

ProMedica Russell J. Ebeid Children's Hospital

PATIENT INFORMATION GUIDE



We are pleased you have selected our facility for your child's care. Our Mission is to improve your health and well-being. This guide offers information that you, your family and your guests may need during your child's stay at ProMedica Russell J. Ebeid Children's Hospital.

 **PROMEDICA**
RUSSELL J. EBEID
CHILDREN'S HOSPITAL

419-291-4000

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IMPORTANT PHONE NUMBERS

MAIN NUMBER	419-291-4000	GENERATIONS GIFT SHOP	419-291-4382
OR 866-865-4677 (TOLL FREE)		LOST AND FOUND	419-291-3874
FINANCIAL COUNSELORS	800-477-4035	OUTPATIENT PHARMACY	419-291-5418
INFORMATION DESKS		SECURITY	419-291-4128
ENTRANCE A	567-861-0110	SPIRITUAL CARE	419-291-4007
ENTRANCE B	419-291-9210	FAMILY/GUESTS FOOD TRAY SERVICE	419-291-6368
ENTRANCE C	567-861-0120		

ABOUT OUR FACILITY

Smoke-Free Policy

All ProMedica campuses are smoke free, indoors and outdoors. The use of tobacco and marijuana, including electronic cigarettes and other combustible smoking products such as herbal cigarettes, is not permitted in our buildings, lawns, walkways, sidewalks, parking lots, parked cars in parking lots, or any other grounds that ProMedica maintains. As a courtesy, please also be considerate of our neighbors and avoid littering and loitering on properties that surround our campus.

OUR COMMITMENT TO YOU

Since 1993, the physicians and staff of ProMedica Russell J. Ebeid Children's Hospital have worked to provide quality health care to our community. Through the years, ProMedica Russell J. Ebeid Children's Hospital has combined advanced technology with a personal, caring touch to meet the needs of our patients. This Patient Services Guide is designed to familiarize you and your child with the services available at ProMedica Russell J. Ebeid Children's Hospital. If you have a need or question that is not addressed in this guide, please feel comfortable contacting any member of our health care team.

Additionally, if you wish to discuss your experience at ProMedica Russell J. Ebeid Children's Hospital, please do not hesitate to contact us at 419-291-4000. During your stay with us, ProMedica Russell J. Ebeid Children's Hospital staff will bring together their special talents to help restore your child's health. Please accept our sincere wishes for a swift recovery and return of your loved one.



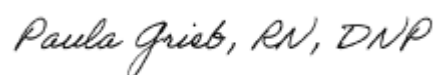
Sincerely,



Dawn Buskey,
President, Acute Care
ProMedica Russell J. Ebeid
Children's Hospital



Sincerely,



Paula Grieb
Chief Operating Officer /VP Operations
ProMedica Russell J. Ebeid
Children's Hospital

OUR MISSION is to improve your health and well-being.

OUR VALUES

Compassion

We treat our patients and each other with respect, integrity and dignity. Because each of us is a caregiver, our actions, words and tone let others know we truly care about them.

Innovation

We continually search to find a better way forward. We seek and embrace changes that enable us to deliver high-quality care and the best possible outcomes.

Teamwork

We are an inclusive team of diverse and unique individuals who collaborate to meet the ongoing needs of our patients and communities. We partner with others because we are better together than apart.

