



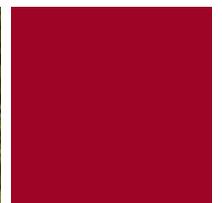
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My hospital unit and room number

Business Card F.P.O.

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# Welcome

## Welcome to University Hospitals Cleveland Medical Center

On behalf of the more than 8,000 dedicated employees at University Hospitals Cleveland 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.

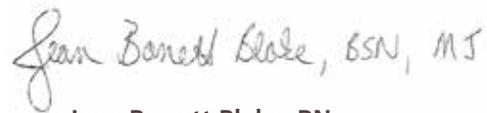
At UH Cleveland Medical Center, we pride ourselves on delivering high-quality, high-tech care – but with a compassionate, human touch. Providing our patients with personalized, attentive care is the ultimate goal for every employee here.

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

Sincerely,



**Daniel I. Simon, MD**  
*President*  
*UH Cleveland Medical Center*



**Jean Barrett Blake, RN**  
*Chief Nursing Officer*  
*UH Cleveland Medical Center*

## 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
UH Cleveland Medical Center Police Department	216-844-HELP (4357)
Billing/Financial Counselors	216-844-8299
Pastoral Care	216-844-1668
Appointments (once you are home)	216-UH4-CARE (844-2273) or toll-free 1-866-UH4-CARE
UH website	UHhospitals.org



*The Alfred and Norma Lerner Tower at University Hospitals Cleveland Medical Center*

## University Hospitals Cleveland Medical Center

University Hospitals Cleveland 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 Cleveland 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, part of Case Comprehensive Cancer Center, as designated by National Cancer Institute, National Institutes of Health.

UH Cleveland Medical Center is an academic medical center – a teaching hospital – and is an 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 Cleveland 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 Cleveland 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 Cleveland Medical Center has earned the American Nurses Credentialing Center's prestigious Magnet Recognition for Excellence.

UH Cleveland 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, 11 community hospitals, outpatient facilities throughout Northeast Ohio, and a number of affiliate health care facilities.

UH Cleveland Medical Center is located in University Circle, home to many of Cleveland's finest cultural institutions. (See page 22.)

# Services



## Partners in Care

A good relationship between health care professionals, patients and patient families is an essential part of good care. At UH Cleveland 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, pharmacists 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. We are honored to serve you.

## Your Team

### Health Care Professionals

As a patient at UH Cleveland 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 a patient's diagnoses or treatment plans.

**Fellow:** A physician obtaining advanced specialty or subspecialty training.

**Resident:** A medical school graduate training in a specialty. Residents report to the attending physician.

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

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

## Nurses

At UH Cleveland Medical Center, nurses are our front line 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 Cleveland 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, email, in writing or in person. We request you schedule in-person appointments in advance.

**Patient Care Advocates, ext. 47502 or  
216-844-7502 from outside the hospital  
(8 a.m. – 5 p.m.)  
UHCPatientCareAdvocate@UHhospitals.org**

UH Cleveland Medical Center  
11100 Euclid Ave.  
Humphrey Room 1626  
Cleveland, OH 44106

**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 20 for more information.

# Services

**Environmental Services:** Before you arrived, your room was completely cleaned and sanitized by our Environmental Services (EVS) Team. The EVS staff will clean your room daily, including sanitizing your surfaces, refilling soap and paper products, cleaning your bathroom, dust mopping and wet mopping your floor. If you are not present when EVS sanitizes your room, the EVS staff will leave a door hanger on your bathroom door to let you know that cleaning has been done.

We understand that you may need more services after daily cleaning has occurred. In the event, please contact EVS by dialing ext. 43071 (press #1) from your room or 216-844-3701 from outside the hospital. You may also use the main menu on the TV screen and select Request a Service for additional cleaning services or supply needs.

**Transporters:** Transporters take patients to various testing and treatment locations throughout UH Cleveland 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 Cleveland 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 Cleveland Medical Center coordinates medical and personal services for patients from any country around the world.

