

Patient and Visitor Guide



Important Phone Numbers

Here is a list of hospital phone numbers that may be helpful to you. Your care team is happy to assist you in contacting any of these services for you during your stay. You may also dial 0 for assistance by the Operator.

When dialing a hospital number from your room, use the last five (5) digits only.

To dial an outside line, dial “9” then the full number.

Admitting/Registration	298-7605
Billing	513-585-7600
Café.....	298-3287 (8-EATS)
Financial Counseling	298-7611
Gift Shop	298-7467
Emergency (medical, in-house only).....	3333
Emergency (non-medical, in-house only)	298-1111
Environmental Services (Housekeeping)	298-7880
Lost and Found	585-9890
Mail Room	298-7931
Medical Records.....	298-7750
Operator	298-3000
Patient Information	298-3001
Patient Relations.....	298-7737
Room Service	298-3287 (8-EATS)
Social Work	298-7714
Volunteer Services	298-7737

To make a local call, dial 9 + the 10-digit local number (example: 9-513-298-3000)

To call an 800 number, dial 9 + 1 + 800 + the number.

Telephones and assistance for hearing and visually impaired patients are available upon request from your nurse. Or call 83005 and request a TTY phone be brought to your room.

To call a long-distance number, you must use a calling card, use your personal cell phone, or you can call an outside operator to help you make a collect call.

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Welcome



On behalf of all of our associates, it is my pleasure to welcome you to UC Health West Chester Hospital. With great pride, I am pleased to introduce the Greater Cincinnati area's newest, full service hospital to you. Working cooperatively, our highly trained and compassionate staff will do their very best to ensure that your stay with us is as pleasant and comfortable as possible.

From the countless comfort features that our facility has to offer to the hand-picked members of our staff, every aspect of our facility was designed with your comfort and satisfaction in mind. Working closely with community-based physicians as well as the University of Cincinnati Physicians group, West Chester Hospital offers our patients direct access to the region's largest group of medical specialists. Backed by the University of Cincinnati, the knowledge of our physicians and

other medical professionals is supported by a medical industry heritage that is nearly two centuries old.

Aside from our deep commitment to providing exemplary customer service, our medical professionals utilize the most advanced equipment and discovery-driven medical procedures to ensure that our patients receive the world-class health care that they deserve. Rest assured, you are in good hands.

As both the president and as a practicing physician at West Chester Hospital, I am committed to ensuring that you receive the highest quality of care available. If there is anything that I can do to make your stay with us more enjoyable, please do not hesitate to contact me directly from your hospital room telephone at 87701.

I wish you a swift recovery and again thank you for choosing West Chester Hospital for your health care needs. It truly is our pleasure to serve you.

Sincerely,



Kevin J. Joseph, MD
President & Chief Executive Officer
UC Health West Chester Hospital

Our Mission

West Chester Hospital creates an exceptional health care experience by anticipating needs and enhancing the lives of those we serve.

Our Vision

West Chester Hospital provides the very best in health care to every patient every time.

Our Values

- Respect
- Integrity
- Teamwork
- Excellence

Equal Service to All

West Chester Hospital does not discriminate against any person on the ground of race, color, or national origin, disability or age in admission, treatment, or participation in its program, services and activities, or in employment.

Program Accessibility

West Chester Hospital and all of its programs and activities are accessible to and usable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments. Access features include:

- Free valet parking service between the hours of 6 a.m. - 4:30 p.m., Monday through Friday.
- Convenient off-street parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access into first floor with elevator access to all other floors.
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including examination rooms and patient wards.
- A full range of assistive and communication aids provided to persons who are deaf, hard of hearing, or blind, or with other sensory impairments. There is no additional charge for such aids. Some of these aids include:
 - Qualified sign language interpreters for persons who are deaf or hard of hearing.
 - A twenty-four hour (24) telecommunications device (TTY/TDD) which can connect the caller to all extensions within the facility and/or portable (TTY/TDD) units, for use by persons who are deaf, hard of hearing, or speech impaired.
 - Readers and taped material for the blind and large print materials for the visually impaired.
 - Flash cards, alphabet boards and other communication boards.
 - Assistive devices for persons with impaired manual skills.

If you require any of the aids listed above, please let your nurse know.

Patient Rights and Responsibilities

Your rights

As a patient, you have the right to clear and timely communications.

You have the right to:

- Information about your rights before your care begins
- Services of interpreters or assistive devices to help you in communicating
- Have a family member or friend contacted when you are admitted to the hospital
- Clear and complete information about your illness, tests or treatments
- Know the names of the health care professionals providing your care
- Review the nurse staffing plan for the hospital. The Nursing Services Staffing Plan is available for review and will be brought to you upon request by calling a clinical supervisor at 83444.
- Information about what to expect for your recovery
- Communicate freely with others while in the hospital
- Receive an itemized bill for all the services you receive
- Clear discharge instructions
- Assistance in finding care you may need after you leave the hospital

As a patient, you have the right to respect and dignity.

You have the right to:

- Make your own decisions about your care
- Quality care and treatment not influenced by race, color, religion, national origin, sex, sexual orientation, handicap, education, age or income
- Have someone you choose make decisions about your care if you are not able to
- Be cared for with respect, consideration and compassion
- Sensitive consideration of your personal, spiritual and/or religious beliefs and values
- A private and confidential setting
- Be treated ethically and humanely, including an ethics consultation if you so wish
- Be free from restraints (whether physical or chemical) unless they are needed to protect you or others from injury. Restraints will not be used as a punishment or to make it easier for the staff to care for you.
- Be informed and allowed to accept or refuse any study drugs or treatments

As a patient, you have the right to consideration for your comfort and safety.

You have the right to:

- Pain control provided by hospital staff who believe it is important to help with your pain
- Furnishings and equipment that are safe and fit your needs
- Enough storage space for your belongings
- A locked area for your valuables
- A safe and secure setting free of abuse or harassment
- Be referred to community services if you feel at risk or harm
- Receive care when you need it, provided by qualified staff

As a patient, you have the right to have your complaints addressed.

