



# PATIENT AND VISITOR GUIDE

DANIEL DRAKE CENTER FOR POST-ACUTE CARE



# IMPORTANT NUMBERS

Below is a list of hospital phone numbers that may be helpful to you. Your care team is glad to assist you in contacting any of these services for you during your stay.

OPERATOR/PATIENT INFORMATION .....	513-418-2500 or 1-800-948-0003
ADMITTING .....	513-418-2593
BILLING .....	513-585-7600
CASHIER .....	513-418-2574
CHAPLAIN .....	513-418-2541
EMERGENCY (MEDICAL, IN-HOUSE) .....	513-418-2888
ENVIRONMENTAL SERVICES .....	513-418-2568
FOOD AND NUTRITION .....	513-418-0EAT or 513-418-0328
FINANCIAL COUNSELING .....	513-418-2525
GIFT SHOP .....	513-418-2523
MEDICAL RECORDS .....	513-418-2666
PATIENT RELATIONS .....	513-418-5919
SECURITY / LOST AND FOUND .....	513-418-2710
SOCIAL WORK / CASE MANAGEMENT .....	513-418-5951
VOLUNTEER SERVICES .....	513-418-2522

To speak to someone on your healthcare team, please call the Patient Care Unit. The following is a listing of the phone number of each unit:

**2 South** | 513-418-2871

**3 North** | 513-418-2873

**2 North** | 513-418-2869

**4 North** | 513-418-2885

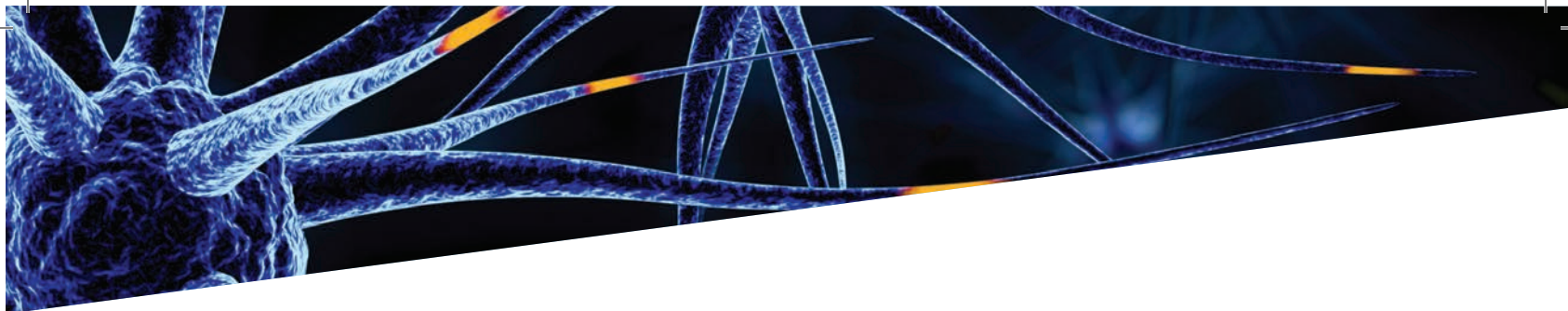
**3 South** | 513-418-2876

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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# PURPOSE, VISION, VALUES, BEHAVIOR

## OUR PURPOSE

To advance healing and reduce suffering.

## OUR VISION

To be the premier academic referral healthcare system caring for patients with the most advanced and complex health challenges.

## OUR VALUES

### **P—PATIENTS & FAMILIES FIRST.**

We compassionately serve others, fostering a safe and healing environment.

**R—RESPECT.** We sincerely listen and encourage honest and kind communication with every person we encounter.

**I—INTEGRITY.** We always do the right thing, using our values as our guide, even when no one is watching.

**I—INCLUSION.** We openly welcome people of all backgrounds, viewpoints and cultures.

**D—DISCOVERY.** We continuously improve, committed to doing our best with everything we do.

**E—EMPATHY.** We genuinely care to understand the needs of others.

## BEHAVIOR

This is a place for healing and compassion. Aggressive behavior will not be tolerated. All staff have a right to carry out their work in a safe environment.

Examples of aggressive behavior include (but are not limited to):

- Physical assault.
- Verbal harassment.
- Abusive language.
- Unwelcome sexual advances/language and behavior.
- Any form of threatening behavior.

Incidents involving inappropriate/aggressive behavior may result in termination of the patient/provider relationship, removal from this facility and/or legal action.

If you believe that UC Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex or any other status protected by applicable law, you can file a grievance:

## DISCRIMINATION IS AGAINST THE LAW

UC Health complies with applicable federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of age, race, color, religion, genetic information, ancestry, military status or protected veteran status, sex, national origin, gender identity, disability, sexual orientation or any other status protected by applicable law. UC Health provides free aids and services to people with disabilities to communicate effectively with us, such as:



- Qualified sign language interpreters.
- Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Free language services to people whose primary language is not English, such as:
  - Qualified interpreters.
  - Information written in other languages.

