

ProMedica Wildwood Orthopaedic and Spine Hospital

PATIENT INFORMATION GUIDE



We are pleased you selected our hospital for your care. Our Mission is to improve your health and well-being. This guide offers information that you, your family and your guests may need during your stay at ProMedica Wildwood Orthopaedic and Spine Hospital.

 **PROMEDICA**
**WILDWOOD ORTHOPAEDIC
AND SPINE HOSPITAL**
A Division of ProMedica Toledo Hospital

419-578-7700

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IMPORTANT PHONE NUMBERS

MAIN NUMBER	419-578-7700	LOST AND FOUND	419-578-7168
FINANCIAL COUNSELORS	800-477-4035	SECURITY	419-578-7168
GIFT SHOP	419-578-7116	SPIRITUAL CARE	DIAL 0
INTERPRETER SERVICES	844-810-1634	FAMILY/GUESTS FOOD TRAY SERVICE	DIAL 6368

ABOUT OUR FACILITY

Smoke-Free Policy

All ProMedica campuses are smoke free, indoors and outdoors. The use of tobacco and marijuana, including electronic cigarettes and other combustible smoking products such as herbal cigarettes, is not permitted in our buildings, lawns, walkways, sidewalks, parking lots, parked cars in parking lots, or any other grounds that ProMedica maintains. As a courtesy, please also be considerate of our neighbors and avoid littering and loitering on properties that surround our campus.

Visitation Guidelines

We continue to monitor our community's COVID-19 levels. All patients who are in isolation precautions, including COVID, have additional visitation restrictions. Please visit promedica.org/covid for all COVID-19 related procedures and guidelines.

As part of our Mission to improve our patient's and visitor's health and well-being, we continuously work to ensure all visitations are safe.

Visitation/Quiet Time

Rest is an important part of your care. But, we know that family and guests help make your hospital stay more pleasant.

- Your comfort and that of other patients is important to us. It is for this reason we have implemented Quiet Time.
- Quiet Time is observed during the hours of 10 p.m. – 6 a.m. During those hours, we ask that you and your family/guests help us maintain the quiet, peaceful atmosphere necessary for our patients' well-being and healing.
- Family members are welcome to stay over night. A sleeper sofa is included in every room.

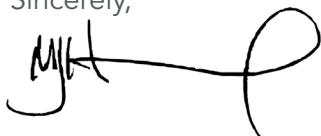
OUR COMMITMENT TO YOU

Since 2011, the physicians and staff of ProMedica Wildwood Orthopaedic and Spine Hospital have worked to provide quality health care to our community. Through the years, ProMedica Wildwood Orthopaedic and Spine Hospital has combined advanced technology with a personal, caring touch to meet the needs of our patients. This Patient Information Guide is designed to familiarize you with the services available at ProMedica Wildwood Orthopaedic and Spine Hospital. If you have a need or question that is not addressed in this guide, please feel comfortable contacting any member of our health care team.

Additionally, if you wish to discuss your experience at ProMedica Wildwood Orthopaedic and Spine Hospital, please do not hesitate to contact us directly at 419-578-7700. During your stay with us, ProMedica Wildwood Orthopaedic and Spine Hospital staff will bring together their special talents to help restore your health. Please accept our sincere wishes for a swift recovery and return to your loved ones.



Sincerely,

A handwritten signature in black ink, appearing to read 'M. Hammond', with a long horizontal flourish extending to the right.

Matthew Hammond, MBA
President

ProMedica Wildwood Orthopaedic and Spine Hospital

OUR MISSION is to improve your health and well-being.

OUR VALUES

Compassion

We treat our patients and each other with respect, integrity and dignity. Because each of us is a caregiver, our actions, words and tone let others know we truly care about them.

Innovation

We continually search to find a better way forward. We seek and embrace changes that enable us to deliver high-quality care and the best possible outcomes.

Teamwork

We are an inclusive team of diverse and unique individuals who collaborate to meet the ongoing needs of our patients and communities. We partner with others because we are better together than apart.

