

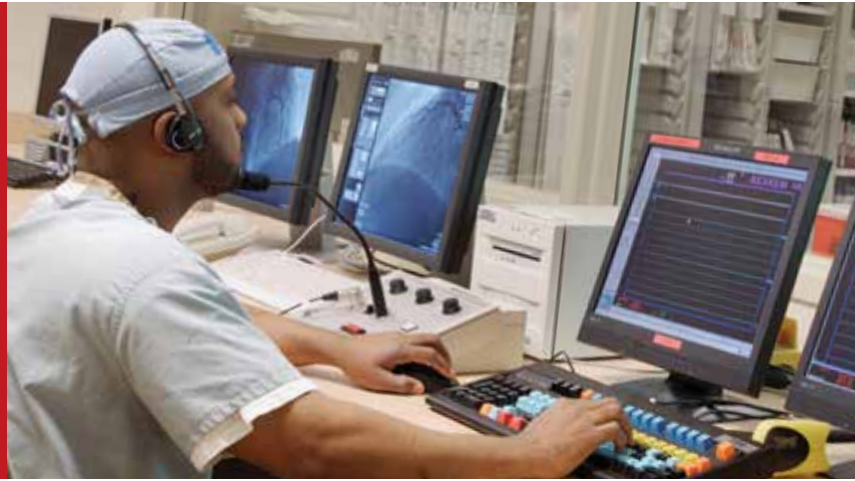


University Hospitals
Richmond Medical Center
A Campus of UH Regional Hospitals

Health Care Services Guide







To Heal. To Teach. To Discover.

Our mission is the foundation of the work we do.

We take pride in our long tradition of medical excellence,
and invite you to explore its dimensions on the pages that follow.

Thank you for choosing UH Richmond Medical Center for your care.

Dear patients, family members
and members of the community,

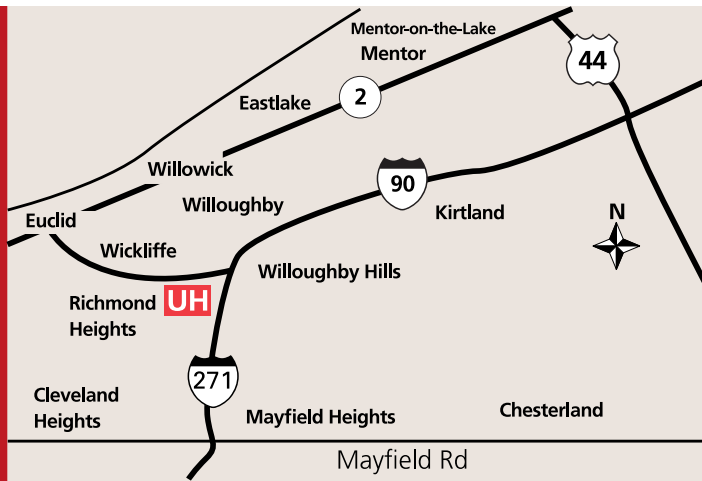
There's so much going on inside our doors.

Welcome to University Hospitals Richmond Medical Center,
a campus of UH Regional Hospitals.

This nonprofit, acute care facility provides high-quality inpatient,
outpatient and emergency health care services to the residents
of Richmond Heights and the surrounding communities.

We offer you and your family state-of-the-art medical expertise
and compassionate caring in a warm, friendly, accessible setting.
Our care is provided by physicians, nurses and other clinical professionals
who deliver an extraordinary patient experience in close collaboration
with the acclaimed Centers of Excellence at University Hospitals
Cleveland Medical Center.

Thank you for choosing UH Richmond Medical Center.



Getting HERE

**UH Richmond Medical Center is located in Richmond Heights,
with convenient access to I-90 and I-271.**

From the East: Take I-90 W to the Bishop Road exit. Turn left (south) onto Bishop Road. Take Bishop Road to Chardon Road and turn right (west). The hospital is on the left approximately one-half mile from the Bishop/Chardon intersection.

From the West: Take I-90 E to the Bishop Road exit. Turn right (south) onto Bishop Road. Take Bishop Road to Chardon Road and turn right (west). The hospital is on the left approximately one-half mile from the Bishop/Chardon intersection.

From the North: Take I-90 to the Bishop Road exit. If you are heading east on I-90, turn right (south) onto Bishop Road. If you are heading west on I-90, turn left (south) onto Bishop Road. Take Bishop Road to Chardon Road and turn right (west). The hospital is on the left approximately one-half 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) onto Bishop Road. Take Bishop Road to Chardon Road and turn right (west). The hospital is on the left approximately one-half mile from the Bishop/Chardon intersection.

