

Medical Services in State College

PENN STATE FACULTY AND STAFF USER GUIDE



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Welcome!

Currently there is a shortage of physicians in central Pennsylvania, which has made it challenging to manage the health needs of our community, including Penn State faculty and staff, retirees and their dependents. In response to these challenges, we are growing the Penn State Hershey medical team in State College.

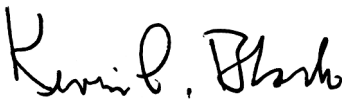
In early 2010, Penn State Hershey Medical Group in State College consisted of one location on Park Avenue. Today, we have expanded to six outpatient sites, including an endoscopy center, as well as laboratory and primary care walk-in services. This extends the expertise and exceptional quality care of Penn State Milton S. Hershey Medical Center closer to home for many patients in Centre County. We continue to recruit highly trained providers to practice at these locations.

We now offer a variety of clinical services for Penn State faculty and staff, retirees and their dependents in State College:

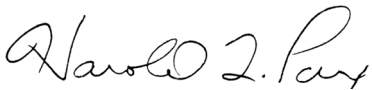
- Family Medicine (Primary Care) and Walk-In Services
- Cardiology and Vascular Surgery
- Colorectal Surgery
- Dermatology
- Endoscopy Center
- Gastroenterology
- Laboratory Services
- Neurology
- Neurosurgery
- Oncology/Hematology
- Orthopaedics, Physical Therapy, Sports Medicine (*Penn State Sports Medicine*)
- Pediatric Sub-Specialties (Allergy, Cardiology, Eating Disorder Clinic, Neurology, Orthopaedics, Rheumatology)

This growth is part of a larger vision to expand our regional medical campus for Penn State College of Medicine at University Park, in collaboration with Mount Nittany Medical Center. We provide a patient- and family-centered care approach, where you and your loved ones are partners in your medical care.

This handbook has been designed to answer many of the questions you may have about our facilities and the services available to you. An online version is available at PennStateHershey.org/statecollege.



Kevin Black, M.D.
Vice Dean
University Park Regional Campus
Penn State College of Medicine



Harold L. Paz, M.D.
Chief Executive Officer,
Penn State Milton S. Hershey Medical Center
Senior Vice President for Health Affairs, Penn State
Dean, Penn State College of Medicine





Creating a Patient-Centered Medical Home

Penn State Hershey Medical Group practices in State College strive to create a patient-centered medical home for all patients. A medical home is not a place, but rather a teamwork approach to health care involving individual patients, their personal physicians, and other providers. It is about patients establishing trust and open communication with their physician and team of caregivers to provide consistent, continuous primary care. A medical home focuses on the patient as a whole, rather than a specific disease. It allows physicians to engage patients and their families in decision-making, making them the center of care planning.

“A patient-centered medical home is the basis for the future of medical practice in the U.S.,” said Michael Flanagan, M.D., medical director, Penn State Hershey Family Medicine in State College. “It ensures a much greater focus on preventive health care rather than intervention after a disease has already occurred. Some highlights of a medical home include the electronic medical record and extended hours that provide care at times most convenient for patients.”

Penn State Hershey Medical Group practices in State College have several components that define a patient-centered medical home:

- **Primary care** in three locations
- **Expanding specialty services** to create a unified care team
- **Accessibility** with walk-in hours and convenient locations
- **Case management** to assist with coordination of care and patient resources
- **My Penn State Hershey Health** and **electronic medical record system** for improved communication and more efficient patient care
- **Collaboration with Mount Nittany Medical Center** as a committed partner in health care delivery

Penn State Hershey family physicians in State College serve as a team to provide Centre County residents coordinated and comprehensive care. With primary care as the first touch point, patients are assured all their specific needs are met with a variety of specialists in their neighborhood, the local availability of Mount Nittany Medical Center, and the tertiary Medical Center in Hershey, as necessary. Providers are able to keep costs down by providing high quality preventive care, allowing for fewer overall doctor visits and fewer hospital admissions.

My Penn State Hershey Health

Penn State Hershey now offers a convenient and secure website to help manage your health. *My Penn State Hershey Health* provides enhanced communication with your care team, with you and your family at the center of all care planning:

- Use secure messaging with your care providers
- Manage appointments
- View test results
- Review medical history
- Manage other accounts
- Secure storage

My Penn State Hershey Health is meant for routine health management. You should not use *My Penn State Hershey Health* to send any messages requiring urgent attention. For medical emergencies, please call 9-1-1 or your physician's office.

Visit us online at PennStateHershey.org/statecollege to learn more about *My Penn State Hershey Health*.

Mission

PENN STATE HERSHEY IS COMMITTED TO ENHANCING THE QUALITY OF LIFE THROUGH IMPROVED HEALTH, THE PROFESSIONAL PREPARATION OF THOSE WHO WILL SERVE THE HEALTH NEEDS OF OTHERS, AND THE DISCOVERY OF KNOWLEDGE THAT BENEFITS ALL.

