



**Grant Medical Center**  
**OhioHealth**

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*Information*  
*Guide* for the  
**Patient and**  
**Family**



**Grant Medical Center**  
OhioHealth

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## Our Mission

### *Our Mission*

To improve the health of those we serve.

### *Our Values*

*Compassion:* We respect the physical, emotional and spiritual needs of our patients and find that compassion is essential to fostering healing and wholeness.

*Excellence:* We believe our patients and their families deserve the best possible healthcare experience. We are committed to the pursuit of excellence in all that we do.

*Stewardship:* We believe we are accountable to our community for our stewardship. We have special concern for the poor and are committed to making quality healthcare available for all.

*Integrity:* We believe our actions and decisions must reflect a faithful balance of our core values. We will act with absolute integrity and expect the same of those who work with us.

### *Welcome to Grant*

Our doctors, nurses and other healthcare professionals are dedicated to providing the highest quality healthcare.



Service is at the heart of the care we deliver. During your hospital stay, we will try to meet your healthcare needs, keep you and your family informed of your care and respond to your concerns or complaints quickly. We also strive to respect your privacy, include you in decisions about your healthcare and answer any questions you may have.

Please tell us how we're doing. If we can help you in any way, please do not hesitate to ask. Once you go home, you may get a survey asking for your opinions about your care. Please complete and return this survey because it helps us improve our service to you and future patients.

For the safety and health of our staff, patients and their families:

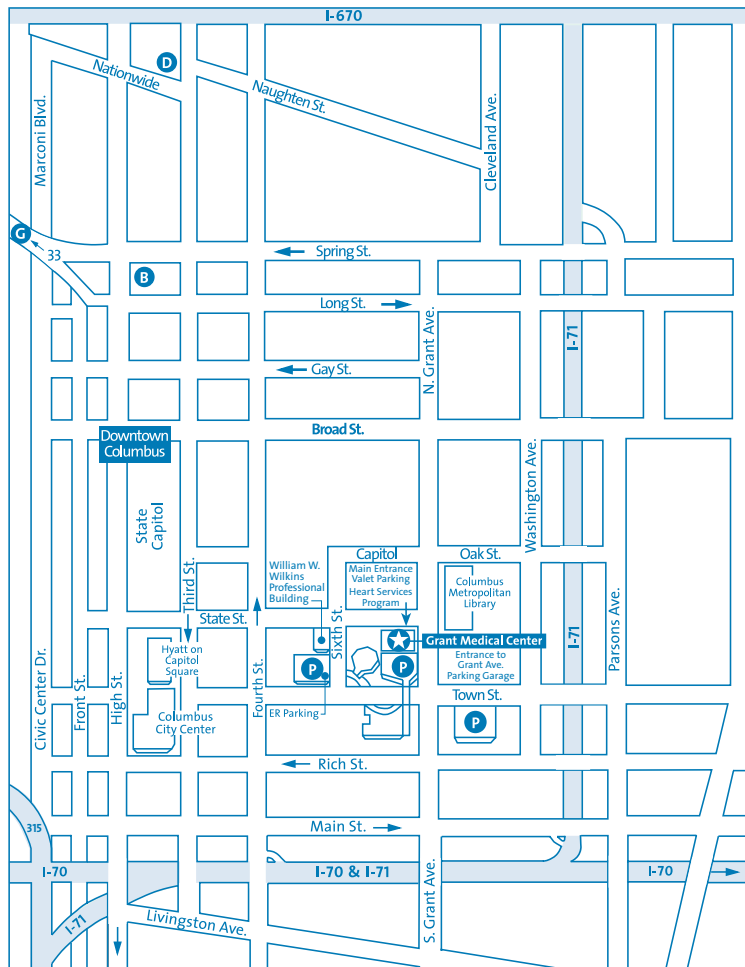
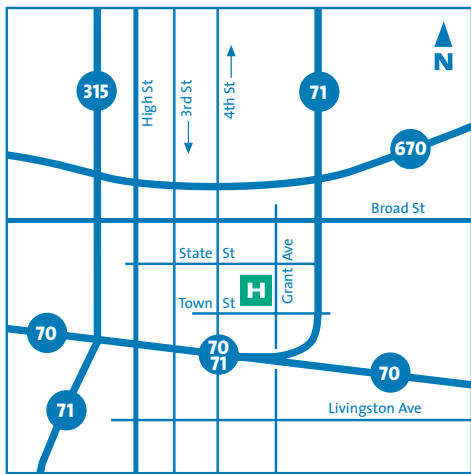
- Smoking is not permitted in any OhioHealth facility. Several outdoor locations have been designated for smokers. Ask at the Information Desk for locations.
- Security officers are on duty at all times to help you with safety and security concerns.
- These officers also can help if you have been locked out of your car, need a jump start or need an escort to your car.
- Weapons (including firearms) are prohibited on OhioHealth property. Anyone carrying a weapon will be asked to remove the weapon from the property or leave it with the Security Department (also called Protective Services).
- Call the Security Department at (614) 566-9300 if you need assistance.