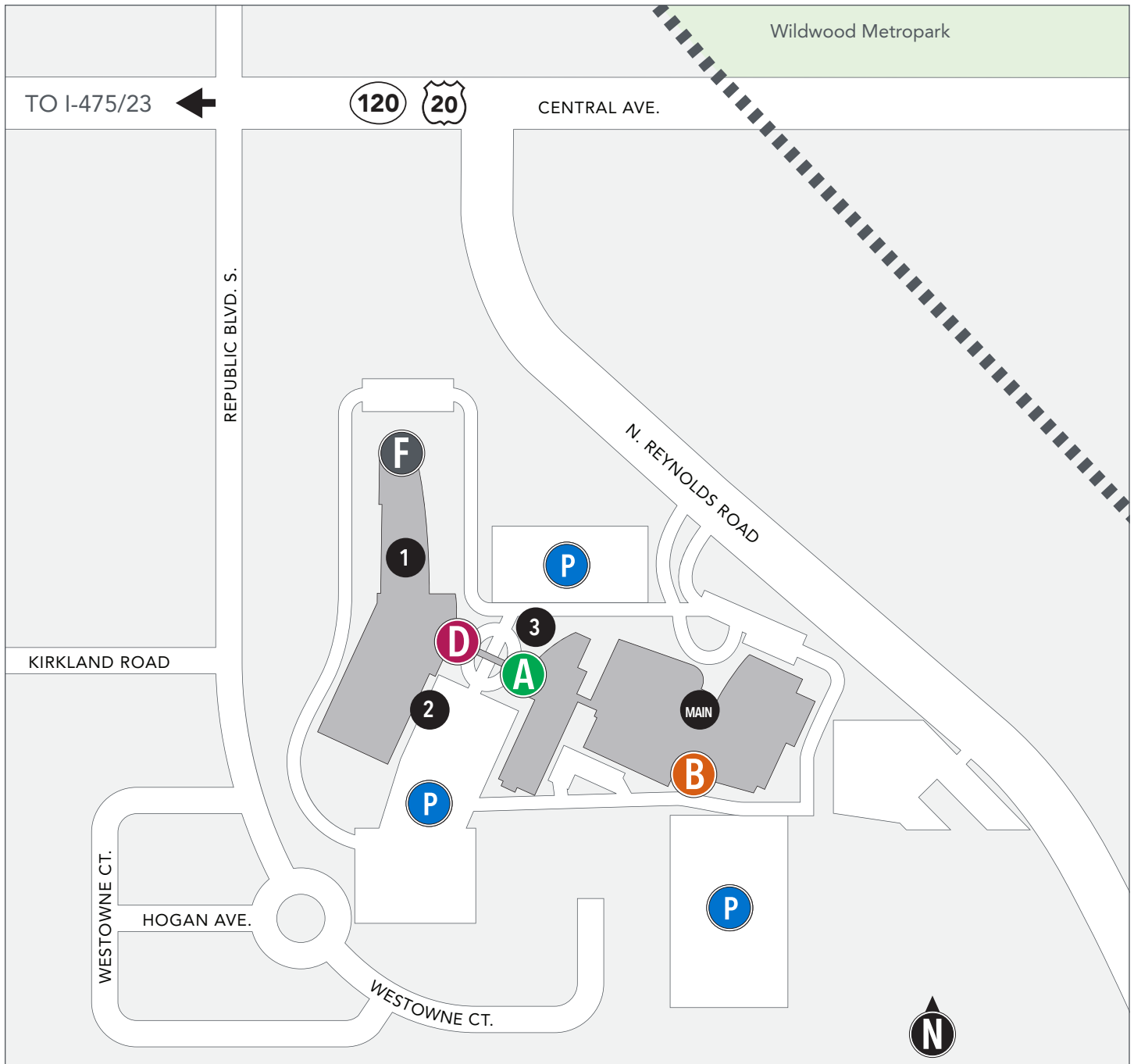
Excellence

We strive to be the best in all we do; we value lifelong learning, practice continuous improvement and provide exceptional service in living our Mission to improve your health and well-being.

Learning

We are committed to providing opportunities for lifelong learning, both personal and professional, to our employees and residents so they can provide superior care and service to those in our care. We are also committed to providing an atmosphere of clinical excellence to ensure valuable experiences to our medical residents and other learners.