**Center for International Relations, 216-844-5677 (8:30 a.m. – 5 p.m. weekdays)**

## FROM OUR ADVISORY COUNCILS

# UH Patient and Family Advisory Councils Welcome You

Dear Patients and Families,

At UH, we know that great care starts with understanding the needs of patients and their families. That is why we have Patient and Family Advisory Councils (PFACs). This volunteer group partners with the hospital to improve the care experience for patients and their families.

A PFAC is a group made up of current or former patients and family members and hospital staff that have received care at UH. These volunteers are called Patient and Family Advisors, and they meet to share their stories and opinions, and discuss how care and the overall patient experience can be made even better.

Patient and Family Advisors are those who are emotionally, mentally and physically ready to partner with the hospital. The READI™ Patient and Family Advisor is someone who:

- Is RESPECTFUL, listens, speaks up and collaborates with hospital staff
- Has EXPERIENCE of care at UH and is able to share his or her experiences to enhance care
- Is APPRECIATIVE of other patients and families and hospital staff
- Is DEDICATED to enhancing safety, quality and experience for all patients and families
- Is INVOLVED in his or her own or a loved one's care, and creates opportunities to partner with the hospital and other patients and families based on his or her experiences

Our goal is to partner in a positive way to affect operations and policies to enhance the hospital experience for all patients and families who have come to UH for their care.

Sincerely,  
All of University Hospitals' PFACs

**For more information, please contact Volunteer Services at ext. 41504 or 216-844-1504 from outside the hospital**

# Your Stay



## What Your Day Will Be Like

The staff of UH Cleveland 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 Meals

### At-Your-Request Room Service

Our At-Your-Request Room Service program allows UH Cleveland 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, 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.

# Your Stay

## Your Room

### Free Wi-Fi

Wireless internet access at UH Cleveland 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 Cleveland Medical Center with certain exceptions. Please refrain from using your cell phone when you see a sign prohibiting its use.



## 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**

### **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's services, please visit **Rainbow.org**.



*Nationally ranked University Hospitals Rainbow Babies & Children's Hospital's main entrance is made more welcoming through the colorful statue, "Where Dreams Come True," designed by Hector Vega and generously donated by Iris and the late Mort November in celebration of the life of Debra Ann November.*

# For Parents

## 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.

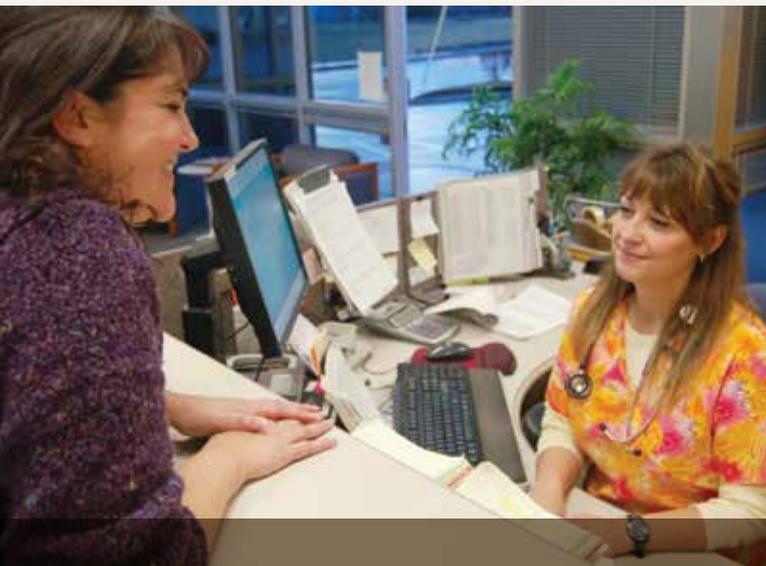
- Check with nursing personnel for more specific visiting guidelines for your child, for your child's unit or during flu and respiratory illness seasons.
- Please don't visit if you are sick or might have a cold or other illness.
- Sibling visits must be arranged with your child's nurse or Child Life 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
- 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 8.

## The Rainbow Channel – Channel 6

The Rainbow Channel, a closed-circuit TV station, 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**

## Angie's Garden

Angie's Garden is a unique feature of the Angie Fowler Adolescent & Young Adult Cancer Institute at University Hospitals Rainbow Babies & Children's Hospital. Made possible through a generous gift from Char and Chuck Fowler and family, Angie's Garden and Angie's Institute are named after the Fowlers' daughter, Angie, who passed away just before her 15th birthday in 1984 after a courageous six-month battle with melanoma.

