

**Welcome to
University Hospitals Case Medical Center**

A Guide for Our Patients, Patients' Families and Visitors



welcome

My hospital building, unit and room number:

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welcome

Welcome to University Hospitals Case Medical Center

On behalf of the nearly 9,000 dedicated employees at University Hospitals Case Medical Center, we welcome you to our hospital. This guide will answer many of your questions, but please feel free to ask questions any time if you cannot find the information you need in these pages.

Advanced technology and innovations are extremely important in health care today. At UH Case Medical Center, we pride ourselves on delivering high-quality, high-tech care – with a compassionate, human touch. Providing our patients with personalized, attentive care is the ultimate goal for every employee here.

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

Sincerely,



Fred C. Rothstein, MD
President
UH Case Medical Center



Catherine S. Koppelman, RN, MSN
Chief Nursing Officer
University Hospitals

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

Frequently Used Phone Numbers

Dial the last five digits from any hospital phone

Hospital Operator	216-844-1000
Nutrition Services (At-Your-Request Room Service)	216-844-3663
Patient Care Advocates	216-844-7502
Parking	216-844-7275
General & Patient Information.....	216-844-3911
Security (Protective Services).....	216-844-HELP (4357)
Billing/Financial Counselors	216-844-7272
Pastoral Care	216-844-1668
Appointments (once you are home)	216-UH4-CARE (216-844-2273) or toll-free 1-866-UH4-CARE (1-866-844-2273)
UH website	UHhospitals.org



The Alfred and Norma Lerner Tower at University Hospitals Case Medical Center

About University Hospitals Case Medical Center

University Hospitals Case Medical Center, founded in 1866, 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.

UH Case Medical Center has more than 1,000 registered hospital beds and includes:

- University Hospitals Rainbow Babies & Children's Hospital, one of the country's most respected children's hospitals and internationally recognized for the care of critically ill newborns;
- University Hospitals MacDonald Women's Hospital, Ohio's only hospital devoted solely to the care of women; and
- University Hospitals Seidman Cancer Center (formerly University Hospitals Ireland Cancer Center) part of Case Comprehensive Cancer Center, as designated by National Cancer Institute, National Institutes of Health.

UH Case Medical Center is an academic medical center – a teaching hospital – and is the primary affiliate of Case Western Reserve University School of Medicine. While you are here, you will likely encounter medical professionals completing their training. Each trainee is under the careful supervision of an experienced staff member.

UH Case Medical Center is also a research institution. Through our extensive clinical research programs, patients can gain early access to new treatments. Many patients choose to take part in clinical trials, which are carefully managed assessments of new medicines and treatments. Participation in clinical trials is always voluntary. Before any clinical trial proceeds, it must go through a rigorous evaluation and approval process by the UH Institutional Review Board. Each person who participates in a trial has our heartfelt gratitude, because his or her involvement helps speed the pace of advances in medicine.

UH Case Medical Center is recognized as one of the nation's premier health care providers by a variety of organizations, including U.S. News & World Report, Thomson Reuters and the University HealthSystem Consortium. UH Case Medical Center has earned the American Nurses Credentialing Center's prestigious Magnet Recognition for Excellence.

UH Case Medical Center is the flagship hospital for the University Hospitals health care system that stretches across Northeast Ohio. The system includes one of the state's largest networks of physicians, five community hospitals, outpatient facilities throughout Northeast Ohio, and a number of affiliate health care facilities.

UH Case Medical Center is proud to be part of University Circle, home to many of Cleveland's finest cultural institutions.

OUR SERVICES

Partners in Care

A good relationship between health care professionals, patients and patient families is an essential part of good care. At UH Case Medical Center, a program called **relationship-based care** helps us focus every day on developing good relationships with our patients and their families. Everyone with whom you come in contact here – nurses, doctors, housekeepers, nutrition services personnel, transporters, social workers, therapists and many others – strives to understand your unique situation and what is most important to you.

To ensure a personalized and trusting relationship develops right from the start, a nurse will conduct a personal orientation with you when you are admitted. Your nurse will continue to meet with you and/or

family members daily during your stay here. These meetings are our chance to listen, to get to know you and to understand how we can best meet your needs, and they are your chance to let us know your thoughts and express concerns. We will discuss how you are doing and your comfort with your plan of care, and guide you through the discharge process. Once you are home, expect a follow-up call too.

Many of our nursing units provide a Partners in Care Guide and a Daily Health Care Journal during discussions. For more information about our relationship-based care program, please feel free to ask one of your nurses.

Your Team

Health Care Professionals

As a patient at UH Case Medical Center, you will benefit from the experience and expertise of a team of health care professionals who are committed to caring for you with sensitivity and professionalism. With our electronic medical record, a central and secure database of patient medical information used at every UH hospital, we document and communicate the details of your care every step of the way. Here are some of the team members you may encounter:

Physicians

Attending: The physician in charge of your care. Attending physicians are on the faculty of Case Western Reserve University School of Medicine or have been credentialed to work here.

Consulting: A physician with whom other physicians discuss diagnoses or treatment plans.

Fellow: A physician obtaining advanced specialty or subspecialty training.

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

Intern: A resident in his or her first year of training after medical school.

Medical Student: In teaching hospitals such as UH Case Medical Center, medical students observe and work with the medical team under the careful supervision of other doctors.

Nurses

At UH Case Medical Center, nurses are our frontline and the backbone of our staff. They constantly monitor the status of patients and assure their well-being. A registered nurse (RN) performs a nursing assessment for every patient, from which a nursing plan is developed.

Head Nurse Manager or Clinical Manager: Hospital unit supervisor.

Registered Nurse (RN): An RN is responsible for your care at all times. The RN assists physicians during examinations and treatments, administers medications and develops nursing-specific goals and interventions for patients.

Care Coordinator: This RN coordinates your care, communication and discharge planning.

Case Manager: This RN works with you, your nurse, care coordinator, social worker and medical team to develop and implement a plan for your care after you are discharged.

Advanced Practice Nurse: An RN with additional education and training in a specific area of health care, including clinical nurse specialists and nurse practitioners.

Licensed Practical Nurse (LPN): Our LPNs assist registered nurses and contribute to goals developed by the RN.

Patient Care Assistant/Clinical Technical Assistant: Assistants who help with your care, under the direction of your RN.

Other Care Providers

Occupational Therapist: Occupational therapists evaluate and help improve patients' ability to perform or participate in activities of daily living, such as dressing, bathing and cooking.

Physical Therapist: Physical therapists assist patients in resuming their ability to walk and move after an illness, injury or surgery. They also evaluate patients to help determine the best site for continued care and rehabilitation.

Speech-Language Pathologist: Speech-language pathologists evaluate and treat patients for communication and swallowing disorders.

Respiratory Therapist: Respiratory therapists evaluate and treat patients with breathing problems due to illness or after anesthesia.

Physician Assistant: Physician assistants are licensed health care professionals who practice medicine with physician supervision. They can provide a broad range of diagnostic and therapeutic services.

Social Worker: Social workers provide supportive counseling for patients and families, and help them adjust to illness, access community resources, plan for discharge from the hospital and arrange needed health services at home.



Other Services for Our Patients

Patient Care Advocates: UH Case Medical Center's Patient Care Advocates help patients resolve problems. They can help with various issues, including communication, policies and procedures, quality of care, safety, lost items, advance directives and general information about the hospital and community. If you encounter a problem, we encourage you to talk directly with your care provider first. If this effort doesn't result in a satisfactory resolution of the problem, or if you prefer to discuss your concern with a third party, please contact the Patient Care Advocate office. One of our representatives will investigate the problem and explore resolutions. Please feel free to contact us by phone, e-mail, in writing or in person. We request that you schedule in-person appointments in advance.