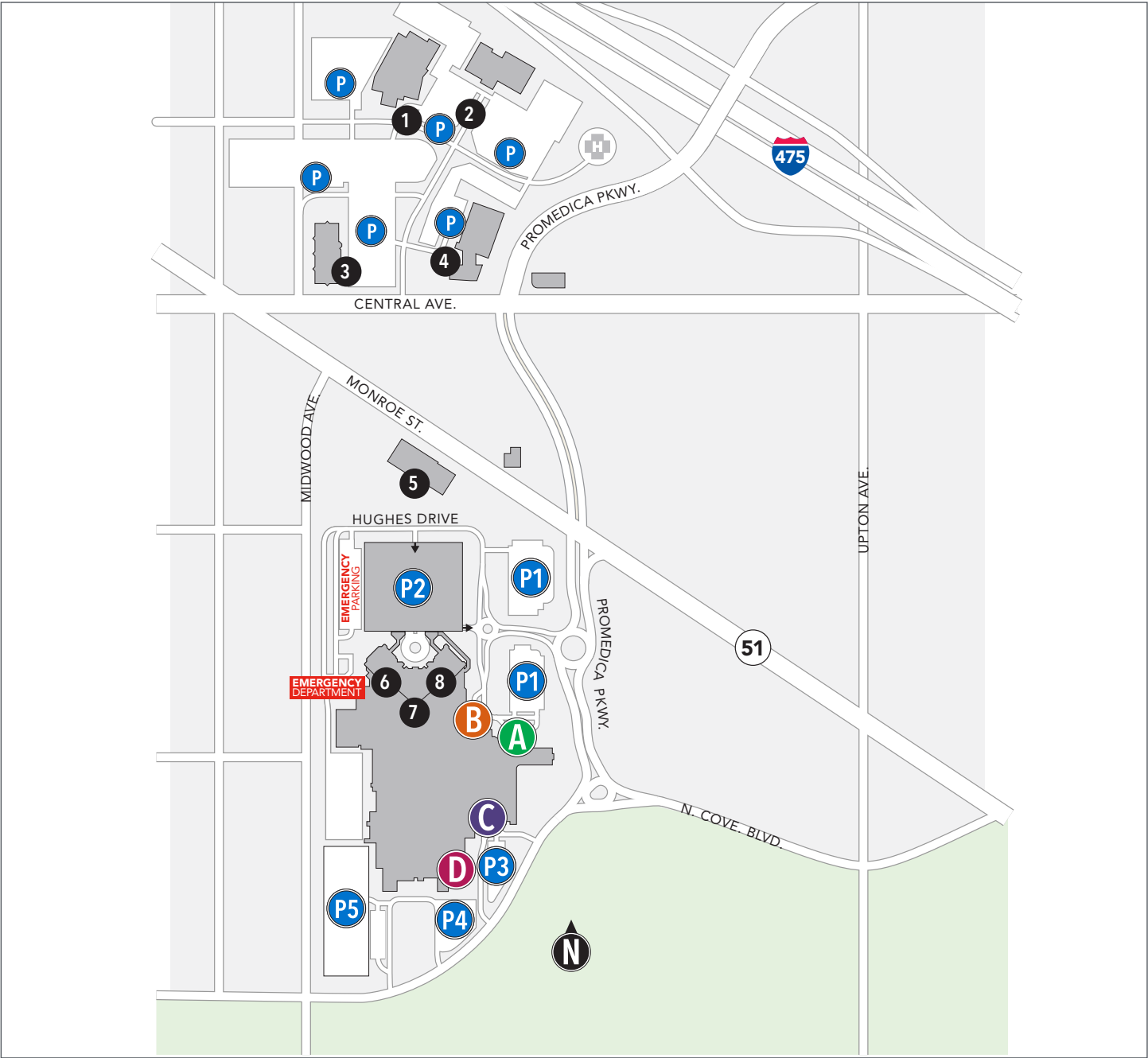
Excellence

We strive to be the best in all we do; we value lifelong learning, practice continuous improvement and provide exceptional service in living our Mission to improve your health and well-being.

Learning

We are committed to providing opportunities for lifelong learning, both personal and professional, to our employees and residents so they can provide superior care and service to those in our care. We are also committed to providing an atmosphere of clinical excellence to ensure valuable experiences to our medical residents and other learners.

PROMEDICA RUSSELL J. EBEID CHILDREN'S HOSPITAL MAP –
CAMPUS



- 1 Neurosciences Center
 - 2 Parkway Surgery Center
 - 3 Center for Health Services
 - 4 Diabetes Center
 - 5 Ronald McDonald House
 - 6 McIntosh Tower
 - 7 Education Center
 - 8 Jobst Tower

