

Welcome to University Hospitals Richmond Medical Center

A Guide for Our Patients, Patients' Families and Visitors



welcome

My room number:

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welcome

Welcome to University Hospitals Richmond Medical Center

On behalf of each and every one of us at UH Richmond Medical Center, we welcome you to our hospital. We're all here for one reason: to do whatever we can to serve you and to ensure your well-being and comfort. We are absolutely committed to care for you and your family in a culture of safety and trust.

This welcome guide is designed to help with information and answers about who will be caring for you, where to find what you need, what to expect and who to call. It's also a good place to keep other information you receive, notes about your treatment or questions you want to ask.

Please feel free to ask whenever you have a question. We believe patients and families are our true partners in creating the best care. In fact, you'll find a number of very specific ways a concerned family member can actively participate in improving your care here in the hospital and after you're discharged.

UH Richmond Medical Center brings all the advanced, state-of-the-art medical technology and expertise of University Hospitals closer to home for you, with a personal, compassionate human touch.

We thank you for choosing UH Richmond Medical Center and for placing your trust in us. It is our privilege to care for you and your family.

Sincerely,

Laurie Delgado
President

Rosemary Leeming, MD
Chief Medical Officer

Adam Kless, RN
Chief Nursing Officer

Our Mission: To Heal. To Teach. To Discover.

Frequently Used Phone Numbers

Dial the last four digits from any hospital phone.

Main Number	440-585-6500
Hospital Operator	0 (From any hospital phone)
At-Your-Request Room Service	6368 (MENU) or
.....	440-585-6368 (From outside the hospital)
Patient Advocate	440-585-6289
Patient Information	440-585-6500
Protective Services (Security).....	0 (From any hospital phone)
Environmental Services (Housekeeping).....	440-585-6405
Billing/Financial Counselors	440-585-6296
Physician Referral.....	440-585-6137
Diagnostic Imaging/Radiology Appointments	440-585-6333 (From home)
UH Richmond Medical Center Website.....	UHRichmond.org



About University Hospitals Richmond Medical Center

Founded in 1961, University Hospitals Richmond Medical Center joined the University Hospitals system in 2000. Today, we are a full-service, 125-bed, acute-care, teaching hospital serving Lake and eastern Cuyahoga counties. The hospital has over 400 physicians, representing over 30 specialties, who provide expert care in a wide range of comprehensive medical and surgical services including:

- University Hospitals Harrington-McLaughlin Heart & Vascular Institute offers comprehensive, high-quality diagnosis and treatment of cardiovascular disorders in a state-of-the-art facility, as well as immediate access to the most innovative treatment technologies and specialists in cardiovascular medicine and diagnostic imaging. UH Richmond Medical Center is an accredited Chest Pain Center.
- The Sleep Medicine Program specializes in the diagnosis and treatment of sleep disorders in both children and adults including insomnia, sleep apnea and narcolepsy.
- The Center for Comprehensive Orthopaedic Care features advanced technologies for patients undergoing knee, hip, foot, ankle, hand, elbow or shoulder surgery, from diagnostic imaging and patient education to total joint replacement and group physical therapy.
- The Center for Wound Care builds on the groundbreaking program established at UH Richmond Medical Center in 1994, providing specialized treatment of nonhealing wounds caused by diabetes, circulatory problems and other serious medical conditions.
- The Center for Comprehensive Pain Management offers pain sufferers the most advanced diagnostic tools and treatments available on an inpatient, outpatient or post-operative basis.
- University Hospitals Neurological Institute provides innovative, integrated and individualized care to patients with diseases affecting the nervous system. Headache, stroke, pain and other conditions related to the nervous system can sometimes evade precise diagnosis and treatment, but UH Richmond Medical Center brings a new level of sophistication to deal with these problems. Leading experts in neurology, neurosurgery and other specialties collaborate to devise customized care plans using the latest clinical advances and technologies. UH Richmond Medical Center is a stroke-accredited facility.
- The Spine Center is a highly specialized, multidisciplinary facility offering a complete range of minimally invasive, inpatient, outpatient and nonsurgical therapies to treat spinal pain and disorders.
- University Hospitals Urology Institute, where men and women of every age can now experience the full range of urological care. Specializing in advanced minimally invasive and noninvasive techniques as well as the development of personalized treatment plans for adults with voiding dysfunction and urology-related conditions.
- University Hospitals Digestive Health Institute provides comprehensive, compassionate care for patients with disorders of the digestive system, from preventive colonoscopy and EGD screenings to diagnoses and advanced treatments.

UH Richmond Medical Center provides a full array of inpatient and outpatient services with an emphasis on the specific needs of our local communities and people. Advanced surgical facilities offer minimally invasive and interventional procedures and other therapies to shorten hospital stays. UH Richmond Medical Center also provides a link to other University Hospitals outpatient health centers and access to advanced care services at University Hospitals Case Medical Center.

OUR SERVICES

Partners in Care

A good relationship between caregivers, patients and their families is an essential part of superior care. At UH Richmond Medical Center, *relationship-based care* helps us focus on your unique and personal needs, priorities and concerns. Everyone here – nurses, doctors, housekeepers, nutrition services personnel, transporters, social workers, therapists and many others – will strive to work with you and your family as *partners in care*.

To ensure a personalized and trusting relationship develops right from the start of your hospital stay, your RN care coordinator (also called your *relationship nurse*) will conduct a personal orientation with you when you are admitted to get to know you and help you understand what's to come. Your nurse will continue to meet with you and/or family members each day during your stay, to help you understand your schedule for the day, interpret the results of tests and treatments, discuss your concerns, and work with you and your family toward the best possible hospital experience.

That includes helping you get ready to go home. Your nurse-led team will coordinate plans for your care after hospitalization. During a discharge interview, you will be guided through the discharge process and again, any concerns will be addressed and questions answered. Once you are home, we will give you a follow-up call.

These conversations are your chance to let us know your thoughts and express your concerns. The discussions are our chance to listen, to get to know you and to understand how we can best meet your needs.

The Daily Health Care Journal (provided separately from this guide) is a great place for you to keep track of information, instructions and questions for your caregivers.

We are here to make sure the personal care you receive is as superb as the medical care you receive; that you are always treated as an individual with dignity, guided and well-informed throughout your stay; and made as comfortable as possible and well-prepared to return home.

Your Team

Health Care Professionals

As a patient at UH Richmond Medical Center, you will benefit from the experience and expertise of a team of health care professionals, working together to coordinate your individualized care.

Physicians

Attending physician: A member of UH Richmond Medical Center's medical staff with ultimate responsibility for your care during your stay. Usually, the physician who admitted you to the hospital.

Consulting physician: A physician or specialist called upon by the attending physician to assist in your diagnosis and/or treatment.

