



**Riverside Methodist
Hospital**
OhioHealth

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Information
Guide for the
Patient and
Family



Riverside Methodist
Hospital
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 Riverside

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) 566-4400 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 to find out more about OhioHealth.

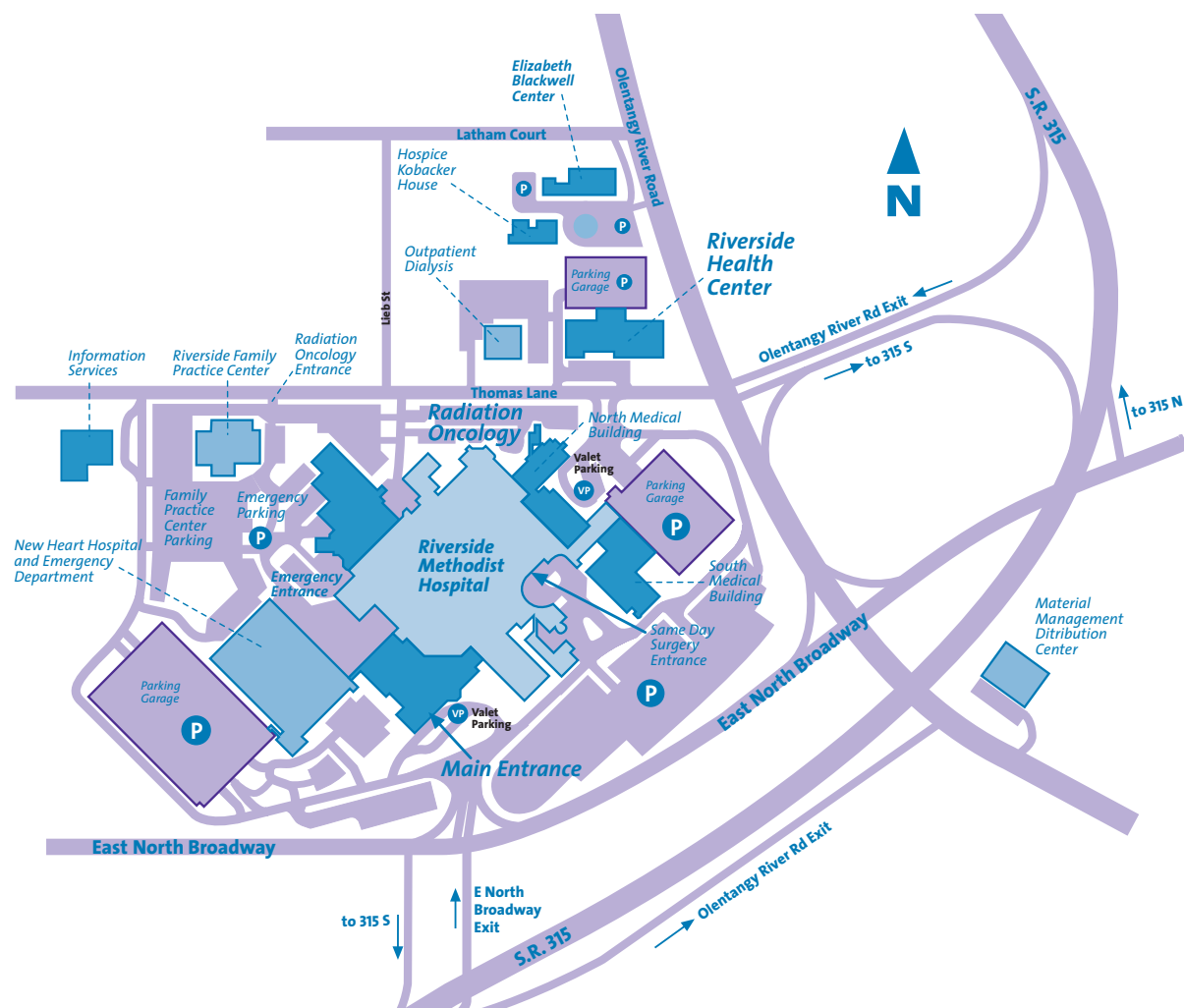
Maps and Parking

Maps

Hospital maps and brochures are available at the main entrances. Signs are located throughout the hospital to help you find your destination. Feel free to stop at the information desks or ask any staff member if you need help.

Parking

- Handicapped parking is available in the garages and on the surface lots. 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 (5:30a.m. – 9:30 p.m.), at the Medical Building South (7:00 a.m. – 6 p.m.) and at the Heart Hospital / Emergency Department entrance (7 a.m. – 11:30 p.m.)
- 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 the Medical Social Services Office at (614) 566-5397.
- 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 Riverside 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) 566-5217, 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.

Tell Us About Your Pain

You have the right to treatment of pain during all aspects of your care. We are committed to working with you and your family to help manage your pain. We believe that you are the expert on your pain. You can help by telling us about your pain and by working with us to develop a treatment plan that is best for you.

