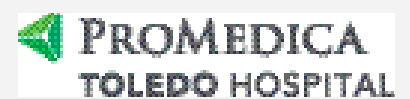




ProMedica Toledo Hospital **PATIENT INFORMATION GUIDE**



We are pleased you have selected us 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 Toledo Hospital.



419-291-4000

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IMPORTANT PHONE NUMBERS

MAIN NUMBER	419-291-4000	LOST AND FOUND	419-291-3874
	OR 866-865-4677 (TOLL FREE)		OR 419-291-4128
FINANCIAL COUNSELORS	800-477-4035	MEDICAL LIBRARY	419-291-4404
GIFT SHOP	419-291-4382	OUTPATIENT PHARMACY	419-291-5418
INFORMATION DESKS		SECURITY	419-291-4128
ENTRANCE A	419-291-9210	SPIRITUAL CARE	419-291-4007
ENTRANCE B	419-291-5467	FAMILY/GUESTS FOOD TRAY SERVICE	419-291-6368

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/Quiet Time

Visiting hours depend on the department and patient's level of care. Ask a staff member for more information.

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

- It may be necessary for your doctor or nurse to limit the number of family/guests in the room.
- Your comfort and that of other patients is important to us.
- 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.

OUR COMMITMENT TO YOU

Since 1874, the physicians and staff of ProMedica Toledo Hospital have worked to provide quality health care to our community. Through the years, ProMedica Toledo Hospital has combined advanced technology with a personal, caring touch to meet the needs of our patients. This Patient Services Guide is designed to familiarize you with the services available at ProMedica Toledo 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 Toledo Hospital, please do not hesitate to contact us at 419-291-7463. During your stay with us, ProMedica Toledo 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 that reads "Dawn Buskey".

Dawn Buskey,
President, Acute Care
ProMedica Toledo 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.

