Patient and Visitor Guide

Contents

4 During Your Stay

Your Room
• Communication Whiteboard 4
• Bed Controls/Call Button 4
• Making a Call from Your Room 4
• Dining 4
• Cell Phones 4
• Quiet Hospitals Help Healing 5
• Mail 5
• Housekeeping Needs 5
• Overhead Announcements 5
• Personal Belongings 5
• WiFi 5

Your Care
• Reaching Your Care Team 6
• Your Care Team 6

Your Discharge
• Discharge Process 9
• Financial Assistance 9
• Help with Cost of Prescription Medicines 9
• Your Medical Records 9

10 Your Safety, Security and Satisfaction

Participate in Your Care 10
Leaving Your Unit 10
Please Call, Don’t Fall 10
Preventing Pressure Ulcers 10
ID Bracelet 11
Hand Hygiene 12
Your Rights and Responsibilities 12
Privacy Policies 12
Advance Directives 12
Patient Experience 13

14 For Your Family and Friends

Visitation Policy 14
• Staying Overnight 14
• Respect for Other Patients 14
• Children 14
Hotel Information 14
How to Contact Patients 14
Flowers and Balloons 14
Be an Advocate for Your Loved One 15
Early Response Teams 15
Hand Hygiene and Infection Prevention 15
WELCOME

Thank you for choosing The Ohio State University Wexner Medical Center for your health care. To help you become more familiar with University Hospital East, we want you to have this Patient and Visitor Guide. It’s yours to keep, so feel free to write in it any names or phone numbers you may want to keep, or questions you may want to ask.

Ohio State’s Wexner Medical Center is nationally recognized for quality care—in fact, *U.S. News & World Report* has ranked us among the best in the country in the magazine’s “America’s Best Hospitals” for more than 20 straight years. Our goal is to provide you with the highest quality of care and service reflective of this ranking while you’re in our hospital. If there is anything we can do to make you more comfortable during your stay, please tell a member of your healthcare team. Should you have any other questions or concerns, please call **Patient Experience** at **614-257-2310** or **7-2310**.

<table>
<thead>
<tr>
<th>16 Amenities</th>
<th>18 After You Leave the Hospital</th>
</tr>
</thead>
<tbody>
<tr>
<td>WiFi</td>
<td>OSUMyChart</td>
</tr>
<tr>
<td>Dining Options</td>
<td>Giving Back</td>
</tr>
<tr>
<td>Retail Services</td>
<td>Staying Connected</td>
</tr>
<tr>
<td>Pharmacy</td>
<td></td>
</tr>
<tr>
<td>Gift Shop</td>
<td></td>
</tr>
<tr>
<td>ATM Services</td>
<td></td>
</tr>
<tr>
<td>Places of Relaxation</td>
<td></td>
</tr>
<tr>
<td>Garden</td>
<td></td>
</tr>
<tr>
<td>Fountain</td>
<td></td>
</tr>
<tr>
<td>The Chapel</td>
<td></td>
</tr>
<tr>
<td>The Library for Health Information</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>20 Maps and Parking</th>
<th>22 Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Floor Map</td>
<td></td>
</tr>
<tr>
<td>Parking</td>
<td></td>
</tr>
<tr>
<td>Patient Valet Parking</td>
<td></td>
</tr>
<tr>
<td>Transportation between Medical Center Sites</td>
<td></td>
</tr>
<tr>
<td>Free Park &amp; Ride and Shuttle Service</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>23 Patient Rights and Responsibilities</th>
<th>25 TV Channel Listing</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>26 Quick Telephone Guide</th>
<th></th>
</tr>
</thead>
</table>

THE OHIO STATE UNIVERSITY
WEXNER MEDICAL CENTER
During Your Stay

YOUR ROOM
We want to make your stay as comfortable as possible. Here is some information that will help while you are here.

Communication Whiteboard
Each patient room has a dry erase board, or whiteboard, that you, your family, and your care team can use to communicate important pieces of information, such as how to reach your nurse and patient care assistant (PCA). You and your family can use the whiteboard to jot down notes, questions, or anything that is important to you.

Bed Controls/Call Button
Your care team will show you how to control your bed and your call button. Your nurse and PCA will write their names and contact numbers on the whiteboard in your room. Please let us know if you need help at any time.

Making a Call from Your Room
Each room has a phone that can be used for hospital, local and long distance calls.
- Hospital calls: the five-digit telephone numbers in this guide are for telephone calls within the hospital.
- Local calls: for free outbound local calls, dial 9 and then the seven-digit phone number you are calling. You do not have to listen for a dial tone. For example, 9-555-1212.
- Long-distance calls: you can make a long distance call in two ways:
  - Through an outside operator: Dial 777 + 0 + area code + telephone number. Tell the operator how the call is to be charged. You may call collect, charge the call to your home phone, charge the call to your telephone calling card or charge the call to any major credit card.
  - With a telephone calling card: Dial 9, then follow the instructions for your telephone calling card.

