

ProMedica Memorial Hospital

PATIENT INFORMATION GUIDE



We are pleased you selected our hospital for your 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 stay at ProMedica Memorial Hospital.

 **PROMEDICA**
MEMORIAL HOSPITAL

419-332-7321

TABLE OF CONTENTS

2	IMPORTANT HOSPITAL NUMBERS	13	DINING OPTIONS, OTHER AMENITIES AND SERVICES
3	OUR COMMITMENT TO YOU	14	PREPARATION FOR DISCHARGE
4	PROMEDICA MEMORIAL HOSPITAL MAPS	15	EMPLOYEE RECOGNITION
8	PATIENT'S RIGHTS AND RESPONSIBILITIES	16	SPEAK UP
9	FOR YOUR SAFETY AND SECURITY		
12	PUTTING YOUR HEALTH FIRST		

IMPORTANT HOSPITAL NUMBERS

* NOTE: You must dial the main hospital number at 419-332-7321 first, and when prompted, enter the extension.

ACUTE CARE.....	EXT. 326652
EMERGENCY ROOM.....	EXT. 326621
OBSTETRICS.....	EXT. 326627

ABOUT OUR FACILITY

Tobacco-Free Policy

All ProMedica campuses are tobacco free, indoors and outdoors. The use of tobacco, 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.

Visitation Guidelines

As part of our Mission to improve our patient's and visitor's health and well-being, we continuously work to ensure all visitations are safe.

Visitation/Quiet Time

Visiting hours depend on the department and patient's level of care. Ask a staff member for more information. Rest is an important part of your care. But, we know that family and guests help make your hospital stay more pleasant.

- It may be necessary for your doctor or nurse to limit the number of family/guests in the room.
- Your comfort and that of other patients is important to us. It is for this reason we have implemented Quiet Time.
- Quiet Time is observed during the hours of 2 – 4 p.m. and 10 p.m. – 6 a.m. During those hours, we ask that you and your family/guests help us maintain the quiet, peaceful atmosphere necessary for our patients' well-being and healing.

OUR COMMITMENT TO YOU

Through the years, ProMedica Memorial Hospital has combined advanced technology with a personal, caring touch to meet the needs of our patients. This Patient Services and Visitor's Guide is designed to familiarize you with the services available at ProMedica Memorial 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 Memorial Hospital, please do not hesitate to contact me directly at 419-333-6402. During your stay with us, ProMedica Memorial Hospital staff will bring together their special talents to help restore your health. Please accept our sincere wishes for a swift recovery and return to your loved ones.



Sincerely,

A handwritten signature in black ink that reads "Jodi Rucker MSN, RN".

Jodi Rucker, MSN, RN
President, Chief Nursing Officer
ProMedica Memorial 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.

