Patient and Visitor Guide

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WELCOME

Thank you for choosing The Ohio State University Wexner Medical Center for your health care. To help you become more familiar with our hospital, 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 recognized 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 acknowledgment 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 614-293-8944 or 3-8944.

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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 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 and nourishment through meals prepared to your individual taste by a professionally trained chef. A Nutrition Services staff member will work with you to select your meals, tailor-made to your taste and timing preferences. Many snack and beverage selections are also available on your patient care floor; these are available at any time of day or night. If you have any concerns related to food, please let us know right away and the most appropriate person will visit with you to discuss those concerns and determine solutions.

Cell Phones

Cell phones, smart phones and other wireless communication devices may be used in many areas of the Medical Center. 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, we can provide you with headphones. Please also be respectful of roommates and 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 on the first floor of the north Doan hallway and in the lobby of Dodd Hall. 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 Rhodes Hall (Your Room #) or University Hospital Doan Hall (Your Room #)
  410 W. 10th Ave.
  Columbus, Ohio 43210
- Richard M. Ross Heart Hospital (Your Room #)
  452 W. 10th Ave.
  Columbus, Ohio 43210
- Dodd Hall (Your Room #)
  480 W. 9th Ave.
  Columbus, Ohio 43210

**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 614-685-5326 or **KLEAN (5-5326)**.

**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 614-293-8944 or 3-8944 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.
**Housekeeping Staff**
Your housekeeper will clean your room daily during your stay. Housekeepers wear black and white 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 tan uniform. Your nurse may also travel with you, depending on your needs.

**Pastoral Care**
Our Pastoral Care chaplains understand that a serious illness or medical challenge creates many feelings and personal challenges. Chaplains are respectful of all faiths and offer compassionate presence, a listening ear, prayer, sacraments or rituals and other spiritual or emotional support. To request a visit with a chaplain or other spiritual services, let your caregiver know or call the Department of Chaplaincy at 614-293-8791 or 3-8791 from 7:30 a.m. to 4 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 614-293-8944 or 3-8944. 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.
• Review the medicines you are to take at home with your doctor or nurse before you leave the hospital.
• Make sure you or your caregiver knows who to call if your have a problem or concern about your care.

Financial Assistance

If you need assistance with your hospital bill, contact the Financial Counseling Department at 614-293-0860 or 3-0860.

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 614-293-8657 or 3-8657.
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.
- 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.
- Telling us all the medicines you take, including prescription and over the counter medicines, vitamins and mineral supplements and herbs. For your safety, do not take any medicines you brought from home and do not keep any medicines in your hospital room.
- Telling us about any allergies you have to medicines or food.

We want you to be a partner in your care. Watch a short video at go.osu.edu/PartnerInYourCare with tips of how you can participate.

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. You and 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 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. If you wish to receive a copy of this notice, please contact Patient Experience at 614-293-8944 or 3-8944.

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 614-293-8944 or 3-8944 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 614-293-8427 or 3-8427 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 614-293-8944 or 3-8944. You may also visit our office in 142 Doan Hall Monday through Friday from 8 a.m. to 5 p.m.

In addition to talking with our Patient Experience Department, there are several other ways you can let us know about an exceptional staff member.

- Recognize a staff member who went above and beyond with a Bravol card. You can get a card by asking at your nurse’s station. You can also contact Faculty and Staff Recognition by visiting the office in 155 Doan Hall, by calling 614-293-5899 or 3-5899, or by emailing BRAVO@osumc.edu.

- Recognize a nurse that provided exceptional care to you or a loved one by nominating him or her for a DAISY Award, a national program recognizing and celebrating compassionate nursing care. Email the nurse’s first and last name, which hospital and unit you were on, detail of why the nurse deserves this award and your contact information to DAISYAward@osumc.edu. Talk with your nurse manager if you have any questions.
For Your Family and Friends

**Visitation Policy**
General visitation is 5 a.m. to 10 p.m. in most areas of the hospital. The number of visitors and the length of visits may be limited in order to give patients proper privacy, rest and recovery time, depending on the patient’s condition and schedule for the day. Intensive Care Unit visitation may vary. All visitors must be free of illness. Please check with the staff in the patient care unit to confirm the policy for that area.

**Staying Overnight**
Please check with the staff in the patient care unit to confirm the overnight policy for that area. Overnight visitors limited to one visitor per patient, must be at least 18 years of age and must wear an identification badge at all times. Please talk to patient care staff about obtaining a badge.