Dining
Nutrition Services staff are committed to providing high quality care. Throughout your stay, our staff will communicate with you about your concerns and offer food suggestions based on your needs. A Nutrition Services staff member will work with you to select your meals. Many snack and beverage selections are also available on your patient care floor.

Cell Phones
Cell phones, smart phones and other wireless communication devices may be used in many areas of the hospital. Patients and visitors are encouraged to use these devices only for essential communication and to use them at least three feet away from medical equipment. Certain areas of the hospital are more sensitive to interference from wireless device signals. You are asked to use cell phones with caution in these areas.
Hospital employees may request that a patient or visitor discontinue use of a wireless communication device in any location when it interferes in the delivery of patient care. Please be courteous and considerate when using your cell phone.

Quiet Hospitals Help Healing
Studies show that a quiet environment can help patients heal faster. If you are watching TV, please be mindful of the volume. Please also be respectful of nearby rooms by keeping noise to a minimum. Please let a member of your care team know if there is excessive noise.

Mail
Outgoing mail can be taken to a mailbox located near the information desk in the hospital's main lobby. If mail is received after you are discharged, it will be forwarded to your home address or returned to sender. Your room number will be verified and if needed, updated prior to being delivered. The following addresses should be used when receiving mail:

– University Hospital East (Your Room #)
  1492 E. Broad St.
  Columbus, Ohio 43205

Housekeeping Needs
We work to maintain a clean environment to help you heal. Your room will be cleaned each day. If you are not in your room during the cleaning, a card will be left on your table. If you are not satisfied with the level of cleanliness in your room, please contact your nurse or call our Environmental Services Department at 614-257-2817 or 7-2817.

Overhead Announcements
During your stay, you may hear “codes” being called. Your care team will tell you if there is an emergency and provide you with any needed instructions.

Personal Belongings
We recommend that valuable personal belongings be left at home during your stay. If you have valuable items in your room, please send these items home with a family member or friend. If this is not possible, please ask your nurse to contact Security to store these items for you. If you choose to keep these items during your hospital stay, please know you are responsible to watch over them and keep them secure. Also, please don’t leave them on your food trays or in your bed where they could be damaged or lost. Ohio State’s Wexner Medical Center cannot be responsible for the loss of personal belongings.

WiFi
It is easy to remain connected to family and friends during your stay or visit with our free wireless Internet. To access our wireless Internet, follow the steps below:

• Make sure your computer is configured for wireless.
• Select OSUMC Guest Internet.
• Open your web browser and you will see a usage disclaimer.
• If you agree to the usage terms and conditions, click on the “Agree” button.

If you have problems connecting, contact our Patient Experience Department at 614-257-2310 or 7-2310 Monday through Friday, 8 a.m. to 5 p.m.
YOUR CARE

Reaching Your Care Team
Our staff will visit your room regularly, but please call if you need assistance. To contact your nurse (RN) or patient care associate (PCA), please refer to the whiteboard in your room for their names and numbers. You may call them directly or use your call button. Using the call button or phone will help to ensure a response from the most appropriate staff member.

Your Care Team
Many people work together to provide care while you are at the hospital. This information will help explain the roles of care team members and how you can identify each one. Based on your needs, you may see some or all of the people listed below. All staff wear an ID badge, and will introduce themselves and explain how they will be helping you. If you have any questions, please feel free to ask.

Patient Advocate
When possible, have a family member or friend with you to help ask questions and serve as your advocate. An extra set of eyes and ears is helpful for everyone on your team.

Registered Nurse (RN)
Your RN is the lead caregiver on your nursing team and will coordinate your care with all other team members. He or she will ensure all your nursing needs are met, including giving medicines and providing any patient or caregiver education. An RN wears a white or navy uniform and you can look on their ID badge to see if they have the letters RN next to their name.

Patient Care Assistant (PCA)
Your PCA helps you by taking your temperature, blood pressure and other vital signs, as well as drawing your blood. The PCA will also help you with some of your comfort needs such as meals, bathing and bed changes. A PCA wears a green uniform.

Unit Clerical Associate (UCA)
The UCA works at the nursing desk and answers the telephone and call button system. The UCA will get help for you when you call the desk or use the call button. A UCA usually wears business clothes.

Attending Physician
This doctor is a faculty member in Ohio State’s College of Medicine. He or she is responsible for your care and for supervising all members of your medical team. The attending physician or one of his or her faculty colleagues should see you each day you are in the hospital. An attending physician may wear a long white lab coat.

Consulting Physician
This doctor is a faculty member in the College of Medicine and has a different specialty than your attending physician. He or she is asked by your medical team to assist in your care by providing advice and assistance to your primary medical team. A consulting physician may wear a long white lab coat.
Fellows
A fellow is a doctor in the most advanced category of training, in a subspecialty. Fellows are typically responsible for helping to teach and supervise other medical team members. Fellows may wear a long white lab coat.

