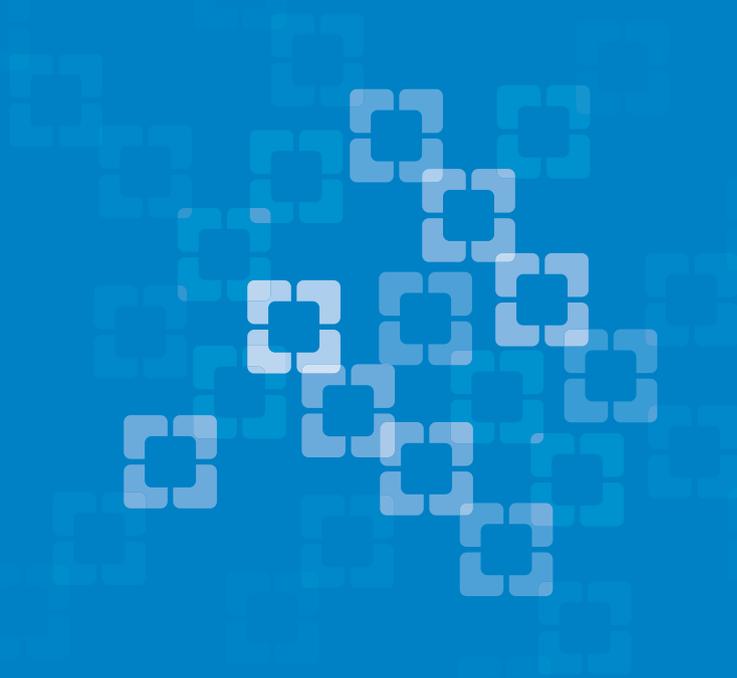




WELCOME



# Welcome

to Cleveland Clinic Akron General!

We want to make your stay as comfortable as possible.

This Welcome Packet contains important information. If you have questions about your stay, please be sure to ask any member of the team caring for you. If you have any concerns, please mention them to your nurse, ask to speak with the nursing supervisor or patient advocate.

While a hospital stay is often unplanned and unexpected, we strive to make each patient's experience the best it can possibly be. You may receive a satisfaction survey after you leave. If you feel that there is anything we can improve during your stay, please let your nursing supervisor know, or call our Patient Advocate at extension 46711 or 330.344.6711.

On behalf of our entire staff, we wish you a comfortable stay and speedy recovery. Thank you for trusting your care to Akron General.

Sincerely,

Your Caregivers

## Your safety

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**PLEASE READ THIS WELCOME PACKET** as it contains important information you need to know. Also, use this folder to keep the information you may receive during your stay, including instructions for going home.

### PATIENT & FAMILY ADVISORY COUNCIL

The Patient & Family Advisory Council was introduced to help us learn more about what we do well and identify opportunities for improvement. If you're interested in learning more about this group, please call us at 330.344.7150.

### YOUR PRIVACY

Upon your admission, you should receive a brochure that explains the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and our Notice of Privacy Practices.

## ACCESS TO YOUR HEALTH RECORD

# ONLINE

**It's easy and secure**

[akrongeneral.org/myhealth](http://akrongeneral.org/myhealth)

1. Provide your email address at registration.
2. Check your email. Within the email, follow the link to access your account. It is important to use the link to access your account the first time.
3. Log in. After you have registered, you will receive emails reminding you to log in. You will then be able to:
  - View your personal health record
  - Update your personal information
  - Print your information for your records
  - Share your health information with other providers

# Your safety

Offering quality care is our top priority. This means that you also receive the safest care possible. You play a big part in your own care. These are important things you should know when you are in the hospital.

### Identification bands

You will receive identification bands to wear throughout your stay, which:

- must be worn at all times;
- list your medical record number;
- is how you are identified;
- include a barcode;
- are scanned by the nurse before you are given medications.

For your safety, your name band will be repeatedly scanned by the nurse before medications are administered. Caregivers will also ask you to frequently confirm your first and last name as well as your date of birth.

Please check that your name is spelled correctly on your wristband.