Important phone numbers

Hospital operator	440-585-6501
Admissions/Patient registration	440-585-6416
Breast Clinic	440-516-8701
Center for Lifelong Health	440-735-4200
Central Scheduling	440-585-6333
Diagnostic imaging appointments*	440-585-6333
Digestive health	440-585-6333
Ear, nose and throat services	440-585-6333
Emergency Department	440-585-6433
Financial counseling	440-585-6296
Heart and vascular services	440-585-7006
Laboratory	440-585-6420
Minimally invasive and general surgical services	440-585-6333
MRI scheduling*	440-585-6333
Neurological services	440-585-6333
OB/GYN	440-516-8701
Orthopedics	440-585-6333
Pain management	440-585-6333
Patient information	440-585-6501
Physician referral line	440-585-6333
Plastic surgery services	440-585-6333
Podiatric medicine	440-585-6333
Preadmission testing	440-585-7008
Pulmonary	440-516-8717
Pulmonary function testing*	440-585-6333
Rehabilitation services appointments*	440-585-6333
Respiratory services	440-585-6233
Senior ER	440-585-6408
Sleep medicine	440-516-8725
Sleep studies scheduling	440-585-6333
Sports medicine	440-585-7146
Urology services	440-516-8700
Wound care	440-585-6101

**Same- and next-day appointments available*

INSTITUTES

UH Digestive Health Institute

UH Digestive Health Institute is a nationally ranked leader in the prevention, diagnosis and treatment of digestive and liver diseases using novel, minimally invasive therapies and the most advanced technology. Expert medical and surgical teams provide comprehensive, compassionate care for each patient, including essential preventive screenings and wellness initiatives. Our integrated model means patients are seen by specialists from multiple disciplines who collaborate on personalized plans to deliver the highest-quality care experience.

At UH Richmond Medical Center, digestive conditions diagnosed and treated include:

- Barrett's esophagus
- Celiac disease
- Chronic diarrhea
- Constipation
- Diverticular disease
- Esophagitis
- Gastritis
- Gastroesophageal reflux disease (GERD)
- Gastrointestinal cancer
- Hemorrhoids
- Hepatitis
- Inflammatory bowel disease (IBD)
- Irritable bowel syndrome (IBS)
- Liver disease
- Pancreatitis
- Peptic ulcer disease
- Polyps
- Rectal bleeding
- Swallowing disorders

Call **440-585-6333** for a referral to a specialist.

UH Harrington Heart & Vascular Institute

University Hospitals Harrington Heart & Vascular Institute has a team of specialists at more than 20 convenient locations across the region, including UH Richmond Medical Center. With a reputation for providing personalized care, our nationally recognized experts, innovative treatments and leading-edge research are available when and where you need them – close to home.

Conditions diagnosed and treated include:

- Abdominal aortic aneurysm
- Angina
- Atrial fibrillation and other cardiac arrhythmias
- Coronary artery disease
- Heart attack
- Heart failure
- High blood pressure
- Peripheral arterial disease
- Valvular heart disease

In addition, UH Richmond Medical Center has received the following accreditations in accordance with evidence-based research and national guidelines:



Call **440-585-6333** for a referral to one of our cardiovascular specialists.



UH Neurological Institute

UH Neurological Institute delivers innovative integrated and individualized care to patients with diseases affecting the nervous system. Our multidisciplinary team of neurosurgeons and neurological specialists provides a full spectrum of services to promote, protect and restore brain health for a wide variety of diagnoses including:

- Alzheimer's
- ALS and other neuromuscular disorders
- Brain tumors
- Concussion
- Epilepsy
- Headache
- Pain disorders
- Parkinson's
- Stroke

UH Richmond Medical Center is a certified Primary Stroke Center, equipped with the latest clinical advances and leading-edge technologies. In collaboration with the UH Neurological Institute, leading experts in neurology, neurosurgery, neuroradiology and other specialties devise personalized care plans for the optimum treatment of patients.

For more information or to schedule an appointment, call **440-585-6333**.



**American Heart Association
American Stroke Association
CERTIFICATION**
Meets standards for
Primary Stroke Center

UH Urology Institute

Our physicians specialize in the advanced treatment of urologic conditions that affect men and women of all ages. Our specialists are trained in the latest minimally invasive techniques including laparoscopic and robotic surgery. They also offer sophisticated diagnostics and medical treatments along with lifestyle modification programs to improve your quality of life.

