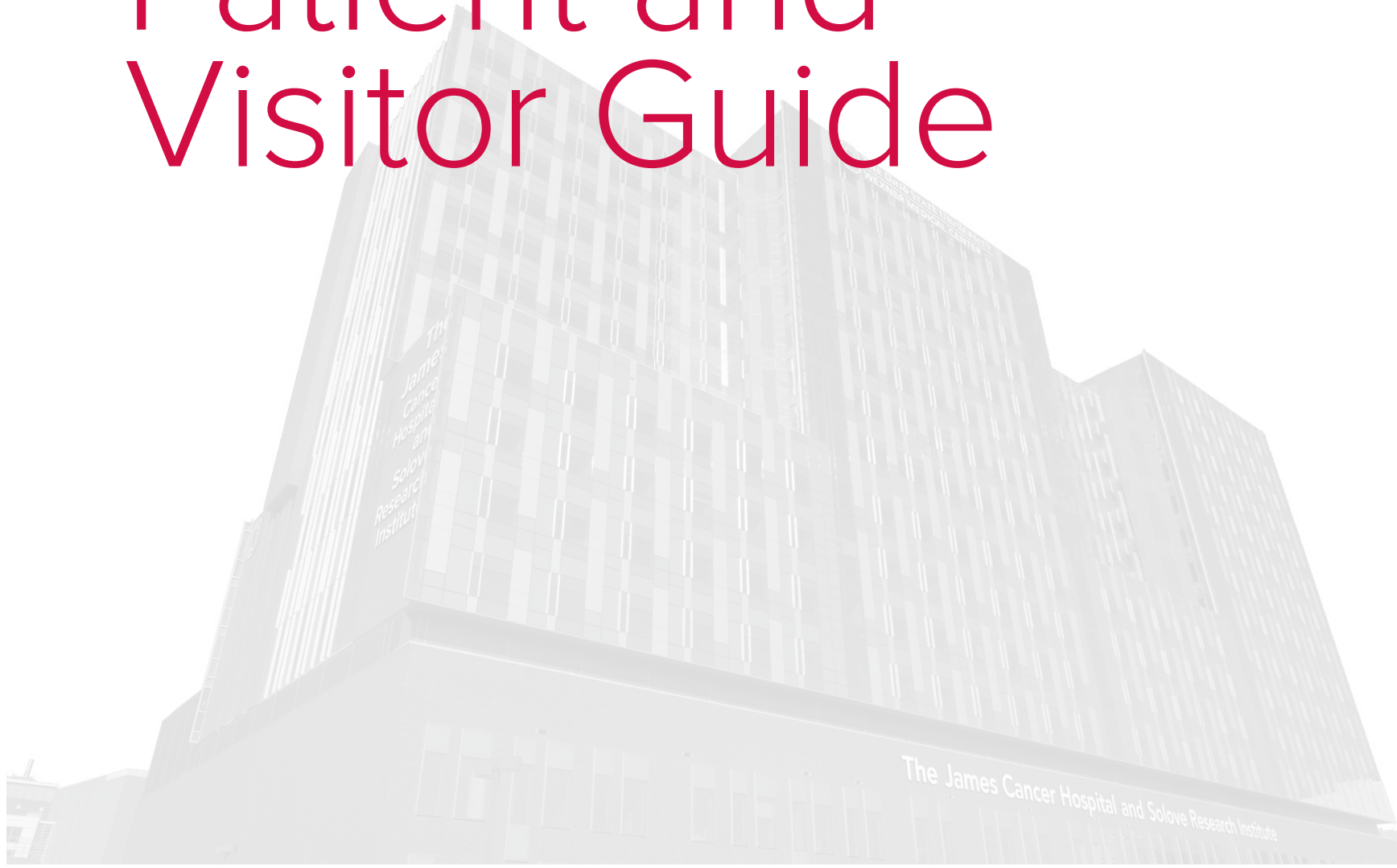


The Ohio State University Comprehensive Cancer Center –  
Arthur G. James Cancer Hospital and Richard J. Solove Research Institute

# Patient and Visitor Guide

The Ohio State University  
Comprehensive Cancer Center –  
Arthur G. James Cancer Hospital and  
Richard J. Solove Research Institute  
460 W 10th Ave., Columbus, OH 43210  
800-293-5066

[cancer.osu.edu](http://cancer.osu.edu)



## The James



## The James



ROOM: \_\_\_\_\_

PHONE: \_\_\_\_\_



Patient and  
Visitor Guide

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### Tobacco-Free Campus

The James and all other medical center locations—inside and outside—are tobacco-free. This applies to all tobacco products, including cigarettes, electronic cigarettes, cigars, chewing tobacco and pipe smoking.

The James Cancer Hospital and Solove Research Center

# WELCOME

On behalf of the faculty and staff of The Ohio State University Comprehensive Cancer Center – Arthur G. James Cancer Hospital and Richard J. Solove Research Institute, we thank you for choosing The James for your treatment and care.

We have designed The James to provide you with the most advanced and compassionate care possible. Within these walls, we integrate scientific research and innovative patient care more closely than ever before, strengthening our ceaseless pursuit of a cancer-free world. We have placed our world-class researchers and clinical subspecialists in closer proximity to you with the hope that this collaboration will lead to breakthroughs and potential cures that will benefit you and patients around the world.

The information in this guide will help familiarize you with The James. The guide is yours to keep, so please write in it any names, phone numbers or questions you may want to ask those caring for you. If you have other questions or concerns, please ask a member of your health care team or call **Patient Experience** at **614-293-8609** or **3-8609**.

Sincerely,  
Raphael Pollock, MD, PhD, FACS, Director  
The Ohio State University Comprehensive Cancer Center

David Cohn, MD, MBA, Interim CEO and Chief Medical Officer  
James Cancer Hospital and Solove Research Institute

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# The James



**THE OHIO STATE UNIVERSITY**  
WEXNER MEDICAL CENTER

# During Your Stay

## YOUR ROOM

We want to make your stay as comfortable as possible. Here is some information that will help while you are here.

### Communication Whiteboard

Each patient room has a whiteboard that you, your family and your care team can use to communicate important pieces of information, such as how to reach your nurse and patient care assistant (PCA). You and your family can use the whiteboard to jot down notes, questions or anything that is important to you.

### Bed Controls/Call Button

Your care team will show you how to control your bed and your call button. Your nurse and PCA will let you know how to reach them. Please let us know if you need help at any time.

### InPatient TV

In addition to more than 45 channels of entertainment, news and sports, you can watch patient education videos and news from The James on your in-room television. Turn on your TV and select Patient Education or Ohio State News on the Welcome menu.

### MyChart Bedside

Available in most areas of the medical center, MyChart Bedside is a unique and integral part of your experience while you are in the hospital. It is a tablet-based application that gives you and your family a more active way to participate in your stay. With MyChart Bedside, you can:

- Access, review and learn about your current health concerns and medications and see your most recent vital signs.
- Access educational materials and learn more about your conditions.
- Order meals using Order My Meals.
- Use the tablet for education and entertainment through the Internet.

If you have not been offered a tablet, tell a member of your care team that you are interested in MyChart Bedside.

### Making a Call From Your Room

Each room has a phone that can be used for hospital, local and long-distance calls.

- Hospital calls: The five-digit telephone numbers in this guide are for telephone calls within the hospital.
- Local calls: For free outbound local calls, dial 9 and then the 10-digit phone number you are calling. You do not have to listen for a dial tone. For example, 9-614-555-1212.
- Long-distance calls: You can make a long-distance call in two ways:
  - Through an outside operator: Dial 777 + 0 + area code + telephone number. Tell the operator how the call is to be charged. You may call collect, charge the call to your home phone, charge the call to your telephone calling card or charge the call to any major credit card.
  - With a telephone calling card: Dial 9, then follow the instructions for your telephone calling card.

### Dining

Nutrition Services staff are committed to providing high-quality care and nourishment through meals prepared to your individual taste by a professionally trained chef. A Nutrition Services staff member will work with you to select your meals, tailor-made to your taste and timing preferences. Many snack and beverage selections are also available on your patient care floor at any time of day or night. If you have any concerns related to food, please let us know right away, and the most appropriate person will visit you to discuss your concerns and determine solutions.



## Cell Phones

Cell phones, smart phones and other wireless communication devices may be used in many areas of the medical center. Patients and visitors are encouraged to use these devices only for essential communication and to use them at least three feet away from medical equipment. Certain areas of the hospital are more sensitive to interference from wireless device signals. Use cell phones with caution in these areas.