PROMEDICA WILDWOOD ORTHOPAEDIC AND SPINE HOSPITAL CAMPUS MAP

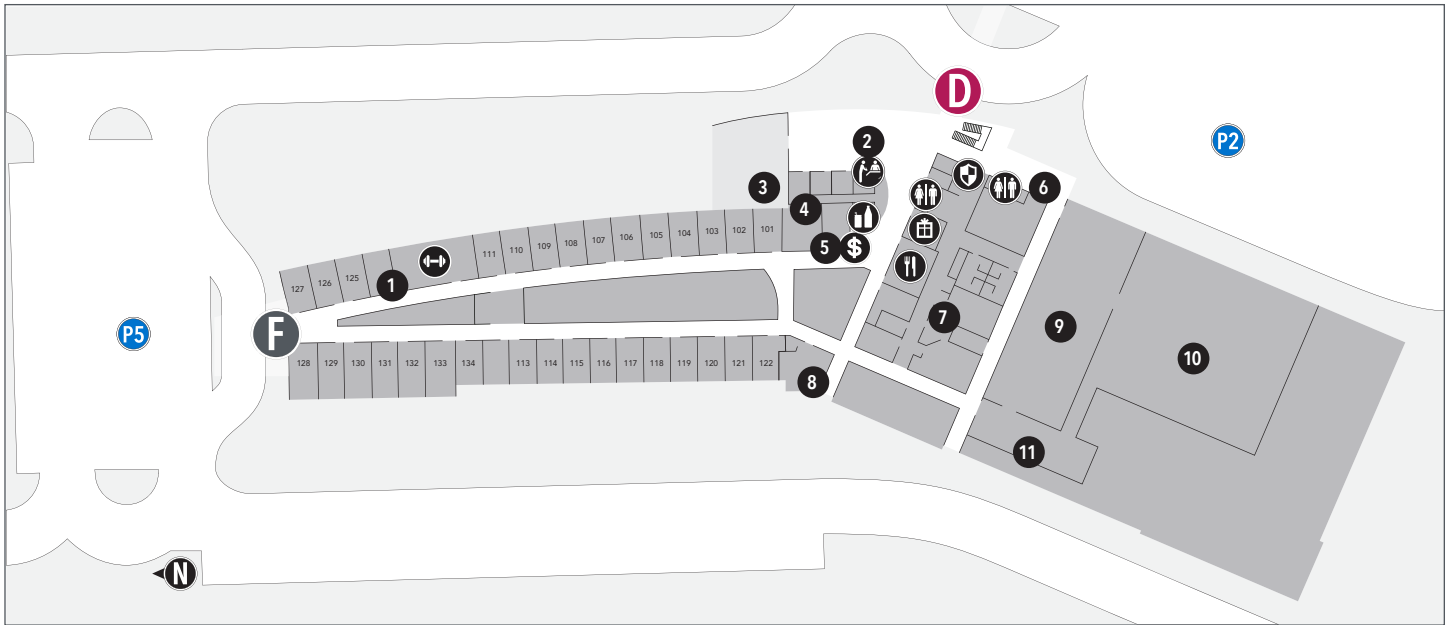


- A** Physician Offices Hospital
Administration Conference
Rooms
- MAIN** and **B**
Physician Offices Wildwood
Surgical Center Forever Fit

- D** Hospital Entrance
- F** Inpatient Rehabilitation Entrance
- 1** Inpatient Rehabilitation Eidi
Family Rehabilitation Center
- 2** Outpatient Discharge (exit only)

- 3** Icaria
- P** Parking

PROMEDICA WILDWOOD ORTHOPAEDIC AND SPINE HOSPITAL MAP – FIRST FLOOR



- | | | |
|---|---------------------------|---|
| 1 ADL (Activities of Daily Living) | 8 Physical Therapy | P Parking |
| 2 Norman and Louise Jones
Atrium and Hospital Lobby | 9 Pre-Op | Registration |
| 3 Patio | 10 Surgery | Restroom |
| 4 Meditation/Prayer Room | 11 PACU | Security |
| 5 Conference Room | \$ ATM | Therapy Gym |
| 6 Devilbiss & Gallup Families
Surgery Waiting Room | ☺ Café | Vending |
| 7 Lab and Radiology | 🚪 Elevator | D Hospital Entrance |
| | 🎁 Gift Shop | F Inpatient Rehabilitation
Entrance |

PATIENT'S RIGHTS AND RESPONSIBILITIES

ProMedica Wildwood Orthopaedic and Spine Hospital strives to provide the best level of health care for all patients and their representatives.

Patient Rights

ProMedica Wildwood Orthopaedic and Spine Hospital values the basic rights of human beings for independence of expression, decision, action, and concern for personal dignity and human relationships. The following basic rights will apply to patients while they are at ProMedica Wildwood Orthopaedic and Spine Hospital.