You have the right to:

- Have complaints responded to quickly and kindly by staff members
- File a complaint by calling 298-7737
- Have any grievances resolved quickly
- Receive a written reply to your complaint that includes:
 - A name of a person you can call
 - The hospital's response to what happened
 - The steps taken to make things better
 - The date the grievance was completed

- File a complaint or grievance with any of the agencies listed below even if you do not use the complaint process of the hospital:
 - Ohio Department of Health; 1-800-342-0553, TTY: 614-752-6490
 - Office for Civil Rights (Region V - Ohio); 312-886-2359, TTY: 312-353-5693
 - Ohio KePRO (Medicare Peer Review Organization); 1-800-589-7337, TTY: 877-486-2048
 - Joint Commission Office of Quality Monitoring; 1-800-994-6610
 - Ohio Legal Rights Services; 614-466-7264 or 1-800-282-9181 (toll free in Ohio only), TTY: 614-728-2553 or 1-800-858-3542 (toll free in Ohio only)

Your responsibilities

As a patient, you are responsible for telling your health care providers as completely as possible about:

- Your symptoms or how you are feeling
- Any changes you have in your symptoms or how you are feeling
- Your past illnesses
- Past care received in hospitals or clinics
- All medications you are taking or have taken

As a patient, you are responsible for assisting with your plan of care.

You are responsible for:

- Asking questions about your care, treatment and medical concerns
- Following the recommended plan of care
- Telling staff if you are not able to follow your plan of care
- Understanding what may happen if you do not follow the recommended plan of care
- Being aware of safety issues and speaking up when you have a concern

As a patient, you are responsible for reporting your pain.

You are responsible for:

- Telling staff where your pain is and how much it hurts
- Telling staff when pain treatments are not working
- Telling staff your concerns about taking pain medicine

As a patient, you are responsible for acting with concern for other people.

You are responsible for:

- Following the rules for visiting, safety and privacy of all of our patients
- Not smoking- The hospital is a "tobacco-free campus." SMOKING IS PROHIBITED ON THE ENTIRE WEST CHESTER HOSPITAL CAMPUS
- Treating hospital staff with courtesy and respect
- Keeping the noise level as low as possible
- Respecting other people's property

As a patient, you are responsible for:

- Having reasonable expectations about your care and services
- Paying for the services you receive
- Providing all information requested to make sure that your bill is correct

A copy of our Patient Rights and Responsibilities policy is available upon request from the Registration and Admitting Department, 298-7605. If you need assistance understanding your rights and responsibilities, please speak with your nurse or another caregiver.

Your privacy

Your privacy is not only important to us, it is the law. The Health Information Portability and Accountability Act (HIPAA) went into effect in 2003 and regulates the confidentiality of patients' protected health information. You should have received a Notice of Privacy Practices upon admission into the hospital, detailing the following privacy rights:

- We will not use or disclose your protected health information for any purpose other than treatment, payment and health care operations unless you have authorized the disclosure in writing, or in the care of certain exceptions explained in the Notice of Privacy Practices.
- You have the right to access, amend and restrict your protected health information.
- If you believe your privacy rights have been violated, you may file a written complaint with the UC Health Privacy Office at:
UC Health
3200 Burnet Ave.
Cincinnati, OH 45229
- Or with the Secretary of the U.S. Department of Health and Human Services at:
Office for Civil Rights, Region V
233 N. Michigan Ave., Suite 240
Chicago, IL 60601

If you would like a copy of the Notice of Privacy Practices, please call 298-7605. If you need further assistance regarding your privacy, please call 298-7734.

Reporting concerns and grievances

Patients have the right to voice complaints freely, without being subject to coercion, discrimination, reprisal or unreasonable interruption of care.

In order to protect a patient's right to safe, quality care, we encourage you to report any concerns you might have during your stay at West Chester Hospital. Complaints and grievances from patients, families or visitors will be received courteously, treated seriously and dealt with promptly.

If you have a complaint or concerns, you can communicate with hospital staff either verbally or in writing by any of the following options:

- Alert a member of the hospital staff regarding your concerns
- Ask to speak to the manager
- **Call Patient Relations at 298-7737**
- Write to:
West Chester Hospital
Attention: **Patient Relations Department**
7700 University Drive
West Chester, OH 45069

Hospital staff members have the responsibility to listen and respond to complaints and concerns regarding care and service. If possible, staff will respond to the complaint on the spot. If the complaint cannot be immediately resolved by the associate on duty, a Customer Service Representative will meet with the patient as soon as possible. If the issue is not immediately resolved, a formal response will be provided by the hospital within seven to 21 days.

Outside Resources for complaints and grievances

Use of the hospital's internal Customer Service Department is not required. Complaints may be lodged with state agencies regardless of whether you choose to use the hospital's grievance process. You may contact any of the following:

Ohio Department of Health (ODH)

Division of Quality Assurance – Complaint Section
246 North High Street
Columbus, OH 43215
800-342-0553
TTY: 614-752-6490

Joint Commission

www.complaint@jcaho.org
Office of Quality Monitoring
800-994-6610

Office for Civil Rights (Region V – Ohio)

U.S. Dept. of Health and Human Services
233 N. Michigan Avenue
Suite 240
Chicago, IL 60601
312-886-2359
TTY: 312-353-5693

Ohio Legal Rights Services

8 East Long Street 5th Floor
Columbus, OH 43266-0523
614-466-7264 or 800-282-9181 (toll free in Ohio only)
TTY: 614-728-2553 or 800-858-3542 (toll free in Ohio only)

Medicare beneficiaries with a complaint regarding quality of care, disagreement with a coverage decision or who wish to appeal a premature discharge should contact:

Ohio KePRO (Medicare Peer Review Organization)

Rock Run Center, Suite 100
5700 Lombardo Center Drive
Seven Hills, OH 44131
800-589-7337 TTY: 877-486-2048
www.ohiokepro.com



Making Your Wishes Known About Your Health Care

Some patients and their families may face difficult decisions about the course of their treatment. Making your wishes known about your health care ahead of time can help your family understand your choices and ensures you receive the care you desire.

Advance directives

Advance directives can be written documents or oral statements, witnessed and notarized, stating the patient's preferences for medical treatment or non-treatment should he or she lose the capacity to make decisions. Advance directives tell your doctors what you want if you are not able to speak for yourself. They can be changed at any time you wish to do so. Advance directives may include:

- **Living Will** – Tells your physician whether or not you wish to be kept alive by mechanical devices, including being fed by tubes. This is only used if you are unable to communicate with your physician any other way.
- **Durable Power of Attorney for Health Care** – Designates another person to make medical decisions for you only if you cannot speak or decide for yourself. This applies only to your health care, and not to your money or property. Likewise, a general power of attorney deals with your money or property, but not with your health care decisions.
- **Do Not Resuscitate (DNR)** – Indicates that you do not wish to be revived by emergency medical services. This document requires an order on paper from your physician and identification information such as an ID bracelet, wallet card, etc.
- Other documents expressing the patient's individual preferences.