Please work with your care team for these services. You may also contact Interpreting Services by calling the numbers below.

Languages Supported	Language Line Toll Free	UC Health Local Number
Spanish	833-761-8988	513-245-3091
Nepali	833-770-6979	513-245-3092
Arabic	833-774-4278	513-245-3093
French	833-773-0205	513-245-3095
Punjabi	833-772-9180	513-245-3095

## PATIENT RELATIONS

### Daniel Drake Center for Post-Acute Care

Attn: Patient Relations  
 151 W. Galbraith Road  
 Cincinnati, OH 45216  
 Phone: 513-418-5919

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 <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

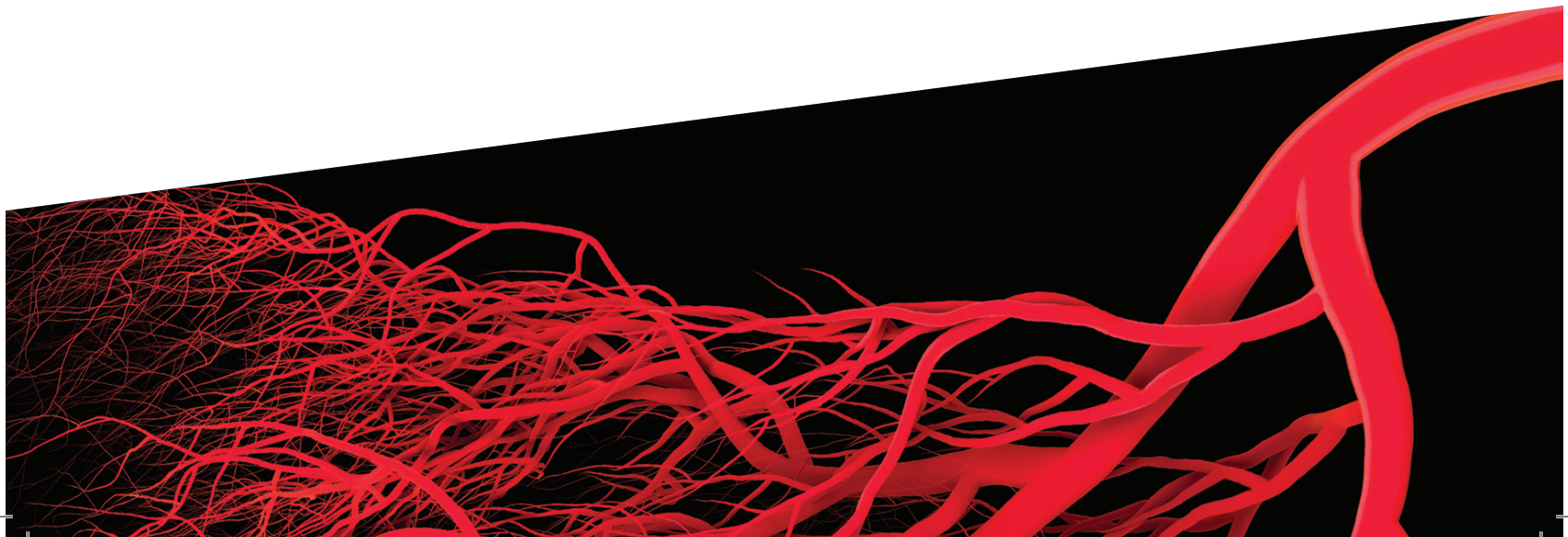
### BY MAIL AT:

U.S. Department of Health and Human Services  
 Office for Civil Rights  
 200 Independence Ave., SW  
 Room 509F, HHH Building  
 Washington, D.C. 20201

### BY PHONE:

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



# PATIENT RIGHTS, RESPONSIBILITIES AND SAFETY CONCERNS



UC Health respects the basic rights of patients set forth by The Joint Commission and Centers for Medicare & Medicaid Services, and supports the idea that observance of these rights will promote the highest standard of medical care and respect for each patient's personal dignity. UC Health prohibits discrimination in the care of patients on the basis of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, and military or protected veteran status.