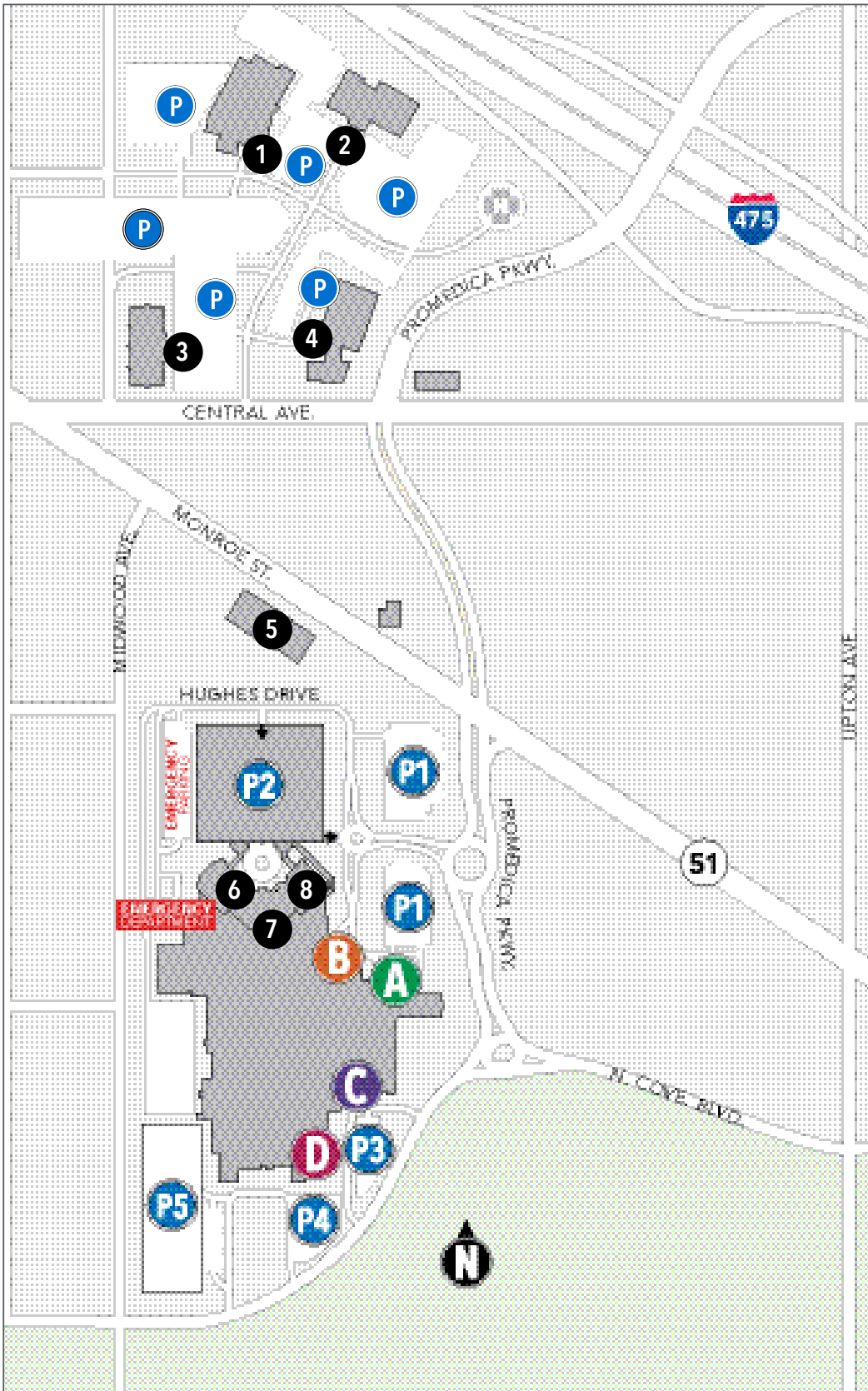
Excellence

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 TOLEDO HOSPITAL AND RUSSELL J. EBEID CHILDREN'S HOSPITAL MAP – CAMPUS



- 1** Neurosciences Center
- 2** Parkway Surgery Center
- 3** Center for Health Services
- 4** Diabetes Center
- 5** Ronald McDonald House
- 6** McIntosh Tower
- 7** Education Center
- 8** Jobst Tower
- P** Parking

PROMEDICA TOLEDO HOSPITAL AND RUSSELL J. EBEID CHILDREN'S HOSPITAL CAMPUS DESTINATION GUIDE – CAMPUS

Destination	Entrance
Audiology	
Breast Care Center	McIntosh
Cafeteria	
Chapel	
Child Life Center	
Emergency Department	Emergency
Endoscopy	
Gift Shop	
Heart and Vascular Services	
Heart Failure and Structural Heart Clinics	Jobst
Hemodialysis	
Hyperbaric Medicine	
Imaging Services	
Information A	
Information B	
Information C	
Interventional Radiology	
Jobst Vascular Institute	Jobst
Lab	Jobst
Labor and Delivery	
Maternal-Fetal Medicine	
My Baby & Me Boutique	
Neurophysiology	
Observation Unit	
Oncology and Infusion Center	
Outpatient Registration	

Destination	Entrance
Patient Rooms A201 – A240	
Patient Rooms A301 – A340	
Patient Rooms A401 – A440	
Patient Rooms A501 – A540	
Patient Rooms A601 – A640	
Patient Rooms A701 – A740	
Patient Rooms A801 – A840	
Patient Rooms A901 – A940	
Patient Rooms B241 – B252	
Patient Rooms B341 – B384	
Patient Rooms B441 – B464	
Patient Rooms B541 – B580	
Patient Rooms B641 – B680	
Patient Rooms B741 – B780	
Patient Rooms B841 – B875	
Pediatric Hematology/Oncology	
Pediatric Psychiatry Unit	
Pediatric Sedation, Infusion and Vascular Research	
Pharmacy	
ProMedica Credit Union	Jobst
Surgery	
Wound Care	

PROMEDICA TOLEDO HOSPITAL AND RUSSELL J. EBEID CHILDREN'S HOSPITAL MAP – FIRST FLOOR



- 1 Wound Care Clinic
- 2 Maternal-Fetal Medicine
- 3 Observation
- 4 Hyperbaric Medicine
- 5 Audiology
(Basement Level)
- 5 Neurophysiology
(Basement Level)
- 6 Interventional Radiology
- 7 Oncology and Infusion Center
- 8 Lactation Station
- 9 Imaging Services
- 10 Emergency Main Entrance
- 11 Emergency Department