Patient Care Advocates, ext. 47502 or 216-844-7502 from outside the hospital
Hours: 8 a.m.-5 p.m.

UH Case Medical Center
 11100 Euclid Ave.
 Humphrey Room 1626
 Cleveland, OH 44106
UHPatientCareAdvocate@UHhospitals.org

Chaplain/Pastoral Care: Chaplains provide spiritual support for patients and families, and visit patients upon request. A nondenominational chapel is located on the first floor of Lakeside. See page 18 for more information.

from our Advisory Councils

Environmental Services (Housekeeping): Our Environmental Services teams strive to keep your room clean and sanitary. We offer “Housekeeping Upon Request” service, so should you have a housekeeping need, please call. We aim to be environmentally friendly by using sustainable products, conserving resources, and reducing waste, noise and odors.

Environmental Services, ext. 43071 or 216-844-3071 from outside the hospital (24 hours a day, seven days a week)

Transporters: Transporters take patients to various testing and treatment locations throughout UH Case Medical Center.

Volunteers: Nearly 2,000 people volunteer their time at UH facilities throughout Northeast Ohio. They provide our patients with a variety of extra services, from hosting family waiting areas to providing reading materials.

Volunteer Services, ext. 41504 or 216-844-1504 from outside the hospital

Translation and Sign Language Services: UH Case Medical Center offers translation service for non-English speaking and hearing-impaired patients 24 hours a day, seven days a week through a program known as MARTTI (My Accessible Real-Time Trusted Interpreter). MARTTI allows patients and families to hear, see and talk to an interpreter live via a wireless computer while the interpreter translates conversations between patients and providers. The service is offered in more than 180 languages, including sign language.

Sign language services for hearing-impaired patients also are available through the Cleveland Hearing and Speech Center and Deaf Services of Cleveland. Your nurse can assist you in contacting the agencies.

MARTTI, please ask your nurse for information or call the Hospital Operator, ext. 41000 or 216-844-1000 from outside the hospital

Center for International Relations: The Center for International Relations at UH Case Medical Center coordinates medical and personal services for patients from any country around the world.

**Center for International Relations, ext. 45677 or 216-844-5677 from outside the hospital
Hours: 8:30 a.m.-5 p.m. weekdays**

UH Patient and Family Advisory Councils Welcome You

Dear Fellow Patients and Families,

UH Case Medical Center’s patient and family advisory councils extend you and your family a warm welcome.

Our councils are composed of employees, current and former patients, and family members. Our goal is to help ensure that fellow patients receive the best care possible here. Many members volunteer their time to talk to patients and families about the hospital and the care they are receiving. We also act as liaisons between the patient/family population and the hospital administration and staff, representing your views about hospital policies, practices and programs.

Feel free to contact us or request a visit from one of our Patient and Family Advisory Council members.

We know that good information can help reduce anxiety. We encourage you to learn about your illness, your treatment program and the services available at University Hospitals, and ask your health care providers any questions you may have.

Sincerely,

- Adult Patient and Family Advisory Council*
- UH Seidman Cancer Center Patient and Family Advisory Council*
- Rainbow Family Advisory Council*

Patient and Family Advisory Councils (through Volunteer Services), ext. 41504 or 216-844-1504 from outside the hospital



What Your Day Will Be Like

The staff of UH Case 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, depending on what brings you to the hospital, and for most patients, the day is quite busy.

Your Room

Call Light

Each patient bed is equipped with a call light that allows you to request help from the nursing staff. Once you press the light, the unit secretary will answer your call, assess the urgency of your need or question, and get you an answer or the help you need as soon as possible. Some call lights are part of the remote control, some are part of the bed and some are attached to the bed by a cord. Your nurse can explain how to operate your call light.

Free Wi-Fi

Wireless Internet access at UH Case Medical Center allows patients, families and guests to use laptop computers, smartphones and other Wi-Fi-enabled devices to connect to the Internet free of charge.

Wi-Fi Technical Support, 216-844-3327

Telephone Service

Patients can make free unlimited local calls from their hospital room phones.

To call outside the hospital:

- Local calls – Dial 9, then the number
- Long-distance calls – Dial 9, then 0, to reach the long-distance operator. You can call collect, charge the call to your home phone or another number, or use a credit card, prepaid phone card or calling card. If you have questions, please ask your nurse.

To call within the hospital:

- Dial the five-digit extension (for example, ext. 41000)

Cell Phones

Cell phones may be used in regular hospital rooms and throughout UH Case Medical Center with certain exceptions. Please refrain from using your cell phone when you see a sign prohibiting its use.

Your Meals

At-Your-Request Room Service

Our At-Your-Request Room Service program allows UH Case Medical Center patients to eat meals when they wish. It works like this: You place your meal order with our Nutrition Services Department any time between 6:30 a.m. and 9 p.m., and your meal will be delivered within one hour. You may place an order for one meal at a time or for several meals in advance.

Menus are kept on your nightstand (or can be requested from your nurse or the division secretary). Kosher and gluten-free menus are available too; just ask your nurse or call Nutrition Services.

At-Your-Request Room Service (Nutrition Services), ext. 4FOOD (43663) or 216-844-3663 from outside the hospital

Guest Trays

Visitors who wish to order a room service meal and eat with a patient can purchase a meal in advance through the Atrium Café. The visitor simply goes to any cashier in the Café and asks for a \$6.50 guest tray, paying by cash or credit card. Please save the receipt. The visitor can then order his or her meal through the At-Your-Request Room Service line, just as a patient would. When meals are delivered, just exchange the receipt for the guest tray.

Kosher Dining

In addition to providing Kosher meals for patients, UH Case Medical Center offers Kosher-certified vending machines in the Atrium and Lerner Tower vending rooms for guests. A Kosher Hospitality Room on the first floor of Lakeside, operated by the Cleveland Bikur Cholim organization, offers Kosher snacks, microwaveable meals and beverages, and a place for quiet reflection.

Clinical Nutrition Services

Registered dietitians are part of each patient's health care team, making sure all of your nutrition needs are met. Dietitians are available to provide diet education and answer patients' nutrition-related questions.

Clinical Nutrition Services: Your nurse can contact our registered dietitians for you. After discharge, call 216-844-1499 to make an appointment with a registered dietitian. A physician's referral is required.

Skylight TV and Internet 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 education and information about the hospital. Use the Skylight remote control attached to your bed to navigate the system. To access the Internet, ask your nurse for a wireless keyboard. For instructions and a channel directory, please refer to the guide on your nightstand.



especially for PARENTS

All employees of UH Rainbow Babies & Children's Hospital, whether medical personnel or support staff, are here for one purpose – to care for your child, for you and for your family. Our staff understands the special needs of babies, children, teens and their parents/guardians, and has developed a number of unique services to help children and loved ones cope with a child's hospitalization.



FAST-PASS® Visitor Identification

All support persons (visitors), including parents, siblings, family and friends, to UH Rainbow Babies & Children's Hospital inpatient units, the Post-Acute Care Unit (PACU) and Ambulatory Surgery Unit must be issued a special photo-identification visitor pass, called a FAST-PASS. *This ID must be visible at all times.*

To obtain a FAST-PASS, support persons (visitors) must present a current identification (driver's license, state ID, student ID, or passport) at any Information Desk at entrances to UH Rainbow Babies & Children's Hospital (main lobby, lower lobby, Neonatal Intensive Care Unit, Pediatric Intensive Care Unit or Pediatric Emergency Department).

FAST-PASS, ext. 44985, or 216-844-4985 from outside the hospital

Visiting

Having support persons (visitors) is very important for hospitalized children, and we welcome and encourage visits.

