

MATERNITY SERVICES



Delivering Something Special at
West Chester Hospital





On behalf of the physicians and staff at West Chester Hospital, it is my pleasure to introduce you to one of the Greater Cincinnati region's newest full-service hospitals. Our highly trained and compassionate staff ensures that every patient's stay with us is as pleasant and comfortable as possible.

From countless comfort features to the hand-picked members of our dedicated staff, every aspect of the West Chester Hospital experience was designed with our patients' health, comfort and safety in mind. As a member of the University of Cincinnati Health system, West Chester Hospital is proud of its academic affiliation, offering patients direct access to the region's largest group of academic physician specialists who possess the knowledge and skills supported by nearly 200 years of medical practice.

I am honored to serve as this hospital's president, as well as to provide care as a physician in our Emergency Department. I truly believe there is no better place to receive care than right here at West Chester Hospital. We have a proven track record of earning the highest safety ratings, and we are one of only two hospitals in the region to receive the Healthgrades® Outstanding Patient Experience Award™ time and time again. In fact, our team at West Chester Hospital outperforms more than 95 percent of hospitals throughout the country for patient satisfaction.

As you plan to expand your family, we invite you to experience our uncompromising commitment to quality as we provide life-changing, patient-centered medical care to you and your little one.

Sincerely,

Kevin J. Joseph, MD
President and Chief Executive Officer



A specially trained pediatric nurse tends to a newborn baby in the West Chester Hospital nursery.



A West Chester Hospital physician greets a happy family in their maternity suite.

Welcoming Your New Baby

Having a baby is an exciting and life-changing experience. At West Chester Hospital, our Maternity Services Program has been designed to provide the smoothest and most comfortable labor and delivery experience possible. Our priority is to help make your stay with us the first of many happy memories with your baby.

Our Maternity Services Program offers many amenities that cater to the individual needs and comfort of new parents and their special new babies. Special consideration has been given to every detail to ensure your birthing experience is as positive and easy as possible.

Ease and convenience are extremely important when it comes to exceptional obstetrical service. The Maternity Services Program at West Chester Hospital brings together skilled and knowledgeable physicians, competent and caring nurses, and a calm and pleasant environment, all close to home.


The Comforts of Home

Upon arrival, you will be warmly welcomed by our staff and introduced to an experience like no other maternity services program in the region. Spacious and private labor/delivery/postpartum and recovery (LDRP) rooms are equipped with specially designed, fully adjustable beds that allow multiple positions for your maximum comfort during labor, delivery and throughout the remainder of your stay.

Cozy sleeper sofas are available in every room to provide your partner with a comfortable overnight option. Wi-Fi, stereo systems, and flat screen televisions with cable access ensure your stay is as comfortable as staying in a hotel.

Large windows let in abundant natural lighting, while beautiful hardwood finishes and soothing color schemes encourage relaxation. Tiled private bathrooms include full-size, walk-in showers, hairdryers and complimentary soaps and lotions for your convenience.

*"I enjoyed my stay and didn't want to go home."
- A West Chester Hospital patient*



A nurse provides care for a baby in West Chester Hospital's Special Care Nursery.

Your Expert Medical Team

Since its inception, West Chester Hospital has excelled at providing outstanding patient experiences and world-class medical care to people who live and work in our surrounding communities.

Skilled obstetricians and anesthesiologists are on site at all times, only a few steps from your bedside. When your baby is ready to arrive, your delivery team assembles in minutes. The very same physicians who serve the Level III Neonatal Intensive Care Unit at the University of Cincinnati Medical Center – our system partner – also support the West Chester Hospital Maternity Services Unit.

Every member of our experienced team of highly trained nurses is certified in obstetrical care and possesses special training in high-risk pregnancies. In fact, more than 500 applicants applied for only 46 initial positions within the maternity services unit, resulting in a staff comprised of the region's most skilled and compassionate nurses. Every staff nurse possesses more

than five years of experience working within obstetrical units throughout the region.

