

OhioHealth Shelby Hospital

A Guide for Patients and Families

Table of Contents

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

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 Shelby 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/Shelby](https://www.ohiohealth.com/Shelby).

Parking Information

- + A surface parking lot is located directly in front of the hospital on Main Street.
- + Handicapped parking is available in all lots. If no handicap spaces are available, ask any staff member for assistance.

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.

Food and Beverages

The cafeteria, located on the ground floor, services breakfast, lunch and dinner during the following hours:

- + Monday through Friday:
 - 6:30 to 9:30 a.m.
 - 11:30 a.m. to 1:30 p.m.
 - 5 to 6:30 p.m.
- + Weekends:
 - 12 to 1:30 p.m.
 - 5 to 6:30 p.m.

Vending machines are located on the first floor by the cafeteria, as well as the surgical waiting area.

Hospital Conveniences

Pastoral Care and Chapel

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.

- + To contact a hospital chaplain dial **(419) 526.8000** for the hospital operator who will assist you.
- + The Chapel is located on the main floor across from Lab.

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) 342.1712**.

Notary Services

Notary Services are provided by associates 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) team is available 24 hours 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 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 comfort and safety a signature part of your healthcare at Shelby Hospital. Your room will be cleaned daily throughout your stay. Please speak with your healthcare provider if you have any questions or concerns.

Gift Shop

The gift shop is operated by a staff of volunteers. 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) 342.1715**.

Important Phone Numbers

Main Hospital Operator

For all general inquiries and connections to other departments
(419) 342.5015

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) 342.1715

Nutrition Services

To request patient meal service
(419) 342.1708

Pastoral Care

For information about receiving spiritual support from a chaplain
(419) 526.8000