If you have questions about these options, please discuss it with your physician and family. Social workers are also available to counsel you about these decisions and to help you draw up the appropriate paperwork if needed. Ask your nurse to contact a Social Worker for help.



Paying your Bill

You can make payments toward your bill at any time during your stay at West Chester Hospital. Typically, co-pays and deductibles are collected at registration for all outpatient and emergency services.

You can make payments at the Cashier's Office, located on the 1st floor just across from the main lobby waiting area. The Cashier's Office is open Monday through Friday, 8 a.m. – 4:30 p.m. You can also pay your bill online by going to www.UCHealth.com. Under the "Patients & Visitors" tab, click "Pay Bill" to be directed to our secure billing site. You can also pay your bill over the phone on our 24-hour service line at 513-585-7600 or 1-800-277-0781, or by mail to:

UC Health

P.O. Box 740117
Cincinnati, OH 45274-0117

Financial assistance

Financial counseling is available Monday through Friday, 8 a.m. – 4:30 p.m. for patients requiring assistance. Uninsured patients will be contacted by a Financial Counselor, who will discuss options for paying your hospital bill. If you are not assigned a Counselor, but would like to speak with one about your bill, please ask your nurse to contact one for you. If you have already returned home and would like to discuss your financial options, please call 513-867-4178 to speak to a counselor.

Separate physician charges

Charges for care and service provided by your physician and consulting physicians such as radiologists, pathologists, surgeons, anesthesiologists and other specialists are billed separately by those physicians, as required by law. They are not, therefore, included in your hospital bill. If you have questions regarding these charges, please direct them to the specific physician group indicated on the billing invoice.



Insurance billing

You are responsible for providing all insurance coverage information and establishing the proper sequencing of primary and secondary coverage (coordination of benefits) at the time of registration. Co-payments are due prior to discharge.

West Chester Hospital will send a bill to your primary insurance company within a few days of your discharge. Your insurance is expected to pay West Chester Hospital within 30 days. You should receive an Explanation of Benefits from your insurance company stating how much the insurance company paid and how much money you owe. Your payment is due within 10 days of receipt of your Explanation of Benefits. You should verify that your insurance company pays the hospital in a timely manner. Fulfilling this responsibility may require you to contact your insurance company. Your coverage is a contract between you and your insurance company. We will help you present your claim, but you are responsible for your account.

Most insurance plans have determined certain services that may not be covered, such as preventive visits, immunizations or elective procedures. We try to inform you of the rules ahead of time, but we don't always know if a service is covered. Since there are so many coverage plans available to patients, you are encouraged to review your policy and contact your insurance company if you have any questions.

Uninsured patients

Financial assistance programs are available to assist you if you are unable to pay medically necessary hospital services. You must complete a financial assistance application (FAA) and provide proof of family income on the application. You may also be required to provide proof of residency listed on the application. To be eligible for one of these programs, your family's income must be at or below 200% of the Federal Poverty Guidelines for your family size. Additional information will be provided by West Chester Hospital financial counselors upon request.

Uninsured patients who do not qualify for Medicaid or a financial assistance program will receive an uninsured discount on medically necessary hospital services. The remaining balance after the uninsured discount is applied will be the responsibility of the patient.

If you are uninsured, do not supply insurance information at the time of registration and do not qualify for financial assistance, you are responsible for 100% of hospital charges.

You can obtain a financial assistance application from the Registrar, Financial Counselor or Customer Service. The completed and signed application along with proof of income and residency as requested should be returned in the postage-paid envelope provided in the application packet.

Hospital price disclosure

Pursuant to Section 3727.12 of the Ohio Revised Code, you are entitled, upon request, to a list of the usual and customary charges for room and board, and the usual and customary charges for a selected number of X-ray, laboratory, emergency, physical therapy, occupational therapy, and respiratory therapy services. If you would like a copy of the charge list, please call the hospital cashier's office at 585-7600, or visit our website, UCHealth.com/WestChesterHospital - the pricing list is located under "For Patients: Paying Your Bill."

For Your Safety

Patient Identification

Providing care, treatment and services to the right patient every time is an important part of assuring the safety and quality of care delivered. West Chester Hospital utilizes two forms of identification to make sure the correct patient receives the intended medication or treatment.

You will be asked to verify your name and birth date prior to a staff member providing any care, treatment or services. This process will occur multiple times even by the same care provider, during the same day. Please understand this is for the safety of all of our patients.

Surgical event prevention

On the day of your procedure, we will ask you to state your name, date of birth and site for your surgery several times, before and after you enter the operating room.

Before your procedure, the physician will confirm your name, date of birth and surgery site, and will mark the site with his or her initials. No marks should be made on any other part of the body.

In addition, the medical team will take a "Time Out" before your procedure and once again confirm your identity, procedure and site. Please be patient and understand this repeated checking of facts is a way to avoid mistakes.

On the consent form, double check that your name, procedure and site (including right or left) are written correctly. If you have any concerns, please talk to your doctor or nurse right away about them.

Patients Leaving Unit

Patients are not to be off of their unit unless escorted by a nurse or staff member. This is to protect the safety of our patients and visitors. Please make sure to check with your nurse should you want to leave the unit.

Hand washing

Hand washing is the single most important thing patients' care givers and families can do to prevent infection. Hand washing should be performed before eating, after using the bathroom, and anytime your hands are soiled. If you need assistance with hand washing, please ask your care provider for assistance.

Your care givers should have clean hands when they provide your care. They may clean their hands with alcohol foam or soap and water. Should you have any question about whether the staff members caring for you have washed their hands, please feel free to ask. Visitors are encouraged to use alcohol foam when entering and leaving a patient's room as well.

Visitor Restrictions

During flu season, visitor restrictions may in place and include only those 14 years of age and older. This is to protect the health of our patients that are healing.

Vaccinations

We want to help keep you healthy, and vaccines are an important way to prevent infectious illness. Inpatients age 50 and older will be offered the flu vaccine seasonally. The flu vaccine can be administered every year.

Inpatients 65 and older will be offered pneumococcal (pneumonia) vaccine. The pneumonia vaccine is given once and should not be repeated if previously given within the last five years.

Calling for assistance

Every patient bed and restroom is fitted with a device which can be used to summon assistance (as shown in photo). Your safety and comfort is our highest priority. Should you need assistance from a member of your care team, please do not hesitate to press the red call button. Once the button is pushed, a member of your care team is immediately alerted, regardless of their location within the facility. Please note that you will not receive an immediate audio response after pressing the button, however a member of our staff will enter the room to provide assistance within four minutes.