Rooming-in for parents

Our patient rooms are designed to accommodate at least one parent/guardian staying with their child throughout the hospital stay, and we encourage parents to do so. Please let your nurse know if we can do anything to make your stay more comfortable.

Other support persons:

To meet the rest and privacy needs of patients and their families, general visiting hours are normally 8 a.m.-8 p.m.

- Check with nursing personnel for more specific visiting guidelines for your child, for your child's unit or during flu and respiratory illness seasons.
- Please don't visit if you are sick or might have a cold or other illness.
- Sibling visits must be arranged with your child's nurse or Child Life Specialist.
- Ensure that siblings who visit are supervised by an adult at all times.
- Latex balloons are not permitted in the hospital.

Family & Child Life Services

The Family & Child Life Services Department brings together a variety of pediatric disciplines that help families and children manage the hospital experience and keep life as normal as possible. Our team includes Child Life Specialists, Art and Music Therapists, and School Teachers.

In addition, Family & Child Life Services runs the W.O. Frohring Family Resource Center, which helps patients and their families become active and informed participants in their own health and medical care. The center offers a multimedia library where you will find ideas and information on a variety of topics related to health care, family life, hospital and community resources and much more. Our Health Librarian can also assist in locating general information regarding a child's particular health issues. The center includes The Carol Carmany White Children's Library that provides recreational reading materials, and The Alli Makar Video Collection that provides entertainment videos for hospitalized children and their families.

Family & Child Life Services, ext. 4-LIFE (5433) or 216-844-5433 from outside the hospital



Patient Safety

UH Rainbow Babies & Children's Hospital encourages patients and parents to discuss hospital care and 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 questions and important information. You also may request a copy of "My Journal" from your nurse to track your thoughts and questions. Please keep a list with you of medications your child is taking, including doses.

Alert us! If any parent, family member or visitor notices a change in a child's condition or thinks that something just doesn't seem right, notify a nurse right away. Our Patient Advocacy for Care Team (PACT) can be mobilized immediately to help. Information about the PACT team is posted in each patient room. Please familiarize yourself with it.

The Family Learning Center

Our Family Learning Center offers a quiet learning environment where experienced pediatric registered nurses instruct families in the care skills they will need to perform at home and give caregivers the opportunity to practice. The following are topics offered, in addition to individualized training:

- tracheostomy and ostomy care
- infant/child CPR
- enteral feeding
- diabetes care
- child/infant nutrition
- oxygen home care and emergency care
- medication administration

Families are referred by staff or may call for an appointment.

Family Learning Center, ext. 41946 or 216-844-1946 from outside the hospital

Ronald McDonald Family Room™

The Ronald McDonald Family room, on the second floor of UH Rainbow Babies & Children's Hospital (room 2342), is available from 9 a.m.-9 p.m. daily. The Family Room provides a relaxing place for parents and families and includes a kitchenette stocked with snacks and light refreshments, a phone, a computer with Internet access, kids' play area, laundry facility and more.

Ronald McDonald Family Room, ext. 48488 or 216-844-8488 from outside the hospital

Rainbow Family Advisory Council

See page 6.

The Rainbow Channel – Channel 6

The Rainbow Channel, a closed-circuit TV station available in every patient's room, offers taped and live broadcasts. Through the Rainbow Channel, patients can join in games with the entire hospital; a child in isolation can enjoy group activities; and a family can interact with and learn from featured guests.



Pet Pals

Look for some special four-legged furry visitors on Tuesday and Thursday evenings!

Elisabeth Prentiss Pediatric Surgery Center & Waiting Area

The Elisabeth Prentiss Pediatric Surgery Center is located on the second floor of UH Rainbow Babies & Children's Hospital. A comfortable family waiting area is located nearby. A receptionist is available from 6 a.m.-5 p.m. Monday-Friday, to help keep you in touch with your child's care team.

Pediatric Surgical Waiting Area, ext. 43700, or 216-844-3700 from outside the hospital

After hours, families can call ext. 43501 for information, or 216-844-3501 from outside the hospital

Support Groups

Your nurse or social worker can provide information about a variety of support groups available for parents. Among them:

Coffee Connection, for neonatal intensive care unit (NICU) and NICU step-down families, 216-844-5545

Rainbow Parent Network Support Group 216-844-3379

For complete information about UH Rainbow Babies & Children's Hospital, please visit RainbowBabies.org.

YOUR SAFETY *is paramount*

Please Speak Up!

You and your family are partners on our safety team! Ask questions about your tests, treatments and medications, and expect to participate in all decisions about your care.



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. 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.

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

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! We recommend that you always keep a list with you of medications you are taking and their doses.

Identification

Employees: Employees wear identification badges at all times.

Patients: Before every procedure or test is performed or medication is given, a staff member should check your identification by asking for your name, birth date or medical record number. Feel free to remind staff members to do so, and let them know if you have any concerns about receiving the incorrect medication, treatment or test.

Visitor Passes

Visitor passes with photos (FAST-PASS®) are required for anyone visiting a child at UH Rainbow Babies & Children's Hospital. See page 9 for details. Visitor passes are not required for visitors to adult units. But visitors are requested to follow a few guidelines. See page 14 for details.

Preventing Falls

Preventing you from falling is a priority while we care for you in the hospital. What we do to help prevent falls: assess your risk for falling, maintain a clear path to the bathroom, keep your call bell within your reach, and answer your call light in a timely manner. What you can do: sit first on the side of your bed, then stand; use your side rail to help you sit up; and follow the safety instructions your nurse provides.

Hand Washing

Hand washing is a very effective way to prevent the spread of infection. Please recommend that your family

and friends always wash their hands when they visit. Feel free to remind staff members to wash their hands or use hand sanitizer when they enter your room too.

Smoking Policy

For the health and safety of our patients, visitors and employees, smoking is strictly prohibited in all UH buildings and on all UH property.

Valuables

Please leave all valuables, including wallets, jewelry and cash, at home or with family members. You may ask your nurse about lock-box services. UH Case Medical Center cannot be responsible for lost personal belongings.

Protective Services

The Department of Protective Services helps ensure a safe and secure environment for patients, visitors and employees. Our Protective Services Officers patrol all UH Case Medical Center buildings and grounds in vehicles or on foot, 24 hours a day, seven days a week. Emergency and nonemergency calls are answered 24/7. If you have a problem or safety concern, please don't hesitate to call Protective Services.

Protective Services, ext. 44357 (HELP) or 216-844-4357 from outside the hospital

Alert us!

If a family member or visitor notices any change in a loved one's condition or you think that something just doesn't seem right, please notify one of our nurses right away. Our Code White rapid response teams can be mobilized immediately to help. Information about Code White teams is posted on each floor. Please familiarize yourself with it.

SUPPORT PERSONS (Visitors) *are very important*

It is your right to have support persons* (visitors) come to see you while you are in the hospital. We welcome and encourage their visits. While we have no formal visiting hours, and try to be as flexible as possible to meet your and your support persons' needs, under certain circumstances it may be necessary to limit visitation. For instance, visitation may be restricted to abide by a patient's preferences, to control the spread of infection, to heed a physician or nurse's best clinical judgment or if visitation interferes with the care of the patient or other patients, to maintain privacy or to ensure a quiet, restful atmosphere for a patient or a patient's roommate. You are entitled to an explanation whenever a restriction is placed on visitation.

General UH visitation guidelines for adult patients:

- Please check with the nurse for any specific visitation guidelines for your nursing unit.
- Our recommendation is to 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.
- Ensure that children who visit are supervised by an adult other than the patient.
- Keep voices low.
- Please do not bring latex balloons to the hospital.

