Welcome to Avita Health System!

Our purpose is to assist you on your road to recovery. We believe in offering a complete cycle of care that may begin before your admission and continue after your discharge.

The efforts of the entire hospital staff are directed toward serving you and providing you with the best medical care.

We are providing you with this booklet to acquaint you with our services because understanding can contribute to your comfort, happiness, and general well-being. We hope you will find this booklet helpful and that you have a speedy recovery.

Greetings from the CEO

I would like to add my personal welcome to Avita Health System. Your care and satisfaction are extremely important to us. If at any time during your stay, you have a comment or question, please do not hesitate to contact a staff member. We are here to serve you. I would like to extend a heartfelt thank you for trusting us with your care.

Warmest wishes,

Jerome Morasko
President and CEO
Avita Health System

Deep vein thrombosis (DVT) is a common condition. It is the result of a blood clot that forms inside a vein, usually in the leg, which can block the flow of blood through the vein.

DVT and Pulmonary Embolism

DVT can lead to pulmonary embolism (PE). PE occurs when a blood clot breaks loose, travels through the veins, and blocks a blood vessel leading to the lungs.

DVT Signs and Symptoms

Often, DVT occurs without signs or symptoms and can be hard to detect. Consult your provider if you notice:

- Swelling of the leg
- Pain or tenderness in the leg; the pain is usually in one leg and may only be present when standing or walking
- Skin that is warm to the touch in the leg
- Red or discolored skin

Seek urgent medical care if you have:

- Unexpected shortness of breath
- Chest pain and/or palpitations
- Anxiety and/or sweating
- Coughing/coughing up blood
- Fatigue and/or fainting

Who is at Risk for DVT?

DVT can occur in almost anyone, but certain people may be more at risk. Some of the factors that may increase your risk of DVT are:

- Age 40 years or older
- Being overweight
- A personal family history of blood clots
- Birth control pills
- Hormone replacement therapy (HRT)
- Cancer
- Certain heart problems
- Stroke
- Respiratory failure
- Varicose veins
- Pregnancy
- Surgery including hip, knee, or stomach surgery
- Currently off your feet due to a long illness, injury, or surgery

How is DVT Treated?

The good news is DVT may be prevented and treated. Your provider may prescribe medicine or take other action. This is why it is important to talk to your provider about your risk of DVT. It could save your life.
ADMISSION

ADMISSIONS FALL INTO ONE OF THESE CATEGORIES:

INPATIENT

Your condition requires admission to the hospital for treatment that can best be provided in the hospital setting, usually for longer than 48 hours.

OBSERVATION

Observation is actually an outpatient status, during which time you are closely monitored and usually treated for less than 48 hours. If your condition improves during this period, you may be discharged; if not, you may be admitted.

ADVANCE DIRECTIVES

If you are over 18 years of age, you will be asked about Advance Directives. Your Living Will, Durable Power of Attorney for Health Care, or legal Do Not Resuscitate Orders are advance directives. These documents allow you to give instructions about your future medical care.

If your advance directives are complete, please make a copy available for your medical record when you are admitted. Information about advance directives can be obtained from the registration office, from your nurse, or from the Case Management Department. Our staff will be happy to answer your questions and arrange for assistance needed in helping you complete these documents.

PERSONAL CARE ITEMS

Items that you need for your own personal care should be brought from home, when possible. A limited selection of items are available for patient use and for purchase from the gift shop. Electrical devices brought from home should not have signs of damage.

CONFIDENTIALITY – DO NOT ANNOUNCE

Avita Health System must meet governmental regulations that protect your privacy and confidentiality. You have the right to be listed as a DO NOT ANNOUNCE patient. This means, under HIPAA law, we cannot give your room number or information about your current health condition to people who call and ask for you or about you, or who come to see you. If an inquiry is made about you, Avita staff will state that we have no information about you. No visitors or phone calls will be directed to your room. Also, no mail or flowers will be delivered to your room unless you provided the room number to your family and friends.