Services include:

- General urologic procedures including vasectomy
- Treatment of varicocele, hydrocele and urethral strictures
- Laparoscopic, robotic and open surgery for urologic cancers and structural or functional disorders
- Treatment of erectile dysfunction
- Care for urinary incontinence and/or retention problems
- Cryoablation of prostate and kidney tumors
- Treatment of benign prostatic hyperplasia (BPH)
- Treatment of kidney, ureter and bladder stones

Screenings for the early detection of urologic cancers are also available for both genders.

Call **440-516-8700** for more information or to schedule a consultation.



SPECIALTY SERVICES

Breast Clinic

At UH Richmond Medical Center, we offer a comprehensive range of breast health services for women of all ages. Our highly skilled team of physicians, surgeons, radiologists, nurses and other clinicians work together to provide complete care. Our breast health services include:

- Annual screening breast exams
- Evaluation and management of high-risk patients
- Mammograms
- Breast ultrasound
- Breast MRI
- Surgeries including needle aspiration, breast biopsy, lumpectomy, standard and nipple-sparing mastectomy

Women with breast health concerns do not need a referral from their primary care physician to schedule a consultation.

Call **440-516-8701** for more information or to schedule an appointment.

Center for Lifelong Health

At UH Richmond Medical Center, we recognize the need for specialized clinical services, preventive care and opportunities for social engagement to keep our senior population active, healthy and happy. At our Center for Lifelong Health, promoting successful aging is our mission.

Our center offers a multidisciplinary approach to engaging and caring for older adults and their families or caregivers. Health maintenance, disease prevention and the management of chronic conditions are the cornerstones of our program.

Services we offer:

- Access to specialized care
- Age Well Be Well Membership Club
- Concierge assistance when rehabilitation is recommended after a hospital stay
- Diabetes Center and support group
- Palliative care and hospice
- Senior assessments
- Senior ER
- Wound care

For more information about any of these services, or to schedule a senior assessment, call **440-735-4200**.



Central Scheduling

With one phone call, you can speak to specially trained personnel for assistance in scheduling the following tests and appointments:

- Cardiology
- EEG
- EMG
- Mammograms
- MRI
- Physician/physician referral
- Rehabilitation services appointments (physical, occupational and speech therapy)
- Wound care

Our trained scheduling coordinators are available to answer questions and schedule your tests and appointments.

Monday – Friday: 7 a.m. – 11 p.m.

Saturday and Sunday: 8 a.m. – 5 p.m.

Please note, a physician referral is required for most tests and procedures. Once scheduled, you may either bring your written order to your appointment or ask your doctor to fax it to **216-201-5226**.

Call **440-585-6333** to schedule an appointment.

Diagnostic Imaging

Fast, full-service outpatient diagnostic imaging is available at UH Richmond Medical Center including these state-of-the-art technologies:

- Bone densitometry
- CT scan
- Digital mammography
- MRI
- Nuclear medicine
- Ultrasound
- X-ray

We offer personalized attention, minimized exam times and convenient appointment hours including weeknights and weekends. Close, ample parking is available. You must have a physician referral for all imaging procedures.

Call **440-585-6333** to schedule these tests.

Same- and next-day appointments available.



**American Heart Association
American Stroke Association
CERTIFICATION**

Meets standards for
Primary Stroke Center



Emergency Services

ED DIRECT

When you come to the 24-hour emergency department at UH Richmond Medical Center, you will be seen by an emergency care specialist in 30 minutes or less. Under our care you will benefit from advanced capabilities including:

- Leading care from an emergency medicine team
- Chest pain accreditation for exceptional early-stage heart attack care
- Stroke certification
- Total integration with and immediate access to the resources of UH Cleveland Medical Center and University Hospitals Rainbow Babies & Children's Hospital, including swift transport capabilities when needed
- Remote EKG monitoring to minimize heart muscle damage while en route to the emergency room by ambulance

INQUICKER

University Hospitals is proud to offer Northeast Ohio's only online waiting room for select ER locations, including UH Richmond Medical Center. Choose your time slot and we'll hold your place so that when you arrive, we can take care of you or your loved one and get you back to your life sooner.

To schedule your ER visit, visit [Uhhospitals.org/InQuicker](https://www.uhhospitals.org/InQuicker).

If you or your loved one is experiencing an urgent medical emergency, call 9-1-1.

SENIOR ER

Our hospital features the region's first Senior ER. Specialized emergency treatment for older adults is provided in an environment that includes softer lighting, safety rails, visual and hearing assistance devices, and mattresses that reduce pressure on the skin and back. At our Senior ER, patients have 24-hour access to physicians and nurses with high level, specialty training in senior care – addressing their physical, emotional and mental well-being within 30 minutes of arrival.