Education Center

- 12 Auditorium
- 13 Conference Room A
- 14 Conference Room B

McIntosh Tower

- 15 Conference Room C
- 16 Breast Care Center

Jobst Tower

- 17 ProMedica Credit Union
- 18 Outpatient Registration:
 - Lab
 - Heart Failure and Structural Heart Clinics

- Chapel
- Dining
- Elevator
- Gift Shop
- Information
- Parking
- Patient registration
- Pharmacy
- Restroom
- Vending
- Valet Service

PROMEDICA TOLEDO HOSPITAL AND RUSSELL J. EBEID CHILDREN'S HOSPITAL CAMPUS DESTINATION GUIDE – CAMPUS

Destination	Floor
Audiology	B
Breast Care Center	1
Cafeteria	1
Chapel	1
Child Life Center	4
Emergency Department	1
Endoscopy	2
Gift Shop	1
Heart and Vascular Services	2
Heart Failure and Structural Heart Clinics	1
Hyperbaric Medicine	1
Imaging Services	1
Information A	1
Information B	1
Information C	1
Interventional Radiology	1
Jobst Vascular Institute	4
Lab	1
Labor and Delivery	3
Maternal-Fetal Medicine	1
My Baby & Me Boutique	1
Neurophysiology	B
Observation Unit	1
Oncology and Infusion Center	1
Outpatient Registration	1
Patient Rooms A201 – A240	2

Destination	Floor
Patient Rooms A301 – A340	3
Patient Rooms A401 – A440	4
Patient Rooms A501 – A540	5
Patient Rooms A601 – A640	6
Patient Rooms A701 – A740	7
Patient Rooms A801 – A840	8
Patient Rooms A901 – A940	9
Patient Rooms B241 – B252	2
Patient Rooms B341 – B384	3
Patient Rooms B441 – B464	4
Patient Rooms B541 – B580	5
Patient Rooms B641 – B680	6
Patient Rooms B741 – B780	7
Patient Rooms B841 – B875	8
Pediatric Hematology/Oncology	4
Pediatric Sedation, Infusion and Vascular Research	4
Pharmacy	1
ProMedica Credit Union	1
Surgery	2
Wound Care	1

Interpreter Services

To ensure effective communication with patients and their companions who are deaf, hard of hearing, have limited English proficiency (LEP), or have other language barriers, ProMedica provides appropriate auxiliary aids and services free of charge. These services may include: American Sign Language and oral interpreters, foreign language interpreters, video remote interpreters, a video relay service, speech to text services, visual aids, written materials and closed captioned television. Please ask your nurse or other ProMedica personnel for assistance or contact the Americans with Disabilities Act (ADA) administrator at your facility.

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-810-1634 (TTY: 711).

Albanian: KUIDES: Nëse flisni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-844-810-1634 (TTY: 711).

Arabic: لحرفة: إذا كنت تتحدث الإنجليزية، فإن خدمات المساعدة اللغوية متاحة لك مجانًا. اتصل على 1-844-810-1634 (للمسم واليك: 711).

Bengali: অধিনি যদি বাহানায় কথা বলেন, ভাষাল ভাষনার জন্য কিনাভাবে ভাষা সহায়তা পরিষেবা উন্নত রয়েছে। কন করুন 1-844-810-1634 (TTY: 711)।

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-844-810-1634 (TTY: 711)。

Czech: XIYYEFFANNA: Ažán dnbattu Oromiffa, tajaajila gargaarsa afazarii, kamfaliidhaan ala, ni argama. Bilbilaa 1-844-810-1634 (TTY: 711).

Dutch: AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalvondige diensten. Bel 1-844-810-1634 (TTY: 711).

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-810-1634 (ATS : 711).