You may choose to remain on the standard hospital listing, which would allow for callers and visitors to obtain your room number and/or your current health condition, such as: good, stable, fair, poor, and etc.

VALUABLES

Please do not bring valuables to the hospital. The hospital cannot be responsible for loss of your personal property including glasses, contact lenses, hearing aids, medications, or dentures. If you have valuables with you (money, a wallet, medications, or jewelry) and cannot send them home, talk to your nurse and arrangements will be made to secure them in the hospital safe.

ORGAN AND TISSUE DONATION

It is important that your family members are fully aware of your wishes regarding organ and tissue donation. In the event of your death, our Organ Procurement Organization (Lifeline of Ohio and Central Ohio Lions Eye Bank) will be contacted, as mandated by law, to determine your suitability as a donor candidate. If it is determined that you are a potentially suitable candidate, law requires that your next of kin or legal guardian be asked permission for donation. Additional information on organ and tissue donation is available by asking your nurse or physician, or contacting Lifeline of Ohio at 1-800-525-5667 or the Central Ohio Lions Eye Bank at 614-545-2057.
PATIENT SAFETY

Patient safety is a priority at Avita. Our goal is to provide you expert medical care in the safest environment possible. The occurrence of medical errors is a serious problem nationwide in the healthcare system, and the public needs to be aware of this problem.

Administration, physicians, nursing, and the entire staff are concerned. We want to provide a safe environment, and we need you, as a patient, and your family to help. That’s why we encourage patients to get involved in their own care. Getting involved pays off!

PLEASE SPEAK UP

Although errors involving medications, procedures, or reports can occur anywhere in the healthcare system, you can help by being informed about your condition, your treatment, your healthcare providers, and all aspects of your medical care. Please speak up if you have any concerns and to help prevent errors.

Taking an active role in your healthcare includes these important steps:

- Listen carefully to instructions and ask questions if you do not understand. You have a right to question anyone who is involved with your care.
- Write down questions to ask at the next doctor visit.
- Take part in decisions about your treatment. Follow your treatment plan.
- Describe your symptoms and/or pain clearly.
- Know that although you may be admitted under one physician’s name, you may have several doctors handling different aspects of your care.

Your health is too important to worry about being embarrassed if you don’t understand something. It’s your body, and you have a right to know what is happening and what we are doing to help you.

If it seems like we ask for your name a lot, you’re right!

To provide the highest quality care and avoid medical errors, we must verify your name and date of birth prior to taking action with you or your information.

We appreciate your patience!

If we don’t ask your name, please remind us!

MEDICATIONS

A list of medications you are currently taking, along with the dosage and schedule, is necessary when you enter the hospital. This will assist your healthcare team in planning your care.

Please include all over-the-counter medications, home remedies, herbal medications, vitamins and weight gain or loss products such as shakes, pills or bars. Sometimes they can be dangerous when you take them with other medications.

A list of allergies, including medication allergies, is also necessary. In some instances, you may be asked to bring your medications with you. If you bring medication with you that is not needed and it cannot be sent home, please give it to the nurse for safekeeping during your stay.

UNDERSTAND YOUR MEDICATION

- The medication you receive in the hospital may be different than what you take at home.
- Know what medications you are taking, why you are taking them, what they look like, what time you take them, and potential side effects.
- If they look different, ask why.
- Make sure your identification bracelet is checked before any medication is given. When you are discharged home, ask your doctor to explain your plan of care for you to follow at home. Make sure you understand your medications and what activity and meal plan you are to follow.
FALL PREVENTION
People who are ill, injured, frail, or elderly are vulnerable to falls. Some diseases, medications, or changes due to aging can weaken muscles, alter the sense of balance and vision, and even cause a person to become confused or disoriented. For these reasons, all persons admitted to our hospital are assessed on admission and periodically during their stay for their risk of falling.