## PATIENT RIGHTS

- You have the right to information about pain management, staff committed to pain prevention and management and access to treatments that are safe.
- You or your designated representative have the right to participate in the discussion of ethical issues concerning your care. You may request consultation with the Ethics Committee by asking a member of the healthcare team.
- If you are unable to understand proposed treatment or procedures, or are unable to communicate your wishes regarding treatment, your guardian, next of kin or legally authorized designate can exercise, to the extent permitted by law and UC Health policy, the rights delineated on your behalf.
- UC Health provides qualified interpretive services and other auxiliary aids for sensory-impaired patients, or limited English-speaking patients at no cost.
- Additional aids which may be requested include: amplified telephones, telecommunications devices for the deaf, flash cards and supplemental hearing devices. Use may be based on availability. Please notify a member of your healthcare team or Patient Relations if you need auxiliary communication aids.
- You have the right to quality care and to treatment that is not influenced by sex, race, education, source of payment or any other factor unrelated to your care, and to expect UC Health and its staff to respond to any other reasonable request for services that we can provide.
- You have the right to be recognized as an individual with unique healthcare needs, and treated with respect, listened to, served courteously and addressed by the title that you prefer. Psychosocial, spiritual and cultural variables that influence the perceptions of illness and treatment are to be respected while providing medical care and support to you and your family.
- You have the right to have family and your physician notified of admission to the hospital. You have the right make informed decisions regarding your care.

- Your rights include being informed of your status, being involved in care planning and treatment, and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
- It is your right to be free from both physical restraints and drugs used as restraints, unless their use has been deemed by your physician to be medically necessary. Once applied, restraints will be removed as soon as it is medically safe to do so.
- You have the right to know the name and qualifications of anyone who is involved in your care. Complete and current information concerning your diagnosis, treatment and prognosis in terms that you can reasonably be expected to understand from your physician.
- You also have the right to refuse treatment and/or to leave the facility against medical advice, except in very special situations, and to be informed of the medical consequences of such action.
- You have the right to know about, and decide whether to participate in, any research or experimental treatment related to your medical care.
- You have the right to state your healthcare decisions in advance through a valid living will or durable power of attorney. UC Health recognizes these documents consistent with Ohio law, and in accordance with UC Health policy. UC Health will provide assistance with these forms at your request. However, the existence of a living will or durable power of attorney is not a condition or prerequisite for medical care.
- You have the right to confidentiality in your conversations with staff members and the right to privacy during examination and treatment.
- You have the right to the confidentiality of your clinical records. In addition, it is the right of the patient and/or the patient's legally designated representative to have access to the information contained in the patient's medical record, within reasonable time and within the limits of the law.
- You have the right to an explanation of your bill and assistance in obtaining whatever aid is available to you.
- You have a right to file a complaint without fear that your action will affect your care and can expect a timely response that substantively addresses your complaint.
- If for any reason patients or their representatives feel that their rights have been violated, a grievance can be filed with Patient Relations. Numbers are located at the bottom of this document.
- You have the right be free from all abuse or harassment.
- You have the right to access protective services when your physical, mental or living condition puts you at risk or indicates possible neglect, abuse or exploitation. UC Health will help identify appropriate community or governmental agencies to contact for assistance.
- In accordance with state law, you or your representative have the right to participate in the development and implementation of your care plan as it pertains to treatment, pain management and discharge from our facility. This right is applied to patients admitted to an inpatient setting, as well as those who receive outpatient care.

## PATIENT RESPONSIBILITIES

- So that we may provide you with the best possible care, you should provide our staff with all of the information that you can concerning your general health and medical history.
- As a patient, you are responsible for cooperating with UC Health personnel and telling them if you do not understand their instructions, or if you believe you cannot follow them.
- You and your visitors have the responsibility of being considerate and to respect the privacy of others.
- You and your visitors are also responsible for obeying the rules and regulations of UC Health, particularly those concerning the number of visitors that you may have at one time and the limitations of visits by children.
- You have the responsibility to tell a member of the staff if you are not receiving fair or proper treatment.



- You are responsible for keeping scheduled follow-up appointments or notifying UC Health if you are unable to attend a follow-up appointment so that adequate provisions can be made for your care.
- Finally, you have the responsibility to provide necessary financial information and to take action to see that your medical bill is paid promptly.

## MEDICARE PRESCRIPTION DRUG COVERAGE AND YOUR RIGHTS

You have the right to receive a written explanation from your Medicare drug plan if:

- Your doctor or pharmacist tells you that your Medicare drug plan will not cover a prescription drug in the amount or form prescribed by your doctor.
- You are asked to pay a different cost-sharing amount than you think you are required to pay for a prescription drug.

The Medicare drug plan's written explanation will give you the specific reasons why the prescription drug is not covered and will explain how to request an appeal if you disagree with the drug plan's decision.

You also have the right to ask your Medicare drug plan for an exception if:

- You believe you need a drug that is not on your drug plan's list of covered drugs. The list of covered drugs is called a formulary.
- You believe you should receive a drug you need at a lower cost-sharing amount.