**A support person can be a spouse, family member, same-sex partner, friend or other individual who supports the patient during his or 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 identify, sexual orientation or disability.*

General and Patient Information

For information such as directions around campus or a telephone number to a patient's room, or help getting in touch with a head nurse, please contact Patient Information and Reception Services. Patient Information and Reception Services also operates a network of nine Information Desks at key hospital locations. For locations, see map, page 16.

Patient Information and Reception Services, ext. 43911 or 216-844-3911 from outside the hospital (24 hours a day)

Surgical Waiting Areas

We offer three waiting areas where you can receive updates on a loved one who is having surgery.

Adult: The waiting area for families of adult surgical patients is on Lerner Tower 2, with receptionists on duty from 5:30 a.m.-8 p.m. Monday-Friday. Surgeons often meet with family members here to provide updates. Pagers available at the reception desk allow you to leave the area while staying in touch. The waiting area is not staffed on weekends and after 8 p.m. on weekdays. For information about progress in surgery after hours, visitors can call the number below using a cell phone, the wall phone or the phone at the reception desk.

Adult Surgical Waiting Area Receptionist, ext. 42006 or 216-844-2006 from outside the hospital

After hours, families can call ext. 42260, or 216-844-2260 from outside the hospital for information

Outpatient Surgery (Adult): The waiting area for families of adults having outpatient surgery is located in the basement of Mather Pavilion. Receptionists are on duty from 5:30 a.m.-2 p.m. Monday-Friday. Pagers available at the reception desk allow you to leave the area while staying in touch. The waiting area is not staffed on weekends and after 2 p.m. on weekdays. After hours, visitors can call the number below for information, using a cell phone or the phone at the reception desk.

Outpatient Surgical Waiting Area, ext. 42600 or 216-844-2600 from outside the hospital

After hours, families can call ext. 42618, or 216-844-2618 from outside the hospital for information

Pediatric Waiting Area

See page 11.

Driving Directions to UH Case Medical Center

From the North (I-90)

- Exit I-90 at Martin Luther King Jr. Drive (MLK)
- Take MLK south approximately 2.5 miles to East 105th Street
- Cross East 105th Street, follow traffic circle and bear right onto East Boulevard
- Bear left onto Ford Drive
- Follow Ford Drive to Euclid Avenue
- From Euclid Avenue, you can access one of our visitor parking garages:
 - **Adelbert Road Garage:**
 - turn right on Euclid Avenue
 - turn left on Adelbert Road
 - parking garage entrance is on the left
 - **UH Drive Garage:**
 - turn right on Euclid Avenue
 - turn left on UH Drive
 - parking garage entrance in on the right

From the South (I-77 or I-71)

- Near downtown Cleveland, I-77 North and I-71 North merge with I-90 East
- Exit I-90 East at Chester Avenue
- Take Chester Avenue eastbound approximately 3.2 miles to Euclid Avenue
- Turn left onto Euclid Avenue
- From Euclid Avenue, you can access one of our visitor parking garages:
 - **Adelbert Road Garage:**
 - turn right onto Adelbert Road
 - parking garage entrance is on the left
 - **UH Drive Garage:**
 - turn right onto UH Drive
 - parking garage entrance is on the right

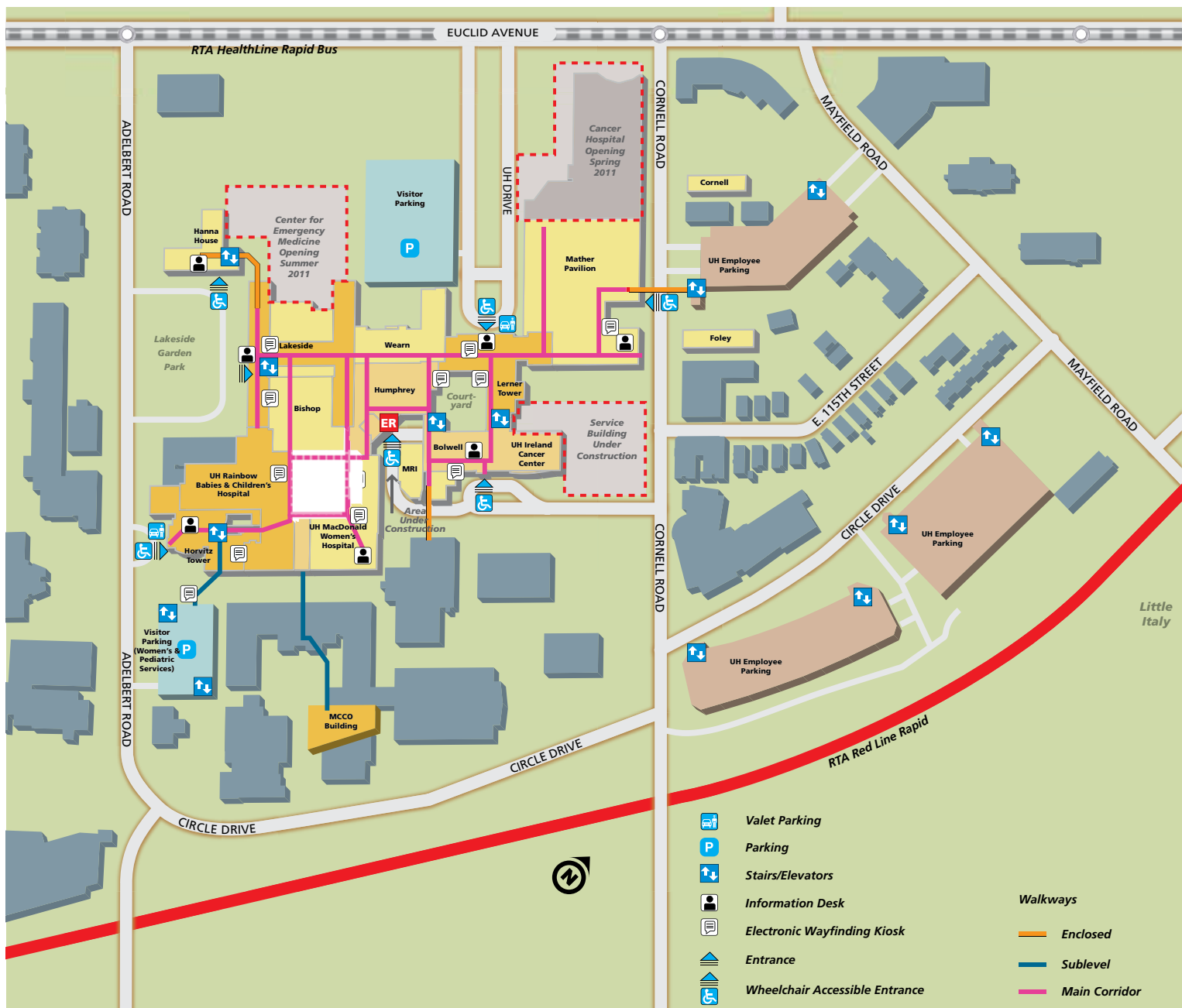
From the East (Ohio turnpike, I-480, I-271)

- Take the Ohio Turnpike to I-480 West, then to I-271 North
- Exit I-271 at Cedar Road
- Proceed west on Cedar Road approximately 6.5 miles
- Turn right onto Murray Hill Road
- Turn left onto Adelbert Road
- From Adelbert Road, you can access our visitor parking garages:
 - **Adelbert Road Garage:**
 - proceed on Adelbert Road
 - parking garage entrance is on the right
 - **UH Drive Garage:**
 - proceed on Adelbert Road
 - turn right onto Euclid Avenue
 - turn right onto UH Drive
 - parking garage entrance is on the right

From the West (I-90)

- Exit I-90 East at Chester Avenue
- Take Chester Avenue eastbound approximately 3.2 miles to Euclid Avenue
- Turn left onto Euclid Avenue
- From Euclid Avenue, you can access one of our visitor parking garages:
 - **Adelbert Road Garage:**
 - turn right onto Adelbert Road
 - parking garage entrance is on the left
 - **UH Drive Garage:**
 - turn right onto UH Drive
 - parking garage entrance is on the right

*Driving routes to UH Case Medical Center
are on our website, UHhospitals.org.
Click on Patient and Visitors, then Getting Here.*



This is an exciting period of growth and transformation at UH Case Medical Center. As part of our Vision 2010 plan, several construction projects are under way on our campus, including the new UH Seidman Cancer Center and Center for Emergency Medicine. We apologize when construction causes detours or delays and appreciate your understanding.