OhioHealth has many resources available to help you before, during or after your stay in the hospital. There are libraries, classes, and support groups available. If you do not have a doctor, we can find one for you. Call (614) 4-HEALTH (443-2584) or 1-800-837-7555 or log onto [www.ohiohealth.com](http://www.ohiohealth.com) to find out more about OhioHealth.

## Maps and Parking

### Parking

- Handicapped parking is available in the garages and on the street. If no handicap spaces are available, ask any Parking or Valet staff for help.
- Valet Parking is available weekdays at the main entrance of the hospital (5:00 a.m. – 9:30 p.m.) and at Grant South Building (5:00 a.m. – 6:00 p.m.). The cost is \$5.00.
- There are several parking garages near the hospital (refer to map).
- Parking meters are available around the hospital.
- Family members and visitors of patients can get a \$3.00 flat rate parking pass at the Information Desk. This pass allows you unlimited in and out privileges for one day.
- If parking fees are a financial hardship, please call Medical Social Services Office at (614) 566-9265.
- If you are in the hospital for 30 or more consecutive days, parking for visitors is free. Passes are issued for two weeks at a time and there is no limit to the number of passes issued.





## Information for the Patient

### ***Outpatient Care***

If you are coming to Grant for an outpatient procedure, test or treatment, your doctor's office will give you instructions about the time to arrive, where to go and how to register. Depending on your procedure or test, you may want to have a family member or friend drive you home.

### ***Pre-registration***

For your convenience, a staff member may call you so that you can register ahead of time. Upon arrival, you still will need to stop in the Registration/Admitting Department briefly, in order to sign paperwork.

### ***Patient Admission***

Many patients are admitted through the Registration/Admitting Department, (614) 566-9412, on the first floor. In special cases (e.g., an emergency, patients coming from another hospital, patients transported by ambulance or helicopter) patients are admitted through the Emergency Department. In these cases, the admitting staff will get the information from either you or your family.

### ***Hospital Directory***

We have a hospital directory (through our computer system) that lists the name, hospital, room number, room phone number, general condition and religion of each patient if provided. This information is only shared with people (visitors/callers) who ask for you by name, or by clergy who ask for patients by religious affiliation. You have the right to have your information excluded from this directory. Please note if you do exclude your information, we will not be able to acknowledge your presence as a patient to any callers, visitors or clergy.

### ***Your Private Healthcare Information***

Our healthcare providers work together to provide the best care to you, our patient. As allowed by law and only if needed, health information is shared to provide treatment, arrange for payment and improve how we provide care in the future. By law, we must keep your past, present and future health information private and tell you that we are doing so. When you are admitted, you can get a copy of the Notice of Privacy Practices. If you have questions or need further help with this notice, you may contact or write to the OhioHealth Privacy Officer, Corporate Ethics and Compliance, 3545 Olentangy River Road, Columbus, OH 43214, 614-566-5350.