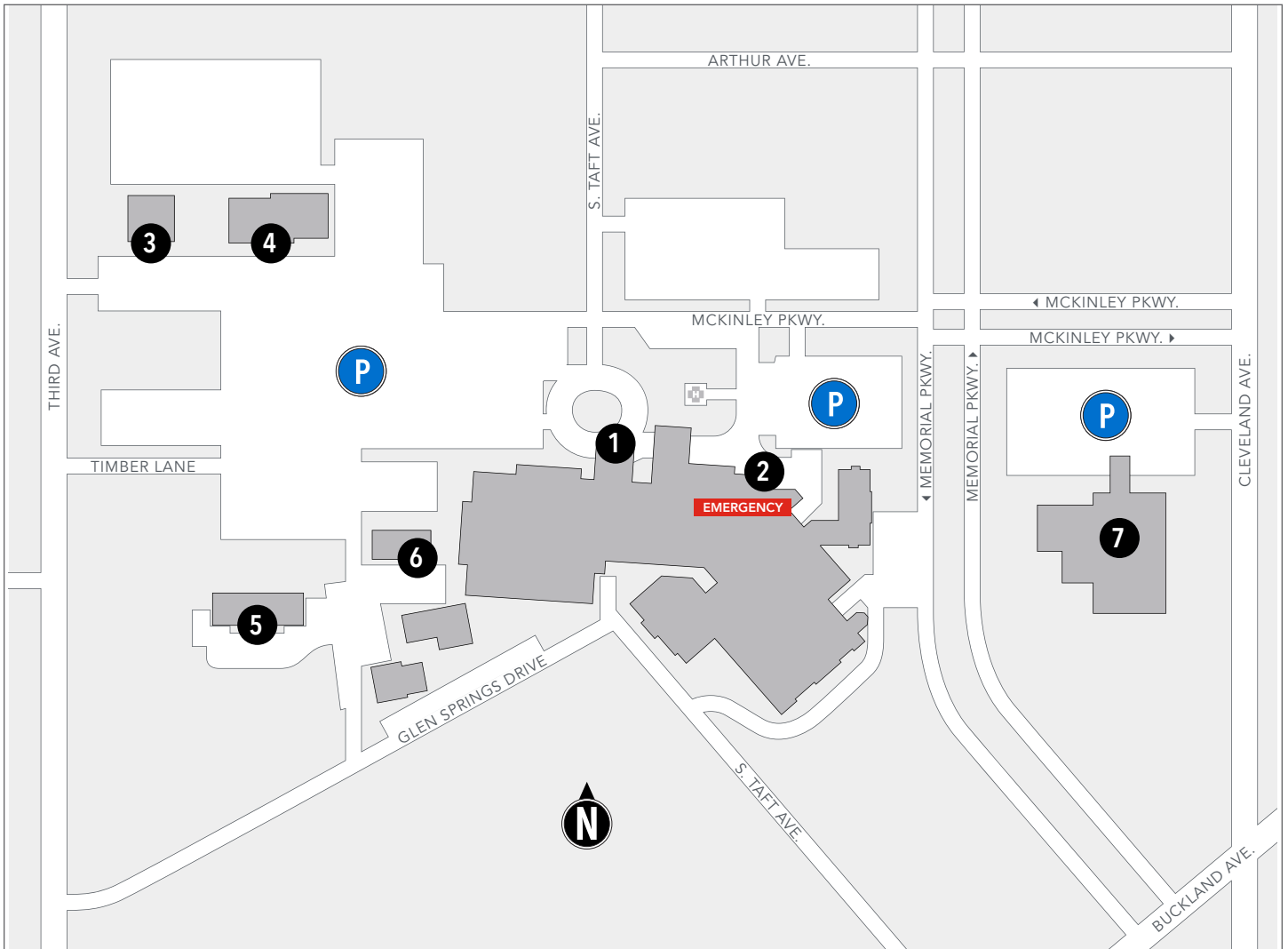
Excellence

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 MEMORIAL HOSPITAL MAP – CAMPUS



Parking



Main Entrance



Emergency Entrance



Medical Office Building A

ProMedica Genito-Urinary
Surgeons - Fremont

NWO Orthopedics and Sports
Medicine



Medical Office Building B

ProMedica Physicians Family
Medicine

Community Health Services

Allergy Clinic Ohio

Toledo Clinic Nephrology



Medical Office Building 1922

ProMedica Physicians OB-GYN



Medical Office Building 1920



Herbert Perna Center

ProMedica 360Health

ProMedica Physicians
Behavioral Health

ProMedica Sleep Center

ProMedica Total Rehab

PROMEDICA MEMORIAL HOSPITAL MAP – CAMPUS DESTINATION GUIDE

Destination	Location
Medical Office Building A - 605 Third Ave.	
NWO Orthopedics and Sports Medicine	Suite A
ProMedica Genito-Urinary Surgeons - Fremont	Suite B