We believe that you are the expert on your pain so:

- Talk to your doctor or nurse about your pain and pain relief options.
- Ask them what to expect regarding pain and pain management.
- Work with your doctor or nurse to develop a pain management plan.
- Ask for pain relief when your pain first begins.
- Help your doctor or nurse by describing your pain.
- Tell your doctor or nurse if your pain level is not relieved or acceptable.
- Tell your doctor or nurse about any concerns you have about taking your pain medicine.

Palliative Care

Palliative care is a team approach to managing patients with progressive and potentially life limiting disease or illnesses. The palliative medicine team works with your doctor to provide "whole person care" to meet your physical, emotional, social and spiritual needs.

The palliative medicine team will address your current or potential uncomfortable symptoms, help you define your wishes and honor your wishes by facilitating discussion about healthcare decisions throughout the course of your illness. If you think you may benefit from a palliative medicine consult, talk with your doctor.

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) 566-5307. The chapel and a small private meditation room are located near the main lobby. An interdenominational religious service is offered on Sunday at 10:00 a.m. and Wednesday 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 onto www.ohiohealth.com to find out more about your health.

The Donald J. Vincent Medical Library (on the first floor of the hospital) (614) 566-5230 offers Internet access, books, brochures, videos and other information.



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.

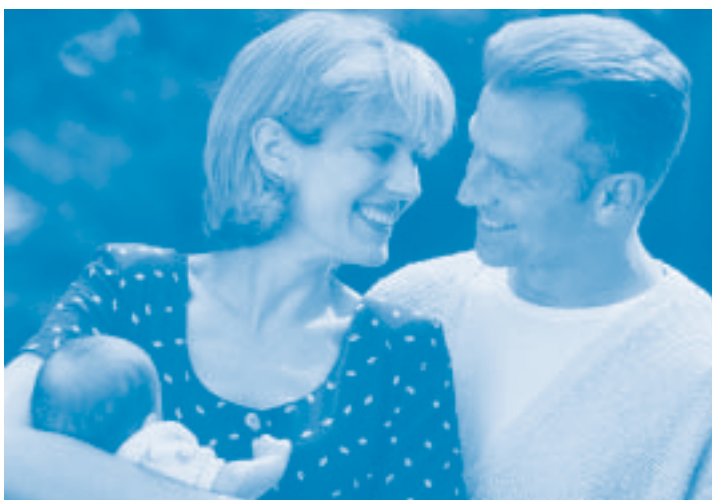
Our staff is dedicated to providing you with the highest quality healthcare. To recognize an employee or physician for excellent customer service, please feel free to complete a *Power of 1* recognition form. These forms are available on nursing units, in hospital departments, and in *Power of 1* drop 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. Valuables can be locked up in Security (614) 566-4400. Lost and found services are provided by the Security Department.



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 still can 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)

Do Not Resuscitate (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

Be a Part of Your Healthcare Team

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 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 Riverside is to improve the health of those we serve. An important value at Riverside 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 service.
- 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 Rights and Responsibilities Continued

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.

If you would like a complete list of your rights and responsibilities, please contact the Patient Relations/Customer Service Department, located on the first floor or call (614) 566-5708. 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) 566-5221 between 8:30 a.m. and 9:00 p.m. daily 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 11:00 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) 566-5794.

Gift Shop

The Gift Shop is located on the first floor. It is open Monday through Friday, 9:00 a.m. to 8:00 p.m. and weekends, noon to 6:00 p.m.

Flowers

Flowers and gifts are welcome in most rooms except the critical care areas. Volunteers make deliveries each day except Sunday.

Banking

Banking services are available through the:

- OhioHealth Credit Union ATM machine located near the Gift Shop.
- National City Bank Anytime bank machine located by the Medical Building South parking garage.

Food/Beverages

- Café Riverside is located on the first floor near the main entrance. It is open seven days a week (including holidays) for breakfast from 6:00 – 10:00 a.m. and then lunch/dinner from 10:30 a.m. – 3:30 a.m.
- The Riverside Deli is located on the first floor of the Medical Building South and is open from 6:00 a.m. – 3:30 p.m., Monday through Friday.
- Vending machines are located throughout the hospital.
- Ask at the Information Desk about local restaurants near the hospital.

Hotels

The University Plaza Hotel (toll free 1-877-677-5292) is the site of the Riverside HotelCare Program and is located at 3110 Olentangy River Road, about 1/2 mile south of Riverside. They offer a discounted rate and free shuttle transportation for Riverside's patients and their families. Mention that you are a patient or family member of a patient at Riverside to receive a discounted rate. Their Web site is www.universityplazaosu.com

Other nearby hotels include:

- Cross Country Inn, 3246 Olentangy River Road, (614) 267-4646
- Fairfield Inn and Suites by Marriott, 3031 Olentangy River Road, (614) 267-1111
- Red Roof Inn, 441 Ackerman Road, (614) 267-9941
- Super 8, 3232 Olentangy River Road, (614) 261-7141
- University Inn, 3160 Olentangy River Road, (614) 261-0523



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 9:00 a.m. to 9:00 p.m. Phones are turned off (incoming calls only) from 10:00 p.m. to 7:00 a.m. hospital wide.

