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Welcome to University Hospitals Ahuja Medical Center

On behalf of the dedicated employees of UH Ahuja Medical Center, we warmly welcome you to our hospital. Each of us is here to serve you, and we will do whatever we can to ensure your well-being and comfort.

We know that being in the hospital can be stressful. We also know that having good information helps reduce the stress. This welcome guide should answer many of your questions, but please feel free to ask us if you cannot find the information you need in these pages.

UH Ahuja Medical Center is a technologically advanced, state-of-the-art medical center. While technology serves as a wonderful aid to help diagnose and treat disease, technology without a human touch is not health care.

At UH Ahuja Medical Center, we have worked to ensure that the experience for you and your family is of the highest quality and meets your overall needs. The superior quality of our caregivers, the excellence of our medical programs, the design of our rooms, the commitment to safety for our patients and staff – our primary focus is not only to care for you when you are sick, but also to educate and empower you on your journey of wellness so you can enjoy your life.

Thank you very much for choosing UH Ahuja Medical Center, and for placing your trust in us. It is our privilege to care for you and your family.

Sincerely,

Susan V. Juris
President

Alan M. Hirsh, MD
Chief Medical Officer

Pamela J. Sudano, RN, MSN, MBA
Chief Nursing Officer

FREQUENTLY USED PHONE NUMBERS

Dial the last five digits from any hospital phone

- Main Number: 216-593-5500
- Hospital Operator: 0 from any hospital phone
- At-Your-Request Room Service: #54321 from any hospital phone or 216-285-4321 from outside the hospital
- Patient Care Advocates: 216-593-5650
- Patient Information: 216-593-0610
- Radiology and Noninvasive Cardiovascular Imaging Scheduling: 216-593-5680
- Security (Protective Services): 216-593-5760
- Billing/Financial Counselors: 216-593-5887
- Appointments (once you are home) and Physician Referral: 216-UH4-CARE (216-844-2273) or toll-free 1-866-UH4-CARE (1-866-844-2273)
- UH Ahuja Medical Center website: UHAhuja.org
ABOUT UNIVERSITY HOSPITALS AHUJA MEDICAL CENTER

University Hospitals Ahuja Medical Center is one of the newest additions to the UH family. The hospital is named in honor of former University Hospitals Board Chairman Monte Ahuja, his wife Usha, and their family, recognizing their extraordinary philanthropic leadership in support of the UH Vision 2010 strategic initiative.

UH Ahuja Medical Center provides an exceptional model of community-based care and convenient access to specialized medical and surgical services. Offering the latest treatment options and diagnostic technologies, this 53-acre campus includes a 144-bed tower and the 60,000-square-foot Kathy Risman Pavilion outpatient medical building.

The hospital was built using evidence-based design principles and input from caregivers and clinicians to provide quality care in a patient- and family-centered healing environment. Throughout the campus, advanced green building standards were incorporated to improve energy and water-use efficiencies, and preserve existing natural resources.

Patient rooms with dedicated family spaces offer the utmost in privacy and comfort, while bright, airy common areas and outdoor gardens and walkways contribute to the calm, therapeutic settings. Over 250 pieces of carefully selected art calm, uplift and delight patients, visitors and employees.

UH Ahuja Medical Center provides a full array of inpatient and outpatient services with an emphasis on wellness and preventive medicine. Advanced surgical facilities offer minimally invasive and interventional procedures and other therapies to shorten hospital stays. UH Ahuja Medical Center provides a link to other University Hospitals outpatient health centers and access to advanced care services at University Hospitals Case Medical Center and University Hospitals Rainbow Babies & Children’s Hospital.
A good relationship between caregivers and patients and their families is an essential part of superior care. At UH Ahuja Medical Center, a program called “relationship-based care” helps us focus on developing our relationships with our patients and their families. Everyone with whom you come in contact here – nurses, doctors, housekeepers, nutrition services personnel, transporters, social workers, therapists and many others – strives to uphold the principles of relationship-based care.