With a nurse-to-patient ratio of two to one, our team immediately responds to the needs of mothers and babies. In fact, safety and comfort are so important at West Chester Hospital that our staff generally answers patient requests for bedside assistance in an average of 30 seconds.

Through a special partnership with Cincinnati Children's Hospital Medical Center, the third-highest ranked children's hospital in the country, neonatal specialists routinely check every newborn, as well as provide immediate advanced care to any baby who requires additional attention. The Level IIB Special Care Nursery is equipped with state-of-the-art equipment and spacious accommodations that allow new parents to remain at their baby's bedside when additional care is required.

"I was highly impressed with the care I was given, both by my doctors and nurses." - A West Chester Hospital patient



Our cafeteria offers a wide variety of delicious meals for patients and guests.

High-tech surgical suites are specially designed for “gentle” Cesarean-section procedures, and are strategically placed within the maternity unit to ensure faster, more efficient access for the surgical team. Advanced clinical technology and equipment in the operating rooms contribute to the safest-possible surgical environment.

A Safe and Secure Environment

Quality of care and patient safety are our highest priorities. We proudly provide a safe and secure environment for the newest addition to your family, which, in turn, provides relief and peace of mind for parents and family members.

All obstetrical staff members are clearly identified by a hospital name badge; therefore, guests are quickly assured through a glance that care is being provided by appropriate members of the team.

West Chester Hospital uses the highly-regarded Hugs® and Kisses® system for an unprecedented level of

security against infant abduction. The Hugs tag, gently placed on the infant’s ankle, allows staff and family to move infants freely within the protected zone in the maternity unit. If a baby is taken beyond the protected zone, the Hugs system automatically activates magnetic door locks on the unit and immediately alerts the staff. The Kisses component, worn by the mother, confirms that the right baby is with the right mother. If bands worn by mother and baby do not match, an audible signal automatically and instantly alerts the staff. The Hugs and Kisses system is also designed to accommodate multiple births.

Dining At Your Convenience

After childbirth, you deserve a great meal. After your baby’s arrival, new parents are treated to a tasteful, elegant meal served within the quiet comfort of their room. Parents are invited to choose from several restaurant-quality options and can enjoy a delicious dinner complemented by a birthday cake to celebrate your growing family.



An excited family awaits their new arrival in one of our maternity unit's lounges.

In addition, on-demand room service throughout your stay allows you and your partner to select the meal you want at the time that best suits you. Patients are invited to choose from a selection of delicious meals made to order and delivered directly to your room.

Friends and Family Lounge

Grandparents, siblings, aunts, uncles, friends and loved ones will feel relaxed and comfortable in the Friends and Family Lounge, equipped with a cozy fireplace, a stocked kitchenette and dining area, and a children's play space with toys provided. The lounge is located just down the hall from the nursery to facilitate frequent visits with parents and babies. Wi-Fi and a flat screen television are also available for guests to enjoy. In addition, a one-of-a-kind, colorful wall mural features the unique history and landmarks of West Chester, Ohio and serves as a fun conversation piece.

