



# PATIENT INFORMATION GUIDE

[avitahealth.org](http://avitahealth.org)

**Bucyrus Hospital 419-562-4677 | Galion Hospital 419-468-4841 | Ontario Hospital 567-307-7557**

# Welcome

## Welcome to Avita Health System!

Our purpose is to assist you on your road to recovery. We believe in offering a complete cycle of care that may begin before your admission and continue after your discharge.

The efforts of the entire hospital staff are directed toward serving you and providing you with the best medical care.

We are providing you with this booklet to acquaint you with our services because understanding can contribute to your comfort, happiness, and general well-being. We hope you will find this booklet helpful and that you have a speedy recovery.



### *Greetings* from the CEO

I would like to add my personal welcome to Avita Health System. Your care and satisfaction are extremely important to us. If at any time during your stay, you have a comment or question, please do not hesitate to contact a staff member. We are here to serve you.

I would like to extend a heartfelt thank you for trusting us with your care.

*Warmest wishes,*

A handwritten signature in black ink that reads "Jerome Morasko". The signature is fluid and cursive.

Jerome Morasko  
**President and CEO**  
**Avita Health System**

# ADMISSION

## Admissions Fall into One of These Categories:

### INPATIENT

Your condition requires admission to the hospital for treatment that can best be provided in the hospital setting, usually for longer than 48 hours.

### OBSERVATION

Observation is actually an outpatient status, during which time you are closely monitored and usually treated for less than 48 hours. If your condition improves during this period, you may be discharged; if not, you may be admitted to inpatient.

Should you have questions concerning your status, please contact **Case Management:** Monday - Friday, 8am - 3pm.

**Galion: 419-468-0695**

**Bucyrus: 419-563-9309**

**Ontario: 567-307-7946**

### SWING BED

You are medically ready for discharge from the inpatient setting to a lower level of care. A "swing bed" is a change from inpatient care to skilled nursing care, like what you would receive in a nursing home. You must meet specific criteria and your insurance must approve this care.

### ADVANCE DIRECTIVES

If you are over 18 years of age, you will be asked about Advance Directives. Your Living Will, Durable Power of Attorney for Health Care, and legal Do Not Resuscitate Order are advance directives. These documents allow you to give instructions about your future medical care.

If your advance directives are complete, please make a copy available for your medical record when you are admitted. Information about advance directives can be obtained from the registration office, from your nurse, or from the Case Management Department. Our staff will be happy to answer your questions and arrange for assistance needed in helping you complete these documents.

### PERSONAL CARE ITEMS

Items that you need for your own personal care should be brought from home, when possible. A limited selection of items are available for patient use and to purchase from the gift shop. Electrical devices brought from home should not have signs of damage.







## **CONFIDENTIALITY – DO NOT ANNOUNCE**

Avita Health System must meet governmental regulations that protect your privacy and confidentiality. You have the right to be listed as a DO NOT ANNOUNCE patient. This means, under HIPAA law, we cannot give your room number or information about your current health condition to people who call and ask for you or about you, or who come to see you. If an inquiry is made about you, Avita staff will state that we have no information about you. No visitors or phone calls will be directed to your room.

You may choose to remain on the standard hospital listing, which would allow for callers and visitors to obtain your room number and/or your current health condition, such as: good, stable, fair, poor, etc.

## **VALUABLES**

Please do not bring valuables to the hospital. The hospital cannot be responsible for loss of or damage to your personal property including glasses, contact lenses, hearing aids, medications, dentures, or items such as personal electronic devices. If you have valuables with you (*money, a wallet, medications, or jewelry*) and cannot send them home, talk to your nurse and arrangements will be made to secure them in the hospital safe.

## **ORGAN, EYE, AND TISSUE DONATION**

Avita Health System has partnered with Lifeline of Ohio, the organization responsible for facilitating the gifts of organ, tissue, and eye donation. A single donor can save up to eight lives through organ donation and heal the lives of up to 50 more through tissue and cornea (*eye*) donation. Ohioans can register their donation decision in the Ohio Donor Registry by saying “yes” to donation when receiving or renewing their driver license or State I.D. card at their local Bureau of Motor Vehicles, or by registering online at [lifelineofohio.org](http://lifelineofohio.org). In addition to registering their intent to become a donor, Ohioans are encouraged to share their decision with their family, as their family will be involved in the donation process if a person is deemed a suitable candidate for donation upon death. By placing their name in the Ohio Donor Registry, Ohioans give their consent for donation and ensure that the decision to be a donor will be carried out at the time of their death, if donation is possible. Donation information is available from your care team or you can visit [lifelineofohio.org](http://lifelineofohio.org) for further donation information.

# KNOW THE RISKS FOR DEEP VEIN THROMBOSIS

## What is deep vein thrombosis?

Deep vein thrombosis (DVT) is a common condition. It is the result of a blood clot that forms inside a vein, usually in the leg, which can block the flow of blood through the vein.

## DVT AND PULMONARY EMBOLISM

DVT can lead to pulmonary embolism (PE). PE occurs when a blood clot breaks loose, travels through the veins, and blocks a blood vessel leading to the lungs.

## DVT SIGNS AND SYMPTOMS

Often, DVT occurs without signs or symptoms and can be hard to detect. Consult your provider.

