

# OhioHealth Doctors Hospital

*A Guide for Patients and Families*

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# Patient Information

We understand the importance of family and friends to a patient's recovery. General visiting hours are daily from 11 AM to 8:30 PM, 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.

# Maps and Directions

Hospital maps and brochures are available at the Information/ Check-in Desk at the front entrance. 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. Detailed directions to our hospital are available at [OhioHealth.com/Doctors](https://www.ohiohealth.com/Doctors).

# Parking Information

Free parking is available in front of the hospital main entrance, west parking lot and at the emergency entrance. ADA Accessible parking is available directly in front of the main entrance.

# Food and Beverages

- + The cafeteria is located on the first floor and offers a wide range of food in a comfortable setting. Enjoy made-to-order specialties at the grill, pizza, sauté and salad stations. The cafeteria is open seven days a week including holidays.
  - Monday through Friday from 6:30 AM to 6:30 PM
  - Saturday and Sunday from 7 AM to 6:30 PM
- + Vending machines are located near the entrance of the cafeteria.

## Patient Meals

OhioHealth Doctors Hospital offers room service style meals for patients. Nutrition Services provides a restaurant-style menu including a wide range of hot and cold meals designed to meet your particular tastes while meeting any dietary restrictions that your doctor has ordered for you. You may place your order from 6:30 AM to 6:30 PM by calling **(614) 544-2328**.

If you need help placing an order, a nutrition specialist will be happy to visit you in your room.

# Hospital Amenities

## Meditation Room

OhioHealth Doctors Hospital's Meditation Room is located in the front lobby. It is a multi-faith room provided for visitors and patients for prayer and reflection at any time of the day or night.

## Housekeeping/Environmental Services

Housekeeping is about more than cleanliness; it's our opportunity to make a first and lasting impression during your visit to OhioHealth Doctors Hospital. Comfort and safety are a significant part of your healthcare. Your room and bathroom will always be cleaned daily throughout your stay. If you have a housekeeping need, please don't hesitate to call our hospital operator at **(614) 544-1000** and have them page housekeeping. We are on call 24/7.

## Pastoral Care

Chaplains are available to provide spiritual and emotional 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) 544-2440**.

## Requesting a Chaplain Visit

If you would like to have a chaplain visit a patient room, please call **(614) 544-2440**. Leave a brief message with the name and room number of the patient. Chaplains are available 24 hours a day, seven days a week.

## Hospital Conveniences

- + The Gift Shop is located on the first floor inside the main entrance of the hospital. It is open Monday through Friday from 9 AM to 8 PM; Saturday and Sunday from 10 AM to 7 PM
- + Flowers, balloons (mylar only) and gifts can be delivered to most rooms, except critical care areas.
- + There are two ATMs located in the hospital. A Huntington National Bank ATM is located just off the main lobby. An Ohio HealthCare Federal Credit Union ATM is located next to the gift shop.
- + Wi-Fi is available in our waiting rooms, cafeteria, patient rooms and hallways.

# Requesting Your Medical Records

If you need your medical records sent to a doctor for an appointment, please fill out a “Release of Information” form. Ask your healthcare team member 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: such as legal, insurance claims, personal use. For more information, contact the Medical Records Department at **(614) 544-1015**.

# Important Phone Numbers

## **Main Hospital Operator**

For all general inquiries and connections to other departments  
(614) 544-1000

## **Customer Service/ Service Excellence**

To discuss your hospital experience  
(614) 544-2066

## **Interpretive Services**

For language services, hearing and visual impairment help, and other accessibility needs  
(614) 566-3256

## **Medical Records Department**

To request a copy of your medical record  
(614) 544-1015

## **Nutrition Services**

To request patient meal service  
(614) 544-2328

## **Pastoral Care**

For information about receiving spiritual support from a chaplain  
(614) 544-2440

## **Patient Financial Services**

For information about financial assistance for patients  
(614) 544-2473

## **Protective Services**

For security assistance and concerns  
(614) 544-1060