### Use of restraints

Our approach to patient safety is based on respect for the well-being and dignity of the patient. Sometimes illness, injury, medications or being in an unfamiliar environment can cause confusion, agitation or memory loss, and may require the patient to be restrained. Restraints or restrictive devices are safety devices ordered by the doctor, and used by staff to limit specific movement by the patient. It is our goal to minimize the use of these.

One option that we implement prior to the use of restraints is requesting that a family member or friend come in to be with the patient. We believe this helps orient patients as well as provide comfort.



### Talk to us

Tell us if something does not seem right. Also, please let us know about your choices in care. Ask to speak to a supervisor if you feel uncomfortable speaking with staff about a problem you encounter.

### Hand washing

Practicing good hand hygiene is the most important thing we can do to stop the spread of infection. If you do not see staff members or even guests clean their hands with soap and water or hand sanitizer, we encourage you to ask them to clean their hands. It is also important for you to wash your hands before and after using the restroom and before and after meals.



**Prevent falls** – Falling can result in serious injury. You can help prevent falls.

- Wear slippers or shoes with non-skid soles.
- Be aware that some medications can increase your risk of falling, no matter what your age is.
- Get up slowly - sit on the edge of your bed for a few minutes. If you feel dizzy or weak, turn on your call light.
- If you have an IV line, call your nurse who will help you get moving.
- Most of the furniture in your room is on wheels. Don't try to use it for support. Use your call light to get help.
- Keep items, such as the call light, phone and your eyeglasses, within reach.
- Don't wait until the last minute to go to the bathroom.
- All patients are assessed for risk of falling upon admission.

# Your safety



## Medication

- Tell us about all over-the-counter medications, home remedies and herbal medications you are taking (including tea, vitamins and weight-loss products). Writing them down is also helpful. See the Billing section for details on when you should bring your medications from home.
- During your stay, take only medications prescribed by your doctor and administered by hospital staff.
- Tell your doctor, pharmacist or nurse about allergies or side effects to medications, food or latex. Also, tell them what happened when you had the allergy or side effect.
- Always keep an updated list of medications with you.
- If you do not recognize a medicine that is given to you, ask what it is and why it is being given to you.
- Ask your doctor, pharmacist or nurse what each medicine is, what it will do, and information about its potential side effects.
- If the pneumococcal and influenza vaccines are appropriate for you, they will be offered to you during your stay.

## PLEASE SPEAK UP!

There are many different causes and kinds of pain. Pain can be caused by injury, illness, sickness, disease or surgery. Please tell us about pain you are experiencing. Your healthcare team can treat and help answer questions about how to relieve your pain. Although you may not be completely pain-free, we strive to make you as comfortable as possible.

## Learn about your medical condition

Patient education materials are available for many medical conditions. If you need assistance finding materials, ask your nurse.

## Use of tobacco

Akron General is a tobacco-free campus. Smoking and the use of tobacco are prohibited.

## Test results

Make sure you receive the results of all tests and procedures. Ask your doctor or nurse when and how you will get the results. Do not assume the results are okay. Ask to see the results when they are done and be sure your provider has discussed them with you.

## CAT team

A Critical Assessment Team (CAT) is a team that examines patients who are showing signs that their condition is getting worse. Talk to the healthcare provider if you are concerned about the patient's breathing, heart rate, bleeding, sleepiness, restlessness, pain, or change in mental status. The nurse and/or physician will evaluate the patient and answer your questions.

If you are still concerned, ask someone to call the Critical Assessment Team.

## Security

If something or someone in the hospital makes you feel uneasy, please inform one of the nurses promptly or call Security at ext. 47604 or 330.344.7604. All employees are required to wear picture name badges.

# Your healthcare team

## Medical staff and house staff

Your doctor will arrange for your tests, medications and diet. Your doctor may call in other specialists for consultation or assistance.

You may be referred to a hospitalist doctor, either by your primary care provider or through the hospital. Hospitalists are doctors whose primary professional focus is to provide quality care to you during your hospital stay. These doctors work with your primary care provider and other healthcare professionals to monitor and serve all of your inpatient needs. He or she will also see that you have medications and instructions, as needed, for going home.

After your discharge, the hospitalist will send your updated medical records to your primary care provider and let him or her know if you will need follow-up care. After you leave the hospital, your primary care doctor will again be your main care provider, seeing you for follow-up or taking care of medication refills.