To ensure a personalized and trusting relationship develops right from the start of your hospital stay, a nurse will conduct a personal orientation with you when you are admitted, using our Partners in Care Guide (provided separately from this guide). Your nurse will continue to meet with you and/or family members each day during your stay here. During a discharge interview, you will be guided through the discharge process and again any concerns will be addressed. Once you are home, we will give you a follow-up call.

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

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

For more information about our relationship-based care program, please feel free to ask one of your nurses.
YOUR TEAM

Health Care Professionals
As a patient at UH Ahuja Medical Center, you will benefit from the experience and expertise of a team of health care professionals. Members of your team are committed to caring for you in a sensitive and professional manner.

Physicians

Attending physician: The physician who admitted you to the hospital; the physician in charge of your care.

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

Physician assistant: A physician assistant is a licensed health care professional who practices medicine with physician supervision, providing a broad range of diagnostic and therapeutic services.

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

Nurse manager/charge nurse: Supervisors of the hospital unit.

Care coordinator: This nursing unit-based RN coordinates care, communication and discharge planning.

Registered nurse: An RN is responsible for your care at all times. The RN assists physicians during treatments and examinations and administers medications.

Advanced practice nurse: An RN with additional education and training in a specific area of health care; includes clinical nurse specialists and nurse practitioners.

Clinical technical assistant: Assistant who helps with your care, under the direction of your RN.

Other Care Providers

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

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

Social worker: Social workers help families adjust to illness, access useful community resources, including resources sometimes available for prescription discounts, and help arrange needed services at home.

Patient Care Advocates: You can expect a visit from a patient relations coordinator during your stay. 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.

Patient Care Advocates: 3-5650, or 216-593-5650 from outside the hospital

Environmental Services (Housekeeping):
Our housekeeping teams are dedicated to keeping your room clean and sanitary, and are available “on demand,” 24 hours a day, seven days a week. Call any time you are in need of housekeeping services.

Environmental Services: 3-5753, or 216-593-5753 from outside the hospital
Transporters: Transporters are nonclinical employees who are responsible for assisting patients in navigation of and transport through UH Ahuja Medical Center.

Valets: Greeters and valets, located at the main lobby, emergency and Kathy Risman Pavilion entrances, are available to help patients and families in and out of vehicles and to provide directions.

Volunteers: Nearly 2,000 people volunteer their time at UH facilities throughout Northeast Ohio to help our patients with a variety of needs.

OTHER SERVICES

Spiritual Support
Your minister, priest or rabbi is welcome to visit you in the hospital.

Translation and Sign Language Services
UH Ahuja Medical Center offers real-time audio and video interpreter services for over 150 different languages, including American Sign Language for non-English speaking and hearing-impaired patients 24 hours a day, seven days a week through a program known as 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 connection. These services can be requested through your nurse.

Please Speak Up™!

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

S peak 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.

P ay 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.

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

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

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

U se 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.

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

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

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

*The Joint Commission – an independent, not-for-profit organization – is the nation’s oldest and largest standards-setting and accrediting body in health care.
WHAT YOUR DAY WILL BE LIKE

The staff of UH Ahuja 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.

YOUR ROOM

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

1. Turn on your laptop or other Wi-Fi device with wireless enabled
2. Connect to the wireless network “UH_Guest”
3. Launch your web browser and go to the website UHhospitals.org

If you do not see the UH welcome page, you may need to configure the SSID or network name to “UH_Guest.”

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

Telephone Service
Patients have complimentary in-room telephone service with unlimited local calls.

Phone instructions for your hospital room phone:
• To call outside the hospital:
  – Local calls – Dial 9, then the number
  – Long-distance calls – Dial ‘0’ and the operator will assist you. You will be asked if you want to call collect, charge to your home phone or use a prepaid calling card. If you have questions, please ask your nurse. (You will be charged for making long-distance calls.)
• To call within the hospital: Dial the five-digit extension (for example, ext. X-XXXX)
At-Your-Request Room Service
Our At-Your-Request Room Service program allows UH Ahuja Medical Center patients to eat meals when they wish. It’s simple and works like this: You place your meal order with our Nutrition Services Department any time between 7 a.m. and 9 p.m., and your meal will be delivered within 45 minutes. You may place an order for one meal at a time or for several meals in advance. (Note: Please ask your nurse about your schedule for the day before ordering.)