### Seek urgent medical care if you notice:

- Swelling of the leg
- Pain or tenderness in the leg; the pain is usually in one leg and may only be present when standing or walking
- Skin that is warm to the touch in the leg
- Red or discolored skin

### Seek urgent medical care if you have:

- Sudden unexpected shortness of breath
- Chest pain and/or palpitations
- Anxiety and/or sweating
- Coughing/coughing up blood
- Fatigue and/or fainting

## WHO IS AT RISK FOR DVT?

DVT can occur in almost anyone, but certain people may be more at risk. Some of the factors that may increase your risk of DVT are:

- Age 40 years or older
- Being overweight
- A personal family history of blood clots
- Birth control pills
- Hormone replacement therapy (HRT)
- Cancer
- Certain heart problems
- Stroke
- Respiratory failure
- Varicose veins
- Pregnancy
- Surgery including hip, knee, or stomach surgery
- Currently off your feet due to a long illness, injury, or surgery

## HOW IS DVT TREATED?

*The good news is DVT may be prevented and treated. Your provider may prescribe medicine or take other action. This is why it is important to talk to your provider about your risk of DVT. It could save your life.*

# PATIENT SAFETY

## PATIENT SAFETY

Avita Health System strives to provide a safe environment and high quality of care for our patients. Our administrative team is very interested in having any questions or concerns regarding safety or the quality of care brought to our attention.

## PLEASE SPEAK UP

Administration, physicians, nurses, and the entire staff are here to provide a safe environment, and we need you, as a patient, and your family to help. That's why we encourage patients to get involved in their own care.

### ***Getting involved pays off!***

#### **Taking an active role in your healthcare includes these important steps:**

- Listen carefully to instructions and ask questions if you do not understand. You have a right to question anyone who is involved with your care.
- Take part in decisions about your treatment.
- Write down questions you may have during your stay so you do not forget to ask.
- Make sure you tell your care providers all of your concerns.
- You can always ask to speak to the nurse manager for any questions or concerns during your stay.



If it seems like we ask for your name a lot, *you're right!*

To provide the highest quality care and avoid medical errors, we must verify your name and date of birth prior to taking action with you or your information.

We appreciate your patience!

***If we don't ask your name, please remind us!***





## MEDICATIONS

A list of medications you are currently taking, along with the dosage and schedule, is necessary when you enter the hospital. This will assist your healthcare team in planning your care.

Please include all over-the-counter medications, home remedies, herbal medications, vitamins, and weight gain or loss products such as shakes, pills, or bars. Sometimes they can be dangerous when you take them with other medications.

A list of allergies, including medication allergies, is also necessary. In some instances, you may be asked to bring your medications with you. If you bring medication with you that is not needed and it cannot be sent home, please give it to the nurse for safekeeping during your stay.

## UNDERSTAND YOUR MEDICATION

- The medication you receive in the hospital may be different than what you take at home.
- Know what medications you are taking, why you are taking them, what they look like, what time you take them, and potential side effects.
- If they look different, ask why.
- ***Make sure your identification bracelet is checked before any medication is given.*** When you are discharged home, ask your doctor to explain your plan of care for you to follow at home. Make sure you understand your medications and what activity and meal plan you are to follow.

## FALL PREVENTION

One of our main goals is to keep you safe while you are here. You may have tests, medication, and treatments that increase your chance of falling. Some patients are at a higher risk for getting hurt if they fall. Your health care team may decide you need extra care if you are at risk for injury from a fall.

There is a call button at each bedside and a pull cord in each bathroom. Push the button or pull the cord to alert the staff that you need assistance.

You will be kept informed by nursing personnel or your physician of any activity restrictions.

**Please Call,  
Don't Fall!**



**Your safety is very important to us.**

Which is why we ask if you need to get up please use your call button for assistance.

### Please ring for assistance:

- Before getting out of bed
- If you've been medicated
- If you've had surgery
- If you're feeling tired, faint, or dizzy

If you do get up by yourself, **please** sit on the edge of the bed for a few minutes to determine if you are steady and can walk alone. If you become faint or dizzy when standing, **please** sit down immediately and call for assistance.

We attempt to identify patients who are at risk of injury from fall. The **FALL PRECAUTION** plan is explained to you and your family during orientation to the hospital. If your side rails are up, please do not crawl over or around them. Call for the nurse.

## RESTRAINT USE

Physical restraint devices such as side rails, wrist or ankle restraints, mittens, etc. may be beneficial to a patient's safety. These devices are used by trained personnel only when absolutely needed and according to manufacturer instructions. They can be used to protect you and others from possible harm. They may also assist in providing uninterrupted treatment. Please know that we believe in minimal use of restraint devices. However, at times, the use of a restraint device may be necessary. The use of restraint devices in this facility is limited to patients demonstrating symptoms that require intervention to promote personal safety and/or safety to others. Restraint devices are never used as a form of coercion, punishment, or as a staff convenience.

## IDENTIFY YOURSELF

- Wear your identification bracelet at all times.
- Know what procedures you are to have and make sure healthcare workers tell you what they plan to do before consenting to a procedure.



## TWO THINGS YOU CAN DO TO PREVENT INFECTION

Avoiding contagious diseases like the common cold, strep throat, and influenza (*flu*) is important to everyone. Here are two easy things you can do to fight the spread of infections like pneumonia, whooping cough, chicken pox, strep throat, tuberculosis, mumps, measles, rubella, SARS, or COVID-19:

### 1. Clean Your Hands

- Use soap and warm water. Rub your hands vigorously for at least 15 seconds.
- Or, if your hands do not look dirty, clean them with alcohol-based hand sanitizer. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.
- Clean your hands before touching or eating food. Clean them after you use the bathroom, take out the trash, change a diaper, handle money, or play with a pet.
- Doctors, nurses, dentists, and other healthcare providers come into contact with lots of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands.