### ***Your Healthcare Team***

Your doctor works with a highly trained team to meet your care needs. The team members will introduce themselves and will have their ID badge visible, but if you have any questions about their role, please feel free to ask. This team may include:

- Your attending doctor — the doctor responsible for coordinating care while you are in the hospital.
- Consulting doctors — your attending doctor may ask other doctors (e.g., surgeons, specialists, your family doctor) to help with a certain part of your medical care while you are in the hospital.
- Doctors in various stages of their medical training may help in your care under the supervision of your attending doctor. This may include:
  - Medical students (currently completing four years of medical school),
  - Residents (finished medical school and in residency training).
- Nursing staff (including nurses, patient care assistants and technicians, nurse practitioners, case managers, and educators).
- Other care givers (social workers, discharge planners, dietitians, pharmacists, respiratory therapists, physical and occupational therapists).

### ***Bloodwork***

The lab technician may come into your room in the middle of the night to draw blood. This helps us get the bloodwork results back so that your doctor can see them on morning rounds, and helps to coordinate your care more efficiently. We appreciate your cooperation.

### ***Managing Your Pain***

We understand you may have pain for many different reasons. We believe you have the right to treatment of your pain during all aspects of your care. Our goal is to treat your pain so that you will be comfortable and so that pain does not interfere with your recovery or impact your quality of life. **Pain should be managed at a level that is acceptable to you.**

You can expect to get information about pain and pain relief measures from our concerned staff. They are committed to preventing and managing pain. Grant Medical Center also has a Pain Service with dedicated pain relief specialists.

So that our staff can offer you the best care, please talk to your doctor or nurse about:

- What to expect regarding pain and how it will be managed.
- Pain relief options.
- A pain management plan for you.

Tell your nurse:

- When pain first begins so we can provide for pain relief.
- How your pain feels.
- If your pain is not relieved.
- If you have any worries about taking pain medicine.

**Do not drink alcohol, use illicit drugs, take medicine or substances such as herbal extracts, stimulants or other medicines not authorized by your doctor.**

## ***Complementary Therapies***

Complementary therapies are available that may help to reduce your pain and help you relax. Complementary medicine is defined as unconventional treatments used in addition to treatments prescribed by your doctor. With medicine, they can help:

- Reduce your pain.
- Reduce stress and anxiety.
- Relax you.
- Provide comfort.
- Strengthen your immune system.
- Promote a quicker recovery.

Complementary Therapy Services available include:

- Healing Touch - a relaxation technique that may help strengthen the mind, body and spirit connection.
- Channel 22 - To help wipe away your tension, listen to calming music while viewing soothing scenery and images, and more. Channel 22 is available 24 hours a day on your hospital TV.
- Massage Therapy - With your doctor's permission you may get a gentle relaxing massage.
- Guided Imagery - Listen to healing language and music while you are guided to use your imagination to help the mind and body relax, heal or reduce symptoms (e.g. pain).
- Drumming Therapy - Participate in an individual or group drumming experience that may help to reduce tension, improve your mood, increase relaxation or boost your immune system.

Please tell your nurse or doctor if you are interested in trying or learning more about any of these choices.



## ***Palliative Care***



Palliative care focuses on comfort and quality of life for families and patients dealing with a chronic or serious illness. The Palliative Care Team (doctor, clinical nurse specialist, social worker, chaplain, pharmacist, and clinical psychologist) works with your doctor to plan care to help improve your comfort and quality of life.

For more information or for a palliative care consult, ask your doctor to write an order or call (614) 566-PALL (7255). Most insurance companies pay for palliative care. It is included as a part of your hospital bill.

Palliative care can help you and your family:

- Understand your illness and treatment options.
- Feel better and improve your quality of life.
- Deal with the stresses of the illness.
- Answer questions.
- Make difficult decisions about your care.
- Obtain community resources.
- Get spiritual support.
- Plan ahead by completing a living will or healthcare power of attorney form.

You may benefit from palliative care if you:

- Have a chronic or serious illness.
- Have a hard time managing complicated or many medical problems.
- Have intense or many psychosocial, spiritual and /or caregiver needs.
- Are often in the emergency department or are re-admitted to the hospital.
- Need support with end-of-life decisions.

## ***Pastoral Care***

Chaplains are available to provide spiritual and emotional support, as well as communication support as it relates to medical decision-making, patient rights and medical ethics. Upon request, we will notify your minister, priest or rabbi of your hospital stay.

To request a chaplain, please ask your nurse or call Pastoral Care at (614) 566-9610. The chapel and a small private meditation room are located near the main lobby. An interdenominational religious service is offered each Sunday at 11 a.m. and Thursday at 11:30 a.m.