There is a call button to call the nurse at each bedside. When you need assistance, push the call button. This alerts personnel, both visually and audibly, to your need. There is also an emergency cord for you to pull if you need assistance while you are in the bathroom.

You will be kept informed by nursing personnel or your physician of any activity restrictions.

Please ring for assistance:
• Before getting out of bed
• If you’ve been medicated
• If you’ve had surgery
• If you’re feeling tired, faint or dizzy

If you do get up by yourself, please, sit on the edge of the bed for a few minutes to determine if you are steady and can walk alone. If you become faint or dizzy while sitting, please sit down immediately and call for assistance.

We attempt to identify patients who are at risk of injury from fall. The FALL PRECAUTION plan is explained to you and your family during orientation to the hospital. If your side rails are up, please do not crawl over or around them. Call for the nurse.

RERAINT USE
Physical restraint devices such as side rails, wrist or ankle restraints, mittens, etc. may be beneficial to a patient’s safety. These devices are used by trained personnel only when absolutely needed and according to manufacturer instructions. They can be used to protect you and others from possible harm. They may also assist in providing uninterrupted treatment. Please know that we believe in minimal use of restraint devices. However, at times, the use of a restraint device may be necessary. The use of restraint devices in this facility is limited to patients demonstrating symptoms that require intervention to promote personal safety and/or safety to others. Restraint devices are never used as a form of coercion, punishment or as a staff convenience.

IDENTIFY YOURSELF
• Wear your identification bracelet at all times.
• Know what procedures you are to have and make sure healthcare workers tell you what they plan to do before consenting to a procedure.

TWO THINGS YOU CAN DO TO PREVENT INFECTION
Avoiding contagious diseases like the common cold, strep throat, and influenza (flu) is important to everyone. Here are two easy things you can do to fight the spread of infections like pneumonia, whooping cough, chicken pox, strep throat, tuberculosis, mumps, measles, rubella, or SARS.

1. Clean Your Hands
• Use soap and warm water. Rub your hands vigorously for at least 15 seconds.
• Or, if your hands do not look dirty, clean them with alcohol-based hand sanitizer. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.

2. Cover your mouth and nose
• Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel three feet or more. If you are sick controlling a cough can help prevent the spread of infection to others.
• Use a tissue. Keep tissues handy at home, at work and in your pocket. Be sure to throw away used tissues and then clean your hands.
• If you don’t have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands, wash your hands right away.

To prevent the spread of infection, standard precautions are followed throughout the hospital by all staff. These are basic measures, including hand hygiene, that apply to all patient care, regardless of whether the patient has an infection.

IDENTIFY YOURSELF
• Wear your identification bracelet at all times.

ELECTRICAL EQUIPMENT
There are electrical hazards inherent to a hospital, so please tell your nurse if you bring any electrical appliances to the hospital. Electrical devices brought in by patients will be inspected to assure good working order. We discourage the use of electric razors, hair dryers, or any other ungrounded appliances brought from home for patients on oxygen therapy due to the potential for a spark.

SAFETY
Avita Health System strives to provide a safe environment and high quality of care for our patients. Our administrative team is very interested in having any questions or concerns regarding safety or the quality of care brought to our attention. Please feel free to speak with the Unit Manager or Patient Care Coordinator. You may also call 419-462-4534 to talk with the Vice President of Nursing.
All employees and volunteers wear an identification badge that includes their name, photo and department. Caregivers will identify themselves and tell you what they are going to do before they give care or treatment. Do not hesitate to ask them who they are or what they are doing. For the security of everyone within the facility, non-employees and vendors will be asked to wear identification badges as well.

If you need to leave the nursing unit at any time, please inform your caregiver. Outside hospital doors are locked at night and entry is through the Emergency Department entrance.

Tobacco use (including but not limited to cigarettes, e-cigarettes, vapors, pipes, cigars, chew, snuff/dip) is not permitted anywhere on Avita Health System premises or grounds.