**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 considerate of other patients and family members by keeping conversations, television volume, personal entertainment devices and 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, except in the Blood and Marrow Transplant Unit. The child is considered one of the two patient visitors. 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 614-293-8000 or 3-8000 and ask to be connected to your loved one.

YOUR LOVED ONE IS IN ROOM NUMBER:

_____________________________________

THE ROOM’S PHONE NUMBER IS:

_____________________________________

YOU r LOVED ONE IS IN ROOM NUMBER:
**Flowers and Balloons**

Flowers are delivered to patient rooms by a volunteer Monday through Friday before 4 p.m. On evenings and weekends, the florist will deliver flowers directly to patient rooms. 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 6-9400.
- From a cell phone, dial 614-366-9400.

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. Also, make sure that everyone who touches the patient, including doctors and nurses, clean 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, both before and after they touch the patient. Healthcare providers know to practice hand hygiene, but sometimes we forget. Please remind us!

Our visitors can also help prevent infections.

- If you are sick or have any infection, do not visit in the hospital.
- If you have to cough or sneeze, cover your nose and mouth with a tissue. Throw the tissue away and then wash your hands. Cough or sneeze into your sleeve or elbow if you do not have a tissue.
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 614-293-8944 or 3-8944 Monday through Friday, 8 a.m. to 5 p.m.

On Campus Dining Options
Au Bon Pain – Located on the conference level of the new James Cancer Hospital and Solove Research Institute. Au-Bon Pain is a full-service café offering made-to-order sandwiches, salad, baked goods, breads, hot or iced coffee and tea.
• Daily 6 a.m. to 2 a.m.

BistrOH! – Located on the first floor of Rhodes Hall, BistrOH! the hospital cafeteria, features items such as flatbread pizzas, signature salads, hot and cold sandwiches and entrees.
• Weekdays 6 a.m. to 7 p.m.
• Weekends and holidays 7 a.m. to 6 p.m.

BistrOH! To Go – Located on the concourse, BistrOH! To Go offers quick serve and grab and go items.
• Sundays through Thursdays 10:30 p.m. to 1 p.m.

Bloch Café – Located on the 14th floor of The James, the Bloch Café offers healthy lunch and dinner options. Outdoor seating is available in the terrace garden, weather permitting.
• Daily 10:30 a.m. to 7 p.m.

Brennen’s Café – Located in the lobby of the Biomedical Research Tower, 460 W. 12th Ave., Brennen’s is a full-service café offering breakfast and lunch including baked goods, salads, frozen yogurt and coffee. Visit brenensinc.com for a full menu.
• Weekdays 6:30 a.m. to 6 p.m.
• Saturdays 7:30 a.m. to 2:30 p.m.

The Caffeine Element – Located on the first floor of the Prior Health Sciences Library, 376 W. 10th Ave., offering Starbucks coffee, fresh sandwiches, yogurt parfaits, muffins, hummus, edamame, salads and more.
• Weekdays 7:30 a.m. to 5 p.m.

Espress Oasis – Serving from two locations on the first floor of The James and in the first floor corridor between the 12th Avenue parking garage and Doan Hall. The Oasis serves pastries, coffees and other beverages.
• Weekdays 6 a.m. to 7 p.m.
• Weekends 6 a.m. to 6 p.m.
• Holiday hours vary

Wendy’s – Located on the ground floor between Doan Hall and James Cancer Hospital.
• Daily 10 a.m. to 3 a.m.
• Holiday hours vary

Vending Machines – Located throughout the Medical Center, 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.

For other restaurants or food carts that are within a short driving distance, please visit the information desk.

Retail Services
We offer a variety of retail services for patients and visitors. Most services listed are located within our hospitals, while others are just a short walk away.

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 in University Hospital (first floor of Doan Hall, across from the Doan Hall elevator and information desk) and can be reached by phone at 614-293-3313 or 3-3313. 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 in the Rhodes Hall lobby offers a variety of items including personal items, cards, flowers, magazines, snacks and soft drinks. You can also call the Gift Shop at 614-293-8942 or 3-8942 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 8 a.m. to 8 p.m.
• Saturday and Sunday 10:30 a.m. to 7 p.m.
• Closed Holidays

Cheryl & Co. — Located in the corridor between the 12th Avenue Parking Garage and Doan Hall, first floor. Serving fresh-baked desserts, cookie dough in containers and confectionary gift items. Hours of service are:
• Weekdays 7 a.m. to 8 p.m.
• Saturday and Sunday 10 a.m. to 6 p.m.
• Holiday hours may vary

Banking and ATM Services
Huntington ATMs are located outside each bank, in The James main lobby, in the Rhodes Hall lobby, and in the Ross Heart Hospital main lobby. In addition, two full-service Huntington bank branches are available on campus.
• In the James, on the Conference Level. Hours are Monday through Thursday, 9 a.m. to 5 p.m. and Fridays 9 a.m. to 6 p.m.
• In Doan Hall on the first floor, near the 12th Avenue Parking Garage. Hours are Monday through Thursday, 9 a.m. to 5 p.m. and Friday, 9 a.m. to 6 p.m.