Open year-round, this 7,500-square-foot rooftop healing garden is a magical place where UH Rainbow Babies & Children's Hospital patients and families can take a break from the clinical environment without leaving the facility.

### Highlights of this whimsical space include:

- A giant kaleidoscope with a rotating flower-filled planter at its base, which creates a visual masterpiece through a stunning array of colorful patterns
- Colorful animal sculptures
- A variety of flowers, trees, herbs and other plant life, including a living vegetation wall and a grassy hill
- A glassed observation deck equipped with powerful binoculars, providing beautiful views of the surrounding Cleveland landscape
- Babbling brooks, birds, crickets and other soothing nature sounds to further enhance the tranquility of the space
- Multiple comfortable seating areas, including an area underneath a rainbow-hued glass canopy

# Safety

## YOUR SAFETY IS PARAMOUNT



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.

### Please Speak Up!

University Hospitals is a firm supporter of the Speak Up™ program, a national patient safety campaign developed by The Joint Commission\* and the Centers for Medicare & Medicaid Services. Speak Up urges patients to help prevent health care errors by becoming active, involved and informed participants on their health care team. If you or your family has a safety concern, please Speak Up. 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 and UH Seidman Cancer Center. See page 11 for details.

## Preventing Falls

Preventing falls is a priority while we care for patients 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, 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.

### 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.

## Infection Prevention

Infection prevention is very important to us and to you. We ask everyone to wash his or her hands with soap and water or to use alcohol-based hand sanitizer regularly. As health care workers, we need your assistance. We ask you to wash your hands; we will help you if you cannot do this on your own. When family and other visitors come to see you, we want them to wash their hands when they first come into your room to see you and as they are leaving the room. Regular hand washing is a very good way to prevent infections.

Sometimes signs are posted on patient doors about "precautions." This is to protect some patients who can't fight off infections, or other times patient have germs that we need to prevent being spread to others. We ask that you, your family and other visitors follow the specific directions of do's and don'ts. These directions are posted at the entrance to the patient space and will be explained to you by a member of the staff. At times you may have procedures or wound dressings and we need to teach you more about how to prevent infections. That information will be provided as needed.

## 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 Cleveland Medical Center cannot be responsible for lost personal belongings.

## UH Cleveland Medical Center Police Department

The UH Cleveland Medical Center Police Department helps ensure a safe and secure environment for patients, visitors and employees. Our police department officers patrol all UH Cleveland 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 the UH Cleveland Medical Center Police Department.

**UH Cleveland Medical Center Police Department,  
ext. 44357 (4-HELP) or 216-844-4357 from outside  
the hospital**

## Visitors

# 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.

*\* 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 identity, sexual orientation or disability.*

### 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.

## 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 18.

**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 13.



## Parking

### Parking Garages

Two parking garages on the UH Cleveland 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, UH Seidman Cancer Center, Center for Emergency Medicine (emergency room)

# Visitors

## 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 18, 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.  
Hours: 7:30 a.m. – 4:30 p.m. weekdays.  
Location: Humphrey Building, first floor,  
room 1629, near Pre-admission Testing**

## Services on Campus

### Dining

Our Atrium, an airy, open space central to the UH Cleveland Medical Center campus, houses a number of dining options. See pages 24 – 25 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.**

### Einstein Bros. Bagels

6:30 a.m. – 2 p.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**

## Wheelchair Access

UH Cleveland Medical Center has six wheelchair-accessible hospital entrances, indicated with a wheelchair symbol on the campus map, page 18. 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.

## 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 18, for wayfinding kiosk locations.

## Parking Discounts

Information desks do not provide discount parking tickets, as your first two parking hours are free and fees are adjusted accordingly.