Periodic fire drills are held on all shifts. Please don’t be frightened if you hear the bells that signal a drill or the announcement of a Code Red. In the event of a real emergency, your nurse will advise you.

Avita Health System prohibits carrying a handgun or other deadly weapon onto the premises, even if you have a valid license to carry a concealed handgun in the State of Ohio. Signs are posted at all entrances of the hospital as a reminder of this and violators will be prosecuted. If a weapon is discovered on a patient or visitor, local law enforcement and/or security will be notified immediately.

Our hospital will cooperate with law enforcement regarding possession of illegal drugs, drug paraphernalia, prescription medication not prescribed for the patient, and weaponry.

We are required by law to report cases of suspected child or elder abuse. We are also required to screen patients for abuse. If you are a victim of domestic abuse and are ready to seek help, please let your nurse know.

For the privacy of our patients and staff, photographs, video, and audio recordings are prohibited in certain areas.

As a Patient of Avita Health System, you have the right to:

Access to Care and Treatment, no matter your age, sex, race, color, religion, national origin, handicap, or ability to pay.

Respect and Dignity with respectful care that recognizes your personal dignity and individuality.

Freedom from Abuse: Freedom from neglect, physical, verbal, mental, sexual, and emotional abuse or harassment.

Freedom from Restraints and Seclusion of any form that is not medically necessary. Restraint and seclusion may not be used for punishment or staff convenience.

Privacy and Confidentiality in keeping with the law. You may expect any discussion involving your care to be discreet, and individuals not directly involved with your care will not be present without your permission. Your personal privacy will be protected.

Privacy of Your Medical Record and Confidentiality regarding your medical record. You have the right to access the information in your record within a reasonable time frame.

Safety while you are a patient and in our care.

Know the Identity of Caregivers and the role of staff providing care to you.

Prompt Notification of your doctor and your designated representative when you have been admitted.

Communication and Access to Support, including visitors and written/phone communication, as long as it doesn’t interfere with your care or the care of other patients. If you need a translator or special equipment to communicate, we will arrange for those services at no cost to you.

Participate in Your Own Plan of Care: You, the patient, are the most important person in decisions about your healthcare. You have the right to be involved in care planning and treatment except when physically unable, medically inadvisable, or contraindicated for medical reasons.

Refuse Treatment: You may refuse treatment, within the limits of the law.

Consultation: You may get a second opinion from another doctor or specialist (at your own request and cost).

Transfer and Continuity of Care and Information about a decision to transfer you to another facility for specialized services, including the alternatives to such a transfer. You also have the right to be informed by the staff of any discharge instructions or follow-up care.
Information and Consent: about your illness and treatment options, communicated in a way you can understand. You have the right to make decisions regarding your care, and to be included in the consideration of ethical issues regarding your care. You will be allowed to decide whether or not to participate in any research, clinical trials or clinical training programs. When you cannot participate, information is provided to a person designated by you or to another legally authorized person.

Advance Directives: You may write an Advance Directive (Living Will and/or Durable Power of Attorney for Healthcare or doctor ordered “Do Not Resuscitate”). You can expect that your healthcare providers will provide care that is consistent with these directives.

Pain Management: You have the right to have your pain relieved as completely as possible.

Information About Your Healthcare Facility Charges and Healthcare Facility Rules: You may request and receive an itemized bill for services rendered in the healthcare facility. You have the right to know what the rules and regulations of the healthcare facility are so that you can comply with them.

Beneficiary Notice of Non-Coverage and the right to appeal a premature discharge with your payer.

Complain or File a Grievance: You may voice a complaint by giving it in writing, or asking to speak with someone in charge. The complaint will be forwarded to the appropriate member of leadership where it will be reviewed and addressed. Any employee can provide you with directions on how to file a complaint/grievance. This information is also available on the Avita website: www.avitahealth.org. For your convenience, it is also included here.