Hospital employees may request that a patient or visitor stop using a wireless communication device in any location when it interferes in the delivery of patient care. Please be courteous and considerate when using your cell phone.

## Quiet Hospitals Help Healing

Studies show that a quiet environment can help patients heal faster. If you are watching TV, we can provide you with headphones. Please also be respectful of roommates and nearby rooms by keeping noise to a minimum. Please let a member of your care team know if there is excessive noise. We can provide you with items like ear plugs and sleep masks to help make your stay more restful.

## Mail

Outgoing mail can be taken to a mailbox located on the first floor of the north Doan hallway and in the lobby of Dodd Hall. If mail is received after you are discharged, it will be forwarded to your home address or returned to sender. Your room number will be verified and, if needed, updated prior to mail delivery. The following address should be used to receive mail:

- The James Cancer Hospital and Solove Research Institute  
Attention: (Patient Name and Room #)  
460 W. 10th Ave.  
Columbus, OH 43210

## Housekeeping Needs

We work to maintain a clean environment to help you heal. Your room will be cleaned each day. If you are not in your room during the cleaning, a card will be left on your table. If you are not satisfied with the level of cleanliness in your room, please contact your nurse or call our

**Environmental Services Department at 614-685-7888 or 5-7888.**

## Overhead Announcements

During your stay, you may hear “codes” being called. Your care team will tell you if there is an emergency and provide you with any needed instructions.

## Patient Education Resources

The Patient Education Department provides access to easy-to-understand health information to help patients participate in their care, and to achieve a level of understanding and sense of control over their cancer. For more information, visit the Patient Education website, [cancer.osu.edu/patienteducation](http://cancer.osu.edu/patienteducation), or call the department directly at 614-293-5853.

## Personal Belongings

We recommend that valuable personal belongings be left at home during your stay. If you have valuable items in your room, please send them home with a family member or friend. If this is not possible, please ask your nurse to contact Security to store these items for you. If you choose to keep these items during your hospital stay, please know you are responsible to watch over them and keep them secure. Contact lenses, eyeglasses, hearing aids and dentures should be stored in appropriate containers when not in use. If you need a container to store your items, please ask us. Also, please don't leave them on your food trays or in your bed where they could be damaged or lost. The James cannot be responsible for the loss of personal belongings.

## Wi-Fi

It is easy to remain connected to family and friends during your stay or visit via our free wireless internet. To access our wireless internet, follow the steps below:

- Make sure your computer is configured for wireless
- Select OSUMC Guest Internet
- Open your web browser and you will see a usage disclaimer
- If you agree to the usage terms and conditions, click on the “Agree” button

## YOUR CARE

### Reaching Your Care Team

Our staff will visit your room regularly, but please call if you need assistance. To contact your nurse (RN) or patient care associate (PCA), please refer to the whiteboard in your room for their names and numbers. You may call them directly or use your call button. Using the call button or phone will help to ensure a response from the most appropriate staff member.

### Your Care Team

Many people work together to provide care while you are at the hospital. This information will help explain the roles of care team members and how you can identify each one. Based on your needs, you may see some or all of the people listed below. All staff wear an ID badge and will introduce themselves and explain how they will be helping you. If you have any questions, please ask.

#### Family Advocate

When possible, have a family member or friend with you to help ask questions and serve as your advocate. An extra set of eyes and ears is helpful for everyone on your team.

#### Registered Nurse (RN)

Your RN is the lead caregiver on your nursing team and will coordinate your care with all other team members. He or she will ensure all your nursing needs are met, including giving medicines and providing any patient or caregiver education. RNs wear a white or navy uniform, and you can look on their ID badge to see if they have the letters RN next to their name.

#### Patient Care Associate (PCA)

Your PCA helps you by taking your temperature, blood pressure and other vital signs, as well as drawing your blood. The PCA will also help you with some of your comfort needs such as meals, bathing and bed changes. A PCA wears a green uniform.

#### Unit Clerical Associate (UCA)

The UCA works at the nursing desk and answers the telephone and call button system. The UCA will get help for you when you call the desk or use the call button. A UCA usually wears business clothes.

#### Attending Physician

This doctor is a faculty member in The Ohio State University College of Medicine. He or she leads the medical team that is responsible for your care. The attending physician or one of his or her faculty colleagues will see you each day that you are in the hospital. An attending physician may wear a long white lab coat. Attending physicians are generally assigned to blocks of time in the hospital and then rotate their responsibilities to a colleague. You may meet one or more attending physicians during your hospital stay.

#### Consulting Physician

This doctor is a faculty member in the College of Medicine and has a different specialty than your attending physician. He or she is asked by your medical team to assist in your care by providing advice and assistance to your primary medical team. A consulting physician may wear a long white lab coat.

#### Fellow

A fellow is a doctor in the most advanced category of training in a subspecialty.

Fellows are typically responsible for helping to teach and supervise other medical team members. Fellows may wear a long white lab coat.

### Resident

A resident is a doctor in an advanced level of a specialty training program. Residents are typically responsible for developing your plan of care and providing routine patient care under the supervision of the attending physician. A resident may wear a long white lab coat.

### Intern

An intern is a doctor who is in the first year of a specialty training program. Interns are typically responsible for your day-to-day patient care under the supervision of an attending physician and are often your first contact with the medical team. An intern may wear a long white lab coat.

### Medical Student

Medical students are typically involved with taking your history, giving your exam, gathering lab or other test results and rounding daily with you and the medical team. A medical student wears a short white lab coat.

### Physician Assistant (PA)

A PA is a medical professional who works as part of a team with a doctor. PAs perform physical examinations, diagnose and treat illnesses, order and interpret lab tests, perform procedures, assist in surgery, and provide patient education and counseling.

### Advanced Practice Nurse

Advanced practice nurses (APNs) are registered nurses with advanced nursing training. Certified nurse practitioners (CNPs) are independent practitioners with a focus on assessment, diagnosis, disease prevention and management of your condition. They partner with doctors and other team members in your care. Clinical nurse specialists (CNSs) provide education to you and the nursing staff based on their clinical expertise. APNs may wear long white lab coats with scrubs or business attire.

### Mental Health Clinical Nurse Specialist

This is a special group of clinical nurse specialists (CNSs) who provide comprehensive, patient-centered mental health and psychiatric care and outcome evaluation. This includes health and wellness promotion through identification of mental health issues and prevention of mental health problems.

### Pharmacist

Pharmacists are essential to overseeing the preparation and availability of medications, but they also assist in providing patient-centered, cost-effective care. Following your diagnosis, the pharmacists help to select and/or guide the appropriate medication, avoid medication interactions, optimize medication dosing and tailor the therapy for your personalized needs. All patients have a pharmacist participating as part of your care team, and some pharmacists participate in daily rounds with your care team to assist with medication therapy. Pharmacists are also available to provide medication education to you and your family members. If you have any questions about this collaboration, please ask.

### Dietetic Technician/Registered Dietitian

A dietetic technician will visit you in the morning to get your food selections for that day's lunch and dinner and for breakfast the following morning. If you are on a restrictive diet, you may be visited by a registered dietitian for a nutritional assessment and food selections. You will be able to choose from a variety of foods, based on the diet order from your doctor. If you are not in your room when the dietetic technician visits, you will receive the chef's daily special, based on your current diet orders.

### Housekeeping Staff

Your housekeeper will clean your room daily during your stay. Housekeepers wear black-and-white uniforms.

### Medical Social Worker and Case Manager

Medical social workers and case managers are licensed professionals who are trained to address the specific needs of patients and their families. They are available to provide counseling and help you with things like home support, home health care, medical equipment or nursing, and also to help with financial, housing and transportation concerns.

### Physical Therapist/Occupational Therapist/ Speech-Language Pathologist

During your stay, you may be evaluated by a physical therapist, occupational therapist or a speech-language pathologist. They will assist you in regaining normal function or improving a speech or swallowing disorder. They wear gray uniforms.

### Respiratory Therapist

A respiratory therapist may visit you during your stay and may give you breathing treatments or oxygen. A respiratory therapist wears a royal blue uniform.

### Imaging Technologist

An imaging technologist may visit you during your stay, performing tests such as X-rays, ultrasounds or MRIs. These tests may take place in your room or in the Radiology Department. Imaging technologists help perform the best diagnostic study for your care.

### Patient Transporter

Your patient transporter takes you to different areas of the hospital for tests and procedures. A transporter wears a tan uniform. Your nurse may also travel with you, depending on your needs.