Because we are a major teaching hospital, Akron General staff stays on the leading edge of medicine and research. For patients, this also means that resident doctors (house staff), medical and nursing students and other healthcare professionals, under supervision, may assist in your care and progress.

## Care managers

Care managers are nurses who help coordinate your care with all members of the healthcare team. They provide updates to your insurance to authorize your stay. They will also assist you in planning for your care after you are discharged, such as home health care, nursing home care, rehabilitation at Akron General Edwin Shaw Rehab, home medical equipment, or hospice through Akron General Visiting Nurse Service & Affiliates or other providers. For information about care management services, ask your nurse or call ext. 46276 or 330.344.6276.

## Nursing staff

Quality, excellence and your comfort are the top priorities of the nurses. Our practice is a relationship-based practice where we understand that everyone has different needs and wants. As you help us understand your desires, we promise that you will be heard in order to meet and exceed your expectations.

By receiving care at a Magnet® recognized hospital, you can expect:

- Better patient outcomes;
- Increased patient safety practices;
- Access to technological advancements in health care; and
- Increased attraction and retention of outstanding nurses.



## Rehabilitation staff

If physical, occupational, and/or speech therapy are ordered, your therapist will evaluate your rehabilitation needs during your hospital stay. The therapist may also recommend rehabilitation services after you leave Akron General, either in your home, in the community at a skilled nursing facility, or in a rehabilitation hospital, such as Edwin Shaw Rehabilitation Hospital. Your therapist will discuss these recommendations with you and share them with your doctor and care manager to help with your discharge plan.

## Clinical social workers

Advance directives can carry out the decisions you have made about life-sustaining treatments if you are no longer competent. These documents allow you to appoint someone in advance to make healthcare decisions for you if you are not able to do so. Contact our Clinical Social Work Department at ext. 46880 or 330.344.6880 for assistance in completing these forms.

## Private pay caregivers

Private duty nurses are permitted in most areas.



# Your stay

## Room temperature

Each room has its own thermostat. Please let us know if you would like your room warmer or cooler, so that we can help you feel as comfortable as possible.



## Your bed

Your bed is adjustable. It is probably higher and more narrow than your bed at home. For your protection, upper side rails may be raised, and beds are lowered at bedtime. When needed, call your nurse for help getting out of bed.

We will change your bed linen when needed, or upon request. If you feel that your bed linen needs to be changed, be sure to let us know.



## Meals after hours

Ask your nurse about meals after hours.

## Reducing noise

The hospital can be a busy place at times. We will do our best to help you rest. Caregivers will ask you if you prefer to have your door closed. Ear plugs or earphones are available for your use.



## Television

Patient education channels 38 through 60 are free of charge.

Commercial or premium channels are also available free of charge. There is closed captioning for the hearing impaired.

Your nurse can give you a list of available patient education videos on-demand and can help you request a video.



## Channel listing:

- 2 USA
- 4 FOX News
- 5 Weather
- 6 TNT
- 7 3 WKYC
- 8 FOX
- 9 5 ABC
- 10 19 CBS
- 11 43 WUAB
- 12 45 & 49
- 13 CNN
- 14 Channel Information
- 15 AMC
- 16 ESPN
- 17 CNBC
- 18 TBS
- 22 TBN
- 23 ION
- 24 BET
- 25 WVIZ
- 26 FOX Sports
- 27 CMT
- 28 Disney
- 30 A&E
- 31 Lifetime
- 32 Discovery
- 33 HBO
- 34 Sports Time Ohio
- 35 Golf
- 36 VH1
- 38 Hospital Information
- 40 Patient Education Videos-on-Demand
- 42 Welcome Video
- 60 Patient Channel

## Helpful Phone Numbers

Admitting	330.344.6770
Billing	330.344.6082
Chaplain	330.344.6609
Communion	330.344.1016

## Main Hospital - 330.344.6000

Lost and Found	330.344.6006
Patient Advocate	330.344.6711
Security	330.344.7604
TDD Phones	330.344.6213

### Telephone

Each patient telephone has a direct dial phone number. Please give this number to family and friends so that they may contact you. For your safety and the safety of other patients, the use of cellular telephones in the medical center is permitted only in designated areas. Please ask staff where cell phone safe zones are located.