How to file a complaint/grievance:
- Visit the Office of the Medicare Ombudsman:
  - Medicare QIO: KePRO ......................................................... 855-408-8557
  - Ohio Department of Health ................................................ 866-496-9647
  - DNV GL- Healthcare USA ............................................. 800-342-0553
- The following organizations accept comments on Avita Health System’s Bucyrus and Galion healthcare facilities:
  - Ohio Department of Health Complaint Unit
  - 246 North High Street, Columbus, OH 43215
  - or e-mail at HCComplaints@odh.ohio.gov
  - Medicare QIO: KePRO ......................................................... 855-408-8557
- Office of the Medicare Ombudsman:
- The following organizations accept comments on Avita Health System’s Bucyrus and Galion healthcare facilities:
  - Medicare QIO: KePRO ......................................................... 855-408-8557
  - Office of the Medicare Ombudsman:

As a Patient of Avita Health System, You Have Responsibilities:

Provision of Information: Provide complete and accurate information to the best of your ability about your health history, present complaint, hospitalization, any medications, including over-the-counter products and dietary supplements, any allergies or sensitivities and any other matters pertaining to your health. You have the responsibility to report any changes in your condition to your healthcare provider.

Compliance with Instructions: Follow the treatment plan recommended by your practitioner, including the instructions of nurses and other health professionals as they carry out your plan of care. If you do not understand the information provided or your plan of care, you are responsible for asking questions. You are responsible for keeping appointments and, when unable to do so, for cancelling/rescheduling in a timely manner.

Refusal of Treatment: You are responsible for your actions if you refuse treatment or do not follow your practitioner’s instructions.

Healthcare Facility Regulations: Follow healthcare facility rules and regulations. You will be informed of rules that apply to you when you become a patient.

Respect and Consideration: Be considerate of the rights of other patients, staff, and healthcare facility property, including assisting in the control of noise and the number of visitors.

Advance Directives: Provide the healthcare facility with copies of Advance Directives if you have them so they can be followed in the event of a terminal illness or if you are unable to speak for yourself.

Healthcare Facility Charges: Be prompt to pay healthcare facility bills, to ask questions concerning the bill, and to provide the information necessary for insurance processing.

Patient Education Regarding Rights and Responsibilities:

Avita Health System patients are offered a list of these rights and responsibilities. They are also posted throughout the health system.
YOUR ROOM & SERVICES

ACCOMMODATIONS
Nursing units have their own specialties. Rooms are designed with your safety and health care needs in mind. Your room has been assigned to you according to your needs. You will be oriented to your room/area by nursing personnel. Transfers are made only if necessary.

TELEPHONE IN YOUR ROOM
For your convenience, telephone service is provided for local phone calls.

If you need to make a long distance call, you will need to call collect, use a calling card, or place the call using a credit card.

Here are some helpful tips for using our phones:
- To make a local call from Bucyrus Hospital, dial 8, then the number. At Galion dial a 9.
- To make a long distance call by calling collect, or by using a credit card, dial a zero and an operator will assist you.
- To make a long distance call using a calling card, follow the directions on the calling card. Dial 8 at Bucyrus Hospital, or dial a 9 at Galion Hospital for an outside line.

To avoid disturbing patients, we discourage calls between the hours of 9:00 p.m. and 9:00 a.m.

PUBLIC TELEPHONES
There are no public telephones in our facilities; when a patient or visitor needs to use the phone, please see a staff member to use a hospital phone.

CAFETERIA / DINING ROOM AND VENDING AREAS
The hospital cafeteria, located on the ground floor, is open to family members, visitors and guests. Hours are: Breakfast 7:00 to 9:30 a.m., Lunch 11:30 a.m. to 1:30 p.m., Dinner 4:30 to 6:00 p.m.

Vending machines are located near the Emergency Department waiting area, and on the ground floor, near the cafeteria for your convenience.