As a patient at ProMedica Wildwood Orthopaedic and Spine Hospital, you have the right to:

- Receive medical care and be informed of who is taking care of you.
- Be treated with dignity and respect.
- Have a family member/representative of your choice and your physician notified of your admission.
- Receive information in your preferred language and actively participate in decisions about your care and treatment.
- Refuse care, treatment and services.
- Decide who may provide you support and speak for you.
- Access religious and spiritual services.
- Participate in ethical issues and questions about your care.
- Give or withhold informed consent.
- Receive private and confidential care in a safe and secure environment free from neglect, exploitation and verbal, mental, physical and sexual abuse.
- Access protective services including notifying a government agency of neglect or abuse.
- Have appropriate assessment and management of your pain.
- Know guest visitation restrictions or limitations.
- Obtain information regarding and/or have an Advance Directive.
- Consent or refuse to participate in research studies or production of recordings, films or other images.

- Access the organization's formal process for handling complaints and have complaints addressed in a timely manner knowing that your care will not be affected.
- Receive information regarding hospital charges, payment methods and financial assistance as needed.
- A medical chaperone is available upon request. Please let us know if you would like one present.

Patient/Patient's Representative Responsibilities

- Provide information about health status to facilitate care, treatment and services.
- Follow the treatment plan, keep appointments and speak up when you do not understand the plan.
- Respect the rights of other patients and healthcare personnel.
- Follow organizational rules and regulations that support quality care and a safe environment.
- Fulfill financial obligations as promptly as possible.

PROMEDICA WILDWOOD ORTHOPAEDIC AND SPINE HOSPITAL PATIENT AND FAMILY ADVISORY COUNCIL

ProMedica Wildwood Orthopaedic and Spine Hospital recognizes the unique expertise and knowledge of patients and their families. The Patient and Family Advisory Council was established to bring together patients, family members and hospital caregivers to foster collaboration and communication. Our ultimate goal is to promote patient and family centered care to improve quality and safety while enhancing the patient experience. Meetings are held monthly in the evening on ProMedica Toledo Hospital's campus. For more information or to become a member of ProMedica Wildwood Orthopaedic and Spine Hospital Patient and Family Advisory Council, please e-mail tthpfac@promedica.org for more information.

PRIVACY NOTICE

Our Notice of Privacy Practices is posted at all admission/registration points throughout the hospital and is available on our web site, promedica.org. If you would like a copy, please ask your caregiver.

Notice of Nondiscrimination and Accessibility

Discrimination is Against the Law

ProMedica complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). ProMedica does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

ProMedica provides:

Free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters (utilizing VRI and on-site resources).
- Written information in other formats such as large print, audio, and accessible electronic formats.

Free language services to people whose primary language is not English, such as:

- Qualified interpreters (utilizing VRI, OPI, and on-site resources).
- Information written in other languages.

If you need these services, contact ProMedica Customer Service at 844-810-1634 or go to the nearest registration area or information desk.

If you believe that ProMedica has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

ProMedica Interpreter Services

Mail: ProMedica
100 Madison Ave., MSC-SWS-1034
Toledo, Ohio 43604

Toll Free: 844-810-1633 (Customer Service)

TTY: 7-1-1 (National), or
800-750-0750 (Ohio Relay Service)

Fax: 567-585-9494

Email: interpreterservices@promedica.org

You can file a grievance in person or by mail, fax, or email. If you need assistance in filing a grievance, please reach us using the contact information listed above.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Ave. SW
Room 509F, HHH Building
Washington, D.C. 20201

800-368-1019
800-537-7697 (TDD)

Complaint forms are available at hhs.gov/regulations/index.html.

FOR YOUR SAFETY AND SECURITY

Putting Your Safety First

We value your health and safety, and we want you to feel comfortable and secure during your stay. You may not be able to walk or move without help because of your health or medications. Our staff is here to help turn you in bed, move you from the bed to a chair and help to get you to and from the bathroom. In order to keep you safe during your stay we may use special equipment to help you.

How Does Our Safe Patient Handling Program Help You?

- Improves your comfort, safety and dignity.
- Helps to prevent you from falling.
- Increased movement helps to keep your bowel and bladder working.
- Makes turns and moving to chairs and stretchers more comfortable.
- Moving more often while recovering speeds your return to home.