Menus are kept on your nightstand (or can be requested from your nurse or the unit coordinator). Kosher and gluten-free menus are available too; just ask your nurse or nutrition assistant.

At-Your-Request Room Service: #54321, or 216-285-4321 from outside the hospital

Guest Trays
Visitors who would like to order a room service meal and eat with a patient can prepurchase a meal in the Café. The visitor simply goes to any cashier in the Café, asks for a $6 guest tray and pays by cash or credit card. Be sure to save the receipt! The visitor can then order through the At-Your-Request Room Service line, just as a patient would. When meals are delivered, the receipt is exchanged for the guest tray.

Kosher Dining
Kosher menus are available upon request. A Kosher Hospitality Room on the first floor of the medical center, 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 available to help patients plan their diets and answer questions about their nutritional needs. Your nurse can contact Nutrition Services on your behalf.

Clinical Nutrition Services: 3-5772, or 216-593-5772 from outside the hospital (Appointments with a registered dietitian after discharge requires a physician's referral.)

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

PATIENT SAFETY

Hospitals across the country are working to make health care safe, and patients and their families play an important role in the process. Your role is to be an active, involved and informed member of your own health care team. Expect to participate in all decisions about your care. Ask questions about your medications, treatments, tests and other aspects of your care. We welcome you as a partner on our safety team! (Information on the Speak Up safety program, page 7.)

Identification

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

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

Visitors: Visitor passes are required for all visitors. Guests should check in at the main lobby reception desk.

Infection Control

Preventing the spread of infection is very important to all of us. You may note that workers wear gowns, gloves or face protection while performing certain procedures. These standard precautions are practiced when contact with body fluids is likely. Standard precautions are used to protect all patients admitted to UH Ahuja Medical Center. Additional precautions may be necessary for some conditions, and a door sign with instructions about protective apparel may be posted.

Hand hygiene is very important in preventing the spread of infection. Hospital workers wash their hands with soap and water or use alcohol sanitizer before and after caring for patients. We suggest that visitors also wash or sanitize their hands when entering and leaving your room. Do not hesitate to ask a caregiver to wash or sanitize their hands before caring for you. An educational video on hand hygiene is available on our Skylight television system.

Valuables

UH Ahuja Medical Center is not responsible for lost personal belongings. This includes dentures, glasses, jewelry, cash, clothing or other items that were not in the custody or control of the hospital. We strongly recommend that you leave any valuables at home or send them home with a family member. If necessary, hospital security can secure some small items during your stay.

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

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

Smoking Policy

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

PROTECTIVE SERVICES

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

Protective Services: 3-5760, or 216-593-5760 from outside the hospital
What are multi-drug resistant organisms?
Multi-drug resistant organisms are germs that have become stronger than the normal antibiotics used for treatment. Common antibiotic resistant organisms are:

- MRSA – methicillin resistant Staphylococcus
- VRE – vancomycin resistant Enterococcus

Other germs that can become highly resistant are Acinetobacter, Klebsiella, Pseudomonas and Serratia.

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

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

What’s the difference between colonization and infection?
People may be “colonized” with the germ, which means that they have the germ but it is not making them sick. Other people may be “infected,” which means they have the germ and it is making them sick. Signs of infection include fever, pain, tenderness, redness, pus and swelling.

How are these infections treated?
Antibiotics can be prescribed to treat infection. Sometimes, there are only one or two antibiotics than can be used. It may take weeks to get rid of the infection. If the patient is colonized, he or she may not be treated.
Can it be spread?

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

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

2. Visitors:
   • Should wear gloves, gowns, and/or masks only if they are helping with your care. They do not need to use gloves or gowns if they are just sitting in your room.
   • Must wash their hands or use hand sanitizer before leaving your room.

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

4. Your room:
   • Any instruments used in your room or equipment used to transport you will be cleaned with a disinfectant.