Places of Relaxation
Ohio State’s Wexner Medical Center has many places for visitors to retreat to for a break.

Atrium — The Atrium is located on the fifth floor of Rhodes Hall. It is a waiting and information area for family members and visitors. In the Atrium, visitors can grab a bite to eat at the beverage and snack vending machines or use a computer with internet access. The Library for Health Information, a resource for trustworthy health information, can also be found in the Atrium.

Chlois G. Ingram Spirit of Women Park — Named for a former volunteer at Ohio State’s Wexner Medical Center, the Spirit of Women Park features tiles of etched glass that appear to be floating atop a reflecting pool, as well as benches and picnic tables. The park is located across from the SAFEAUTO Hospitals Garage.

Family Lounges — Available on all units, these rooms allow you to take a break from being at the bedside while staying in close vicinity to the nursing unit.

Medical Center Plaza — Located outside the Ross Heart Hospital and Rhodes Hall entrances, the Plaza offers seating and a quiet place to eat, read or get fresh air.

Phyllis A. Jones Legacy Park — Located across 10th Avenue from the James, the park was designed to evoke The Oval from the heart of the Ohio State campus for patients and visitors to enjoy a restful, peaceful garden and find comfort and solace.

Phyllis Kaldor Hope Garden — Located just outside the main entrance to the James, the garden is home to the Statue of Hope which was designed by Alfred Tibor and dedicated to all people, offering hope and inspiration.

Rooftop Gardens — Open-air garden are available on the 14th floor of The James serving as a source of inspiration and reprieve for patients and visitors. Including flowers, trees and shrubs, the gardens provide a view of either downtown Columbus or Ohio State’s campus.

Sanctuaries — Two sanctuary spaces can be found on the Medical Center campus for prayer, contemplation and reflection 24-hours a day.
• In The James, the Pauline & Leonard Schnipke Sanctuary can be found near the top of the grand staircase on level one.
• In Rhodes Hall, The Sanctuary can be found in the 5th floor Atrium.
After You Leave the Hospital

OSUMyChart
Ohio State’s Wexner Medical Center offers OSUMyChart, a secure, online connection to your healthcare records. With OSUMyChart, you can request appointments, renew prescriptions, review your health history and more. There are two easy way to sign up for OSUMyChart:
• When you are discharged, you will receive an After Visit Summary that includes an OSUMyChart activation letter. This document will contain your activation code and your Medical Record Number (MRN) needed to create your own OSUMyChart account.
• You may also talk to your Ohio State provider during your admission or at your next visit about signing up for OSUMyChart.

Once you have activated your OSUMyChart account, you can download the free MyChart app by Epic from the Apple or Android app stores. The app makes this Ohio State healthcare tool accessible from Apple and Android tablets and phones.

If you have questions, please call OSUMyChart Customer Support at 614-366-6975 or toll free 866-966-6975 Monday through Friday from 9 a.m. to 6 p.m.

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 communitypartnerevents@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 614-293-8653 or 3-8653 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 614-293-0526 or 3-0526 or email patientadvisors@osumc.edu.

• Join our online panel. Patients and caregivers are invited to provide feedback about their care and overall experience at our hospitals and care sites through our online Insight Panel. Members are asked by email once or twice each month to complete short online surveys. By providing feedback, you play an important role in improving the patient experience. Sign up to participate by visiting go.osu.edu/myopinion.

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 find us:

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/osumedicallcenter
Parking
All parking garages at Ohio State’s Wexner Medical Center have designated handicapped parking spaces and elevators available. Patients and visitors can park at:

• *SAFEAUTO Hospitals Parking Garage (1585 Westpark Street – bridge to Ross Heart Hospital)
• *12th Avenue Parking Garage (340 W. 12th Avenue)
• *North and South Cannon Garages (1640 Cannon Drive)
• 9th Avenue East Garage (345 West 9th Avenue)

* These garages are Pay-on-Foot Garages. When entering the garage, you will pull a ticket. Be sure to keep that ticket with you throughout your visit. Pay “on foot” when you come back to the garage and pay at one of the terminals located in the elevator lobbies of the garages.