Become Involved and Informed About Your Health Care

Patient safety is important to every employee at ProMedica Wildwood Orthopaedic and Spine Hospital. As the patient, you also help to make your care as safe as possible by becoming an active member of the healthcare team. We encourage you to:

- Be active in your care and care decisions. Discuss each step of your care with your doctor. Ask your doctor and healthcare team what you can do to improve your health and speed your recovery. Ask what tests have been ordered and why.
- Please ask if you have questions or concerns. If you don't understand something, ask again. Write down important facts the doctor or caregiver tells you. Ask if there is written information that may help you.

- Know the medicines you take. Give your doctor or nurse a list of all the medicines you normally take, including over-the-counter medicines, vitamins and herbal supplements. Learn about new medicines you may receive while in the hospital. If you don't recognize a medicine you are given, bring this to your nurse's attention.
- Tell your doctor and nurse about any allergies you have and the type of reaction they cause.
- Pay attention to the care you receive. Hospital employees wear photo ID badges and will introduce themselves to you. If you have questions about your treatment, medicine or procedure, ask your caregiver to double check.
- Expect your caregivers to wash their hands and/or use a hand cleaner often.
- Expect your caregivers to check your armband before administering medications or providing treatment.

General Safety Tips

- Use the call system if you need help. Your caregiver will show you the locations of the call buttons and how to use them. Each bed and bathroom has one.
- Wear secure-fitting, non-skid soled shoes or slippers to avoid slips and falls.
- Let us know if you use a walker or cane. We'll keep it within easy reach.
- Make sure you have a clear path. Always ask for help if you must take medical equipment with you as you move about.
- Ask for help if you feel weak or dizzy.

Security Concerns

ProMedica Wildwood Orthopaedic and Spine Hospital makes every effort to provide for your safety during your stay. Our security department operates 24 hours a day, seven days a week. If you have concerns about security, please talk with your doctor or nurse.

Patient Concerns

We truly hope you are pleased with your care and stay at ProMedica Wildwood Orthopaedic and Spine Hospital. If for any reason your concerns or needs are not addressed, please request to speak to the unit manager. Additionally, because your loved ones know you best, they may notice changes that should be brought to the attention of your caregivers.

Your family should contact the unit manager if:

- There is any change in your condition that has not been recognized by the healthcare team.
- They have questions or concerns about care that have not been answered.
- They have reported a change in your condition that they feel is not being addressed.

You or your loved ones can also submit concerns online at promedica.org by selecting Patient Resources then Contact Us or by leaving a message on our dedicated phone line, 419-578-7110. At any time, you may contact The Joint Commission or The Ohio Department of Health using the information provided below.

Ohio Department of Health Provider and Consumer Services Unit (ODH, PCSU)

Mail: 246 N. High St.
Columbus, Ohio 43215

Fax: 614-728-9169

ODH Complaint Hotline: 800-342-0553

Email: HCComplaints@odh.ohio.gov

Online: Complete the Complaint Form online and submit the form electronically to PCSU

The Joint Commission

Online: jointcommission.org using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website.

Fax: Office of Quality and Patient Safety
630-792-5636

Mail: Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oak Brook Terrace, Illinois 60181

Sharing your concerns in no way will affect the care you receive. If you would like a copy of our grievance policy, please ask either the unit director or administrative supervisor and one will be made available to you.

After you go home, you may be asked to participate in a survey that asks questions about your hospital stay. Thank you for taking time to share your thoughts. Your responses will help us continue to improve our services and care.

If you have concerns about quality of care or premature discharge, you can also contact:

Livanta Medicare Beneficiary Help Line:

888-524-9900 • TTY: 888-985-8775

Clean Hands

Hand hygiene is the single most important way to prevent the spread of germs. You can expect to see your caregivers clean their hands before and after touching you. If they do not, please ask them to clean their hands before touching you.

In addition – because blood and other bodily fluids can carry infection – your doctors, nurses and other healthcare staff may use equipment such as gloves, gowns and masks to protect you and others. To get rid of germs, apply hand sanitizer and rub your hands together until dry.

Ask your caregivers for hand sanitizer to keep at your bedside. Hand sanitizer is available in every patient room. Hands can also be cleaned by washing with soap and water for 15 seconds.

