

Frequently Asked Questions

How do I obtain a Living Will – Durable Medical Power of Attorney?

You may obtain a Pennsylvania-approved copy of a Living Will – Durable Medical Power of Attorney form from Case Management by calling 724-543-8457. Social work staff is available to assist patients and families with questions and concerns involving establishing a living will.

Who will help me with arranging care and services when I am ready to be discharged from the hospital?

The social work and case management staff will assist patients and their families with coordination of all hospital aftercare services and programs. To contact a social worker call 724-543-8457 or ask the nursing staff on your hospital unit to contact a social worker for you.

Who should I contact if I feel I am not ready for discharge from the hospital?

Discuss your concerns with your physician first. You may then contact Kim Armahizer, RN, Manager of Case Management, who will explain your appeal rights and provide information regarding appeal contact information.

Who do I contact if I have a complaint about my care or treatment?

You may discuss concerns about your care or treatment with your physician and/or nursing staff. If your concerns are not resolved, you may contact Joyce Wright, Patient Safety Officer, at 724-543-8125.

Will the hospital provide a satisfaction survey regarding my care?

All hospital inpatients and a random selection of hospital outpatients will receive a satisfaction survey. The survey typically arrives approximately one to two weeks following your hospital encounter. This allows you to reflect on your time spent at ACMH, detailing the positive (or any negative) aspects of your stay.

How do I select a nursing home, home care agency, or medical equipment provider?

The Case Management staff will provide you with a comprehensive list of agencies that provide aftercare services. Patients are free to choose any service provider and will be informed of insurance company participation with the provider of their choice.