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

Patient and Visitor Guide

The James

ROOM: __________________

PHONE: __________________
# Contents

## During Your Stay

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Room</td>
<td>2</td>
</tr>
<tr>
<td>- Communication Whiteboard</td>
<td>2</td>
</tr>
<tr>
<td>- Bed Controls/Call Button</td>
<td>2</td>
</tr>
<tr>
<td>- MyChart Bedside</td>
<td>2</td>
</tr>
<tr>
<td>- Making a Call from Your Room</td>
<td>2</td>
</tr>
<tr>
<td>- Dining</td>
<td>2</td>
</tr>
<tr>
<td>- Cell Phones</td>
<td>3</td>
</tr>
<tr>
<td>- Quiet Hospitals Help Healing</td>
<td>3</td>
</tr>
<tr>
<td>- Mail</td>
<td>3</td>
</tr>
<tr>
<td>- Housekeeping Needs</td>
<td>3</td>
</tr>
<tr>
<td>- Overhead Announcements</td>
<td>3</td>
</tr>
<tr>
<td>- Personal Belongings</td>
<td>3</td>
</tr>
<tr>
<td>- Wi-Fi</td>
<td>3</td>
</tr>
<tr>
<td>Your Care</td>
<td>4</td>
</tr>
<tr>
<td>- Reaching Your Care Team</td>
<td>4</td>
</tr>
<tr>
<td>- Your Care Team</td>
<td>4</td>
</tr>
<tr>
<td>Your Discharge</td>
<td>7</td>
</tr>
<tr>
<td>- Discharge Process</td>
<td>7</td>
</tr>
<tr>
<td>- Financial Assistance</td>
<td>7</td>
</tr>
<tr>
<td>- Help with the Cost of Prescription Medicine</td>
<td>7</td>
</tr>
<tr>
<td>- Your Medical Records</td>
<td>7</td>
</tr>
</tbody>
</table>

## Your Safety, Security and Satisfaction

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participate in Your Care</td>
<td>8</td>
</tr>
<tr>
<td>Leaving Your Room or Unit</td>
<td>8</td>
</tr>
<tr>
<td>Please Call, Don’t Fall</td>
<td>8</td>
</tr>
<tr>
<td>Preventing Pressure Ulcers</td>
<td>9</td>
</tr>
<tr>
<td>ID Bracelet</td>
<td>9</td>
</tr>
<tr>
<td>Hand Hygiene</td>
<td>9</td>
</tr>
<tr>
<td>Your Rights and Responsibilities</td>
<td>10</td>
</tr>
<tr>
<td>Privacy Policies</td>
<td>10</td>
</tr>
<tr>
<td>Advance Directives</td>
<td>10</td>
</tr>
<tr>
<td>Service Animals</td>
<td>10</td>
</tr>
<tr>
<td>Patient Experience</td>
<td>11</td>
</tr>
</tbody>
</table>

## For Your Family and Friends

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visitation Policy</td>
<td>12</td>
</tr>
<tr>
<td>- Staying Overnight</td>
<td>12</td>
</tr>
<tr>
<td>- Respect for Other Patients</td>
<td>12</td>
</tr>
<tr>
<td>- Children</td>
<td>12</td>
</tr>
<tr>
<td>Hotel Information</td>
<td>12</td>
</tr>
<tr>
<td>How to Contact Patients</td>
<td>12</td>
</tr>
<tr>
<td>Flowers and Balloons</td>
<td>13</td>
</tr>
<tr>
<td>Be an Advocate for Your Loved One</td>
<td>13</td>
</tr>
<tr>
<td>Early Response Teams</td>
<td>13</td>
</tr>
<tr>
<td>Hand Hygiene and Infection Prevention</td>
<td>13</td>
</tr>
</tbody>
</table>
WELCOME

On behalf of the physicians, faculty and staff of the Ohio State Comprehensive Cancer Center – James Cancer Hospital and Solove Research Institute, we are pleased that you have chosen The James for your treatment and care and we welcome you.

We have designed The James with the goal of providing 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. By placing our world-class researchers and clinical subspecialists in closer proximity to you, our hope is 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. It’s yours to keep, so please feel free to write in it any names, phone numbers or questions you may want to ask those caring for you. If you have any other questions or concerns, please ask a member of your healthcare team or call Patient Experience at 614-293-8609 or 3-8609.