### Pastoral and Spiritual Care

Our Pastoral Care chaplains understand that a serious illness or medical challenge creates many feelings and personal challenges. Chaplains are respectful of all faiths and offer compassionate presence, a listening ear, prayer, sacraments or rituals, and other spiritual or emotional support. To request a visit with a chaplain or other spiritual services, let your caregiver know or call the **Department of Chaplaincy** at **614-293-8791** or **3-8791** from 7:30 a.m. to 4:30 p.m. During any other time, call the operator at **614-293-8000** or **3-8000** to contact the on-call chaplain.

### Patient Experience

The Patient Experience Department is dedicated to making your stay as pleasant and comfortable as possible. Our team is available to assist if you have questions or concerns regarding your care. All interactions between patients or their representatives and our staff are confidential. To speak with a patient advocate, call **614-293-8609** or **866-993-8609**, M-F, 8 a.m.-9 p.m. After hours and on weekends, contact the **Administrative Nurse Supervisor** at **614-293-6565**.



# YOUR DISCHARGE

## Discharge Process

When your doctor believes you are ready to leave the hospital, he or she will authorize a hospital discharge. Please speak with your nurse about leaving the hospital. Here are a few tips to make the discharge process run smoothly:

- Be sure you or your caregiver has spoken with a discharge planner and that you understand which services you may need after leaving the hospital.
- Verify your discharge date and time with your nurse or doctor.
- Have someone available to pick you up.
- Check your room, bathroom and bedside table carefully for any personal items.
- Make sure you or your caregiver has all needed paperwork and information for billing, referrals, prescriptions, medical equipment, and to schedule for therapy or follow-up appointments.
- Make sure you or your caregiver is aware of home-care needs such as food, medicine, activity, future testing, therapy and doctor visits.
- Review the medicines you are to take at home with your doctor or nurse before you leave the hospital.
- Make sure you or your caregiver knows whom to call if you have a problem or concern about your care.

## Financial Assistance

If you need assistance with your hospital bill, contact the **Financial Counseling Department** at **614-293-0860** or **3-0860**.

## Help With Cost of Prescription Medicines

The Medication Assistance Program (MAP) provides or assists with obtaining free or reduced-cost medicines to patients with limited income.

Patients may be referred by nurses, doctors, social workers, case managers, patient care resource managers or other staff members.

MAP staff are available Monday through Friday from 8:30 a.m. to 4:30 p.m. at **614-293-0394**.

## Your Medical Records

After leaving the hospital, if you want a copy of your medical records, you will need to fill out an authorization form to release them.

Please ask any member of your care team for forms and more information. You can also direct questions to **Medical Information**

**Management** at **614-293-8657** or **3-8657**.

# Your Safety, Security and Satisfaction

## Participate in Your Care

During your stay our promise to you is simple: Every day we will work to provide a safe environment for your care, provide information and answer your questions, and help you achieve your personalized healthcare goals. We want you to be as comfortable as possible during your stay, physically and emotionally. Please participate in your care by:

- Asking questions. We will answer any question you have about procedures, treatment and medications that are part of your care.
- Notifying your nurse if you have pain or discomfort. We will help you with pain management.
- Reminding our staff to clean their hands each time they enter the room if you don't see them do this. Also remind your visitors to clean their hands when they come in the room, after touching objects in the hospital room, before and after eating, and after using the restroom.
- Participating in conversations about your care with doctors, nurses and other staff.
- Partnering with us as we teach you how to care for yourself.
- Using your call button before you get out of bed or if you need anything.
- Telling us all the medicines you take, including prescription and over-the-

counter medicines, vitamins and mineral supplements, and herbs. For your safety, do not take any medicines you brought from home and do not keep any medicines in your hospital room.

- Telling us about any allergies you have to medicines or food.

We want you to be a partner in your care. Watch a short video at [go.osu.edu/PartnerInYourCare](http://go.osu.edu/PartnerInYourCare) with tips of how you can participate.

## Leaving Your Room or Unit

It is best for you to remain on your unit while in the hospital. Due to your care needs, there may be times that you should not leave the unit because of medicines, tests, procedures or consultations about your care. If you stay close, your care team can follow your course of treatment safely and without delay or interruption. Please speak to your nurse or a member of your care team before leaving the unit.

## Please Call, Don't Fall

Your safety is important to us. Nurses and PCAs will check on you frequently, help you safely get out of bed and ensure that the equipment and items you need are within reach. Before getting out of bed, please call. Our staff can help you move safely in your room with your medical equipment.





### Preventing Pressure Ulcers

Pressure ulcers happen when the skin and tissue under it are damaged by pressure. These can happen anywhere on the body and are most common on bony/firm areas such as the tailbone, hips, elbows, ears, heels and ankles. Your nurse will work with you to help prevent pressure ulcers. If you have any questions or concerns, please talk to your nurse.

- Change your position every two to four hours to keep pressure off any one spot.
- Check your skin often for redness during the day. If you need help, ask your nurse.

- Keep your skin clean and dry.
- Put moisturizing lotion on your skin often.
- If you are in a chair or wheelchair, use a special cushion to help reduce pressure.

### ID Bracelet

You may notice that we often check your ID bracelet or often ask you the same questions. We do this to double-check your identity and ensure your safety, especially before giving you medicine or starting a procedure.



## Hand Hygiene

Clean hands are the single most important tool in preventing infections. Everyone, including visitors, doctors and nurses, should clean his or her hands:

- When entering the room
- After touching objects or surfaces in the hospital room
- Before and after eating
- After using the restroom

Your healthcare providers know to practice hand hygiene. Do not be afraid to ask them if they have cleaned their hands.

Our visitors can also help prevent infections.

- If you are sick or have any infection, do not visit in the hospital.
- If you have to cough or sneeze, cover your nose and mouth with a tissue. Throw the tissue away and then wash your hands. Cough or sneeze into your sleeve or elbow if you do not have a tissue.

## Your Rights and Responsibilities

As a patient, you have many rights and responsibilities. These are found at the back of this guide and posted throughout the hospital. If you are unable to ask about your rights, your guardian or other legally responsible person may do so on your behalf.

## Privacy Policies

The confidentiality of your medical information is important to us. We want you to know that we are taking many actions to protect your privacy. Under federal privacy regulations (HIPAA), patients have rights regarding their medical information. You have the right to:

- Inspect and receive a copy of your medical information.

- Request an amendment or change of incorrect information about you.
- Request a restriction on how we use or share your information.
- File a complaint about our privacy practices. The Notice of Privacy Practices describes important information about your rights and our obligations to protect and appropriately use and share patient health information. These rights do have special limitations.

If you wish to receive a copy of this notice, please contact **Patient Experience** at **614-293-8609** or **3-8609**, or the **Privacy Office** at **614-293-4477** or **3-4477**.

## Advance Directives

Advance directives are the legal documents that allow you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. This may happen if you become unconscious, are terminally ill or are confused and cannot make informed choices. You do not need a lawyer to complete advance directives. In Ohio, there are three forms of advance directives:

- **Durable Power of Attorney for Health Care** lets you choose someone as your agent to make all healthcare decisions for you when you are unable to speak for yourself.
- **Living Will** lets you give written directions about your care for when you are terminally ill or in a permanently unconscious state and unable to speak for yourself.
- **Do Not Resuscitate (DNR) Order** indicates you do not want to have CPR (cardiopulmonary resuscitation) performed if your heart should stop beating. Please speak with your physician or nurse practitioner if you would like to execute a DNR.

If you want more information or the forms needed for advance directives, please call



**Social Work** at **614-366-5119** or **6-5119**  
Monday through Friday from 8 a.m. to 5 p.m.

### **Service Animals**

The university has a general no-pets policy in all buildings. Pets are allowed outdoors on the grounds when leashed and under control. Service animals are generally allowed to accompany their handlers in any building or public space where their handlers are permitted. Emotional support and visiting therapy animals may be allowed in specified areas of the university with advance approval. If you have questions, would like assistance planning for a service animal at The Ohio State University, need to arrange local veterinary care or have a concern about your treatment and access when accompanied by your service animal, contact **Disability Services** at **614-292-3307**.

### **Patient Experience**

The Patient Experience Department is dedicated to making your stay as pleasant and comfortable as possible. Our team is available to assist if you have questions or concerns regarding your care. All interactions between patients or their representatives and our staff are confidential. If you would like to speak with a patient advocate, please call **Patient Experience** at **614-293-8609** or **3-8609** from 8 a.m. to 5 p.m. After 5 p.m. and on weekends, you may contact the **Administrative Nurse Supervisor** at **614-293-6565** or **3-6565**.