Parking

Parking Garages

Two parking garages on the UH Case Medical Center campus are designated for patients and visitors. Hourly rates are charged.

- Adelbert Road: Closest to UH Rainbow Babies & Children's Hospital, Lakeside, UH MacDonald Women's Hospital, Hanna House
- UH Drive: Closest to Wearn, Lerner Tower, Mather Pavilion, Bolwell Health Center, Lakeside, UH Seidman Cancer Center, Center for Emergency Medicine (emergency room)

Valet Parking

Valet parking is available 7 a.m.-7 p.m. weekdays for patients and visitors with disabilities at the entrances to Lerner Tower and UH Rainbow Babies & Children's Hospital. Valet parking is available 24 hours a day for women in labor at the entrance to UH Rainbow Babies & Children's Hospital. See map, page 16, for locations.

Long-Term Parking

Long-term parking permits reduce parking costs for family members. Permits can be purchased at the Parking Office using cash, personal check, or credit cards (until 4 p.m.).

Parking Office, ext. 4PARK or 216-844-7275 from outside the hospital, Humphrey Building, first floor, room 1629, near Pre-admission Testing
Hours: 7 a.m.-5 p.m. weekdays

Wheelchair Access

UH Case Medical Center has six wheelchair-accessible hospital entrances, indicated with a wheelchair symbol on the campus map, page 16. If you need a wheelchair, please ask an Information Desk Receptionist or Greeter at entrances for assistance. Greeters can escort you to various patient care locations.



Parking Discounts

UH Case Medical Center offers discounted parking for family members of hospitalized patients. To obtain a discount, please pick up a coupon (one coupon per day per patient) at any hospital Information Desk during business hours, and 24 hours a day at the UH Rainbow Babies & Children's Hospital Information Desk. Visitors must present the coupon to the attendant when exiting the parking garage. See map, page 16, for Information Desk locations.

Wayfinding Kiosks

Electronic kiosks throughout our campus help patients and visitors find their way and locate services, doctors' offices and departments. Just touch the screen to select a destination, and a map and specific directions will appear. See map, page 16, for wayfinding kiosk locations.

Dining Options on Campus

Our Atrium, an airy, open space central to the UH Case Medical Center campus, houses a number of dining options. See pages 21-22 for a list of nearby off-campus restaurants.

The Atrium Café

6:30 a.m.-8 p.m. Monday-Friday
6:30 a.m.-7 p.m. weekends and holidays

The Atrium Café offers a variety of cuisines at seven stations: the deli, grill, entrée, innovations, Freshens, pizza and salad bar. Packaged snacks, salads and sandwiches are available for take-out, along with a wide selection of hot and cold beverages.

216-844-1889; Menu Hotline 216-844-7474

Guest Trays

See page 8.

Einstein Bros. Bagels

6:30 a.m.-2 a.m. Monday-Friday
Closed weekends and holidays

Einstein Bros. Bagels serves made-to-order bagels, bagel sandwiches, breakfast sandwiches, wraps and hot and cold deli sandwiches. Boxed salads, fruit and yogurt parfaits, and gourmet juices are available to go.

214-844-1889

Java Jive

6:30 a.m.-5 p.m. Monday-Friday

A coffee stand located at the entrance of Bolwell Health Center, near Family Medicine. Java Jive serves coffee, espresso, smoothies, cold drinks, ice cream treats and snacks. Cash only, please. Purchases at Java Jive benefit the Auxiliary of UH Case Medical Center.

216-658-5282

Services on Campus

Vending Machines

Open 24 hours a day at the following locations:

- Atrium, near the Café
- Lerner Tower basement
- Bolwell, floors one and six, near elevators
- Hanna House basement
- Lakeside, floor six
- Rainbow, floors two through seven
- Emergency waiting room

Wi-Fi

See page 7.

Banking

KeyBank MAC automatic teller machines are located:

- outside the Atrium Café in Lakeside (withdrawals only)
- lobby of Bolwell Health Center
- corridor between Mather Pavilion and pedestrian bridge

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 Protective Services.

Protective Services, ext. 44357 (HELP) or 216-844-4357 from outside the hospital, basement of Lakeside, Room B-117



Public Telephones

Public telephones are located on the first floor:

- between Lerner Tower and Mather Pavilion
- between Lerner Tower and Volunteer Services

Mail

Please address mail to patients as follows:

Patient name
Room number
Building or department (for example, Mather Pavilion or Cardiac Intensive Care Unit)
UH Case Medical Center
11100 Euclid Ave.
Cleveland, OH 44106

After a patient is discharged, we will forward mail to the home address.

Newspapers

Newspapers are available in pay boxes in the following areas:

- Lakeside – first floor hallway next to Atrium Café
- Lakeside – second floor near Bishop operating room entrance
- Lakeside – fourth floor corridor near hemodialysis
- Mather Pavilion – lower level near elevators
- Bolwell Health Center – near the pharmacy

Chapel & Pastoral Care

A nondenominational chapel, open at all times, is located on the first floor of Lakeside. UH chaplains visit patients upon request, and clergy from any religious organization are welcome to visit with the patient's consent.

Pastoral Care, ext. 41668 or 216-844-1668 from outside the hospital

Atrium Gift & Flower Shop

9 a.m.-7 p.m. Monday-Friday
10 a.m.-4:30 p.m. Saturday and Sunday

Open Memorial Day, July 4 and Labor Day. Closed all other holidays. Located in our central Atrium, the shop offers a wide selection of gifts and flowers.

216-844-1013

The University Circle Neighborhood

UH Case Medical Center is located in University Circle, Cleveland's vibrant cultural center. University Circle is home to world-renowned museums, gardens, restaurants, theater, educational institutions and more. Many institutions are within walking distance or a short drive of UH Case Medical Center or are on public transportation routes. See below for a list of accommodations, restaurants and activities in our neighborhood.



Accommodations

Visitors looking for accommodations will find a variety of options near University Circle and in downtown Cleveland. Many offer discounts for UH patients and families, so please inquire when making reservations. If you would like assistance arranging accommodations, please call our Patient Care Advocates at 216-844-7502 (during regular business hours Monday-Friday). Hotel information also is available online at PositivelyCleveland.com.

University Circle Area

The Alcazar

2450 Derbyshire at Surrey
Cleveland Heights, Ohio 44106
216-321-5400
thealcazar.com

American Cancer Society Hope Lodge

Joseph S. & Jeannette M. Silber Hope Lodge
11432 Mayfield Rd.
Cleveland, Ohio 44106-2364
Cristina Williams, Director
216-844-HOPE (4673) or 1-888-227-6446, ext. 1900
Cristina.Williams@cancer.org

Hope Lodge, operated by the American Cancer Society and adjacent to UH Case Medical Center, provides free housing for adult cancer patients traveling at least 40 miles or a one-hour commute for active treatment. An adult caregiver is required to stay with the patient at Hope Lodge. To stay at Hope Lodge, patients are required to have a referral. A member of the UH Oncology Department or Social Work Department must submit the referral on the patients' behalf.