### ***Patient/Family Education***

We want you to be a part of your care. Our healthcare team will keep you informed about the outcomes of your care, treatment options and home care. There are many educational materials (videos, written handouts, etc.) available to help you understand your disease/condition, tests, care, treatment or medicine. If at any time you have questions about your care, ask your doctor or nurse. We encourage you, your family and the community to use these resources or log on to [www.ohiohealth.com](http://www.ohiohealth.com) to find out more about your health.

The Peggy L. Wood Cancer Library on the 4th Floor, Suite 420 of the Wilkins Building, (614) 566-8299, offers Internet access, books, brochures, videos and other information on a variety of health topics.

### ***Customer Service and Employee Recognition***

Our healthcare team works together and wants to make sure your special needs are met and your concerns are addressed. If you have questions or need assistance in any way, please talk with your doctor, nurse or the department manager.

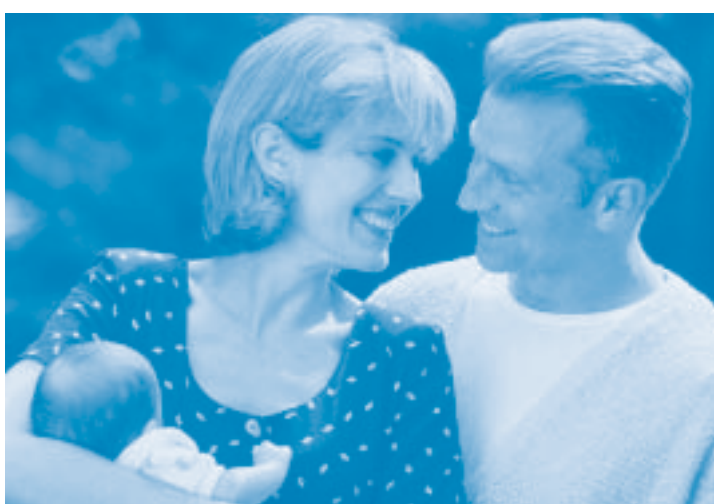
Our staff is dedicated to providing you with the highest quality healthcare. To recognize an employee or physician for excellent customer service, please feel free to complete a *Power of 1* recognition form. These forms are available on nursing units, in hospital departments, and in *Power of 1* drop boxes located around the hospital. Your comments are appreciated and they will be shared and celebrated with staff.

### ***Special Communication Needs***

We are pleased to provide interpreters for language and the hearing impaired. TTY equipment and closed-caption television also are available. To arrange for an interpreter, ask your nurse. If you would like to speak directly to the Office of Interpretive Services, please call (614) 566-3256.

### ***Valuables***

We encourage you to leave valuables (jewelry, money, credit cards, checkbooks or anything else of value) at home or with a family member.



## Healthcare Decisions About End of Life Care

### *Making Decisions for the Future*

Should you become terminally ill and unable to communicate or unable to make decisions for yourself, you can still make your own medical treatment decisions. You have the right to fill out a form (called an advance directive) that tells the doctor what you want done in case you should become terminally ill and unable to communicate or unable to make decisions for yourself. There are two types of advance directives:

- A **Living Will** is a written document that expresses your healthcare wishes.
- A **Durable Power of Attorney for Healthcare** is a written document that appoints someone else to make all healthcare decisions for you.

### *Do Not Resuscitate (DNR) and Comfort Care (CC)*

DNR means that if a person's heart or breathing stops, no one will try to restart the heart and lungs with CPR (Cardiopulmonary Resuscitation). A DNR order is a written order by a doctor based upon your wishes to avoid having CPR if your heart or breathing stops. If you are interested in a DNR order, share your wishes with your doctor. There are two types of DNR-CC orders:

- **DNR CC** - Only treatment to provide comfort care will be given to you. If your heart or lungs stop working, CPR will **not** be started.
- **DNR CC Arrest** - You will get all "needed" treatment until the time your heart or breathing stop working. Once this occurs, CPR will **not** be started. All care will be done except CPR. It does NOT change the rest of the treatment plan your doctor has ordered.