### 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 Cleveland Medical Center.

**216-658-5282**

### Wolfgang Puck Express

7 a.m. – 7 p.m. Monday – Friday  
8 a.m. – 6 p.m. weekends

This sit-down café, located on the hospital's lobby level, offers made-to-order meals, affordable prices and convenient service in a fast-casual setting. Wolfgang Puck Express is the celebrity chef's first restaurant to be located in a hospital, and his first restaurant in Northeast Ohio.

Wolfgang Puck Express uses fresh, all-natural ingredients and features an extensive menu with items such as wood-oven baked pizzas, pastas, soups, sandwiches, salads and other classic Wolfgang Puck dishes.

**216-286-3830**

# Visitors

## 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 10.

## 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 UH Cleveland Medical Center Police Department.

**UH Cleveland Medical Center Police Department, 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

## 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**

## 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 Cleveland 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**



## Driving Directions to UH Cleveland 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 East (Ohio turnpike, I-480, I-271)

- Take the Ohio Turnpike to I-480 W, then to I-271 N
- 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 South (I-77 or I-71)

- Near downtown Cleveland, I-77 N and I-71 N merge with I-90 E
- Exit I-90 E 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 West (I-90)

- Exit I-90 E 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 Cleveland Medical Center  
and construction news are on our website:  
[UHhospitals.org/Construction](http://UHhospitals.org/Construction).*

## The University Circle Neighborhood

UH Cleveland 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 Cleveland 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 places 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](http://PositivelyCleveland.com).

### University Circle Area

#### Courtyard by Marriott

Cleveland University Circle  
2021 Cornell Road  
Cleveland, Ohio 44106  
216-791-5678 or reservations: 1-800-321-2211  
[Courtyard.com/CLECE](http://Courtyard.com/CLECE)

#### The Glidden House

1901 Ford Drive  
Cleveland, Ohio 44106  
216-231-8900 or 1-866-812-4537  
[info@gliddenhouse.com](mailto:info@gliddenhouse.com)  
[gliddenhouse.com](http://gliddenhouse.com)

#### American Cancer Society Hope Lodge

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

Hope Lodge, operated by the American Cancer Society and adjacent to UH Cleveland 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**

#### Holiday Inn

8650 Euclid Avenue  
Cleveland, Ohio 44106  
216-707-4200  
[Hiclevelandclinic.com](http://Hiclevelandclinic.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 Cleveland Medical Center.  
216-518-0404 or 941-966-5793  
[Hospitalityhomes.com](http://Hospitalityhomes.com)

#### InterContinental Hotel & Conference Center

9801 Carnegie Avenue  
Cleveland, Ohio 44106  
216-707-4100 or 1-888-424-6835  
[intercontinental.com](http://intercontinental.com)

#### InterContinental Suites Hotel

8800 Euclid Avenue  
Cleveland, Ohio 44106  
216-707-4300 or 1-888-424-6835  
[intercontinental.com](http://intercontinental.com)

#### Larchmere Corporate Housing

*(for extended stays)*  
12404 Larchmere Boulevard  
Cleveland, Ohio 44120  
216-721-8968 or 1-866-735-5960  
[LarchmereHouse.com](http://LarchmereHouse.com)

# Visitors

## **Overlook Mansion**

*(five-night minimum stay)*

2141 Overlook Road  
Cleveland Heights, Ohio 44118  
216-533-0868  
reservation@overlookmansion.com

## **Ronald McDonald House**

10415 Euclid Avenue  
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 Street  
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 Cleveland Medical Center. Taxis and public transportation are available; some hotels offer shuttle service. Inquire about UH patient rates.