Call **440-735-4200** for more information or to receive a brochure in the mail.



Ear, Nose and Throat Services (ENT)

At UH Richmond Medical Center, you can consult with our ENT specialists about your hearing, allergy or breathing issues in one day, instead of at separate appointments weeks apart. You now have convenient access to outstanding, hospital-based care for conditions involving the ears, nose, throat, head and neck, including:

- Asthma
- Chronic nosebleed
- Ear infection
- Food/insect/drug/environmental allergies
- Nasal/sinus conditions
- Sensorineural hearing loss
- Tonsillitis
- Vertigo

Call **440-585-6333** for a referral to an ENT physician in your neighborhood.

Laboratory

The laboratory at UH Richmond Medical Center is staffed by an experienced team of registered medical technologists and medical laboratory technicians. Lab services are available 24 hours a day for the Emergency Department and all inpatient areas of the hospital.

Convenient outpatient hours for physician-ordered blood draws are available at these times:

Monday – Friday: 6:30 a.m. – 5 p.m.

Saturday: 7:30 a.m. – 12 p.m.

Closed Sundays and holidays

Walk-ins are welcome.

Appointments are not required.



Minimally Invasive and General Surgical Services

When you need surgery, count on the surgical team at UH Richmond Medical Center. Committed to the safety, wellness, convenience and comfort of our patients, our surgeons use advanced techniques featuring the newest laparoscopic and traditional procedures. Surgical capabilities include:

- Breast surgery including augmentation, reduction and reconstruction
- Gallbladder
- Gastrointestinal procedures including appendectomy and bowel resection
- Hiatal hernia repair
- Hysterectomy
- Laparoscopic anti-reflux procedures
- Plastic and hand surgery

Call **440-585-6333** for a referral to a surgeon.

Obstetrics and Gynecology

Women of all ages have access to comprehensive OB/GYN services. Our experienced physicians provide:

- Diagnosis and treatment for abnormal vaginal bleeding
- Diagnosis and treatment for chronic pelvic pain
- Fibroid treatments and endometrial ablation therapy
- Menopause management
- Minimally invasive gynecologic surgery
- Pre- and post-natal care
- Routine annual screenings
- Treatment for fertility and sexual dysfunction issues

The OB/GYN suite of offices is located within the UH Urology Institute on the first floor of the hospital.

Call **440-516-8701** for more information or to schedule a consultation.



Orthopedic Services

If you're living with orthopedic problems like arthritis, we can offer you hope for a more functional life. Our advanced bone and joint care is delivered by orthopedic specialists focused on your quality outcome and total wellness. Our inpatient/outpatient capabilities include:

- Arthroscopy
- Fracture care
- Noninvasive and minimally invasive arthritis care
- Noninvasive treatment of tendonitis, bursitis and osteoporosis
- Physical therapy and rehabilitation
- Traditional and minimally invasive total joint replacement, including knee, hip, shoulder, elbow, wrist and ankle

Call **440-585-6333** for a referral to an orthopedic surgeon.

Pain Management

Our patients have access to board-certified pain management physicians trained in physical medicine, neurology, anesthesiology and rehabilitation. Their clinical expertise provides chronic and acute pain sufferers with the most advanced diagnostic tools and therapies available. Our full range of minimally invasive and noninvasive techniques bring you maximum relief from pain caused by:

- Back and neck pain
- Sports- and work-related injuries
- Cancer-related pain
- Disorder of the spinal canal related to:
 - Fractures*
 - Intervertebral disc pathologies*
 - Osteoarthritis*
 - Osteoporosis*
- Neuromuscular disorders
- Pain persistent after surgery
- Peripheral and spinal nerve disorders
- Joint pain
- Chronic abdominal pain
- Chronic pelvic pain

Call **440-585-6333** for a referral to a pain management specialist.

Plastic Surgery

Our board-certified plastic surgeons bring the latest techniques in plastic and reconstructive surgery to your neighborhood, including procedures to correct injuries and manage chronic health problems. Our surgical specialties include:

- Aesthetic and reconstructive procedures
- Age spot and skin lesion removal
- Breast augmentation/reduction/reconstruction
- Body contouring (liposuction/abdominoplasty/panniculectomy)
- Ear tuck and reconstruction
- Eyelid lift
- Facelift, necklift and browlift
- Hand surgery (including carpal tunnel syndrome, trigger fingers, wrist and hand pain, tendon, nerve and bone repair)
- Rhinoplasty (nasal surgery)
- Scar revision
- Surgical/nonsurgical facial rejuvenation
- Wound care including management of acute and chronic wounds

Call **440-585-6333** for a referral to a plastic surgeon.