University Park Regional Campus

Along with the establishment of five Penn State Hershey Medical Group outpatient sites in State College, the University Park Regional Campus helps address central Pennsylvania's need for physicians, focusing on primary care and rural medicine. Within the next few years, a new facility will be built near Mount Nittany Medical Center, filled with classrooms, clinical offices, and research space. The University Park Regional Campus models Penn State Hershey's vision of a patient-centered medical home, creating convenient access to advanced care and research.

The University Park Regional Campus of Penn State College of Medicine is currently developing a wide spectrum of medical education opportunities, which allow for training the next generation of physicians and other health professionals in the State College community:

- Clerkships for third and fourth year Penn State College of Medicine students
- Family Medicine residency program
- Fellowship opportunities
- Dual-degree programs to facilitate interdisciplinary training with other colleges at University Park
- Research collaboration with Penn State Milton S. Hershey Medical Center campus, translating scientific discoveries and breakthroughs for patients in central Pennsylvania and beyond

“The regional campus has a vital role to play in direct patient care and in the expansion of Penn State's health professions education programs, enabling the University to better meet the Commonwealth's need for physicians and other providers, while fostering increased collaborative research between faculty at Penn State Milton S. Hershey Medical Center and University Park,” said Harold Paz, M.D., chief executive officer of Penn State Milton S. Hershey Medical Center, Penn State's senior vice president for health affairs, and dean of Penn State College of Medicine. “As we expand access to health care for Penn Staters, their families, and others in the Centre County region, we are also working to reduce the rising cost of patient care for the University.”

“We have all the components necessary to build one of the nation's best regional campuses at a time when innovative approaches are desperately needed in the delivery of health care in this country,” said E. Eugene Marsh, M.D., associate dean for Academic Affairs of the University Park Regional Campus. “We must continue to recognize and utilize available resources, relying on partnerships with Mount Nittany Medical Center, community providers, other colleges at Penn State, and colleagues in Hershey. By keeping our focus on why we are here—for our patients and students—we have the opportunity to do our part to improve health care for future generations.”

Penn State Hershey Clinic Sites in State College

Penn State Hershey Medical Group—Benner Pike
303 Benner Pike, Suite 1
State College, PA 16801
Specialties: Laboratory Services
Phone: 814-272-5680
Fax: 814-272-5685

Penn State Hershey Medical Group—Colonnade and Endoscopy Center
32 Colonnade Way
State College, PA 16803
Specialties: Cardiology, Colorectal Surgery, Dermatology, Family Medicine, Gastroenterology, Vascular Surgery
Phone: 814-272-4445
Fax: 814-272-4450

Penn State Hershey Medical Group—Park Avenue
1850 E. Park Ave., Suite 312
State College, PA 16803
Specialties: Family Medicine and Primary Care Walk-In Services, Laboratory Services, Neurology
Phone: 814-235-2480
Fax: 814-235-2482

Penn State Hershey Medical Group—Windmere Centre
476 Rolling Ridge Dr., Suite 101
State College, PA 16801
Specialties: Family Medicine, Pediatric Allergy, Pediatric Neurology, Pediatric Rheumatology, Eating Disorder Clinic
Phone: 814-689-4980
Fax: 814-689-4990

Penn State Hershey Bone and Joint Institute—State College (Penn State Sports Medicine)
1850 E. Park Ave., Suite 112
State College, PA 16803
Specialties: Neurosurgery, Orthopaedics, Pediatric Orthopaedics, Physical Therapy, Sports Medicine
Phone: 814-865-3566
Fax: 814-863-7803

**CANCER CARE PARTNERSHIP
(A partnership of Mount Nittany Health and Penn State Hershey Cancer Institute)**
Lance and Ellen Shaner Cancer Pavilion
1800 E. Park Ave., Entrance E
State College, PA 16803
Specialties: Hematology/Oncology
Phone: 814-231-7800
Fax: 814-231-7295

Clinical Services

GETTING ESTABLISHED WITH LOCAL PENN STATE HERSHEY PROVIDERS

The following “Clinical Services” section of this handbook describes the spectrum of Penn State Hershey medical services offered in State College to Penn State faculty and staff, retirees, and their dependents. If you are new to State College and the University, our growing team of family medicine (primary care) providers can help you become established in the Penn State Hershey system, and coordinate any specialty care you or your family may need. Providing convenient access for patients is our mission in State College. Please call one of our primary care locations for more information about finding a Penn State Hershey family medicine provider who is right for you.

FAMILY MEDICINE (PRIMARY CARE)

Penn State Hershey Medical Group provides primary care at three convenient locations in State College. Walk-in service is available every day of the week. Active Penn State employees and non-Medicare eligible retirees are not charged a co-payment for primary care visits. This is a savings of \$10 per visit.