### 2. Cover your mouth and nose

- Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel three feet or more. If you are sick, controlling a cough can help prevent the spread of infection to others.
- Use a tissue. Keep tissues handy at home, at work, and in your pocket. Be sure to throw away used tissues and then clean your hands.

- If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands, wash your hands right away.

To prevent the spread of infection, standard precautions are followed throughout the hospital by all staff. These are basic measures, including hand hygiene, that apply to all patient care, regardless of whether the patient has an infection.



# GENERAL SECURITY

## SECURITY

Security is available for your safety 24 hours a day, 7 days a week. All employees and volunteers will be wearing an identification badge that includes their name, photo, and department. For the security of everyone within the facility, non-employees and vendors will also be asked to wear an identification badge. Caregivers will identify themselves and explain who they are and what care or treatment they are going to provide. Do not hesitate to ask them who they are or what they are doing. If you need to leave the nursing unit at any time, please inform your caregiver. Outside hospital doors are locked at night and entry is through the Emergency Department entrance.

## SMOKE FREE POLICY



Tobacco use (*including but not limited to cigarettes, e-cigarettes, vapors, pipes, cigars, chew, snuff/dip*) is not permitted anywhere on Avita Health System premises, grounds, or parking lots.

## EMERGENCY DRILLS

Periodic emergency drills are held on all shifts, including fire drills. Please do not be frightened if you hear the alarms that signal a drill or the announcement of any Code. In the event of a real emergency, your nurse or another staff member will advise you.

## WEAPONS

Avita Health System, as a private business in line with Ohio law, prohibits carrying a firearm or other deadly weapon onto the premises including bladed weapons, taser or stun guns, and chemical aerosols such as pepper spray. This includes those possessing a valid license to carry a concealed handgun in the State of Ohio.

## CONTRABAND

Our hospital will cooperate with law enforcement regarding possession of illegal drugs, drug paraphernalia, prescription medication not prescribed for the patient, and weaponry.

If a visitor is found to have brought any of these items into a patient room, visitation may be restricted and law enforcement will be notified.

## ABUSE

We are required by law to report cases of suspected child or elder abuse. We are also required to screen patients for abuse. If you are a victim of domestic abuse and are ready to seek help, please let your nurse or any other hospital employee know.

## PATIENT AND STAFF PRIVACY

For the privacy of our patients and staff, the use of any type of camera or video/audio recording device, including cell phone cameras, in any of our healthcare facilities is strictly prohibited.

## ZERO TOLERANCE

Avita Health System is a **Zero Tolerance** organization and will not tolerate physical, verbal, inappropriate sexual behavior/touching, or psychological intimidation toward our staff members. Depending on the nature of the behavior, security and/or law enforcement may be notified.

## ELECTRICAL EQUIPMENT

There are electrical hazards inherent to a hospital, so please tell your nurse if you bring any electrical appliances to the hospital. Electrical devices brought in by patients will be inspected to assure good working order.

# PATIENT RIGHTS & RESPONSIBILITIES

## AS A PATIENT OF AVITA HEALTH SYSTEM, YOU HAVE THE RIGHT TO:

**Access to Care and Treatment**, no matter your age, sex, race, color, religion, national origin, handicap, or ability to pay.

**Respect and Dignity** with respectful care that recognizes your personal dignity and individuality.

**Freedom from Abuse**: Freedom from neglect, physical, verbal, mental, sexual, and emotional abuse or harassment.

**Freedom from Restraints and Seclusion** of any form that is not medically necessary. Restraint and seclusion may not be used for punishment or staff convenience.

**Privacy and Confidentiality** in keeping with the law. You may expect any discussion involving your care to be discreet, and individuals not directly involved with your care will not be present without your permission. Your personal privacy will be protected.

**Privacy of Your Medical Record and Confidentiality** regarding your medical record. You have the right to access the information in your record within a reasonable time frame.

**Safety** while you are a patient and in our care.

**Know the Identity of Caregivers** and the role of staff providing care to you.

**Prompt Notification** of your doctor and your designated representative when you have been admitted.

**Communication and Access to Support**, including visitors and written/phone communication. You have the right to permit visitors, including but not limited to, a spouse, domestic partner, family member, friend, or other support person. You can withdraw your consent and deny specific visitors at any time. Visitation may be limited by the healthcare facility if it interferes with your or other patients' care or safety. Staff will advise you of any additional visiting restrictions in effect at the time of your stay. If you need a translator or special equipment to communicate, we will arrange for those services at no cost to you.

**Participate in Your Own Plan of Care**: You, the patient, are the most important person in decisions about your healthcare. You have the right to be involved in care planning and treatment except when physically unable, medically inadvisable, or contraindicated for medical reasons.

**Refuse Treatment**: You may refuse treatment, within the limits of the law.

**Consultation**: You may get a second opinion from another doctor or specialist (*at your own request and cost*).

**Transfer and Continuity of Care and Information** about a decision to transfer you to another facility for specialized services, including the alternatives to such a transfer. You also have the right to be informed by the staff of any discharge instructions or follow-up care.