Podiatric Medicine

Our board-certified and fellowship-trained podiatrists provide services for persons with foot, ankle and leg issues, including orthopedic and vascular problems. Our services include:

- Arthritis care
- Foot and ankle surgery and reconstruction to treat deformities and injuries
- Trauma, fractures and sports injuries
- Treatment of common foot problems including bunions, fungus and hammer toes
- Wound care including diabetic ulcers

Call **440-585-6333** for a referral to a podiatrist.



Pulmonary/Critical Care

UH Richmond Medical Center offers comprehensive, high-quality pulmonology care. Our skilled specialists apply advanced techniques and expert medical management with individualized treatment plans to help patients with a wide variety of conditions including:

- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Critical care
- Lung cancer
- Pulmonary hypertension
- Sleep disorders

Call **440-585-4239** for more information or to make an appointment.

Rehabilitation Services

Our trained therapists work to develop a positive, healing relationship with each patient. Our team is comprised of:

- Occupational therapists
- Physical therapists
- Physical therapist assistants
- Speech therapists (treating patients of all ages – pediatric through adult)
- Pelvic floor rehabilitation specialist (nonsurgical treatment for urinary and fecal incontinence)

Please note, therapy services require a physician referral – you may bring your written order to your first appointment or have your physician fax the order to 440-585-4257.

Call **440-585-4151** to schedule an appointment or to speak directly with someone in the Rehabilitation Services Department.

Respiratory Services

Our board-certified physicians and their team of respiratory therapists provide comprehensive pulmonary diagnostics, surgical and medical care for patients with lung disease and breathing problems. Services include:

- Arterial blood gas (with and without co-oximetry)
- Oxygen desaturation studies
- Pulmonary function testing*
- Pulse oximetry
- Six-minute walk oximetry studies
- Spirometry (with and without bronchodilators)

**Same- and next-day appointments available for pulmonary function tests. Call 440-585-6333 to schedule.*

Call **440-585-6233** to speak directly with someone in the Respiratory Services Department.

Sleep Medicine

Our sleep medicine program specializes in the diagnosis and treatment of sleep disorders including insomnia, sleep apnea and narcolepsy. If a sleep study is recommended, you will spend a night in our private, comfortable sleep lab located at Hampton Inn in Beachwood. Your brain activity and body movements while sleeping will be monitored and interpreted by a sleep specialist. A treatment plan will then be developed that is tailored to your needs and lifestyle.

Please note, sleep studies require a physician referral – have your physician fax the order to 216-201-5226. You may then call 440-585-6333 to schedule your study for a night that fits your schedule.

Call **440-585-6333** for a referral to a sleep specialist.



Sports Medicine

Our sports medicine program is designed to meet the needs of professional, scholastic and recreational athletes. We work with primary care physicians, clinical specialists, coaches and athletic trainers to design a sports medicine program for everyone from team players to fitness enthusiasts. Services include:

- Concussion management
- Injury prevention
- Nonsurgical treatment and rehabilitation of sports injuries
- Nutrition programs
- Physical conditioning
- Preparticipation exams for scholastic athletes

Call **440-585-7146** to speak to a sports medicine staff member.

Committed to the community –

We are proud to be the official sports medicine provider for Bedford High School, Brush High School and Richmond Heights Secondary School.

Wound Care

We provide convenient, local access to comprehensive wound treatment options. Our program offers the latest surgical and nonsurgical treatments for chronic, nonhealing wounds including:

- Arterial ulcers
- Diabetic ulcers
- Burns
- Nonhealing wounds
- Pressure ulcers
- Traumatic wounds
- Venous stasis ulcers
- Enterostomal therapy services (preop stomal marking and ostomy education)

Call the Wound Care Center at **440-585-6101**.

We are proud to have an extensive roster of experienced physicians on our medical staff. For assistance in selecting a doctor in any of the following specialties, call our referral specialist at **440-585-6333**.

Allergy and immunology

Breast care

Cardiology

Dermatology

Endocrinology

Family medicine

Gastroenterology

General surgery

Hand surgery

Hematology/oncology

Infectious diseases

Internal medicine

Nephrology

Neurology

Neurosurgery

Obstetrics and gynecology

Orthopedics

Otolaryngology (ENT)

Pain management

Plastic surgery

Podiatry

Psychiatry

Pulmonology/critical care

Rheumatology

Sleep medicine

Sports medicine

Urology

Vascular surgery

Wound care



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440-585-6501

UHRichmond.org |  

27100 Chardon Road, Richmond Heights, Ohio 44143