ROOM SERVICE
Avita Health System offers a food ordering service for each patient. When you are ready to eat, simply call the food line (Bucyrus ext. 3833, Galion ext. 5328) and they will take your meal order. Your meal will be delivered to you in a timely manner.

TELEVISION
For your enjoyment, there is a TV in each room at no charge which is also closed captioned in English for the hearing impaired. Please keep the volume low for the comfort of other patients.

**TELEVISION CHANNEL LINEUP**

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<td>3</td>
<td>WJW (FOX)</td>
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<td>EVINE Live</td>
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HOSPITAL STAFF
During your stay, highly trained personnel will contribute to your care, treatment and recovery. Quality care requires a variety of talents and skills. There will be many individuals and departments contributing to your care and may include:

- Admitting
- Anesthesia
- Auxiliary
- Biomedical Engineering
- Business Office
- Cardiology Services
- Cardiac/Pulmonary Rehab
- Case Management
- Chaplain Services
- Customer Service
- Education
- Emergency Department
- Hospitalists
- Housekeeping
- Infection Control
- Inpatient Rehab
- Intensivist
- Laboratory (Pathology)
- Nephrology Services
- Neurology Services
- Nursing Services
- Nutrition Services
- Oncology
- Patient Accounts
- Patient Relations
- Pharmacy
- Physical and Occupational Therapy
- Physicians
- Pulmonary Services
- Quality Management
- Radiology
- Registration
- Respiratory Therapy
- Speech / Audiology
- Sterile Preparation
- Surgery/Recovery
- Therapeutic Recreation

FLOWERS, GIFTS, MAIL, AND NEWSPAPERS
Your mail, gifts, flowers, and plants will be delivered daily to your room by volunteers. Mail received after your discharge will be forwarded to the address given when you were admitted. Please note: flowers and plants are not permitted during a patient’s stay in the Intensive Care Unit. To control infection, live potted plants may be prohibited if you have an open draining wound. Newspapers may be available upon request.

PASTORAL CARE
Area clergy visit the hospital often. The hospital maintains a list of available members of the clergy. Should you desire a visit from your own clergy, or any other available pastor, please advise the nurse. The members of the Avita Volunteer Chaplain Program are also available to provide pastoral care and compassion to all people regardless of religious faith, age, gender, sexual orientation, race, and ethnic background. The Chaplain Program provides emotional and spiritual support services for all patients, their families and friends, fostering the healing spirit throughout the hospital community. These services are available around the clock, seven days a week according to a voluntary on-call schedule.

FACTS ABOUT PAIN AND MEDICATION
- Keeping pain under control is important to your well being. Pain can affect your healing, appetite, sleep, and the ability to do things.
- The staff wants to know if you are having pain or discomfort.
- The nurse will show you a pain scale to help report your pain.
- It is important to keep pain from becoming severe. Please tell someone, such as your nurse, if you are in pain.
- If pain is not relieved by the medication, please tell your nurse.
- If you notice anything out of the ordinary after you take your medicine, please tell your nurse.
- Pain medications, when given with supervision, are safe and effective. Strong medicines are rarely addictive when given in this manner.
- It may be impossible for us to make you pain free, but working together, we can make you more comfortable.

PATIENT RIGHTS
- You can expect to have your pain and discomfort treated.
- You can expect information about pain and pain relief measures.
- You can expect a concerned staff that is committed to pain prevention.
- You can expect healthcare professionals to respond to reports of pain.

PATIENT RESPONSIBILITIES
- Ask your doctor and/or nurse what to expect regarding pain and pain management.
- Discuss pain relief options with your doctor and nurse.
- Ask for pain relief when your pain first begins.
- Assist the doctor and nurse in measuring your pain intensity.
- Tell the doctor or nurse if your pain is not relieved.
EDUCATION
You need accurate, understandable information in order to recover and manage your care after discharge. Your healthcare team will instruct you along your path of care. Please participate in your discharge plan by asking questions at any time.