Residents
A resident is a doctor in an advanced level of a specialty training program. Residents are typically responsible for developing your plan of care and providing routine patient care under the supervision of the attending physician. A resident may wear a long white lab coat.

Interns
An intern is a doctor who is in the first year of a specialty training program. Interns are typically responsible for your day-to-day patient care under the supervision of an attending physician and are often your first contact with the medical team. An intern may wear a long white lab coat.

Medical Students
Medical students are typically involved with taking your history, giving your exam, gathering lab or other test results and rounding daily with you and the medical team. A medical student wears a short white lab coat.

Advanced Practice Nurses
Advanced Practice Nurses are registered nurses with advanced nursing training. Certified Nurse Practitioners (CNP) are independent practitioners with a focus on assessment, diagnoses, disease prevention and management of your condition and partner with doctors and other team members in your care. Clinical Nurse Specialists (CNSs) provide education to you and the nursing staff based on their clinical expertise. APNs may wear long white lab coats with scrubs or business attire.

Pharmacist
Pharmacists are essential to overseeing the preparation and availability of medications, but they also assist in providing patient-centered, cost-effective care. Following your diagnosis, the pharmacists help to select and/or guide the appropriate medication, avoid medication interactions, optimize medication dosing, and tailor the therapy for your personalized needs. All patients have a pharmacist participating as part of your care team, and some round with your care team assisting with medication therapy. Pharmacists are also available to provide medication education to you and your family members. If you have any questions about this collaboration, please ask.

Dietetic Technician/Registered Dietitian
A dietetic technician will visit you in the morning to get your food selections for that day’s lunch and dinner and for breakfast the following morning. If you are on a restrictive diet, you may be visited by a registered dietitian for a nutritional assessment and food selections. You will be able to choose from a variety of foods, based on the diet order from your doctor. If you are not in your room when the dietetic technician visits, you will receive the chef’s daily special based on your current diet orders.
During Your Stay

Housekeeping Staff
Your housekeeper will clean your room daily during your stay. Housekeepers wear dark gray uniforms.

Medical Social Worker and Case Manager
Medical social workers and case managers are licensed professionals who are trained to address the specific needs of patients and their families. They are available to provide counseling and help you with things like home supports, home health care, medical equipment or nursing as well as help with financing, housing and transportation concerns.

Physical Therapist/Occupational Therapist/Speech Language Pathologist
During your stay, you may be evaluated by a physical therapist, occupational therapist or a speech language pathologist. They will assist you in regaining normal function or improving a speech or swallowing disorder. They wear gray uniforms.

Respiratory Therapist
A respiratory therapist may visit with you during your stay. He or she may give you breathing treatments or oxygen. A respiratory therapist wears a royal blue uniform.

Imaging Technologist
An imaging technologist may visit with you during your stay, performing tests such as x-ray, ultrasound or MRI. These tests may take place in your room or in the Radiology Department. Imaging technologists help perform the best diagnostic study for your care.

Patient Transporter
Your patient transporter takes you to different areas of the hospital for tests and procedures. A transporter wears a red shirt with black or khaki pants. Your nurse may also travel with you, depending on your needs.

Pastoral Care
Chaplains are available to listen, talk, reflect, pray, offer sacraments and provide other spiritual support. A sanctuary is located in the Atrium waiting area on the fifth floor of Rhodes Hall. For a schedule of worship services or to request a visit with a chaplain, please call the Department of Chaplaincy at 614-257-3255 or 7-3255 from 7:30 a.m. to 4:30 p.m. During any other time, call the operator at 614-293-8000 or 3-8000 to contact the on-call chaplain.

Patient Experience
The Patient Experience Department is dedicated to making your stay as pleasant and comfortable as possible. Our team is available to assist with any non-medical question or concerns related to your stay. All interactions between patients, or their representative, and our staff are confidential. If you would like to speak with a patient relations coordinator, please call Patient Experience at 614-257-2310 or 7-2310. You may also visit our office in 142 Doan Hall Monday through Friday from 8 a.m. to 5 p.m.
YOUR DISCHARGE

Discharge Process
When your doctor feels you are ready to leave the hospital, he or she will authorize a hospital discharge. Please speak with your nurse about leaving the hospital. Here are few tips to make the discharge process run smoothly:

- Be sure you or your caregiver has spoken with a discharge planner and that you understand what services you may need after leaving the hospital.
- Verify your discharge date and time with your nurse or doctor.
- Have someone available to pick you up.
- Check your room, bathroom and bedside table carefully for any personal items.
- Make sure you or your caregiver has all needed paperwork and information for billing, referrals, prescriptions, medical equipment, schedule for therapy or follow up appointments.
- Make sure you or your caregiver is aware of home care needs such as food, medicine, activity, future testing, therapy and doctor visits.

Help with Cost of Prescription Medicines
The Patient Assistance Program (PAP) provides free or reduced-cost medicines to patients with limited income to purchase prescribed medicines. Eligible patients include those who are:

- Uninsured and not eligible for any public health program.
- Medicare-insured without prescription benefits.
- Waiting for approval for their application for public health assistance.

