

OhioHealth Mansfield Hospital

A Guide for Patients and Families

Table of Contents

Patient Information and Visitor Policy	2
Maps and Directions	
Parking Information	
Food and Beverages	3
Patient Meals	
Hospital Conveniences	4
Requesting Medical Records	5
Important Phone Numbers	6
Hospitalist Physicians	7

Patient Information and Visitor Policy

We understand the importance of family and friends to a patient's recovery. Families should speak to the patient's nurse to determine the most appropriate visitation schedule. Smoking is not permitted inside or outside any OhioHealth hospital.

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 Mansfield Hospital or any other OhioHealth hospital. Latex balloons are not permitted in any OhioHealth facility.

Maps and Directions

Signs are located throughout the hospital to help you find your destination. If you need help, feel free to stop at the information desks or ask a staff member. Detailed directions to our hospital are available at [OhioHealth.com/Mansfield](https://www.ohiohealth.com/Mansfield).

Parking Information

A parking garage is located by entering the main hospital drive on Glessner Avenue. Hospital parking also is available in Lot H on the corner of Glessner and Venum Avenues. Handicapped parking is available near the main hospital entrance.

+ Free valet services are available to patients and visitors from 5:30 a.m. to 8 p.m., Monday through Friday.

Food and Beverages

The cafeteria, located on the first floor, serves breakfast, lunch and dinner every day. Hours are 6:30 a.m. to 7 p.m. and 10:30 p.m. to 12:30 a.m.

Vending machines are located near the cafeteria, in the Emergency Department and near elevator A on the second floor.

Patient Meals

You can select and order meals from a menu. If you miss a meal because of tests or therapy, your nurse will arrange for your meal upon return. Call **(419) 526.FOOD (3663)** to order meals, or a room service representative can assist you with meal ordering.

Hospital Conveniences

Pastoral Care and Chapel Hours

Being in the hospital can be stressful to you, your family and your friends. Members from various religions are available to provide spiritual help to you and your family. If you want to be visited by the hospital chaplain, page the chaplain-on-call at **(419) 527.5225**.

Social Work Services

A social worker may be assigned to you during your hospital stay. If necessary the social worker will arrange appropriate post-hospital care with a rehabilitation, skilled nursing, or intermediate nursing facility, home care, medical equipment and supplies as needed. The social worker can also provide counseling for you and your family as you adjust to your illness, injury or change in medical condition. You can request to see a social worker through your nurse or by calling **(419) 526.8640**.

Notary Services

Notary Services are provided by employees who volunteer their time separate and apart from their employment at the hospital. Notary services can be arranged Monday through Friday from 8 a.m. to 4 p.m. as staff members are available. We cannot guarantee that a notary will be available. Advanced arrangements are recommended and can be made through your nurse.

Rapid Response Team

The Rapid Response Team (RRT) is available 24-hours-a-day to improve patient outcomes. A family member can request that the nurse initiate a RRT call by dialing “**123**” from any hospital telephone if there is a serious change or concern to you or a loved one’s condition. Remember, this is an emergency call and should only be made if there is a serious change.

Housekeeping and Environmental Services

Housekeeping is about more than just cleanliness, it’s our opportunity to make sure your comfort and safety are a signature part of your healthcare at Mansfield Hospital.

Gift Shop

The Gift Shop is operated by volunteers of the Mansfield Hospital Auxiliary. Hours of operation may vary.

Banking

Banking services are available through an ATM machine located on the main floor by the gift shop.

Requesting 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 **(419) 526.8838**.

Important Phone Numbers

Main Hospital Operator

For all general inquiries and connections to other departments

(419) 526.8000

Customer Experience

To discuss your hospital experience

(419) 526.8135

Infection Control Department

Questions about the spread of infection and isolation practices

(419) 526.8113

Interpretive Services

For language, hearing, seeing and other disability assistance

(614) 566.3256

Medical Records Department

To request a copy of your medical record

(419) 526.8838

Nutrition Services

To request patient meal service

(419) 526.8214

Pastoral Care

For information about receiving spiritual support from a chaplain

(419) 527.5225

Patient Financial Services

For information about financial assistance for patients

(419) 526.8815

Protective Services

For security assistance and concerns

(419) 520.2514

Hospitalist Physicians

What is a hospitalist?

Hospitalists are physicians who devote their practice to the care of hospitalized patients. OhioHealth hospitalists are board-certified. They see hospitalized patients who are referred to them by primary care physicians, emergency physicians or other physicians at the hospital. Hospitalists are based in the hospital and manage all aspects of your hospital stay. Hospitalists work closely with your primary care physician and any consulting physicians that are involved in your care.

Why is a hospitalist caring for me?

Your primary care physician has requested that a hospitalist be in charge of your care during your stay. This way, you will have the benefit of being seen by a physician who specializes in the care of hospitalized patients. This also allows your primary care physician to be more available to you and other patients in their office, rather than trying to go back and forth between seeing patients in their office and the hospital.

How will the hospitalist care for me?

Our hospitalists will provide you with quality care and attend to any needs that may arise. They will see you every day, and are in charge of directing your care while you are in the hospital. You and your family can ask them any questions you have about your care while you are in the hospital. And, if needed, they will consult with other physicians about your care.

What is the relationship between the hospitalist and my primary care physician?

The two physicians work together closely. Your primary care physician can provide information about your health history to the hospitalist, and together, they can discuss any significant findings or events. When you are admitted and discharged, the hospitalist prepares a detailed report of findings and treatment plans that is sent to your primary care physician. Communication continues between the hospitalist and your primary care physician throughout your stay.

What if I need another specialist in the hospital?

Your hospitalist will make arrangements for any in-hospital consultations with other physicians (specialists). If you are being treated by other physicians at OhioHealth or elsewhere, be sure to let us know so that we can keep them informed about your hospital stay.

What happens to my care at discharge?

Since the hospitalist specializes in the care of hospital patients, your care will continue with your primary care physician upon your discharge from the hospital. The hospitalist will make the arrangements for any prescriptions you might need when you are discharged. You may be asked to make an appointment with your primary care physician soon after discharge. You are welcome to contact the hospitalist after discharge if you have any questions about your hospital stay.

What if I don't have a regular primary care physician?

The hospitalist, or any other member of the medical staff at OhioHealth, can help you find a primary care physician. Records from your stay can also be sent to this physician.

Will I receive a separate bill for the hospitalist service?

Yes. Hospitalists are private doctors who are not employed by OhioHealth, so your hospitalist services bill will be separate from your hospital bill. Your hospitalist's partnership, Mid-State Physicians, LLP, will invoice your insurance company, then bill you for any remaining balance (typically co-pay and deductible amounts).

If you have questions about your hospitalist's bill, call **1 (866) 603.4198** or email SymMetricBilling@SymMetricRS.com. Business hours are Monday through Thursday, 9 a.m. to 8 p.m., and Friday, 9 a.m. to 4 p.m. To make an online payment, or to update your mailing address or insurance information, visit Patient.Symmetrics.com.

How do I contact a hospitalist at OhioHealth?

Providing excellent patient care is our top priority. If you or your family would like to speak with a member of the hospitalist team during the course of your inpatient stay, please ask your nurse to contact the hospitalist on call.