Telephones with volume amplification or Telecommunication Devices for the Deaf (TDD) are available. Ask your nurse for more information.

### Dialing instructions

Calling from inside to inside

Dial the last five digits of the medical center hospital phone number or the five-digit extension given.

Local calls

Dial 9 + area code + local number.  
Local calls are free of charge.

Long distance

Dial 9 + 00 + area code + 7-digit number. Long-distance calls can be billed to your home phone or collect.

To bill to a calling card, dial 9 and follow the instructions on your card. Ask your nurse if you need assistance with dialing. Calling cards may be available on your unit.

Toll-free calls

Dial 9 + 1-800 number

Information

Dial 9 + 1411

### Wireless internet access

Akron General is pleased to offer patients and their families wireless Internet service. Visit [akrongeneral.org/wireless](http://akrongeneral.org/wireless) to join the network.



### Community health library

A variety of health-related books and other materials are available. You can also browse the Internet on public computers or request a VHS or DVD entertainment video to watch in your room. The library is located on the second floor, near the entrance to the main lobby.



### Security, valuables, lost and found

Our security staff is available 24 hours a day, and is happy to assist you and your visitors.

Please contact our Security Office if you need to store valuables. Akron General is not responsible for money and valuables kept in your room. While you are in the hospital, report any lost articles to your nurse.

All employees are required to wear picture name badges.

# Special needs



## Chapel and clergy

Chaplains are available to patients and families 24 hours a day by asking your nurse. Chaplains can provide a wide range of spiritual services and rites. They can also contact your clergy person, church, synagogue or mosque. The interfaith Naomi Memorial Chapel, located off the main lobby, is open at all times. Ecumenical worship services are held in the chapel at 11:30 a.m. on Wednesdays and at 10:30 a.m. on Sundays.



## People with disabilities

Akron General takes steps to ensure that no person with a disability is discriminated against because of the absence of auxiliary aids and services. If you need special arrangements, please notify your nurse.

## Interpreters

Special devices and interpreter services are available for sign language and foreign languages.

## Being told you are leaving

When your doctor decides you are ready to leave the hospital, he or she will write an order for your discharge. It may take some time to be sure everything is in place for you. Other doctors involved with your care must see you and also write an order for discharge. Laboratory and test results must be completed and reviewed. If needed, prescriptions must be written and equipment arranged.

## Before you leave

Your nurse will review your discharge instructions and home medication list. It is important to have a family member present to listen with you. Please be sure to ask any questions you have about your home care, such as:

- Changes to medications;
- Diet restrictions;
- Activity restrictions;
- Special needs (such as having assistance at home, or equipment);
- Follow-up doctor appointments or tests;
- Symptoms that will alert you to call your doctor; and
- Flu or pneumonia vaccine.

## New prescriptions

New prescriptions for going home can be filled at the Outpatient Pharmacy in our main lobby during business hours.



# Your discharge and billing

## Going home

Please have your driver park in the visitor parking deck across from the main entrance. Show your discharge sheet to the parking attendant to waive that day's parking fees. When you are leaving your room, the driver should move the vehicle to the main entrance. A staff member will escort you to the entrance and remain with you until your transportation arrives.

Taking an active role in your care has many benefits. Together, we can help you achieve the best possible health. If you have questions regarding your going-home instructions, problems with medications or unexpected changes, contact your primary care doctor or specialist. Shortly after your discharge we will call to see how you are feeling.

## Access your health record online

We encourage you to access your personal health record online. Upon discharge, you will receive an email with instructions on how to access your personal health record securely. Visit [akrongeneral.org/myhealth](http://akrongeneral.org/myhealth) for more information.

## Survey

Akron General cares about your opinion. You may receive a survey after discharge. We appreciate your feedback and comments. Please return your completed survey. A stamped envelope will be provided.

## Medical equipment and supplies

Akron General Visiting Nurse Service offers medical equipment and supplies to patients and caregivers through our store in the main lobby of the hospital. Dial ext. 44732 or 330.344.4732 for hours.