Hospitalist: Hospitalists are on-site, board-certified or board-eligible physicians who specialize in caring for patients over the age of 16 during their hospital stay.

Resident: A medical school graduate who is training in a medical specialty.

Nurses

At UH Richmond Medical Center, nurses are our frontline and the backbone of our staff. They constantly monitor the status of our patients and assure their well-being. Your nursing team may include:

Nurse manager: A highly experienced registered nurse who is the supervisor of a hospital unit or patient floor.

RN care coordinator: The personal advocate for you and your family who coordinates care, communication and discharge planning. The RN care coordinator may be a different person on different days, but your individual information will be coordinated so you receive consistent personal care throughout your stay.

Registered nurse (RN): RNs are responsible for your care at all times. The RN assists physicians during treatments, administers medications, helps coordinate the efforts of the health care team, advocates for and educates patients and families.

Licensed practical nurse (LPN): LPNs assist patients and families in a variety of ways as part of the nursing team, under the direction of RNs.

Patient care assistant: Assistants provide valuable additional support, including assistance with bathing, feeding and toileting.



Other Care Providers

Secretary: The unit secretary is the “first responder” if you use the call light or if people phone the nursing station on your floor.

Occupational therapist: These health care professionals help patients learn to accomplish activities of daily living, such as dressing, bathing and cooking.

Physical therapist: Physical therapists help patients build their strength, improve function and move independently.

Speech therapist: Speech therapists help patients regain the ability to speak clearly and communicate effectively.

Respiratory therapist: These therapists help patients manage and/or overcome moderate to severe breathing problems to regain independence and enhance quality of life.

Social worker/case manager: Social workers and case managers work with your entire health care team to develop your plan for care after you leave the hospital: helping families adjust to illness, arranging needed services at home (including companionship), arranging transfer for rehabilitation, accessing useful community resources, and providing support (depending on your individual needs).

Social Services and Case Management: 6500, or 440-585-6500 from outside the hospital

Patient advocate: The patient advocate is an additional point of contact to assist you and your family with concerns, expedite services and provide emotional support. They can help with various issues, including communication, policies and procedures, quality of care, safety, lost items, and even general information about the hospital and our communities. If you encounter a problem, we encourage you to talk directly with your care provider first. If you are still not satisfied, or if you prefer to discuss your concern with a third party, please contact the patient advocate.

Patient Advocate: 6289, or 440-285-6289 from outside the hospital

Environmental services (housekeeping):

We recognize that the cleanliness of your room and of the entire hospital is essential to the highest quality care. Our housekeeping teams are dedicated to keeping your room clean and sanitary and are available 24 hours a day, seven days a week. Please let us know if you are in need of housekeeping services.

Environmental Services: 6405, or 440-585-6405 from outside the hospital

Transporters: Transporters are nonclinical employees responsible for taking patients to and from their rooms to specific tests, procedures and departments within UH Richmond Medical Center.

Volunteers: Nearly 2,000 people volunteer their time at UH facilities throughout Northeast Ohio to help our patients with a variety of needs. At UH Richmond Medical Center, for example, our information desk staff includes volunteers, available to provide directions and answer questions.

Other Services

Spiritual Support

Your minister, priest or rabbi is welcome to visit you in the hospital. Spiritual books, including Bibles, are available upon request. A quiet room is located on the first floor adjacent to the Patient Registration area and open 24 hours, seven days a week, offering a quiet respite for patients and guests wishing to pray or meditate.

If you would like a chaplain to visit, please ask for a listing of area churches and religious establishments that may be contacted for you.

Translation and Sign Language Services

We offer real-time audio and video interpreter services for over 150 different languages, including American Sign Language for non-English speaking and hearing-impaired patients 24 hours a day, seven days a week through a program known as My Accessible Real-Time Trusted Interpreter (MARTTI). MARTTI allows patients and families to hear, see and talk to an interpreter live via a wireless computer connection. These services can be requested through your nurse.

Please Speak Up™!

University Hospitals is a firm supporter of the Speak Up program, a national patient safety campaign developed by The Joint Commission* and the Centers for Medicare & Medicaid Services. Speak Up urges patients to help prevent health care errors by becoming active, involved and informed participants on their health care team. If you or your family has a safety concern, please speak up. We welcome you as a partner on our safety team. The Speak Up program – and UH – encourages patients to:

Speak up if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know.

Pay attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.

Educate yourself about your illness. Learn about the medical tests you get and your treatment plan.

Ask a trusted family member or friend to be your advocate, advisor or supporter.

Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

Use a hospital, clinic, surgery center or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards.

Participate in all decisions about your treatment. You are the center of the health care team.

UH encourages all of our patients to discuss their care and hospital services with nurses and physicians, and to ask any questions you may have. Space is provided in the back of this guide where you can write down your questions and important information. We encourage you to do so!

For families and visitors: If you notice a change in condition or you think that something doesn't seem right with your loved one, please notify his/her nurse immediately. Our Rapid Response teams can be mobilized immediately to help. Information about Rapid Response teams is posted on each floor, and we encourage you to familiarize yourself with this information.

*The Joint Commission – an independent, not-for-profit organization – is the nation's oldest and largest standards-setting and accrediting body in health care.



What Your Day Will Be Like

The staff of UH Richmond Medical Center is dedicated to making your hospital stay as comfortable as possible, from the time you are admitted until you are discharged. The daily routine varies for each patient, of course, depending on what brings you to the hospital. But in general, you can count on:

Medical Rounds

Once each day, your doctor will meet with you to assess your health, report information, make plans and answer your questions.

RN Care Coordinator Visits

Once each weekday, your RN care coordinator will stop by to discuss your progress and answer questions. Family members are encouraged to participate in these discussions as *partners in care*.

Patient Care Rounds

Usually once each hour, a nurse or assistant will come into your room to check on you, take vital signs, inquire about your pain, offer assistance, etc.

At UH Richmond Medical Center, we are focused on promoting a quiet, restful sleep environment throughout the night. Each evening, “quiet time” will begin at 10 p.m. Lights in the corridors will be dimmed, and your door may be closed at your request. Ear plugs are available from your nurse. Some noises – such as cardiac monitors, IV pumps, call lights and other equipment – are unavoidable in a hospital, but our nurses will make every effort to keep such noises to a minimum. If you are disturbed, please let your nurse know so the situation can be addressed.

If you are in a double room, we ask that you be considerate of the needs for rest, quiet and privacy of your roommate.

Your Room

When you arrive in your room, your nurse will explain everything you'll need to know to be as safe and comfortable as possible: how to operate the bed controls, call light and TV remote; how to use the bathroom and how to get help when you need it. Please don't hesitate to ask any questions you may have.