French Creole (Haitian): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis ed pou lang ki disponib gratis pou ou. Rele 1-844-810-1634 (TTY: 711).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-810-1634 (TTY: 711).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamate il numero 1-844-810-1634 (TTY: 711).

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-844-810-1634 (TTY:711) まで、お電話にてご連絡ください。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-810-1634 (TTY: 711) 번으로 전화해 주십시오.

Wann da [Deutsch (Pensylvanien German / Dutch)] schweizischt, komscht ih mitans Koschte ebber gricke, zsu dir helft mit die englich Schprooch. Ruf selli Nummer uff. Call 1-844-810-1634 (TTY: 711).

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-844-810-1634 (TTY: 711).

Romanian: ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-844-810-1634 (TTY: 711).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-810-1634 (номер: 711).

Serbo-Croatian: OBAVIJESTENJE: Ako govorite srpsko-krvatski, walige jezičke pomoći dostupne su vam besplatno. Nazovite 1-844-810-1634 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-810-1634 (TTY: 711).

Syrian: انتباه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك مجانًا. اتصل على 1-844-810-1634 (للمسم واليك: 711).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaram kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumanaw sa 1-844-810-1634 (TTY: 711).

Ukrainian: УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної допомоги. Телефонуйте за номером 1-844-810-1634 (номер: 711).

Vietnamese: CHÚ Ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số 1-844-810-1634 (TTY: 711)

PATIENT'S RIGHTS AND RESPONSIBILITIES

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

Patient Rights

ProMedica Toledo 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 Toledo Hospital.

As a patient at ProMedica Toledo 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 health care personnel.
- Follow organizational rules and regulations that support quality care and a safe environment.
- Fulfill financial obligations as promptly as possible.

PROMEDICA TOLEDO HOSPITAL PATIENT AND FAMILY ADVISORY COUNCIL

ProMedica Toledo 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 regularly throughout the year on ProMedica Toledo Hospital's campus. For more information or to become a member of ProMedica Toledo Hospital Patient and Family Advisory Council, please email pfac@promedica.org or contact volunteer services at 419-291-3648.

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 Our Safe Patient Handling Program Helps 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.

Fall Prevention

To minimize your risk of falling in the hospital:

- Avoid getting up without assistance unless a doctor or nurse has told you that you are able to stand up and walk around on your own.
- Use your call light to ask for help.
- Tell the nurse if you experience a sudden need to use the restroom.
- Tell a doctor or nurse if you are feeling especially anxious or depressed. These feelings are sometimes associated with falls.

Become Involved and Informed About Your Health Care

Patient safety is important to every employee at ProMedica Toledo 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 health care 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 sanitizer before and after contact with you or your belongings.
- 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 Toledo 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 Toledo Hospital. However, should you have any concerns during your stay, please speak with your physician, unit leadership, or another staff member. If your questions or concerns are still not addressed, please contact the hospital operator by dialing 0, or 419-291-4000 from an outside line, and ask to speak with the administrator on call.

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 unit leadership if:

- There is any change in your condition that has not been recognized by the health care 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, 419-291-4000. 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 homepage 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.

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 Toledo Hospital.

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 Health Care) 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 at 419-291-4007.

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 419-291-3874 for help locating lost items.

PUTTING YOUR HEALTH FIRST

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 dressing changes 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.

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 health care 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.

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.

Mobile Phone Integration

Wifi enabled "smart beds" are able to send bed alarm alerts to your caregiver's mobile phone for a quicker and more efficient notification to staff. You are also able to call nurses through your "smart beds." If you see a caregiver on a mobile device, it is because they are utilizing this technology; it is not for personal use.

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 Toledo 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 beside shift report, please notify your nurse and we will do our best to accommodate your request.