Sincerely,
Michael A. Caligiuri, MD
Director, The Ohio State University Comprehensive Cancer Center
CEO, James Cancer Hospital and Solove Research Institute
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.

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 your meals using Dining on Demand.
• 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; these are available 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 with you to discuss those 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. You are asked to use cell phones with caution in these areas.

Hospital employees may request that a patient or visitor discontinue use of 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 being delivered. 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.

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 these items 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. Ohio State Comprehensive Cancer Center – James Cancer Hospital and Solove Research Institute 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 with 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 feel free to 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. An RN wears 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.

Fellows
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.

Residents
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.

Interns
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 Students
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, provide patient education and counseling.

Advanced Practice Nurses
Advanced Practice Nurses (APNs) are registered nurses with advanced nursing training. Certified Nurse Practitioners (CNPs) are independent practitioners with a focus on assessment, diagnoses, disease prevention and management of your condition and 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) that 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.

Pharmacists
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 round with your care team assisting 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 as well as 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 with you during your stay. He or she may give you breathing treatments or oxygen. A respiratory therapist wears a royal blue uniform.

Imaging Technologist
An imaging technologist may visit with 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. 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.
YOUR DISCHARGE

Discharge Process
When your doctor feels 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 what 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 who 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 the Cost of Prescription Medicine
The Patient Assistance Program (PAP) provides free or reduced-cost medicines to patients with limited income to purchase prescribed medicines. Eligible patients include those who are:

• Uninsured and not eligible for any public health program.
• Medicare-insured without prescription benefits.
• Waiting for approval for their application for public health assistance.

Patients may be referred by nurses, doctors, social workers, case managers, patient care resource managers or other staff members. PAP staff are available Monday through Friday from 8:30 a.m. to 4:30 p.m. at 614-293-0394 or 3-0394.

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. Ask us about procedures, treatments 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. 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 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. By staying close, your care team can follow your course of treatment without delay or interruption in a safe manner. 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 to 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 to help you.
• 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 the same questions of you. 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 their 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 your providers 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 in order to complete advance directives. In the state of 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 when you are terminally ill or in a permanently unconscious state and unable to speak for yourself.
- Do Not Resuscitate (DNR) Order says 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 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 nurse’s 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 in order 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 visitors are limited to one visitor per patient, 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. The child is considered one of the two patient visitors. 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.
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 patients in these areas.** 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 them work with doctors, nurses and hospital staff. To help your loved one make the best decisions about their 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 feel 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 available 24 hours a day, seven days a week. 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 to clean your hands and make sure that everyone who touches the patient, including doctors and nurses, cleans their hands, too. Everyone should clean their 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 specific 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. 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 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., offering 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 and, serving 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 12th Avenue Garage.
• Daily: 10 a.m. to 3 a.m.
• Holiday hours vary

**Vending Machines** – Located throughout the medical center, vending machines are available 24 hours a day, seven days a week, offering snacks, beverages and entrees in larger areas. Change machines are also provided.

For other restaurants or food carts that are within a short driving distance, please visit the information desk.

**Pharmacies**

Available to Wexner Medical Center and James 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 board-certified pharmacists, multiple medication delivery and pick up options and medication assistance programs to help lower the cost of therapy. The Outpatient Pharmacy is located on the Wexner Medical Center campus on the conference level of The James next to the Huntington Bank branch. Call the outpatient pharmacy at **614-685-1672 or 1-844-511-5891**. For more information, visit 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 University Hospital’s Doan Hall 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.

**Gift Shop** – The Scarlet Ribbon Gift Shop in the Rhodes Hall lobby offers a variety of items including 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. Serving 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 outside each bank, in the Rhodes Hall lobby and in the Ross Heart Hospital main lobby. In addition, two full-service Huntington bank branches are available on campus.
- In The James, on the conference level. Hours are Monday through Thursday, 9 a.m. to 5 p.m. and Friday, 9 a.m. to 6 p.m.
- In Doan Hall on the first floor, 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
Ohio State Wexner Medical Center has 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, can also be found 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 in close vicinity 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 across 10th Avenue from The James, 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.
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 level one.
- In Rhodes Hall, The Sanctuary can be found in the fifth floor Atrium.
After You Leave the Hospital

Access Your Medical Information with OSUMyChart

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

- When you are discharged, you will receive an After Visit Summary that includes an OSUMyChart activation letter. This document will contain your activation code and your Medical Record Number (MRN), needed to create your own OSUMyChart account.
- Visit wexnermedical.osu.edu/osumychart to create your account in a few simple steps.