What you need to do:

- Contact your Medicare drug plan to ask for a written explanation about why a prescription is not covered, to ask for an exception if you believe you need a drug that is not on your drug plan's formulary or believe you should receive a drug you need at a lower cost-sharing amount.

- Refer to the benefits booklet you received from your Medicare drug plan or call 1-800-MEDICARE to find out how to contact your drug plan provider.
- When you contact your Medicare drug plan, be ready to tell them:
  - The prescription drug(s) you believe you need.
  - The name of the pharmacy or physician who told you that the prescription drug(s) is not covered.
  - The date you were told the prescription drug(s) is not covered.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid Office of Management and Budget (OMB) control number. The valid OMB control number for this information collection is 0938-0975. The time required to distribute this information collection once it has been completed is one minute per response, including the time to select the preprinted form and hand it to the enrollee. If you have any comments concerning the accuracy of the time estimate or suggestions for improving this form, please write to:

### CMS

7500 Security Blvd.  
Attn: PRA Reports Clearance Officer  
Baltimore, MD  
21244-1850

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 UC Health. Complaints and grievances from patients, families or visitors will be received courteously, treated seriously and dealt with promptly. If you have a complaint or concern, you can communicate with hospital staff either verbally or in writing by any of the following options:

- Patients are encouraged to speak with a nurse about their concerns or complaints.
- Patients may also request to speak with a manager or hospital administrator.

- If neither of the options above provides a satisfactory response, patients or their representatives may contact our Patient Relations Department by calling the number below.

You may also send a written complaint to:

### **Daniel Drake Center for Post-Acute Care**

151 W. Galbraith Road  
Cincinnati, OH 45216  
Attn: Patient Relations  
Phone: 513-418-5919

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 staff member on duty, a Patient Relations 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 Patient Relations 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:

### **Butler County Adult Protective Services**

175 Tri County Parkway  
Cincinnati, OH 45246  
Phone: 513-421-5433

### **Department of Health and Human Services**

Phone: 800-633-4227  
Pro-Seniors—Ombudsman  
Phone: 513-345-4160

### **Disability Rights Ohio**

50 West Broad St., Suite 1400  
Columbus, Ohio 43215-5923  
Phone: 614-466-7264 or 1-800-282-9181  
TTY: 614-728-2553 or 1-800-858-3542

### **Hamilton County Adult Protective Services**

222 E. Central Parkway  
Cincinnati, OH 45202  
Phone: 513-421-5433

### **Health and Human Services Office for Civil Rights**

(Region V-Ohio)  
U.S. Department of Health and Human Services  
233 N. Michigan Ave., Suite 240  
Chicago, IL 60601  
Phone: 1-800-368-1019  
Fax: 312-886-1807 TDD: 1-800-537-7697  
[www.hhs.gov/ocr/office/about/rghngaddresses.html](http://www.hhs.gov/ocr/office/about/rghngaddresses.html)

### **Indiana State Department of Health Health Care Facility Complaint Program**

2 N. Meridian St., 4B  
Indianapolis, IN 46204  
Phone: 1-800-246-8909 or 317-233-7241  
Fax: 317-233-7494  
Email: [complaints@isdh.in.gov](mailto:complaints@isdh.in.gov)

### **Joint Commission Office of Quality Monitoring Office of Quality and Patient Safety, The Joint Commission**

One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
Fax: (630) 792-5636  
[www.jointcommission.org](http://www.jointcommission.org) using the "Report a Patient Safety Event"

### **Kentucky Cabinet for Health and Family Services**

Phone: 859-246-2301  
Fax: 859-246-2307  
Email: [EEB.Complaints-Reports@ky.gov](mailto:EEB.Complaints-Reports@ky.gov)

### **Livanta LLC**

Medicare Quality Improvement Organization  
Phone: 1-888-524-9900  
TTY 1-888-985-8775 or 1-800-MEDICARE (633-4227)

### **Ohio Department of Aging**

50 W. Broad St., 9th Floor  
Columbus, OH 45215  
Phone: 800-266-4346

**Ohio Department of Health**

246 N. High Street  
Columbus, OH 43215  
Phone: 1-800-342-0553  
Email: [HCComplaints@odh.ohio.gov](mailto:HCComplaints@odh.ohio.gov)

**Ohio Department of Jobs and Family Services**

(Office of Health Plans)  
50 W. Town St., 4th Floor  
Columbus, OH 43215  
Phone: 614-466-2000

**Ohio Legal Rights Service**

(Ohio Medicaid Program)  
50 W. Broad St., Suite 1400  
Columbus, OH 43215  
Phone: 800-282-9181

**Ohio Mental Health and Addiction Services**

Attn: State Clients Rights Advocate  
30 E. Broad St., 8th Floor  
Columbus, Ohio 43215-3430  
Phone: 1-877-275-6364 TTY: 614-752-9696  
[mha.ohio.gov](http://mha.ohio.gov)





# OUR PRIVACY OBLIGATIONS



## YOUR RIGHTS

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

### **Get an electronic or paper copy of your medical record.**

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.
- You have the right to receive your test reports directly from laboratories and to request that copies of your test reports be sent to other persons or organizations that you want to receive them.

