

ProMedica Memorial Hospital

VISITOR 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

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

We continue to monitor our community's COVID-19 levels. All patients who are in isolation precautions, including COVID, have additional visitation restrictions. Please visit promedica.org/covid or contact the nursing inpatient department at 419-334-6652 for all COVID-19 related procedures and 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.

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.

Behavior in Hospital

Aggressive behavior will NOT be tolerated. Assaults against our staff might result in a felony conviction. All staff have the right to carry out their work without fearing for their safety. Examples of aggressive behavior include:

- Physical assault.
- Verbal harassment.
- Abusive or foul language.
- Threats.
- Failure to respond to staff instructions.

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
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.

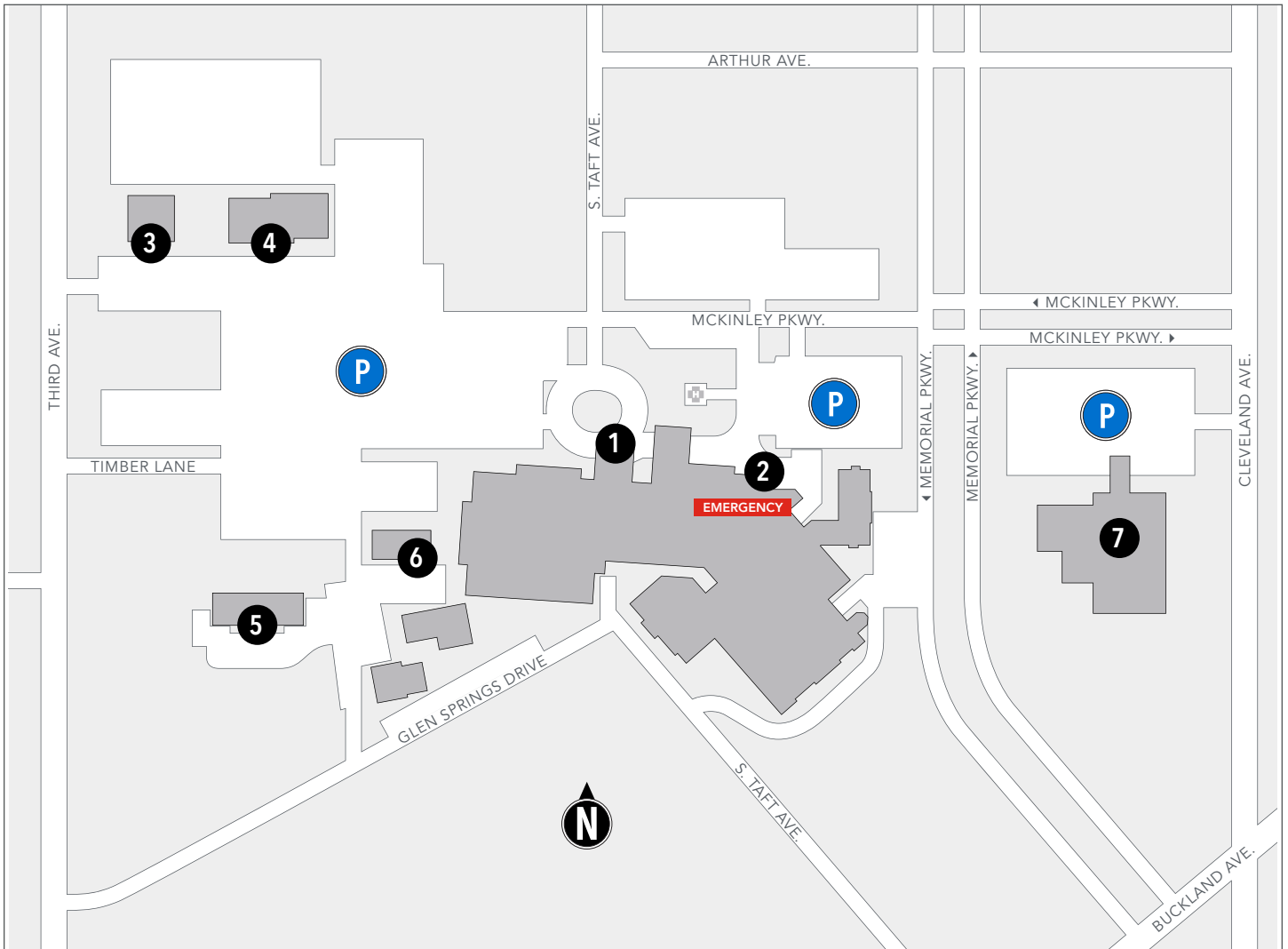
Excellence

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



Medical Office Building 1922

ProMedica Physicians OB-GYN



Medical Office Building 1920



Medical Office Building 1908

ProMedica 360Health

ProMedica Physicians
Behavioral Health

ProMedica Sleep Center

ProMedica Total Rehab

PROMEDICA MEMORIAL HOSPITAL MAP – CAMPUS DESTINATION GUIDE

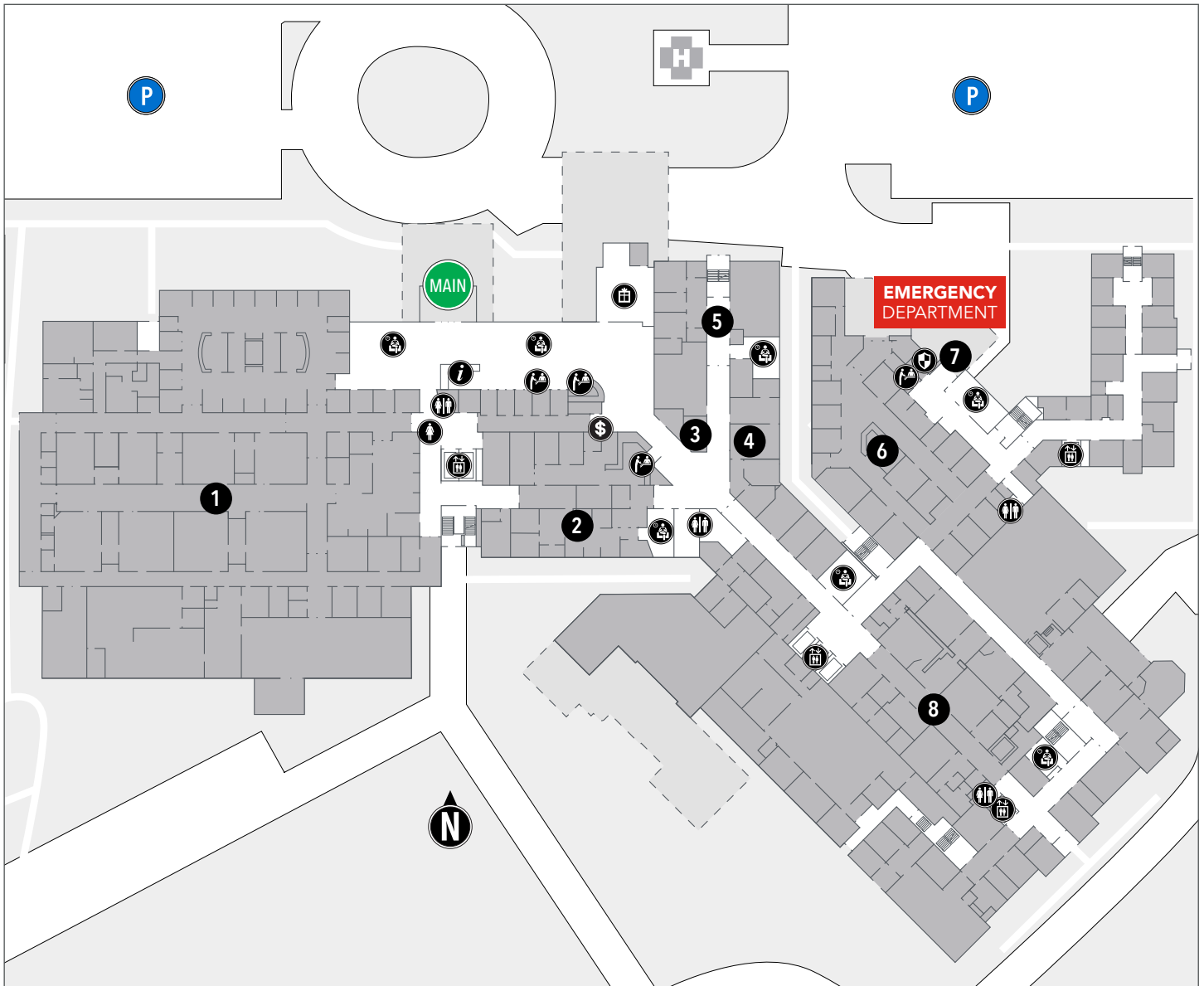
Destination	Location
Medical Office Building A - 605 Third Ave.	
NWO Orthopedics and Sports Medicine	Suite A
ProMedica Genito-Urinary Surgeons - Fremont	Suite B

Medical Office Building B - 605 Third Ave.	
Allergy Clinic Ohio	Suite E
Nationwide Children's Toledo	Suite E
ProMedica Physicians Family Medicine - Fremont	Suite C/D
ProMedica Physicians Neurology	Suite E
ProMedica Physicians Jobst Vascular - Fremont	Suite E
Toledo Clinic Nephrology	Suite E

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

Medical Office Building 1908 (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 | ATM | Restroom |