Penn State Hershey Medical Group family medicine locations:

Penn State Hershey Medical Group—Colonnade
32 Colonnade Way
State College, PA 16803
814-272-4445

Penn State Hershey Medical Group—Park Avenue
1850 E. Park Ave., Suite 312
State College, PA 16803
814-235-2480

Penn State Hershey Medical Group—Windmere Centre
476 Rolling Ridge Dr., Suite 101
State College, PA 16801
814-689-4980

Penn State Hershey Medical Group offers acupuncture services at Colonnade.

Visit us online at PennStateHershey.org/statecollege to learn more about our providers.



WALK-IN SERVICES

No appointment necessary!

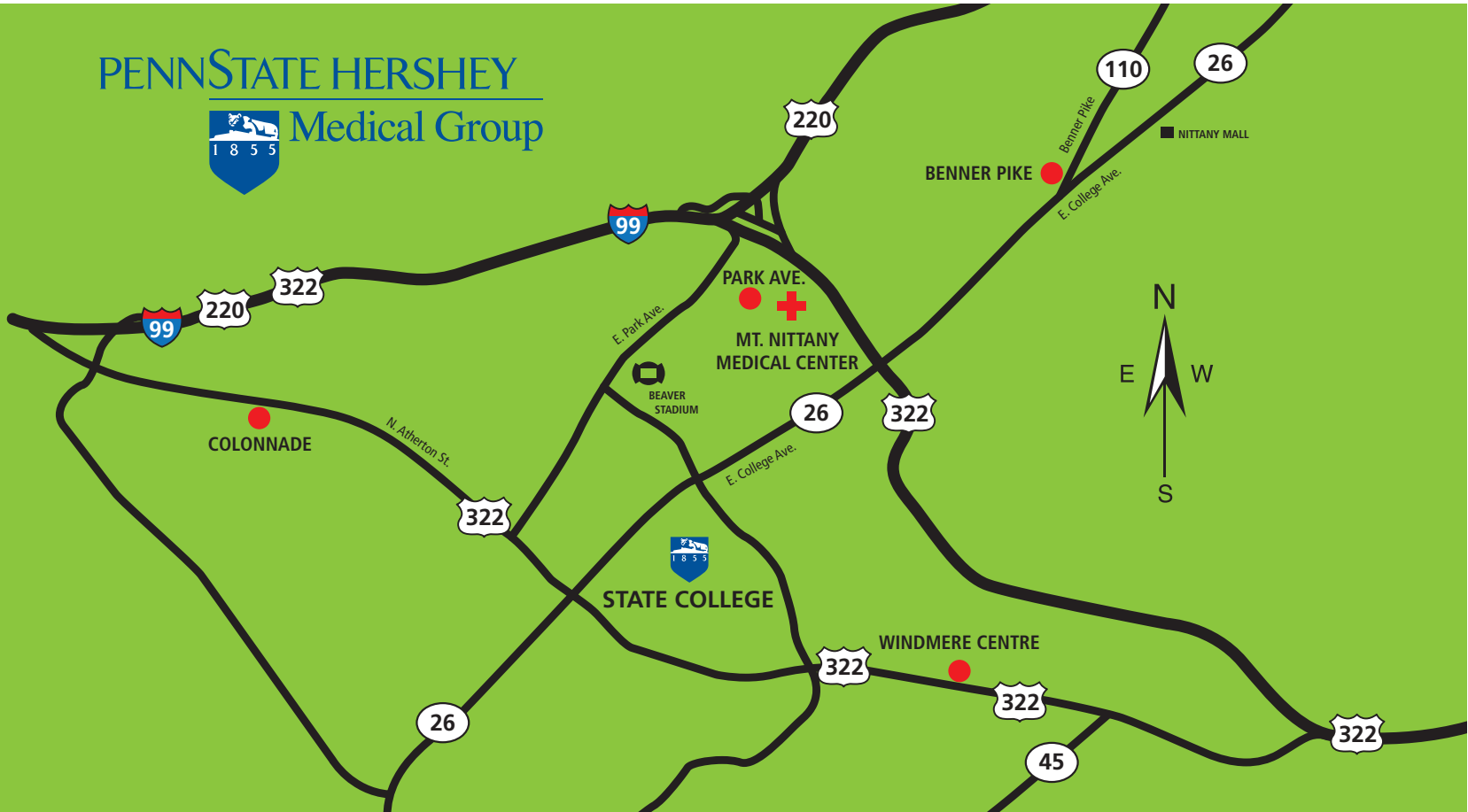
Penn State Hershey Medical Group walk-in service is designed to help Penn State faculty and staff, retirees and their dependents when they cannot get to their primary care physicians. Our medical teams at Park Avenue and Windmere Centre treat minor illnesses, colds, flu, as well as sinus and ear infections.

Our walk-in service does not replace regular visits to your provider. Patients are highly encouraged to enroll with a primary care provider for their health needs. Contact one of our locations for more information about transferring your care to a Penn State Hershey provider.