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

VISITING HOURS

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’s 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. You are entitled to an explanation whenever a restriction is placed on visitation.

General UH visitation guidelines for adult patients:
• Please check with the nurse for any specific visitation guidelines for your nursing unit.
• Our recommendation is to limit the number of support persons (visitors) at any one time. Our suggestion is two per patient.
• Please check with nursing personnel before visiting with children and infants.
• Please don’t visit if you are sick or might have a cold or other illness.
• Ensure that children who visit are supervised by an adult other than the patient.
• Keep voices low.
• Please do not bring latex balloons to the hospital.

Medical Surgical Unit
Open visitation during visiting hours is welcomed as patient condition and unit activity allows. Children under 18 years of age may visit when accompanied by an adult.

Children under 12 years of age must be accompanied and supervised by an adult family member or friend who is responsible for the children’s safety and must attend to the children at all times.

Intensive Care Unit (ICU)
The goal of the visiting guidelines set forth in the ICU is to allow visitors the opportunity to visit their ill loved one, while maintaining patient privacy, and allowing for an optimal care environment to accommodate sterile procedures and give the patient the best possible chance of overcoming illness.

While visitation in all intensive care units is open and welcomed as patient condition and unit activity allows, the number of visiting hours and/or visitors may be adjusted/restricted as deemed necessary. Staff may ask visitors to step out of the unit in the event of an emergent situation.

Visitors should use the phone outside the ICU entrance to check with the nurse prior to visiting. In addition, two visitors at a time are preferred. Children under 12 years of age are discouraged from visiting and are permitted only under special circumstances and with approval from the nurse manager, nursing supervisor or charge nurse. In that case, children under the age of 16 are to be accompanied by an adult at all times.

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

Patient Information: 3-0610, or 216-593-0610 from outside the hospital

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

**Valet Parking**
Complimentary valet parking is available at the main entrance of the hospital 6 a.m. – 8 p.m., as well as the emergency room entrance 8 a.m. – 11 p.m.

**Designated Parking**
Handicapped parking is clearly designated in all parking areas. Separate parking areas are conveniently located adjacent to the emergency, main and Kathy Risman Pavilion entrances.

**Wheelchair Access**
UH Ahuja Case Medical Center has all wheelchair-accessible hospital entrances. Wheelchairs are available at the main, emergency and Kathy Risman Pavilion entrances if needed.

**DRIVING DIRECTIONS**

For complete driving directions, please visit UH-Ahuja.org/Maps.
We are located on the corner of Harvard and Richmond roads, just off the I-271 exit for Harvard Road.

**From the East:**
Take I-90 West toward Cleveland, merge onto I-271 S, take exit 28B for Harvard Road, turn right at Harvard Road, turn right at Richmond Road, and the hospital is the first entrance on the right.

**From the West:**
Driving on I-480 East, take exit 26 on the left for US-422 E toward Warren, follow signs for US-422 W/I-271 N/Harvard/Chagrin and merge onto I-271 N/US-422 W, take exit 28B for Harvard Road, turn left at Harvard Road, turn right at Richmond Road, and the hospital is the first entrance on the right.

**From the North:**
From I-90 East, merge onto I-271 S, take exit 28B for Harvard Road, turn right at Harvard Road, turn right at Richmond Road, and the hospital is the first entrance on the right.

From I-90 West, continue onto I-71 S, take exit 246 on the left to merge onto OH-176 S toward Parma, take the exit onto I-480 E toward Youngstown, and continue to follow driving directions “From the West.”

From I-77 South, take exit 156 to merge onto I-480 E toward Youngstown, and continue to follow driving directions “From the West.”

**From the South:**
From I-271 North, take exit 28B for Harvard Road, turn left at Harvard Road, turn right at Richmond Road, and the hospital is the first entrance on the right.

From I-77 North, take exit 156 to merge onto I-480 E toward Youngstown, and continue to follow driving directions “From the West.”

From I-71 North, take exit 238 to merge onto I-480 E toward Youngstown, and continue to follow driving directions “From the West.”