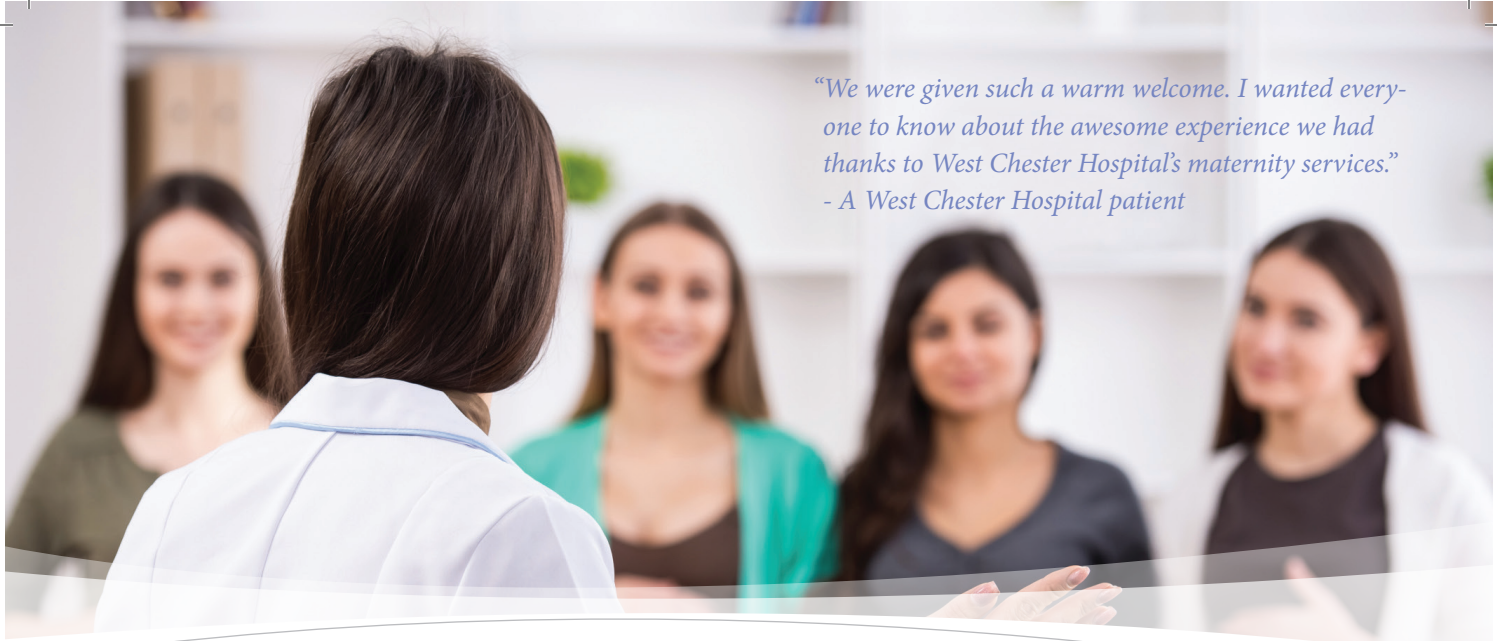
*"West Chester Hospital is the best. I am totally satisfied with the services provided by the hospital."
- A West Chester Hospital patient*

Hospital Features and Local Amenities

Parking at West Chester Hospital is free and plentiful. You may choose to first drop off in the circle drive at the main entrance and park in a nearby lot, or take advantage of free valet parking service available Monday through Friday, between 7 a.m. and 3:30 p.m. Our café is located on level A of the hospital. Breakfast, lunch and dinner are served daily, and menu options include a fresh soup and salad bar, daily specials, made-to-order deli sandwiches and wraps, grab-and-go items, brick oven pizza, and an array of desserts. In addition, beverages and snacks are available in the café, gift shop and various vending machines throughout the hospital.

West Chester Hospital is conveniently located in a vibrant retail district that includes many restaurants, retail shops and attractions. Hospital guests have a multitude of options to choose from when it comes to dining out and running personal errands.

"A 100 percent pleasant experience from beginning to end." - A West Chester Hospital patient



*"We were given such a warm welcome. I wanted everyone to know about the awesome experience we had thanks to West Chester Hospital's maternity services."
- A West Chester Hospital patient*

Support & Education

Whether this is your first child or you are an experienced parent, support from the West Chester Hospital team extends far beyond your stay with us. Comprehensive childbirth education programs are available to teach parenting skills or provide a refresher course.

