

Privacy & Confidentiality

We are committed to protecting the privacy of our patients and the confidentiality of protected health information (PHI). Our facility directory is a listing of patients who are admitted or receiving certain outpatient services at our facility, such as outpatient surgery or emergency room services. This listing is used by our information desk and telephone operator to respond to requests by visitors, callers and/or clergy for limited information about a patient, for example, their room number. **Please note that if a patient has chosen to be excluded from our facility directory, we will not be able to provide information about his/her presence in our facility. We will not be able to forward phone calls, direct visitors, or deliver flowers and/or cards if the patient has elected to be excluded from the facility directory.**

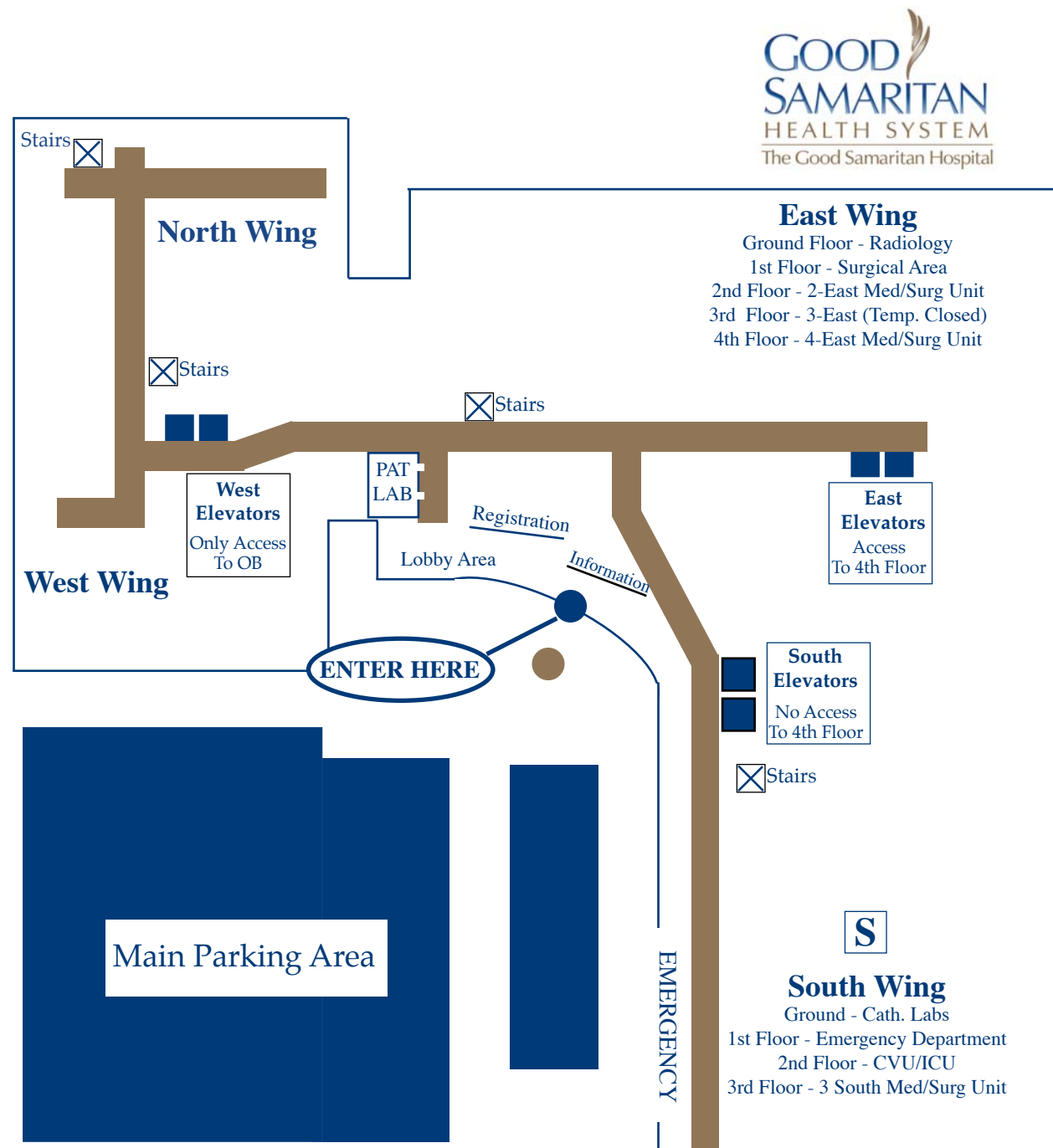
Places to Stay

A listing of local accommodations is available at the Information Desk and on our website at www.gshleb.org.