**Information and Consent** about your illness and treatment options, communicated in a way you can understand. You have the right to make decisions regarding your care, and to be included in the consideration of ethical issues regarding your care. You will be allowed to decide whether or not to participate in any research, clinical trials, or clinical training programs. When you cannot participate, information is provided to a person designated by you or to another legally authorized person.

**Advance Directives**: You may write an Advance Directive (*Living Will and/or Durable Power of Attorney for Healthcare or doctor ordered "Do Not Resuscitate"*). You can expect that your healthcare providers will provide care that is consistent with these directives.

**Pain Management**: You have the right to have your pain relieved as completely as possible.

**Information About Your Healthcare Facility Charges and Healthcare Facility Rules**: You may request and receive an itemized bill for services rendered in the healthcare facility. You have the right to know what the rules and regulations of the healthcare facility are so that you can comply with them.

*continued next page*



**Beneficiary Notice of Non-Coverage** and the right to appeal a premature discharge with your payer.

**Complain or File a Grievance:** You may voice a complaint by giving it in writing, or asking to speak with someone in charge. The complaint will be forwarded to the appropriate member of leadership where it will be reviewed and addressed. Any employee can provide you with directions on how to file a complaint/grievance. This information is also available on the Avita website: [avitahealth.org](http://avitahealth.org). For your convenience, it is also included on the next page.

## **AS A PATIENT OF AVITA HEALTH SYSTEM, YOU HAVE RESPONSIBILITIES**

**Provision of Information:** Provide complete and accurate information to the best of your ability about your health history, present complaint, hospitalization, any medications, including over-the-counter products and dietary supplements, any allergies or sensitivities and any other matters pertaining to your health. You have the responsibility to report any changes in your condition to your healthcare provider.

**Compliance with Instructions:** Follow the treatment plan recommended by your practitioner, including the instructions of nurses and other health professionals as they carry out your plan of care. If you do not understand the information provided or your plan of care, you are responsible for asking questions. You are responsible for keeping appointments and, when unable to do so, for cancelling/rescheduling in a timely manner.

**Refusal of Treatment:** You are responsible for your actions if you refuse treatment or do not follow your practitioner's instructions.

**Healthcare Facility Regulations:** Follow healthcare facility rules and regulations. You will be informed of rules that apply to you when you become a patient.

**Respect and Consideration:** Be considerate of the rights of other patients, staff, and healthcare facility property, including assisting in the control of noise and the number of visitors.

**Advance Directives:** You may write an Advance Directive (*Living Will and/or Durable Power of Attorney for Healthcare or doctor ordered "Do Not Resuscitate" or DNR*). You can expect that your healthcare providers will provide care that is consistent with these directives. DNR status may be suspended during invasive procedures and anesthesia care, where you will be treated as a full code. This means that if you stop breathing or your heart stops beating, we will use any measures necessary to save your life. If your DNR status needs to be suspended for any period of time, your healthcare provider will explain this to you.

**Healthcare Facility Charges:** Be prompt to pay healthcare facility bills, to ask questions concerning the bill, and to provide the information necessary for insurance processing.

## **PATIENT EDUCATION REGARDING RIGHTS AND RESPONSIBILITIES**

Avita Health System patients are offered a list of these rights and responsibilities. They are also posted throughout the health system.



## How to Express a Complaint or Concern at Avita Health System

The staff of Avita Health System will do everything they can to make sure that your care is appropriate and prompt. If you are ever dissatisfied with your treatment, please approach a member of the staff or the department manager and they will attempt to resolve things as quickly as possible.

**You may also contact our Patient Relations Specialist**

GALION HOSPITAL ..... **419-468-0827** or by emailing: **[ccgch@avitahs.org](mailto:ccgch@avitahs.org)**

ONTARIO HOSPITAL ..... **567-560-3370** or by emailing: **[ccaoh@avitahs.org](mailto:ccaoh@avitahs.org)**

BUCYRUS HOSPITAL..... **419-563-9328** or by emailing: **[ccbch@avitahs.org](mailto:ccbch@avitahs.org)**

Our Patient Relations Specialist will make sure your information is forwarded to leadership. If you feel your concern was not adequately addressed, you may also file a complaint with someone outside the healthcare facility.

**The following organizations accept comments on Avita Health System’s healthcare facilities:**

DNV GL- Healthcare USA..... **866-496-9647**

Ohio Department of Health..... **800-342-0553**

Ohio Department of Health Complaint Unit  
246 North High Street, Columbus, OH 43215  
or e-mail at **[HCComplaints@odh.ohio.gov](mailto:HCComplaints@odh.ohio.gov)**

Medicare QIO: ..... Ohio Livanta LLC, **888-524-9900**, TTY **888-985-8775**

Ohio Area Agency on Aging Ombudsman ..... **800-860-5799**

# YOUR ROOM & SERVICES

## ACCOMMODATIONS

Nursing units have their own specialties. Rooms are designed with your safety and health care needs in mind. Your room has been assigned to you according to your needs. You will be oriented to your room/area by nursing personnel. Transfers are made only if necessary.

## TELEPHONE IN YOUR ROOM

For your convenience, telephone service is provided for local phone calls.

Here are some helpful tips for using our phones:

- To make a local call from Avita Health System **dial 9**, then the number.
- To make a long-distance call using a calling card, follow the directions on the calling card after **dialing 9**.

To avoid disturbing patients, we discourage calls between the hours of 9:00 p.m. and 9:00 a.m.