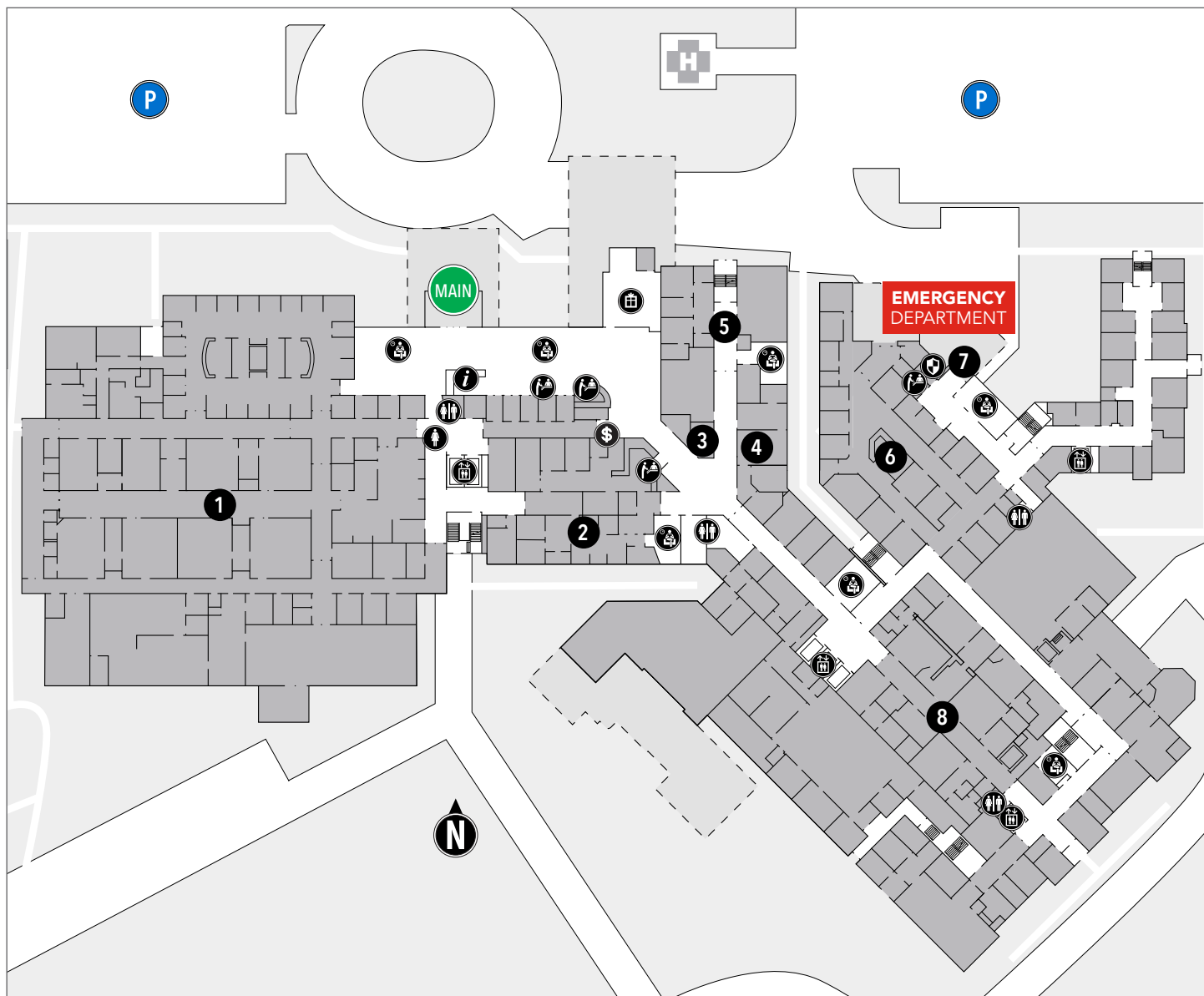
Medical Office Building B - 605 Third Ave.	
Allergy Clinic Ohio	Suite E
ProMedica Physicians Family Medicine - Fremont	Suite C/D
Toledo Clinic Nephrology	Suite E
Community Health Services	Suite F

Destination	Location
Medical Office Building - 1922 Glen Springs Dr.	
ProMedica Physicians Obstetrics Gynecology - Fremont	

Medical Office Building - 1920 Glen Springs Dr.	
Pulmonary and Sleep	

Medical Office Building (Herbert Perna Center) - 710 Cleveland Ave.	
ProMedica 360Health	G
ProMedica Physicians Behavioral Health	B
ProMedica Sleep Center	B
ProMedica Total Rehab	G