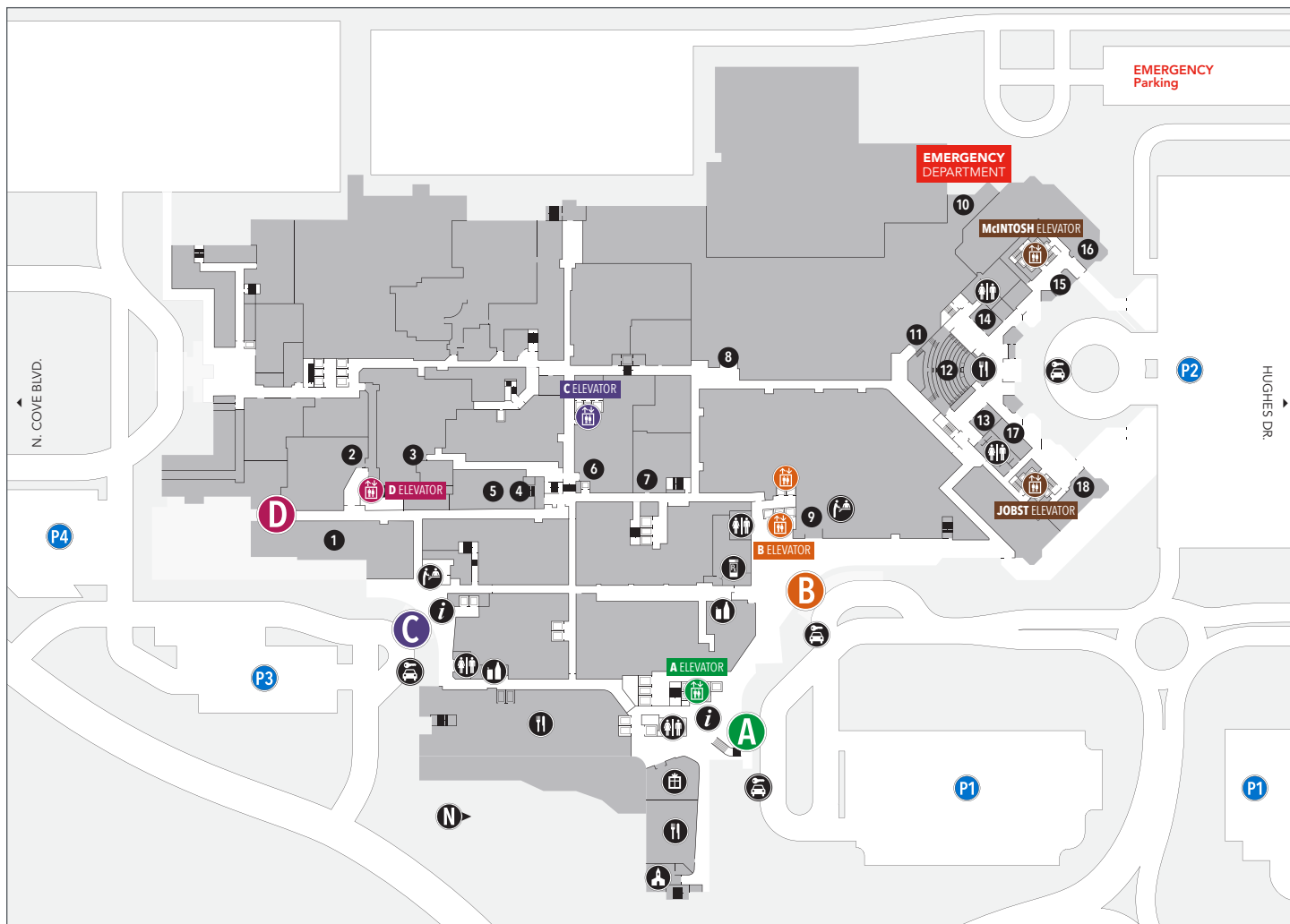
 Parking

PROMEDICA RUSSELL J. EBEID CHILDREN'S HOSPITAL MAP – CAMPUS DESTINATION GUIDE

Destination	Entrance
Audiology	
Breast Care Center	McIntosh
Cafeteria	
Chapel	
Child Life Center	
Emergency Department	Emergency
Endoscopy	
Gift Shop	
Heart and Vascular Services	
Heart Failure and Structural Heart Clinics	Jobst
Hemodialysis	
Hyperbaric Medicine	
Imaging Services	
Information A	
Information B	
Information C	
Interventional Radiology	
Jobst Vascular Institute	Jobst
Lab	Jobst
Labor and Delivery	
Maternal-Fetal Medicine	
My Baby & Me Boutique	
Neurophysiology	
Observation Unit	
Oncology and Infusion Center	
Outpatient Registration	

Destination	Entrance
Patient Rooms A201 – A240	
Patient Rooms A301 – A340	
Patient Rooms A401 – A440	
Patient Rooms A501 – A540	
Patient Rooms A601 – A640	
Patient Rooms A701 – A740	
Patient Rooms A801 – A840	
Patient Rooms A901 – A940	
Patient Rooms B241 – B252	
Patient Rooms B341 – B384	
Patient Rooms B441 – B464	
Patient Rooms B541 – B580	
Patient Rooms B641 – B680	
Patient Rooms B741 – B780	
Patient Rooms B841 – B875	
Pediatric Hematology/Oncology	
Pediatric Psychiatry Unit	
Pediatric Sedation, Infusion and Vascular Research	
Pharmacy	
ProMedica Credit Union	Jobst
Surgery	
Wound Care	

PROMEDICA RUSSELL J. EBEID CHILDREN'S HOSPITAL MAP – FIRST FLOOR



- 1 Wound Care Clinic
- 2 Maternal-Fetal Medicine
- 3 Observation
- 4 Hyperbaric Medicine
- 5 Audiology
(Basement Level)
- 5 Neurophysiology
(Basement Level)
- 6 Interventional Radiology
- 7 Oncology and Infusion Center
- 8 Lactation Station
- 9 Imaging Services
- 10 Emergency Main Entrance
- 11 Emergency Department

Education Center

- 12 Auditorium
- 13 Conference Room A
- 14 Conference Room B

McIntosh Tower

- 15 Conference Room C
- 16 Breast Care Center

Jobst Tower

- 17 ProMedica Credit Union
- 18 Outpatient Registration:
 - Lab
 - Heart Failure and Structural Heart Clinics

- Chapel
- Dining
- Elevator
- Gift Shop
- Information
- Parking
- Patient registration
- Pharmacy
- Restroom
- Vending
- Valet Service

PROMEDICA RUSSELL J. EBEID CHILDREN'S HOSPITAL MAP – FIRST FLOOR DESTINATION GUIDE

Destination	Floor
Audiology	B
Breast Care Center	1
Cafeteria	1
Chapel	1
Child Life Center	4
Emergency Department	1
Endoscopy	2
Gift Shop	1
Heart and Vascular Services	2
Heart Failure and Structural Heart Clinics	1
Hemodialysis	2
Hyperbaric Medicine	1
Imaging Services	1
Information A	1
Information B	1
Information C	1
Interventional Radiology	1
Jobst Vascular Institute	4
Lab	1
Labor and Delivery	3
Maternal-Fetal Medicine	1
My Baby & Me Boutique	1
Neurophysiology	B
Observation Unit	1
Oncology and Infusion Center	1
Outpatient Registration	1

Destination	Floor
Patient Rooms A201 – A240	2
Patient Rooms A301 – A340	3
Patient Rooms A401 – A440	4
Patient Rooms A501 – A540	5
Patient Rooms A601 – A640	6
Patient Rooms A701 – A740	7
Patient Rooms A801 – A840	8
Patient Rooms A901 – A940	9
Patient Rooms B241 – B252	2
Patient Rooms B341 – B384	3
Patient Rooms B441 – B464	4
Patient Rooms B541 – B580	5
Patient Rooms B641 – B680	6
Patient Rooms B741 – B780	7
Patient Rooms B841 – B875	8
Pediatric Hematology/Oncology	4
Pediatric Hematology/Oncology Infusion Center	4
Pediatric Psychiatry Unit	3.5
Pediatric Sedation, Infusion and Vascular Research	4
Pharmacy	1
ProMedica Credit Union	1
Surgery	2
Wound Care	1

PRIVACY NOTICE

Our Notice of Privacy Practices is posted at all admission/registration points throughout the hospital and is available on our web site, promedica.org. If you would like a copy, please ask your caregiver.