Rapid Response Team call

Occasionally, a hospital patient's condition may rapidly deteriorate. If this occurs when the patient's regular care team is not available, the patient's family or visitor can call a special Rapid Response Team, consisting of a nurse, respiratory therapist, pharmacist, supervisor and house physician.

If you are concerned that a patient needs immediate medical attention, and a nurse or physician is not immediately available, dial the emergency phone number, 3333, and tell the operator you are a family member and need a Rapid Response Team to the patient's room.

The team will respond within no more than 10 minutes, and will treat the patient until the regular care team can arrive.

Signs that a patient needs a Rapid Response Team call may include sudden changes in condition such as behavior, symptoms, and/or vital signs.

Fall prevention

Anyone can fall, but the risk increases with age. Each year, falls occur in about one-third of people 75 years of age or older who are living in their homes. This increased risk of falling may be the result of changes that come with aging, plus other medical conditions, such as arthritis, cataracts or hip surgery.

To help prevent falls while in the hospital:

- Sit a few minutes before standing to prevent dizziness.
- Call for assistance if you feel weak, dizzy or lightheaded when you need to get up.
- Use your call light for help, and then please wait for the nursing staff to come to your room.
- When the side rails are up, please ask for help. Do not put them down or try to climb over them.
- Always wear slippers with non-skid soles when walking.
- Use the toilet regularly to prevent hurrying to the bathroom.
- Keep IV tubing and cords off the floor, and ask your nurse to help unplug your IV pump when walking.
- Tell the nursing staff if a spill occurs on the floor.
- Ask to have objects such as bedside tables, phone or call lights within easy reach so you don't have to get up.
- Turn on the lights at night before getting out of bed.
- To get out of bed, be sure the bed is in the low position.



Decrease the risk of falling at home

Most falls (75%) occur in the home. You can make sure your home is safe by following these tips:

- Make sure that you have good lighting in your home. As your eyes age, less light reaches the back of the eyes where your vision is located. The lighting in your home should include night lights in your bedroom, hall and bathroom
- Rugs should be firmly fastened to the floor or have nonskid backing. Loose ends should be tacked down.
- Electrical cords should not be lying on the floor in the walking areas.
- Put hand rails in your bathroom for bath, shower and toilet use.
- Don't use stairs without rails on both sides for support. Be sure the stairs are well lit.
- In the kitchen, make sure items are within easy reach. Don't store things so high that you need a stepstool to reach them, or so low that you have to bend or kneel down to reach them.
- Wear shoes with firm nonskid, non-friction soles. Avoid wearing loose-fitting slippers that could cause you to trip.

Reporting Safety Concerns

Our goal is to provide safe, high quality, compassionate care to all patients. If you have any concerns regarding your safety, please address it immediately with the staff caring for you. If you do not feel comfortable addressing it with the care staff, please request to see the manager or nursing supervisor who is available in the hospital at all times.

Joint Commission is the national accrediting body for hospitals and as such, oversees the safety and quality of care provided. Patient concerns regarding the safety and quality of care provided can be reported directly to the Joint Commission by:

E-mail:

complaint@jointcommission.org

Fax:

Office of Quality Monitoring
630-792-5636

Mail:

Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

If you have questions about how to file your complaint, you may contact the Joint Commission toll free at 1-800-994-6610, 8:30 to 5 p.m., Central Time, weekdays.

Taking Control of Your Pain

As a patient at West Chester Hospital, you have the right to information about pain management; a staff committed to pain prevention and management; and to take an active part in choosing your pain treatment.

About your pain

Pain is your body's alarm system. It tells you something is wrong. Unrelieved pain can have harmful effects on your mind and body, so it is important to relieve your pain and keep your pain from getting worse.

Why do I have pain?

Pain can have many causes. It may be caused by a recent injury or surgery, or it could occur over longer periods, such as from arthritis. Pain can take on many sensations, such as burning, stabbing or aching, and it can range from being minor to severe. Everyone is different in how their body feels pain and how they express their pain. It's important to recognize that having pain is not a sign of weakness.

Will I experience pain during a medical procedure?

Before a procedure, ask your doctor or nurse what to expect. You may want to ask:

- How much pain will there be?
- Where should I expect to feel pain?
- How long should I expect to have pain?
- What might help the pain?
- What could make the pain worse?

What does my doctor need to know to help relieve my pain?

Make sure to tell your doctor or nurse:

- What has worked for you in the past to relieve pain
- If pain medicine has caused you any problems in the past, such as nausea, itching, shock or breathing difficulty
- If you are currently taking any medicine for pain, including how much and how often
- How the pain affects you. For example, if you can't sleep or can't work because of it
- If you are interested in listening to music, relaxation tapes or any other methods to help deal with your pain



What to do when you are having pain

1. Tell your doctor or nurse:
 - Where your pain is
 - What makes the pain worse
 - What makes the pain go away
 - What your goal for pain relief is. For example, "I want to be able to walk to the bathroom and back and to keep my pain at a level four most of the time."
2. Use the pain scale in the back of this book to describe your pain to your doctor or nurse. Ask questions if you are unsure about how to use it.
3. Describe how your pain feels with one or more of the words listed below:

Throbbing	Tender	Shooting	Pinching
Sharp	Burning	Cramping	Pulling
Aching	Pressure	Dull	Other
4. Ask for pain medicine when pain begins. Do not let your pain get bad before asking for pain medicine. The longer you wait, the harder it is to control.
5. Try to take your mind off your pain. You can do this by:
 - Changing your position every one to two hours
 - Listening to music or relaxation tapes
 - Watching a humorous video or movie
 - Visiting with friends, family or clergy
 - Praying or meditating
 - Walking, if you are able
 - Reading
 - Trying the relaxation technique described below

Slow rhythmic breathing for relaxation:

If you intend to do this exercise for more than a few seconds, try to get into a comfortable position. You may want to close your eyes or focus on an object. You may also find it helpful to imagine that you are in a place that is very calming and relaxing for you, such as lying in the sun at the beach, as you do your slow breathing exercises.

1. Breathe in slowly and deeply.
2. As you breathe out slowly, feel yourself beginning to relax; feel the tension leaving your body.
3. Breathe in and out slowly at a rate that is comfortable for you. You may wish to try expanding your abdomen as you breathe.
4. To help focus on your breathing, count silently as you breathe in, saying, "in, two, three;" and as you breathe out, saying, "out, two, three."
5. Do the four steps above once or repeat the last two steps for up to 20 minutes.
6. End your breathing exercise with a slow, deep breath.