PROMEDICA MEMORIAL HOSPITAL MAP – GROUND FLOOR



- | | | | |
|---|---|---|---|
| 1 Weitzel-Kern
Surgery Center | 5 Women's Diagnostic
Center |  Elevator |  Restroom |
| 2 Outpatient
Laboratory | 6 Emergency
Department |  Gift Shop |  Security |
| 3 Cashier's Office | 7 Emergency Main
Entrance |  Information |  Valet Service |
| 4 Cardiac/Pulmonary
Rehab | 8 Diagnostic Imaging/
Radiology |  Parking |  Waiting Area |
| | |  Patient
Registration |  Main Entrance |

PROMEDICA MEMORIAL HOSPITAL MAP – GROUND FLOOR DESTINATION GUIDE

Destination	Floor
715 Bistro (Cafeteria)	1
Acute Care Unit	2
Administration	3
Cardiac Services	G
Cardiac/Pulmonary Rehab	G
Cashier	G
Chapel	1
Dietitian	2
Emergency Room	G
Financial Services	G
Foundation	3
Gift Shop	G
Golden Threads / Volunteer Services	1
Heart Failure Clinic	2
Jobst Medication Therapy Management	1
Labor and Delivery (OB)	1
Nephrology Consultants of NW Ohio	2

Destination	Floor
Outpatient Lab	G
Outpatient Registration	G
Pain Management	2
Patient Rooms ACU 1-18	2
Patient Rooms LDRP 1-6	1
Pediatric Physicians and Infectious Disease	3
Pediatric Cardiology	3
Pediatric Pulmonary and Sleep Medicine and Cystic Fibrosis	3
Pharmacy	1
PNWOCC Cardiology Office	G
ProMedica Physicians Rheumatology	2
Radiology	G
Registration	G
Vending Machines	1
Weitzel-Kern Surgery Center	G
Women's Diagnostic Center	G
Wound Care Clinic	2

PATIENT RIGHTS AND RESPONSIBILITIES

We strive to provide the best level of health care for all patients and their representatives.

Patient Rights

ProMedica 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 stay with us. **As a patient, you have the right to:**

- Receive medical care and be informed of who is taking care of you.
- 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 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 care.
- Receive private and confidential care in a safe and secure environment free from neglect, exploitation and verbal, mental, physical and sexual abuse.
- Have appropriate assessment and management of your pain.
- Know guest visitation restrictions or limitations.
- Obtain information regarding and/or have an Advance Directive.
- Access protective services including notifying government agency of neglect or abuse.
- 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 having complaints addressed in a timely manner and aware that care will not be affected.
- Receive information about 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 Representative Responsibilities

- Provide information about health status to facilitate care, treatment and services.
- Follow the treatment plan, keep appointments and speak up when you 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.

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, ancestry, religion, sex/gender (including pregnancy), sexual orientation, gender identity or gender expression, age, physical or mental disability, military or protected veteran status, citizenship, familial or marital status, genetics, or any other legally protected category.

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 (large print, audio, 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 require 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, you can file a grievance. You can file a grievance in person, by mail, fax or email.

Office of Diversity and Inclusion

Mail: ProMedica
100 Madison Ave., MSC-S18716
Toledo, Ohio 43604

Phone: 419-291-7700

Toll Free: 844-810-1633

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

Fax: 567-585-9494

Email: inclusion@promedica.org

If you need help filing a grievance, the Office of Diversity and Inclusion is available to help you.

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.

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. You may not be able to walk or move without help because of your health or medications. Our staff is here to help turn you in bed, move you from the bed to a chair and help to get you to and from the bathroom. In order to keep you safe during your stay we may use special equipment to help you.

How Our Patient Handling Program Helps You

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

Fall Prevention

To minimize your risk of falling in the hospital:

- Avoid getting up without assistance unless a physician or nurse has told you that you are able to stand up and walk around on your own. Use your call light to ask for help. Your caregiver will show you the locations of the call buttons and how to use them. Each bed and bathroom has one.
- Tell the nurse if you experience a sudden need to use the restroom.
- Wear secure-fitting, non-skid soled shoes or slippers to avoid slips and falls.
- Let us know if you use a walker or cane. We'll keep it within easy reach.
- Make sure you have a clear path. Always ask for help if you must take medical equipment with you as you move about.
- Ask for help if you feel weak or dizzy. Tell a physician or nurse if you are feeling especially anxious or depressed. These feelings are sometimes associated with falls.