## At your discharge

At your time of discharge, if you do not have a primary care doctor, you may call 330.344.CARE (2273) to find one who can meet your needs. Akron General is committed to making your transition from hospital to home as easy as possible. You may receive a phone call two or three days after your discharge. Please let us know if you have questions about your discharge instructions. For concerns after discharge, please contact your primary physician.

## Billing

Prior to your discharge, you are responsible for charges not covered by your hospitalization plan, such as insurance deductibles, co-payment amounts, guest meals, etc.

Most doctors at Akron General are independent contractors, not employees, and will bill separately for their services. These doctors include attending and consulting doctors and members of group practices.

## Admitted status

It is important for you to know your patient status - whether you are "admitted" or receiving "observation." Observation status means that your health condition does not meet the requirements for being admitted to the hospital, but still requires short-term monitoring. Observation status is also assigned if you are expected to be discharged within 24 hours.

Medicare and other insurance companies consider observation status an outpatient service. This may affect how much you will be billed after your insurance company makes its payment to the hospital.

### ATTENTION PATIENTS WITH MEDICARE

– If you are in observation status, you are encouraged to bring with you the medicines you usually take at home. Medicare typically will not pay for them while you are here, and you may be billed for them.

We must have insurance verification by the time of your discharge, unless arrangements are made with Patient Financial Services. We will bill your insurance for hospital charges and for some doctor charges. You may also receive bills from private doctors, such as radiologists or pathologists.

If you do not have hospitalization insurance or if you have concerns regarding payment of deductible or co-pay amounts, our financial counseling service is available to you. A Patient Financial Services representative can answer your questions about insurance coverage, Medicare or payment arrangements by calling 330.344.2000 or 1.866.440.0257 or visit [akrongeneral.org/financialassistance](http://akrongeneral.org/financialassistance).

## Our patient care partnership:

understanding expectations, rights and responsibilities

### As a patient, you have the right to:

- Receive information about your rights.
- Effective communications in a manner you understand, including interpretive and translation services.
- Have your personal dignity respected.
- Considerate and respectful care, including the right to be free from all forms of harassment, neglect, exploitation, and verbal, mental, physical and sexual abuse.
- Receive care, regardless of your age, race, ethnicity, religion, culture, language, sex, national origin, sexual orientation, physical or mental disability, gender identity or expression, socioeconomic status, or source of payment.
- Be involved in decisions that affect your care, treatment, or services.
- Have a support person, such as a family member, friend, or other individual of your choosing, present with you for emotional support during the course of your stay, as appropriate.
- Receive visitors of your choosing that you (or your support person, as appropriate) designate, including a spouse, domestic partner (including a same sex domestic partner), another family member, or friend, and the right to withdraw or deny your consent at any time.
- Be informed (or your support person informed, where appropriate) of your visitation rights, including any clinically necessary restriction or limitation on such rights.
- Have your family or a representative of your choosing and your own physician notified of your admission to the hospital.
- Receive necessary information from your physicians to give or withhold informed consent prior to the start of any procedure or treatment when possible.
- Legally appoint someone else to make decisions for you if you become unable to do so, and have that person approve or refuse care, treatment, and services.
- Give or withhold informed consent prior to and during recording or filming for purposes other than identification, diagnosis or treatment.
- Receive information about the persons responsible for your care, treatment, or services.
- Refuse care, treatment, or services after being informed of the consequences of such refusal.
- Formulate advance directives and have them followed.
- Have your complaints addressed and receive resolution within a timely, reasonable and consistent manner.
- Confidentiality, personal privacy and security.
- Access, request amendment to, and obtain information on disclosures of your health information as allowed by law.
- Care rendered in a clean and safe environment.
- Be free from restraint or seclusion of any form not necessary for health or safety, which are used as a means of coercion, discipline, convenience, or retaliation by staff.
- Accommodations for the physically challenged.
- Pain management.
- Access protective and advocacy services.
- Consent to or decline to participate in research studies and clinical trials.
- Have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
- Have access to pastoral and other spiritual services.
- Be informed, along with your family as permitted by you, about the outcomes of care, treatment and services that have been provided, including unanticipated outcomes.