## TELEVISION

For your enjoyment, there is a TV in each room at no charge which is also closed captioned in English for the hearing impaired. Please keep the volume low for the comfort of other patients.

## CAFETERIA / DINING ROOM AND VENDING AREAS

Our health system has three public cafeterias for use. The cafeterias at Bucyrus and Galion Hospitals are on the ground floor. The cafeteria at Ontario Hospital is located on the third floor. Operational Hours are: Breakfast 7:00 to 9:30am., Lunch 11:30am to 1:30pm, Dinner 4:30 to 6pm. Patient services begins at 7:30am.

Vending machines at Bucyrus and Galion Hospitals are located near the Emergency Department waiting area and on the ground floor, near the cafeteria. At Ontario Hospital they are located in the main lobby, for your convenience.

## ROOM SERVICE

Avita Health System offers a food ordering service for each patient. When you are ready to eat, simply call the food line and they will take your meal order. Your meal will be delivered to you in a timely manner.

- Bucyrus ext. **3833**
- Galion ext. **5328**
- Ontario ext. **20209**

## ONTARIO HOSPITAL WORKFLOW TERMINAL

Each patient room has a WorkFlow Terminal located on the wall, near the door. This tool is designed to provide a convenient method for family members to communicate patient needs quickly and accurately with clinical staff. Your nurse will show you how to operate this touch screen device.

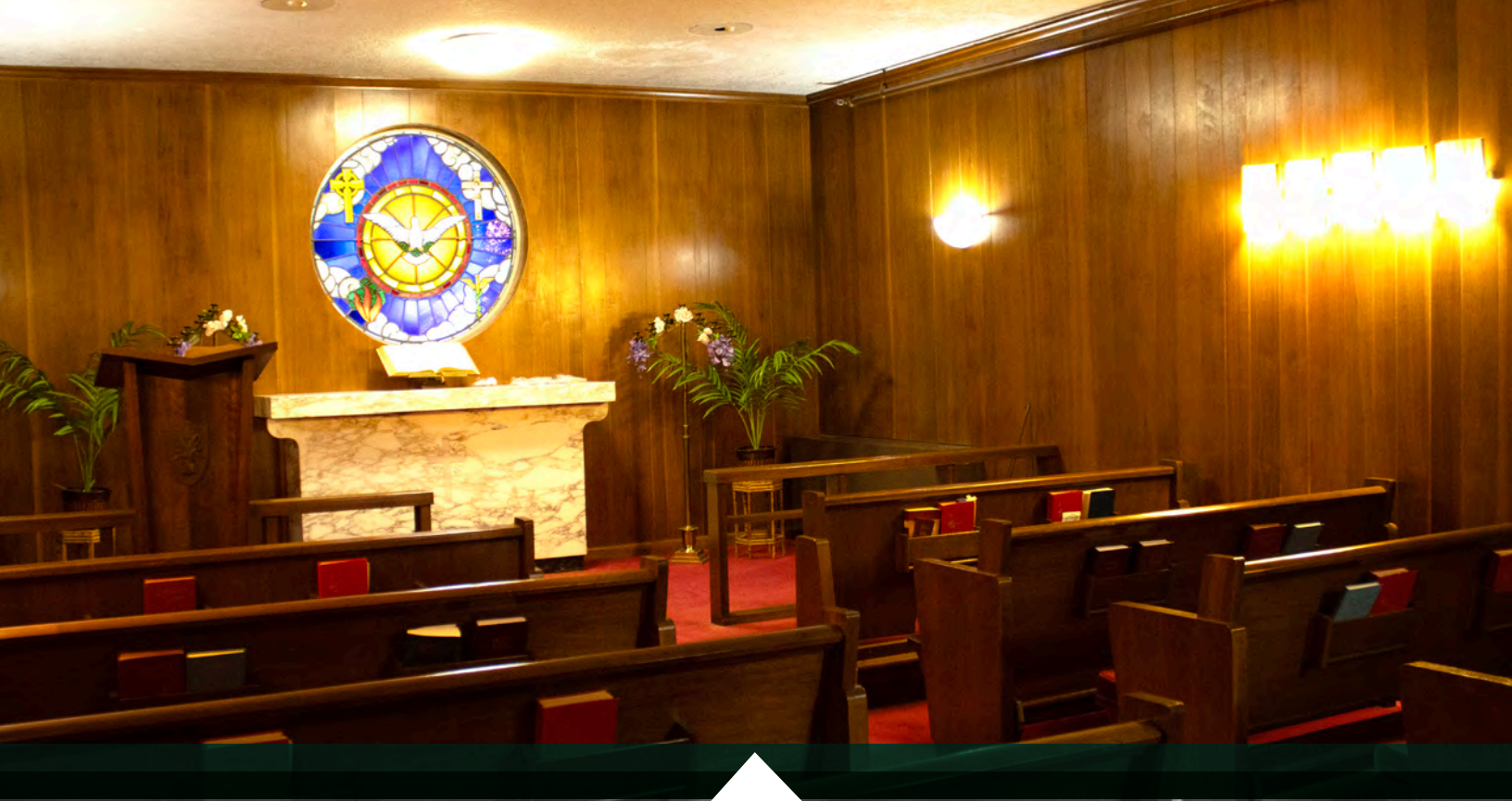


Workflow terminal with screensaver on.



Workflow terminal home screen.