In addition to talking with our Patient Experience Department, you can also recognize a staff member who went above and beyond with a Bravo! card. You can get a card by asking at your unit's nursing station. You can also contact **Faculty and Staff Recognition** by visiting the office in 155 Doan Hall, by calling **614-293-5899** or **3-5899**, or by emailing **BRAVO@osumc.edu**.

# For Your Family and Friends

## Visitation Policy

General visitation is 5 a.m. to 10 p.m. in most areas of the hospital. The number of visitors and the length of visits may be limited to give patients proper privacy, rest and recovery time, depending on the patient's condition and schedule for the day. Intensive Care Unit visitation may vary. All visitors must be free of illness. Please check with the staff in the patient care unit to confirm the policy for that area.

## Staying Overnight

Please check with the staff in the patient care unit to confirm the overnight policy for that area. Overnight visitation is limited to one visitor per patient. The visitor must be at least 18 years of age and must wear an identification badge at all times. Please talk to patient care staff about obtaining a badge.

## Respect for Other Patients

Studies show that a quiet environment can help patients heal faster. When you are visiting, please observe the visiting policy and maintain respectful noise levels throughout the hospital. Please be considerate of other patients and family members by keeping conversations, television volume, personal entertainment devices and noise to a minimum.

## Children

Children under the age of 12 are able to visit when accompanied and properly supervised by a nonpatient adult at all times, except in the Blood and Marrow Transplant Unit where no one under the age of 12 is permitted. Please check with staff first before bringing children in for visits.

## Hotel Information

If you need a listing of nearby hotels, please visit an information desk.

## How to Contact Patients

You may call **Patient Information** at **614-293-8000** or **3-8000** and ask to be connected to your loved one.

YOUR LOVED ONE IS IN ROOM NUMBER:

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THE ROOM'S PHONE NUMBER IS:

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## Flowers and Balloons

Due to the special environment and care of our patients at The James, **we do not permit live plants or cut flowers to be delivered to out patients.** If you wish to send or present balloons, please use mylar balloons. Latex balloons are not permitted due to latex allergy concerns.

## Be an Advocate for Your Loved One

You can speak up for your loved one in the hospital by being his or her advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about care and treatment:

- Learn about the condition your loved one is being treated for.
- Know your loved one's rights and responsibilities.
- Find out if your loved one has an advance directive, such as a Living Will, Power of Attorney or Do Not Resuscitate Order and what it specifies.
- If your loved one is too ill or reluctant to ask questions, make note of his or her concerns and any you may have. Do not be afraid to speak up and share these concerns with the care team.
- Your loved one may be prescribed medicines while in the hospital and may be seen by several doctors—help keep track by taking notes. There is a notes section in the back of this booklet for your convenience.
- Ask to speak with a case manager about options after discharge.

## Early Response Teams

If you notice a sudden change in your loved one's condition or behavior, ask the nurse to check on him or her right away. If you do not believe the nurse or doctor is responding to your concerns, call the Early Response Team (ERT). ERT members are specially trained to check on patients and support the nurse who is providing care. They are always available. To call:

- From a hospital phone, dial **6-9400**.
- From a cell phone, dial **614-366-9400**.

The operator will ask for the patient's name and room number, and the ERT will be called right away.

## Hand Hygiene and Infection Prevention

The single most important thing you can do to help prevent infections is clean your hands and make sure that all others who touch the patient, including doctors and nurses, clean their hands, too. Everyone should clean his or her hands:

- When entering the room
- After touching objects or surfaces in the hospital room
- Before and after eating
- After using the restroom

It is also important that healthcare providers clean their hands with either soap and water or an alcohol-based hand cleaner every time, both before and after they touch the patient. Healthcare providers know to practice hand hygiene, but sometimes we forget. Please remind us!

# Amenities

## Patient and Family Resource Center

The Patient and Family Resource Center offers support, education and comfort services to patients and families. The center provides a comfortable, relaxed space where visitors can find:

- Trained staff and volunteers to assist with their information requests
- Print and digital health education materials on types of cancer and cancer treatment
- Information on supportive services and community resources
- Computer terminals with Internet access to find information online or to use for personal business
- Magazines and newspapers
- Quiet rooms for rest and respite

The center offers cancer education materials for informational purposes only. If you have questions about your care or treatment, always talk with your doctor or other qualified health provider.

The Patient and Family Resource Center is located on the ground floor of The James near the grand staircase at the east end of the lobby.

If you are unable to visit the center, you may call **614-366-0602** or **6-0602**, or email your request for information to [cancerinfo@osumc.edu](mailto:cancerinfo@osumc.edu). It will be delivered to your hospital room or mailed to your home address at no charge.

- Weekdays: 9 a.m. to 5 p.m.

## Wi-Fi

It is easy to remain connected with our free wireless Internet. To access it, follow the steps below:

- Make sure your computer is configured for wireless
- Select OSUMC Guest Internet
- Open your web browser and you will see a usage disclaimer

- If you agree to the usage terms and conditions, click on the “Agree” button

## On-Campus Dining Options

**Au Bon Pain** – Located on the conference level of The James, Au Bon Pain is a full-service café offering made-to-order sandwiches, salad, baked goods, breads, hot or iced coffee and tea.

- Daily: 6 a.m. to 2 a.m.

**BistrOH!** – Located on the first floor of Rhodes Hall, BistrOH!, the hospital cafeteria, features items such as flatbread pizzas, signature salads, hot and cold sandwiches and entrees.

- Weekdays: 6 a.m. to 7 p.m.
- Weekends and holidays: 7 a.m. to 6 p.m.

**BistrOH! To Go** – Located on the concourse, BistrOH! To Go offers quick-serve and grab-and-go items.

- Sundays through Thursdays: 10:30 p.m. to 1 p.m.

**Bloch Café** – Located on the 14th floor of The James, the Bloch Café offers healthy lunch and dinner options. Outdoor seating is available in the terrace garden, weather permitting.

- Daily: 7 a.m. to 10 a.m. and 11 a.m. to 7 p.m.

**Brenen’s Café** – Located in the lobby of the Biomedical Research Tower, 460 W. 12th Ave., Brenen’s is a full-service café offering breakfast and lunch, including baked goods, salads, frozen yogurt and coffee. Visit [brenensinc.com](http://brenensinc.com) for a full menu.

- Weekdays: 6:30 a.m. to 6 p.m.
- Saturdays: 7:30 a.m. to 2:30 p.m.

**The Caffeine Element** – Located on the first floor of the Prior Health Sciences Library, 376 W. 10th Ave., The Caffeine Element offers Starbucks coffee, fresh sandwiches, yogurt parfaits, muffins, hummus, edamame, salads and more.

- Weekdays: 7:30 a.m. to 5 p.m.

**EspressOasis** – Serving from two locations: on the first floor of The James, and in the first-floor corridor between the 12th Avenue Garage and Doan Hall, EspressOasis serves pastries, coffees and other beverages.

- Weekdays: 6 a.m. to 7 p.m.
- Weekends: 6 a.m. to 6 p.m.
- Holiday hours vary

**Neuro BistrOH!** – Located on the ground floor of the Brain and Spine Hospital, Neuro BistrOH! serves grab-and-go sandwiches as well as no-sugar-added smoothies, teas and Starbucks hot and iced coffees.

- Weekdays: 7:30 a.m. to 3:30 p.m.

**Panera Bread** – Located in the SAFEAUTO Hospitals Garage, Panera Bread is a full-service bakery-café with breakfast, lunch and dinner options, including hot soups, fresh salads, sandwiches on freshly baked bread, breakfast sandwiches, bagels, pastries, cookies and coffee.

- Weekdays: 6 a.m. to 10 p.m.
- Weekends: 7 a.m. to 7 p.m.

**Wendy's** – Located on the ground floor between Doan Hall and the 12th Avenue Garage.

- Daily: 10 a.m. to 3 a.m.
- Holiday hours vary

**Vending Machines** – Located throughout the medical center, vending machines are always available, offering snacks, beverages and entrees in larger areas. Change machines are also provided.

To learn about restaurants or food carts that are within a short driving distance, please visit the information desk.

## Pharmacies

Available to James and Wexner Medical Center patients, **The Ohio State University Outpatient Pharmacy** is a full-service pharmacy with specialty expertise that provides personalized service and is dedicated to improving patient care by easing the challenges of managing medications.