**From the Turnpike:**
From I-80 West (toll road), take exit 187 to merge onto I-480 W/OH-14 W, continue onto I-271 N, take exit 28B for Harvard Road, turn left at Harvard Road, turn right at Richmond Road, and the hospital is the first entrance on the right.

From I-80 East (toll road), take exit 173 toward I-77/Cleveland/Akron, turn right, merge onto I-77 N via the ramp to Cleveland, take exit 156 to merge onto I-480 E toward Youngstown, take exit 26 on the left for US-422 E toward Warren, follow signs for US-422 W/I-271 N/Harvard/Chagrin and merge onto I-271 N/US-422 W, take exit 28B for Harvard Road, turn left at Harvard Road, turn right at Richmond Road, and the hospital is the first entrance on the right.

For complete driving directions, please visit UH-Ahuja.org/Maps.
We are located on the corner of Harvard and Richmond roads, just off the I-271 exit for Harvard Road.
ON-SITE SERVICES

Dining
Located on the Garden Level, the Café and the Bistro are committed to promoting good health for all of our guests by providing an array of items made from fresh ingredients that meet our wellness criteria.

The Café
7 a.m. – 8 p.m. daily, including weekends and holidays
The Café at UH Ahuja Medical Center offers a variety of cuisine at five stations: Deli, Grill, Entrée, Pizza and Salad Bar. Packaged snacks, salads and sandwiches are also available for take-out, along with a wide selection of hot and cold beverages.

The Café, 3-5775, or 216-593-5775 from outside the hospital

Vending Machines
Open 24 hours a day
Vending machines are located in the family waiting lounges on each floor of UH Ahuja Medical Center.

Meditation Room
A nondenominational meditation room is located on the first floor, in the main lobby area, across from the main elevators. This space is open 24 hours a day, seven days a week, offering a quiet respite for guests.

Wi-Fi
See page 8.

Automatic Teller Machine (ATM)
An ATM is located on the first floor, near the public elevators.

Gift & Flower Shop
8 a.m. – 7 p.m. Monday – Friday
Located just off the main lobby on the first floor, the shop offers made-to-order floral bouquets, balloon bouquets and gift baskets, along with a wide selection of gift merchandise focused on health and wellness. Convenience items are also available.

Gift & Flower Shop, 3-5860, or 216-593-5860 from outside the hospital

Lost and Found
If you find an item that doesn’t belong to you or you are missing an item that may have been left in the hospital, please visit the main lobby reception desk. Valuables can be claimed at the Protective Services office on the Garden Level.

Protective Services: 3-5760, or 216-593-5760 from outside the hospital

Mail
Mail should be addressed as follows:
- Patient name
- Room number
- Department (or floor)
- UH Ahuja Medical Center
- 3999 Richmond Road
- Beachwood, OH 44122-6046

Mail that is received after a patient has been discharged will be forwarded to his/her home address via the United States Postal Service.

Mailroom, 3-0614, or 216-593-0614 from outside the hospital
OUR NEIGHBORHOOD

UH Ahuja Medical Center is situated near the intersection of Interstate 271 and Harvard Road at Chagrin Highlands in Beachwood.

If visitors are looking for accommodations, the surrounding area offers a variety of options. Many offer discounts for UH Ahuja Medical Center patients and families, so please inquire when making reservations. If you would like assistance with arranging accommodations, please contact our Patient Care Advocate office during daytime hours at 3-5650, or 216-593-5650 from outside the hospital.

Accommodations (one mile or less from UH Ahuja Medical Center)

Please call directly for detailed information and reservations.