Frequently asked questions

If I am having pain, will the nurse give me pain medicine if I don't ask for it?

Not always. Some doctors order pain medicine to be given at certain times of the day, without you asking. However, many doctors order pain medicine as you need it. If this is the case, you must let your nurse know when you need pain medicine. Talk to your nurse and find out how your pain medicine has been ordered and how often you can have it.

Will I become addicted to pain medicine?

No. Studies have shown that the risk of addiction is very low – less than 1%. Taking pain medicine for pain relief is not an addiction.

What if my loved one cannot communicate that he or she is in pain? Will the nurse know to give pain medicine?

Yes, if your loved one has had an experience that would normally cause pain, such as surgery, then medicine will be ordered by the doctor. Nurses look for signs of pain such as moaning, rocking or rubbing of a body part, and they will give pain medicine as ordered. Please tell the doctor or nurse what signs indicate your loved one is in pain, as well as any concerns you may have.

How long does it take for pain medicine to work?

If the medicine is taken by mouth, such as in pill or liquid form, you should begin to feel relief within about 45 minutes. If the medicine is given through an IV, which is a tube that delivers the medicine directly into the bloodstream, pain relief will come sooner.

What if the pain is not going away?

Tell your nurse. Normally you should expect the pain to be reduced in half once the medicine is working. If you are not getting enough relief, we may need to increase the dosage or give you a different type of medicine. We may also need to check the area in which you feel pain in case there has been a change, such as swelling, drainage or change in color or temperature.

What if the pain medicine is making me sick?

Tell your nurse. Whenever possible, take your pain medicine with food. If this is not helping, medicine can be given to help settle your stomach and relieve the nausea. If this does not help, your pain medicine may have to be changed.

Remember, you are the most important member of the team working for your recovery. Your doctors and nurses can answer your questions and address any concerns, but your involvement is the key to a speedy recovery. Relieving your pain allows you to increase your level of activity, which is an important step toward a faster recovery.

Security

Public Safety

West Chester Hospital is pleased to provide a safe and secure setting for all of our patients, visitors and staff members. Public Safety officers are available 24 hours a day to assist you in emergency and non-emergency situations.

- For non-emergencies, call 585-9890 (locked out of your car, lost and found, etc.)
- For all non-medical emergencies, dial 1111 (in-house call only) (Use only if you need an officer immediately)
- For medical emergencies, dial 3333 (in-house call only) (Use only if you or someone else needs a doctor or nurse immediately)

Parking lot security

For your safety, parking lots on the campus of West Chester Hospital are monitored by security cameras. However, in the event of a break-in or collision, West Chester Hospital is not responsible for stolen or damaged belongings and vehicles.

Emergency telephones are posted throughout the lots. They are located in the black metal poles topped by blue lights. These phones connect directly to Public Safety dispatch; they are not pay-phones. You do not need to dial a number to get help. Please use the emergency phones if you feel unsafe or need assistance with a flat tire or battery jump.

If you are not close to an emergency phone, you can call 513-585-9890 from your cell phone for non-emergency assistance.

Public Safety escorts

We are glad to provide Public Safety escorts to and from the parking lots in the evening or whenever assistance is needed. If you would like a Public Safety Officer to escort you to your vehicle or need assistance with your vehicle, please call 513-585-9890 and an officer will be sent to help you.

Restricting Your Visitors

As a patient at West Chester Hospital, you may request that your name and room number are not given out to visitors who call or come to the information desk. Ask your nurse about adding your name to the "Do Not Announce" list to prevent unwanted guests or phone calls.

Lost & found

Please contact Public Safety at 513-585-9890 to inquire about lost and found items. Items will be kept at the hospital for 24-48 hours then transferred to the UC Health Business Center in Cincinnati for storage. Lost and Found is located in the public safety office in the emergency department lobby.

Fire alarms

If a fire alarm is sounded, it is not necessary to evacuate the hospital unless instructed by hospital personnel, Public Safety or fire department officials. If evacuation is necessary, staff will assist you.

ID wristbands

For the safety and security of our patients and staff, anyone visiting the hospital between 8 p.m. and 5:30 a.m. will need to enter through the Emergency Department entrance and ask the receptionist to call the floor where your friend or family member is staying. A nurse will escort the visitor to the patient's room and provide an ID wristband to wear while in the hospital.

What to keep with you; what to send home

Lockable storage cabinets are available in every patient room to temporarily keep your essential valuables such as purse or wallet. However, while you are an inpatient at West Chester Hospital, it is advisable that you send any valuables such as jewelry, credit cards and check books, and laptops or other personal electronics home with a family member. West Chester Hospital cannot accept responsibility for the loss or damage of these and other items.

Items that should be kept in the room with you include eyeglasses, contacts, dentures and hearing aids. These should be kept in labeled protective containers. You should also keep with you a complete list of your current medications, proof of insurance coverage, and copies of advance directives such as a living will, durable power of attorney for healthcare, or do-not-resuscitate forms, if you have them.

Using your locker in your room

1. Place items in open locker. When the locker is open or unlocked, you will see a red light.
2. Shut the door and enter a 4-digit code of your choice (example: 1234). For your security, don't share your code with staff members. Turn lever to locked position.
3. When you enter your code, you will hear the lock inside whirl indicating that the lock is set. The red light will disappear when the door is locked.
4. To open the locker, enter your 4-digit code again, turn lever to open position, and wait for the red light to appear.
5. When you are discharged, please remember take your belongings and leave your locker unlocked so it can be cleaned and used by the next patient. If you forget your code, please ask a nurse for help.



While You're in the Hospital...

About your caregivers

Our patient care team is committed to providing you with the highest quality care. They will work with you to ensure that you have the best possible experience while you're at West Chester Hospital. During your stay, you might have questions about what is happening to or around you. Please feel free to ask questions, and any of your care team members will help get the answers.

While you are a patient at West Chester Hospital, you may be treated by several different people, including physicians, hospitalists, nurses, and other care providers.

Physicians

Your physician has arranged your admission and directs your care. He or she is the head of your "care team" and is the best person to ask about your condition and treatment. You can make the most of your time with your physician by asking when he or she will visit, then writing down questions and concerns ahead of time. You can also arrange for family members to be present when your physician visits, so they can help write down important information and ask questions on your behalf.