Walk-in service is available at the following location:

Penn State Hershey Medical Group—Park Avenue
Monday - Friday: 8:00 am - 5:00 pm; 6:00 pm.- 9:00 pm
Saturday: 8:30 am - 4:00 pm
Sunday: 11:00 am - 4:00 pm
814-235-2480

Please note that walk-in hours are subject to change. Visit us online at PennStateHershey.org/statecollege for updated listings.



CARDIOLOGY AND VASCULAR SURGERY

Penn State Hershey Heart and Vascular Institute is a national model for comprehensive cardiovascular care, research, and medical education. World-renowned doctors, skilled physician extenders, and Magnet-recognized nurses work together to provide the region’s most advanced care for both common and complex heart and vascular conditions. The Institute has expanded its team into State College.

Diagnostic services include:

- Abdominal aortic ultrasound
- Ankle brachial index (ABI)
- Carotid ultrasound
- Echocardiogram
- Stress echocardiogram
- Dobutamine stress echocardiogram
- Electrocardiogram (EKG)
- Event recorder
- Exercise stress test
- Holter monitor
- Non-invasive arterial and venous imaging
- Renal artery imaging

Penn State Hershey Heart and Vascular Institute in State College is committed to helping patients achieve a healthy

level of living. A health educator and personal nutrition coach from Penn State University works with patients to develop a personalized plan for success.

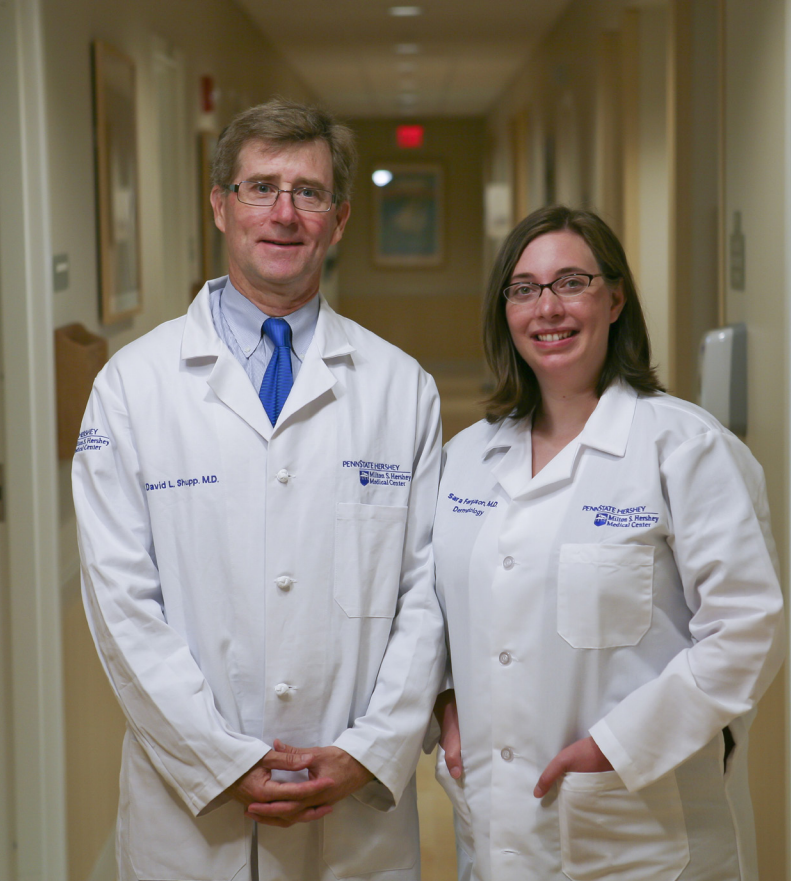
Cardiovascular services are provided at Penn State Hershey Medical Group—Colonnade. To schedule an appointment or for more information, please call 814-272-4445.

COLORECTAL SURGERY

Penn State Hershey Medical Group—Colonnade and Endoscopy Center provides the latest diagnostic and therapeutic services to deliver state-of-the-art colorectal care. We specialize in the evaluation, diagnosis and treatment of diseases of the colon, rectum and anus, including:

- Colon and rectal cancers
- Complex and routine benign anorectal diseases
 - > Hemorrhoids
 - > Fistulas
 - > Fissures
 - > Condylomas
- Diverticular disease
- Inflammatory bowel disease (IBD)
- Pelvic floor disorders

To schedule an appointment or for more information, please call 814-272-4445.



DERMATOLOGY

Penn State Hershey dermatologists provide diagnosis and treatment for a broad range of skin conditions and disease at Penn State Hershey Medical Group—Colonnade:

- Acne
- Aging skin
- Dermatitis
- Eczema
- Psoriasis
- Skin cancers such as melanoma, basal cell and squamous cell carcinoma

Our dermatologists utilize a surgical suite for procedures such as removal of cysts, moles, and skin cancers. With specialized tools such as a dermatoscope, the precision and accuracy of skin diagnosis is greatly improved. The dermatoscope polarizes light in a magnified lense to closely view pigment and vascular patterns in the skin. This is particularly useful in evaluating moles, various types of skin lesions, and cancers of the skin.

