

## Important Information for Patients of OhioHealth

Please read this information carefully. If you have any questions, talk to your doctor, nurse or healthcare provider.

### Assistance to our Patients and Visitors with Disabilities or Limited English Proficiency (LEP)

Our commitment to you 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 or limited English proficiency.

Services and accommodations available to patients and visitors include:

- Sign language and language interpreters (614) 566-3256, braille signs and TTY/TDD telephones (Relay No. 711)
- Closed-caption TVs in waiting areas and most patient rooms
- Audio versions of patient information guide content available on in-room TVs
- Service animals permitted in most areas of our hospitals and facilities
- Wheelchair accessible shuttle bus service, entrances and ramps
- Valet parking and accessible parking in garages
- Accessible public restrooms, call buttons, patient beds and exam equipment
- Safe and appropriate assistance when transferring from wheelchairs

#### If you need disability-related assistance:

- Inform the person scheduling your appointment of your special needs for both inpatient and outpatient visits. Remind the staff upon your arrival to your scheduled visit.
- Consult with your nurse, doctor or other care provider about your disability related needs.
- Contact the ADA Compliance Number, (614) 566-5034, If you have questions or need assistance. You may also call the manager or nurse administrator.

OhioHealth does not permit discrimination against any individual because of race, color, religion, gender, sexual orientation, age, ancestry, national origin, veteran status, pregnancy, disability, marital status or other characteristics protected by law. If you feel you have been discriminated against on the basis of a disability you may:

- Call the OhioHealth ADA Compliance Number: (614) 566-5034
- 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](http://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/ddiscrimhowtofile.html](http://www.hhs.gov/ocr/ddiscrimhowtofile.html) or call (800) 368-1019 (voice) or (800) 537-7697 (TTY).

- File a lawsuit Under the ADA and/or Rehabilitation Act.

### Speak Up: Be a Smart Patient

Your safety as a patient is very important to us. At OhioHealth, we strive to do everything we can to provide safe, high quality care but we want you to partner with us as well. Patients involved in their care have better results. By becoming an involved member of the team, you can help increase your safety.

#### Speak Up and Participate in Decisions about Your Care

- You are the center of your healthcare team. Be a part of every decision.
- Tell your doctor about all your health conditions, allergies and medication.
- Make sure you understand and agree with all your care.
- Speak up if you have questions or safety concerns. It helps to write down your questions.
- Do not be afraid to remind staff to verify your name and date of birth or to wash their hands.
- Tell your nurse or doctor if something does not seem quite right about your care.

#### Understand Your Condition and Plan of Care

- Choose a doctor that you feel comfortable talking to.
- Learn more about your condition, care, treatments and options.
- Expect clear, simple information that you can read and understand. If you cannot understand it, ask the staff to write instructions more neatly, write out abbreviations or define medical terms.
- Read all information and forms before signing anything. If you have questions, ask staff.
- Understand that more tests or medications may not always be better. Ask what the new test or medication is likely to achieve.
- Get a second opinion if you are not sure about your condition or options.
- Ask your nurse or doctor about the influenza and pneumonia vaccines (shots).

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## Pay Attention to the Care You Receive

- Expect staff to wear their identification (ID) badges, introduce themselves and explain their role.
- If you have a name band, wear it at all times. Make sure the staff checks your name band and asks your name and date of birth before giving any medicine or providing care.
- Make sure you get the right medicine and tests.
- Make sure staff members wash their hands before and after providing care, especially when working with an incision, IV line or tube. Do not be afraid to remind everyone to wash their hands!
- Ask someone you trust to come with you to the hospital or appointments. This person can also learn the information, ask questions and be your advocate.
- If you have an IV, catheter or incision, keep the area clean and dry. We will check your dressings and tubes often but tell your nurse if you notice a loose, soiled or wet dressing or signs of infection: redness, warmth, increased drainage or pain.

## Expect Quality and Safe Care

- **Handwashing** is the most important step to prevent the spread of infection! To clean your hands, you can wash with soap and water or clean with alcohol-based hand cleaner. When washing your hands, rub your palms, between your fingers, and the backs of your hands well for at least 15 seconds (the time it takes to sing the Happy Birthday song twice). Ask friends and family to wash their hands.
- Other ways to prevent the spread of infection:
- Visitors should cover their mouth and nose with a tissue when they cough or sneeze, then clean their hands. If a tissue is not available, people should cough or sneeze into their upper sleeve, not their hands.
  - Visitors should not visit you in the hospital if they think they are sick.
  - In some cases, we test patients for MRSA (a resistant bacteria).
  - If you need isolation, the nurse will teach you about safety precautions, such as wearing gloves, a gown and/or a mask. Everyone (staff and visitors) will need to follow these precautions.
- Expect that staff will respond quickly to your call light and alarms.
  - If you are having a procedure or surgery:
    - Make sure you understand exactly what will be done and the expected outcomes.

- Follow the instructions for showering or cleansing your skin with a special soap.
- Review consent forms before signing to make sure you know what you are agreeing to.
- The doctor will mark the site for surgery. You will be involved in this process. The team will pause before starting to make sure they are doing the correct procedure at the correct site on the correct person.
- Your hair may be clipped before surgery.
- An antibiotic may be given right before surgery.
- If you have a urinary catheter, central IV (intravenous catheter in a larger vein) or are on a ventilator (breathing machine), the staff will closely check you for signs of infection and treat it promptly. We will try to remove these tubes as soon as possible to decrease your risk for infection and pneumonia.
- Follow your doctor's instructions regarding deep breathing, coughing and getting out of bed—this can help prevent pneumonia.

## Know Your Medications

- Bring a list of all your current medications, including prescription, over-the-counter, vitamins and herbals. Include the dose and time you take them.
- If you have any allergies, tell all your healthcare providers. When you are given a new medicine or get a new prescription, remind the nurse, doctor and pharmacist about your allergies.
- Double check the instructions and pill bottle when you pick up a prescription. Ask for written information about new medications. Ask your pharmacist if the new medication can be safely taken with your other medications, including over-the-counter, vitamins and herbals.
- Know what your medicine looks like - if it looks different than usual, ask the nurse, doctor or pharmacist to double check it before taking it.
- If you notice any side effects after starting a medicine, notify your nurse, doctor or pharmacist.
- Double check the list of medicines included with your discharge information, as these medications may change after a test or after being in the hospital.
- Make sure you can read the handwriting on your prescriptions. If you cannot read it, have the doctor write it more clearly.

*This information is adapted from the Speak Up brochure created by The Joint Commission.*