## **Aloft Cleveland Downtown**

1111 W. 10th Street  
Cleveland, Ohio 44113  
216-400-6469  
Aloftclevelanddowntown.com

## **Comfort Inn Downtown**

1800 Euclid Avenue  
Cleveland, Ohio 44115  
216-861-0001  
Comfortinn.com/hotel/oh167

## **Doubletree Hotel Cleveland/Lakeside**

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

## **The Drury Plaza Hotel**

1380 East Sixth Street  
Cleveland, Ohio 44114  
1-800-378-7946  
Druryhotels.com

## **Hampton Inn Downtown Cleveland**

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

## **Hilton Cleveland Hotel**

100 Lakeside, East  
Cleveland, Ohio 44114  
216-413-5000  
www3.hilton.com

## **Hilton Garden Inn Cleveland Downtown**

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

## **The Kimpton Schofield Hotel**

2000 East Ninth Street  
Cleveland, Ohio 44115  
216-357-3250  
Theschofieldhotel.com

## **Marriott Downtown at Key Center**

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

## **Metropolitan at The 9**

2017 East 9th Street  
Cleveland, Ohio 44115  
216-239-1200  
Metropolitancleveland.com

## **Renaissance Cleveland Hotel**

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

## **Residence Inn Cleveland Downtown**

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

## **The Ritz-Carlton**

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

## **Westin Cleveland, Downtown**

777 St. Clair Avenue, NE  
Cleveland, Ohio 44114  
216-771-7700  
Westincleveland.com

## **Wyndham Cleveland at Playhouse Square**

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



## Restaurants

Please call for hours and information.

### Near UH Cleveland Medical Center

More information at [UniversityCircle.org](http://UniversityCircle.org). A number of these restaurants are served by the RTA HealthLine bus.

#### **Boarding House Deli**

11313 Euclid Avenue  
216-791-5005

#### **Chipotle Mexican Grille**

11452 Euclid Avenue  
216-472-2297

#### **Chopstick**

11332 Euclid Avenue  
216-791-7998

#### **The Coffee House at University Circle/Arabica**

11300 Juniper Road  
216-791-0300

#### **Corner Alley Uptown**

11409 Euclid Avenue  
216-678-9256

#### **Crop Kitchen**

11460 Uptown Avenue  
216-696-2767

#### **Dynomite Burgers and Sushi**

11500 Euclid Avenue  
216-331-0169

#### **EXPLORATION – A Zack Bruell Restaurant**

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

#### **Falafel Café**

11365 Euclid Avenue  
216-229-9540

#### **Garden Café**

Cleveland Botanical Garden  
11030 East Boulevard  
216-721-1600

#### **Happy Dog at the Euclid Tavern**

11625 Euclid Avenue  
216-231-7066

#### **Indian Flame Restaurant**

11623 Euclid Avenue  
216-791-5555

#### **The Jolly Scholar**

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

#### **Katina's Kosher Restaurant**

Uptown @ Hillel  
11303 Euclid Avenue  
216-231-1079

#### **Kenko Sushi & Teriyaki**

11312 Euclid Avenue  
216-862-7690

#### **L'Albatros Brasserie & Bar**

11401 Bellflower Road  
216-791-7880

#### **Panera Bread**

11490 Euclid Avenue  
216-231-2900

#### **Pinatas' Mexican Restaurant and Cantina**

11611 Euclid Avenue  
216-791-8226

#### **Provenance Cafe Cleveland Museum of Art**

11150 East Boulevard  
216-421-7350

#### **Qdoba**

11324 Euclid Avenue  
216-229-8233

#### **Rascal House Pizza**

11316 Euclid Avenue  
216-791-4444

#### **Sawyer's Trentina**

1903 Ford Drive  
216-231-1234

#### **Starbucks**

11302 Euclid Avenue  
216-229-0749

#### **Subway**

11309 Euclid Avenue  
216-229-1300

#### **Tea House Noodles**

11472 Euclid Avenue  
216-303-9021

## Little Italy

*Little Italy, home to more than 20 restaurants, is a 10 – 15 minute walk or easy drive from UH Cleveland Medical Center. More information at [clevelandlittleitaly.com](http://clevelandlittleitaly.com).*