<table>
<thead>
<tr>
<th>Hotel Name</th>
<th>Address</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clarion Hotel</td>
<td>26300 Chagrin Boulevard</td>
<td>216-831-5150</td>
<td>clarionhotel.com</td>
</tr>
<tr>
<td>Courtyard by Marriott (Beachwood)</td>
<td>3695 Orange Place</td>
<td>216-765-1900</td>
<td>marriott.com</td>
</tr>
<tr>
<td>Embassy Suites Cleveland (Beachwood)</td>
<td>3775 Park East Drive</td>
<td>216-765-8066</td>
<td>embassybeachwood.com</td>
</tr>
<tr>
<td>Extended Stay America</td>
<td>3820 Orange Place</td>
<td>216-595-9551</td>
<td>extendedstayamerica.com</td>
</tr>
<tr>
<td>Fairfield Inn &amp; Suites by Marriott</td>
<td>3750 Orange Place</td>
<td>216-831-3300</td>
<td>marriott.com</td>
</tr>
<tr>
<td>Hampton Inn &amp; Suites Cleveland (Beachwood)</td>
<td>3840 Orange Place</td>
<td>216-831-3735</td>
<td>hamptoninn.com</td>
</tr>
<tr>
<td>Hilton Cleveland East</td>
<td>3663 Park East Drive</td>
<td>216-464-5950</td>
<td>hilton.com</td>
</tr>
<tr>
<td>Homestead Studio Suites</td>
<td>3625 Orange Place</td>
<td>216-896-5555</td>
<td>homesteadhotels.com</td>
</tr>
<tr>
<td>Marriott Cleveland (Beachwood)</td>
<td>26300 Harvard Road</td>
<td>216-378-9191</td>
<td>clevelandmarriotteast.com</td>
</tr>
<tr>
<td>Residence Inn by Marriott</td>
<td>3628 Park East Drive</td>
<td>216-831-3030</td>
<td>marriott.com</td>
</tr>
<tr>
<td>Super 8 Beachwood</td>
<td>3795 Orange Place</td>
<td>216-831-7200</td>
<td>super8.com</td>
</tr>
</tbody>
</table>
Restaurants (one mile or less from UH Ahuja Medical Center)
Please call directly for information and hours of operation.

Abuelo's
26100 Harvard Road
Cleveland, Ohio 44122
216-360-9030
abuelos.com

Bahama Breeze
3900 Orange Place
Orange Village, Ohio 44122
216-896-9081
bahamabreeze.com

Bob Evans Restaurant
3700 Orange Place
Cleveland, Ohio 44122
216-591-0157
bobevans.com

Chick Fil-A
4001 Richmond Road
Beachwood, Ohio 44122
216-831-6700
chick-fil-a.com

Chipotle Mexican Grill
4015 Richmond Road
Warrensville Heights, Ohio 44122
216-378-1967
chipotle.com

Christino’s – A Tuscan Bistro
(Located at the Hilton Cleveland East)
3663 Park East Drive
Beachwood, Ohio 44122
216-464-5950

CJ’s American Grill
(Located at the Embassy Suites Cleveland Beachwood)
3775 Park East Drive
Beachwood, Ohio 44122
216-765-8066

Corky & Lenny’s
27091 Chagrin Boulevard
Cleveland, Ohio 44122
216-464-3838
corkyandlennys.com

DiBella’s Old Fashioned Submarines
4025 Richmond Road
Cleveland, Ohio 44122
216-378-0783
dibellas.com

Five Guys Chagrin Highlands
4025 Richmond Road
Warrensville Heights, Ohio 44122
216-360-8888
fiveguys.com

Giovanni’s Restaurant
25550 Chagrin Boulevard
Cleveland, Ohio 44122
216-831-8625
giovanniscleveand.com

Houlihans
3750 Orange Place
Beachwood, Ohio 44122
216-378-9090
houlihans.com

Moxie Restaurant
3355 Richmond Road, #150
Cleveland, Ohio 44122
216-831-5599
moxietherestaurant.com

Olive Garden
26000 Harvard Road
Warrensville Heights, Ohio 44128
216-765-0621
olivegarden.com

Panera Bread
4103 Richmond Road
Cleveland, Ohio 44122
216-910-1090
panerabread.com

PF Chang’s China Bistro
26001 Chagrin Boulevard
Cleveland, Ohio 44122
216-292-1794
pfchangs.com

Porters Steak & Seafood
3663 Park East Drive
Beachwood, Ohio 44122
216-910-1296

Red Lobster
3655 Orange Place
Beachwood, Ohio 44122
216-464-0577
redlobster.com

Red Robin Gourmet Burgers
4009 Orange Place
Cleveland, Ohio 44122
216-378-9362
redrobin.com