Become Involved and Informed About Your Health Care

Patient safety is important to every employee. As the patient, you also help to make your care as safe as possible by becoming an active member of the health care team. We encourage you to:

- Be active in your care and care decisions.
Discuss each step of your care with your physician.
Ask your physician and health care team what you can do to improve your health and speed your 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 physician or caregiver tells you. Ask if there is written information that may help you.
- Know the medicines you take. Give your physician or nurse a list of all the medicines you normally take, including over-the-counter medicines, vitamins and herbal supplements. Learn about new medicines you may receive while in the hospital. If you don't recognize a medicine you are given, bring this to your nurse's attention.
- Tell your physician and nurse about any allergies you have and the type of reaction they cause.
- Pay attention to the care you receive. Hospital employees wear photo ID badges and will introduce themselves to you. If you have questions about your treatment, medicine or procedure, ask your caregiver to double check.
- Expect your caregivers to wash their hands and/or use a hand cleaner often.
- Expect your caregivers to check your armband before administering medications or providing treatment.

Rapid Response Team

The rapid response team provides early and rapid intervention for patients whose condition may be a serious concern. The rapid response team brings critical care expertise to the patient's bedside to assess the patient's condition and recommend interventions. The combined knowledge and skill of these individuals will allow us to better care for our patients.

Security Concerns

We make every effort to provide for your safety during your stay. If you have concerns about security, please talk with your physician or nurse.

Patient Concerns

We truly hope you are pleased with your care and your stay with us. If for any reason your concerns or needs are not addressed, please request to speak to the unit director or his or her representative. Additionally, because your loved ones know you best, they may notice changes that should be brought to the attention of your caregivers.

Your family should contact the unit director if:

- There is any change in your 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 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, 419-334-6428. 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

Phone: 800-994-6610

Email: complaint@jointcommission.org

Fax: Office of Quality
630-792-5636

Mail: Office of Quality
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:

Livanta Medicare Beneficiary Help Line:

888-524-9900, TTY: 888-985-8775

Identifying Your Caregivers

1. You may see more than one physician while you are in the hospital. The physician who admitted you may seek consults from other physicians about your care.
2. All employees wear picture ID badges that include their name, title and department. You may encounter a number of employees while staying at ProMedica Memorial Hospital.

Medical Decision Making

We ask each adult patient when admitted if he or she has an advance directive. An advance directive identifies someone you have chosen to make medical care decisions for you if you are unable to do so (Durable Power of Attorney for Health care) or states your wishes about the medical care you would want if you could not choose for yourself (Living Will). Each patient's response will be added to his/her medical record. Patients who have an advance directive should bring a copy of the document(s) to the hospital. If you have any questions about advance directives or if you would like a copy of an advance directive form, ask your caregiver.

Personal Items

While not necessary, you may prefer to bring a few items from home such as pajamas, robe, slippers and personal care items for use during your stay in the hospital. We recommend that you do not keep any valuables with you 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 your valuables with you, the hospital can provide a safe storage location for your use. Dentures, glasses and hearing aids are vital for many patients. Ask your nurse to provide you with a container to store your 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 when you are transferred from one location to another.

Please inform your nurse if any of your personal items are lost or broken during your hospitalization. Personal items left at the hospital after your discharge will be sent to the environmental services department. Please call 419-334-6231 for help locating lost items.

PUTTING YOUR HEALTH FIRST

Pain Control

Our goal is to provide the safest and most effective method of pain control. Your nurses and physicians want and need to know about your pain, so please tell them whenever you are in pain. There are many treatments for pain beside medications. Your health care provider will try treatments such as ice packs and repositioning and 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 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 you pain.
- Tell your physician or nurse how the pain control is working.

By treating your pain, you will not only be more comfortable, you will be more active and your strength will return faster. In addition, patients whose pain is well controlled tend to do better after surgery and have fewer problems.

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

Clean Hands

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

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

Ask your caregivers for hand sanitizer to keep at your bedside. Hand sanitizer is available in every patient room. Hands can also be cleaned by washing with soap and water for 20 seconds.