### **Algebra Tea House**

2136 Murray Hill Road  
216-421-9007

### **Angelo's Nido Italia**

12020 Mayfield Road  
216-421-0221

### **Anthony's of Little Italy**

12018 Mayfield Road  
216-791-0700

### **Corbo's Dolceria**

12200 Mayfield Road  
216-421-8181

### **Etna**

11919 Mayfield Road  
216-791-7670

### **Guarino's**

12309 Mayfield Road  
216-231-3100

### **Gusto!**

12022 Mayfield Road  
216-791-9900

### **La Dolce Vita**

12112 Mayfield Road  
216-721-8155

### **La Pizzeria**

2188 Murray Hill Road  
216-229-9050

### **Mama Santa's**

13205 Mayfield Road  
216-421-2159

### **Maxi's Bistro**

12113 Mayfield Road  
216-421-1500

### **Mia Bella**

12200 Mayfield Road  
216-795-2355

### **Michaelangelo's**

2198 Murray Hill Road  
216-721-0300

### **Nora (Fine Dining, Organic, Farm to Table)**

2181 Murray Hill Road  
216-231-5977

### **Presti's Café and Deli**

12101 Mayfield Road  
216-421-3060

### **Primo Vino**

12511 Mayfield Road  
216-229-3334

### **Tavern of Little Italy**

12117 Mayfield Road  
216-331-1069

### **Trattoria on the Hill**

12207 Mayfield Road  
216-421-2700

### **Valentino's Pizza**

2197 Murray Hill Road  
216-795-0463

### **Valerio's Ristorante**

12405 Mayfield Road  
216-421-8049

## Cedar-Fairmount

*A five-minute drive from UH Cleveland Medical Center. More information at [cedarfairmount.com](http://cedarfairmount.com).*

### **Aladdin's Eatery**

12447 Cedar Road  
216-932-4333

### **Bruegger's Bagel Bakery**

12443 Cedar Road  
216-321-8933

### **Buffalo Wild Wings**

12459 Cedar Road  
216-371-3331

### **The Fairmount**

2448 Fairmount Boulevard  
216-229-9463

### **Liquid Planet**

12413 Cedar Road  
216-791-3700

### **The Mad Greek**

2466 Fairmount Boulevard  
216-421-3333

### **Nighttown**

12387 Cedar Road  
216-795-0550

### **Starbucks**

12405 Cedar Road  
216-229-5531

### **Subway**

2460 Fairmount Boulevard  
216-229-7975

### **Vero Pizza Napoletana**

12421 Cedar Road  
216-229-8383

## 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](http://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) .....	<a href="http://clevelandlittleitaly.com">clevelandlittleitaly.com</a>
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
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 Cleveland 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  
12 – 5:30 p.m. Sunday

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

CircleLink (University Circle transportation)  
216-791-6226  
(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](http://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 Cleveland 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, 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](http://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, 216-844-3567; Lakeside, Room 1119. Hours: 8 a.m. – 4 p.m. weekdays**

## Patient and Family Education

UH Cleveland 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 Cleveland 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**

## Follow-up Appointments

How to schedule appointments when you're home:

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

## 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 Cleveland 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).

Patients with limited health insurance 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](http://UHhospitals.org/PayMyBill), or by calling our Financial Counselors.

**Financial Counselors, 216-844-2447**

# Going Home

## Support Programs

UH Seidman Cancer Center

### 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

### UH Seidman Cancer Center Support Groups

Support groups are offered at many UH Seidman Cancer Center locations throughout Northeast Ohio, including those listed below. 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

## 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](http://UHGiving.org), or mail your gift to:

Institutional Relations & Development  
P.O. Box 74947  
Cleveland, Ohio 44194-49477

## 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





## 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 Cleveland 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, color, religion, sex, ethnicity, national origin, age, sexual orientation, gender identity or disability.
- Have support persons\* present while hospitalized subject to certain exceptions to ensure the care of our patients and the safety of patients and staff.
- 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 are 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.

*\*A spouse, family member, same-sex partner, friend, or other individual who supports the patient during his or her hospital stay and may exercise the patient's visitation rights on his or her behalf. There is no limit on who may be designated a support person by the patient – there is no restriction based on race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.*

- 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-acute 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 is advised of the patient grievance mechanism. (See UH policy GM-22 – Patient Complaint and Grievance Process)

- File a complaint with the Centers for Medicare and Medicaid Services (855-408-8557), Ohio Department of Health (800-342-0553), Medicare Peer Review Organization (216-447-9604) or, if facility is Joint Commission accredited, Joint Commission (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.
- His/her own personal items.
- Following all hospital rules and regulations.

# Notes

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

## My medications:

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## My caregivers' names:

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## My questions:

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Business Card F.P.O.

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



11100 Euclid Avenue, Cleveland, OH 44106