



Patient Information Guide



Madison Health is a not-for-profit community hospital. Through our unique affiliations with The Ohio State University / Mount Carmel Health Alliance and other partners, we are committed to providing every patient with the highest quality medical care.



A Note from our CEO

Welcome to Madison Health! Thank you for choosing us as your healthcare provider. We will do everything we can to make your hospital stay as comfortable and beneficial as possible.

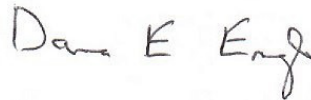
We are an affiliate of The Ohio State University / Mount Carmel Health Alliance. Since 1999, our partnership with these two systems has been building better healthcare in Madison County and the surrounding communities.

Madison Health is a leader in emergency care, medical and surgical specialties, family health, women's health, heart and vascular care, and rehabilitation.

Our goal is to provide you with the best possible care that meets your individual needs. As members of your healthcare team, we believe it is important for you to understand all aspects of your care. We encourage you and your family to ask questions. If you have special needs or concerns, please do not hesitate to tell your nurse or any other member of your healthcare team.

This guide to Madison Health is designed to be a useful resource during your hospital stay. Many of your questions will be found on these pages.

Of course, if you need further explanation, just ask any member of our staff. You and your well-being are of utmost importance to us.

A handwritten signature in black ink that reads "Dana E. Engle". The signature is written in a cursive, flowing style.

Dana E. Engle, Chief Executive Officer



Speak Up!



Everyone has a role in making healthcare safe — doctors, healthcare executives, nurses, and technicians. Healthcare organizations across the country are working to make healthcare safety a priority.

You, as the patient, can also play a vital role in making your care safer by becoming an active, involved, and informed member of your healthcare team. The “Speak Up” program, sponsored by the Joint Commission on Accreditation of Healthcare Organizations, urges patients to get involved in their care. Such efforts to increase consumer awareness and involvement are supported by the Centers of Medicare and Medicaid Services. This initiative provides simple advice on how you, as the patient, can make your care a positive experience. After all, research shows that patients who take part in decisions about their healthcare are more likely to have better outcomes.

Speak up if you have questions or concerns, and if you don’t understand, ask again. It’s your body and you have a right to know.

- Your health is too important to worry about being embarrassed if you don’t understand something that your doctor, nurse, or other healthcare professional tells you.
- Don’t be afraid to ask about safety. If you’re having surgery, for example, ask the doctor to mark the area that is to be operated upon, so that there’s no confusion in the operating room.
- Don’t be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication.
- Don’t hesitate to tell the healthcare professional if you think he or she has confused you with another patient.

You, as the patient, can also play a vital role in making your care safer by becoming an active, involved, and informed member of your healthcare team.

Speak Up!

Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right healthcare professionals. Don't assume anything.

- Hand washing is the most important way to prevent the spread of infections. Everyone in a healthcare environment should wash their hands, including staff, patients, and visitors. Don't be afraid to gently remind a doctor or nurse to wash his or her hands.
- Tell your nurse or doctor if something doesn't seem quite right.
- Your healthcare team members should introduce themselves when they enter your room. Confirm their identity with their identification badge—all Madison Health employees are required to wear one. A new mother, for example, should know the person to whom she is handing her baby. If you are unsure, ask.
- Know what time of day you normally receive a medication. If it doesn't happen, bring this to the attention of your nurse or doctor.
- Make sure your nurse or doctor confirms your identity by checking your wristband or asking your name, before he or she administers any medication or treatment.

Educate yourself about your diagnosis and the medical tests you are undergoing.

- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you don't understand, ask your doctor or nurse to explain them.
- Make sure you are familiar with the operation of any equipment that is being used in your care. If you will be using oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.

Ask a trusted family member or friend to be your advocate.

- Your advocate can ask questions that you may not think of while you are under stress.
- Ask this person to stay with you when you are hospitalized. You will be able to rest more comfortably and your advocate can offer you support.
- Your advocate can also help remember answers to questions you have asked, and speak up for you if you cannot.
- Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support.
- Review consents for treatment with your advocate before you sign them and make sure you both understand exactly what you are agreeing to.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition gets worse and whom to call for help.



Know what medications you take and why you take them. Medication errors are the most common healthcare mistakes.

- Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Also inquire about the side effects of the medication.
- If you do not recognize a medication, verify that it is for you. Ask about oral medications before swallowing, and read the contents of bags of intravenous (IV) fluids. If you're not well enough to do this, ask your advocate to do this.
- If you are given an IV, ask the nurse how long it should take for the liquid to run out. Tell the nurse if it doesn't seem to be dripping properly (for example, too fast or too slow).
- Whenever you are going to receive a new medication, tell your doctors and nurses about allergies you have or negative reactions you have had to medications in the past.
- If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements, and over-the-counter drugs as well.

Make sure you understand your treatment plan and prescription(s) given by your doctor.

- Participate in all decisions about your treatment. You are the center of the healthcare team.
- You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you, how long the treatment will last, and how you should feel.
- Understand that more tests or medications may not always be better. Ask your doctor what a new test or medication is likely to achieve.
- Keep copies of your medical records from previous hospitalizations and share them with your healthcare team. This will give them a more complete picture of your health history.
- Don't be afraid to seek a second opinion. If you are unsure about the nature of your illness and the best treatment, consult with one or two additional specialists. The more information you have about the options available to you, the more confident you will be in the decisions made.
- Ask to speak with others who have undergone the procedure you are considering. These individuals can help you prepare for the days and weeks ahead. They can also tell you what to expect and what worked best for them as they recovered.
- One of the healthcare resources available to our patients is OSUMyChart—an online tool offered through The Ohio State University Wexner Medical Center that helps you manage your medical information in a secure portal. With OSUMyChart, you can request non-urgent medical advice and view health summary information and test results. If you are a parent, legal guardian or caregiver, you can also request proxy access to those patients' healthcare information. For more information regarding OSUMyChart eligibility, talk to a hospital representative or call Madison Health at **740.845.7102**.



Madison Health has a team of professionals dedicated to providing you with extraordinary care.



Your Healthcare Team

HOSPITALISTS

Attending physicians who specialize in caring for hospitalized patients

He or she will be primarily responsible for your care while you are in the hospital. The hospitalist will manage your course of treatment, and will consult with specialists, as needed. The hospitalist will also be in close contact with your primary care physician, and will provide your primary care physician with a record of your care and treatment during your hospitalization.

NURSING STAFF

Registered nurses (RNs) and patient care assistants (PCAs) will care for you throughout your hospital stay.

Your nursing staff will make sure that you receive the appropriate medications, any medical or post-surgical treatments you require (such as dressing changes), and the diagnostic tests ordered by your doctor. Your nurse also will provide information and education that will help you prepare you for discharge. If you will need home care services after your discharge, your nursing staff will help arrange that, too. Your nurse, or one of the assistant nurse managers, will always be available to answer any questions and discuss any concerns that you or your family may have.

CASE MANAGERS

Social workers who may assist in your care while you are in the hospital, particularly when it is time to plan your discharge.

The social workers know various resources in your community and can help to arrange home care, or, if needed, help you and your family choose a skilled rehabilitation or nursing facility. He or she also can help with any questions or problems regarding your medical insurance or with financial issues during your hospital stay.

TECHNICIANS

Healthcare professionals critical to your care.

Laboratory Technicians may visit your room to draw blood or collect other samples for testing as ordered by your doctor.

Radiology Technicians perform diagnostic imaging procedures, such as X-ray, MRI and CT scans, as ordered by your doctor.

Surgical Technicians prepare operating rooms, arrange equipment and help doctors during surgeries.

REGISTERED DIETITIAN

Food and nutrition expert who may visit during your hospital stay to review your diet and make recommendations.

Dietitians promote positive lifestyle choices and can put you on the path to lowering weight, eating healthy and reducing your risk of chronic disease. He or she also may provide specific instructions for patients unable to eat a regular diet (for example, intravenous feedings for a patient who cannot eat by mouth). You can contact our dietitian at **740.845.7327** if you need help with a diet after you leave the hospital.

FOOD & NUTRITION SERVICES

With our Room Service program, patients may have meals on their own schedule.

A menu is provided upon your admission and features a wide range of options such as customized omelets, grilled items, as well as traditional entrées like meatloaf and oven baked chicken. The menu also features selections for patients with dietary restrictions.

Room Service is available to eligible patients from 6:15AM–6:45PM daily. Meals are delivered to the patient's bedside within 45 minutes of placing the call. To order Room Service please call **3663 (FOOD)** and our staff will be glad to serve you.