UH Social Work Department, 216-844-8965

The Glidden House

1901 Ford Dr.
Cleveland, Ohio 44106
216-231-8900 or 1-866-812-4537
info@gliddenhouse.com
gliddenhouse.com

Hospitality Homes of Cleveland

A service that places out-of-town patients and family members in private homes within a 15-mile radius of UH Case Medical Center.
216-518-0404 or 941-966-5793
Hospitalityhomes.com

InterContinental Hotel & Conference Center

9801 Carnegie Ave.
Cleveland, Ohio 44106
216-707-4100 or 1-888-424-6835
intercontinental.com

InterContinental Suites Hotel

8800 Euclid Ave.
Cleveland, Ohio 44106
216-707-4300 or 1-888-424-6835
intercontinental.com

Larchmere Corporate Housing

(for extended stays)
12404 Larchmere Blvd.
Cleveland, Ohio 44120
216-721-8968 or 1-866-735-5960
LarchmereHouse.com

Overlook Mansion

(five-night minimum stay)
2141 Overlook Rd.
Cleveland Heights, Ohio 44118
216-533-0868
reservation@overlookmansion.com

Ronald McDonald House

10415 Euclid Ave.
Cleveland, Ohio 44106
216-229-5758
info@ClevelandRMH.org
ClevelandRMH.org

The Ronald McDonald House® of Cleveland provides housing for families whose children are receiving medical care at UH Rainbow Babies & Children's Hospital and other hospitals. Rooms are provided on a first-come/first-served basis. To inquire if a room is available, please call between 2 and 9 p.m. the day before your arrival. If your child has been admitted to the hospital, you may call from 9 a.m. to 9 p.m.

University Circle Bed & Breakfast

1575 E. 108th St.
Cleveland, Ohio 44106
216-721-8968 or 1-866-735-5960
innkeeper@ucbnb.com
universitycirclebedandbreakfast.com

Downtown Cleveland

Downtown Cleveland is a 15-minute drive from UH Case Medical Center. Taxis and public transportation are available; some hotels offer shuttle service. Inquire about UH patient rates.

Crowne Plaza Hotel Cleveland City Center

777 St. Clair Ave.
Cleveland, Ohio 44114
216-771-7600 or 1-877-859-5095
www.crowneplaza.com

Doubletree Hotel Cleveland/Lakeside

1111 Lakeside Ave.
Cleveland, Ohio 44114
216-241-5100 or 1-800-222-8733
doubletree.com

Embassy Suites Hotel Cleveland – Downtown

1701 E. 12th St.
Cleveland, Ohio 44114
216-523-8000 or 1-800-362-2779
embassysuites.com

Hampton Inn Downtown Cleveland

1460 E. 9th St.
Cleveland, Ohio 44114
clevelanddowntownhotel.com

Hilton Garden Inn Cleveland Downtown

1100 Carnegie Ave.
Cleveland, Ohio 44115
216-658-6400 or 1-800-445-8667
clevelanddowntown.stayhgi.com

Holiday Inn Express Cleveland Downtown

629 Euclid Ave.
Cleveland, Ohio 44114
216-443-1000 or 1-877-859-5095
hiexpress.com

Marriott Downtown at Key Center

127 Public Square
Cleveland, Ohio 44114
216-696-9200 or 1-800-228-9290
marriott.com

Renaissance Cleveland Hotel

24 Public Square
Cleveland, Ohio 44113
216-696-5600
renaissancehotels.com

Residence Inn Cleveland Downtown

527 Prospect Ave., East
Cleveland, Ohio 44115
216-443-9043
residenceinn.com

The Ritz-Carlton

1515 West Third St.
Cleveland, Ohio 44113
216-623-1300
ritzcarlton.com

Wyndham Cleveland at Playhouse Square

1260 Euclid Ave.
Cleveland, Ohio 44115
216-615-7500 or 1-877-999-3223
wyndham.com



Restaurants

Please call for hours and information.

Near UH Case Medical Center

More information at UniversityCircle.org. A number of these restaurants are served by the RTA HealthLine bus.

Blue Planet Café

Cleveland Museum of Natural History
1 Wade Oval Dr.
216-231-4600

Boarding House Deli

11313 Euclid Ave.
216-791-5005

Cleveland Museum of Art Café

11150 East Blvd.
216-421-7350

The Coffee House at University Circle/Arabica

11300 Juniper Rd.
216-791-0300

Chopstick

11332 Euclid Ave.
216-791-7998

Euclid Tavern

11625 Euclid Ave.
216-231-7066

Falafel Café

11365 Euclid Ave.
216-229-9540

Garden Café

Cleveland Botanical Garden
11030 East Blvd.
216-721-1600

The Jolly Scholar

Case Western Reserve University
Thwing Center
11111 Euclid Ave.
216-368-0090

L'Albatros Brasserie & Bar

11401 Bellflower Rd.
216-791-7880

Mi Pueblo

11611 Euclid Ave.
216-791-8226

Rascal House Pizza

11316 Euclid Ave.
216-791-4444

Sergio's in University Circle

1903 Ford Dr.
216-231-1234

Shticks Vegetarian Kitchen

11075 East Blvd.
216-231-0922

Silver Spartan Diner

11377 Bellflower Rd.
216-368-0634

Starbucks

11302 Euclid Ave.
216-229-0749

Qdoba

11324 Euclid Ave.
216-229-8233

Uptowne Grille

11312 Euclid Ave.
216-229-9711

Little Italy

Little Italy, home to more than 20 restaurants, is a 10-15 minute walk or easy drive from UH Case Medical Center. More information at clevelandlittleitaly.com.

Algebra Tea House

2136 Murray Hill Rd.
216-421-9007

Angelo's Nido Italia

12020 Mayfield Rd.
216-421-0221

Anthony's of Little Italy

12018 Mayfield Rd.
216-791-0700

Corbo's Dolceria

12200 Mayfield Rd.
216-421-8181

Corbo's Golden Bowl Italian Ristorante

12312 Mayfield Rd.
216-721-4850

Etna

11919 Mayfield Rd.
216-791-7670

Guarino's

12309 Mayfield Rd.
216-231-3100

Gusto!

12022 Mayfield Rd.
216-791-9900

Il Bacio

2181 Murray Hill Rd.
216-231-5977

La Dolce Vita

12112 Mayfield Rd.
216-721-8155

La Pizzeria

2188 Murray Hill Rd.
216-229-9050

Mama Santa's

13205 Mayfield Rd.
216-421-2159



Little Italy *(continued)*

Maxi's Bistro

12113 Mayfield Rd.
216-421-1500

Mayfield Cafe

12117 Mayfield Rd.
216-231-9363

Mia Bella

12200 Mayfield Rd.
216-795-2355

Michaelangelo's

2198 Murray Hill Rd.
216-721-0300

Presti's Café and Deli

12101 Mayfield Rd.
216-421-3060

Primo Vino

12511 Mayfield Rd.
216-229-3334

Tea House Noodles

2218 Murray Hill Rd.
216-229-8599

Trattoria on the Hill

12207 Mayfield Rd.
216-421-2700

Valentino's Pizza

2197 Murray Hill Rd.
216-795-0463

Valerio's Ristorante

12405 Mayfield Rd.
216-421-8049

Cedar-Fairmount

A five-minute drive from UH Case Medical Center. More information at cedarfairmount.com.