Patients may be referred by nurses, doctors, social workers, case managers, patient care resource managers or other staff members. PAP staff are available Monday through Friday from 8:30 a.m. to 4:30 p.m. at 614-293-0394 or 3-0394.

Your Medical Records
After leaving the hospital, if you want a copy of your medical records, you will need to fill out an authorization form to release them. Please ask any member of your care team for forms and more information. You can also direct questions to Medical Information Management at 614-257-2544 or 7-2544.

Financial Assistance
If you need assistance with your hospital bill, contact the Financial Counseling Department at 614-293-0860 or 3-0860.
Your Safety, Security and Satisfaction

Participate in Your Care
During your stay our promise to you is simple: every day we will work to provide a safe environment for your care, provide information and answer your questions, and help you achieve your personalized healthcare goals. We want you to be as comfortable as possible during your stay, physically and emotionally. Please participate in your care by:

• Asking questions. We will answer any question you have. Ask us about procedures, treatments and medications that are part of your care.
• Notifying your nurse if you have pain or discomfort. We will help you with pain management.
• Reminding our staff to clean their hands each time they enter the room. Also remind your visitors to clean their hands when they come in the room, after touching objects in the hospital room, before and after eating and after using the restroom.
• Participating in conversations about your care with doctors, nurses and other staff.
• Partnering with us as we teach you how to care for yourself.
• Using your call button before you get out of bed or if you need anything.

Leaving Your Unit
It is best for you to remain on your unit while in the hospital. Due to your care needs, there may be times that you should not leave the unit because of medicines, tests, procedures or consultations about your care. By staying close, your care team can follow your course of treatment without delay or interruption in a safe manner. Please speak to your nurse or a member of your care team before leaving the unit.

Please Call, Don’t Fall
Your safety is important to us. Nurses and PCAs will check on you frequently, help you safely get out of bed and ensure that the equipment and items you need are within reach. Before getting out of bed, please call. Our staff can help you to move safely in your room with your medical equipment.

Preventing Pressure Ulcers
Pressure ulcers happen when the skin and tissue under it are damaged by pressure. These can happen anywhere on the body and are most common on bony/firm areas such as tailbone, hips, elbows, ears, heels and ankles. Your nurse will work with you to help prevent pressure ulcers. If you have any questions or concerns, please talk to your nurse.

• Change your position every two to four hours to keep pressure off any one spot
Check your skin often for redness during the day. If you need help, ask your nurse to help you.

- Keep your skin clean and dry.
- Put moisturizing lotion on your skin often.
- If you are in a chair or wheelchair, use a special cushion to help reduce pressure.

ID Bracelet
You may notice that we often check your ID bracelet, or often ask the same questions of you. We do this to double check your identity and ensure your safety, especially before giving you medicine or starting a procedure.
Hand Hygiene

Clean hands are the single most important tool in preventing infections. Everyone—including visitors, doctors and nurses—should clean their hands:

• When entering the room.
• After touching objects or surfaces in the hospital room.
• Before and after eating.
• After using the restroom.

Your healthcare providers know to practice hand hygiene. Do not be afraid to ask your providers if they have cleaned their hands.

Your Rights and Responsibilities

As a patient, you have many rights and responsibilities. These are on page 23 of this guide and are posted throughout the hospital. If you are unable to ask about your rights, your guardian or other legally responsible person may do so on your behalf.

Privacy Policies

The confidentiality of your medical information is important to us. We want you to know that we are taking many actions to protect your privacy. Under federal privacy regulations (HIPAA), patients have rights regarding their medical information. You have the right to:

• Inspect and receive a copy of your medical information.
• Request an amendment or change of incorrect information about you.
• Request a restriction on how we use or share your information.

• File a complaint about our privacy practices. The Notice of Privacy Practices describes important information about your rights and our obligations to protect and appropriately use and share patient health information. These rights do have special limitations.

If you wish to receive a copy of this notice, please contact Patient Experience at 614-257-2310 or 7-2310 or the Privacy Office at 614-293-4477 or 3-4477.

Advance Directives

Advance directives are the legal documents that allow you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. This may happen if you become unconscious, are terminally ill or confused and cannot make informed choices. You do not need a lawyer in order to complete advance directives. In the State of Ohio, there are three forms of advance directives:

• Durable Power of Attorney for Health Care lets you choose someone as your agent to make all healthcare decisions for you when you are unable to speak for yourself.
• Living Will lets you give written directions about your care when you are terminally ill or in a permanently unconscious state and unable to speak for yourself.
• Do Not Resuscitate (DNR) Order says you do not want to have CPR (cardiopulmonary resuscitation) performed if your heart should stop beating.