### **Ask us to correct your medical record.**

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say no to your request, but we'll tell you why in writing within 60 days.

### **Request confidential communications.**

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say yes to all reasonable requests.

### **Ask us to limit what we use or share.**

- You can ask us not to use or share certain health information for treatment, payment or our operations.
  - We are not required to agree to your request, and we may say no if it would affect your care.
- If you pay for a service or healthcare item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer.
  - We will say yes unless a law requires us to share that information.

### **Get a list of those with whom we've shared information.**

- You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with and why.
- We will include all of the disclosures except for those about treatment, payment, healthcare operations and certain other disclosures (such as any you asked us to make). We will provide one accounting per year for free, but will charge a reasonable, cost-based fee if you ask for another one within 12 months.



### Get a copy of this privacy notice.

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

### Choose someone to act for you.

- If you have given someone medical power of attorney, or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

### File a complaint if you feel your rights are violated.

- You can complain if you feel we have violated your rights by contacting us using the information at the end of this notice.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by:

Sending a letter to:

**U.S. Department of Health and Human Services**  
Office for Civil Rights  
200 Independence Ave., SW  
Washington, D.C. 20201

- Calling 1-877-696-6775
- Visiting [hhs.gov/ocr/privacy/hipaa/complaints](https://hhs.gov/ocr/privacy/hipaa/complaints)

We will not retaliate against you for filing a complaint.

## YOUR CHOICES

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

You have both the right and choice to tell us to:

- Share information with your family, close friends or others involved in your care.
- Share information in a disaster relief situation.
- Include your information in a hospital directory.
- Contact you for fundraising efforts.

If you are not able to tell us your preference, for example, if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to your health or safety.

In these cases, we never share your information unless you give us written permission:

- Marketing purposes.
- Sale of your information.
- Most sharing of psychotherapy notes.

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again, and may do so by sending an email to the UC Health Foundation at [giving@uchealth.com](mailto:giving@uchealth.com) or by calling 513-585-8678 or toll-free at 1-877-228-0385 to be removed from the list. You may also mail your name and address to the:

**UC Health Foundation**  
3200 Burnet Ave.  
Cincinnati, OH 45229

- Please include a brief statement with your wish not to receive fundraising materials or communications from us.

## OUR USES AND DISCLOSURES

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

### Treat You

- We can use your health information and share it with other professionals who are treating you. Example: A doctor treating you for an injury asks another doctor about your overall health condition.

### Manage Our Organization

- We can use and share your health information to run our practice, improve your care and contact you when necessary. Example: We use health information about you to manage your treatment and services.

### Bill for Your Services

- We can use and share your health information to bill and get payment from health plans or other entities. Example: We give information about you to your health insurance plan so it will pay for your services.

### How else can we use or share your health information?

- We are allowed or required to share your information in other ways—usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information, visit: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html).

### Help with Public Health and Safety Issues

We can share health information about you for certain situations, such as:

- Preventing disease.
- Helping with product recalls.
- Reporting adverse reactions to medications.
- Reporting suspected abuse, neglect or domestic violence.

- Preventing or reducing a serious threat to anyone's health or safety.

### Do Research

- We can use or share your information for health research.

### Comply with the Law

- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services, if it wants to see that we are complying with federal privacy law.

### Respond to Organ and Tissue Donation Requests

- We can share health information about you with organ procurement organizations.
- Work with a Medical Examiner or Funeral Director.
- We can share health information with a coroner, medical examiner or funeral director when an individual dies.

### Address Workers' Compensation, Law Enforcement and Other Government Requests

We can use or share health information about you:

- For workers' compensation claims.
- For law enforcement purposes or with a law enforcement official.
- With health oversight agencies for activities authorized by law.
- For special government functions such as military, national security and presidential protective services.

### Respond to Lawsuits and Legal Actions

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

### Facility Directory

We maintain a facility directory that includes your name, room number, general condition and, if you wish, your religious affiliation. You can ask us not to include your information in the directory.

## Confidentiality of Alcohol and Drug Abuse Records

- We may not share information on any alcohol or drug use without your written permission or a court order, except when it is needed by medical personnel in a medical emergency or needed for research, auditing or program evaluation.

## HIV Test and AIDS-Related Conditions

- Ohio law requires that we have your permission or a court order before we share the results of any HIV test or any diagnosis of AIDS or an AIDS-related condition.