Some of the benefits include faster access to your prescription medications because of our insurance expertise, education about your medication by highly trained pharmacists, and medication assistance programs to help lower the cost of therapy. The Outpatient Pharmacy walk-in location is on the conference level of The James. Call the Outpatient Pharmacy at **614-293-5920**. For specialty prescription services, call **614-685-1672**. For more information, visit [go.osu.edu/retailpharmacy](http://go.osu.edu/retailpharmacy).

- Weekdays: 8 a.m. to 9 p.m.
- Weekends: 9 a.m. to 6 p.m.

A **Walgreens** pharmacy (available for patients after discharge and visitors) is located in Ohio State University Hospital's Doan Hall on the first floor by the elevators. Call **614-294-2018**.

- Weekdays: 9 a.m. to 9 p.m.
- Weekends/holidays: 9 a.m. to 6 p.m.

## Retail Services

We offer a variety of retail services for patients and visitors. Most services listed are located within our hospitals, while others are just a short walk away.

### Hope's Boutique Cart

Hope's Boutique caters to cancer patients. The boutique is located at the Stefanie Spielman Comprehensive Breast Center, but it also has a mobile cart that visits inpatient rooms twice per week. The cart features unique gifts and certified wig fitters to do inpatient consults.

**Gift Shop** – The Scarlet Ribbon Gift Shop in the Rhodes Hall lobby offers a variety of personal items, cards, flowers, magazines, snacks and soft drinks. You can also call the **Gift Shop** at **614-293-8942** or **3-8942** to order a magazine, newspaper, snack or clothing, and a gift shop representative will deliver it to your room. The gift shop accepts credit cards and cash.

- Weekdays: 8 a.m. to 8 p.m.
- Weekends: 10:30 a.m. to 7 p.m.
- Closed holidays



**Cheryl & Co.** – Located in the corridor between the 12th Avenue Garage and Doan Hall (first floor), Cheryl & Co. serves fresh-baked desserts, cookie dough in containers and confectionary gift items.

- Weekdays: 7 a.m. to 8 p.m.
- Weekends: 10 a.m. to 6 p.m.
- Holiday hours may vary

### **Banking and ATM Services**

Huntington ATMs are located on the ground floor of The James, outside the bank in Doan Hall, in the Rhodes Hall lobby and in the Ross Heart Hospital main lobby. There is a full-service Huntington bank branch on the first floor of Doan Hall, near the 12th Avenue Garage. Hours are Monday through Thursday, 9 a.m. to 5 p.m. and Friday, 9 a.m. to 6 p.m.

### **Places of Relaxation**

The James and Wexner Medical Center have many places for visitors to take a break.

**Atrium** – The Atrium is located on the fifth floor of Rhodes Hall. It is a waiting and information area for family members and visitors. In the Atrium, visitors can grab a bite to eat at the beverage and snack vending machines or use a computer with Internet access. The Library for Health Information, a resource for trustworthy health information, is also in the Atrium.

**Chlois G. Ingram Spirit of Women Park** – The Spirit of Women Park features tiles of etched glass that appear to be floating atop a reflecting pool, as well as benches and picnic tables. The park is located across from the SAFEAUTO Hospitals Garage.

**Family Lounges** – Available on all units, these rooms allow you to take a break from being at the bedside while staying close to the nursing unit.

**Medical Center Plaza** – Located outside the Ross Heart Hospital and Rhodes Hall entrances, the Plaza offers seating and a quiet place to eat, read or get fresh air.

**Phyllis A. Jones Legacy Park** – Located in front of The James across 10th Avenue, the park was designed to evoke the Oval from the heart of the Ohio State campus for patients and visitors to enjoy a restful, peaceful garden and find comfort and solace. It also includes a children's playground.

**Phyllis Kaldor Hope Garden** – Located just outside the main entrance to The James, the garden is home to the Statue of Hope, which was designed by Alfred Tibor and dedicated to all people, offering hope and inspiration.

**Rooftop Gardens** – Open-air gardens are available on the 14th floor of The James, serving as a source of inspiration and reprieve for patients and visitors. Including flowers, trees and shrubs, the gardens provide a view of either downtown Columbus or Ohio State's campus.

**Sanctuaries** – Two sanctuary spaces can be found on the medical center campus for prayer, contemplation and reflection 24 hours a day.

- In The James, the Pauline & Leonard Schnipke Sanctuary can be found near the top of the grand staircase on the first floor.
- In Rhodes Hall, The Sanctuary can be found in the fifth floor Atrium.



 THE OHIO STATE UNIVERSITY  
WEXNER MEDICAL CENTER

The James Cancer Hospital and Solove Research Institute





# After You Leave the Hospital

## Access Your Medical Information With MyChart

Manage your health care anytime, anywhere with MyChart, a secure, online connection to your healthcare records. With MyChart, you can message your doctor, request appointments, renew prescriptions, review your health history and more from any device. If you do not already have a MyChart account, there are two easy ways to sign up for one:

- When you are discharged you will receive an After-Visit Summary that includes a MyChart activation letter. This document will contain your activation code and your Medical Record Number, needed to create your own MyChart account.
- Visit [mychart.osu.edu/osumc](http://mychart.osu.edu/osumc) to create your account in a few simple steps.

If you have questions, please call MyChart Customer Support at **614-366-6975** or toll-free **866-966-6975** Monday through Friday from 9 a.m. to 6 p.m.

## Supportive Care Clinic

During your cancer journey, you may want to see a healthcare specialist who is an expert in cancer survivorship. The James has several disease-specific cancer survivorship clinics. Ask your doctor or another member of your cancer care team how to make an appointment.

## JamesCare for Life

JamesCare for Life offers patients and their families a wide range of comprehensive cancer support programs, classes and educational resources to help manage the challenges that come with a cancer diagnosis and treatment. JamesCare for Life programs include patient and caregiver support groups, educational classes and programs, expressive

and creative arts, music therapy, children's support programs, special events and retreats. All of our programs are offered free of charge.

For more information about classes or support groups, call JamesCare for Life at **614-293-6428** or call The James Line toll-free at **800-293-5066**. Information, including registration, is also available online by visiting [cancer.osu.edu/go/support](http://cancer.osu.edu/go/support).

## Giving Back

Thank you for choosing The James as your healthcare partner. We are grateful that you put your trust in us.

At The James, we are committed to creating a cancer-free world, one person and one discovery at a time. As your healthcare partner, we want to make sure you know that we take your health as seriously as you do. We hope that we can partner with you in the future, should you need us again.

Many of our friends have asked if there is a way they can give back and support our combination of patient-centered care, groundbreaking research and innovative treatment programs. In fact, our work depends on the support of donors. To view the many ways you can give back, visit [cancer.osu.edu/giving-back](http://cancer.osu.edu/giving-back).

## Get Involved

- **Ride, Virtual Ride or Volunteer in Pelotonia.** The annual cycling event where 100 percent of participant-raised dollars benefits cancer research at the OSUCCC – James, Pelotonia funds support projects that address many aspects of cancer, including research, diagnosis, treatment, psychosocial issues, prevention, accelerated drug development and large initiatives to change the landscape of cancer care. Visit [Pelotonia.org](http://Pelotonia.org) to register.



- **Become a Community Partner.** Our Community Partners Program consists of corporations, individuals and community groups who raise funds in support of our vision. From corporate initiatives to local events, more than 400 Community Partners bring in significant dollars to further research, education and patient care at the OSUCCC – James. To learn more, please contact us at **614-293-4927** or **3-4927**, or at [communitypartnerevents@osumc.edu](mailto:communitypartnerevents@osumc.edu), or visit [cancer.osu.edu](http://cancer.osu.edu) and search Community Partners.
- **Become a Volunteer.** Volunteers are an important part of our team, helping us make a difference in the lives of our patients. To learn more, contact us at **614-685-3478** or **5-3478**, or visit [cancer.osu.edu](http://cancer.osu.edu) and search Volunteering.
- **Become a Patient and Family Experience Adviser.** We care about the experiences of our patients and families. One way you can give feedback is by volunteering to serve on an advisory council. Volunteers who serve as advisers work with staff on committees, policy reviews, speaking engagements and other projects. If you are interested in learning more about the **Patient and Family Experience Advisory Program**, please call **614-293-0526** or **3-0526**, or email [patientadvisors@osumc.edu](mailto:patientadvisors@osumc.edu).
- **Join our online panel.** Patients and caregivers are invited to provide feedback about their care and overall experience at our hospital and care sites through our online Insight Panel. Members are asked by email once or twice each month to complete short online surveys. By providing feedback, you play an important role in improving the patient experience. Sign up to participate by visiting [go.osu.edu/myopinion](http://go.osu.edu/myopinion).