If you want more information or the forms needed for advance directives, please call Social Work at 614-257-3257 or 7-3257 Monday through Friday from 8 a.m. to 5 p.m.
Patient Experience

The Patient Experience Department is dedicated to making your stay as pleasant and comfortable as possible. Our team is available to assist with any non-medical question or concerns related to your stay. All interactions between patients, or their representative, and our staff are confidential. If you would like to speak with a patient relations coordinator, please call Patient Experience at 614-257-2310 or 7-2310.
For Your Family and Friends

Visitation Policy
Visiting hours are 5 a.m. to 9 p.m. in most areas of the hospital. Please check with the staff in the patient care unit to confirm the policy for that area. Intensive Care Unit hours do vary. For the comfort of our patients, only two visitors are permitted at any one time. All visitors must be free of illness.

Staying Overnight
Please check with the staff in the patient care unit to confirm the overnight policy for that area. Overnight visitors must wear an identification badge at all times. Overnight visitors must be at least 18 years of age. Please visit an information desk for a badge. From 9 p.m. to 5 a.m., patients are limited to one visitor at the discretion of the care team.

Respect for Other Patients
Studies show that a quiet environment can help patients heal faster. When you are visiting, please observe the visiting policy and maintain respectful noise levels throughout the hospital. Please be respectful of other rooms nearby by keeping noise to a minimum.

Children
Children under the age of 12 are able to visit when accompanied and properly supervised by a non-patient adult at all times. The child is considered one of the two patient visitors. Children may visit patients in the Intensive Care Units by checking with staff first.

Please check with staff first before bringing children in for visits.

Hotel Information
If you need a listing of nearby hotels, please visit an information desk.

How to Contact Patients
You may call Patient Information at 614-257-3160 or 7-3160 and asked to be connected to your loved one.

FLOWERS AND BALLOONS
Flowers are delivered to patient rooms directly by the florist. No live flowers are allowed in Intensive Care Units. Due to latex allergy concerns, only mylar balloons are permitted.
Be an Advocate for Your Loved One

You can speak up for your loved one in the hospital by being his or her patient advocate—the person who will help them work with doctors, nurses and hospital staff. To help your loved one make the best decisions about their care and treatment:

- Learn about the condition your loved one is being treated for.
- Know your patient’s rights and responsibilities.
- Find out if your loved one has an advance directive, such as a Living Will, Power of Attorney or Do Not Resuscitate Order, and what it specifies.
- If your loved one is too ill or reluctant to ask questions, make note of his or her concerns and any you may have. Do not be afraid to speak up and share these concerns with the care team.
- Your loved one may be prescribed medicines while in the hospital and may be seen by several doctors—help keep track by taking notes. There is a notes section in the back of this booklet for your convenience.
- Ask to speak with a case manager about options after discharge.

Early Response Teams

If you notice a sudden change in your loved one’s condition or behavior, ask the nurse to check on him or her right away. If you do not feel the nurse or doctor is responding to your concerns, call the Early Response Team (ERT). ERT members are specially trained to check on patients and support the nurse who is providing care. They are available 24 hours a day, seven days a week. To call:

- From a hospital phone, dial 6-3133.
- From a cell phone, dial 614-366-3133.

The operator will ask for the patient’s name and room number, and the ERT will be called right away.

Hand Hygiene and Infection Prevention

The single most important thing you can do to help prevent infections is to clean your hands and make sure that everyone who touches the patient—including doctors and nurses—cleans their hands, too. Everyone should clean their hands:

- When entering the room.
- After touching objects or surfaces in the hospital room.
- Before and after eating.
- After using the restroom.

It is also important that healthcare providers clean their hands with either soap and water or an alcohol-based hand cleaner every time, both before and after they touch the patient. Healthcare providers know to practice hand hygiene, but sometimes we forget. Please remind us!
Amenities

**WiFi**
It is easy to remain connected with our free wireless Internet. To access it, follow the steps below:
- Make sure your computer is configured for wireless.
- Select OSUMC Guest Internet.
- Open your web browser and you will see a usage disclaimer.
- If you agree to the usage terms and conditions, click on the “Agree” button.

If you have problems connecting, contact our **Patient Experience** Department at **614-257-2310** or **7-2310** Monday through Friday, 8 a.m. to 5 p.m.

**Dining Options**
**Seasons Garden Café** – Located on the ground floor of the Tower building, Seasons Garden Café, also known as the hospital cafeteria, offers complete meals as well as a la carte items.
- Weekdays 6:45 a.m. to 6:30 p.m.
- Weekends and holidays 7 a.m. to 6 p.m.

**Vending Machines** – Located throughout the hospital, vending machines are available 24 hours a day, seven days a week, offering snacks, beverages and entrees in larger areas. Change machines are also provided.

**Food Trucks and Carts** – Located around the campus, these vendors offer a variety of food options and rotate locations throughout the week. For other restaurants that are within a short driving distance, please visit the information desk.