Notice of Nondiscrimination and Accessibility

Discrimination is Against the Law

ProMedica complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). ProMedica does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

ProMedica provides:

Free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters (utilizing VRI and on-site resources).
- Written information in other formats such as large print, audio, and accessible electronic formats.

Free language services to people whose primary language is not English, such as:

- Qualified interpreters (utilizing VRI, OPI, and on-site resources).
- Information written in other languages.

If you need these services, contact ProMedica Customer Service at 844-810-1634 or go to the nearest registration area or information desk.

If you believe that ProMedica has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

ProMedica Interpreter Services

Mail: ProMedica
100 Madison Ave., MSC-SWS-1034
Toledo, Ohio 43604

Toll Free: 844-810-1633 (Customer Service)

TTY: 7-1-1 (National), or
800-750-0750 (Ohio Relay Service)

Fax: 567-585-9494

Email: interpreterservices@promedica.org

You can file a grievance in person or by mail, fax, or email. If you need assistance in filing a grievance, please reach us using the contact information listed above.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Ave. SW
Room 509F, HHH Building
Washington, D.C. 20201

800-368-1019
800-537-7697 (TDD)

Complaint forms are available at hhs.gov/ocr/office/file/index.html.

To ensure effective communication with patients and their companions who are deaf, hard of hearing, have limited English proficiency (LEP), or have other language barriers, ProMedica provides appropriate auxiliary aids and services free of charge. These services may include: American Sign Language and oral interpreters, foreign language interpreters, video remote interpreters, a video relay service, speech to text services, visual aids, written materials and closed captioned television. Please ask your nurse or other ProMedica personnel for assistance or contact the Americans with Disabilities Act (ADA) administrator at your facility.

Vietnamese: CHÚ Ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số 1-844-810-1634 (TTY: 711)

PATIENT'S RIGHTS AND FAMILY RESPONSIBILITIES

ProMedica Russell J. Ebeid Children's Hospital strives to provide the best level of health care for all patients and their representatives.

Patient Rights

ProMedica Russell J. Ebeid Children's Hospital values the basic rights of human beings for independence of expression, decision, action, and concern for personal dignity and human relationships. The following basic rights will apply to patients while they are at ProMedica Russell J. Ebeid Children's Hospital.

As a patient at ProMedica Russell J. Ebeid Children's Hospital, you and your child have the right to:

- Receive medical care and be informed of who is taking care of your child.
- Be treated with dignity and respect.
- Have a family member/representative of your choice and your physician notified of your admission.
- Receive information in your preferred language and actively participate in decisions about your child's care and treatment.
- Refuse care, treatment and services.
- Decide who may provide you support and speak for you.
- Access religious and spiritual services.
- Participate in ethical issues and questions about your child's care.
- Give or withhold informed consent.
- Receive private and confidential care in a safe and secure environment free from neglect, exploitation and verbal, mental, physical and sexual abuse.
- Access protective services including notifying a government agency of neglect or abuse.
- Have appropriate assessment and management of your child's pain.
- Know guest visitation restrictions or limitations.
- Obtain information regarding and/or have an Advance Directive.

- Consent or refuse to participate in research studies or production of recordings, films or other images.
- Access the organization's formal process for handling complaints and have complaints addressed in a timely manner knowing that your care will not be affected.
- Receive information about regarding hospital charges, payment methods and financial assistance as needed.
- A medical chaperone is available upon request. Please let us know if you would like one present.

Patient/Patient's Representative Responsibilities

- Provide information about health status to facilitate care, treatment and services.
- Follow the treatment plan, keep appointments and speak up when you or your child do not understand the plan.
- Respect the rights of other patients and health care personnel.
- Follow organizational rules and regulations that support quality care and a safe environment.
- Fulfill financial obligations as promptly as possible.

PROMEDICA RUSSELL J. EBEID CHILDREN'S HOSPITAL FAMILY ADVISORY COUNCIL

ProMedica Russell J. Ebeid Children's Hospital recognizes the unique expertise and knowledge of patients and their families. The Family Advisory Council was established to bring together patients, family members and hospital caregivers to foster respect and dignity, information sharing, participation and collaboration. Our ultimate goal is to promote patient and family centered care to improve quality and safety while enhancing the patient and family experience. Meetings are held regularly throughout the year on ProMedica Russell J. Ebeid Children's Hospital's campus. For more information or to become a member of ProMedica Russell J. Ebeid Children's Hospital Family Advisory Council, please e-mail pfac@promedica.org for more information.

To prevent health care errors, patients, parents and caregivers are urged to...

SPEAK UP

Everyone has a role in making health care safe — physicians, health care executives, nurses, and technicians. Health care organizations across the country are working to make health care safety a priority. You, as the patient, parent or caregiver, can also play a vital role in making care safe by becoming an active, involved and informed member of the health care team.

Sponsored by
The Joint Commission



Speak up if you have questions or concerns and ask again if you don't understand the answers. You have a right to know.