### **MyExperience@ Ohio State Wexner**

**Medical Center** is a positive feedback tool that gives each patient a voice. Using the BRAVO system, it lets patients send eCards to employees who make a difference.

Every eCard sent is both a chance to make someone feel good about what he or she does and an opportunity to reinforce our vision to create a cancer-free world.

This application was inspired by our patients, and we thank them for their feedback. To send an eCard, visit **[myexperience.osumc.edu](http://myexperience.osumc.edu)**.

### **Staying Connected**

Keep in touch with Ohio State’s Comprehensive Cancer Center – James Cancer Hospital and Solove Research Institute after you leave the hospital by learning more or joining the conversation in social media.



Visit our website  
**[cancer.osu.edu](http://cancer.osu.edu)**



Like us on Facebook  
**[cancer.osu.edu/facebook](http://cancer.osu.edu/facebook)**



Follow us on Twitter  
**[cancer.osu.edu/twitter](http://cancer.osu.edu/twitter)**



Follow us on YouTube  
**[cancer.osu.edu/youtube](http://cancer.osu.edu/youtube)**



Visit our blog  
**[cancer.osu.edu/blog](http://cancer.osu.edu/blog)**



Follow The James Cancer-Free World podcast  
**[cancer.osu.edu/podcast](http://cancer.osu.edu/podcast)**

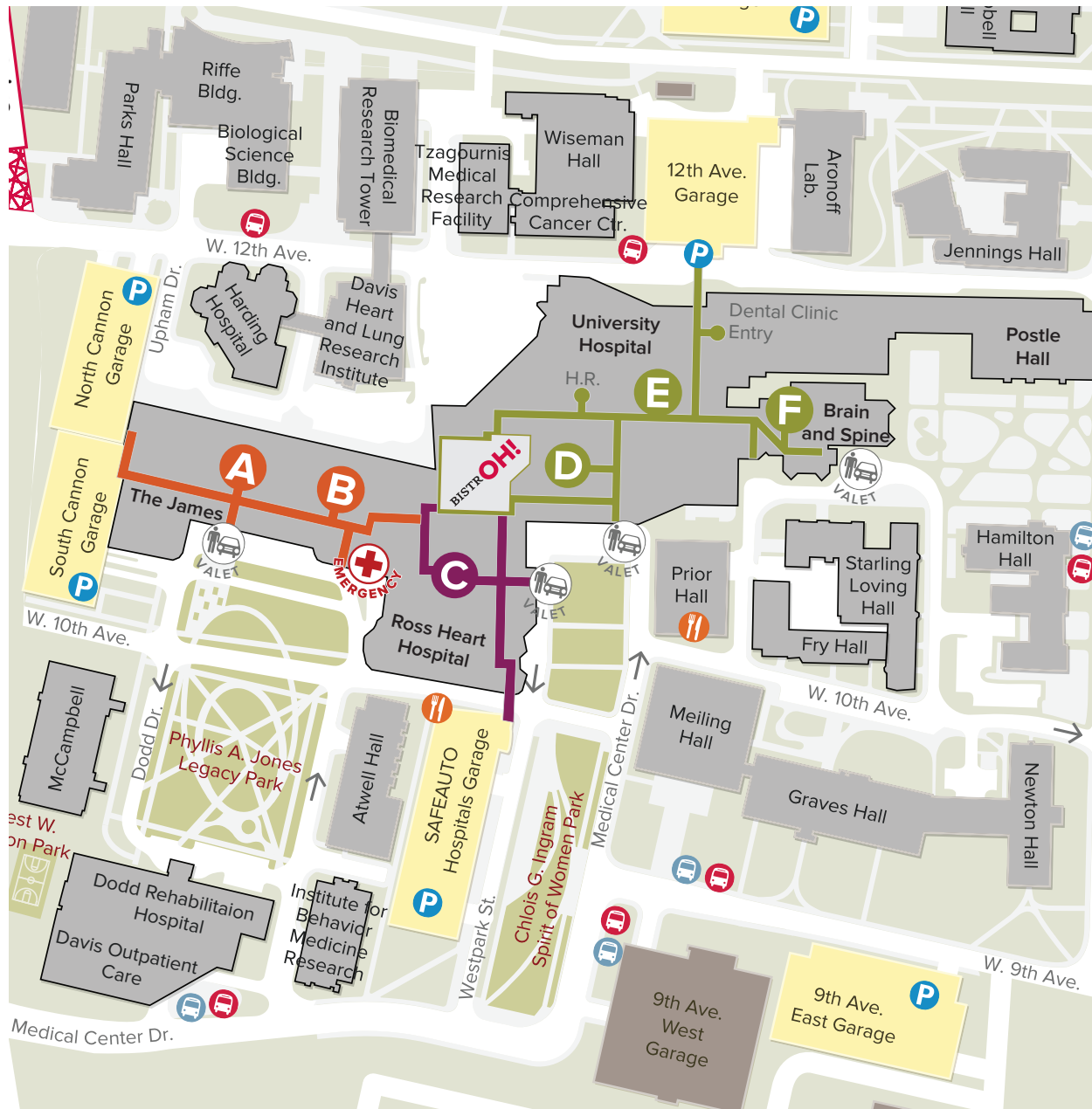


Follow us on Instagram  
**[cancer.osu.edu/instagram](http://cancer.osu.edu/instagram)**

### **Download the Ohio State myHealth App**

It’s everything you know and love about MyChart, plus lots of other helpful tools to make managing your health care at Ohio State Wexner Medical Center even simpler. Search your app store for “Ohio State myHealth” and download today.

# Maps and Parking



## Directory of Destination

- A** **The James Elevators A (Levels CL-21)**  
 Au Bon Pain (Level CL)  
 Conference Rooms (Levels G and CL)  
 EspressoOasis Coffee (Level G)  
 Information (Level G)  
 James Registration (Level G)  
 James Lab (Level G)
- B** **The James Elevators B (Levels CL-12)**  
 Sanctuary (Level 1)  
 Security (Level 1)
- C** **Ross Heart Hospital C Elevators**  
 Huntington ATM  
 Information  
 Ross Heart Hospital Registration  
 Skybridge to SAFEAUTO Garage
- D** **University Hospital Elevators (Rhodes Hall)**  
 Gift Shop  
 Huntington ATM  
 Information  
 University Hospital Registration
- E** **University Hospital Elevators (Doan Hall)**  
 Cheryl's Cookies (Level 1)  
 EspressoOasis Coffee (Level 1)  
 Huntington Bank and ATM (Level 1)  
 Patient Financial Services (Level 1)  
 Pharmacy (Level 1)  
 Skybridge to 12th Ave. Garage (Level 1)  
 Wendy's (Level G)
- F** **Brain and Spine Hospital 300 W. 10th Ave. Elevators**  
 Information  
 The James Outpatient Registration
- Valet Pickup/Drop-Off Location**  
 Mon-Fri: 5 a.m.-5:45 p.m.  
 Sat-Sun: 9 a.m.-5 p.m.  
 After-hours retrieval until midnight at University Hospital and The James
- BISTR OH!**  
**Cafeteria (Level 1)**  
 Open seven days a week,  
 6 a.m.-8 p.m.
- Emergency Department**  
 (Access from The James Level G)

## Parking

All parking garages at Ohio State Wexner Medical Center and The James have designated handicapped parking spaces and elevators.

Patients and visitors can park at:

- North and South Cannon Garages (1640 Cannon Drive)\*
- SAFEAUTO Garage (1585 Westpark St. – bridge to Richard M. Ross Heart Hospital)\*
- 12th Avenue Garage (340 W. 12th Ave.)\*
- 9th Avenue East Garage (345 W. 9th Ave.)\*

*\*These garages are Pay-on-Foot garages. When entering the garage, you will pull a ticket. Be sure to keep that ticket with you throughout your visit. Pay “on foot” when you come back to the garage at one of the terminals located in the elevator lobbies of the garages. You will feed that ticket to the machine when you exit the garage.*

## Patient and Visitor Valet Parking

Valet service is available at four locations:

**PLEASE NOTE: On holidays, please visit the Information Desk for Valet hours.**

- Valet service is located near the University Hospital main entrance off Medical Center Drive. It is available Monday through Friday from 5 a.m. to 5:45 p.m., and Saturday and Sunday from 9 a.m. to 5 p.m.
- The James Cancer Hospital and Solove Research Institute valet service is located in The James loop off 10th Avenue. It is available Monday through Friday from 5 a.m. to 5:45 p.m., and Saturday and Sunday from 9 a.m. to 5 p.m.
- Ross Heart Hospital valet service is located at the hospital entrance at 425 W. 10th Ave. It is available Monday through Friday from 5 a.m. to 5:45 p.m.
- Brain and Spine Hospital valet service is located at the building’s loop entrance at 300 W. 10th Ave. It is available Monday through Friday from 5 a.m. to 5:45 p.m.