Cover Your 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 sneeze or cough with a tissue or your upper arm. Throw your tissue away, and clean your 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.

Identification Band

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

DINING OPTIONS, OTHER AMENITIES AND SERVICES

ProMedica Memorial Hospital is proud to offer **At Your Request – Room Service Dining®** By Sodexo. This innovative service allows you to pick from a restaurant style menu, located inside the room, and select what you want when you want it. You may order meals by calling 1-6368 (MENU) on the room phone from 7 a.m. – 6 p.m.

Dining

715 Bistro, the cafeteria at ProMedica Memorial Hospital, located on the first floor, features a variety of options:

Open everyday from 7 a.m. – 5:30 p.m.

- Simply To Go options available in the café.
- Everyday Mobile Ordering available on the Everyday App

Click [here](#) to download the app from the Apple Store.

Click [here](#) to download the the app from Google Play.

Monday through Friday

- 7:30 a.m. – 10 a.m.
Hot Simply To Go Breakfast options.
- 11a.m. – 1 p.m. Hot Lunch entrée available.

The 715 Bistro is cashless. Only credit or debit card payment is accepted.

For your convenience beyond normal hours of operation, and cash payment option, vending machines are located off the elevators on the First floor.

Click [here](#) to view the 715 Bistro menu.

Browse-n-Buy Gift Shop

The Browse-n-Buy Gift Shop is located in the main lobby of the Hospital. The Gift Shop offers a variety of home décor and florals in addition to gifts, jewelry, books, toys, greeting cards, snacks and beverages.

Gift Shop Hours

Monday – Friday from 9 a.m. – 3 p.m.

**Cash, checks and credit cards are accepted. Free gift wrapping is available.*

Spiritual Care

Spiritual care and support can be a very important part of your 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.

- Notify your caregiver if you would like to call the chaplain.
- The meditation room is located inside the 715 Bistro Cafe on the 1st Floor and provides a safe haven for quiet reflection and meditation. All are welcome.

Phone Service

You will be able to receive incoming phone calls 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.

Internet Access

Wireless Internet access is available throughout the hospital. Use the “PHSguest” network on your wireless devices. If you have difficulties connecting, call ProMedica’s Help Desk at 419-291-3646.

Television Service

TV service at ProMedica is free of charge to patients. Channel guides are available in each room.

Mail and Postage Stamps

Your mail and flowers will be delivered to your room daily. Any mail received after you leave 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. A U.S. Postal Service mail slot is located near the lobby.

PREPARATION FOR DISCHARGE

ProMedica recognizes the unique expertise and knowledge of patients and their families. The Patient and Family Advisory Council was established to bring together patients, family members and hospital caregivers to foster collaboration and communication. Our ultimate goal is to promote patient and family centered care to improve quality and safety while enhancing the patient experience. Meetings are held quarterly in the evening on ProMedica Memorial Hospital’s campus.

For more information or to become a member of ProMedica Memorial Hospital Patient and Family Advisory Council, please call 419-334-6624.

Rehabilitation and Post-Hospital Care

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

About Your Hospital Bill

We actively work to contain costs while providing quality care. Please familiarize yourself with your 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 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 financial assistance department at 800-477-4035 Monday – Friday during normal business hours.

EMPLOYEE RECOGNITION

Do you know of someone you work with 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 Memorial 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 scan 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 facilities along with our PPG 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!

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. Healthcare organizations across the country are working to make healthcare 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 healthcare 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 healthcare 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 healthcare mistakes.

Use a hospital, clinic, surgery center, or other type of healthcare 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 healthcare team.

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.

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-844-810-1634 (TTY:1-855-262-9446) まで、お電話にてご連絡ください。

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-810-1634 (TTY: 1-855-262-9446)

[illegible]

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



SIGN UP for your ProMedica MyChart now!

It's easy!

Go to promedica.org/mychart
and sign up or ask how today!

ProMedica MyChart is complete access to your health care information, all in one spot:

- Send messages to your ProMedica provider.
- Review your health summary.
- See test results.
- Refill medications.
- View and pay your bill.

 **PROMEDICA**
Your Health. Our Mission.

MyChart® is a registered trademark of Epic Systems Corporation.