Cover your Cough

Serious respiratory illnesses like the flu are spread by coughing, sneezing or unclean hands. Even healthy people can spread germs. Follow these basic practices to help stop the spread of germs. Turn away from other people when coughing or sneezing. Cover your sneeze or cough with a tissue or your upper arm. Throw your tissue away, and clean your hands with soap and water.

Isolation

Some germs can be passed from person to person. For this reason, some patients may be placed in isolation. When a patient is in isolation, a sign will be posted on the door showing what equipment is needed for people who enter the patient's room. Family/guests should check with nursing for any questions about isolation equipment. The reason for the isolation is not listed on the sign.

Identification Band

An ID band was put on your wrist when you were admitted. It provides a way for healthcare providers to identify you. It is very important that you wear your band at all times while you are in the hospital. Caregivers will check your ID band prior to administering medications, before any tests or procedures and at other times during your care.

Identifying Your Caregivers

1. You may see more than one doctor while you are in the hospital. The doctor who admitted you may seek consults from other doctors about your care.
2. All employees wear picture ID badges that include their name, title and department. You may encounter a number of employees while staying at ProMedica Wildwood Orthopaedic and Spine Hospital.

Your Care Transitions

During your hospital stay, your attending physician will be responsible for coordinating and directing your care. He/she will work with any other physicians and clinicians your condition may require to ensure that you receive the care you need. Your attending physician will also be responsible for coordinating any transfers to different levels of care and your discharge from the hospital.

Additionally, at the beginning of your stay, we will provide you with an estimated date of discharge. This will help you and your loved ones plan for the next steps in your care. You will receive ongoing updates about your expected discharge timeline throughout your stay.

Medical Decision Making

We ask each adult patient when admitted if he or she has advanced directives. An advanced directive identifies someone you have chosen to make medical decisions for you if you are unable to do so (Durable Power of Attorney for Healthcare) or states your wishes if you were to become permanently unconscious or terminally ill and unable to communicate what life-sustaining treatments you want to receive (Living Will). Patients who have an advance directive should bring a copy to the hospital so they can be added to his or her medical record.

If you have questions about advance directives, or would like to complete an advance directive, please ask your caregiver or call Spiritual Care by dialing 0.

Pain Control

Our goal is to provide the safest and most effective method of pain control. Your nurses and doctors want and need to know about your pain, so please tell them whenever you are in pain. There are many treatments for pain beside medications. Your healthcare provider will try treatments such as ice packs and repositioning, calming exercises such as deep breathing and guided imagery. Work with the healthcare team to see if any of these treatments help manage your pain.

- Ask for pain medication when the pain first starts. It is harder to ease pain once it becomes severe.
- Ask for pain medication before getting out of bed or walking.
- You may need to ask for pain medicine before physical therapy or other treatments that cause you pain.
- Tell your doctor or nurse how the pain control is working.

By treating your pain, you will not only be more comfortable, you will be more active and your strength will return faster. In addition, patients whose pain is well controlled tend to do better after surgery and have fewer problems.

Your nurse or doctor will ask you to describe your pain – where it is and how it feels. They will ask you to rate your pain by using a word scale or picture chart. Don't assume doctors and nurses know you are having pain. By working together, you and your caregivers can manage and treat pain. Please talk with your doctor or nurse about the best options for you.

Personal Items

While not necessary, you may prefer to bring a few items from home such as pajamas, robe, slippers, and personal care items for use during your stay in the hospital. We recommend that you do not keep any valuables with you at the hospital and ask that you send all valuables home with family or guests, as the hospital is not responsible for lost or broken patient belongings. If you choose to keep your valuables with you, the hospital has safety deposit boxes for your use. Dentures, glasses and hearing aids are vital for many patients. Ask your nurse to provide you with a container to store your dentures, hearing aids and glasses when not in use. When not in use, storing these items in a properly labeled container will help prevent them from becoming lost. Please be sure to have them with you when you are transferred from one location to another.

Please inform your nurse if any of your personal items are lost or broken during your hospitalization. Personal items left at the hospital after your discharge will be sent to the hospital security department. Please call 419-578-7168 for help locating lost items.

Bedside Shift Report

We want to make sure our nurses listen carefully to you. That's why we invite you to take part in the bedside shift report. The bedside shift report occurs twice daily, during shift change. The report usually lasts about five minutes at your bedside. During this time, we encourage you to listen, ask questions and share your concerns. Nurses will explain things in a way you can understand. You may invite family to be present.