Comfort care such as pain medication, oxygen, nutrition, emotional support, supporting the body and clearing the airway **will still be done** with both of these orders. Other healthcare providers such as hospice, home health, pain specialists and other doctors may be asked to help in your care.

## Taking Charge of Your Healthcare

Your safety as a patient is very important to us. We strive to do everything we can to ensure you receive safe care, but we need you to partner with us as well.

### ***Be a Part of Your Healthcare Team***

- Be a part of every decision.
- Learn more about your care.
- Make sure you understand and agree with all your care (medicine, tests, surgery).
- Speak up if you have questions or concerns.

### ***Talk to Your Healthcare Team***

- Tell your doctor about all your healthcare problems.
- Tell the doctor about all your medicines: prescription, over-the-counter and herbals.
- Tell all healthcare workers about your allergies and medicine reactions.
- If you notice any new side effects after starting a medicine, notify your nurse, doctor or pharmacist.

### ***Expect Quality Care***

- Expect that the staff will check your name band before giving any medicine or performing any care.
- Expect that the staff will cleanse their hands before providing care.
- Expect clear, simple information about your care/medicine that you can read and understand.
- Expect that if you are having surgery, the site will be verified prior to your surgery.

### ***Ask Questions and Learn More***

- Ask if the medicine, test or surgery is needed, and how it can help.
- Ask about the side effects.
- Make sure you can read the prescription medicine directions. If not, ask your healthcare provider to write it more neatly so you can read it.
- Ask your pharmacist or doctor if you have questions about the dose or how to measure the medicine.
- Ask your doctor about the results of tests.
- Learn about your condition and treatments by asking your doctor and nurse.

### ***Double Check***

- Ask questions again to clarify information.
- Check the pill bottle when you pick up the prescription to make sure it is correct.

### ***Get More Information and Help***

- Bring a family member or friend with you to help understand the information.
- Ask questions and speak up for yourself in order to ensure proper care.
- In the hospital, there may be many doctors taking care of you. This can be confusing. Make sure you know which doctor is in charge of organizing your care.
- If you have any questions after you get home, please call your doctor.



## ***Patient Rights and Responsibilities***

Our mission at Grant is to improve the health of those we serve. An important value at Grant is that we honor the dignity and worth of each person. To support these philosophies and our commitment to our customers and community, we have a Statement of Patient Rights and Responsibilities.

Patient Rights involve issues such as:

- Cultural, psychosocial, spiritual and personal values, beliefs and preferences.
- Confidentiality, privacy and security.
- Support services, such as an interpreter.
- Full information about outcomes of care, treatment and services so you can make the best decisions.
- Active participation in your care, treatment and services.
- Living wills, power of attorney documents and other advance directives.
- Ethics consultation.
- The right to complain.
- Organ donation.
- The right to refuse treatment.
- Information about benefits, discomforts, alternatives and other details if you are participating in experimental research.
- Respectful care supporting personal dignity.
- Impartial access to treatment.
- Knowing the identity of the practitioner primarily responsible for your care.
- Reasonable response to your requests and needs for treatment.
- Comfort and dignity in the treatment of your illness.
- Billing, financial aid and charge information upon request.
- Adequate assessment and treatment of pain.
- The right to be free from abuse, neglect and exploitation.
- Protective and advocate services.

Patient Responsibilities involve issues such as:

- Answering questions thoroughly about your health and medical history.
- Asking questions when information is not understood.
- Cooperating with doctors and hospital staff.
- Following all hospital policies, including those addressing smoking, visiting and other matters.
- Providing all necessary financial information so that medical bills may be paid.
- Showing respect and consideration.
- Accepting consequences.

### ***Patient Rights and Responsibilities Continued***

If you would like a complete list of your rights and responsibilities, please contact the Patient Relations/Customer Service Department, located on the second floor or call (614) 566-9375. The Patient Rights and Responsibilities also are available in Braille, large print and other languages (e.g. Spanish and Somali).

OhioHealth has a Corporate Ethics and Compliance Program which:

- Assures that the business operations of OhioHealth and its members are conducted in accordance with applicable laws and regulations.
- Educates all employees about these laws and regulations.
- Monitors operations to assure compliance.
- Reports and corrects deviations appropriately.