Hospitalists

Hospitalists are physicians who specialize in the care of hospitalized patients. They will manage your care when directed to do so by your primary care physician and can attend and treat you from admission through discharge. Your hospitalist will send your primary care physician regular reports about the care you have received.

Intensivists

Intensivists are physicians who specialize in the care of intensive care unit (ICU) patients. They will work with your regular physician and care for you if you are admitted into the ICU.

Nurses

A registered nurse is a highly trained and skilled professional who is responsible for the treatment, safety, and recovery of the patient. Your nurse can help educate you on issues of healthy living and wellness as well as any current or chronic disease and treatment. A nurse performs treatments and procedures as prescribed by physicians, physician assistants and nurse practitioners.

Other Clinicians

You may also be cared for by Clinical Care specialists, including: Patient Care Assistants, Respiratory Therapists, Physical Therapists, Occupational Therapists, Speech Therapists, and Imaging Technicians. These types of health care workers assist nurses by giving basic care, taking vital signs, administering hygienic care, assisting with feeding, giving basic psychosocial care, housekeeping, and similar duties. All of these workers will be identifiable by wearing a nametag.

Environmental Services (housekeeping)

Environmental Services is responsible for maintaining the cleanliness of your room and the rest of the hospital. If you have any concerns about the cleanliness of your room, please notify Environmental Services by calling 87880, or talk to your nurse.

Environmental Services workers clean every room before a new patient is assigned to it, including changing the linens. We do not change sheets every day unless they are visibly soiled or if the patient requests a change of linens. This policy is in place to help conserve energy and water, to make our hospital a more environmentally-friendly place. Your care team will also assist you if your linens need to be changed during your stay. If you need a fresh washcloth, towel, gown or pillowcase, please let your nurse know. Often, your room will be cleaned while you are elsewhere, in order not to disturb you. If you have any question about whether your room has been cleaned, please do not hesitate to ask.

Social workers

To help maximize their health and well-being, some patients might be assigned a Licensed Social Worker by their physician, nurse, family request or by their own request. Social Workers collaborate with the patient's care team to help with a variety of issues, including: crisis intervention; individual and family counseling; health care decision-making; ethical and legal concerns; cases of abuse, neglect and domestic violence; psychiatric illness; financial problems; grief and bereavement; and adaptation to illness and treatment. Our social workers are also available to assist patients and family members with resources for nursing home placement and home health equipment.

If you think you or your family member needs assistance, please ask your nurse or physician to contact the Social Work Department.

Vision and hearing assistance

Interpreters or other auxiliary aids and services will be provided to patients who are deaf, hard of hearing, blind, have limited vision, or who have other sensory impairments, including limited manual or speaking skills. These services are provided at no cost to the patient. Ask your nurse to arrange for visual or hearing assistance.

Interpreter services

Patients who do not speak English, or who speak limited English, will be provided interpreter and written translations of any applicable paperwork, such as educational materials, consent and complaint forms, nondiscrimination notices, etc. Ask your nurse to arrange for an interpreter.

Spiritual Care

At West Chester Hospital, we believe that every patient and guest has the right to exercise his or her own religious, cultural and personal values. We will respect your beliefs and assist you in your spiritual needs.

Our Faith Center, located in the first floor main lobby, is open 24-hours a day to all patients and visitors. Chaplains are available daily and on-call. Ask your nurse or social worker to arrange for a chaplain. Congregational clergy are also welcome to visit patients from their congregation at any time.

Room Service and Amenities

Meals and Room Service

West Chester Hospital is pleased to offer Room Service delivery to our patients. With Room Service, you can order made-to-order meals when it's convenient for you, between the hours of 7 a.m. – 6:30 p.m.

You will find a Room Service menu in your room when you arrive, or a nurse will provide one to you. Call 83287 (8-EATS) between 7 a.m. – 6:30 p.m. to order your meal. Your meal will be prepared fresh and arrive at your room within 45 minutes.

During your stay, your doctor may place you on a special diet, or you may request a special diet if you are diabetic, vegetarian or have other dietary needs. A special diet menu can be provided, or a nurse can help you make appropriate choices from the menu.

Families and guests of patients also may order Room Services meals, which will be delivered with the patient meals. They will need to purchase a meal ticket from the cafeteria for \$5 first.

Mail and flower/gift delivery

All mail, packages and flowers addressed to you will be delivered to your room. Mail received after your discharge will be forwarded to your home. Florists will be directed to deliver flowers received after your discharge to your home.

Newspapers

The Cincinnati Enquirer is available to purchase in the Gift Shop.



For Your Family and Guests

One of our goals at West Chester Hospital is to provide a pleasant and healing environment for all who enter. We will work hard to ensure that patients and guests have a comfortable and enjoyable stay.

Visitors are encouraged to stop at the Information Desk in the main lobby for patient room and telephone numbers. To protect the confidentiality of patients, nurses and staff may be limited in the information they can provide.

Visiting hours

West Chester Hospital has 24 hour a day visiting, and overnight stay by family members is encouraged. For the safety of our patients and staff, the front doors will be closed between 8 p.m. and 5:30 a.m. During these hours, visitors must enter the hospital through the emergency department entrance. A nurse will escort the visitor to the patient's room and provide an ID wristband to wear while in the hospital.

Valet Parking

We are pleased to offer complimentary valet parking to all patients and visitors. Valet parking is available Monday through Friday from 6 a.m. – 4:30 p.m. Cars may be dropped off in front of the main hospital entrance. If you need to pick up your car keys after 4:30 p.m., you can call 298-CARS (82277 from inside the hospital) and a hospital associate will meet you at the Information Desk in the main lobby. Designated valet parking spots are located in the parking lot in front of the main entrance and are indicated by orange traffic cones.

Café

The Café is located on Level A and is open Monday through Friday from 7 a.m. - 6:30 p.m., and on the weekends from 7 a.m. - 1:30 p.m. We are pleased to offer a variety of menu options including a soup and salad bar, items off the grill, and daily specials prepared fresh. We also feature a pizza oven with pizzas made fresh to order. Cash and credit card are accepted.

Vending machines

After hours, vending machines offering snacks and drinks are available on Level A outside the Cafe, the first floor in the Emergency Department and on the second floor in the Same Day Surgery waiting area.

Gift Shop

The Gift Shop is located for your convenience on the first floor across from the elevators, and is open Monday through Friday from 8 a.m. - 7 p.m. and from noon - 4 p.m. on the weekends.