SATISFACTION SURVEYS
You may receive a Patient Satisfaction Phone Call Survey after your discharge from the hospital. Because we value your opinion, and strive to improve our care, we ask that you complete the survey honestly. The information received from these surveys is very important to us. By knowing how you feel and what your experiences were, we can improve our performance and provide quality care.

You may receive a follow-up phone call a short time after discharge. As part of our continuum of care, we want to know you are on the way to a full recovery.

ABOUT YOUR BILL
Avita Health System will submit claims to the insurance company after services are provided and bill the patient for unpaid balances. A covered service may not mean payment in full. The patient may still have a balance or co-pay. Because insurance is the patient’s benefit, Avita Health System recommends patients contact their insurance company to determine their benefit prior to service.

Some services have charges that are divided into two or more parts. Examples of this are the Emergency Department, the Radiology Department, some operating room services as well as Cardiology, Pulmonary and Laboratory examinations.

The invoice generated by the hospital represents charges for hospital provided services. The second invoice represents physician charges – the emergency room physician, internist, pathologist, anesthetist, or radiologist. Questions regarding your hospital related financial responsibilities or your invoice can be addressed to the Patient Financial Services at 419-468-0512.

We offer online bill pay through our website. This is a secure site offering convenient options to pay by credit, debit card, or electronic check. We accept American Express, VISA, Master Card, and Discover.

See our website at www.avitahealth.org for more details.

WAYS OF GIVING TO AVITA HEALTH FOUNDATION:
Philanthropic support from individuals, corporations, foundations, and organizations help us to continue our mission of providing excellence in patient care, enhancing the future of local services and education; and developing programs that help us improve the health of those we serve.

Call the Avita Health Foundation today at 419-468-0566 for more information or to learn how you can make a positive impact on our healthcare system with your donation.

DID YOU KNOW?
Avita Health System has a website. Please feel free to visit our site at www.avitahealth.org. It is a resource for activities in and around our hospitals. You can check on employment opportunities, e-mail a greeting to a patient, read about the latest Avita events, and even pay your bill.

The Avita Health Foundation is dedicated to helping our community-based, not-for-profit hospitals and clinics fulfill its promise of exceptional care by raising and investing funds to support many of Avita Health System’s important programs and services.
THE IMPORTANCE OF NUMBER

2222

Avita Health System is dedicated to patient safety. That is why we created a Rapid Response Team (RRT), which can be activated by staff, patients, and families at any time.

WHEN TO CALL RRT (2222):

• If there is a noted change in the patient’s condition that hasn’t been recognized by the caregiver
• If you feel a patient’s serious medical condition is not being addressed
• If, after speaking with a member of the patient’s healthcare team, you continue to have serious concerns about the care

Avita’s RRT team is available 24 hours a day, 7 days a week.

DISCRIMINATION IS AGAINST THE LAW!

Avita Health System complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Avita Health System does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Avita Health System:

• Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  • Qualified sign language interpreters
  • Written information in other formats (large print, audio, accessible electronic formats, other formats)
• Provides free language services to people whose primary language is not English, such as:
  • Qualified interpreters
  • Information written in other languages

If you need these services, please inform your Admitting Clerk or call 419.468.4841

Electronically through the Office for Civil Rights Complaint Portal, available at: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf

• By mail at:
  U.S. Department of Health and Human Services
  200 Independence Avenue, SW Room 509F
  HHH Building
  Washington, DC 20201-0004
• By phone at:
  (800) 368-1019 TDD: (800) 537-7697

You may 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: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf
• By mail at:
  U.S. Department of Health and Human Services
  200 Independence Avenue, SW Room 509F
  HHH Building
  Washington, DC 20201-0004
• By phone at:
  (800) 368-1019 TDD: (800) 537-7697
• Complaint forms are available at: hhs.gov/ocr/office/file/index.html
Avita Health System complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Spanish
Avita Health System cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Chinese
Avita Health System 遵守適用的聯邦民權法律規 定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

German
Avita Health System erfüllt geltenden bundesstaatliche Menschenrechtsgesetze und lehnt jegliche Diskriminierung aufgrund von Rasse, Hautfarbe, Herkunft, Alter, Behinderung ab.