If you have any questions about the bedside shift report, please ask. We value your participation. In fact, this is our pledge to you: Nothing about you without you!

Hourly Rounding

At ProMedica Wildwood Orthopaedic and Spine Hospital, it is our goal to keep you safe and comfortable during your stay with us.

During hourly rounding, a member of our team will come to your bedside to make sure that you are safe, comfortable, and that your needs are met. Hourly rounding may be slightly different based on patient needs from unit to unit, and any changes would be discussed with you upon admission.

Rest is a very important part of the healing process. For this reason, we will try not to disturb you if you are sleeping. But, feel free to use your call light if you need assistance.

If at any time you do not wish to have hourly rounding or receive a bedside shift report, please notify your nurse and we will do our best to accommodate your request.

AVAILABLE SERVICES

Interpreter Services

As a service to all patients and families, ProMedica Wildwood Orthopaedic and Spine Hospital provides interpreter services in more than 150 languages. Interpreting is primarily conducted through video call. Video or phone interpreters are available 24 hours a day, seven days a week. If you or your family member is in need of an interpreter at any time during your stay or would like to order or schedule interpreter services, please inform your caregiver or dial 0. Phones with volume controls are available for patients with hearing difficulties by dialing 0 or asking your nurse.

Phone Service

To place a call outside the hospital:

- Dial 9.
- Listen for the dial tone.
- Then, dial the area code and the telephone number.

Phone Charges

You will not be charged for local, outgoing calls. You can charge long-distance calls to a credit card, calling card or your home telephone number.

Cell Phones

You may use a cell phone in all public areas of the hospital. This includes hallways, lobbies, public waiting areas, and the cafeteria.

Do not use a cell phone within six feet of medical equipment or in non-public restricted areas such as surgery, recovery and the lab.

Internet Access

Wireless Internet access is available throughout the hospital. Use the "PHS Guest" network on your wireless devices. If you have difficulties connecting, inform a member of the nursing staff who will contact ProMedica's Help Desk, if the problem is ProMedica network related.

Television Service

TV service at ProMedica Wildwood Orthopaedic and Spine Hospital is free of charge to patients. Channel guides are available in each room.

Mail and Postage Stamps

Your mail and flowers will be delivered to your room daily. Any mail received after you leave will be forwarded to your home or returned to the sender. All flowers received after discharge will be returned to the florist.

Stamps are available for purchase in the gift shop.

ATM Machine

An ATM machine is conveniently located in the Wildwood Café seating area.

Food Service

ProMedica Wildwood Orthopaedic and Spine Hospital is proud to offer At Your Request – Room Service Dining®. This innovative service allows you to pick from a restaurant style menu, located inside the room, and select what you want when you want it. You may order meals by calling 6368 (MENU) on the room phone from 7 a.m. – 6:30 p.m.

Dining

Wildwood Café is located near the lobby and serves soups, salads, deli and panini sandwiches, Seattle's Best Coffee®, and more.

Family and Guests Food Trays

If you are unable to visit the Wildwood Café, visitors may purchase a guest tray that will be delivered to the patient room via Room Service. Payment can be made by using credit or debit cards. To order, or for more information, please call 6368.

Gift Shop

The ProMedica Wildwood gift shop is located in the main lobby. It features a wide selection of gifts, cards, books, magazines, candy, flowers, and personal items. MasterCard, Visa, Discover, and American Express are accepted. Proceeds benefit patient care services and projects at the hospital. Hours of operation vary.

- Phone: 419-578-7700

Spiritual Care

Spiritual care and support can be a very important part of your hospital stay. A chaplain is available 24 hours a day, seven days a week to offer patient and family support, consultation, prayers, sacraments, and devotional materials.

- Call the chaplain by dialing 0.

PREPARING FOR DISCHARGE

We realize that one of the first things most people think about when they are admitted to the hospital is going home. Getting you well enough to go home is our goal, too. During your stay, your doctor(s) and discharge planning team (registered nurse, care navigators and social workers) will help you plan for discharge. You and your caregivers (a family member or guests) are important members of your team. Please take an active role in your care. Be sure to ask your discharge planning team for resources you may need for a successful transition from the hospital to your home. You may request a discharge plan evaluation by contacting the care navigation department at 419-578-7145.