- 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 and Sending Video E-Mails

Riverside offers patients in the hospital the opportunity to send a free video e-mail to family and friends. A video e-mail is a video camera recording of your image and voice that is sent over the Internet as electronic mail to the e-mail addresses you specify. Please call Volunteer Services at (614) 566-5313 to arrange an appointment to make a video e-mail.

Your family and friends will not be able to reply to the video e-mail, but they 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. 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 daily 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 most local and some national stations. Channel 8 offers patient education programming. Radio stations are available on channels 14, 15, 16 and 18. Channel 23 offers education for mothers with newborns and is available on the maternity units.

VCR machines are available for loan to patients. Please contact Volunteer Services (614) 566-5313. Some time limit restrictions may apply.

Computer modem hook-ups are available in the Donald J. Vincent Medical Library and the Surgery Family Waiting area, both located on the first floor.

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 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 to find out about these programs.
- The Riverside Health Education Library (614) 566-5230 on the first floor of the hospital offers Internet access, books, brochures, videos and other information.

Costs and Billing

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

Costs of healthcare services are available from Registration (first floor), Patient Financial Services (first floor, off the main lobby) or the Riverside Cost Information Line (614) 566-5059. A list is located on 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, please call Patient Financial Services at (614) 566-3911.

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.

The medical records 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, Riverside Methodist Hospital, 3535 Olentangy River Road, Columbus, OH 43214, (614) 566-5444, fax (614) 566-6954.

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 Riverside, 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.

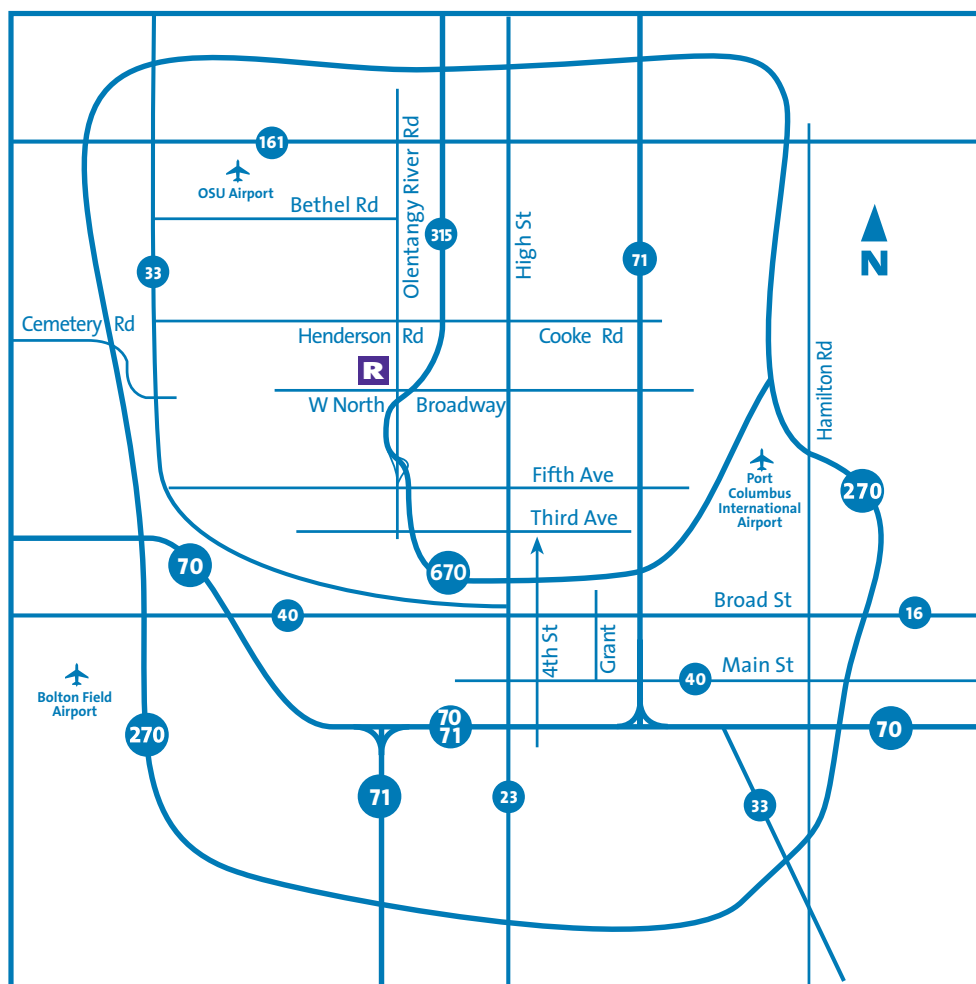
Service Opportunities

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) 566-5313.

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 Riverside, call (614) 566-5313.





Riverside Methodist Hospital
3535 Olentangy River Road
Columbus, Ohio 43214

Hospital Operator
(614) 566-5000

Patient Information
(614) 566-5221