click the “Save” button when complete.

To delete an email address or phone number, click the corresponding row and select the “Delete” button located in the lower left hand corner of the screen, and click the “Yes” button.

*Texts/Pages will discontinue automatically after patient has been discharged from Surgical Services.

If you have any questions or problems, please call:

UPMC Pinnacle Community Osteopathic: x7284 from a hospital phone or 717-657-7284 from a cell phone

UPMC Pinnacle Harrisburg: x3301 from a hospital phone or 717-782-3301 from a cell phone

UPMC Pinnacle West Shore: x1168 from a hospital phone or 717-988-1168 from a cell phone
Thank you for choosing
UPMC Pinnacle!

It’s been our pleasure to serve you

UPMC Pinnacle

P.O. Box 8700
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717-231-8900
UPMCPinnacle.com