Aladdin's Eatery

12447 Cedar Rd.
216-932-4333

Bruegger's Bagel Bakery

12443 Cedar Rd.
216-321-8933

The Fairmount

2448 Fairmount Blvd.
216-229-9463

Jillian's Billiard Parlor & Café

12459 Cedar Rd.
216-397-0900

Liquid Planet

12413 Cedar Rd.
216-791-3700

The Mad Greek

2466 Fairmount Blvd.
216-421-3333

Nighttown

12387 Cedar Rd.
216-795-0550

Valerio La Gelateria and Pizzeria

12421 Cedar Rd.
216-229-2636

Starbucks

12405 Cedar Rd.
216-229-5531

Subway

2458A Fairmount Blvd.
216-229-5531

Things To Do

University Circle offers a variety of interesting and enjoyable activities. Please call ahead for hours, addresses and information, or visit UniversityCircle.org.

Museums/Galleries

African American Museum.....	216-791-1700
Case Western Reserve University Galleries	216-368-2000
Children’s Museum of Cleveland	216-791-KIDS
Cleveland Institute of Art Reinberger Galleries	216-421-7000
Cleveland Museum of Art	216-421-7340
Cleveland Museum of Natural History	216-231-4600
Dittrick Medical History Center	216-368-3648
Dunham Tavern Museum	216-431-1060
Little Italy (galleries and gift shops)	clevelandlittleitaly.com
Museum of Contemporary Art Cleveland	216-421-8671
Sculpture Center	216-229-6527
Western Reserve Historical Society	216-721-5722

Performing Arts and Film

Case Western Reserve University Theatre and Music Programs	216-368-6262
Cleveland Institute of Art Cinematheque	216-421-7450
Cleveland Institute of Music	216-791-5000
Cleveland Museum of Art	216-421-7340
Cleveland Orchestra (Severance Hall)	216-231-1111
Cleveland Play House (moving to downtown theater district, fall 2011)	216-795-7010
Karamu House Theater	216-795-7070
The Music Settlement	216-421-5806

Gardens, Etc.

Cleveland Botanical Garden	216-721-1600
Nature Center at Shaker Lakes	216-321-5935
Lake View Cemetery (historic monuments, tours)	216-421-2665

Transportation

Shuttle Service

Free shuttle service is provided in and around UH Case Medical Center and University Circle. Shuttles are marked CircleLink or University Circle. Call for bus routes and schedules.

Shuttle hours:

6:15 a.m.-5:30 p.m. Monday-Saturday
Noon-5:30 p.m. Sunday

Standard Parking Inc., ext. 41387 or 216-844-1387
Hours: 8:30 a.m.-5 p.m.

CircleLink (University Circle transportation)
216-791-6226
Hours: 8 a.m.-5 p.m.

RTA HealthLine

UH and other institutions support the Greater Cleveland Regional Transit Authority (RTA) HealthLine. This environmentally friendly bus line provides service between University Circle and downtown Cleveland. Fare and schedule information for the HealthLine and Cleveland’s other bus and light rail service at RideRTA.org.

RTA, 216-621-9500



going HOME



Going home after a hospital stay is certainly something to look forward to. But the transition from hospital to home can be stressful. Your medical team will discuss your home-going plan with you and your family in advance of your discharge to help ensure a smooth process.

Discharge plans vary from individual to individual. Please alert your health care team to any concerns you have about going home as early as possible. For instance, if you may need transportation, let us know as soon as you can.

Prescriptions/Bolwell Pharmacy

UH Case Medical Center's conveniently located Bolwell Pharmacy is available to fill your discharge prescriptions. The pharmacy honors most major insurance plans. Bolwell Pharmacy offers a small selection of toiletries and over-the-counter products as well.

Bolwell Pharmacy, ext. 47270 or 216-844-7270, first floor, Bolwell Health Center
Hours: 8 a.m.-6 p.m. Monday-Friday and 8 a.m.-4 p.m. Saturday

Satisfaction Surveys

Patient satisfaction surveys help us better understand our patients' needs and improve our service to all patients. A survey may be mailed to your home once you have been discharged, and we would very much appreciate you taking a few minutes to complete it.

Medical Records

Health Information Services (medical records) provides copies of information, such as birth certificates, contained in patients' medical records. For instructions about ordering copies of information in your UH medical record, please visit UHhospitals.org, click on the Patient & Visitors tab then the Medical Records tab, or call the department. Fulfillment of requests takes about 10 working days. Fees are charged for copying certain documents.

Health Information Services, ext. 43567 or 216-844-3567, Lakeside, Room 1119
Hours: 8 a.m.-4 p.m. weekdays

Patient and Family Education

UH Case Medical Center is committed to assisting patients and families with health goals, understanding disease and treatments and adjusting to lifestyle changes by providing information and encouraging participation in educational programs. Patient and family education is a shared responsibility between patients, families and caregivers. Your health care providers can address topics such as healthy lifestyles, risk-reducing behaviors, developmental needs, activities of daily living and preventive self-care. Please talk with your nurse about any patient education or discharge planning information you think you may need.

Care Options after Discharge

Hanna House Skilled Nursing Center

Hanna House Skilled Nursing Center is an onsite subacute care facility that serves as an interim step for patients who no longer need hospitalization but are not quite ready to return home. The unit provides patients with 24-hour nursing care and physical, occupational or speech-language therapy; wound care; and education to help manage new medical issues such as ostomies.

Hanna House Inpatient Rehabilitation Center

The Hanna House Inpatient Rehabilitation Center is for patients who require aggressive rehabilitation (physical, occupational and/or speech-language therapy) and 24-hour rehabilitation nursing care. The center, which provides access to the services and advanced technologies of UH Case Medical Center, is under direction of a physical medicine and rehabilitation physician.

Hanna House Skilled Nursing or Inpatient Rehabilitation: For more information, speak with a social worker or call ext. 43848 or 41278, or 216-844-3848 or 216-844-1278 from outside the hospital

University Hospitals Home Care

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

University Hospitals Home Care, 216-844-4663 (HOME) or 1-800-552-8442

Financial Information

Once you are home, you will receive separate bills from the hospital and from your physician or physicians.

Hospital Bills

Your hospital bill includes charges for your room, equipment, supplies and tests. Your insurance company will be billed directly and a copy of this 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-payments and services your insurance company may not cover such as private room charges. These charges can be paid at the UH Case Medical Center Cashier's Office on the day you are discharged.

Cashier's Office, 216-844-1882, first floor Lakeside, Room 119

Hours: Monday-Friday 9 a.m.-4 p.m.

Hospital Billing Questions

If you have questions about your hospital bill, please contact our Patient Accounting Customer Service Department. Representatives are happy to assist you.

Patient Accounting Customer Service Department, 216-844-8299 or 1-800-859-5906

Hours: 9 a.m.-3:30 p.m. Monday-Friday

Physician Bills

You will receive a separate bill (or bills) for physicians' services. These charges reflect either direct patient care services or the reading and interpretation of X-rays, electrocardiograms (EKGs) and laboratory tests. If you have any questions about your physician bills, please call the telephone number listed on the statement you receive.

Financial Assistance/Financial Counselors

University Hospitals is committed to serving all patients, regardless of their ability to pay, and provides financial counseling for any patients who need assistance paying their UH bill. UH Financial Counselors can help uninsured patients apply for Ohio or federal assistance through programs such as Medicaid, the State Children's Health Insurance Program (SCHIP), or the Ohio Hospital Care Assurance Program (HCAP).