Patients and families also have the right to access the Ethics Advisory Committee for help when there are disagreements about the patient's course of treatment. To discuss compliance or ethics issues, please call (614) 566-5350.

The Ohio Department of Health has established a hotline number, 1-800-342-0553, to receive, investigate, report and resolve complaints regarding quality issues relating to healthcare services.



## Information for Your Family/Visitors

### *Patient Information*

Friends and family members can call (614) 566-9310 to get general information (condition and room number) for a patient.

### *Visiting Hours*

We understand the importance of family and friends to a patient's recovery. General visiting hours are daily from 11 a.m. to 8:30 p.m. but may vary on some units based on the patient's condition and needs.

Families should speak to the patient's nurse to determine the most appropriate visitation schedule. In consideration of our patients and others, we ask that you limit visitors to two per patient at a time.

Children are permitted as visitors but must be under adult supervision at all times.

### *Preventing the Spread of Infection*



Visitors can help prevent the spread of germs and infection by following these simple steps:

- **Handwashing is the most important step to prevent the spread of infection!** Always wash your hands before and after visiting all patients, after going to the bathroom, blowing your nose, sneezing and coughing and before eating.
- Please do not visit a patient when you are sick. If you need to visit while you are sick, wash your hands well and ask the staff for a mask if you have respiratory symptoms.
- Some patients need isolation – if so, everyone (staff and visitors) may need to wear gloves, a gown and/or a mask.
- Check with the nurse before visiting if you are unsure if you are contagious or if you are bringing children to visit a patient.

For questions about infection or isolation, call the Infection Control Department at (614) 566-9127.

### *Gift Shop*

The Gift Box is located in the main lobby. It is open Monday through Saturday, 9:30 a.m. to 6:30 p.m., Thursday until 11:00 p.m., and Sunday, noon to 6 p.m.

### *Flowers*

Flowers and gifts are welcome in most rooms except the critical care areas. Volunteers make deliveries Monday through Friday.

### *Banking*

Banking services are available through the:

- OhioHealth Credit Union ATM machine located on the second floor near the elevators and cafeteria entrance.
- National City Bank Anytime bank machine located just off the main lobby.

### ***Food/Beverages***

- Grant Central Station cafeteria is on the second floor. It is open seven days a week (including holidays) for breakfast from 6:00 to 10:15 a.m. and lunch/dinner from 11 a.m. to 7:00 p.m. with limited services from 2:00 p.m. to 4:00 p.m.
- Jitters (gourmet coffees and snacks) is in the first floor lobby. Open Monday through Friday, 7:30 a.m. to 5:00 p.m. (except holidays).
- Vending machines are located on the second floor near the cafeteria.
- Ask at the Information Desk about local restaurants near the hospital.

### ***Hotels***

The Holiday Inn City Center 175 East Town Street (614) 221-3281 offers a **discounted rate** to Grant's patients and their families. To get the discounted rate, tell them you are a patient or family member of a patient at Grant. It is within walking distance and they also offer free transportation to and from the hospital (upon availability).

Other nearby hotels which may offer a discount include:

- Adam's Mark, 50 North 3rd Street, (614) 233-7507
- Courtyard by Marriott, 35 West Spring Street, (614) 228-3200
- Crowne Plaza Columbus, 33 Nationwide Boulevard, (614) 461-4100
- Doubletree Guest Quarters, 50 South Front Street, (614) 228-4600
- Drury Inn and Suites, 3rd Street and Nationwide Blvd, (614) 221-7008
- German Village Motor Inn, 920 South High Street, (614) 443-6506
- Hyatt Capitol Square, 75 East State Street, (614) 228-1234
- Hyatt Regency, 350 North High Street, (614) 228-1234
- The Red Roof Inn, 111 Nationwide Boulevard, (614) 224-6539
- The Westin Hotel, 310 South High Street, (614) 228-3800



## Communications

### ***Telephone Service***

**Cell Phones** are permitted in some areas of the hospital. Usually signs are posted in areas with cell phone restrictions.

#### **Outgoing calls**

- Local - To place a local outside call, dial "9" plus the number.
- Long distance - Phone calls cannot be charged to your room but calling cards and cell phones can be used to make long distance calls. The hospital operator (dial "0") can help you, if needed.