Arabic
الافتاة لو نه تأريخ أوبيتريم نتالين وموهاتور ولزل ووزيت ميغامس ناداب اقيت
Avita Health System
وأ ينطولا وينطولا نعماي تشيتن ينطولا
آميتا ويبان أونا

Pennsylvania Dutch
Avita Health System iss willich, die Gsetze vun die Owwerichkeet zu folliche un duht alle Leit behan-
dle in der seem Weg. Es macht nix aus, vun wellem Schtamm ebber beikummt, aus wellem
Land die Voreldre kumme sinn, was fer en Elt
ebber hot, eb ebber en Mann ias oudder en Fraa,
verkrippet iss oudder net.

Russian
Avita Health System дотримується чинних федеральних законів про цивільні права і не допускає дискримінації за ознакою раси, кольору шкіри, національного походження, віку, інвалідності чи пола.

French
Avita Health System est conforme aux lois fédérales relatives aux droits civils applicables et ne fait aucune discrimination sur la base de la race, la couleur, l’origine nationale, l’âge, le handicap ou le sexe.

Vietnamese
Avita Health System tuân thủ luật dân quyền hành của Liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, do tuổi, khuyết tật, hoặc giới tính.

Oromo
Avita Health System Seera hariiroo hawwaasummaa Fedeeralaaloo wal qabataan sanyidhaan, bifaan, dhiigaan, umritidhaan, hin’ina qaamaan, yookeen koomiyaadhaan hin loogu.

Korean
Avita Health System은(는) 관련 연방 공민권법을 준수하며 인종, 피부색, 출신 국가, 연령, 장애 또는 성별을 이유로 차별하지 않습니다.

Italian
Avita Health System è conforme a tutte le leggi federali vigenti in materia di diritti civili e non pone in essere discriminazioni sulla base di razza, colore, origine nazionale, età, disabilità o sesso.

Japanese
Avita Health System は適用される連邦公民権法を遵守し、人種、肌の色、出身国、年齢、障害または性格に基づく差別をいいません。

Dutch
Avita Health System voldoet aan de geldende wettelijke bepalingen over burgerrechten en discrimineert niet op basis van ras, huidkleur, afkomst, leeftijd, handicap of geslacht.

Ukrainian
Avita Health System дотримується чинних федеральних законів про цивільні права і не допускає дискримінації за ознакою раси, кольору шкіри, національного походження, віку, інвалідності чи статі.

Romanian
Avita Health System se conformează legeilor Federale privind drepturile civile și nu discriminează pe baza rasei, culorii, origini naționale, vârstei, dizabilităților sau sexului.
Multi-Language Interpreter Services

This document notifies individuals of how to seek assistance if they speak a language other than English.

Spanish
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 419-468-4841.

Chinese
注意：如果使用繁體中文，可以免費獲得語言援助服務。請致電 419-468-4841.

German
Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 419-468-4841.

Arabic
تَابِدَ خَالِفَةَ غَلَابَةَ رَأْيًا طَلَحَاتَ تَنْزِكَ أَنَّا: نَظُوحُ بِمَقْرِبِ لَصَبْحَاتِ نَجَاحِ لَدِيْلَ رَفَاوَاتِ تَيْوَدَ: كَأَنَّ سَايِلاً بَلْدِيًا. نَفُدُّهُ عِنْدُ لَكَ 419-468-4841.

Pennsylvania Dutch

Russian
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 419-468-4841.

French
ATTENTION: Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement. Appelez le 419-468-4841.

Vietnamese
CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 419-468-4841.