Uninsured patients may qualify for our Hospital Charity/Financial Assistance Program that provides discounts on hospital bills for Northeast 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. UH provides interest-free payment plans (up to 36 months) for qualifying patients based on ability to pay. More information is available at UHhospitals.org/PayMyBill, or by calling our Financial Counselors.

Financial Counselors, 216-844-2447

Follow-up Appointments

How to schedule appointments when you're home:

- call your physician's office
- go to UHhospitals.org
- call 1-866-UH4-CARE (1-866-844-2273)

Support Programs

UH Seidman Cancer Center Information Service

UH Seidman Cancer Center Information Service is a toll-free number staffed by nurses who specialize in cancer care. They provide up-to-date information about cancer, clinical trials and community resources. They can also answer questions about our UH Seidman Cancer Center and our team of doctors, nurses and support staff.

UH Seidman Cancer Center Cancer Information Service, 216-844-5432 or 1-800-641-2422

Healing & Hope

Healing & Hope is a quarterly brochure that lists free education and support programs at UH Seidman Cancer Center sites across Northeast Ohio. Contact us for more information.

Healing & Hope, 216-844-4636, or UHSeidman.org and click on "Healing & Hope"

UH Seidman Cancer Center Support Groups

Support groups are offered at many UH Seidman Cancer Center locations throughout Northeast Ohio. Please call for meeting dates and times. Other support programs may be available; talk with your doctor, nurse or social worker for information. All programs are free.

Bouncing Back (support group for blood and marrow transplant patients) 216-844-4636

Celebration of Life (for survivors of oral, head and neck cancer) 216-844-3385

Everyday Miracles (for women with advanced breast cancer) 216-983-4734

Hope for Tomorrow (for women with gynecological cancer) 216-844-7042

Life after Whipple Surgery 216-844-3582

Living Daily: Coping with a Brain Tumor 216-844-4636

Minority Women with Breast Cancer Uniting 216-291-0962

Other UH-Affiliated Support Programs

Pediatric and Parent Support Groups (please ask your nurse or social worker)

Liver Transplant Group 216-844-3689

Trio-Transplant Recipients International Organization 216-844-3689

For information about community support groups, please speak with your physician, nurse or social worker.

Volunteer Services

Our volunteers provide a wide variety of extra services for patients and visitors. If you are interested in volunteering, please call.

Volunteer Services, 216-844-1504

You Can Help

Giving to UH

Gifts to University Hospitals help further our mission: To Heal. To Teach. To Discover. If you are interested in supporting UH, please visit UHGiving.org, or mail your gift to:

Institutional Relations & Development
P.O. Box 74947
Cleveland, Ohio 44194-4947



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 or withdrawal of life-sustaining treatment.
- 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 while you are living 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. (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 honors treatment decisions outlined in valid Advance Directives and recognizes the rights of patients to choose and refuse treatment.

UH 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 has prepared Advance Care Planning materials that may be useful for patients.

For more information or to request copies of documents, call Patient Care Advocates, ext. 47502 or 216-844-7502 from outside the hospital, or ask your nurse or social worker

Patient Privacy

At UH Case 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 HIPAA information, speak with your nurse, or call the Patient Care Advocate office, ext. 47502 or 216-844-7502 from outside the hospital

Patient Rights and Responsibilities

UH 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 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.

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 or 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 or her care and treatment, be informed of his or 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 or her clinical records within a reasonable time frame.
- 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 or 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 or 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 mechanism.

- File a complaint with the Centers for Medicare and 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.

FAQs (Frequently Asked Questions) about MRSA (methicillin-resistant Staphylococcus aureus)

What is MRSA?

Staphylococcus aureus (pronounced staff-ill-oh-KOK-us AW-ree-us), or “Staph” is a very common germ that about one out of every three people have on their skin or in their nose. This germ does not cause any problems for most people who have it on their skin. But sometimes it can cause serious infections such as skin or wound infections, pneumonia or infections of the blood.

Antibiotics are given to kill Staph germs when they cause infections. Some Staph are resistant, meaning they cannot be killed by some antibiotics. “Methicillin-resistant Staphylococcus aureus” or “MRSA” is a type of Staph that is resistant to some of the antibiotics that are often used to treat Staph infections.

Who is most likely to get an MRSA infection?

In the hospital, people who are more likely to get a MRSA infection are people who:

- have other health conditions making them sick
- have been in the hospital or a nursing home
- have been treated with antibiotics.

People who are healthy and who have not been in the hospital or a nursing home can also get MRSA infections. These infections usually involve the skin. More information about this type of MRSA infection, known as “community-associated MRSA” infection, is available from the Centers for Disease Control and Prevention (CDC) at cdc.gov/mrsa.

How do I get a MRSA infection?

People who have MRSA germs on their skin or who are infected with MRSA may be able to spread the germ to other people. MRSA can be passed on to bed linens, bed rails, bathroom fixtures and medical equipment. It can spread to other people on contaminated equipment and on the hands of doctors, nurses, other health care providers and visitors.

Can MRSA infections be treated?

Yes, there are antibiotics that can kill MRSA germs. Some patients with MRSA abscesses may need surgery to drain the infection. Your health care provider will determine which treatments are best for you.

What are some of the things that hospitals are doing to prevent MRSA infections?

To prevent MRSA infections, doctors, nurses and other health care providers:

- Clean their hands with soap and water or an alcohol-based hand rub before and after caring for every patient.
- Carefully clean hospital rooms and medical equipment.
- Use Contact Precautions when caring for patients with MRSA. Contact Precautions mean:
 - Whenever possible, patients with MRSA will have a single room or will share a room only with someone else who also has MRSA.
 - Health care providers will put on gloves and wear a gown over their clothing while taking care of patients with MRSA.
 - Visitors may also be asked to wear a gown and gloves.
 - When leaving the room, hospital providers and visitors remove their gown and gloves and clean their hands.
 - Patients on Contact Precautions are asked to stay in their hospital rooms as much as possible. They should not go to common areas, such as the gift shop or cafeteria. They may go to other areas of the hospital for treatments and tests.
- May test some patients to see if they have MRSA on their skin. This test involves rubbing a cotton-tipped swab in the patient’s nostrils or on the skin.

What can I do to help prevent MRSA infections?

In the hospital

- Make sure that all doctors, nurses and other health care providers clean their hands with soap and water or an alcohol-based hand rub before and after caring for you.
- If you do not see your providers clean their hands, please ask them to do so.

When you go home

- If you have wounds or an intravascular device (such as a catheter or dialysis port), make sure that you know how to take care of them.



Can my friends and family get MRSA when they visit me?

The chance of getting MRSA while visiting a person who has MRSA is very low. To decrease the chance of getting MRSA your family and friends should:

- Clean their hands before they enter your room and when they leave.
- Ask a health care provider if they need to wear protective gowns and gloves when they visit you.

What do I need to do when I go home from the hospital?

To prevent another MRSA infection and to prevent spreading MRSA to others:

- Keep taking any antibiotics prescribed by your doctor. Don't take half-doses or stop before you complete your prescribed course.
- Clean your hands often, especially before and after changing your wound dressing or bandage.

- People who live with you should clean their hands often as well.
- Keep any wounds clean and change bandages as instructed until healed.
- Avoid sharing personal items such as towels or razors.
- Wash and dry your clothes and bed linens in the warmest temperatures recommended on the labels.
- Tell your health care providers that you have MRSA. This includes home health nurses and aides, therapists and personnel in doctors' offices.
- Your doctor may have more instructions for you.

If you have questions, please ask your doctor or nurse.

MRSA Information provided by co-sponsors:



For more information or to schedule an appointment,
call **1-866-UH4-CARE** (1-866-844-2273)
or visit **UHhospitals.org**

