



Information *Guide* for the *Patient* and *Family*

www.morrowcountyhospital.com



**Morrow County
Hospital**
OhioHealth

Associated with OhioHealth

651 West Marion Road
Mount Gilead, Ohio 43338
419 | 946-5015

www.morrowcountyhospital.com

Welcome

At Morrow County Hospital, our mission is “to improve the health of those we serve.” We have a modern medical facility, state-of-the-art equipment and utilize cutting-edge technology. Our physicians, nurses and other well-trained professionals are dedicated to providing the highest quality, personalized care.

Your safety as a patient is very important to us. At Morrow County Hospital, we strive to do everything we can to provide safe, quality care, but we want you to partner with us as well. Patients involved in their care have better results. By becoming an involved member of the team, you can help increase your safety. Ask any hospital staff member for a copy of the “*Speak Up: Health Prevent Errors In Your Care*” pamphlet.

As a healthcare provider, Morrow County Hospital is committed to providing the healthiest environment possible. Since January 1, 2008, the use of tobacco products of any kind has not been permitted on the Morrow County Hospital campus – including buildings, parking areas and building grounds. We advise our patients to contact their physician about nicotine replacement therapies when hospitalized at Morrow County Hospital.

Wishing You Well,

Morrow County Hospital’s Healthcare Team

Privacy & Confidentiality Of Your Personal Health Information

The protection and privacy of your personal health information is of special importance to the staff of Morrow County Hospital. We strive to protect your information from inappropriate use or sharing. In 1996, the federal Health Insurance Portability and Accountability Act (HIPAA) was passed creating guidelines of how hospitals and other healthcare providers can use and share your health information. Your rights, and the way in which we can handle your health information, are explained in our “Notice of Privacy Practices.” This Notice will be presented to you during your admission process. Please read it carefully as it will describe how you can gain access to your records, who we may share your information with and for what purposes.

Visitor Conveniences

Cafeteria

The cafeteria is located in the hospital’s lower level, with food services available --

Breakfast	8-9:30 a.m.
Lunch	11:30 a.m.-1:30 p.m.
Dinner	5-6:30 p.m.

Vending Machines

Vending machines, which offer a variety of beverages and snacks are available 24-hours a day in the main lobby and the lower level. For your convenience, a coffee/hot chocolate machine is available in the Emergency/Medical Specialty Center West waiting area. A soft drink machine is available at the Emergency entrance. For directions, please ask any hospital staff member.

ATM Machine

Available near the elevator on the main floor.

Volunteer Services

Auxiliary

The Morrow County Hospital Auxiliary is comprised of 10 twig groups with a total membership of 180 men and women. These auxiliaries continually promote the betterment of patient care at MCH. Their service activities include: operating the hospital’s Gift Shop, greeting visitors in the main lobby, serving as volunteers in numerous hospital areas and assisting in a variety of other ways. Auxiliary members also sponsor various fundraising projects each year. All proceeds from these events are used to purchase items which benefit the care of patients.

“PLUS” Volunteers

These people, ages 14 years and over, provide volunteer service in a variety of hospital areas.

If you have questions about becoming a “PLUS” or Auxiliary volunteer, please call the hospital’s Public Relations Manager – **(419) 949-3088**.

Opportunities For Giving

Gift income plays an increasingly important role in making possible Morrow County Hospital’s mission of improving the health of those we serve. Your gift will benefit vital programs to meet needs in quality care, medical equipment, funding for new projects and more. All gifts to Morrow County Hospital are tax deductible.

For more information, write or call
Morrow County Hospital
651 West Marion Rd., Mt. Gilead, Ohio 43338
(419) 949-3182

Visit our Web site
www.morrowcountyhospital.com

Billing Assistance

As a courtesy to our patients, Patient Accounting will submit your bill to your insurance company or other third-party payer. Patient Accounting personnel are also available to work with you and your family members to address your financial concerns. For those amounts due that are the patient's responsibility, Morrow County Hospital accepts cash, check or credit card (VISA, MasterCard and Discover) as payment. If you have Internet access, you may pay your hospital bill online by going to the hospital's Web site – www.morrowcountyhospital.com – and clicking on “To Make A Payment On Your Morrow County Hospital Patient Account, Click Here!” Then, follow the prompts.

If you pay your hospital bill within 30 days of your discharge date, you are eligible to receive a 10% discount on your bill (not applicable for Extended Care Facility patient/resident stays). A 15% discount is offered to hospital patients who do not have insurance, when their bill is paid within 30 days after discharge. **Financial aid is available for those who qualify (for hospital services only).** You may request a financial aid application by contacting Patient Accounting – **(419) 949-3019**.