Educational offerings include:

- **Breastfeeding** - \$10 fee per couple
- **Natural Childbirth Techniques** - \$10 fee per couple
- **Baby Care Basics, Infant CPR and Safety** - \$20 fee per couple
- **Prepared Childbirth Workshop** - \$40 fee per couple

In addition, expecting parents are invited to take a complimentary guided tour of the Maternity Services Unit at West Chester Hospital. Tours are offered each month at no cost.

Learn more and/or register for a tour or for classes by visiting UCHealth.com/WCHevents or by calling (513) 584-BABY (2229).

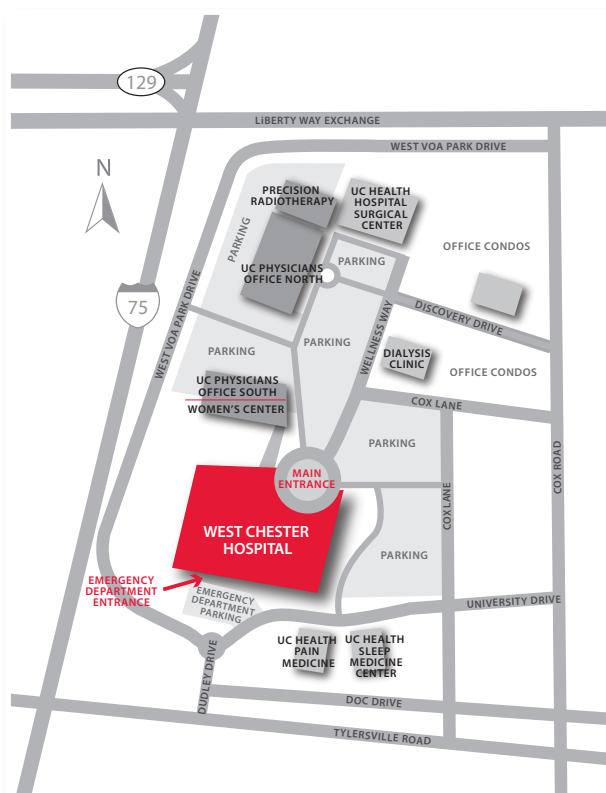
Need an OB/Gyn?

If you are looking for a new obstetrical physician, we would be happy to assist you in identifying a doctor who meets your needs. Please call our complimentary physician reference line during business hours to speak with a friendly, live specialist. Simply dial: (513) 298-DOCS (3627).

When You Arrive

The Maternity Services unit is located on the third floor of the main West Chester Hospital building. You may enter via the hospital Main Entrance 24 hours a day and check in at the Registration Desk. We encourage you to use our free valet parking service between 7 a.m. and 3:30 p.m. Upon arrival, a member of our staff will personally escort expecting parents to the Maternity Services unit, where they will be greeted and guided to a private room for bedside registration. This process will be expedited by completing and submitting the attached pre-registration form.

WCH Campus Map



7700 University Drive
West Chester, OH 45069
(513) 298-3000

UCHealth.com/WestChesterHospital

West Chester Hospital

Labor and Delivery Pre-Registration Questionnaire

Expectant Mother

Patient's Name: _____

Date of Birth: _____

Last 4-Digits of SS#: XXX- XX- _____

Physical Address: _____

Name of OB Physician: _____

Expected Due Date: _____

Type of Delivery (Please circle one):

Vaginal Birth Cesarean Section

Insurance Information

Subscriber's Name (If different than patient): _____

Sub. Last 4-Digits of SS# (If different than patient):

XXX- XX- _____

Sub. Date of Birth (If different than patient): _____

Insurance Carrier: _____

Member ID: _____

Group Number: _____

Cut Here and Mail in Envelope

Mail completed questionnaires to:

**West Chester Hospital
Bed Planning Unit, ML 1103
7700 University Drive
Cincinnati, OH 45069**

-or-

Email to: WCH-Bed-Planning@UCHealth.com

-or-

Fax to: (513) 298-7662

**Attn: West Chester Hospital Bed Planning
Department**