| 2 Outpatient
Laboratory | 6 Emergency
Department | Elevator | Security |
| 3 Cashier's Office | 7 Emergency Main
Entrance | Gift Shop | Valet Service |
| 4 Cardiac/Pulmonary
Rehab | 8 Diagnostic Imaging/
Radiology | Information | Waiting Area |
| | | Parking | Main Entrance |
| | | Patient
Registration | |

PROMEDICA MEMORIAL HOSPITAL MAP – GROUND FLOOR DESTINATION GUIDE

Destination	Floor
715 Bistro (Cafeteria)	1
Acute Care Unit	2
Administration	3
Board Room	3
Cardiac Services	G
Cardiac/Pulmonary Rehab	G
Cashier	G
Chapel	1
Dietitian	2
Emergency Room	G
Facilities	G
Financial Services	G
Foundation	3
Gift Shop	G
Golden Threads / Volunteer Services	1
Heart Failure Clinic	2
Human Resources	1
Jobst Medication Therapy Management	1
Labor and Delivery (OB)	1
Materials Management	G
Medical Staff Services	2
Meeting Room A	3

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

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 Monday through Friday

- 7 a.m. – 10 a.m. Hot Grab-N-Go breakfast items are available.
- 11 a.m. – 1 p.m. Hot lunch entrée is available.
- Available daily from 7 a.m. – 5:30 p.m. Simply-to-Go items

Memorial Hospital guests/visitors are always welcome to order room service between the hours of 7:30 a.m. – 5:30 p.m. Dial 6368 from patient room phone to order.

For your convenience beyond normal hours of operation, vending machines are located off of the elevators on the 1st Floor.

The 715 Bistro is cashless. Payment can be made by using credit or debit cards only. 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, payroll deductions, checks and credit cards are accepted. Free gift wrapping is available.*

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 click one of the links 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. 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.



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 healthcare 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.

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