You may request a copy of your itemized bill by calling Patient Accounting – **(419) 949-3019**. If you have billing questions, please contact Patient Accounting – **(419) 949-3019**.

Emergency Physician (Premier Health Care Emergency Services)

Call: Medical Reimbursement Incorporated - **(800) 513-3044**

Radiology

Call: Riverside Radiology Associates - **(866) 351-2765 or (866) 396-4750**

Laboratory

Call: Park Pathology - **(419) 468-1950**

Surgery

Refer to the information on the bill sent to you.

The hospital has a Free Medical Billing Consultation Service available to patients (and Morrow County residents) who need assistance in sorting through their medical bills. Please call **(419) 946-5015** and ask the operator to schedule an appointment with the billing consultant.

Please note: Extended Care Facility (ECF) billing records are separate from the hospital billing records. Please inform the operator if you are inquiring about an Extended Care Facility bill so we can direct your call correctly.

About Morrow County Hospital

Morrow County Hospital (MCH) has been providing outstanding healthcare services to the community since February 12, 1952, when it first opened its doors as a 42-bed medical facility.

Today, MCH is designated as a 25-bed critical access hospital and is licensed for 38-Extended Care Facility beds. Morrow County Hospital is recognized as the community's primary healthcare facility and offers a wide range of services – cardiopulmonary; emergency; intensive and progressive care; laboratory; medical/surgical; physical, occupational and speech/hearing therapy services; radiology; sleep lab and surgery. Post-acute rehabilitation and short-term/long-term care are available in the Extended Care Facility by highly-trained professionals.

Home Health personnel are available to provide skilled nursing and rehabilitative services in the comfort of your home.

Specialists come to Morrow County Hospital's Medical Specialty Center North and West on a regularly-scheduled basis to provide specialized care in areas of allergy/immunology, audiology, cardiology, dermatology, gastroenterology, gynecology/obstetrics, neurology, ophthalmology, orthopedics, otolaryngology (ear, nose and throat), podiatry, psychology, pulmonology, surgery (general) and urology.

Cardiac and Pulmonary Rehab are offered through Cardiopulmonary Services.

Morrow County Hospital is accredited by The Joint Commission. This accreditation means that Morrow County Hospital has demonstrated compliance with national organizational, patient care and safety standards.

For further information, or to register a complaint, please contact Morrow County Hospital's Compliance Office – **(419) 946-5015**. The public may contact The Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission-accredited healthcare organization by either calling **1-800-994-6610** or e-mailing – complaint@jcaho.org. Morrow County Hospital will take no disciplinary action when a safety or quality of care concern is given to The Joint Commission.

Patient Rights & Responsibilities

As a patient or resident, you have a number of rights and responsibilities related to your care and treatment. In the case of child and adolescent patients – or those unable to make competent decisions – these policies apply to the responsible party. Extended Care Facility residents are also provided a copy of the federal and state-mandated “Resident Rights.” A complete listing of Patient Rights & Responsibilities is available upon request.

At Morrow County Hospital, patients have the right to...

- considerate and respectful care and treatment by physicians and staff.
- care, treatment and services within the organization’s capability, mission, and in compliance with law and regulation.
- the same quality of care and accommodations regardless of their race, creed, sex, national origin, sources of payment, or ability to pay.
- have their individual, social, psychological, cultural, emotional and spiritual needs respected and preserved while undergoing treatment.
- be free from mental, physical, sexual and verbal abuse, neglect and exploitation.
- receive complete information from their physician regarding their diagnosis, treatment and prognosis or expected outcome. This includes the right to informed consent when surgical or other significant procedures are involved.
- know by name and position the person caring for them and to ask if the hospital or caregivers have relationships with outside parties that may influence their care.
- actively participate in the plan of care and decision-making regarding their care through direct discussion with physicians and healthcare professionals, including the right to refuse care, treatment and services in accordance with law and regulation.
- the treatment of pain during all aspects of care by concerned staff.
- receive information about pain and pain relief measures.
- (if terminally ill) treatment of their condition and symptoms including the optimum care and comfort, control of pain and considerate care to the patient and their family.
- information and completion of Advance Directives (Living Wills, Healthcare Durable Power of Attorney) to designate a surrogate decision maker and to speak to a healthcare professional regarding a state-certified Do Not Resuscitate order in compliance with Ohio law.
- care which is not conditioned on the existence of an advance directive.
- personal dignity and every consideration of privacy and to keep information pertaining to their care confidential. Patients have the right to expect their medical records to be maintained confidentially unless they have given permission to release their records or it is required reporting permitted by law.