The gift shop offers snacks, fountain drinks, meals-to-go, personal items, gifts, jewelry, flowers, and reading material including the Cincinnati Enquirer.

Bedside service is available from 1-3 p.m. daily, offering candy, games, magazines and other special requests. Gift cards can be purchased in the Gift Shop and used to purchase items off the bedside cart.

ATM

An automated teller machine (ATM) is located in the 1st floor main lobby of the hospital.

Faith Center and Spiritual Care

At West Chester Hospital, we believe that every patient and guest has the right to exercise his or her own religious, cultural and personal values. We will respect your beliefs and assist you in your spiritual needs.

Our Faith Center, located in the first floor main lobby, is open 24-hours a day to all patients and visitors. We are pleased to offer the services of volunteer chaplains who span numerous religious and spiritual backgrounds. As a group, they spend an average of three to eight hours a day, plus on-call hours, volunteering their time at the hospital to help comfort and minister to patients. Congregational clergy are also welcome to visit patients from their congregation at any time.

Wireless internet access

West Chester Hospital provides free wireless internet access to all patients and visitors, and electronic charging stations can be found in the 1st floor main lobby.

To access the wireless internet service, you will need to have your own laptop or PDA with a wireless card. West Chester Hospital does not provide wireless cards, PDAs or laptops.

The public access network is secure, but there are limited restrictions imposed on sites by the hospital to ensure an environment of respect and integrity towards patients, visitors and hospital staff. Sites that conflict with UC Health values are filtered.

As with all valuable items, we advise that you entrust your laptop to a relative or friend when it is not with you. Do not leave it alone in a room, unless it is in a locked locker. West Chester Hospital and its employees are not responsible for damage, theft or loss of property brought into the hospital premises.

To connect your laptop to the wireless internet service provided by West Chester Hospital:

1. Make sure your wireless card is inserted in your laptop or PDA, or that you have wireless capability built into your computer.
2. Make sure your wireless device is current on the latest software releases for your operating system and hardware.
3. Go to your wireless settings and create a new profile called UCHealth-PatientAccess.
4. Verify WEP (encryption) is disabled.
5. Save changes to UCHealth-PatientAccess profile.
6. Select UCHealth-PatientAccess profile for use.
7. If you made any changes in steps 2 through 6 above, RESTART/REBOOT your computer and web browser.
8. Read and accept the electronic disclaimer for accessing the wireless internet service. The disclaimer page will be in the initial prompt before being able to proceed. Failure to do so will prevent access to the wireless internet service.

Please direct any questions to our technical support service at 513-585-6972.

www.CarePages.com

CarePages websites are free patient blogs that connect friends and family during a health challenge. Through personalized websites, members can relate their stories, post photos and update friends and family instantly. In turn, people who care can send messages of love and encouragement. The CarePages website also provides unique resources (discussion forums, blogs, articles and more) to educate and guide members through their health journey, as well as give loved ones the tools to offer hope and emotional support when they're needed most.

CarePages are not affiliated with UC Health or West Chester Hospital, but we encourage you to sign up for an account if you would like an easy way to share information about a hospitalized loved one with friends and family online.

For the safety of our patients, guests and associates, please adhere to the following guidelines while you are a visitor at West Chester Hospital:

Smoking

West Chester Hospital is a tobacco-free facility. Smoking and tobacco products are prohibited on the hospital campus and cannot be used anywhere on our property, including parking lots.

The US Surgeon General has said, "Smoking cessation [stopping smoking] represents the single most important step that smokers can take to enhance the length and quality of their lives." Smoking not only harms your health but it hurts the health of those around you. Exposure to secondhand smoke includes exhaled smoke as well as smoke from burning cigarettes. Studies have shown that secondhand smoke causes thousands of deaths each year from lung cancer and heart disease in healthy non-smokers.

If you are interested in quitting smoking, West Chester Hospital provides information and assistance programs for patients. Please ask your doctor or nurse about smoking cessation.

Covered coughs and clean hands

Not feeling well? Kids coming down with something? Children and adults who are coughing, sneezing, have diarrhea or a fever should not visit a patient in the hospital until well. This is a way we can all keep our loved ones safe from illness.

Coughs and sneezes spread germs, and our hands carry germs from place to place. To keep you and your loved ones healthy, please cover your cough and wash your hands often. Visitors should clean their hands especially before and after visiting a loved one in the hospital to keep from bringing germs into the patient's room, and from carrying germs outside the hospital.

You are encouraged to use special care areas in the patient's room that provide hand sanitizer and sinks to wash. Additional Hygiene Stations are located in the lobbies and cafeteria with hand sanitizer and tissues conveniently available for your use.

Infection prevention

You may see "Precautions" signs posted in patient care areas. Visitors should ask the patient's nurse to help understand the procedures. To keep infection contained, please follow the procedures given on the sign, including always cleaning your hands before entering and when leaving the patient's room.

Following instructions by caregivers

Please help the staff and physicians at West Chester Hospital care for the patient you are visiting by following any instructions given by his or her care team.



Discharge

Your care team will help you and your physician guide your discharge planning, coordinating your:

- Home care
- Medical equipment
- Skilled nursing and rehabilitation facility transfer
- Long-term nursing home placement
- Hospice services
- Or other available community resources that will help with your ongoing care and recovery

If you have question about any of these services, or if you need help in making decisions related to your discharge plans, please ask for a social worker. Since some resources and services may take time to arrange, it is best to start this process as early as possible in your hospital stay in order to maximize your choices.

Leaving the hospital

When your physician decides you are medically stable and ready to leave the hospital, a discharge order will be written. You may need to wait until after a lab or test result is received before you are able to leave the hospital. Please check with your nurse before you make arrangements with a family member or friend for assistance getting home. Your nurse will go over your discharge instructions before you leave. We are always concerned about you and your health, so we want to be sure that all of your health care needs have been met before you are discharged. The discharge process can take several hours.

Discharge checklist

- Have you talked with your physician about instructions on care, including medication or medical equipment you might need upon your return home?
- Have you made transportation arrangements?
- Have you provided all the financial information needed to assure proper payment of your bill?
- Do you have gifts, plants, cards and any other items you brought from home?
- Do not forget to make your follow-up appointment with your physician or clinic.



Obtaining copies of your medical records

Patients may obtain copies of their medical records in the following ways:

In Person

An authorization form may be picked up in the Medical Records department Monday through Friday from 7:30 a.m. to 4:30 p.m. A picture ID is required at the time of the request.