## OUR RESPONSIBILITIES

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know—in writing—if you change your mind.

For more information, visit: [hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](https://hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html).

## Changes to the Terms of This Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office and on our website.

This Notice of Privacy Practices applies to the following organizations:

UC Health, LLC; UC Medical Center, LLC; Daniel Drake Center for Post-Acute Care, LLC; West Chester Hospital, LLC; and University of Cincinnati Physicians Company, LLC and all UC Health employees (collectively, “UC Health”).

If you have questions or need further assistance regarding this notice:

- For UC Medical Center, you may contact Patient Relations at 513-584-1000.
- For Daniel Drake Center for Post-Acute Care, you may contact Patient Relations at 513-418-2500.
- For West Chester Hospital, you may contact Patient Relations at 513-298-3000.
- For UC Physicians Company and UC Health Primary Care, you may contact the administration office at 513-585-5554.

**For all other questions, you may contact:**

### UC Health

3200 Burnet Ave.

Cincinnati, OH 45229

[uchealth.com](http://uchealth.com)

Director & Chief Privacy Officer

[hipaa@uchealth.com](mailto:hipaa@uchealth.com)

513-585-7155

## 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 1996 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 healthcare operations, unless you have authorized the disclosure in writing, or in the case of certain exceptions explained in the Notice of Privacy Practices.
- You have the right to access, amend and restrict your protected health information.

You may review your rights and our responsibilities in our Notice of Privacy Practices. Please request a copy if you did not receive one, but would like one.

If you believe your privacy rights have been violated, you may notify the UC Health Privacy Office at:

**UC Health**

Attn: Privacy Office  
3200 Burnet Ave.  
Cincinnati, OH 45229  
hipaa@uchealth.com  
513-584-4722

Or notify the U.S. Department of Health and Human Services at:

**U.S. Department of Health and Human Services**

Office for Civil Rights  
200 Independence Ave., SW  
Washington, D.C. 20201

If you would like a copy of the Notice of Privacy Practices, please call 513-584-4722, email [hipaa@uchealth.com](mailto:hipaa@uchealth.com) or ask your care team for assistance.

If you need further assistance regarding your privacy, please call 513-584-4722 or email [hipaa@uchealth.com](mailto:hipaa@uchealth.com).

**REPORTING CONCERNS  
AND GRIEVANCES**

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







## ABOUT YOUR CAREGIVERS

Our patient care team is committed to providing you with the highest quality of care. They will work with you to ensure that you have the best possible experience while you're at UC Health. During your stay, you might have questions about what is happening to or around you. Please feel free to ask questions, and your care team members will help get the answers. While you are a patient at UC Health, you may be treated by multiple people, including physicians, hospitalists, nurses and other care providers.

## PHYSICIANS

Your physician has arranged your admission and directs your care. They are the head of your “care team” and it is best to ask them about your condition and treatment. You can make the most of your time with your physician by asking when they 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 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.

## 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.

## OTHER CLINICIANS

You may also be cared for by clinical care specialists, including, but not limited to: physician assistants, nurse practitioners, patient care assistants, respiratory therapists, physical therapists, occupational therapists, speech therapists, imaging technologists and recreational therapists. These specialists will explain their role should you need their services. \*\*This list is not inclusive of everyone that may assist in your care.

## 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 513-418-2568 or talk to your care team.

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, and 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 receiving other tests or procedures in order to not disturb you. If you have any questions about whether your room has been cleaned, please do not hesitate to ask.



## CASE MANAGERS AND SOCIAL WORKERS

To help maximize health and well-being, some patients might be assigned a licensed social worker or a case manager by their physician, nurse, a family request or by their own request. These staff members will coordinate your care with your physicians, including evaluating your needs and offering appropriate services, helping plan your transition home or to a long-term care facility by developing a personalized plan of care, and providing support, counseling and education to help you through your day-to-day challenges and regain your independence. 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 Case Management Department by calling 513-418-5951.

## PATIENT ADVOCATES

Our patient advocates will listen to your concerns, respond to a complaint, explain hospital policies and procedures, or discuss a concern between you and your care team. Patient Advocates can assist in many ways to aid in helping out patients understand and navigate UC Health.

## NUTRITION CONSULTATION

Our clinical dietitians and nutritionists serve as integral members of your healthcare team. Our dietitians are available to answer questions regarding your dietary needs, provide personalized diet consultations and arrange for an outpatient appointment after discharge. For more information regarding these services, please call 513-418-0328 for assistance.

## 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

Per hospital policy, interpreters are available to any patient and/or relative who relies on a language other than English for their major mode of communication or who are more comfortable communicating in a language other than English to best understand their healthcare information, as well as those who have hearing disabilities and use American Sign Language (ASL) to communicate. Patients who do not speak English, or who speak limited English will be provided an interpreter and written translations of any applicable paperwork, such as educational materials, consent and complaint forms, nondiscrimination notices, etc.