River City Grille
(Located at the Marriott Cleveland Hotel Beachwood)
26300 Harvard Road
Warrensville Heights, Ohio 44122
216-378-9191
clevelandmarriottbeachwood.com

Robeks
4025 Richmond Road
Cleveland, Ohio 44122
216-831-1860
robes.com

Subway
25705 Chagrin Boulevard
Beachwood, Ohio 44122
216-464-6115
subway.com

Szechwan House
Chinese Restaurant
24155 Chagrin Boulevard
Cleveland, Ohio 44122
216-292-4446

Wasabi Japanese Steakhouse & Sushi Bar
3725 Orange Place
Beachwood, Ohio 44122
216-292-8866
restaurantwasabi.com

Wendy’s
27400 Chagrin Boulevard
Cleveland, Ohio 44122
216-292-3852
wendys.com

Yours Truly Restaurant
25300 Chagrin Boulevard
Cleveland, Ohio 44122
216-464-4848
ytr.com
Although you look forward to going home, the transition from hospital to home can be stressful for you and your family. Our medical team will discuss your discharge plan with you and your family as far in advance as possible to ensure a smooth transition. Please raise any concerns you have about going home as early in the process as possible. Please contact your nurse if you have special concerns related to the day of discharge. Most patients can anticipate an 11 a.m. discharge time. A staff member will escort you to the main entrance doors as appropriate at your discharge time.

**DISCHARGE INFORMATION**

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

**Discharge Medications**
Home-going prescriptions must be taken to a drugstore or pharmacy near your home to be filled. We recommend that you always carry a list of the medications you are taking and their doses.

**Case Management**
You can expect a visit from a case manager or social worker within 24 hours of admission. They will assist you with a variety of services including home health care, durable medical equipment, transfer to other levels of care and any other discharge needs you may have.

Case Management: 3-5561, or 216-593-5561 from outside the hospital

**Satisfaction Surveys**
You may receive a survey after returning home from the hospital. We ask that you please take a few minutes to complete any post discharge survey that you receive. At UH Ahuja Medical Center, we strive for the highest rating. If at any time during your stay you do not feel we are meeting your expectations, we strongly encourage you to speak up so we can resolve the issue immediately.
Medical Records
Health Information Services provides copies of information contained in patients' medical records. Generally requests take about 10 working days to be filled. A fee is charged for certain copying services.

Health Information Services: 3-5444, or 216-593-5444 from outside the hospital

Electronic Medical Record
The electronic medical record (EMR) is a computerized, real time, medical chart that enhances patient care and safety by providing one central source of accurate health information accessible by all of the physicians, nurses and other health professionals caring for a patient.

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

Case Management: 3-5561, or 216-593-5561 from outside the hospital

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

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

YOU CAN HELP

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

Institutional Relations & Development
Gift to UH Ahuja Medical Center
P.O. Box 74947
Cleveland, OH 44194-4947
FINANCIAL INFORMATION

Finances
You will receive separate bills from the hospital and from your physician or physicians.

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

Hospital Billing Questions
If you have questions concerning your hospital bill, please contact the Patient Accounting Customer Service Department or the Financial Counselors Office.

Patient Accounting Customer Service Department: 216-844-8299 or 1-800-859-5906
Hours: Monday – Friday, 9 a.m. – 4 p.m.

Financial Counselors Office: First Floor across from Registration, Room 11130
Hours: Monday – Friday, 8:30 a.m. – 5 p.m. and can be reached at 3-5887, or 216-593-5887 from outside the hospital

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

Financial Assistance Program
University Hospitals is committed to serving all patients regardless of their financial status or ability to pay. Through our Uninsured Charity Assistance Program, UH provides discounts on hospital bills for Ohio residents who do not have health insurance and who meet certain criteria. The amount of the discount is based on the patient’s or family’s income and Federal Poverty Guidelines. UH Ahuja Medical Center financial counselors help patients through the application process.