Pay attention to the care you or your loved one are receiving. Make sure the correct treatments and medications are being administered by the correct health care professionals. Don't assume anything.

Educate yourself about the diagnosis, the medical tests you or your loved one are undergoing and the treatment plan.

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

Know what medications you or your loved one take and why the medications are prescribed. Medication errors are the most common health care mistakes.

Use a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as those provided by The Joint Commission.

Participate in all decisions about you or your loved one's treatment. You are the center of the health care team.

FOR YOUR SAFETY AND SECURITY

Putting Your Safety First

We value your health and safety, and we want you to feel comfortable and secure during your stay. Our unit floor doors are locked for the safety of your child. Your child may need help turning in bed, moving from the bed to a chair and help to get your child to and from the bathroom. In order to keep your child safe during this stay we may use special equipment.

If your child is three years of age or older and you would like your child to have an electronic banding device, please speak with your child's nurse.

How Does Our Safe Patient Handling Program Help Your Child?

- Improves your child's comfort, safety and dignity.
- Helps to prevent your child from falling.
- Increased movement helps to keep your child's bowel and bladder working.
- Makes turns and moving to chairs and stretchers more comfortable.
- Moving more often while recovering speeds your child's return to home.

Become Involved and Informed About Your Child's Health Care

Patient safety is important to every employee at ProMedica Russell J. Ebeid Children's Hospital. As your child's representative, you also help to make care as safe as possible by becoming an active member of the health care team. We encourage you to:

- Be active in your child's care and care decisions. Discuss each step of your child's care with the doctor. Ask your child's doctor and health care team what you can do to improve your child's health and speed your child's recovery. Ask what tests have been ordered and why.
- Please ask if you have questions or concerns. If you don't understand something, ask again. Write down important facts the doctor or caregiver tells you. Ask if there is written information that may help you.

- Know the medicines your child takes. Give your child's doctor or nurse a list of all the medicines your child normally takes, including over-the-counter medicines, vitamins and herbal supplements. Learn about new medicines your child may receive while in the hospital. If you don't recognize a medicine your child is given, bring this to the nurse's attention.
- Tell your child's doctor and nurse about any allergies your child has and the type of reaction they cause.
- Pay attention to the care your child receives. Hospital employees wear photo ID badges and will introduce themselves to you and your child. If you have questions about your child's treatment, medicine or procedure, ask your child's caregiver to double check.
- Expect your child's caregivers to wash their hands and/or use a hand sanitizer before and after contact with your child or their belongings.
- Expect your child's caregivers to check your child's armband before administering medications or providing treatment.

General Safety Tips

- Use the call system if your child needs help. Your child's caregiver will show you and your child the locations of the call buttons and how to use them. Each bed and bathroom has one.
- Keep crib and bed rails and incubator doors up/ closed and locked.
- Always keep one hand on your baby when reaching for diapers, wipes or other items.
- Wear secure-fitting, non-skid soled shoes or slippers to avoid slips and falls.
- Let us know if your child uses crutches or a walker or cane. We'll keep it within easy reach.
- Make sure your child has a clear path. Always ask for help if your child must take medical equipment with them as they move about.
- Ask for help if your child feels weak or dizzy.

Security Concerns

ProMedica Russell J. Ebeid Children's Hospital makes every effort to provide for your child's safety during your child's stay. Our security department operates 24 hours a day, seven days a week. If you have concerns about security, please talk with your child's doctor or nurse.

Patient and Family Concerns

We truly hope you are pleased with your child's care and stay at ProMedica Russell J. Ebeid Children's Hospital. However, should you have any concerns during your child's stay, please speak with your physician, unit leadership, or another staff member. If your questions or concerns are still not addressed, please contact the hospital operator by dialing 0, or 419-291-4000 from an outside line, and ask to speak with the administrator on call.

Additionally, because you know your child best, you may notice changes that should be brought to the attention of your child's caregivers. You or another member of your family should contact unit leadership if:

- There is any change in your child's condition that has not been recognized by the health care team.
- They have questions or concerns about care that have not been answered.
- They have reported a change in your child's condition that they feel is not being addressed.

You or your loved ones can also submit concerns online at promedica.org by selecting Patient Resources then Contact Us or by leaving a message on our dedicated phone line, 419-291-4000. At any time, you may contact The Joint Commission or The Ohio Department of Health using the information provided below.

Ohio Department of Health Provider and Consumer Services Unit (ODH, PCSU)

Mail: 246 N. High St.
Columbus, Ohio 43215

Fax: 614-728-9169

ODH Complaint Hotline: 800-342-0553

Email: HCComplaints@odh.ohio.gov

Online: Complete the Complaint Form online and submit the form electronically to PCSU

The Joint Commission

Online: jointcommission.org using the "Report a Patient Safety Event" link in the "Action Center" on the homepage of the website.

Fax: Office of Quality and Patient Safety
630-792-5636

Mail: Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oak Brook Terrace, Illinois 60181

Sharing your concerns in no way will affect the care you receive. If you would like a copy of our grievance policy, please ask either the unit director or administrative supervisor and one will be made available to you.

After you go home, you may be asked to participate in a survey that asks questions about your hospital stay. Thank you for taking time to share your thoughts. Your responses will help us continue to improve our services and care.