**Retail Services**
We offer a variety of retail services within our hospital for patients and visitors.

**Pharmacy** – Patients (after discharge) and their families are welcome to use the Walgreen’s Pharmacy for their prescription and over-the-counter medications or medical and surgical supplies. The pharmacy is located across from the cafeteria on the ground floor of the Tower building and can be reached by phone at **614-257-2280** or **7-2280**. Hours of operation:
- Weekdays 9 a.m. to 9 p.m.
- Weekends and holidays 9 a.m. to 6 p.m.

**Gift Shop** – The Scarlet Ribbon Gift Shop, located in the main lobby at the end of the glass walkway, offers a variety of items including personal items, cards, flowers, magazines, snacks and soft drinks. You can also call the **Gift Shop** at **614-257-2032** or **7-2032** to order a magazine, newspaper, snack or clothing and a gift shop representative will deliver it to your room. The gift shop accepts credit cards and cash. Hours of operation:
- Weekdays 9 a.m. to 5 p.m.
- Closed weekends and holidays
ATM Services

A Huntington ATM can be found near the Scarlet Ribbon Gift Shop, which is located in the main lobby at the end of the glass walkway.

A Fifth Third Bank ATM is located near Seasons Garden Café on the ground floor of the Tower building.

Places of Relaxation

Ohio State’s University Hospital East has many places for visitors to retreat to for a break.

- Garden – Located off of Seasons Garden Café on the ground floor of the Tower building, the Garden offers seating and a quiet place to eat, read or get fresh air.
- Fountain – Located just out front of the hospital near the valet stand, the Fountain is another great outdoor area for relaxation.
- The Chapel – A private area that is open 24-hours a day for prayer, contemplation and reflection. Located on the third floor of the north wing of the hospital.
- The Library for Health Information – A place where you can find trustworthy, valid health information. Located on the second floor of the Tower building. Please ask your care provider for directions.
After You Leave the Hospital

Access your medical information with OSUMyChart

Have you heard about OSUMyChart? It’s our secure patient connection that helps you manage your health care online. With OSUMyChart, you can send a secure message to your healthcare team, request appointments and prescription refills, view parts of your medical record, view lab/test results, and even access this information from your smartphone or tablet. Ask us about it today or during your next office visit with your Ohio State physician.

Giving Back

There are many ways to support Ohio State’s Wexner Medical Center. Your help is greatly appreciated.

Make a Gift

• Give online. Designate a donation to our high priorities or search for additional areas that you can support at Ohio State’s Wexner Medical Center by visiting giveto.osu.edu.

• Mail your gift. You can mail your gift to: Office of Medical Center Development, P.O. Box 183112, 660 Ackerman Road, Columbus, Ohio 43218-3112.

• Learn more. Speak with a development representative by calling 614-293-3752 or 3-3752 to learn about how you can make a gift.

Get Involved

• Become a Community Partner. Our Community Partners Program consists of corporations, individuals and community groups who raise funds in support of our mission. From corporate initiatives to local events, more than 400 Community Partners bring in significant dollars to further research, education and patient care at Ohio State. To learn more, please contact us at 614-293-9341 or 3-9341 or communitypartners@osumc.edu or visit medicalcenter.osu.edu and search Community Partners.

• Become a Volunteer. Volunteers are an important part of our team, helping fulfill our mission to improve people’s lives through innovation in research, education and patient care. To learn more, contact us at 614-257-3155 or 7-3155 or visit medicalcenter.osu.edu and search Volunteering.

• Become a Patient and Family Experience Advisor. We care about the experiences of our patients and families. One way you can give feedback is by volunteering to serve on an advisory council. Volunteers who serve as advisors work with staff on committees, policy reviews, speaking engagements and other projects. If you are interested in learning more about the Patient and Family Experience Advisory Program, please call 614-293-4663 or 3-4663 or email patientadvisors@osumc.edu.
Staying Connected
Keep in touch with Ohio State’s Wexner Medical Center after you leave the hospital by learning more or joining the conversation in social media.

You can also send us a message with OSUMyChart at https://osumychart.osumc.edu.

Visit our Website
medicalcenter.osu.edu

Like us on Facebook
Facebook.com/OSUWexnerMedicalCenter

Follow us on Twitter
Twitter.com/OSUWexMed

Follow us on You Tube
YouTube.com/osumedicalcenter
Smoking and the use of tobacco products are not permitted inside or outside of any OSU Wexner Medical Center building.
Parking

Parking is free for patients and visitors in the marked surface spaces surrounding University Hospital East. Surface parking also includes designated handicapped parking spaces.

Patient Valet Parking

To use the service, simply drive to the front of University Hospital East. A valet attendant will assist you. Patients and their visitors will be charged $3 per valet park or for each day. Hours for this service are Monday through Friday from 7 a.m. to 5 p.m.

Valet attendants will park vehicles until 4 p.m. and retrieve them until 5 p.m. After hours vehicle pick-up is available at the hospital entrance until midnight. Valet service is not available after midnight on weekdays or on weekends and holidays. For assistance during these times, please call Hospital Security at 293-8500 or 3-8500.