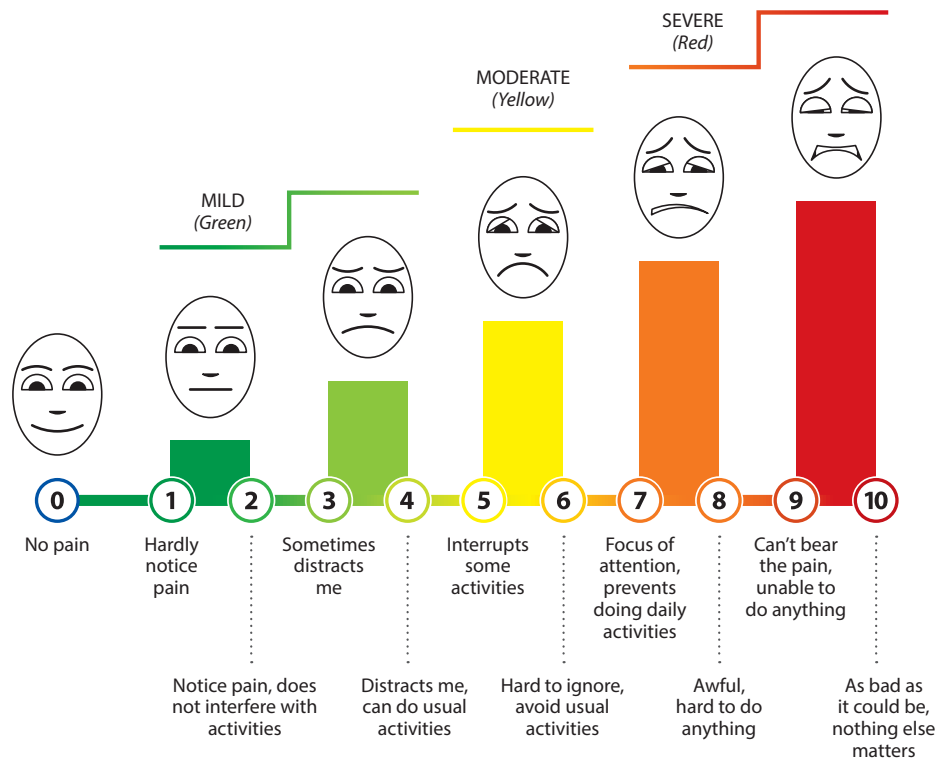


## PASTORAL CARE

The Chaplaincy Program at Avita Health System is an important part of our mission to improve the health and well-being of those we serve. Our program is made up of clergy volunteers from the community. The Chaplains are available to provide short-term acute spiritual and/or emotional support to patients, their families, and staff regardless of a person’s religious faith, age, gender, sexual orientation, race, or ethnic background. Each Chaplain is ordained or licensed by a recognized religious body. Our Chaplaincy Program provides emotional and spiritual support services around the clock, seven days a week fostering the healing spirit throughout the hospital community. The Chaplains provide compassionate emotional support and spiritual care in times of crisis, emergencies, deaths, or just when someone needs a listening ear. One of our Chaplains are available 24 hours a day by patient or family request. You can request to see the Chaplain on-call by asking any Avita employee or calling the main switchboard of the facility.

Bucyrus Hospital .....	<b>419-562-4677</b>
Galion Hospital .....	<b>419-468-4841</b>
Ontario Hospital .....	<b>567-307-7557</b>

# PAIN MANAGEMENT



## FACTS ABOUT PAIN AND MEDICATION

- Pain can affect your mood, sleep, appetite, and ability to do things. Controlling pain helps with your recovery and needs to be managed.
- It is important to report your pain to hospital staff, so that it can be addressed timely.
- Since each person's experience of pain is different, it is helpful to clearly describe your pain to staff.
- You may be shown a pain scale, like the one above, to help you rate your pain.
- If you are in pain, it is important to report the pain when it starts. It is important to keep pain from becoming severe.
- If pain is not relieved by medication, please report that to your nurse.
- If you notice anything out of the ordinary after you take your medication, please share with your nurse.
- Pain medications, when given with supervision, are safe and effective.
- It is important to set realistic goals for pain management.

It may not be possible to resolve your pain completely, but working together, we can make you more comfortable.

## PATIENT RIGHTS

- You can expect to have your pain and discomfort treated.
- You can expect information about pain and pain relief measures.
- You can expect a concerned staff that is committed to pain prevention.
- You can expect healthcare professionals to respond to reports of pain.

## PATIENT RESPONSIBILITIES

- Ask your doctor and/or nurse what to expect regarding pain and pain management.
- Discuss pain relief options with your doctor and nurse.
- Ask for pain relief when your pain first begins.
- Assist the doctor and nurse in measuring your pain intensity.
- Tell the doctor or nurse if your pain is not relieved.

# RETURNING HOME

## DISCHARGE PLANNING

The first thing most people think about when they enter a hospital is, "When can I go home?". Leaving from the hospital or to another facility can present special needs and challenges. Please let your nurse or any member of your healthcare team know as early as possible if you have any special concerns regarding your needs after leaving the hospital. Your healthcare team will begin to develop a plan with you for your discharge early in your hospital stay. Asking questions is key to good communication with your doctor and the healthcare team and helps your team know what is important to you. You are an important part of your Patient Care Team.