Skylight TV Service

Our Skylight access interactive television system is a free service that allows you to watch cable television and movies on demand, play games and access the Internet, all on the television in your room. The system also provides important patient health education and information about the hospital. Use the Skylight remote control attached to your bed to navigate the system. For instructions and a channel directory, please refer to the guide on your nightstand. To access the Internet, ask your nurse for a wireless keyboard.

Telephone Service

Patients have complimentary in-room telephone service with unlimited local calls. Your in-room telephone includes a volume control on the handset.

To call outside the hospital:

Local calls – Dial 9, then the number

Long-distance calls – Dial 0 and the operator will assist you. You will be asked if you want to call collect, charge to your home phone or use a prepaid calling card. If you have questions, please ask your nurse. (You will be charged for making long-distance calls.)

To call within the hospital:

Dial the four-digit phone number (for example, 6500)

Internet Access/Wi-Fi

UH Richmond Medical Center is pleased to provide free wireless high-speed Internet access for our patients and guests. To connect, please follow these steps:

1. Turn on your laptop or other Wi-Fi device with wireless enabled
2. Connect to the wireless network "UH_Guest"
3. Launch your web browser and go to the website UHhospitals.org
4. If you do not see the UH welcome page, you may need to configure the SSID or network name to "UH_Guest"

For technical support, please call 1-888-304-9131. (Dial 0 and the operator will assist you with this call.)

Limited Internet access is also available via the Skylight television system. To use it, just ask your nurse for a wireless keyboard.

Cell Phones

Cell phones may be used throughout the hospital. Please respect the privacy and dignity of others.

Your Meals

At-Your-Request Room Service

Our At-Your-Request Room Service program allows you to choose what you wish to eat, when you wish to eat it (with your doctor's okay, of course). It's simple and works like this:

1. Place your meal order with our Nutrition Services Department any time between 7 a.m. and 6:30 p.m. (Please let us know if you have any food allergies.) Your order will be verified for special diet restrictions and prepared according to your order.
2. Your meal will be delivered within 45 minutes. If you need help setting up your bedside table, opening containers or dining, just ask the Nutrition Services assistant who delivers your meal.
3. Meals can be ordered in advance. Just call the room service operator and let us know when you would like your order delivered.

Kosher and gluten-free menus are available too – just ask your nurse or Nutrition Services assistant.

Families are welcome to bring favorite foods from home, which may be stored in a refrigerator on your floor. Please remember to check first with your nurse about dietary restrictions. Always label the food with the patient's name and date.

At-Your-Request Room Service: 6368 (MENU), or 440-585-6368 from outside the hospital

Guest Trays

Visitors who would like to order a room service meal and eat with a patient can prepurchase a meal in the Café. The visitor simply asks the cashier for a \$5 guest tray ticket and pays by cash or credit card. Be sure to save the receipt! The visitor can then order through the At-Your-Request Room Service line, just as a patient would. When meals are delivered, the receipt is exchanged for the guest tray.

Clinical Nutrition Services

Registered dietitians are available to help patients plan their diets and answer questions about their nutritional needs. Your nurse can contact Nutrition Services on your behalf.



YOUR SAFETY *is paramount*

Protective Services

The Department of Protective Services helps ensure a safe and secure environment for patients, visitors, staff and employees. Security officers patrol all UH Richmond Medical Center buildings and grounds 24 hours a day, seven days a week, and are available 24/7 in emergencies.

Protective Services: Dial 0 and ask for Protective Services, or 440-585-6500 from outside the hospital

Patient Safety

Hospitals across the country are working to make health care safe, and patients and their families play a vital role in the process. Your role is to be an active, involved and informed member of your own health care team...a partner in your own care.

Expect to participate in all decisions about your care. Ask questions about your medications, treatments, tests and other aspects of your care. We welcome you as a partner on our safety team! (Information on the Speak Up™ safety program, page 7.)

Identification

Employees: All employees must wear their hospital photo identification at all times. If you need assistance, just look for any employee with an ID badge, and they will be able to assist you.

Patients: Before every procedure or test is performed or medication given, a staff member should check your identification. Feel free to remind staff members to confirm your identity. Let them know if you are concerned about receiving the wrong medication, treatment or test.

Valuables and Belongings

UH Richmond Medical Center is not responsible for lost personal belongings. This includes dentures, glasses, jewelry, cash, clothing, laptop computers or other items. We strongly recommend that you leave any valuables at home or send them home with a

family member. If necessary, hospital security can secure some small items during your stay. Reading materials, puzzles and craft items are important for your comfort, of course, and can be kept on the bedside table.

Medical equipment and medications you were using prior to admission should be sent home. Everything you need will be provided while you are here.

Keep hearing aids, eyeglasses and dentures in appropriate containers when not in use, and place personal clothing items in drawers or closets, which are not locked. We also suggest that you write your name on your personal items, or ask your nurse for assistance with this. Do not wrap dentures, partials, jewelry or hearing aids in tissue where they may accidentally be thrown away.

Your family may want to take home the clothing you arrived in, and bring back a fresh change of clothing for your return home.

Please check your room carefully before changing rooms or going home to ensure that you have all of your personal belongings.

Smoking Policy

Smoking is prohibited in all UH buildings and property. Anyone observed smoking on UH property will be approached with courtesy and informed of the UH Smoking Policy.

Infection Control

Preventing the spread of infection is extremely important to all of us. You may see workers wearing gowns, gloves or face protection while performing certain procedures. Standard precautions like these are practiced when contact with body fluids is likely, in order to protect all patients admitted to UH Richmond Medical Center. Additional precautions may be necessary for some conditions, and a door sign with instructions about protective apparel may be posted.

Hand hygiene is very important in preventing the spread of infection. Do not hesitate to ask any caregiver – whether a hospital employee or family member – to wash or sanitize their hands before caring for you.

Hospital workers are required to wash their hands with soap and water or use alcohol sanitizer before and after caring for each patient. We suggest that visitors also wash or sanitize their hands when entering and leaving your room.

Frequently Asked Questions About MDROs

What are multi-drug resistant organisms (MDROs)?

Multi-drug resistant organisms are germs that have become stronger than the normal antibiotics used for treatment. Common antibiotic-resistant organisms are:

- MRSA – Methicillin-resistant staphylococcus
- VRE – Vancomycin-resistant enterococcus

Other germs that can become highly resistant are acinetobacter, klebsiella, pseudomonas and serratia.

Who gets MDROs?

People who have been very sick, are elderly, those with weak immune systems or those who have had many antibiotics are more likely to get MDROs. It can also occur in people who have been in the hospital for a long time or those who have contact with the health care system, such as going to doctors' offices or being in a nursing home or extended-care facility. People with chronic illnesses, such as kidney disease, diabetes, peripheral vascular disease or certain skin conditions may get these infections. Dialysis patients, those with central lines or urinary drainage tubes are also prone to getting infections with these organisms.