**Incoming calls** - Calls are transferred to inpatient rooms from 9 a.m. to 9 p.m.

- Your room phone number is listed in your room. You may share this number with your friends and family.
- Telephone guidelines may be different in maternity, critical care and step-down areas. If you have questions about calling hours on the floor, please ask your nurse.
- Pay phones are available in some lobbies.

### ***Receiving an E-Card from Friends and Family***

Your family and friends may send you an electronic greeting card (up to 200 characters) while you are in the hospital. These greeting cards can be created and sent at the OhioHealth Web site, [www.ohiohealth.com](http://www.ohiohealth.com). Your greeting card is then printed and hand delivered to you in your hospital room by a volunteer.

### ***Mail Service***

Mail will be delivered to your room Monday through Friday. Any mail received after you are discharged will be forwarded to your home address. Please allow 10 days for forwarding.

### ***Newspapers***

Volunteers visit patient rooms Monday through Friday to sell *The Columbus Dispatch*. *The Columbus Dispatch* and *USA Today* also are available in newspaper machines around the hospital and in the gift shop.

### ***Television/Radio***

A variety of programming is available in all rooms. The staff will teach you how to use your call light and televisions controls.

Televisions carry more than 50 stations, including local and national programs. Channel 25 offers education for mothers with newborns and Channel 22 offers relaxation programming. A radio station is available on channel 21.



## After You Go Home

### ***Patient Satisfaction Survey***

You are the reason we are here. We value your feedback as customers. Within a few days of your discharge you may receive a patient satisfaction survey. Please help us by completing and returning this survey so that we may continue to improve our services.

### ***Healthy Lifestyles***

After you go home, we encourage you to continue to seek information and support about your disease, treatment and healthy lifestyles. OhioHealth has many resources to help you with this. These resources are available to anyone in the community.

- Visit [www.ohiohealth.com](http://www.ohiohealth.com) to find out more about how OhioHealth can help you.
- Community Resources - OhioHealth offers a variety of classes, programs and support groups. If you would like information, call (614) 4-HEALTH (443-2584) or 1-800-837-7555. You can log onto [www.ohiohealth.com](http://www.ohiohealth.com) to find out about these programs.
- The Grant Medical Library (2nd Floor, Suite 210 of the Wilkins Building) (614) 566-9467 and the Peggy L. Wood Cancer Library (4th Floor, Suite 420 of the Wilkins Building) (614) 566-8299 offer information on many health related topics.

### ***Costs and Billing***

In a few weeks, you will receive a copy of your hospital bill. You also may receive other bills from your doctor(s), including your family doctor or specialists.

Costs of healthcare services are available from Registration (first floor, main lobby), Patient Financial Services (first floor, off the main lobby) or the Grant Cost Information Line, (614) 566-8707. A list is located on [www.ohiohealth.com](http://www.ohiohealth.com).

We know that for us to correctly manage your hospital bill is important. If you have any questions about charges, please call Patient Accounts at (614) 566-5594 or toll-free at 1-800-837-2455.

### ***Financial Assistance***

We are pleased to offer financial assistance to patients with limited resources and inadequate medical insurance coverage. Eligibility is determined by total family income/assets. The patient must agree to apply for other assistance available to pay hospital charges (Medicaid, Medicare, private insurance) before being discharged.

For more information or to speak with a financial counselor, call Patient Financial Services at (614) 566-9152.

### ***To Request Your Medical Records (Chart)***

- If you need your chart sent to a doctor for an appointment, please:
- Fill out a “Release of Information” form (ask the staff for a copy of the form).
  - Send this form to the Medical Records Department or to your doctor’s office.
  - Your doctor can mail or fax the form to Medical Records to obtain the records needed for your follow-up care.

Your medical record information is free for follow-up care. There may be a charge for certain purposes (e.g. legal, insurance claims, personal use). For more information, contact the Medical Records Department, Grant Medical Center, 111 South Grant Avenue, Columbus, OH 43215, (614) 566-9320, fax (614) 566-8047.

