

OhioHealth Grady Memorial Hospital

A Guide for Patients and Families

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Patient Information and Visitor Policy

One visitor will be permitted for the duration of the patient's stay. The visitor can come and go once per day. Additional friends and family will not be permitted to wait in the lobby.

Visitors for other types of care, such as outpatient and maternity care, will continue to be limited or restricted, with exceptions. Patients receiving behavioral health care are not permitted to have visitors.

There are limited exceptions. Visit [OhioHealth.com/covid-19/visitor-restrictions/](https://www.ohiohealth.com/covid-19/visitor-restrictions/) for more information.

Smoking or tobacco use of any kind is not permitted inside or outside Grady Memorial 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 staff member if you need help. Detailed direction are included in the brochure map in your Patient and Family Guide or at [OhioHealth.com/Grady/](https://www.ohiohealth.com/Grady/).

Parking Information

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

- + Handicapped parking is available in all parking areas. If no handicap spaces are available, please call **(740) 615.1000** for assistance.
- + For security assistance, you may call Protective Services at **(740) 615.2150**.

Food and Beverages

- + Café 561 (cafeteria) is located on the lower level of the hospital and is open from 6:30 a.m. to 6:30 p.m. Monday through Friday and 8:30 a.m. to 1:30 p.m. Saturday and Sunday.
- + Vending machines are located near the main elevators on the first floor. Snacks and cold beverages also are available in the Gift Shop.

Patient Meals

Patients can order room service-style meals by calling **(740) 615.FOOD (3663)** between 6:45 a.m. to 6:30 p.m. 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 to Grady Memorial Hospital. 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 **(740) 615.1331** 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 Pastoral Care at **(740) 615.1078**.

Chapel Hours

There is a chapel located on the first floor. This space is a comfortable place for prayer and meditation and is available for use 24 hours a day.

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

- + Gift Shop — The Gift Shop, located on the first floor, offers unique gifts, flowers, snacks and cold beverages. Flowers, balloons (non-latex only) and gifts are welcome in most rooms except the critical care areas. The Gift Shop hours are Monday through Friday 9 a.m. to 6 p.m.; Weekends 11 a.m. to 4 p.m.
- + Library — The Parker Medical Library is located on the third floor of Case Hall. It is open to the public Monday through Friday 9 a.m. to 3 p.m.
- + Banking Services/ATMs — Banking services are available through an ATM machine located near the vending machines on the first floor near the main elevators.

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 **(740) 615.1030**.

Important Phone Numbers

Main Hospital Operator

For all general inquiries and connections to other departments
(740) 615.1000

Customer Service/ Service Excellence

To discuss your hospital experience
(740) 615.1297

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
(740) 615.1030

Nutrition Services

To request patient meal service
(740) 615.3663

Pastoral Care

For information about receiving spiritual support from a chaplain
(740) 615.1078

Patient Financial Services

For information about financial assistance for patients
(740) 615.1237

Protective Services

For security assistance and concerns
(740) 615.2150