### As a patient, you have the responsibility to:

- Provide information about past illness, hospitalizations, medications, and other matters related to your health, including changes in your symptoms or condition.
- Inform your care providers when information has not been understood.
- Follow the recommendations and advice of your care providers, and understand that you are responsible for the consequences if you refuse to do so.
- Provide complete and accurate information about insurance and your ability to meet the financial obligations of your care.
- Be considerate and respect the rights and property of other patients, visitors, and hospital staff.

### Complaints or grievances:

- You have the right to discuss your concerns, complaints or grievances with your care providers.

**You may contact our Patient Care Advocate by phone at 330.344.6711 or by email at [Patient.Advocate@akrongeneral.org](mailto:Patient.Advocate@akrongeneral.org).**

- You also have the right to file a grievance with the following:

#### **The Joint Commission Office of Quality Monitoring**

One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
Telephone: 1.800.994.6610  
Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

#### **Ohio Department of Health**

246 North High Street  
Columbus, OH 43215  
Telephone: 1.800.342.0553  
Email: [HCComplaints@odh.ohio.gov](mailto:HCComplaints@odh.ohio.gov)  
If you are a Medicare beneficiary, you may contact:

#### **Ohio KePRO**

5201 W. Kennedy Blvd., Suite 900,  
Tampa, FL 33609  
Medicare Beneficiary Help Line –  
855.408.8557

ACCESS TO YOUR HEALTH RECORD

**It's  
easy and  
secure.**



**ONLINE -**

For details, visit [akrongeneral.org/myhealth](http://akrongeneral.org/myhealth)

## Cleveland Clinic Akron General locations

### Akron Medical Office Building

676 S. Broadway St., Akron

- Lab Services
- Primary Care and Specialty Care Offices

### Bath Health & Wellness Center

4125 Medina Road, Akron

- 24-Hour Emergency & Urgent Care
- The Surgery Center at Health & Wellness
- Cardiac & Pulmonary Testing
- Radiology Services
- Reflections Breast Health Center
- Lab Services
- Sports Medicine & Physical Therapy
- Infusion Services
- Montrose Sleep Center
- Primary Care and Specialty Care Offices
- LifeStyles

### Green Health & Wellness Center

1940 Town Park Blvd., Uniontown

- 24-Hour Emergency Department
- Radiology Services
- Reflections Breast Health Center
- Lab Services
- Sports Medicine & Physical Therapy
- Infusion Services
- Primary Care and Specialty Care Offices
- LifeStyles

### Stow Health & Wellness Center

4300 Allen Road, Stow

- 24-Hour Emergency Department
- Radiology Services
- Reflections Breast Health Center
- Lab Services
- Sports Medicine & Physical Therapy
- Infusion Services
- Sleep Center
- Primary Care and Specialty Care Offices
- LifeStyles

### Tallmadge Medical Office Building

33 North Ave., Ste. 204, Tallmadge

- Urgent Care
- Radiology Services
- Reflections Breast Health Center
- Lab Services
- Sports Medicine & Physical Therapy

### Urgent Care, Green

3593 S. Arlington Road, Akron

## Edwin Shaw Rehabilitation Hospital

### Cuyahoga Falls:

405 Tallmadge Road, Cuyahoga Falls

### Dobkin Center (for Chemical Dependency)

### Downtown Akron:

577 Grant St., Akron

### Lakemore:

1500 Canton Road, Akron

### Stow:

Stow Akron General Health & Wellness Center  
4300 Allen Road, Stow

### West Akron (White Pond):

585 White Pond Drive, Akron

### Challenge Golf:

1596 Flickinger Road, Akron

## Lodi Hospital

225 Elyria St., Lodi

- 24-Hour Emergency Department
- Same-Day Surgery Center
- Radiology Services
- Mammography
- Lab Services
- Physical Therapy

## Visiting Nurse Service

### MAIN OFFICE

1 Home Care Place, Akron

### Hospice Care Center

3358 Ridgewood Road, Akron

Other locations throughout Summit and Medina Counties

- Skilled Nursing & Rehabilitation
- Home Medical Equipment & Supplies
- Home Infusion Therapies
- Hospice Services & Hospice Care Center



AKRON GENERAL  
HEALTH & WELLNESS CENTER

BATH | GREEN | STOW

Change the  
way you think  
and feel about  
exercise.

[akrongeneral.org/lifestyles](http://akrongeneral.org/lifestyles)