By mail

Send requests to:

West Chester Hospital Medical Records

7700 University Drive
West Chester, Ohio 45069

Over the phone

Request an authorization form by calling 298-7750.

Please allow 10 business days to process your request.

Patient satisfaction

Your satisfaction is very important to West Chester Hospital, and we care about your experience. If you encountered any problems or concerns during your stay, please give us the opportunity to correct this immediately by talking to your nurse, clinical manager of your unit, or a Customer Service Representative.

After you return home from the hospital, you may receive a follow-up phone call and survey regarding your experience at West Chester Hospital. Your responses are taken seriously and give us the opportunity to evaluate our quality of care and services. We encourage your comments and appreciate the time you take to give us your input. You can help us identify areas where we can improve, as well as give us opportunities to recognize our employees.

Volunteering

West Chester Hospital is a non-profit hospital. It is our goal for every visitor to find that we exceed your expectations in all areas, and that includes our volunteer staff. We welcome individuals in our community who would like to assist our staff and patients by becoming a part of our team.

Our volunteers are among the friendliest, most knowledgeable and compassionate people in our community. They make a difference in the lives of our patients and their families.

Opportunities for volunteers are available in the areas of Hospitality, Patient and Family Services, and Technical and Data Support. Volunteers will go through an application and interview process to determine where their skills are best needed. Volunteers are then trained and become an important part of that department's team.

If you would like to volunteer at West Chester Hospital, please contact Volunteer Services at 298-7737 to have an application mailed to you. Or, you may download an application at UCHealth.com/WestChesterHospital

Thank a caregiver

Would you like to thank a physician, nurse or other caregiver who helped you or a loved one while they were a patient at West Chester Hospital? Gifts made in recognition of a medical caregiver are a generous and thoughtful way to remember someone's care and compassion.

Please send the request to the Development Office, including the person's name, unit, date of your care and any personal message you wish to include. We'll see that your caregiver is notified of your tribute. If you would like to thank a caregiver, but don't know his or her name, we'll do our best to let that person know a gift has been made in their honor. Caregivers will be recognized in hospital newsletters and community publications.

Contact Pamela Kinane at 298-7737 to find out more about tribute giving, or mail your message and gift to:

West Chester Hospital Thank a Caregiver

7700 University Drive
West Chester, OH 45069.

Checks may be made out to "West Chester Hospital."

Donations

To provide the finest care to our patients, donations are always appreciated to fulfill our mission. Your donation may help provide the newest in equipment for our physicians, additional education for staff to ensure quality and safety, or further improvements for our patients and their families.

If you are interested in supporting West Chester Hospital, a variety of ways are available:

- You may make a gift of cash by mailing a check made out to "West Chester Hospital."
- You may make a gift on your credit card.
- You may make a gift of stock.
- You may make a planned gift from insurance, Individual Retirement Accounts (IRA), and Wills and Bequests, by naming West Chester Hospital as the beneficiary of all or a part of an estate.

For further information contact:

Pamela Kinane Director of Development

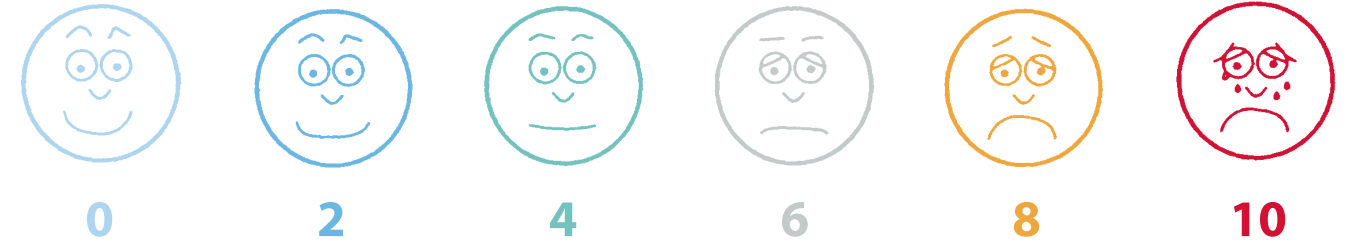
West Chester Hospital
7700 University Drive
West Chester, OH 45069
Phone: 513-298-7737
pamela.kinane@uchealth.com

Cincinnati Channel Guide

2 ION Television	29 ESPN2	60 FX
3 WXIX (FOX) Cincinnati	30 ESPNNews	61 Sci-Fi Channel
4 WCET World/Community Access	31 ESPN Classic	62 History
5 WLWT (NBC) Cincinnati	32 Oxygen	63 Lifetime Channel
6 WKETZ/Community Access	33 Fine Living	64 MSNBC
7 WCET Create/Community Access	34 DIY Network	65 CNBC
8 WCPO Weather Tracker/Community Access	35 SOAPnet	66 Fox News Channel
9 WCPO (ABC) Cincinnati	36 Food Network	67 CNN
10 WGN America	37 Fox Sports Net Ohio	68 CNN Headline News
11 WSTR (My 64) Cincinnati	38 Country Music Television (CMT)	69 National Geographic
12 WKRC (CBS) Cincinnati	39 A&E	70 TLC
13 WCET (PBS) Cincinnati	40 TNT	71 TV Land
14 WPTO (PBS) Cincinnati	41 TBS	72 Cartoon Network
15 QVC	42 USA Network	73 ABC Family
16 WPTD (PBS) Dayton/Community Access	43 E!	74 Bravo
17 The CW	44 BET	75 Hallmark Channel
18 Trinity Broadcasting Network (TBN)	45 Nickelodeon	96 WKET/Community Access
19 The Weather Channel	46 Animal Planet	97 EWTN/Community Access
20 Home Shopping Network	47 Discovery Channel	99 TV Guide
21 C-Span	48 HGTV	
22 C-Span 2	49 Comedy Central	
23 Weather Plus/Community Access	50 truTV	
24 WKRP/Community Access	51 MTV	
25 Great America County (GAC)	52 VH1	
26 Disney Channel	53 AMC	
27 Disney XD	54 Turner Classic Movies	
28 ESPN	55 Spike TV	
	56 Travel Channel	
	57 Discovery Health	
	58 Speed Channel	
	59 The Golf Channel	

Pain scale

This pain scale helps you rate the intensity of your pain. In the scale, 0 means no pain, and 10 is the worst pain possible. Rate your pain every few hours. You may feel some pain even with medications, but tell your doctor or nurse if the pain doesn't get better. Be sure to mention if the pain suddenly increases or changes.





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