If you have concerns about quality of care or premature discharge, you can also contact:

KePro Medicare Beneficiary Help Line:

855-408-8557, TTY: 855-843-4776

Clean Hands

Hand hygiene is the single most important way to prevent the spread of germs. You can expect to see your child's caregivers clean their hands before and after touching your child. If they do not, please ask them to clean their hands before touching your child.

In addition – because blood and other bodily fluids can carry infection – your child's doctors, nurses and other health care staff may use equipment such as gloves, gowns and masks to protect your child and others. To get rid of germs, apply hand sanitizer and rub your hands together until dry.

Ask your child's caregivers for hand sanitizer to keep at your child's bedside. Hand sanitizer is available in every patient room. Hands can also be cleaned by washing with soap and water for 15 seconds.

f.

Helping Your Child Cover Their Cough

Serious respiratory illnesses like the flu are spread by coughing, sneezing or unclean hands. Even healthy people can spread germs. Follow these basic practices to help stop the spread of germs. Turn away from other people when coughing or sneezing. Cover your child's sneeze or cough with a tissue or upper arm. Throw the tissue away, and clean hands with soap and water.

Isolation

Some germs can be passed from person to person. For this reason, some patients may be placed in isolation. When a patient is in isolation, a sign will be posted on the door showing what equipment is needed for people who enter the patient's room. Family/guests should check with nursing for any questions about isolation equipment. The reason for the isolation is not listed on the sign.

Your child should wash their hands with soap and water or use hand sanitizer before leaving their room. Family/guests should also wash their hands with soap and water or use hand sanitizer before leaving your child's room.

Identification Band

An ID band was put on your child's wrist when they were admitted. It provides a way for health care providers to identify your child. It is very important that your child wear this band at all times while in the hospital. Caregivers will check your child's ID band prior to administering medications, before any tests or procedures and at other times during your child's care.

Identifying Your Child's Caregivers

1. Your child's doctor may not care for your child during their hospital stay.
2. You may see more than one doctor while your child is in the hospital. The doctor who admitted your child may seek consults from other doctors about your child's care.
3. All employees wear picture ID badges that include their name, title and department. You and your child may encounter a number of employees while staying at ProMedica Russell J. Ebeid Children's Hospital.

Medical Decision Making

If your child is 18 years or older and has any questions about advance directives (Durable Power of Attorney for Health care or a Living Will), or if you or your adult child would like a copy of an advance directive form, please ask your caregiver or call Spiritual Care at 419-291-4007.

Pain Control

Our goal is to provide the safest and most effective method of pain control. Your child's nurses and doctors want and need to know about your child's pain, so please tell them whenever your child is in pain. There are many treatments for pain beside medications. Your child's health care provider will try treatments such as ice packs and repositioning, calming exercises such as deep breathing and guided imagery. Work with the health care team to see if any of these treatments help manage your child's pain.

- Ask for pain medication when the pain first starts. It is harder to ease pain once it becomes severe.
- Ask for pain medication before getting out of bed or walking.
- You may need to ask for pain medicine before dressing changes or other treatments that cause your child pain.
- Tell your child's doctor or nurse how the pain control is working.

By treating your child's pain, he or she will be more comfortable, will be more active and regain their strength faster. In addition, patients whose pain is well controlled tend to do better after surgery and have fewer problems.

Your child's nurse or doctor will ask you or your child to describe your child's pain – where it is and how it feels. They will ask you or your child to rate their pain by using a word scale or picture chart. Don't assume doctors and nurses know your child is having pain. By working together, you and your child's caregivers can manage and treat pain. Please talk with your child's doctor or nurse about the best options for your child.

Personal Items

While not necessary, you may prefer to bring a few items from home such as pajamas, robe, and slippers. You may also want to consider bringing personal care items for use during your child's stay, such as a favorite sippy cup, bottle, pacifier, special blanket, or other special toy. We recommend that you do not keep any valuables with you or your child at the hospital and ask that you send all valuables home with family or guests, as the hospital is not responsible for lost or broken patient belongings. If you choose to keep valuables with you or your child, the hospital has safety deposit boxes for your use. Dentures, glasses and hearing aids are vital for many patients. Ask your child's nurse to provide you with a container in which to store dentures, hearing aids and glasses when not in use. When not in use, storing these items in a properly labeled container will help prevent them from becoming lost. Please be sure to have them with you or your child when you are transferred from one location to another.

Please inform your child's nurse if any of your personal items are lost or broken during your child's hospital stay. Personal items left at the hospital after your child's discharge will be sent to the hospital security department. Please call 419-291-3874 for help locating lost items.

Mobile Phone Integration

WiFi enabled "smart beds" are able to send bed alarm alerts to your caregiver's mobile phone for a quicker and more efficient notification to staff. You are also able to call nurses through your "smart beds." If you see a caregiver on a mobile device, it is because they are utilizing this technology; it is not for personal use.

DINING OPTIONS, OTHER AMENITIES AND SERVICES

Food Service

ProMedica Russell J. Ebeid Children's Hospital is proud to offer At Your Request – Room Service Dining®. This innovative service allows your child to pick from a restaurant style menu, located inside the room, and select what your child wants, when they want it. Meals may be ordered by calling 6368 (MENU) on the room phone from 7 a.m. – 6:30 p.m.

While in the hospital your child may be on a special diet. Please check with your child's nurse before bringing food or snacks from home.

Check the temperature of bottled breast milk, formula or other foods before giving them to your child.