Guest Trays

So patient/resident visitors may dine with friends and/or loved ones, guest trays are available for a reasonable fee. These meals must be ordered 45 minutes prior to meal service – 7:30 a.m., 11:30 a.m. and 4:30 p.m. Please contact the nursing staff to order. When your guest tray is delivered, you will receive an envelope in which you may place your meal payment. Please give your payment envelope to the Nutrition Services staff.

Lost & Found

For assistance in locating lost personal items, call the hospital’s Facilities Department, Extension 3101, from 8 a.m.-4:30 p.m., Monday through Friday.

Personal Laundry

Laundry services are not provided for hospital patients’ personal clothing. Families are encouraged to arrange for clean personal clothing as necessary. For Extended Care Facility residents, laundry service is available.

Patient Safety Information

The care you receive as a patient depends partially on your participation and actions as a patient. In addition to your rights and responsibilities as a patient, you and your significant other(s) have certain responsibilities regarding patient safety.

- Patients should always ask for help when needed.
- The bed should be in the “low” position at all times.
- Avoid using bedside stands and other furniture for support.
- Use the patient call light to get assistance. The nursing staff will respond either by intercom or in person.
- All electrical appliances and equipment brought in by the patient/resident will require a safety check by facilities personnel prior to its usage.
- Permission to use siderails will be addressed upon admission to units. Each individual’s specific needs will be considered, with safety being the prime consideration.
- Any spills should be reported for prompt clean up.
- Report any safety issues related to your care or the physical environment to your physician or any of the hospital staff.
- Bringing medication from home is discouraged. This includes any over-the-counter medications, herbal preparations and vitamins. Please report any medications you have brought with you to your nurse.
- Name bands are placed on all patients. Each caregiver should check your name and birth date before performing any procedure or giving any medication.
- Based on the type of surgery or procedure you are having, the physician who will perform your surgery/procedure will mark the correct location on your body where the procedure is to be performed.

Special Assistance

Pastoral Care

Clergy are invited to visit their parishioners at any time, if requested by the patient or their family. Volunteer chaplains are available to provide spiritual and emotional support during your hospital stay. To request a chaplain, please ask your nurse for assistance.

My Room

Telephone

Each patient has a telephone in their room.

Outgoing Calls

Local – To place a local outside call, dial “8” plus the local number. Area code “419” must be used for local calls.

Long Distance – The hospital operator can assist you in placing a long-distance call from 7 a.m.-10 p.m. Morrow County Hospital uses Embarq as its vendor for long-distance. To reach the hospital operator, you will need to dial “0”. The operator will then ask you how you would prefer to have your call billed – collect, telephone credit card, or to a third party. You will also be asked the long-distance carrier of your choice. Long-distance calls may not be charged to your hospital bill.

Incoming Calls

All incoming calls (both local and long distance) may be transferred to inpatient rooms from 7 a.m.-10 p.m. For people to reach you, they need to dial (419) 946-5015 and ask the hospital operator to transfer their call to your room.

Letters & Flowers

Your mail, gifts, flowers, and plants will be delivered Monday through Saturday to your room by a volunteer. The staff will be pleased to place your outgoing letter in the mail. Postage stamps are available in the hospital’s Gift Shop.

Television

The television in your room carries a wide variety of programming. There is a detailed listing of all television channel programming in the top drawer of the bedside stand next to your bed. A staff member will teach you how to use the television controls.

Conveniences

Barber & Beauty Services

If you would like a barber or beautician to come in during your stay, please discuss arrangements with your nurse.

Gift Shop

The Gift Shop is located near the main lobby and is operated by the Morrow County Hospital Auxiliary. Gift Shop hours –

January through March – Monday-Friday, 9 a.m.-1 p.m. • Saturday, 1-5 p.m. • Closed on Sunday.

April through December – Monday & Wednesday, 9 a.m.-5 p.m. • Tuesday, Thursday & Friday, 9 a.m.-1 p.m. • Saturday, 1-5 p.m. • Closed on Sunday.

- receive assistance with communication limitations. The hospital will make every reasonable attempt to provide this assistance.
- be informed about any experimental, research or educational activities that are involved in their treatment including any alternative and alternative therapies, or the right to refuse to participate in these activities.
- expect reasonable assistance with discharge planning to an appropriate continuum of care at different settings, services and care levels.
- be informed of hospital policies and procedures that address the procurement and donation of organs to local agencies.
- be informed of hospital policies and practices that relate to patient care, treatment, and responsibilities. Patients have the right to be informed of available resources for protective services, resolving disputes, grievances, conflicts, conflicts of interest, or dilemmas regarding care decisions including access to an ethics committee.
- be informed of hospital charges for services and available payment methods.
- have communication restrictions (i.e., limitations on phone use) evaluated for therapeutic effectiveness with the patient/family prior to implementation.
- to access, request amendment to, and receive an accounting of disclosures regarding his or his own health information as permitted by law.