PHYSICAL, OCCUPATIONAL & SPEECH THERAPISTS

Assist patients with physical disabilities related to stroke, orthopedic problems, arthritis or general weakness after medical illnesses or surgery.

They may help determine if you will be safe getting around at home. If necessary, they can provide you with devices that will improve your safety and mobility.

RESPIRATORY THERAPISTS

Assist patients who need oxygen or special breathing treatments during their hospital stay.

These therapists will also help develop a plan if you will continue to need treatments once you return home.

HOUSEKEEPING & MAINTENANCE STAFF

Provide a clean and comfortable environment for our patients.

If you identify any housekeeping or maintenance issues during your stay, please inform your nurse right away, so that the issue can be resolved as quickly as possible.

SECURITY STAFF

Provide protection and assure a safe environment for patients, visitors and staff.

Some of the many responsibilities and services security officers provide are to safeguard patient valuables and hospital property, as well as provide directions and escorts on or around the Madison Health campus.

VOLUNTEERS

Help support the mission of Madison Health everyday.

They are trained and managed through our Volunteer Services office, and provide countless services, including delivering mail, escorting patients throughout the hospital, and answering questions at the front desk.

Your Care Assurance

Purposeful Hourly Rounding

An important part of providing you with excellent care and service is something called hourly rounding. A nurse or patient care assistant will visit you every hour, in order to:

- Help keep you as comfortable and pain-free as possible
- Help you change positions comfortably
- Help you get to the bathroom, if necessary
- Make sure you can reach the call button, your phone, glasses, tissues, water, and television remote control, etc.

Hospital research throughout the country shows that this intentional rounding dramatically improves patient care, reduces the incidence of patient falls, and helps nurses build stronger relationships with their patients and patients' family or advocates.



If you need help between rounding, use the call button in your room to contact your healthcare team.

Call Button for Assistance

Use the call button in your room to let your healthcare team know when you need help.

If a trained non-patient care staff member sees that a patient has turned on their call light, they may enter the room, introduce themselves and improve any placement or environmental issues the patient may have. This can include moving their bedside table or closing the blinds. Staff members can also assist with any minor comfort concerns such as adjusting the bed or acquiring extra blankets.

Preventing Falls

We work hard to prevent our patients from falling; that is one of the many important reasons we do hourly rounding. Here's how you can help, too:

- Keep your call button close to you. Even if you are not at risk for falling, please let us help you when you need to walk or go to the bathroom.
- Avoid climbing over bed rails or supporting yourself with anything that has wheels.
- If you do fall, remain calm. Call for help and if you are near a call button, use it. Don't attempt to get up by yourself.

Bedside Reporting

One of the ways we make sure all of your needs are being met is through bedside reporting. Your nurses will talk with you about your care in your room. When your nurses are changing shifts, they will meet with you to:

- Introduce your new nurse
- Talk about what is happening during your stay
- Review your treatment plan
- Answer any questions you may have

Bedside reporting is helpful because it is personal and increases your safety. It gives you and your family the chance to understand all that is happening and to be more involved in your healthcare.

Your nurses will ask you which members of your family or visitors may be present with you during the meeting. Personal and sensitive information may be discussed — including medical history, treatment plans, test results and diagnoses — so we want to make sure your privacy is protected.



Please write down any questions or concerns you have so that you can share them with your bedside reporting team.

Pain Management

While you are a patient at the hospital, you may experience discomfort or pain. It may be due to an illness, surgery or procedure. Your healthcare team will work with you to keep you as comfortable as possible.

Communicating Pain

If you are in pain, please let us know. Effective pain management requires a close partnership between you and your healthcare team. Everyone involved in your care will work together to manage your pain. Doctors plan and order treatment for pain, nurses carry out and monitor the treatment.

To more easily tell your caregivers about your pain, patients are asked to use the pain scale. The scale helps physicians and nurses measure how well the treatment is working and to adjust the treatment plan if needed.

Wong-Baker FACES® Pain Rating Scale



0

**No
Hurt**



2

**Hurts
Little Bit**



4

**Hurts
Little More**



6

**Hurts
Even More**



8

**Hurts
Whole Lot**



10

**Hurts
Worst**

Medications in the Hospital

Medications can be an important part of your hospital stay. Please feel free to ask your nurse or physician questions about the medications you are given and possible side effects. Important questions include:

- What is the name of the medication?
- Why do I need to take it?
- What are the possible side effects?

