

OhioHealth Dublin Methodist Hospital

A Guide for Patients and Families

Table of Contents

Patient Information	2
Maps and Directions	
Parking Information	
Food and Beverages	3
Patient Meals	
Hospital Amenities	4
Requesting Your Medical Records	5
Important Phone Numbers	6

Patient Information

Smoking or tobacco use of any kind is not permitted inside or outside Dublin Methodist or any other OhioHealth hospital. Latex balloons are not permitted in any OhioHealth facility.

Maps and Directions

Hospital maps are available at the main entrance Information desk and in your Patient and Family Guide. Signs are located throughout the hospital to help you find your destination. Feel free to stop at the information desks or ask any associate if you need help. Detailed directions to our hospital are available at [OhioHealth.com/DublinMethodist](https://www.ohiohealth.com/DublinMethodist).

Parking Information

Free parking is available adjacent to the main hospital and emergency entrances for patients, families and visitors.

- + Handicapped parking is available in all parking areas. If no handicap spaces are available, ask for assistance from security officers or hospital associates.
- + Security officers are on duty at all times to assist you with safety and security concerns.

Food and Beverages

- + The Waterfall Café, located in the first floor lobby near the main hospital entrance, is open Monday through Friday from 6:30 AM to 6:30 PM and weekends 7 AM to 2 PM, serving breakfast, lunch and dinner.
- + The Daily Grind, located on the first floor just inside the main hospital entrance, is open daily from 6:30 AM to 4 PM, Monday through Friday and Midnight to 2 AM seven days a week, for coffee and snacks.
- + Vending machines are located on the first floor near the Emergency Department and on the second floor in the surgery gathering area.

Patient Meals

Patients can order room service-style meals by calling **(614) 544-8EAT (8328)** from 6:30 AM to 7:30 PM daily. Freshly-prepared meals designed to meet your dietary needs will be delivered to your room within 45 minutes. If you need help in placing your order, a Nutritional Services representative will be happy to assist by visiting you in your room.

Hospital Amenities

Housekeeping/Environmental Services

Housekeeping is about more than just cleanliness, it's our opportunity to make a first and lasting impression during your visit. Comfort and safety are a significant part of your healthcare. Your room will be cleaned daily throughout your stay. Please don't hesitate to call **(614) 533-9085** if you have any questions.

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 **(614) 544-5000** and ask for Pastoral Care.

Chapel Hours

The Dublin Methodist Chapel is located on the first floor between the front entrance and Emergency Department, along the garden walk. The Chapel is open 24 hours a day. A smaller meditation chapel is on the second floor, near the surgery waiting area.

Hospital Conveniences

- + Gift Shop — The Waterfall Market, located on the first floor near the lobby, is open Monday through Friday, 9 AM to 6 PM and weekends, 10 AM to 4 PM It offers unique gifts, books and flowers. Balloons (non-latex only), flowers and gifts are welcome in most rooms except the critical care areas.
- + Banking Services/ATMs — Banking services are available through an ATM machine located next to the patient elevators and close to the main entrance. Another ATM is located across from the gift shop.

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) 544-8017**.

Important Phone Numbers

Main Hospital Operator

For all general inquiries and connections to other departments
(614) 544-8000

Customer Service/Service Excellence

To discuss your hospital experience
(614) 544-8261

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) 544-8017

Nutrition Services

To request patient meal service
(614) 544-8328

Pastoral Care

For information about receiving spiritual support from a chaplain
(614) 544-5000

Patient Financial Services

For information about financial assistance for patients
(614) 544-8330

Protective Services

For security assistance and concerns
(614) 544-8800