Patient Valet Parking
Valet service is available in two locations on the Wexner Medical Center campus:

• Valet service is located near the University Hospital main entrance off Medical Center Drive. It is available Monday through Friday from 6 a.m. to 5:45 p.m.
• James Cancer Hospital and Solove Research Institute valet service is located in the James Loop off 10th Avenue. It is available Monday through Friday from 5 a.m. to 5:45 p.m.

After hours vehicle pick-up is available at the Rhodes Hall entrance until midnight. After midnight on weekdays, or on weekends and holidays, call Security at 614-293-8500 or 3-8500 and they will take you to your car.

Free Park & Ride and Shuttle Service
A number of shuttle options are also available to patients and visitors.

• Free Park & Ride Shuttles provide transportation to and from Medical Center parking garages and buildings Monday through Friday from 7 a.m. to 6 p.m. To access this service, call 614-293-8669 or 3-8669 or use the call buttons located at the main entrances of Medical Center buildings and all patient and visitor garages.
• A scheduled shuttle also runs from the Medical Center to Martha Morehouse Medical Plaza from 7 a.m. to 6 p.m. Monday through Friday.

If you require transportation help after 5 p.m., please visit the Rhodes Hall Information Desk or call 614-293-7300 or 3-7300 for cab or other transportation information.
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 614-293-8944. 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, have 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 614-293-8944. 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 Guardian TV - WSFJ Newark Ch. 51
3 Nick Jr. or Video On Demand
4 NBC - WCMH Columbus Ch.4
5 CBS Sports
6 ABC - WSYX Columbus Ch.6
7 PBS - WOSU Columbus Ch.34
8 FOX - WTTE Columbus Ch.28
9 Music Television University
10 CBS - WBNS Columbus Ch.10
11 C-SPAN 2
12 The Learning Channel
13 CW - WWHO Chillicothe Ch.54
14 Travel Channel
15 The Weather Channel
16 WGN Chicago Superstation
17 TBS Atlanta Superstation
18 Nick Jr.
19 BuckiTV - OSU Student TV
20 The History Channel
21 OSU Educational Reserve
22 Big Ten Network
23 Hallmark Channel
24 Educational Access
25 Local Weather Radar
26 Headline News
27 CNN
28 USA Network
29 TNT - Turner Network Television
30 ESPN
31 ESPN2
32 Fox Sports Net Ohio
33 Sports Time Ohio
34 Newborn Channel – Spanish
35 Newborn Channel – English
36 The Patient Channel
37 TV Land
38 ABC Family
39 Discovery Channel
40 Arts & Entertainment
41 Lifetime
42 E! Entertainment TV
43 Food Network
44 Home & Garden TV
45 Spike TV
46 Women’s Entertainment TV
47 Video Hits
48 Music Television
49 BET
50 Comedy Central
51 Sci-Fi Channel
52 Bravo
53 AMC - American Movie Classics
54 Turner Classic Movies
55 CNBC
56 MSNBC
57 OSUMC Channel
58 Versus
59 Animal Planet
60 National Geographic
61 Golf Channel
62 Fox News Channel
63 FX
64 Lifetime Movie Network
65 Oxygen
66 Country Music TV
67 TruTV
68 OSU Educational Reserve
69 OSU Educational Reserve
70 OSU Educational Reserve
71 Deutsche Welle - German
72 Program Listings
73 China Central Television
74 Univision
Quick Telephone Guide

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

Admitting University Hospital, Dodd Hall ................................................................. 614-293-8652
Admitting Ross Heart Hospital .................................................................................... 614-293-7409
Billing ........................................................................................................................... 614-293-2100
Cafeteria (BistrOH!) ................................................................................................. 614-366-6206
Environmental Services ............................................................................................ 614-366-9013
Financial Assistance ................................................................................................. 614-293-0860
Gift Shop (Scarlet Ribbon) ....................................................................................... 614-293-8942
Hospital Operator ..................................................................................................... 614-293-8000
Library for Health Information .................................................................................. 614-293-3707
Lost and Found (Security) ....................................................................................... 614-293-8500
Medical Records ....................................................................................................... 614-293-8657
Nutrition Services ...................................................................................................... 614-293-8711
Pastoral Care ............................................................................................................. 614-293-8791
Patient Experience .................................................................................................... 614-293-8944
Patient Information University Hospital, Dodd Hall ................................................. 614-293-8300
Patient Information Ross Heart Hospital .................................................................... 614-293-3397
Safety and Security ................................................................................................... 614-293-8500
Social Work .............................................................................................................. 614-293-8427
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.