To schedule an appointment or for more information, please call 814-272-4445.



ENDOSCOPY CENTER

Penn State Hershey Endoscopy Center in State College provides comprehensive diagnosis, medical management, and endoscopic treatment of diseases affecting the digestive system and liver. This includes the esophagus, stomach, small intestine, colon, gallbladder and attached bile ducts, liver, and pancreas.

The Endoscopy Center is adjacent to Penn State Hershey Medical Group—Colonnade. Common procedures performed include:

- Routine colonoscopy screenings
- Diagnostic colonoscopies
- Colon polyp removal
- Esophagogastroduodenoscopy (EGD)
- Liver biopsies

Screening colonoscopies for colon polyps and cancer are frequently performed, but other conditions, such as ulcers and strictures, as well as inflammation or bleeding, can also be evaluated through a scope. After a short recovery, patients may go home the same day after a procedure.

To schedule an appointment or for more information about the Penn State Hershey Endoscopy Center, please call 814-272-4445.





GASTROENTEROLOGY

Penn State Hershey Medical Group—Colonnade and Endoscopy Center offers comprehensive gastroenterology services. Typical symptoms for referral include:

- Abdominal pain, changes in bowel movements, or weight loss
- Abnormal changes on a diagnostic scan
- Anemia due to low iron
- Blood in the stool or black, tarry stools
- Follow-up of a past diagnosis (polyps or colon cancer)
- Inflammatory bowel disease (ulcerative colitis and Crohn’s disease)
- Screening for colorectal cancer

To schedule an appointment or for more information, please call 814-272-4445.

LABORATORY SERVICES

No appointment necessary!

Penn State Hershey Medical Group in State College offers two full-service laboratories at Benner Pike and Park Avenue. The lab team ensures results are promptly provided to primary care physicians electronically.

Penn State Hershey Medical Group—Benner Pike
Monday through Friday: 7:00 a.m. to 5:00 p.m.
814-272-5680

Penn State Hershey Medical Group—Park Avenue
Monday through Friday: 7:00 a.m. to 4:00 p.m.
814-235-2480

Common services performed include analysis for the following:

- Hematology
- Chemistry
- Urinalysis
- Coagulation

If a patient needs more highly specialized testing, Penn State Hershey laboratories in State College have access to a wide range of referral labs, including Penn State Milton S. Hershey Medical Center and the Mayo Clinic.

NEUROLOGY

Penn State Hershey Medical Group—Park Avenue offers a range of neurology services, including evaluation and treatment of the following:

- Dementia
- Headaches
- Multiple sclerosis
- Neuromuscular disorders
- Seizures
- Strokes

To schedule an appointment or for more information, please call 814-235-2480.

NEUROSURGERY

Penn State Hershey Medical Group in State College offers neurosurgery for conditions that affect functions of the brain, spinal cord, peripheral nerves, and spinal column. Our neurosurgeon uses an interdisciplinary team approach with Penn State Sports Medicine, part of Penn State Hershey Bone and Joint Institute.

Diagnoses commonly treated:

- Brain
 - > Tumors
 - > Hematomas
 - > Hydrocephalus
 - > Trigeminal neuralgia
 - > Chiari malformations

- Spine
 - > Tumors
 - > Traumatic injuries
 - > Disk herniations
 - > Spinal stenosis
 - > Infections
 - > Hydromyelia and syringomyelia

Neurosurgery patients are evaluated at 1850 E. Park Ave., Suite 112. To schedule an appointment or for more information, please call 814-865-3566.

ONCOLOGY/HEMATOLOGY

CANCER CARE PARTNERSHIP, a partnership of Mount Nittany Health and Penn State Hershey Cancer Institute, provides state-of-the-art, personalized care for outpatient hematology, medical oncology and infusion services. Patients benefit from the combined resources and expertise of Mount Nittany Health, the community’s trusted healthcare provider, and Penn State Hershey, the region’s academic health center.

Services are provided at the Lance and Ellen Shaner Cancer Pavilion at Mount Nittany Medical Center, including:

- Benign and malignant hematology
- Chemotherapy, biotherapy, immunotherapy and infusion services
- Coagulation medicine
- Palliative medicine
- Patient navigators and nutritionists, as well as physical therapy and rehabilitation medicine services, through Mount Nittany Medical Center
- Specialized cancer pain management services through Mount Nittany Medical Center

Penn State Hershey Cancer Institute oncologists are committed to participating in clinical trials for patients in State College and the surrounding region. Penn State faculty and staff in need of cancer care may be eligible for such clinical research conducted in collaboration with Penn State Milton S. Hershey Medical Center.

To schedule an appointment or for more information, please call 814-231-7800.