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

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 unique 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.

Giving Back

There are many ways to support The James. Your help is greatly appreciated.

Make a Gift

- Give online. Donations allow our cancer specialists and researchers to pursue promising new ideas and research to ultimately develop new methods of cancer prevention, detection, diagnosis and treatment. Visit giveto.osu.edu/cancerfreeworld to make a gift.
- Mail your gift. You can mail your gift to: P.O. Box 183112, 660 Ackerman Road, Columbus, OH 43218-3112.
- Learn more. Speak with a development representative by calling 614-293-3744 or 3-3744 to learn about how you can make a gift.

Get Involved

- Become a Community Partner. Our Community Partners Program consists of corporations, individuals and community groups who raise funds in support of our mission. From corporate initiatives to local events, more than 400 Community Partners bring in significant dollars to further research, education and patient care at Ohio State. To learn more, please contact us at 614-293-4927 or 3-4927 or
communitypartners@osumc.edu or visit cancer.osu.edu and search Community Partners.

• Become a Volunteer. Volunteers are an important part of our team, helping fulfill our mission to improve people’s lives through innovation in research, education and patient care. To learn more, contact us at 614-293-4663 or 3-4663 or visit cancer.osu.edu and search Volunteering.

• Become a Patient and Family Experience Advisor. 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 advisors 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.

• Join our online panel. Patients and caregivers are invited to provide feedback about their care and overall experience at our hospitals 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.

Staying Connected
Keep in touch with Ohio State 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
Like us on Facebook Facebook.com/OSUCCCJames
Follow us on Twitter Twitter.com/osuccc-james
Follow us on YouTube YouTube.com/OSUTheJames
Parking

All parking garages at Ohio State’s Wexner Medical Center have designated handicapped parking spaces and elevators available. Patients and visitors can park at:

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

Patient and Visitor Valet Parking

Valet service is available in four locations on the Ohio State Wexner Medical Center campus:

• 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.
• Ross Heart Hospital valet service is located at its entrance at 452 W. 10th Ave. It is available Monday through Friday from 5 a.m. to 5:45 p.m.
• 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.
• 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 Cancer Hospital and Solove Research Institute or University Hospital, which are staffed until 12 a.m. Monday through Friday.

After midnight on weekdays, or during weekends and holidays, call Security at 614-293-8500 or 3-8500 for assistance.

Free Park & Ride and Shuttle Service

A number of shuttle options are also available to patients and visitors.

• Free Park & Ride shuttles provide transportation to and from medical center parking garages and buildings Monday through Friday from 7 a.m. to 6 p.m. To access this service, call 614-293-8669 or 3-8669 or use the call buttons located at the main entrances of medical center buildings and all patient and visitor garages.
• A scheduled shuttle also runs run from the medical center to Martha Morehouse Medical Plaza from 7 a.m. to 6 p.m. Monday through Friday.

If you require transportation help after 5 p.m., please visit the Rhodes Hall Information Desk or call 614-293-7300 or 3-7300 for cab or other transportation information.
Notice of Non-Discrimination

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

The Ohio State University Wexner Medical Center does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

The Ohio State University Wexner Medical Center provides free aids and services to people with disabilities to 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.
Patient Rights and Responsibilities

As a patient, you have many rights and responsibilities. If you have any questions about these rights and responsibilities, 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.

**RIGHTS**

*We support your right to:*

**Access care** – You are able to receive care when medically necessary no matter your age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, education, job, sex, sexual orientation and gender identity or expression.

**Access your medical records** – You can request a review of your medical records and a change to your medical records, if needed.

**Advance directives** – You have the right to complete a living will, do not resuscitate (DNR) order and a healthcare power of attorney to share the type of care you would like to receive if you are not able to make decisions about your care for any reason. The healthcare power of attorney lets you name another person to make healthcare decisions for you if you are not able to do so.

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

**Confidentiality** – Your medical records and any discussions or decisions about your care will be kept private.

**Continuity of care and discharge information** – You have the right to receive information before the transfer if you are being transferred to another doctor, unit or facility. You also have the right to written discharge information from your care team about your follow-up care.