To retrieve your vehicle between 5:45 p.m. and midnight on weekdays:

- Use the texting feature listed on your claim ticket, or
- Visit either valet station at The James. Both are staffed until midnight, Monday through Friday.

After midnight on weekdays:

- Call **614-292-4955** or **2-4955 (from any hospital phone)** or use the Text for Retrieval feature.
- During holidays and on weekends after valet has closed, call Security at **614-293-8500** or **3-8500 (from any hospital phone)** for assistance.
- To retrieve your car on weekends from 5-10 p.m., call **614-292-4955** or **2-4955**; after 10 p.m., call **614-293-8500** or **3-8500 (from any hospital phone)**.

## Patient Courtesy Shuttle

A number of shuttle options are available to patients and visitors:

- Patient Courtesy shuttles provide transportation to and from parking garages and buildings Monday through Friday from 7 a.m. to 6 p.m., and 11:30 p.m. to 5 a.m.
- To request a ride, call **614-293-8669** or **3-8669 (from any hospital phone)**, or use the call button located at the main entrance of most buildings and all patient and visitor garages.
- If you require transportation Monday through Friday after the Patient Courtesy Shuttle has closed at 6 p.m., please visit the **Rhodes Hall Information Desk** or call **614-293-8500** or **3-8500 (from any hospital phone)** for other transportation information.

# Notice of Non-Discrimination

The Ohio State University Wexner Medical Center and the OSUCCC – James comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex.

The Ohio State University Wexner Medical Center and the OSUCCC – James do not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

The Ohio State University Wexner Medical Center and the OSUCCC – James provide free aids and services to help people with disabilities communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats and other formats). We also provide free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, please tell us at the time you schedule an appointment, tell a member of your care team or contact Interpreter Services at 614-293-3369 (TTY: 614-688-8605).

If you believe The Ohio State University Wexner Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with Patient Experience at 614-293-8944 or by writing to Patient Experience at 142 Doan Hall, 410 W. 10th Ave., Columbus, Ohio 43210 or to patient.experience@osumc.edu. You can file a grievance in person, by mail or by email. If you need help filing a grievance, the Patient Experience staff is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at U.S. Department of Health and Human Services, 200 Independence Ave. SW, Room 509F, HHH Building, Washington, D.C. 20201, 800-868-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**Español (Spanish)**

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 614-293-3369 (TTY: 614-688-8605).

**नेपाली (Nepali)**

तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंलाई भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छन्।  
614-293-3369 (TTY: 614-688-8605)-मा कल गर्नुहोस्।

**(Arabic) العربي**

إذا كنت تتكلم العربية فخدمة المساعدة اللغوية متوفرة لك مجاناً. 8605-688-614 (TTY: 614-293-3369 الاتصال).

**Ogeysiis (Somali)**

Haddii aad ku hadasho Soomaali, waxaa diyaar kuu ah adeegga luqadda oo lacag la'aan ah, wac 614-293-3369 (TTY: 614-688-8605).

**中文 (Chinese Simplified)**

如果您说中文，我们可为您免费提供语言辅助服务。请致电 614-293-3369 (TTY: 614-688-8605)。

**中文 (Chinese Traditional)**

如果您說中文，我們可為您免費提供語言輔助服務。請致電 614-293-3369 (TTY: 614-688-8605)。

**Русский (Russian)**

Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 614-293-3369 (телетайп: 614-688-8605).

**Français (French)**

Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 614-293-3369 (TTY: 614-688-8605).

**Tiếng Việt (Vietnamese)**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 614-293-3369 (TTY: 614-688-8605).

**Amharic (Amharic)**

አማርኛ የሚናገሩ ከሆኑ የቋንቋ አገልግሎት ድጋፍ ከክፍያ ነጻ በሆነ መልኩ ተዘጋጅቶታል። በ614-293-3369 (TTY: 614-688-8605) ይደውሉ።

**한국어 (Korean)**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 614-293-3369 (TTY: 614-688-8605) 번으로 전화해 주십시오.

**ဗမာ (Burmese)**

သင်တို့ ဗမာစ ဝား ဝေလှတသို့လို့ဝေး ဘာသာစ ဝား အ ဝေလှတသို့ဝေလှတစေမိမိ ဝေလှတ အခမဲ့ ဝေလှတသို့။ 614-293-3369 (နားဝ ဝားဝိ ဝေလှတသို့) : 614-688-8605) ဝေလှတသို့။

**Tigrinya (Tigrinya)**

ትግርኛ ዝዛረቡ ኣገተኹዎም ኣገዝ ግልጋሎታት ቋንቋ ካብ ክፍሊት ናጻ ብዝኾነ መልኩ ተዳሊዲሎም ኣሎ። ብ 614-293-3369 (TTY: 614-688-8605) ይደውሉ።

**हिन्दी (Hindi)**

यदि आप हिन्दी बोलते हैं, तो आपके लिए, निःशुल्क, भाषा सहायता सेवाएँ उपलब्ध हैं। 614-293-3369 (TTY: 614-688-8605) पर कॉल करें।

**Kiswahili (Swahili)**

Ikiwa unazungumza Kiswahili, utapata huduma za usaidizi wa lugha bila malipo. Piga simu kwa 614-293-3369 (TTY: 614-688-8605).





# Patient Rights and Responsibilities

As a patient, you have many rights and responsibilities. If you have any questions about these, please call Patient Experience at 614-293-8609. If you are unable to ask about your rights, your guardian or other legally responsible person may do so on your behalf.

## WE SUPPORT YOUR RIGHT TO

**Access Care** – You have the right to receive care when medically necessary no matter your age, race, ethnicity, religion, culture, language, physical or mental disability, income level, job, sex, sexual orientation and gender identity or expression.

**Access Medical Records** – You have the right to see, request a review of, and request changes to your medical records as allowed by law and regulation.

**Advance Directives** – You have the right to complete an advance directive, including a Do Not Resuscitate (DNR) order, durable power of attorney for health care, and living will. Your right to receive care, treatment and services does not require you to have these documents completed.

**Access to Ethics Committee** – You have the right to request a meeting with an ethics committee member to discuss any issues about your care.

**Confidentiality** – You have the right to confidentiality with your medical records, and any discussions and decisions about your care.

**Continuity of Care and Discharge Information** – You have the right to receive written discharge information from your healthcare team about your follow-up care.

**Designate Others to Make Care Decisions** – You have the right to name a guardian, next of kin, or other legally authorized responsible person to make care decisions, including refusing care, on your behalf if you are unable to do so, as allowed by law or regulation.

**Disclosure** – You and your guardian or other legally authorized responsible person have the right to receive open, honest, prompt and

easy-to-understand communication from your healthcare team about your condition and treatment, including any unexpected outcomes related to serious medical events in accordance with HIPAA privacy laws, and the Patient Information and Disclosure and Apology policies.

**Effective Communication** – You, your family and visitors have the right to effective communication from your healthcare team, unless it is restricted due to your medical condition or at your request.

**Information** – You have the right to receive information from your healthcare team about your outcomes of care, treatment and services in a way appropriate for your age, language and ability to understand, so you can take part in current and future healthcare decisions.

**Information About Charges for Treatment** – You have the right to take part in your treatment decisions and to receive information about the cost of treatment.

**Informed Consent and Refusal** – You have the right to request information about your care and to know the risks, benefits, and choices for treatment, except in an emergency. You may refuse treatment to the extent allowed by law.

**Interpretation and Translation Services** – You have the right to receive and request medical information in your preferred language. This includes interpreter services, translation of information, vision and hearing accommodations.

**Know the Identity of Your Caregivers** – You have the right to know the name and role of those who care for you.

**Pain Management** – You have the right to have your pain assessed, evaluated, treated and reassessed by the healthcare team.

**Participate in Decisions About Your Care** – You and your family have the right to be involved

in decisions about your care, treatment and services provided, including the informed consent process. You and your family have the right to have your own doctor promptly notified of your admission to the hospital.

**Information About Transfers** – You have the right to receive information about a transfer to another doctor, unit or facility before it happens.