Daniel Drake Center also offers 24-hour-a-day, two-way video interpreting services for some patients utilizing an iPad. This method is preferred for individuals who use ASL, for situations in which the patient feels more at ease by seeing the interpreter's face versus speaking with them on the telephone, and for patients who would like their family or representative to hear the conversation as well so that all parties can be active participants in the care process. Please work with your care team for these services.

## SPIRITUAL CARE

At UC Health, 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. Chaplains are available daily and are also on call. Ask your nurse or social worker to arrange for a chaplain. Clergy members are also welcome to visit patients from their congregation at any time with the patient's permission.

## PHARMACY

UC Health Pharmacy Services serves patients throughout the academic health system including patients in hospital, infusion and outpatient settings. Pharmacy team members are dedicated to ensuring safe and effective, evidence-based pharmacotherapy as a part of our patients' treatment plan.



# PATIENT AND GUEST AMENITIES



One of our goals at UC Health is to provide a pleasant and healing environment for our guests. We work hard to ensure that patients have a comfortable and enjoyable stay. Visitors are encouraged to stop at the information desk in the main lobby for patient room numbers. To protect the confidentiality of patients, nurses and staff may be limited in the information they can provide.

## FOOD AND BEVERAGE

### Cafeteria Hours (subject to change):

Visitors are welcome to purchase meals and dine in the cafeteria (Level 1, West Pavilion). The hours are subject to change.

<b>Breakfast (Monday–Friday)</b>	6:30 a.m.–10 a.m.
<b>Lunch (every day)</b>	11 a.m.–4 p.m.
<b>Dinner (Monday–Friday)</b>	4 p.m.–7 p.m.
<b>Saturday–Sunday</b>	11 a.m.–2 p.m.

### Courtyard Café

The café offers Starbucks coffee, tea, a variety of cold beverages and a selection of desserts and lunch items including salads, soups and sandwiches. The café (located near the South Pavilion, by the outpatient gym) is open Monday through Friday from 7 a.m. to 2 p.m. The hours are subject to change.

### Vending Machines

Vending machines are located throughout Daniel Drake Center:

- Level AR by Courtyard Cafe.
- Level 1 near the cafeteria.
- Level 2 near the north hallway elevators.
- Level 4 near the north stairwell.

## GIFT SHOP

Marie's Gift Shop offers snacks, greeting cards, apparel and gift items. Located in the West Pavilion lobby, the gift shop is open from 10 a.m. to 4 p.m., Monday through Friday. Due to the potential for updated hours, it is suggested that you call 513-418-2523 prior to visiting.



## MAIL

Incoming mail addressed to a patient is delivered once a day (except Sundays and holidays). Outgoing mail is picked up Monday through Friday at each unit's main nursing desk and also at the North Pavilion main entrance lobby. There are no outgoing pickups on weekends. Postage stamps are available in the gift shop located in the west pavilion. Any mail received after you have been discharged from Daniel Drake Center will be forwarded to you at the home address we have on file at the time of your discharge. Mail should be addressed to: Patient Name c/o Daniel Drake Center, 151 W. Galbraith Road, Cincinnati, OH 45216.

## FLOWERS

Most patients are able to receive live flowers. However, there are certain situations when flowers may be discouraged or not allowed. Speak with your nurse about any possible restrictions. Flowers should be addressed to:

Patient Name c/o Daniel Drake Center  
151 W. Galbraith Road, Cincinnati, OH 45216.

## ATM

An ATM is located in the hallway near the cafeteria (level 1, west pavilion).

## FAITH CENTER AND SPIRITUAL CARE

At UC Health, we believe that every patient and guest has the right to exercise their own religious, cultural and personal values. We will respect your beliefs and assist you in addressing your spiritual needs. Our meditation room (N1-32), located on the first floor outside the West Pavilion, is open 24 hours a day to all patients and visitors. We are also pleased to offer the pastoral care services of our clinically-trained staff, volunteers and student chaplains. Our Spiritual Care team represents the diversity of our global community and speaks multiple languages. Should you request the services or sacraments offered by local clergy, we are glad to arrange that service or sacrament for you. The Eucharist is delivered multiple times weekly for our Roman Catholic patients.

Community clergy are encouraged to check in with our staff chaplains once they arrive on the hospital campus in order to brief them on infection control protocols and safety measures.

## VOLUNTEERS

Through their generosity, volunteers provide many services that enhance the comfort and care of the patients and families we serve. Daniel Drake Center volunteers tell us they enjoy a sense of accomplishment and personal satisfaction from their volunteer experiences. Many former patients and family members volunteer as activities assistants, provide clerical support, work in the healthcare resource center and more. For more information or to become a volunteer, call 513-418-2522.