Where are MDROs found?

MDROs can infect any part of the body: urine, blood, sputum, stool, skin, surgical wounds or any other body site. Infection can start in one place and be carried by the bloodstream to another part of the body. Some of these germs are also found in soil, water and on hard surfaces around us.

What's the difference between colonization and infection?

People may be "colonized" with the germ, which means that they have the germ, but it is not making them sick. Other people may be "infected," which means they have the germ, and it is making them sick. Signs of infection include fever, pain, tenderness, redness, pus and swelling.

How are these infections treated?

Antibiotics can be prescribed to treat infection. Sometimes, there are only one or two antibiotics that can be used. It may take weeks to get rid of the infection. If the patient is colonized, he/she may not be treated.

Can MDROs be spread?

Yes. Patients with MDROs are placed on precautions while in the hospital. The type of precautions used are based on where the infection is located. Patients with infections or colonization of urine, blood, wounds or skin will be placed on "Contact Precautions." Those with the germ in sputum will be placed on "Droplet Precautions." Sometimes, both types of precautions may be used.

1. Hospital staff:

- Will wear gloves, gowns and/or masks when giving direct care or cleaning your room.
- Will wear gloves and/or gowns when doing procedures outside of your room.
- Wash their hands or use hand sanitizer before leaving your room.

2. Visitors:

- Should wear gloves, gowns and/or masks as directed by signage outside the patient's room. They do not need to use gloves or gowns if they are just sitting in your room.
- Must wash their hands or use hand sanitizer before leaving your room.

3. You:

- Must wash your hands or use alcohol sanitizer before leaving your room for a walk. Put on a clean gown and/or bathrobe.
- Must be able to control your bowel movements and bladder.
- Must have drainage tubes attached to a bag or covered with a dressing.
- Have to wear a mask outside of your room if on Droplet Precautions.

4. Your room:

- Any instruments used in your room or equipment used to transport you will be cleaned with a disinfectant.

MDROs are very persistent germs. They often can survive on hard surfaces for up to two weeks and on hands for hours. Killing the germ can be done with the proper use of disinfectants and good hand hygiene.

VISITORS *are* *very important*

It is your right to have support persons* come to visit you while you are in the hospital. We welcome and encourage frequent visits by family, friends and the people who will support you during your stay.

Visiting Hours

We have no formal visiting hours and try to be as flexible as possible to meet your and your support persons' needs. However, please know that under certain circumstances, it may be necessary to limit visitation. (For example, to control the spread of infection, or to ensure a quiet, restful atmosphere for a patient or patient's roommate.) The attending physician, nurse manager or nursing supervisor may adjust/restrict the number of visiting hours and/or relatives and friends in any unit as deemed necessary and appropriate. You are entitled to an explanation whenever a restriction is placed on visitation.

**A support person can be a spouse, family member, same-sex partner, friend or other individual who supports the patient during his/her hospital stay. There is no limit on who may be designated a support person by the patient and no restrictions based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability.*

General UH Visitation Guidelines

- Please check with the nurse for any specific visitation guidelines.
- Please limit the number of support persons (visitors) at any one time. Our suggestion is two per patient.
- Please check with nursing personnel before visiting with children and infants.
- Please don't visit if you are sick or might have a cold or other illness.
- Please keep voices low and respect the privacy and dignity of other patients and their visitors.
- Children under 18 years of age may visit when accompanied and supervised by an adult other than the patient.

Intensive Care Unit (ICU)

Our visiting guidelines for the ICU are designed to allow visitation while giving each patient the best possible chance of overcoming serious illness. Visitors should use the phone outside the ICU entrance to check with the nurse prior to visiting. Children under 12 years of age are discouraged from visiting and are permitted only under special circumstances and with approval from the nurse manager or nursing supervisor.

Patient Information

For information such as directions around the hospital, a telephone number to a patient's room or help getting in touch with a nurse manager, please contact Patient Information or stop by the information desk in the main lobby.

Patient Information: Dial 0, or 440-585-6500 from outside the hospital

Directions

UH Richmond Medical Center is located in Richmond Heights, on Ohio Route 6 (Chardon Road) between Richmond Road to the west and Bishop Road to the east. Simple access is available from both I-90 and I-271 via the Bishop Road exit on the I-90 “spur.”

From the East

Take I-90 W to the Bishop Road exit. Turn left (south) on Bishop Road. Take Bishop Road to Chardon Road and turn right (west). UH Richmond Medical Center is on the left approximately 1/2 mile from the Bishop/Chardon intersection. Or take the Route 422 extension to I-271 N and see the directions “From the South.”

From the West

Take I-90 E to the Bishop Road exit. Turn right (south) on Bishop Road. Take Bishop Road to Chardon Road and turn right (west). UH Richmond Medical Center is on the left approximately 1/2 mile from the Bishop/Chardon intersection. Or take I-480 E to I-271 N and see the directions “From the South.”

From the North

Take I-90 to the Bishop Road exit. If you are heading east on I-90, turn right (south) on Bishop Road. If you are heading west on I-90, turn left (south) on Bishop Road. Take Bishop Road to Chardon Road and turn right (west). UH Richmond Medical Center is on the left approximately 1/2 mile from the Bishop/Chardon intersection.

From the South (and from I-480)

Take I-271 N to I-90 W. Follow I-90 W to the Bishop Road exit. Turn left (south) on Bishop Road. Take Bishop Road to Chardon Road and turn right (west). UH Richmond Medical Center is on the left approximately 1/2 mile from the Bishop/Chardon intersection.

Parking

Public Parking

Convenient, free hospital parking is available, with entrances on both sides of the hospital directly off Chardon Road.

Parking is available directly in front of the hospital along Chardon Road, facing the Chardon Road entrance.

Outpatient and visitor parking is also available on the east side of the hospital, adjacent to the outpatient entrance.

Additional visitor, outpatient and Radiology parking is available at the rear of the hospital, adjacent to the rear/emergency entrance and MRI/Radiology entrance.

Parking is also available in a smaller parking lot on the west side of the hospital.

Designated Parking

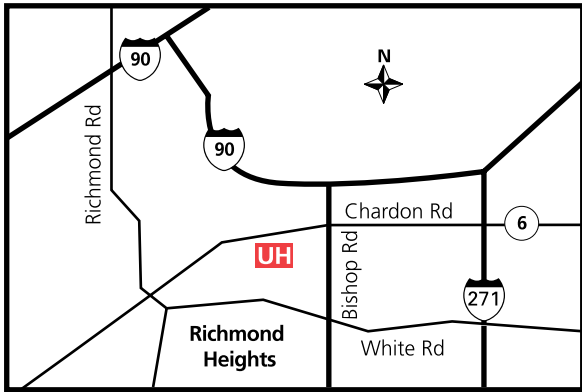
Handicapped parking is clearly designated in all parking areas. Separate handicapped parking spaces are conveniently located adjacent to the emergency, outpatient and MRI/Radiology entrances.