REHABILITATION AND POST-HOSPITAL CARE

ProMedica offers many options for post-hospital care. Your doctor, along with our staff of social workers, nurses and care navigators, will connect you with services to help you continue your recovery following your hospital stay. If you would like a list of facilities that serve our geographic area, please ask your nurse.

FINANCIAL SERVICES

About Your Hospital Bill

ProMedica hospitals actively work to contain costs while providing quality care. Please familiarize yourself with your hospital insurance benefits and be aware of insurance requirements, such as prior authorization. We will bill your insurance with the information you provide. ProMedica requests all copays, deductibles and/or a deposit towards out-of-pocket expenses be paid at the time of or prior to service. Hospital registration staff can accept your payment by check, debit card or credit card. If you do not have insurance, ProMedica offers free or discounted care for emergency and medically necessary services at all of our hospitals based on your income and family size. A financial assistance application must be completed to determine your eligibility. A financial assistance application is available at hospital registration, at promedica.org/financialassistance or by calling 800-477-4035, Monday – Friday, during normal business hours. If you have questions or concerns about paying your hospital bill, please contact our customer service department at 800-477-4035, Monday – Friday, during normal business hours.

EMPLOYEE RECOGNITION

Do you know a ProMedica employee who goes above and beyond the call of duty and makes a positive impact on the people around them? If so, now is the perfect time to let them know! ProMedica Toledo Hospital is accepting nominations for the ROSE and DAISY Awards!

The DAISY Award is presented to a deserving nurse to celebrate the extraordinary compassion they provide patients and families every day. The award began in 1999 and is dedicated to the life of Patrick Barnes, who was hospitalized for eight weeks after having a dangerously low platelet count. His family appreciated the compassionate care Patrick received and wanted to do something to recognize those who provide care on a day-to-day basis.

Just days after he passed, Patrick's family began talking about what they would do to help fill Patrick's void. His wife, Tena, came up with the acronym, DAISY, standing for Diseases Attacking the Immune System (DAISY). Through this award, the hope is that each nurse who receives the award truly recognizes the positive impact they have on the patients in their care.

The ROSE Award was established in 2020 by the ProMedica Metro Hospitals to recognize outstanding employees in all roles in the hospital, not just registered nurses (RNs). This award celebrates the extraordinary efforts of the non-nursing employees who provide outstanding patient services in any position.

Anybody can nominate a nurse or ProMedica employee for a ROSE or DAISY Award! At the end of each quarter, the hospital will announce one winner of the ROSE Award and one winner of the DAISY Award.

To nominate someone, please click one of the links codes below:

[Daisy Award](#)

[Rose Award](#)

GRATEFUL PATIENT PROGRAM

The Grateful Patient Program is an enterprise wide initiative that includes all 11 ProMedica hospitals along with our provider division. This program provides an opportunity for individuals served by our ProMedica Health System to say "thank you" for the exceptional care they received by sharing their story or making a financial gift of impact.

The program also includes the opportunity for individuals and their families to honor or recognize a caregiver/care team which we all know is so very special to our colleagues.

If you are grateful for the care and compassion you or a loved one have received from ProMedica, consider giving a donation in honor of a special caregiver in your life, and they will be recognized with a champion of philanthropy pin.

Please visit giving.promedica.org/gratefulpatient to pledge your gift!

This image shows a full page of blank, lined paper. It features approximately 28 evenly spaced horizontal grey lines across its entire width, providing a guide for handwriting or typing. The paper itself is a clean, off-white color.

[illegible]

[illegible]

To prevent health care errors, patients, parents and caregivers are urged to...

SPEAK UP

Everyone has a role in making health care safe — physicians, health care executives, nurses, and technicians. Health care organizations across the country are working to make health care safety a priority. You, as the patient, parent or caregiver, can also play a vital role in making care safe by becoming an active, involved and informed member of the health care team.

Sponsored by
The Joint Commission



Speak up if you have questions or concerns and ask again if you don't understand the answers. You have a right to know.

Pay attention to the care you or your loved one are receiving. Make sure the correct treatments and medications are being administered by the correct health care professionals. Don't assume anything.

Educate yourself about the diagnosis, the medical tests you or your loved one are undergoing and the treatment plan.

Ask a trusted family member or friend to be your advocate.

Know what medications you or your loved one take and why the medications are prescribed. Medication errors are the most common health care mistakes.

Use a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as those provided by The Joint Commission.

Participate in all decisions about you or your loved one's treatment. You are the center of the health care team.



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