ORTHOPAEDICS, PHYSICAL THERAPY,
SPORTS MEDICINE (PENN STATE SPORTS
MEDICINE)

Penn State Sports Medicine, part of Penn State Hershey Bone and Joint Institute, has been providing orthopaedic, sports medicine, and physical therapy services to Penn State Athletics and the State College community since 1992.

Penn State Hershey orthopaedic sports medicine surgeons have expertise in the arthroscopic management of hip, knee, and shoulder injuries. From ligament reconstructions and management of meniscal tears and cartilage defects in the knee to rotator cuff and labral repairs, the surgeons offer the latest technologies and specialize in restoring function to athletes of any level.

Penn State Hershey primary care sports medicine physicians are regional experts in the management of non-operative sports-related injuries and medical conditions. Along with providing routine medical care to athletes, they offer particular expertise in chronic endurance-related injuries and safely returning participants to sports following concussions.

Services include:

- Arthroscopic surgery
- General orthopaedics
- Orthopaedic surgery
- Pediatric orthopaedics and surgery
- Physical medicine and rehabilitation
- Physical therapy
- Sports medicine

Penn State Sports Medicine is located at 1850 E. Park Ave., Suite 112. To schedule an appointment or for more information, please call 814-865-3566.



PEDIATRIC SUB-SPECIALTIES

Penn State Hershey Children's Hospital provides pediatric sub-specialty outreach in State College. The team of pediatric specialists works closely with primary care physicians for referrals and care coordination.

- **Adolescent Medicine (Eating Disorder Clinic)**
 - > Penn State Hershey Medical Group—Windmere Centre
 - > Tuesday, Thursday, Friday
 - > **717-531-7235**
- **Cardiology (Children's Heart Group)**
 - > 3901 S. Atherton St. in Boalsburg
 - > Second and fourth Friday of month
 - > **717-531-8674**
- **Allergy**
 - > Penn State Hershey Medical Group—Windmere Centre
 - > Second Monday of month
 - > **717-531-1846**
- **Rheumatology**
 - > Penn State Hershey Medical Group—Windmere Centre
 - > First Tuesday of month
 - > **717-531-8882**
- **Neurology**
 - > Penn State Hershey Medical Group—Windmere Centre
 - > Fourth Thursday of month
 - > **717-531-8790**
- **Orthopaedics**
 - > Penn State Sports Medicine (1850 E. Park Ave., Suite 112)
 - > Third Thursday of month and first Friday every other month
 - > **814-865-3566**

University Health
Services (UHS) Pharmacy

University Health Services (UHS) Pharmacy provides low-cost prescription services, over-the-counter medications and medication counseling for Penn State faculty and staff. It is located on the second floor of the Student Health Center (adjacent to the Eisenhower Parking Deck and Bank of America Career Services Building).

UHS Pharmacy fills written, original prescriptions. Refills may be ordered either by phone or electronically. All maintenance prescriptions are filled for a 90-day supply.

For more information, please call 814-865-9321, e-mail uhspharmacy@sa.psu.edu or visit: studentaffairs.psu.edu/health/services/pharmacy.

How to Make an
Appointment

For more information about a service or specialty, or to make an appointment, please reference the “Clinical Services” section of this handbook.

Other Important
Phone Numbers

PENN STATE MILTON S. HERSHEY
MEDICAL CENTER

- CareLine: 800-243-1455
- Hospital Operator: 717-531-8521
- Information Desk: 717-531-8080
- Pharmacy: 717-531-8850
- Financial Services: 717-531-5069
- Medical Records: 717-531-8055

STATE COLLEGE

- Childline (abuse reporting): 800-932-0313
- Children and Youth Services: 814-355-6755
- Mount Nittany Medical Center
 - > Information Desk: 814-231-7000
 - > Scheduling: 814-234-6106
 - > Billing: 814-234-6171
- Poison Control: 800-222-1222

CareLine

The CareLine staff is excited to share the services offered to our patients, families, and the community. A toll-free number, 800-243-1455, is available 24-hours-a-day, 7-days-a-week.

The information and referral specialists:

- Answer general questions regarding the services available at Penn State Milton S. Hershey Medical Center.
- Assist in locating a physician specializing in the treatment of a specific medical problem or who meets an expressed personal preference, as described by the caller.
- Register callers for classes and health screenings available to the community.
- Address questions about a specific physician's credentials or specialty services.



- Provide maps and directions to Penn State Milton S. Hershey Medical Center and Medical Group locations.

Tobacco-Free Campus

For the health and safety of patients and families, smoking is prohibited at Penn State Hershey Medical Group locations. Smoking is a major health risk, and Penn State Hershey offers several smoking cessation opportunities, including counseling and a smoking cessation support group. For more information, please call 800-243-1455.

Safety

FIRE ALARMS

To ensure your safety, Penn State Hershey Medical Group periodically conducts fire drills. These drills help educate our staff with emergency practices.