Label your baby's breast milk with your name, the date and time it was pumped.

Dining

ProMedica Russell J. Ebeid Children's Hospital features a variety of options:

- The Vitae Café is a full-service cafeteria, and is located on Floor 1. It offers hot meals, deli counter, salad bar, and daily specials. The café is open weekdays from 6:30 a.m. – 7 p.m. and 11 a.m. – 2 a.m. on Saturdays and Sundays.
- Barry Bagels Express is located between the Harris McIntosh and Conrad Jobst Towers and serves a daily assortment of bagels and cream cheeses, sandwiches, eggels, and Caribou coffee, espresso drinks, and smoothies. Barry Bagels Express is open Monday – Friday from 6:30 a.m. – 2:30 p.m.
- Panera Bread is an alternative dietary option located on Floor 1. It is located down the same hallway as the Chapel. Open weekdays from 7 a.m. – 2 a.m. and 11 a.m. – 2 a.m. on Saturdays and Sundays.
- Vending machines are located throughout the hospital. Please ask an employee for the nearest vending location.

Family and Guests Food Trays

If you are unable to visit the café on Floor 1, family may purchase a guest tray that will be delivered to the patient room via Room Service. Payment can be made by using credit or debit cards. To order, or for more information, please call 6368.

Phone Service

You will be able to receive incoming phone calls from 7:30 a.m. – 10 p.m. daily. Outgoing calls can be made at any time. To place a call outside the hospital:

- Dial 9.
- Listen for the dial tone.
- Then, dial the telephone number.

Phone Charges

You will not be charged for local, outgoing calls. You can charge long-distance calls to a credit card, calling card or your home telephone number.

Cell Phones

You may use a cell phone in all public areas of the hospital. This includes hallways, lobbies, public waiting areas, and the cafeteria.

Do not use a cell phone within six feet of medical equipment or in non-public restricted areas such as intensive care, surgery, recovery, and the lab.

Internet Access

Wireless Internet access is available throughout the hospital. Use the "PHS Guest" network on your wireless devices.

Television Service

TV service at ProMedica Russell J. Ebeid Children's Hospital is free of charge to patients. Channel guides are available in each room. If you have any questions, please ask your child's nurse. Please note: Headphones are available to patients who are sharing a room.

Mail and Postage Stamps

Your child's mail and flowers will be delivered to your child's room daily. Any mail received after your child leaves will be forwarded to your home or returned to the sender. All flowers received after discharge will be returned to the florist.

Stamps are available for purchase in the gift shop. U.S. Postal Service mail slots are located throughout the campus. Please visit an information desk.

ATM Machines

Several ATM machines are conveniently located throughout the hospital:

- At Entrance B across from the pharmacy.
- Inside the cafeteria.
- In the Donald V. Kellermeyer Medical Education Center and Auditorium.

School Services

If your child is school aged, remember to bring your child's schoolbooks and homework.

The Child Life department will provide the paper work needed to request a teacher from your child's school district. The school district will then provide services while your child is in the hospital or recovering at home.

Child Life Program

ProMedica Russell J. Ebeid Children's Hospital provides a child life program for patients and families. The program is a unique art, recreational and educational service staffed by child life specialists.

The program includes:

- Angie's Place Children's Library.
- STARBRIGHT World liaison.
- Bedside play.
- Diversion and help with coping strategies.
- Pre-admission tours.
- Arts, crafts, books, video games and many other activities.

Ask your child's nurse about the program or call the Child Life office at 419-291-6929.

Gift Shop

ProMedica Toledo Hospital and Russell J. Ebeid Children's Hospital Auxiliary operates a gift shop at Entrance A. The gift shop features a wide selection of gifts, cards, books, magazines, candy, flowers, and personal items. MasterCard, Visa, Discover, and American Express are accepted. Proceeds benefit patient care services and projects at the hospital.

Generations Tower Gift Shop

- Located at Entrance A, next to Vitae Café
- Phone: 419-291-4382
- Hours: Monday – Friday, 9 a.m. – 7 p.m.
Saturday, 11 a.m. – 7 p.m.
Sunday, Noon – 5 p.m.

The gift shop is closed on holidays.

Medical Library

The John B. Gibbs Health Science Library is located off the lobby at Entrance F. The library has medical books, journals, and databases. The library staff can assist patients and their families with questions and requests for information. The library is open Monday – Friday from 8:30 a.m. – 4:30 p.m.

Lodging for Family

In the event that you are not able to stay with your child but want to remain close to the hospital, the Ronald McDonald House is available for parent and family lodging. For more information about accommodations, please call 419-471-4663.

Spiritual Care

Spiritual care and support can be a very important part of your child's hospital stay. A chaplain is available 24 hours a day, seven days a week to offer patient and family support, consultation, prayers, sacraments, and devotional materials.

- Call the chaplain at 419-291-4007, Monday – Friday from 8 a.m. – 4:30 p.m. At other times, call a hospital operator by dialing 0 or talk with your child's nurse.
- Visit the Chapel located on Floor 1. The chapel provides a safe haven for quiet reflection and meditation. Every weekday at 12:30 p.m., a chaplain leads a brief time of prayer/devotion. All are welcome. A book of prayer intentions is also located in the chapel for those who wish to request specific prayers for patients and family members.
- Obtain scriptures, and devotional materials through the Spiritual Care office. Complimentary copies of Our Daily Word and Guideposts are in the chapel.
- Communion is distributed regularly throughout the hospital.