**Patient Visitation** – The hospital and ambulatory care clinics allow a family member, friend or other individual to be present with you for emotional support during your stay or visit. General patient visitation will not be restricted, limited or otherwise denied on the basis of age, ethnicity, religion, culture, language, physical or mental disability, income education, job, income level, sex, sexual orientation and gender identity or expression. If you would like a copy of any patient policy, please contact a member of your care team.

**Positive Self-Image and Dignity** – You have the right to a medical chaperone and to receive care in an environment that preserves your personal dignity and contributes to a positive self-image. You have the right to keep and use personal clothing and possessions, use mail services, and use telephones in a private space unless this impacts on others' rights or is not medically or therapeutically advised, based on the setting, patient population or service.

**Privacy** – You have the right to personal privacy during the course of your treatment.

**Privacy of Pictures** – You have the right to expect that pictures, recordings or other images taken by staff that contain any patient identifiers or facial information will be treated as protected health information and will not be released to anyone without your consent, except when required by law or a third-party payer contract. If you would like a copy of any patient policy, please contact a member of your care team.

**Protective Services** – You have the right to a safe and secure environment, including assistance in accessing protective and advocacy services as needed.

**Release of Medical Records** – You have the right to expect that your medical records will not be released to anyone without your consent, except when required by law or a

third-party payer contract.

### **Report Concerns Regarding Care and Safety**

– You have the right to share concerns and receive assistance to settle a complaint without being pressured, or subject to discrimination, reprisal or unreasonable interruption of care.

**Research and Teaching** – Research to improve health is part of our mission. While we may use patient information in research, we will not release information that identifies a patient unless the patient gives us permission. You have the right to choose whether or not to take part in any research study or educational program. If you decide that you no longer want to take part in a study, you can stop at any time and it will not change your access to any care, treatment or services unrelated to the research.

### **Respect for Cultural and Personal Values**

– You have the right to expect understanding of your cultural values, beliefs and preferences, including respect for special religious, spiritual and cultural practices/services, as allowed by law.

**Respectful Care** – You have the right to be free and protected from abuse, neglect, inappropriate use of restraint and seclusion, humiliation, financial or other exploitation, and retaliation.

**Safe and Clean Environment** – You have the right to expect to be cared for in a safe and clean environment. You have the right to report concerns regarding your care and safety.

**Second Opinion** – You have the right to ask for the advice of another doctor if you are uncertain about your care or treatment plan.

## **YOUR RESPONSIBILITIES**

- Be respectful of your healthcare team, including all employees of the hospital and ambulatory care clinics, other visitors and patients.
- Be thoughtful about your language, behavior and conduct, and the property of others. Be mindful of noise levels, privacy and the number of visitors allowed.
- During your hospital stay, you have a right to privacy. Out of respect for others, patients and visitors are not permitted to video/audio record or take photos of other patients or hospital staff without their permission.



- Give full information about your health and any changes in your condition to your doctor and other members of your healthcare team.
- Follow your treatment plan and tell your doctor or nurse if you have any concerns, so changes can be made if needed. If you choose not to follow your care instructions, you will be responsible for the outcome.
- You and your family are encouraged to ask questions if you do not understand the information about your treatment or what to do for your care. You and your family are also encouraged to ask questions about patient safety procedures (e.g., Have you washed your hands?).
- It is in your best interest to stay in the area where your care is given to enhance patient safety and to move forward with your treatment as planned without unexpected delays or interruptions. You may leave the unit if approved by your healthcare team. (For example, patients having certain clinical conditions or treatments, patients with guardians or minors, patients with psychiatric illnesses being treated in Ohio State Harding Hospital or the Emergency Department, and/or prisoners). If you choose not to follow these rules, you will be asked to sign a Patient Safety Agreement. If you would like a copy of any patient policy, please contact a member of your care team.
- Follow the Tobacco Free Environment policy. Smoking or the use of other tobacco products is prohibited anywhere on hospital or ambulatory properties.
- Pay your bills in a timely manner. Financial counseling can be made available upon request.

Your concern is our concern.

If you have any concerns about your care, treatment or safety, please talk with a member of your healthcare team or call the Patient Experience Department at one of the numbers listed on this page. A staff member will talk with you and connect you with the best person to help with your issue or concern. Most concerns can be resolved through this process.

**The Ohio State University Comprehensive Cancer Center – Arthur G. James Cancer Hospital and Richard J. Solove Research Institute**

614-293-8609

If at any time you believe you need more help, you may call:

**The Ohio Department of Health, Health Care Facility Complaint Hotline**

800-669-3534

**The Ohio Department of Health, Complaints for Nursing Homes/Health Care, Long-term Facilities**

800-342-0553

TTD: 614-752-6490

**The Joint Commission**

*To report a Patient Safety Event, visit [jointcommission.org](http://jointcommission.org) and click on the applicable link in the Action Center.*

*The Office of Quality Patient Safety (OQPS)*

*The Joint Commission*

*One Renaissance Blvd.*

*Oakbrook Terrace, IL 60181*

*800-444-6610*

*Fax: 630-792-5636*

**U.S. Department of Health and Human Services, Office for Civil Rights**

312-886-2359

**Ohio Department of Mental Health and Addiction Services**

614-466-2596

TDD: 614-752-9696

**Disability Rights Ohio**

614-466-7264

TTD: 614-728-2553

**KEPRO Inc. (Medicare patients with concerns regarding discharge)**

216-447-9604

# TV Channel Listing

<b>2</b>	James Channel/Music Streaming		(Spanish Entertainment)
<b>4</b>	NBC/WCMH HD	<b>40</b>	DISCOVERY HD
<b>6</b>	ABC/WSYX HD	<b>41</b>	A&E HD
<b>7</b>	PBS/WOSU HD	<b>42</b>	BIOGRAPHY HD
<b>8</b>	FOX/WTTE HD	<b>44</b>	FOOD HD
<b>10</b>	CBS/WBNS HD	<b>45</b>	HGTV HD
<b>12</b>	TLC HD	<b>46</b>	NASA HD
<b>13</b>	CW/WWHO HD	<b>47</b>	USN SD
<b>14</b>	TRAVEL HD	<b>52</b>	SYFY HD
<b>17</b>	TBS HD	<b>53</b>	BRAVO HD
<b>18</b>	WOSUOH SD (WOSU)	<b>61</b>	NGC HD (National Geographic Channel)
<b>19</b>	WOSUPL SD (WOSU Plus)		
<b>20</b>	HISTORY HD	<b>62</b>	GOLF HD
<b>21</b>	ESPNU HD	<b>63</b>	FNC HD (Fox News Channel)
<b>22</b>	BTN-primary HD (Big Ten Network)	<b>64</b>	FX HD
<b>23</b>	HALLMARK HD	<b>65</b>	LIFETIME MOVIE NETWORK HD
<b>24</b>	BTN-alt1 HD (Big Ten Network Alt. 1)	<b>66</b>	Soundscape SD (Relaxation Channel)
<b>25</b>	BTN-alt2 HD (Big Ten Network Alt. 2)		
<b>26</b>	NBCSN HD (NBC Sports Network)	<b>98</b>	CCTV SD (Chinese Central TV)
<b>27</b>	Velocity HD		
<b>28</b>	CNN HD		
<b>29</b>	USA HD		
<b>30</b>	TNT HD		
<b>31</b>	ESPN HD		
<b>32</b>	ESPN2 HD		
<b>33</b>	FSNO HD (Fox Sports Net – Ohio)		
<b>34</b>	STO HD (Sports Time Ohio)		
<b>35</b>	Newborn Channel (Spanish)		
<b>36</b>	Newborn Channel (English)		
<b>37</b>	The Patient Channel		
<b>38</b>	MeTV/WCMH SD (TV Land)		
<b>39</b>	MYTV/WSYX SD		

# Quick Telephone Guide

**When calling from a hospital phone, dial only the last five digits of the phone number.**

Admitting .....	614-293-8652
Billing.....	614-293-2100
Cafeteria (BistrOH!) .....	614-366-6206
Environmental Services.....	614-685-7888
Financial Assistance .....	614-293-0860
Gift Shop (Scarlet Ribbon) .....	614-293-8942
Hospital Operator.....	614-293-8000
Library for Health Information .....	614-293-3707
Lost and Found (Security).....	614-293-8500
Medical Records .....	614-293-8657
Nutrition Services .....	614-293-8711
Outpatient Pharmacy .....	614-293-5920
Pastoral Care.....	614-293-8791
Patient and Family Resource Center .....	614-366-0602
Patient Education Resources .....	614-293-5853
Patient Experience.....	614-293-8609
Patient Information/Lobby .....	614-293-3300
Safety and Security.....	614-293-8500
Social Work.....	614-366-5119