**Information about your care and treatment** – You, your guardian or authorized person with consent have the right to receive open, honest, prompt and easy-to-understand communication from your care team about your condition and treatment. At times, communication may be restricted due to your medical condition or at your request. You have the right to take part in your treatment decisions and receive information about the cost of treatment. The hospital will provide information based on your age, language and ability to understand.

**Informed consent and refusal** – You have the right to request information about your care and to know your treatment options, risks, benefits and alternatives, except in an emergency. You may refuse treatment as permitted by law.

**Know the identity of your caregivers** – You have the right to know the name and role of those who care for you.

**Language access** – You have the right to receive and request medical information in your preferred language. This includes interpreter services, translation of information or vision and hearing accommodations such as Communication Access Realtime Translation (CART) or Braille.

**Pain management** – Your healthcare team will work with you to manage your pain.

**Participate in decisions about your care** – You are encouraged to be involved in decisions about your care, treatment and services provided, including the informed consent process.
Patient visitation — You are allowed to have a family member, friend or other person with you for emotional support during the course of your stay. General patient visitation will not be restricted, limited or otherwise denied on the basis of age, ethnicity, religion, culture, language, disability, socioeconomic status, sex, sexual orientation and gender identity or expression.

Positive self-image and dignity — You have the right to receive care in an environment that preserves your personal dignity and that contributes to a positive self-image.

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

Privacy of pictures — You can expect that pictures, recordings or other images taken by hospital staff that identify you 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.

Release of your records — 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 are able to share concerns and receive assistance to settle a complaint.

Research and teaching — You have the right to choose whether or not to take part in any research study or educational program.

Respectful care — You have the right to expect respect for your cultural values, beliefs and preferences. This may include special religious, spiritual and cultural practices/services, as allowed by law. You have the right to care with dignity that is free from abuse, neglect, improper use of restraint and seclusion, shame or other mistreatment.

Safe and clean environment — You may expect to be cared for in a safe, secure and clean environment. Report any concerns you may have about 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

• Give full information about your health and any changes in your condition to your doctors and others on your care team. You and your family need to ask questions when you do not understand your treatment or what to do about your care.

• Follow the rules of the hospital and respect the rights and property of other patients and hospital employees.

• Tell your nurse before you leave your room or the floor.

• Follow your treatment plan and tell your doctor or nurse if you have any concerns, so we are able to help with your care needs.

• If you choose not to follow your care instructions, you will be responsible for the outcome.

• Pay your bills in a timely manner.

• Follow the hospital’s tobacco-free-environment policy. Smoking or the use of other tobacco products is not allowed anywhere on medical center property. This includes parking areas and cars in those areas. Tobacco products include cigarettes, electronic cigarettes, cigars, cigarillos, hookah smoked products, pipe and oral tobacco. It also includes any product that mimics tobacco, contains tobacco flavoring, or delivers nicotine other than for the purpose of cessation.

• Follow the hospital’s photography policies and do not record or photograph clinical care provided to you or others.
YOUR CONCERN IS OUR CONCERN
If you have any concerns about your care, treatment or safety, we encourage you to talk with a member of your healthcare team or The Ohio State University Wexner Medical Center Patient Experience at the one of the locations listed below. 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 Wexner Medical Center
614-293-8944

The Ohio State University Comprehensive Cancer Center – Arthur G. James Cancer Hospital and Richard J. Solove Research Institute
614-293-8609

University Hospital East
614-257-2310

Ohio State Harding Hospital Patient Advocate
614-688-8941

Ohio State Primary and Specialty Care Networks
614-293-8944

If at any time you feel you need more help, you may choose to 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
TDD 614-752-6490

The Joint Commission
800-994-6610

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
TDD 614-728-2553

KePRO Inc.
(Medicare patients with concerns regarding discharge)
216-447-9604
## TV Channel Listing

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

When calling from a hospital phone, only dial 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
Pastoral Care .............................................................................................................................. 614-293-8791
Patient Experience ..................................................................................................................... 614-293-8609
Patient Information/Lobby .......................................................................................................... 614-293-3300
Safety and Security .................................................................................................................... 614-293-8500
Social Work .................................................................................................................................. 614-366-5119
Tobacco-Free Campus

The Ohio State University Wexner Medical Center is tobacco-free at all locations. This allows us to provide a safe environment for our patients, especially those undergoing oxygen therapy. Please refrain from using tobacco products, including cigarettes, electronic cigarettes, cigars, pipes and chewing tobacco.