If you hear a fire alarm, please stay calm, remain in your room, and follow the instructions given by the nursing staff.

Patient Rights

As a patient, you have certain rights and responsibilities. If you have a concern or unmet need, voicing your concern directly to your physician, nurse, or the office manager, in most cases resolves the issue quickly and effectively. If you feel your issue requires more attention or is not resolved to your satisfaction, please contact the Office of Patient Relations at 717-531-6311. A patient representative is available Monday through Friday from 8:30 a.m. to 4:30 p.m. If calling after hours, please leave a message and a representative will return your call as soon as possible.

If you prefer to contact someone not employed by Penn State Hershey to discuss concerns or questions, contact:

The Pennsylvania Department of Health
Acute and Ambulatory Care Services
P.O. Box 90
Harrisburg, PA 17108
800-254-5164

OR

Office of Quality Monitoring
Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800-994-6610
Fax: 630-792-5636
E-mail: complaint@jcaho.org



PATIENTS WITH MEDICARE MAY CONTACT:

Quality Insights of Pennsylvania
Attn: Review Services
2601 Market Place Street, Suite 320
Harrisburg, PA 17110
717-671-5680

Privacy and Patient Confidentiality

We are committed to the protection of your privacy. It is our expectation that members of our health care team only use your medical information to provide treatment, care, and to satisfy billing requirements. We ask that you share medical information with your family and friends as you believe to be appropriate. However, we are permitted, as necessary, to speak with individuals involved in your care.

Our *Privacy Notice* is posted in public locations in our Medical Group facilities and can be found on our website, **PennStateHershey.org/statecollege**. You may also request a *Privacy Notice* from your caregiver or by contacting the Privacy Office at 717-531-2081.

Advance Directives

As a patient, you will receive information concerning your rights to make decisions concerning medical care, your rights to accept or refuse medical or surgical treatment, and your rights to formulate advance directives. Advance directives allow you to state your preferences regarding medical treatment and/or name another person to make medical decisions on your behalf if you are unable to express your wishes at a time medical decisions need to be made.

If you have an existing advance directive, please provide a copy to your care provider for your medical record. If you do not have an advance directive and would like to complete one, please notify your care provider. Penn State Hershey encourages every adult patient to complete an advance directive.

Penn State Hershey Medical Group does not discriminate against a patient based upon whether or not he or she has an advance directive. A patient can withdraw an advance directive at any time.

Penn State Faculty and Staff Health

Health Matters, Penn State's employee wellness program, offers a wide variety of programs to aid Penn State faculty, staff, and family members in the pursuit of better health and health risk reduction. Topics include weight management, nutrition education, flu vaccines, movement classes, tobacco cessation, and stress management. Many of the programs are delivered via webinar so that distance is not an obstacle to attending. This also permits family members to join in, too.

Visit **ohr.psu.edu/health-matters** for a complete listing of wellness programs.

Your Care Team

A GUIDE TO BETTER UNDERSTAND TEAM MEMBER ROLES AND TITLES

As a patient, you have your own care team. This team works together to deliver all aspects of your care. Any one or combination of the following, though not limited to these, could comprise your personal care team.

Each team member wears an identification badge. Please ask to see any badge that is not clearly visible.

CLINICAL LEADERSHIP

Medical Director: physician leader who develops and implements action plans to achieve Penn State Hershey department initiatives and goals; works with office managers to optimize clinical operations, as well as patient and employee satisfaction

Clinical Head Nurse/Office Manager (R.N.): performs nursing duties as described below; provides leadership of Medical Group office operations in accordance with organizational goals; coordinates and oversees office activities, finances and supplies; helps recruit new employees and monitors employee performance

Office Manager: provides leadership of Medical Group office operations in accordance with organizational goals; coordinates and oversees office activities, finances and supplies; helps recruit new employees and monitors employee performance





PROVIDER STAFF

Attending Physician: a medical doctor trained to coordinate your care and lead your care team

Physician Resident/Fellows: a physician completing medical training who works in direct consult with Penn State Hershey Medical Group physicians

Medical Students: Penn State Hershey Medical Group sites in State College are part of the University Park Regional Campus; therefore, medical students, who work under direct consultation with physicians, may be part of your care team

Physician's Assistant (P.A.): a certified, mid-level medical provider who works under the supervision of a licensed physician

Certified Registered Nurse Practitioners (C.R.N.P.): a certified, mid-level medical provider who prescribes and administers drugs, performs physical exams, interprets laboratory studies, and provides treatment

NURSING STAFF

Registered Nurse (R.N.): provides professional care, evaluates care, administers medications, provides patient and family teaching as part of the treatment and healing process, performs physical assessments, and keeps patients informed about tests and procedures

Licensed Practical Nurse (L.P.N.): administers medications, helps coordinate patient care, and records medical information under the direction of Penn State Hershey nurses and physicians

Medical Assistant (M.A.): triages patients, administers medications and immunizations, schedules referral appointments, assists physicians as necessary, and provides patient education