Wheelchair Access

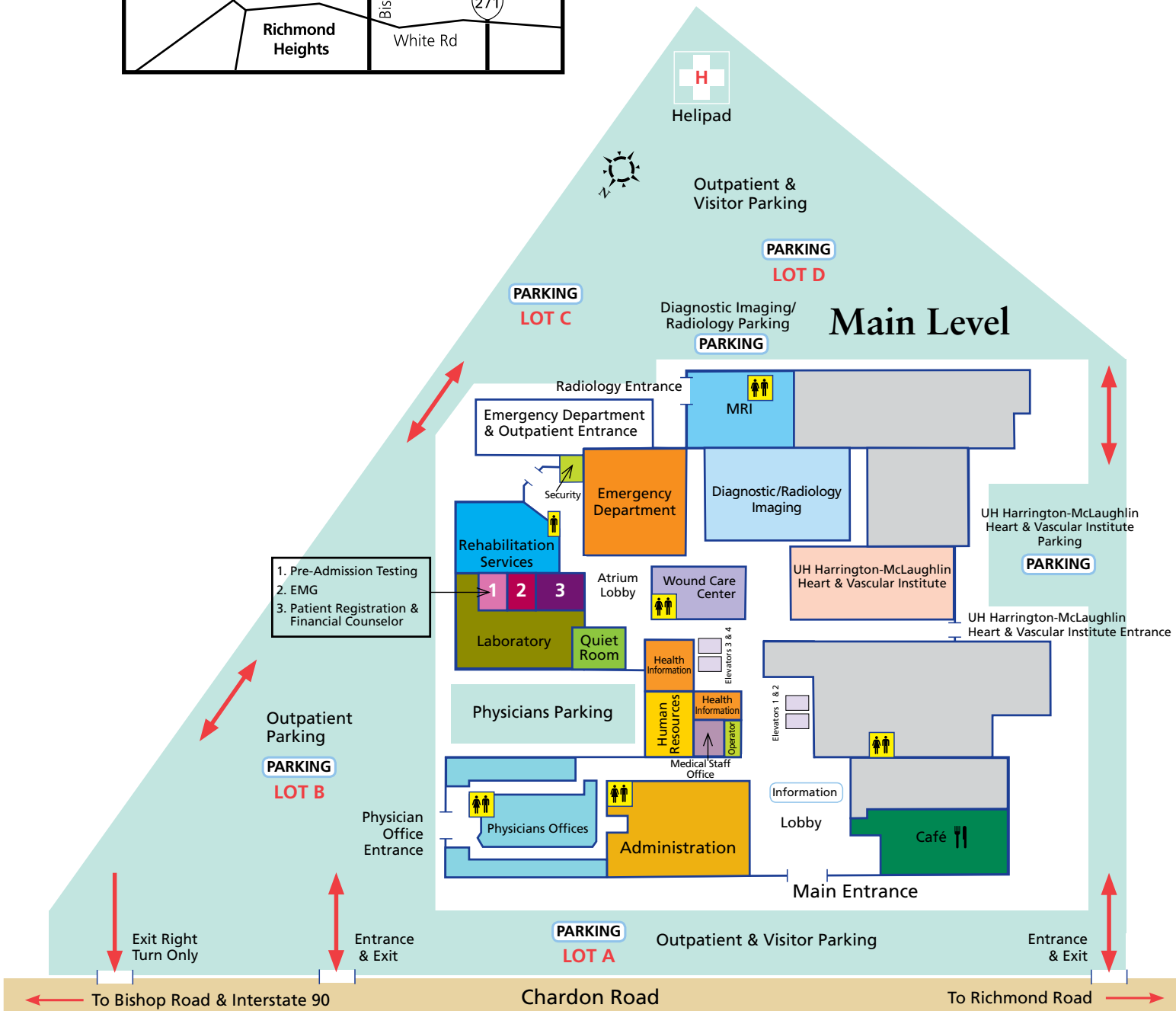
UH Richmond Medical Center has all wheelchair-accessible hospital entrances. Wheelchairs are available at all hospital entrances if needed.

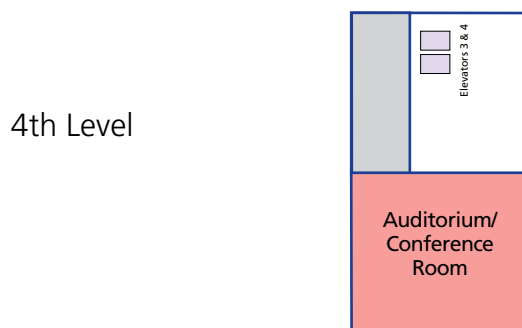
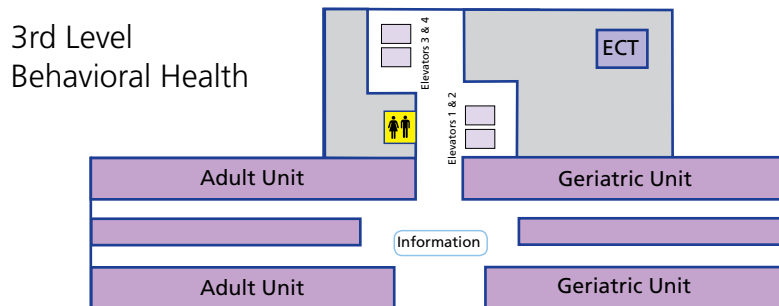
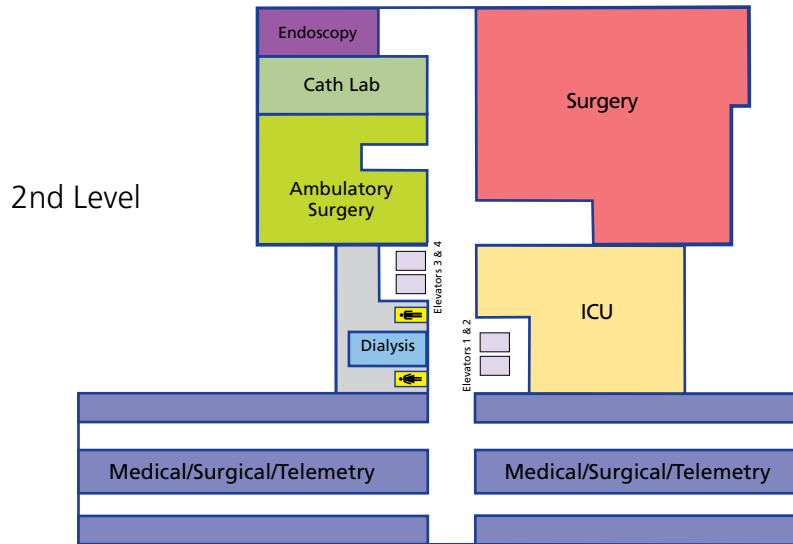


Hospital Maps



VISITORS





VISITORS

On-Site Services

The Café

Monday – Friday

7 – 10:30 a.m.; 11 a.m. – 3:30 p.m.;
4:30 – 6:30 p.m.