Nighttime Quiet Hours

At Madison Health, we observe quiet hours between 8PM and 6AM to help you rest in a calm environment. During this time:

- An overhead announcement will alert hospital patients and guests that quiet hours are in session
- Lights will be dimmed

We will limit nighttime interruptions as much as possible. However, our healthcare professionals are required to check on you during the night. In addition, your doctor may require an early morning blood test in order to get results and make necessary changes to your treatment as soon as possible.

Madison Health Patient Rights and Responsibilities

It is the policy of Madison Health to treat all patients, without regard to race, color, national origin, disability, age, sex, sexual orientation, religion, veteran status, or sources of payment for care. All services are available without distinction to all patients and visitors.

1. You have the right to be treated with dignity and respect.
2. You have the right to a clean, safe and secure environment.
3. You have the right to security and personal privacy during your treatment and care.
4. You have the right to know the names and duties of all persons involved in your care.
5. You have the right to complete information about your condition and treatment in terms you understand, and you have the right to participate in decisions regarding your care.
6. You have the right to participate in ethical questions that arise during your course of care, including conflict resolution, withholding or withdrawing life-sustaining treatment, and participation in investigational studies. You have the right to designate someone to make your decisions should you not be able to make them yourself and the right to access protective services.
7. You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
8. You have the right to consult with a specialist at your own request and expense.
9. You have the right to comfort and effective pain management.
10. You have the right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
11. You have the right to refuse treatment to the extent permitted by law and to be informed of the consequences of refusing treatment, including any resuscitative measures.
12. You have the right to access guardian, conservator, self-help groups, advocacy services, child and adult protective services, and/or clergy.
13. You have the right to develop advance directives, and to have these directives followed to the extent permitted by law.
14. You have the right to continuity of care. You will not be discharged or transferred except for medical reasons, for your personal welfare, or for the welfare of others. Should your transfer or discharge become necessary, you will be given advance notice (except in the case of an emergency).

15. You have the right to confidential treatment of your personal and medical records. Information from these sources will not be released without your prior consent, except in your transfer to another healthcare facility, as required by law, or under third party payment contracts.
16. You have the right to have a guardian or next of kin make decisions for you if you are deemed incompetent by the state.
17. You have the right to participate in the activities of socioeconomic, religious, cultural practices, and community groups of your choice, unless your physician, for medical reasons, considers such activities contrary to your welfare and so indicates in your medical records.
18. You have the right to privacy during visits with your spouse, family, clergy and others.
19. You have the right to receive visitors at any time other than the established visiting hours.
20. You have the right to reasonable access to a telephone to have private communications. You have the right to make and receive telephone calls, and you have the right to send and receive mail.
21. You have the right to refuse to participate in research. You have the right to refuse to have photographs taken during your hospital stay.
22. You have the right to be informed, in advance, of any visitors to the hospital and the right to refuse to see those visitors. You have the right to refuse to participate in activities while visitors are present.
23. You have the right to have information provided to you in a manner tailored to your age, language, and ability to understand the information. You have the right to assistive devices for hearing or visual impairments, or to an interpreter as needed.
24. You have the right to voice opinions, recommendations and grievances regarding policies and services offered by Madison Health, without fear of restraint, interference, coercion, discrimination or reprisal. You have a right to call (or have called) an attorney.

Grievance Process: Madison Health is committed to providing quality care to our patients and ensuring that our patients' rights are supported. As part of this commitment, we encourage you to share your opinions with us regarding our care and services.

If you have a complaint or concern, we are committed to resolving your concerns quickly and at the first level of contact whenever possible. We encourage you to share your questions/ concerns with a member of your healthcare team, physician, or unit manager. They will gather information, follow up with the appropriate individuals or departments, and attempt to resolve the issue to your satisfaction.

If you would like assistance, please contact Social Services 740.845.7132.

Our Mission

To provide exceptional healthcare in a respectful, compassionate and healing environment.

Our Vision

To be the healthcare provider of choice for the people who live and work in the Madison County and the surrounding area.

Our Values

Respect for People

We treat everyone with kindness and respect.

Stewardship of Resources

We manage the resources entrusted to us in a responsible and effective manner.

Commitment to Excellence

We continuously strive to:

- Improve our performance in all areas
- Promote a culture of integrity and high ethical standards
- Maintain the highest standards of patient care
- Understand and meet the healthcare needs of the communities we serve