SUPPORT STAFF

Medical Office Associate (MOA): handles patient check-in and check-out, appointment scheduling, reminder calls, prescription renewals, patient referrals, and medical record scanning

Medical Office Associate II (MOAII): oversees daily work of MOA team and ensures efficiencies with the check in-process, scheduling, and payments for patients

Surgery Scheduler: ensures appropriate communication between patients and providers for surgical needs of patients

TECHNICAL STAFF

Cardiology Technician: administers EKGs, holter monitoring, event recorders, stress testing, and arrhythmia monitoring

Echo/Vascular Technician: obtains ultrasound images of the heart, arteries, and veins by use of sound waves instead of radiation

Endoscopy Technician: assists with patient check-in, sets up and cleans all endoscopy equipment and supplies, and provides support to gastroenterologist during endoscopic procedures

Exercise Physiologist: administers stress tests; provides education for smoking cessation and exercise programs

Laboratory Technologist: conducts routine laboratory tests; maintains and regulates equipment and supplies required for laboratory operations

Accessioning Clerk: performs venipuncture; enters orders into laboratory system; prepares specimens for testing, referral, and storage; instructs patients on proper specimen collection

CARE COORDINATION

Social Worker (M.S.W.): assists patients and their families with orientation and understanding of the Medical Group environment, counseling for emotional, financial, and social issues, as well as assistance with insurance questions

Care Coordinator (R.N.): works to maintain continuity of patient care for all patients based on individualized patient- and family-centered plans of care; partner with social workers to arrange clinical- and community-based resources for individual patients

Insurance and Billing

Penn State Hershey Medical Group practices in State College accept most insurance plans, including Penn State's Highmark PPOBlue Plan. Regular full-time Penn State faculty and staff members are eligible to enroll. Part-time/wage payroll employees are eligible for health coverage after two years of service with a minimum of 750 hours each year. Children are eligible for coverage on Penn State insurance until they are over the age of twenty-six.

When a child is no longer eligible, please contact Penn State Employee Benefits at 814-865-1473 or e-mail benefits@psu.edu to inquire about continuing benefits under COBRA.

Visit ohr.psu.edu/benefits for an overview of Penn State's coverage and premiums.

Coping with medical bills is especially difficult at a time when you or a loved one is dealing with a medical problem or a serious illness. The Penn State Hershey customer service team is available to assist you with questions about your insurance coverage or medical bills while you are seeking care or after you have gone home.

As a courtesy to our patients, claims are submitted to all medical insurance plans. Patients are billed for any remaining balances after the insurance company has processed the claim.

If you are in need of assistance with balances remaining after insurance processing, financial counselors can assist in determining whether you qualify for a special program, payment plan, or charity.

PENN STATE HERSHEY CUSTOMER SERVICE TEAM

Financial counselors and customer service representatives can be reached at 717-531-5069 or 800-254-2619 or by e-mail at HMCBilling@hmc.psu.edu.

Hours of operation:

Monday, Tuesday, and Wednesday: 8:00 a.m. to 5:30 p.m.
Thursday and Friday: 8:00 a.m. to 4:30 p.m.

Mailing address:

Penn State Milton S. Hershey Medical Center
Patient Financial Services
P.O. Box 854, Mail Code A410
Hershey, PA 17033

TRANSLATION SERVICES

Language translation is available at each Penn State Hershey Medical Group location in State College. Patients and providers are welcome to call either during or after appointments, to assist patients or family members with any questions about care or insurance. Ask your care team for more information.

Medical Records

Health Information Services (HIS), also known as Medical Records, processes requests for copies of medical records. Upon your request and authorization, records will be mailed directly to your health care provider at no charge within seven to ten business days. There is a charge for records requested for your own personal use.

To obtain copies of your medical records, complete an "Authorization for Release of Hospital Records" form. This form is available online at PennStateHershey.org/web/guest/patientcare/patientvisitorinformation, and should be mailed to:

Penn State Milton S. Hershey Medical Center
Health Information Services
500 University Drive, Mail Code HU24
Hershey, PA 17033
717-531-8055

Patient Surveys

During the first visit to Penn State Hershey Medical Group, patients will receive a welcome folder with information about services and locations in State College. In the folder is a survey to help better understand the nature of the visit, how the appointment was scheduled, and how patients learned about Penn State Hershey services. This is important information to help us best communicate with our patients.

Following the visit, patients may receive a satisfaction survey in the mail from Press Ganey. Each department in the Penn State Hershey System strives to provide an excellent level of care and service, and every completed patient survey helps us measure our effectiveness. Responses are taken very seriously and suggestions are passed on to the staff and management. Patients are encouraged to complete this survey to help us pinpoint areas in need of improvement and to recognize the employees who provide excellent care and service. Surveys should be returned directly to Press Ganey in the return envelope provided.

Notes



PennStateHershey.org/statecollege