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

If you are interested in volunteering at UH Ahuja Medical Center, please complete our Volunteer Interest Form online at UHAhuja.org/volunteer. After we receive your form, a volunteer services representative will contact you to discuss how we can help create your personal volunteer experience. As part of this process, you will have an opportunity to complete a volunteer application, meet with the volunteer services staff, attend an orientation and participate in health and safety screenings.

Volunteer Services: 3-5850, or 216-593-5850 from outside the hospital
ADVANCE CARE PLANNING

Sharing Your Wishes and Making Health Care Decisions

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

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

• A Living Will is a written statement that makes clear the end-of-life treatments you wish. The purpose of a Living Will is to guide family members and physicians in deciding the use and continuation or withholding/withdrawal of life-sustaining treatment when your condition is terminal.

• A Durable Power of Attorney for Health Care is a written document that appoints and designates an individual to make health care decisions on your behalf when you are unable to do so for yourself. A Durable Power of Attorney for Health Care is not limited to end-of-life decisions. (Note: A Durable Power of Attorney for Health Care is not the same as a Durable Power of Attorney, which appoints and designates an individual to make financial decisions on your behalf when you are unable to do so for yourself.)

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

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

• Plan ahead so you can receive the care that is important to you and in accordance with your wishes.

• Plan ahead so that your family and loved ones understand your wishes for care when you can no longer make those decisions for yourself.

• Plan ahead to give you and your loved ones peace of mind.

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

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

Social Services: 3-5855, or 216-593-5855 from outside the hospital
PATIENT PRIVACY

At UH Ahuja 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 (E PHI) the covered entity creates, receives, maintains or transmits;
- Protect against any reasonably anticipated threats or hazards to the security or integrity of such information;
- Protect against any reasonably anticipated uses or disclosures of such information that are not permitted or required by the Privacy Rule; and
- Ensure compliance by its workforce.

For more information, speak with your nurse or call our patient experience coordinator at 56624, or 440-285-6624 from outside the hospital.

PATIENT RIGHTS AND RESPONSIBILITIES

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

Each patient has the right to:

- Considerate and respectful care. This includes the right to be free from all forms of harassment, neglect, exploitation; and verbal, mental, physical and sexual abuse.
- Reasonable access to care.
- Effective communication in a manner he/she understands.
- Know the identity and professional status and the role of those caring for him/her.
- Impartial access to treatment regardless of race, religion, sex, ethnicity, age, sexual orientation or handicap.
- 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/her care and treatment, be informed of his/her health status, and be involved in care planning and treatment in terms the patient can understand.
- Refuse care and receive information on possible consequences of this refusal.
- Expect that all communications and records pertaining to his/her care will be treated as confidential by the hospital, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law.

*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.
PATIENT RIGHTS

• Access information contained in his/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/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.
• Be informed of his/her rights in a language the patient understands.
• Be free from restraints of any form that are not medically necessary or are used as a means of coercion, convenience or retaliation by staff.
• Formulate advance directives and to have hospital staff and practitioners who provide care in the hospital honor these directives.
• Be informed of his/her rights in a language the patient understands.
• Have a family member or representative of his/her choice and his/her own physician notified promptly of his/her admission to the hospital.
• Be informed of the right to have pain treated as effectively as possible.
• Choose a post-hospital care provider.
• Ask for and receive prompt review and resolution of a complaint.

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

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

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

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

The patient is responsible for:

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

All staff will be educated regarding patient’s rights in orientation and annual re-education. Copies of the policies and procedures related to patient’s rights and responsibilities are available to all staff.
University Hospitals Case Medical Center is the flagship hospital anchoring the UH health system. Founded in 1866, UH Case Medical Center is renowned in the region, across the country and around the world for providing quality health care, for producing important medical innovations and advances, and for educating the next generation of physicians, nurses and health care professionals. With locations throughout Northeast Ohio, University Hospitals is close to home. For more information about UH, please visit UHhospitals.org.

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

*Extensions of UH Case Medical Center*
Use this page to keep track of your medications, caregivers’ names and questions.

My medications:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

My caregivers’ names:

________________________________________________________________________
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My questions:

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