Weekends and Holidays

11 a.m. – 1:30 p.m.

Located on the first floor just off the Chardon Road lobby, the Café is committed to promoting good health for all of our guests by providing an array of items made from fresh ingredients that meet our wellness criteria. The Café at UH Richmond Medical Center offers a variety of choices including salad bar, sandwiches, pizza, daily specials and full meals. Packaged snacks, salads and sandwiches are also available for take-out, along with a wide selection of hot and cold beverages. Bank cards accepted.

Vending Machines

Open 24 hours a day

Vending machines are located just outside the Café.

Quiet Room

A nondenominational quiet room is located on the first floor adjacent to Patient Registration and open 24 hours, seven days a week, offering a quiet respite for patients and guests wishing to pray or meditate.

Wi-Fi

See page 9.

Lost and Found

If you find an item that doesn't belong to you or you are missing an item that may have been left in the hospital, please visit the main lobby reception desk and ask the attendant to contact Protective Services for you.



Our Neighborhood

UH Richmond Medical Center is located in Richmond Heights, with easy access to all the amenities you may need. For visitors needing accommodations, the surrounding area offers a variety of options. Some may offer discounts for UH Richmond Medical Center patients and families, so please inquire when making reservations.

Accommodations

Distance from UH Richmond Medical Center indicated. Please call directly for detailed information and reservations. There are a number of other hotels and motels located a reasonable distance from UH Richmond Medical Center along Euclid Avenue, I-271 and Ohio Route 2.

Ramada Plaza, Cleveland East (.5 miles NE)
28600 Ridgehills Drive
Wickliffe, Ohio 44092
440-585-0600 | ramada.com

Holiday Inn Cleveland-Mayfield (6.3 miles SE)
780 Beta Drive
Mayfield Heights, Ohio 44143
440-461-9200 | holidayinn.com

Hilton Garden Inn/Cleveland East (6 miles SE)
700 Beta Drive
Mayfield Heights, Ohio 44143
440-646-1777 | stayhgi.com

Motel 6 Cleveland-Willoughby (3.8 miles NE)
35110 Maplegrove Road
Willoughby, Ohio 44094
440-975-9922 | motel6.com

Drugstores/Pharmacies

Please call directly for detailed information.

Giant Eagle Pharmacy
27505 Chardon Road
Willoughby Hills, Ohio 44092
440-944-9387 | giganteagle.com

CVS Pharmacy
28700 Chardon Road
Willoughby Hills, Ohio 44092
440-944-0038 | cvs.com

Marc's Deep-er Discount Stores Pharmacy
28121 Chardon Road
Willoughby Hills, Ohio 44092
440-943-3670 | marcs.com

Restaurants

Please call directly for detailed information and reservations. There are a number of other restaurants, including Dairy Queen, Burger King, Subway, McDonalds, Mr. Hero, etc., located within a mile of UH Richmond Medical Center.

Becky's Bistro
28272 Chardon Road
Willoughby Hills, Ohio 44092
440-347-0119 | beckysbistro.com

Baker's Square
28601 Chardon Road
Willoughby Hills, Ohio 44092
440-944-7777 | bakerssquareresaurants.com

Manhattan Deli & Restaurant
27589 Chardon Road
Willoughby Hills, Ohio 44092
440-585-1177

Vargo's Pizza & Spaghetti
26199 Chardon Road
Cleveland, Ohio 44143
216-731-1033 | vargospizza.com

Golden Mountain Restaurant
27910 Chardon Road
Willoughby Hills, Ohio 44092
440-943-2997

Tony's Pizza & More
27940 Chardon Road
Willoughby Hills, Ohio 44092
440-943-0200



going HOME

Although you look forward to going home, the transition from hospital to home can be stressful for you and your family. Our medical team will discuss your discharge plan with you and your family as far in advance as possible to ensure a smooth transition. Please raise any concerns you have as early in the process as possible.

**Please contact your nurse if you have special concerns related to the day of discharge.
A staff member will escort you to the appropriate doors upon your discharge.**

Discharge Information

Transportation

If you need transportation, please let us know as soon as possible. A staff member will be happy to assist you with transportation arrangements at the time of discharge. Please note that there may be a cost involved when transportation home is provided by an ambulance service. This may not be a covered service by your insurance provider.

Discharge Medications

As we are not permitted to provide you with home-going medications, any prescriptions for discharge medications must be taken to a drugstore or pharmacy to be filled.

We recommend that you always carry a list of the medications you are taking and their doses.

Case Management

You may receive a visit from a case manager or social worker soon after your admission, so they can begin planning for your needs after you leave the hospital. They will assist you with a variety of services including home health care, durable medical equipment, transfer to other care facilities and any other discharge needs you may have.

*Social Services and Case Management: 6220,
or 440-585-6220 from outside the hospital*

Satisfaction Surveys

You may receive a survey after returning home from the hospital. We ask that you please take a few minutes to complete any post-discharge survey that you receive. If at any time during your stay you do not feel we are meeting your expectations, we strongly encourage you to speak up so we can resolve the issue immediately.

Medical Records

Health Information Management provides copies of information contained in patients' medical records. Records are not available until all physicians have completed your records and all processing is complete. You or your legal representative will be asked to complete a request form. Once records are available, requests generally take about 10 working days to be filled. A fee is charged for certain copying services.

Health Information Management: 6180, or 440-585-6413 from outside the hospital

Electronic Medical Record (EMR)

EMR is a computerized, real-time medical chart that enhances patient care and safety by providing one central source of accurate health information accessible by all of the physicians, nurses and other health professionals caring for a patient.

Patient and Family Education

Patient and family education is a shared responsibility between patients, families and caregivers. UH Richmond Medical Center is committed to helping patients and families with health care goals. Information is available to help you understand disease processes and treatment options, as well as to help you adjust to lifestyle changes. Nurses can help answer your questions about healthy lifestyles, activities of daily living and preventive self-care. Please talk with your nurse about any disease management education or discharge-planning assistance.