DINING OPTIONS, OTHER AMENITIES AND SERVICES

Food Service

ProMedica Toledo 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

ProMedica Toledo Hospital features a variety of options:

- The Vitae Café is a full-service cafeteria, is located on Floor 1 in the Generations Tower building. It offers hot meals, deli counter, salad bar and daily specials. The café is open Monday – Friday from 6:30 a.m. – 7 p.m. and 11 p.m. - 2 a.m. Saturday – Sunday, 6:30 a.m. – 2 p.m. and 11 p.m. – 2 a.m.
- Panera Bread is located on Floor 1 in the Generations Tower Building. It offers breakfast sandwiches, salads, soups, pastries and coffee drinks. Panera Bread is open Monday – Friday from 7 a.m. – 1 p.m. and Saturday – Sunday from 11 a.m. – 11 p.m.
- Barry Bagels Express is located between the Harris McIntosh and Conrad Jobst Towers and serves a daily assortment of bagels and cream cheeses, sandwiches, eggels, and Caribou coffee, espresso drinks and smoothies. Barry Bagels Express is open Monday – Friday from 7 a.m. – 2 p.m.
- Vending machines are located throughout the hospital. Please ask an employee for the nearest vending location.

Family and Guests Food Trays

If you are unable to visit the café on Floor 1, 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

ProMedica Toledo Hospital and Toledo Children's Hospital Auxiliary operates a gift shop at Entrance A. The gift shop 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.

Generations Tower Gift Shop

- Located at Entrance A, next to Vitae Café.
- Phone: 419-291-4382
- Hours: Monday – Friday, 9 a.m. – 5 p.m.
Saturday, Noon – 5 p.m.
Sunday, Closed

The gift shop is closed on holidays.

Medical Library

The John B. Gibbs Health Science Library is located off the lobby at Entrance F. The library has medical books, journals, and databases. The library staff can assist patients and their families with questions and requests for information. The library is open Monday – Friday from 8:30 a.m. – 4:30 p.m.

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 419-291-4007, Monday – Friday from 8 a.m. – 4:30 p.m. At other times, call a hospital operator by dialing 0 or talk with your nurse.
- Visit the Chapel located on Floor 1 of Generations Tower. The chapel provides a safe haven for quiet reflection and meditation. Every weekday at 12:30 p.m., a chaplain leads a brief time of prayer/devotion. All are welcome. A book of prayer intentions is also located in the chapel for those who wish to request specific prayers for patients and family members.

- Obtain scriptures, and devotional materials through the Spiritual Care office. Complimentary copies of Our Daily Word and Guideposts are in the chapel.
- Communion is distributed regularly throughout the hospital.

Pharmacy

ProMedica Outpatient Pharmacy is located at Entrance B. You also may call the pharmacy by dialing 419-291-5418.

Pharmacy hours:

- Monday – Friday, 8 a.m. – 5:30 p.m.
- Saturday – Sunday, 11 a.m. – 4 p.m.
(closed for lunch and on holidays)

If your physician has directed you to obtain refills on your medications, you may return to have your prescriptions refilled here or at a pharmacy of your choice. If you are discharged during these hours and would like your prescription filled, your nurse will send the order to the pharmacy. Then, you can pick it up as you leave. You will be asked to provide your insurance card and date of birth. The pharmacy accepts most prescription cards, as well as most major credit cards and personal checks.

Phone Service

You will be able to receive incoming phone calls from 7:30 a.m. – 10 p.m. daily. Outgoing calls can be made at any time. To place a call outside the hospital:

- Dial 9.
- Listen for the dial tone.
- Then, dial 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 intensive care, surgery, recovery, and the lab.

Internet Access

Wireless Internet access is available throughout the hospital. Use the "PHS Guest" network on your wireless devices.

Television Service

TV service at ProMedica Toledo Hospital is free of charge to patients. Channel guides are available in each room. If you have any questions, call 419-291-4384 and leave a message. Please note: headphones are available to patients who are sharing a room. The hospital also provides a video-on-demand service, which offers programs on a variety of health topics. Ask your nurse if you would like to view the list of videos.

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. U.S. Postal Service mail slots are located throughout the campus. Please visit an information desk or dial 1-5522 for locations.

ATM Machines

Several ATM machines are conveniently located throughout the hospital:

- At Entrance B across from the pharmacy.
- Inside the cafeteria.
- In the Donald V. Kellermeyer Medical Education Center and Auditorium.

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 419-291-7770.

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!

UP



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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- Review your health summary.
- See test results.
- Refill medications.
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