## CASE MANAGEMENT

Social Workers help patients and family members deal with financial, social, and emotional problems. They are experienced professionals who monitor and coordinate your care while assessing your needs on an ongoing basis during your stay. They work closely with the RN Utilization Review, your physician, and other members of the healthcare team to ensure you receive the highest quality care. In addition, they also work with your insurer and the financial representatives for Avita. They will work with you and your family to arrange for your post discharge needs. These services may include home healthcare, skilled nursing facilities, and/or resources to enhance the success of your hospital stay.

## DAY OF DISCHARGE

When your physician decides you are ready to leave Avita Health System, a discharge order will be written. Only the physician may discharge you.

Your physician and your nurse will give you discharge instructions about post-hospital care. Upon discharge,

you will also receive a list of medications which you should continue taking at home. If you have questions about your medications, diet, activity level, or other concerns, please be sure to ask prior to your discharge.

## YOUR APPOINTMENT WITH YOUR PRIMARY CARE PROVIDER AND/OR SPECIALIST

A visit with your primary care provider and/or specialist will help prevent your readmission to the hospital. Your visit to your provider(s) will allow both of you to review your hospital stay and your plan of care. This will enable you and your provider(s) to be on the same page as to your current medications, treatments, test results, and needs for your care in the future. It is important that you keep the list of your medications and bring it with you to your appointment. It is also very important that you schedule or keep your appointments.

## SATISFACTION SURVEYS

Avita Health System is dedicated to providing the best possible patient experience. Because your perceptions, thoughts and feelings are very valuable to us, we hope you will participate in the survey process where "your voice" can be heard. We are partners with the survey company, Press Ganey Associates, located in South Bend, Indiana, who will provide for you one of three survey options: paper, text or email survey. We hope you will take a few minutes of your time to use one of these options to answer questions and provide comments about your patient experience. We count on your honesty and will use your input to improve our care and service for you, and for others in the future.





## ABOUT YOUR BILL

Avita Health System will submit claims to the insurance company after services are provided and bill the patient for unpaid balances. A covered service may not mean payment in full. The patient may still have a balance or co-pay. Because insurance is the patient's benefit, Avita Health System recommends patients contact their insurance company to determine their benefit prior to service.

Some services have charges that are divided into two or more parts. Examples of this are the Emergency Department, the Radiology Department, some operating room services, as well as Cardiology, Pulmonary, and Laboratory examinations.

The invoices generated by Avita represent charges for hospital services and Avita physician fees. Patients may receive additional invoices from other providers, such as the radiologist. Questions regarding your Avita invoices or statements can be addressed to the Customer Service team via a secure message through MyChart or call **419-468-0512**.

We offer online bill pay through MyChart and our website. This is a secure site offering convenient options to pay by credit, debit card, or electronic check. We accept American Express, VISA, Master Card, and Discover.

See our website at **[avitahealth.org](https://www.avitahealth.org)** for more details.

# MEDS - TO - BEDS

## Pharmacy bedside service at Avita makes going home easier.

*Available at Ontario, Galion, & Bucyrus Hospitals*

Meds-to-Beds is a concierge bedside service for all of Avita Health System's hospital inpatients that delivers discharge prescriptions to patients prior to leaving their hospital room. The Meds-to-Beds program is designed to benefit patients in several major ways:

1. Patients know the cost of their discharge prescription medications before leaving the hospital. If there are any concerns, our pharmacist will work with the provider to see if alternative medications are available.
2. Patients have a better understanding of their medications before leaving the hospital.
3. Patients have the opportunity to speak with a pharmacist about any medications before leaving the hospital.
4. Convenience: Patients do not have to leave the hospital and stop by a pharmacy to order and pick up prescriptions.

## QUESTIONS AND ANSWERS

### **Is there a cost to have prescriptions delivered to my room?**

This program is at no additional cost to the patient. The only cost is for the actual prescription which pricing is set by the individual's insurance plan.

### **Can my prescription be put on my hospital bill?**

Discharge prescriptions must be transacted prior to leaving the hospital. Any co-pays or medication costs will be collected upon delivery.

### **Do you accept my insurance plan?**

We accept a majority of insurance plans and will directly bill your insurance provider for any discharge medications if you use this service.

### **What types of payment do you accept for prescriptions?**

We accept cash, check, and most major debit or credit cards.

### **How do I let you know if I am interested in having my medications filled before discharge?**

You may simply tell your nurse that you are interested or a pharmacy representative may visit you to explain this program.

### **What if I don't use Avita Ontario Pharmacy for my prescriptions on a regular basis?**

That is ok! Your initial prescription will be filled at our pharmacy and any refills can be switched to the pharmacy of your choice.

### **What if I forgot to bring my prescription insurance card with me?**

No problem! You may opt to have a family member bring it or we would be happy to call a pharmacy that has your information on file.

## DID YOU KNOW?

According to Centers for Medicare and Medicaid services (CMS), 1 in 5 Medicare patients (2.6 million people annually) are readmitted to the hospital within 30 days of discharge.

About 7% of patients report prescription-related issues within 48-72 hours of hospital discharge. In about 80% of the cases, the problem was failure to pick up discharge medications.

## THE IMPORTANCE OF NUMBER

# 2222

Avita Health System is dedicated to patient safety. That is why we created a Rapid Response Team (RRT), which can be activated by staff, patients, and families at any time.