You Can Help

Giving to UH Richmond Medical Center

To support wellness and deliver superior patient-centered care, we rely on the support of our communities. Donations and other philanthropic support will make a difference to the many patients who come to UH Richmond Medical Center for their care. If you would like to give to UH Richmond Medical Center, please visit UHGiving.org, call 216-983-2200 or mail your contribution to:

University Hospitals
Institutional Relations & Development
Gift to UH Richmond Medical Center
P.O. Box 74947
Cleveland, Ohio 44194-4947

Care Options After Discharge

Rehabilitation Services

UH Richmond Medical Center is home to a wide range of outpatient services to help you regain strength and mobility, relearn activities of daily living and improve quality of life following a hospital stay. These include:

- Physical, occupational and speech therapies
- Hand and upper extremities therapy
- Cardiac and pulmonary rehabilitation
- Stroke rehabilitation
- Anticoagulation Therapy Clinic

Social Services and Case Management: 6220, or 440-585-6220 from outside the hospital

University Hospitals Home Care

University Hospitals Home Care offers a comprehensive array of services, including skilled nursing, home IV therapy and specialty injections, rehabilitation services, pediatric care, women's health and nonmedical assistance for patients when they are home. UH Home Care staff provides the same high-quality, compassionate care you are accustomed to receiving from UH hospitals, outpatient centers and physicians.

Other home care options are also available.

University Hospitals Home Care: 216-844-4663 or 1-800-552-8442

Follow-Up Appointments

To schedule appointments when you're home:

- Call your physician's office
- Visit UHRichmond.org
- For Diagnostic Imaging/Radiology appointments, call 440-585-6333

Financial Information

Finances

You will receive separate bills from the hospital and from your physician(s).

Hospital Bills

The hospital bill includes charges for your room, equipment, supplies, diagnostic and therapeutic testing, operating room time, etc. Your insurance company will be billed directly, and a copy of the bill will be sent to you. Depending on your insurance plan, you will be responsible for paying certain expenses directly. These expenses include deductibles, co-insurance and non-covered charges.

Hospital Billing Questions

If you have questions concerning your hospital bill, please contact the financial counselor, located on the first floor adjacent to Patient Registration.

7 a.m. – 3:30 p.m. Monday – Friday

Financial Counselor: 6296, or 440-585-6296 from outside the hospital

Physician Bills

You may receive bills for professional charges from various departments associated with UH Richmond Medical Center for diagnostic testing or specialty services. These professional services may include the reading/interpretation of X-rays, EKGs, laboratory tests and specialized services such as anesthesiology, neurology, orthopaedics, etc. You also will receive bills from doctors for professional charges. If you have any questions concerning your physician bills, please call the telephone number listed on each bill.

Financial Assistance Program

University Hospitals is committed to serving all patients regardless of their financial status or ability to pay. Through our Uninsured Charity Assistance Program, UH provides discounts on hospital bills for Ohio residents who do not have health insurance and who meet certain criteria. The amount of the discount is based on the patient's or family's income and Federal Poverty Guidelines. If you need more information or help with applications for financial assistance, please contact the financial counselor.

Financial Counselor: 6296, or 440-585-6296 from outside the hospital

Volunteer Services

Volunteers at UH Richmond Medical Center will have the opportunity to work directly with families, staff and our communities. Our Volunteer Services staff specializes in creating a personal volunteer experience that capitalizes on an individual's unique skills, abilities and desire to make a difference.

If you are interested in volunteering at UH Richmond Medical Center, visit UHRichmond.org and click on the "Volunteer Services" button, or simply call 440-585-6431. A volunteer services representative will contact you to discuss how we can help create your personal volunteer experience. As part of this process, you will have an opportunity to complete a volunteer application, meet with the volunteer services staff, attend an orientation, and participate in health and safety screenings.

Volunteer Services: 6431, or 440-585-6431 from outside the hospital



patient RIGHTS

Advance Care Planning

Sharing Your Wishes and Making Health Care Decisions

Do you know what health care treatments you would and would not want if you could not speak for yourself? Do your family and loved ones know what your wishes are? Do you have an advance directive?

Advance directives are legal documents that provide direction and instruction for your future health care in the event you are unable to make decisions for yourself. There are two types of advance directives, commonly referred to as a *Living Will* and a *Durable Power of Attorney for Health Care*.

- A *Living Will* is a written statement that makes clear the end-of-life treatments you wish. The purpose of a *Living Will* is to guide family members and physicians in deciding the use and continuation or withholding/withdrawal of life-sustaining treatment when your condition is terminal.
- A *Durable Power of Attorney for Health Care* is a written document that appoints and designates an individual to make health care decisions on your behalf when you are unable to do so for yourself. A *Durable Power of Attorney for Health Care* is not limited to end-of-life decisions. (Note: A *Durable Power of Attorney for Health Care* is not the same as a *Durable Power of Attorney*, which appoints and designates an individual to make financial decisions on your behalf when you are unable to do so for yourself.)

UH Richmond Medical Center honors treatment decisions outlined in valid advance directives and recognizes the rights of patients to choose and refuse treatment.

UH Richmond Medical Center supports the rights of its patients to make advance directives and strongly encourages its patients to plan ahead and prepare advance directive documents.

- Plan ahead so you can receive the care that is important to you and in accordance with your wishes.
- Plan ahead so that your family and loved ones understand your wishes for care when you can no longer make those decisions for yourself.
- Plan ahead to give you and your loved ones peace of mind.

UH Richmond Medical Center has prepared advance directive care planning materials for patients. If you need assistance in dealing with difficult issues regarding advance directives, our ethics consultation service can help.

For more information or to request copies of documents, please contact Social Services.

Social Services: 6220, or 440-585-6220 from outside the hospital

Patient Privacy

At UH Richmond Medical Center, all patient information is confidential. We carefully follow the Health Insurance Portability and Accountability Act (HIPAA), which requires hospitals to:

- Ensure the confidentiality, integrity and availability of all electronic protected health information (EPHI) the covered entity creates, receives, maintains or transmits;
- Protect against any reasonably anticipated threats or hazards to the security or integrity of such information;
- Protect against any reasonably anticipated uses or disclosures of such information that are not permitted or required by the Privacy Rule; and
- Ensure compliance by its workforce.

For more information, speak with your nurse or call our patient advocate at 6289, or 440-585-6289 from outside the hospital.