### ***Contributions***

If you would like to make a monetary gift to recognize a member of the hospital staff who has provided special care or comfort, or to otherwise contribute to Grant, please contact the OhioHealth Foundation, 3724-G Olentangy River Road, Columbus, OH 43214, (614) 566-4483, or you can donate online at [www.ohiohealth.com](http://www.ohiohealth.com).

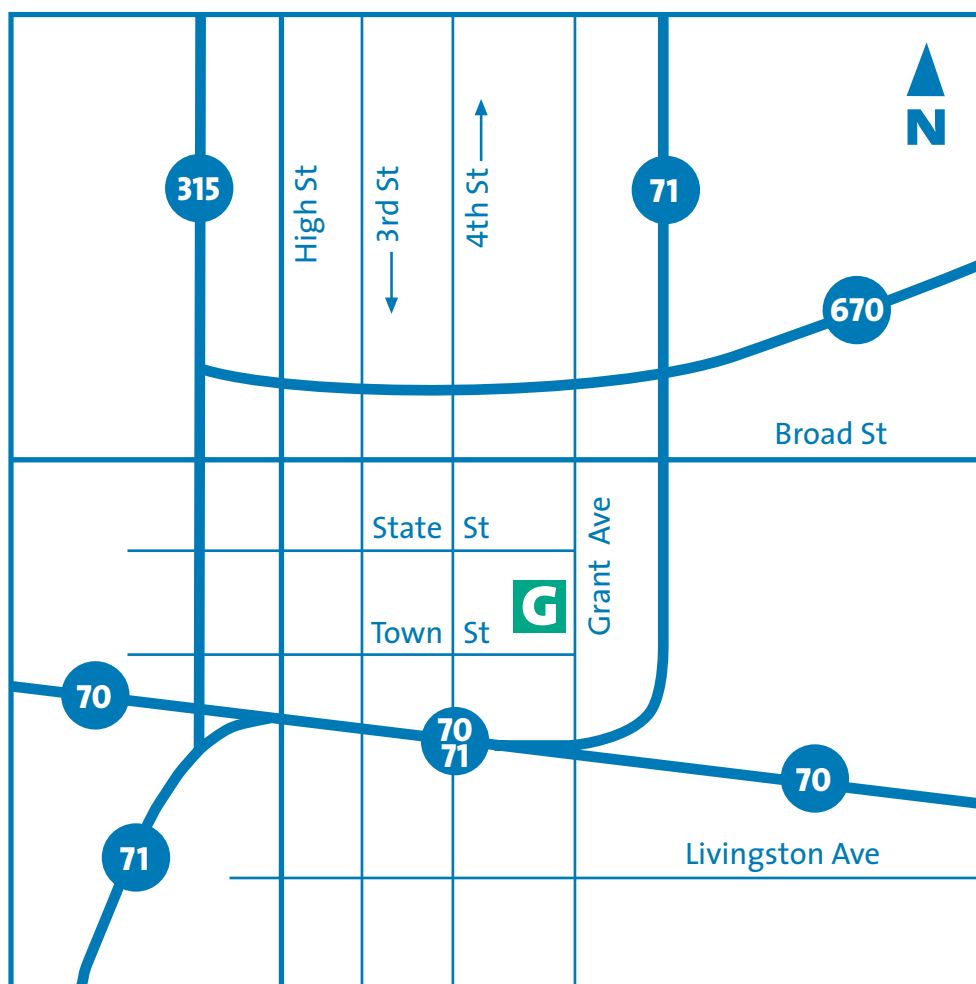
### ***Service Opportunities***

The Women’s Service Board is a dynamic group of volunteers who plans events (e.g., Candy Cane Ball, a fashion show) to help support the hospital and have fun at the same time. For more information or to join the Service Board, call Volunteer Services at (614) 566-9399.

### ***Volunteers and Giving Opportunities***

Our family of volunteers dedicates tens of thousands of hours of service to patients and their families each year. Volunteers provide a variety of services, such as working at the information desks, delivering flowers, magazines and newspapers to the patients and acting as liaisons between the staff and families in the critical care areas. For more information about volunteering at Grant, call (614) 566-9399.





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Hospital Operator  
(614) 566-9000

Patient Information  
(614) 566-9310