Free Park & Ride and Shuttle Service

Free Park and Ride shuttles provide transportation to and from Medical Center parking garages and buildings. To request this service, please call 614-293-8669 Monday through Friday from 9 a.m. – 5 p.m. A telephone is located in the main hospital lobby. For a listing of hotels with shuttle service to Ohio State’s Wexner Medical Center, please see our Places to Stay fact sheet.

If you require transportation assistance after 5 p.m., visit the Information Desk for cab or other transportation information. Please note that you will be responsible for the cost of this service.

Transportation Between Medical Center Sites

Patients who need transportation between University Hospital East, CarePoint East and the main Medical Center campus for treatments or tests will be offered vouchers for taxicabs. Please talk with your clinician or visit our information desks to obtain a transportation voucher. Pick-up and drop-off locations are University Hospital East’s main entrance and CarePoint East’s main entrance. Arrangements can also be made to accommodate patients needing ADA accessible vehicles. A caregiver is welcome to accompany the patient during the cab ride. This service will provide transportation between Ohio State facilities only.
Patient Rights and Responsibilities

As a patient, you have many rights and responsibilities. If you have any questions about these rights and responsibilities, please call Patient Experience at 614-257-2310. If you are unable to ask about your rights, your guardian or other legally responsible person may do so on your behalf.

**RIGHTS**

*As a patient, you have the right to:*

**Receive medical care.** You have the right to receive medical care no matter what your race, sex, beliefs, country of birth, religion, sexual orientation, gender identity or expression, disability or source of payment.

**Be treated with dignity and respect.** You have the right to be free of any abuse, neglect, shame, and/or feeling like you are being taken advantage of or revenge from those providing care to you.

**Have your values and beliefs respected.** Please let us know if you have cultural or religious practices that need to be part of your care. You have the right to get help for special needs. This could include special meals because of religious or cultural practices.

**Have accessibility services.** This may include reasonable access to an interpreter to communicate with your healthcare team in the language you prefer, reasonable access to translated materials, large print, TTY phones, amplifier and other devices that can aide in improving communication.

**Use clothing and other personal items.** You may bring in your own clothing and other personal items as long as they are safe and not offensive to others. You will have use of a telephone and may receive mail. Phone contact, mail and visitors may be limited at times because of your medical condition. If you have any questions about these, please talk to the nurse, social worker or your doctor.

**Have visitors of your choice.** You can ask staff to help limit your visitors to certain people or times. Hospital policy says visitors may be limited if required for your health or safety, or the safety of other patients or staff. Please ask for a copy of the policy if you want to more information.

**Receive age-appropriate care and education.** Children who are patients have the right to care and education that meets their age and developmental needs.

**Expect personal privacy.** You can expect privacy in care discussions, exams and treatments.

**Keep your medical records private.** You have the right to have your medical records and plans for your care kept private. Your medical record will not be given to anyone without your consent, except when required by law or by your insurance plan.

**Keep your identity private.** You can expect that any images or recordings with information that could identify you will be kept private.

**Know who is caring for you.** You have the right to know who is caring for you and what their position is at the hospital. Ask members of your health care team to tell you their name, and what care they will give to you. All hospital staff should be wearing ID badges.

**Receive clear communication.** You have the right to receive information about your care given to you in a way that you can understand. If you are not sure what you have been told or have been given in writing, ask a member of your health care team to go over the information again with you. We need your approval to share any information about your health, your care or your treatment with family and friends.

**A safe and clean environment.** You have the right to a safe, clean and secure environment while you are in the hospital.

**Report concerns regarding care and safety.** You have the right to report concerns or complaints about your care and safety and receive help to resolve your concerns.

**Request hospital policies.** You have the right to know the rules and policies of the hospital that involve your care during your hospital stay. These include the policies for visitors, safety and no tobacco use.

**Participate in decisions about your care.** You have the right to make decisions about your care, treatment and services, including refusing treatment.

**Give or refuse consent for treatment.** You have the right to know the risks, benefits and other options for treatment before you give consent for treatment, except in an emergency situation.

**Have your pain evaluated and managed.** Your healthcare team will ask you about your pain and will help you with pain management.

**Get a second opinion.** If you are not sure about your care or treatment plan, you may ask for the advice of another doctor or care team member.

**Complete advance directives.** You have the right to complete advance directives that can include a living will, do not resuscitate (DNR) order and durable power of attorney for health care. The durable power of attorney for health care allows you to identify another person to make decisions about your care if you are not able to for any reason. You can ask for help to complete an advance directive.
Receive written discharge instructions. You have the right to receive written discharge instructions from your doctor about your follow-up care before leaving the hospital.

Request a meeting with the Hospital Ethics Committee. You or your family can ask for this help to discuss issues about your care.

See your medical record. Your doctor can review your record with you in the hospital, if you ask. After you leave the hospital, you can call the office of Medical Information Management to get your records. You can also ask for changes or corrections to your record based on laws and rules.