Each patient has the right to:

- Considerate and respectful care. This includes the right to be free from all forms of harassment, neglect, exploitation; and verbal, mental, physical and sexual abuse.
- Reasonable access to care.
- Effective communication in a manner he/she understands.
- Know the identity and professional status and the role of those caring for him/her.
- Impartial access to treatment regardless of race, religion, sex, ethnicity, age, sexual orientation or handicap.
- Receive assistance with physical disabilities and limitations, including assistance in communication for patients with vision, speech, hearing or cognitive impairments.
- Be fully informed in advance of furnishing or discontinuing care or treatment whenever possible.
- Have his/her spiritual and pastoral needs accommodated; and his/her cultural and personal values, beliefs and preferences respected.
- Know the reason for any transfer within or outside the hospital.
- Make informed decisions regarding his/her care and treatment, be informed of his/her health status, and be involved in care planning and treatment in terms the patient can understand.
- Refuse care and receive information on possible consequences of this refusal.
- Expect that all communications and records pertaining to his/her care will be treated as confidential by the hospital, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law.
- Access information contained in his/her clinical records within a reasonable time frame.

Patient Rights and Responsibilities

UH Richmond Medical Center recognizes that all patients have basic individual rights and responsibilities; and, as such, will endeavor to support and respect the basic human dignity of each patient as well as the civil, constitutional and statutory rights of each patient. UH Richmond Medical Center respects the patient's rights to participate in decisions about his/her care, treatment, and services, and to give or withhold informed consent. The patient or designated surrogate may exercise his/her rights without fear of coercion, discrimination or retaliation. A designated surrogate or proxy decision maker can exercise these rights on the patient's behalf if the patient lacks decision-making capacity, is legally incompetent or is a minor.

- Be informed of hospital policies and practices that relate to patient care, treatment and responsibilities; and to be informed of the hospital's charges for services and available payment methods.
- Be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising his/her access to the facility services.
- Receive care in a safe setting.
- Communicate with people outside of the hospital; restrictions are made with the patient's (or family, if appropriate) participation.
- Decline services by students.
- Personal privacy.
- Access assistance in domestic violence situations.
- Know the relationship(s) of the hospital to other persons or organizations participating in the provision of his/her care.
- Be free from restraints of any form that are not medically necessary or are used as a means of coercion, convenience or retaliation by staff.
- Formulate advance directives and to have hospital staff and practitioners who provide care in the hospital honor these directives.
- Be informed of his/her rights in a language the patient understands.
- Have a family member or representative of his/her choice and his/her own physician notified promptly of his/her admission to the hospital.
- Be informed of the right to have pain treated as effectively as possible.
- Choose a post-hospital care provider.
- Receive a written text of the *Patient Rights and Responsibilities* upon admission and available to all outpatients.

These rights shall also be posted in patient areas that are easily accessible for review by the public.

- Be informed about outcomes of care, including unanticipated outcomes.
- Freely voice complaints without being subject to coercion, discrimination or reprisal.
- Access guardianship, patient advocacy and child/adult protective services.

- Ask for and receive prompt review and resolution of a complaint.

If the resolution is unacceptable, the patient will be advised of the patient grievance mechanisms.

- Submit a complaint in writing to be reviewed by the hospital's formal grievance process. Review is performed by hospital employees who may include doctors, nurses, supervisors, administrators and quality review staff. The patient medical record will be reviewed and members of the team who cared for the patient will be interviewed.

Upon completion of the investigation which typically takes up to 30 days, a written response is sent back to the patient.

- File a complaint with the Centers for Medicare & Medicaid Services (1-877-267-2323), Ohio Department of Health (1-800-342-0553), Medicare Peer Review Organization (216-447-9604) or, if facility is Joint Commission accredited, Joint Commission (1-800-994-6610).

The patient is responsible for:

- Providing, to the best of his/her knowledge, accurate and complete information about matters relating to his/her health.
- Following the treatment plan.
- His/her actions if he/she refuses treatment or fails to follow the care plan.
- Being considerate and respectful to other patients, hospital personnel, hospital property and the property of others.
- Providing all needed information for insurance processing and for assuring that the financial obligations of his/her care are fulfilled.
- Asking questions when he/she does not understand information.
- Reporting episodes of pain and the effectiveness or lack of response to pain treatment.
- Reporting perceived risks and/or unexpected change in condition during the course of his/her care.
- Following all hospital rules and regulations.

All staff will be educated regarding patient's rights in orientation and annual re-education. Copies of the policies and procedures related to patient's rights and responsibilities are available to all staff.

University Hospitals

University Hospitals Case Medical Center is the flagship hospital anchoring the UH health system. Founded in 1866, UH Case Medical Center is renowned in the region, across the country and around the world for providing quality health care, for producing important medical innovations and advances, and for educating the next generation of physicians, nurses and health care professionals. With locations throughout Northeast Ohio, University Hospitals is close to home. For more information about UH, please visit UHhospitals.org.

University Hospitals Medical Centers

UH Case Medical Center
UH Seidman Cancer Center
(formerly UH Ireland Cancer Center)
UH MacDonald Women's Hospital
UH Rainbow Babies & Children's Hospital
UH Ahuja Medical Center
UH Bedford Medical Center
UH Conneaut Medical Center
UH Geauga Medical Center
UH Geneva Medical Center
UH Richmond Medical Center

University Hospitals Joint Venture Hospitals

Southwest General Health Center *(Middleburg Heights)*
St. John Medical Center *(Westlake)*

University Hospitals Outpatient Health Centers

UH Bainbridge Health Center
UH Chagrin Highlands Health Center *(Orange Village)*
UH Chesterland Health Center
UH Concord Health Center
UH Euclid Health Center
UH Hudson Health Center
UH Landerbrook Health Center *(Mayfield Heights)*
UH Madison Health Center
UH Mantua Health Center

UH Mayfield Village Health Center
UH Medina Health Center
UH Mentor Health Center
UH Otis Moss Jr. Health Center *(Cleveland)*
UH Rock Creek Health Center
UH Sharon Health Center
UH Streetsboro Health Center
UH Twinsburg Health Center
UH University Suburban Health Center *(South Euclid)*
UH Westlake Health Center

University Hospitals Outpatient Surgery Centers

UH Mentor Surgery Center
UH Westlake Surgery Center
UH Zeeba Surgery Center *(Lyndhurst)*

Other University Hospitals Services

UH Corporate Health
UH Home Care Services

University Hospitals Urgent Care Centers

UH Chagrin Highlands Health Center *(Orange Village)*
UH Concord Health Center
UH Medina Health Center
UH Mentor Health Center
UH Twinsburg Health Center *(24-hour emergency services)*
UH Westlake Health Center

Among the nation's leading academic medical centers, University Hospitals Case Medical Center is the primary affiliate of Case Western Reserve University School of Medicine, a nationally recognized leader in medical research and education.

Notes

Use this page to keep track of your medications, caregivers' names and questions.

My medications:

My caregivers' names:

My questions:

For more information, call **440-585-6500**
or visit **UHRichmond.org**.



27100 Chardon Road
Richmond Heights, OH 44143
440-585-6500
UHRichmond.org
Directions and maps, page 14.