Visit Our Web Site

As the Good Samaritan Health System continues to expand, our information is constantly being updated. For your convenience, the most current information can be found on our web site under the "Patients & Visitors" section.

www.gshleb.org



Visitor And Information Guide



Fourth & Walnut Streets
PO Box 1281
Lebanon, PA 17042-1281
(717) 270-7500
www.gshleb.org

Visitor Parking

Parking at The Good Samaritan Hospital is available in the main lot adjacent to the front entrance of the hospital or in the parking lot at Fourth & Walnut Streets (entrance on Fourth Street). Complementary valet service is available to patients and visitors, Monday - Friday, 8:00 am to 5:00 pm.

A lot at Fourth and Willow Streets near the Hyman S. Caplan Pavilion is available for Rehabilitation or Transitional Care Unit visitors and outpatients.

Visitor Guidelines

Visitors at the bedside are limited to two at a time. Volunteers are stationed at the Information Desk in the lobby to assist in directing your visitor to the appropriate room. When a volunteer is not at the Information Desk, visitors may use the house phone provided and dial "0" for assistance in finding a patient's room number. We encourage all visitors to follow visitor limitations in consideration of other hospitalized patients.

Visitor Dining

Visitors at The Good Samaritan Hospital may purchase meals, beverages and snacks at the Courtyard Café, located on the first floor of the west wing of the hospital. Vending machines are located off the entrance corridor to the Café. Menus and hours of service are posted at that location.

Visitors at The Hyman S. Caplan Pavilion may purchase meals, beverages and snacks at The Hyman S. Caplan Pavilion Snack Bar, located on the ground floor of the Hyman S. Caplan Pavilion. Menus, hours of operation, as well as location of vending machines, are posted at that location.

Surgical Waiting

This room is located on the first floor main corridor, and is designed for use by families of surgical patients. Families are encouraged to wait in this area until contacted by the physician and/or hospital staff member.

Waiting Areas

Several waiting areas are located throughout the facility. Please ask a staff member to direct you to the nearest location.

Visiting Hours

Medical Surgical Units
Intermediate Care Unit
11:00 a.m. to 8:30 p.m.

Single Room Maternity Care
24-hour visitation for immediate family
Other visitors at the family's discretion

Pediatric Unit
10:30 a.m. to 7:30 p.m.
(Unlimited for parent/guardian)

Cardiovascular Unit/Intensive Care Unit
(CVU/ICU)
10:00 a.m. to 8:30 p.m.

Rehabilitation Unit
3:30 p.m. to 8:30 p.m.
(9:00 a.m. to 8:30 p.m. on
Holidays and Weekends)

Transitional Care Unit
No restrictions

Gift Shop

A gift shop is located on the first floor at The Good Samaritan Hospital. The gift shop is managed by the GSH Auxiliary, and staffed by volunteers. The proceeds from the gift shop support the GSH Auxiliary's health careers scholarship program and other needs of the hospital. The hours are posted at that location.

Newspapers

Newspaper vending machines are located on the first floor of The Good Samaritan Hospital.

Telephones

Pay phones are located throughout the facility. Please ask a staff member to direct you to the nearest location.

Banking Service

An ATM machine is available for cash withdrawals only and is located on the first floor of The Good Samaritan Hospital.

Interpreter Service

Interpreter services are available. Arrangements can be made through the nursing staff.

For the Hearing Impaired

Hearing aid compatible telephones, amplified telephones and closed captioning for television sets are available upon request. A TTY/TTD phone for outgoing calls is available and can be requested through the nursing staff.

Security

The Security Department is available 24 hours a day and provides protection for all patients, visitors, employees, and property. Security staff will provide escorts to vehicles upon request.

Cell Phone/Laptop Usage

Cell phones and devices that use the cell phone network should not be turned on or used in telemetry areas of the hospital or where there is a large amount of medical equipment. Cell phones and laptop computers are permitted in non-patient care areas.

Pastoral Services

A non-denominational chapel is located on the first floor in the west wing of the building, just beyond the Medical Library. At The Hyman S. Caplan Pavilion, the chapel is located on the first floor near the main lobby. Both chapels provide sacred space for private meditation and prayer for patients and their families.

No Smoking Policy

As of January 1, 2008, the use of tobacco products is not allowed in or on any GSHS facilities or properties. The use of any tobacco products (cigarette, cigar, pipe, smokeless tobacco, etc.) by any person (patient, visitor, physician, employee, volunteer, salesperson, contractor, etc.) in or on GSHS facilities and properties is prohibited. GSHS property includes any GSHS facility, GSHS vehicles, GSHS parking lots (even if inside a privately-owned car). GSHS property also includes sidewalks, parking lots and loading docks.