

OhioHealth is a family of not-for-profit, faith-based hospitals and healthcare organizations serving patients in central Ohio since 1891. Together we are saving lives, improving our community's health and delivering extraordinary healthcare.

At OhioHealth and Riverside Methodist Hospital, we are united by a shared mission, to improve the health of those we serve. We honor our core values of compassion, excellence, stewardship and integrity in the way that we treat our patients and serve our community. And we share an unwavering commitment to deliver quality, convenient and timely healthcare to all members of our community, regardless of ability to pay.

Riverside Methodist Hospital is consistently named the hospital of choice by central Ohio residents. Riverside Methodist is recognized locally, regionally and nationally for its quality care, service and reputation. Our world renowned medical innovations give our patients the best healthcare options available today. So what does innovation mean to us? It means that from the patient room to the operating room, we always offer extraordinary patient care. And while technology plays a major role in making that happen, we never lose sight of creating a warm, friendly and loving environment.

Our commitment to you during your visit to Riverside Methodist is to ensure that you are able to enjoy full and equal access to all of our facilities, services and equipment, regardless of any disability. This brochure gives you an overview of the ways in which our patients and visitors with disabilities can be assured full and equal access to Riverside Methodist's facilities, services and equipment during their stay or visit.



www.ohiohealth.com

Together we are OhioHealth a faith-based, not-for-profit family of leading healthcare providers:

RIVERSIDE METHODIST HOSPITAL • GRANT MEDICAL CENTER • DOCTORS HOSPITAL • GRADY MEMORIAL HOSPITAL
DUBLIN METHODIST HOSPITAL • DOCTORS HOSPITAL-NELSONVILLE • HARDIN MEMORIAL HOSPITAL
MARION GENERAL HOSPITAL • HOMEREACH • OHIOHEALTH NEIGHBORHOOD CARE



Assistance to patients and visitors with disabilities

For ADA Assistance:
Call (614) 566-5034

Language Services
at (614) 566-3256 for
access to TTY or TDD
Relay No. 711



We strive to make Riverside Methodist a model of medical facility accessibility and we welcome your feedback. Please contact our ADA Compliance Number (614) 566-5034 if you have questions or require an accommodation. For further assistance, you may also call our nurse administrator (614) 204-7685.

Following are services and accommodations available at Riverside Methodist Hospital to patients and guests with:

I. Hearing Impairments

- Sign language interpreters
- TTY/TDD telephones (Relay No. 711)
- Closed caption TVs in waiting areas and most patient rooms

II. Visual Impairments

- Audio versions of patient information guide content available on in-room TVs on Channel 2
- Braille signs
- Service animals permitted in most areas of hospital

III. Mobility Disabilities

- Wheelchair accessible shuttle bus service
- Wheelchair entrances and ramps
- Valet parking
- Accessible parking in garages
- Accessible examination equipment
- Accessible public restrooms
- Accessible call buttons in patient rooms
- Safe and appropriate assistance when transferring from wheelchairs
- Accessible medical-surgical patient beds

IV. Patient Assessments

- Individual assessments, for all patients, upon admission, of mobility, diet, bowel program, communication and other needs

How can you obtain disability related- assistance from Riverside Methodist Hospital?

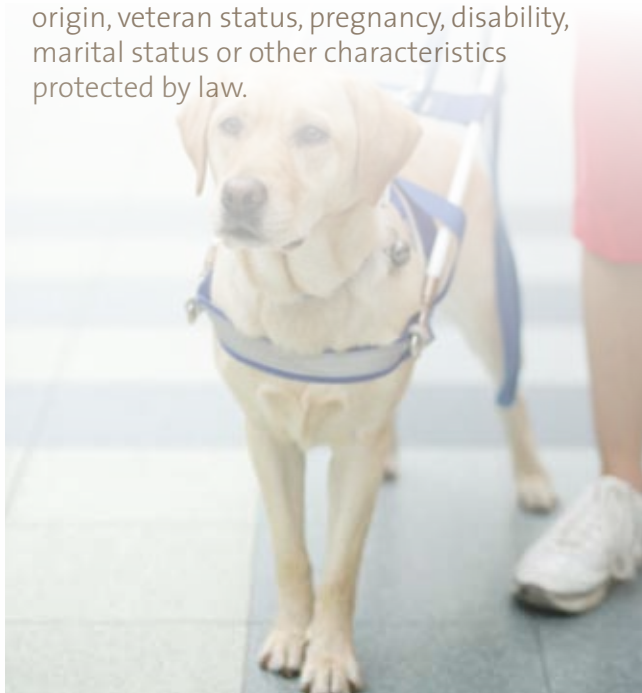
- **Inform** the person scheduling your appointment at Riverside Methodist of your special needs for both inpatient and outpatient visits.
- **Remind** the registration associate or receptionist of your need upon your arrival to Riverside Methodist for your scheduled visit.
- **Consult** with your nurse, doctor or other care provider about your disability-related needs.

If you need further assistance:

- **Contact** Riverside Methodist's ADA Compliance Number: (614) 566-5034.

Riverside Methodist Hospital's Non-Discrimination Policy

It is the policy of Riverside Methodist Hospital not to permit discrimination against any individual because of race, color, religion, sex, sexual orientation, age, ancestry, national origin, veteran status, pregnancy, disability, marital status or other characteristics protected by law.



The Law

- Title III of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act guarantee Riverside Methodist Hospital patients and guests with disabilities full and equal access to the hospital's services, facilities and equipment, free from discrimination due to disability.
- This right includes physical access to equipment and facilities; policies, practices and procedures that ensure equal access; reasonable modifications to policies to meet disability-related needs; and effective communication for those with hearing and vision impairments.
- If you feel you have been discriminated against on the basis of a disability you may:
 - file a written complaint under the ADA with the United States Department of Justice, U.S. D.O.J., 950 Pennsylvania Avenue, NW, Civil Rights Division, Disability Rights — NYAVE, Washington, D.C. 20530 (see www.ada.gov/t3compfm.htm or call 800.514.0301 (voice) or 800.514.0383 (TTY)
 - file a complaint under the Rehabilitation Act with the U.S. Department of Health and Human Services. See www.hhs.gov/ocr/discrimhowtofile.html or call 800.368.1019 (voice) or 800.537.7697 (TTY)
 - file a lawsuit under the ADA and/or Rehabilitation Act