### **WHEN TO CALL RRT (2222):**

- If there is a noted change in the patient's condition that hasn't been recognized by the caregiver
- If you feel a patient's serious medical condition is not being addressed
- If, after speaking with a member of the patient's healthcare team, you continue to have serious concerns about the care

**Avita's RRT team is available  
24 hours a day, 7 days a week.**





The Avita Health Foundation is dedicated to helping our community-based, not-for-profit hospitals and clinics fulfill its promise of exceptional care by raising and investing funds to support many of Avita Health System's important programs and services.

## **WAYS OF GIVING TO AVITA HEALTH FOUNDATION**

Philanthropic support from individuals, corporations, foundations, and organizations help us to continue our mission of providing excellence in patient care, enhancing the future of local services and education, and developing programs that help us improve the health of those we serve.

Patient revenue alone cannot provide for the ever-changing needs of our hospitals. As with every non-profit, Avita Health System directs its revenue back into the mission of the organization, but the rapid pace of advances in technology, reductions in reimbursement covered by government programs (ie: Medicare and Medicaid), and increases in charity care must be met with private support to sustain a high level of care. Each year, contributions range from a few dollars to thousands, and every gift is important. To that end, there are many ways of donating to Avita that can enhance your giving experience.

Donate today at [avitahealth.org/foundation](http://avitahealth.org/foundation) or at **419-468-0566** for more information on how you can make a positive impact on our healthcare system with your donation call the Avita Health Foundation.

By contributing to the Avita Health Foundation you leave a positive fingerprint on the future of healthcare for generations to come.





## Want to Say Thank You to Your Nurse? Share Your Story!

The DAISY (Diseases Attacking the Immune SYstem) Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the auto-immune disease ITP in 1999. During his hospitalization, they deeply appreciated the care and compassion shown to Patrick and his entire family. When he died, they felt compelled to say "thank you" to nurses in a very public way. Please say thank you by sharing your story of how a nurse made a difference you will never forget!

I would like to thank my nurse (name): \_\_\_\_\_ from the \_\_\_\_\_ Unit.

**Please describe a specific situation or story that demonstrates how this nurse made a meaningful difference in your care.**

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Thank you for taking the time to nominate an extraordinary nurse for this award! We'd love to include you in the celebration if your nurse is selected for a DAISY Award. Please tell us a little about yourself.

Your Name \_\_\_\_\_ Date of nomination: \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

I am (please check one):

- Patient       Visitor       RN       MD       Staff       Volunteer



Please submit your nomination form to:  
Felicia Adams, 269 Portland Way S, Galion, OH 44833  
[fadams@avitahs.org](mailto:fadams@avitahs.org) | 419-468-0505

# DISCRIMINATION IS AGAINST THE LAW! LANGUAGE ASSISTANCE SERVICES

Avita Health System complies with applicable Federal Civil Rights Laws and does not exclude, discriminate, or treat people differently based on race, color, national origin, sex (*includes gender identity and sexual orientation*), age, or disability in its health programs and activities. Avita Health System also complies with Federal Conscience and Religious Freedom Laws that help to protect you from coercion, discrimination on the basis of conscience or religion, and burdens on the free exercise of religion.

## AVITA HEALTH SYSTEM:

- Provides free aids and services in a timely manner to people with disabilities so they can communicate effectively with us and have an equal opportunity to participate in our programs and activities. Services include, but are not limited to:
  - Qualified sign language interpreters
  - Written information in other formats (*large print, audio, accessible electronic formats, other formats*)
- Free language services to people whose primary language is not English with:
  - Qualified interpreters
  - Information written in other languages

If you need these services, please inform your Admitting Clerk or call **419-468-4841**.

If you believe Avita Health System has failed to provide these services or discriminated in another way because of your race, color, national origin, sex, age, disability, or religion you can file a grievance by contacting:

## Corporate Compliance & Privacy Officer Civil Rights Coordinator

269 Portland Way S Galion, OH 44833

Phone: **419-468-0614** / Fax: **419-468-2381**

Email: [CompliancePrivacyOffice@avitahs.org](mailto:CompliancePrivacyOffice@avitahs.org)

You may also file a civil rights complaint with the U.S. Department of Health and Human Services by:

- **Filing through**  
the Office for Civil Rights Complaint Portal, available at: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>
- **Mailing to**  
U.S. Department of Health and Human Services  
200 Independence Avenue, SW Room 509F  
HHH Building  
Washington, DC 20201-0004
- **Calling**  
**(800) 368-1019** TDD: **(800) 537-7697**

## Spanish:

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **419-468-4841**.

## Chinese:

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **419-468-4841**。

## Spanish:

Avita Health System cumple con las leyes federales de derechos civiles aplicables y no excluye, discrimina ni trata a las personas de manera diferente según la raza, el color, el origen nacional, el sexo (incluye la identidad de género y la orientación sexual), la edad o la discapacidad en sus programas y actividades de salud.

## Chinese:

Avita 医疗保健系统遵守适用的联邦民权法，在其医疗保健计划中不会因种族、肤色、族裔、性别（包括性别认同和性取向）、年龄或残疾而排斥、歧视或区别对待他人和活动。





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**BUCYRUS HOSPITAL**

629 N Sandusky Ave, Bucyrus, OH 44820  
419-562-4677

**GALION HOSPITAL**

269 Portland Way S, Galion, OH 44833  
419-468-4841

**ONTARIO HOSPITAL**

715 Richland Mall, Ontario, OH 44906  
567-307-7557

*avitahealth.org*