Receive information about the cost for your treatment and payment options. If you have questions about your hospital bill, please ask to talk to a financial assistance counselor.

Choose whether or not you want to be part of clinical trials or educational programs. Research to improve health is part of the mission of Ohio State’s Wexner Medical Center. We may use patient information in research but we will not identify patients unless we have their permission.

Receive information about transfers. You have the right to receive information about a transfer to another doctor, unit or facility before it happens.

Special Situations. If you are a patient in for rehabilitation in Dodd Hall and you are no longer able to progress toward your goals, the doctor and the rehab team will talk with you about a different treatment plan in another setting for you. Psychiatric and correctional facility patient rights are specific to your situation and those rights will be available to you.

RESPONSIBILITIES
As a patient, you are expected to:

- Give your doctor and others treating you full information about your health and any changes you have to your condition.
- Ask questions when you do not understand your treatment or what you need to do for your care.
- Tell your nurse before you leave your room or the floor.
- Be considerate of the rights and property of other patients and personnel.
- Follow the rules of Ohio State’s Wexner Medical Center. For example:
  - No smoking or use of tobacco products is allowed inside or outside the hospital buildings by patients, visitors or staff.
  - No recording or taking pictures of care being provided to you or other patients can be taken by you or your visitors.
- Follow the treatment plan. Tell your doctor or nurse of any concerns you have about your care so adjustments can be made. If you choose not to follow your doctor’s instructions, you are responsible for the outcome.
- Pay your medical bills in a timely manner. If you have questions or concerns, you may talk with a financial assistance counselor.

COMPLAINTS OR CONCERNS
We would like to help you get any complaint or concern resolved quickly and to your satisfaction. First, share this with your nurse, social worker, doctor, or unit manager. If you are not able to solve your concerns this way or if you would like some help, you may call Patient Experience at 614-257-2310. A representative will talk with you about your concerns or complaints. They will also serve as an advocate to help with communication between you and the people involved. Although most concerns can be resolved through this process, if you feel you need more help, you may contact:

- The Ohio Department of Health (ODH) / 800-342-0553 / TDD: 614-752-6490
- The Joint Commission / 800-994-6610
- U.S. Department of Health and Human Office for Civil Rights (Region V-Ohio) / 312-886-2359 / TDD: 800-537-7697
- Ohio Department of Mental Health / 614-466-2596 / TDD: 614-752-9696
- Ohio Legal Rights Service / 614-466-7264 / TDD: 614-728-2553
- KePRO Inc. (Medicare patients with concerns regarding discharge) / 216-447-9604
- The Facility Complaint Hotline / 800-669-3534
TV Channel Listing

2  OSUWMC Channel
5  NBC - WCMH Columbus Ch. 4
7  ABC - WSYX Columbus Ch. 6
8  FOX - WTTE Columbus Ch. 28
9  PBS - WOSU Columbus Ch. 34
11 CBS - WBNS Columbus Ch. 10
12 CW - WWHO Chillicothe Ch. 54
13 ABC Family
16 TBS Atlanta Superstation
17 TNT - Turner Network Television
18 Headline News
19 CNN
20 Fox News
21 The Weather Channel
22 TLC
23 Discovery Channel
24 Nickelodeon
25 USA Network
26 TruTV
27 AMC - American Movie Classics
28 Lifetime
29 E! Entertainment TV
30 Comedy Central
31 MTV - Music Television
32 VH1
33 Country Music Television
34 NBC Sports
35 ESPN2
36 ESPN
37 Music
38 Music
39 Music
40 Music
Quick Telephone Guide

When calling from a hospital phone, only dial the last five digits of the phone number.

Admitting ........................................................................................................................................... 614-257-3060
Billing ............................................................................................................................................... 614-293-2100
Cafeteria (Seasons Garden Café) ............................................................................................... 614-257-2233
Environmental Services ............................................................................................................. 614-257-2817
Financial Assistance .................................................................................................................... 614-293-0860
Gift Shop (Scarlet Ribbon) ........................................................................................................ 614-257-2032
Hospital Operator ....................................................................................................................... 614-293-8000
Library for Health Information ............................................................................................... 614-257-3248
Lost and Found (Security) ........................................................................................................ 614-293-8500
Medical Records ......................................................................................................................... 614-257-2544
Nutrition Services ....................................................................................................................... 614-257-2165
Pastoral Care ............................................................................................................................. 614-257-3255
Patient Experience .................................................................................................................... 614-257-2310
Patient Information .................................................................................................................... 614-257-3160
Safety and Security ..................................................................................................................... 614-293-8500
Social Work ........................................................................................................................................ 614-257-3257
Tobacco-Free Campus

The Ohio State University Wexner Medical Center is committed to improving people’s lives through personalized health care. That’s why all Medical Center locations—inside and outside—are tobacco-free. This includes all tobacco products, including cigarettes, cigars, chewing tobacco and pipe smoking.