At Morrow County Hospital, patients have the responsibility...

- to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, advance directives, and other matters relating to their health, history, or care planning.
- to report unexpected changes in his/her condition to the physician or to the healthcare staff responsible for their care.
- to inform their physicians and/or the hospital staff of any pain they are having and their desires regarding pain relief options.
- to inform their physician or hospital staff of any concerns they have regarding pain management.
- to cooperate with physicians and staff in their diagnosis and treatment and to question if they do not clearly comprehend a contemplated course of action or what is expected of him/her.
- to inform their physicians and other caregivers if they anticipate problems in following prescribed treatment or are unable to keep appointments.
- for his/her actions if they refuse treatment or do not follow the physician’s instruction.
- to be considerate of other patients and staff by following the hospital’s policies regarding smoking, visiting, room accommodations, television and telephone usage.
- of informing the hospital staff of any problems or complaints concerning their care.
- for reporting any safety issues related to their care or the physical environment.
- to provide all needed information for insurance processing and for assuring that financial obligations for their healthcare are fulfilled.

Preventing The Spread Of Infection

Visitors can help prevent the spread of germs and infection by following these simple steps:

- **Handwashing is the most important step to prevent the spread of infection!** Always wash your hands before and after visiting a patient, after going to the bathroom, blowing your nose, sneezing and coughing and before eating.
- Please do not visit a patient when you are sick. If you must visit while you are sick, wash your hands well and ask the staff for a mask if you have respiratory symptoms. Do not touch the patient, or any object the patient is using, and keep the visit brief.
- Some patients need isolation – if so, everyone (staff and visitors) may need to wear gloves, a gown and/or a mask.
- Check with the nurse before visiting if you are unsure if you are contagious or if you are bringing children to visit a patient.

“It’s OK To Ask”

Hands are one of the ways that infections can spread. Morrow County Hospital’s 2009 Hand Hygiene Campaign is titled, “It’s OK To Ask.” We are encouraging you to become proactive in your care for your safety. If you don’t see us practicing hand hygiene before touching you, it’s OK for you to ask us to do so. Don’t be embarrassed to ask us to wash or sanitize. It’s NOT an option anymore; it’s a recognized standard of basic care. Remember, you’re not being rude to politely demand to be touched with clean hands. Good hand hygiene is literally a matter of life and death.

Please Let Us Know

Service is at the heart of the care we deliver. During your hospital stay, we will try to meet your healthcare needs, keep you and your family informed about your care and respond to your concerns and complaints quickly. Please share any comments, suggestions, or concerns about your care with a staff member, nurse manager, or House Coordinator.

Once you are discharged and at home, you will receive a survey asking your opinions about your care. Please complete and return this survey because it helps us measure our performance and serves as a guide to improve our service to you and future patients.

Visiting Hours

11 a.m.-8 p.m.

General Rules

- Limit of two (2) visitors per patient at any one time.*
- All children under the age of 12 must be accompanied by an adult.
- Clergy are welcome to visit anytime, if requested by the patient or family.
- “No visitors” at patient’s request will be honored when patients “opt out” of the facility’s directory.
- People with colds, sore throats, or any contagious disease or infection should not visit with patients.
- Be considerate of the patient’s needs.
- Visitors are to use designated public restrooms only.
- If you have any questions about visitation, they should be directed to a nursing staff member or manager.
- Caution should be used with children visiting due to exposure to infection or diseases.

**Extended Care Facility’s visitors exempt.*

Extended Care Facility (Rooms 131-162)

- Visitors of all ages are welcome at anytime.

(While there are no restrictions on visiting hours, we encourage family members and friends to schedule visits with Extended Care Facility residents or patients according to their wishes.)

Intensive Care Unit (Rooms 115-1,2,3)

- Visitors are welcome at physician and nurse discretion.
- Limited to two (2) visitors over age 12 unless prior approval from the physician or nurse.

Progressive Care Unit

- Visitors are welcome.
- Limited to two (2) visitors unless prior approval from the physician or nurse.
- One child at a time.

Medical/Surgical

- Visitors are welcome.
- Limited to two (2) children at any one time.
- Limited to two (2) adults per patient at a time.

Unlimited visiting hours are permitted for immediate family of patients with the following conditions:

1. Critically-ill patients
2. Day of surgery
3. Pediatric (children under the age of 12)
4. Those patients who are easily confused, agitated, or otherwise unsettled.