Pharmacy

ProMedica Outpatient Pharmacy is located at Entrance B. You also may call the pharmacy at 419-291-5418.

Pharmacy hours:

Monday – Friday, 8 a.m. – 5:30 p.m.

Saturday – Sunday, 11 a.m. – 4 p.m.

(closed for lunch and on holidays)

If your child's physician has directed you to obtain refills on your child's medications, you may return to have your child's prescriptions refilled here or at a pharmacy of your choice. If your child is discharged during these hours and you would like your child's prescription filled, your child's nurse will send the order to the pharmacy. Then, you can pick it up as you leave. You will be asked to provide your insurance card and date of birth. The pharmacy accepts most prescription cards, as well as most major credit cards and personal checks.

Visitation

As advisors and partners in your child's care, parents, banded caregiver or legal representatives are welcome at your child's bedside 24 hours a day.

ProMedica Russell J. Ebeid Children's Hospital offers amenities for parents or legal representatives staying at the hospital, such as facilities and a lounge with coffee, vending machines and television.

While family and guests help make your child's hospital stay more pleasant and less stressful, rest is an important part of your child's care. To ensure the safety of patients, parents, other visitors and staff, Russell J. Ebeid Children's Hospital is locked at all times. All guests must check in at the desk and be escorted by the parent or legal representative to the patient room. Each parent may invite one guest in the room at the same time. Siblings are not considered guests.

It may be necessary for your child's doctor or nurse to limit the number of family/guests in the room.

PREPARING FOR DISCHARGE

We realize that one of the first things most people think about when they are admitted to the hospital is going home. Getting your child well enough to go home is our goal, too. During your child's stay, your child's doctor(s) and discharge planning team will help you plan for discharge. You and your child's caregivers (a family member or guests) are important members of the team. Please take an active role in your child's care. Be sure to ask your discharge planning team for resources you may need for a successful transition from the hospital to home.

Rehabilitation and Post-Hospital Care

ProMedica offers many options for post-hospital care. Your child's doctor, along with our staff of social workers and nurses will connect you with services to help your child continue their recovery following his or her hospital stay. If you would like a list of facilities that serve our geographic area, please ask your child's nurse.

FINANCIAL SERVICES

About Your Child's Hospital Bill

ProMedica hospitals actively work to contain costs while providing quality care. Please familiarize yourself with your child's hospital insurance benefits and be aware of insurance requirements, such as prior authorization. We will bill your insurance with the information you provide. ProMedica requests all copays, deductibles and/or a deposit towards out-of-pocket expenses be paid at the time of or prior to service. Hospital registration staff can accept your payment by check, debit card or credit card. If you do not have insurance, ProMedica offers free or discounted care for emergency and medically necessary services at all of our hospitals based on your income and family size. A financial assistance application must be completed to determine your eligibility. A financial assistance application is available at hospital registration, at [promedica.org/financialassistance](https://www.promedica.org/financialassistance) or by calling 800-477-4035 Monday – Friday during normal business hours. If you have questions or concerns about paying your hospital bill, please contact our customer service department at 800-477-4035 Monday – Friday during normal business hours.

EMPLOYEE RECOGNITION

Do you know a ProMedica employee who goes above and beyond the call of duty and makes a positive impact on the people around them? If so, now is the perfect time to let them know! ProMedica Russell J. Ebeid Children's Hospital is accepting nominations for the ROSE and DAISY Awards!

The DAISY Award is presented to a deserving nurse to celebrate the extraordinary compassion they provide patients and families every day. The award began in 1999 and is dedicated to the life of Patrick Barnes, who was hospitalized for eight weeks after having a dangerously low platelet count. His family appreciated the compassionate care Patrick received and wanted to do something to recognize those who provide care on a day-to-day basis.

Just days after he passed, Patrick's family began talking about what they would do to help fill Patrick's void. His wife, Tena, came up with the acronym, DAISY, standing for Diseases Attacking the Immune System (DAISY). Through this award, the hope is that each nurse who receives the award truly recognizes the positive impact they have on the patients in their care.

The ROSE Award was established in 2020 by the ProMedica Metro Hospitals to recognize outstanding employees in all roles in the hospital, not just registered nurses (RNs). This award celebrates the extraordinary efforts of the non-nursing employees who provide outstanding patient services in any position.

Anybody can nominate a nurse or ProMedica employee for a ROSE or DAISY Award! At the end of each quarter, the hospital will announce one winner of the ROSE Award and one winner of the DAISY Award.

To nominate someone, please click on the QR codes below.

[Daisy Award](#)

[Rose Award](#)

GRATEFUL PATIENT PROGRAM

The Grateful Patient Program is an enterprise wide initiative that includes all 11 ProMedica hospitals along with our provider division. This program provides an opportunity for individuals served by our ProMedica Health System to say "thank you" for the exceptional care they received by sharing their story or making a financial gift of impact.

The program also includes the opportunity for individuals and their families to honor or recognize a caregiver/care team which we all know is so very special to our colleagues.

If you are grateful for the care and compassion you or a loved one have received from ProMedica, consider giving a donation in honor of a special caregiver in your life, and they will be recognized with a champion of philanthropy pin.

Please visit giving.promedica.org/gratefulpatient to pledge your gift!



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