## PATIENT AND FAMILY ADVISORY COUNCIL (PFAC)

Daniel Drake Center has a Patient and Family Advisory Council, also known as the PFAC. This is a formal group made up of previous patients, family members and employees who work together to provide input and feedback to help improve the patient and family experience at Daniel Drake Center. The council meets in a friendly environment and provides a voice to all that use our services. If you are interested in joining the council, please contact Roxane Henderson at 513-418-5919.

## CONVENIENCE SERVICES

Daniel Drake Center Website—Visit our website at [uhealth.com/danieldrakecenter](http://uhealth.com/danieldrakecenter). Here you will find information, including services. Additional charges apply for diagnostic, clinical, consultative and therapeutic services, physician services, medications and supplies. Services provided that are not directly affiliated with Daniel Drake Center are billed separately.

- About Daniel Drake Center.
- Our medical staff and leadership team.
- Community resources.
- Directions.
- Patient care and services.
- Patient and visitor guides.
- Referral and registration process.
- And more.

## AQUATIC CLASSES IN THE POOL

- Community open swim.
- Learn to swim class for adults.
- Water exercise classes.
- Deep water, non-impact classes.
- Arthritis classes.

## WELLNESS CLASSES ON LAND

- Community wellness center.
- Next step.
- Parkinson's exercise classes.
- Personal training sessions on land and in pool.

Charges apply for visitors to use our facilities. For more information or if you would like a detailed schedule of classes, call 513-418-2727 or visit the aquatics center on the A level between the main patient tower and west pavilion.



## INTERPRETER / TRANSLATION SERVICES

We are committed to meeting the needs of patients requiring interpreter or translation services. Please contact your case manager if services are needed.

## OUTDOOR AREAS

For your enjoyment, there are two courtyard areas. The Patient and Family Outdoor Pavilion is located off the main floor (level 1) of the West Pavilion. The Friedlander Therapeutic Courtyard is located off the AR level of the South Pavilion. Seating areas, tables and recreation activities are available for your use in these beautifully landscaped settings.

## PETS

Pets may visit patients while at Daniel Drake Center. Contact the Therapeutic Recreation Department at 513-418-6883 for more information.

## DIVERSITY, EQUITY AND INCLUSION COUNCIL

At Daniel Drake Center, diversity, equity and inclusion are important components of our organizational values. Daniel Drake Center is committed to providing an environment of inclusion that supports the diversity of its patients, visitors, employees, vendors and communities. Daniel Drake Center has a Diversity, Equity and Inclusion Council. Please notify Roxane Henderson at 513-418-5919 or Karri Dickenson at 513-418-5951 for further information.

## SUPPORT GROUPS

Stroke Support Group—Motivation Center (A Level, West Wing) third Wednesday of the month from 7 to 9 p.m.  
Contact: Karen Craven kcrav123@gmail.com.

Brightside Support Group- Motivation Center (A Level, West Wing) first Thursday of the month from 6:30 to 8:30 p.m. Contact: Leo Dunnigan dunniganleo1@gmail.com.

Mild Brain Injury Support Group—Location TBA, meet the first Tuesday of the month from 10 to 11:30 a.m.  
Contact: Melissa Rowland mrowland@planswohio.org.

## VISITOR WIRELESS INSTRUCTIONS

To connect your device to UC Health provided wireless internet:

- Make sure your wireless is turned on and not in airplane mode.
- Under the wireless settings on your device, find the **UCHealth-Guest+** wireless network and click **Connect**.
- Using any web browser, such as Google Chrome, type in **uchealth.com**. You will be redirected to the UC Health Guest Wireless Terms of Use page, read the Terms of Use and then **check the box** to accept and click **Log In**.

If you have any questions for our IT technical support, please call 513-585-MYPC (6972).

## ADMITTED PATIENT WIRELESS INSTRUCTIONS

To connect your device to UC Health provided wireless internet:

- Make sure your wireless is turned on and not on airplane mode.
- Under the wireless setting on your device, find the **UCHealth-Patient** wireless network and click **Connect**.
- When prompted for a password, enter **UCHealth1** and then click **Join/Connect**.

If you have any questions for our IT technical support, please call 513-585-MYPC (6972).



# FAMILY AND VISITOR INFORMATION



**Visits from relatives, friends and significant others are welcome at UC Health and are considered part of a patient's therapy. Such visits may relieve a patient's anxiety and reassure family and significant others that safe, supportive care is being provided.**

**A patient or their representative has the right to choose who may and may not visit regardless of whether the visitor is legally related to the patient.**

Patient privacy, confidentiality and wellness are taken into consideration when determining visiting hours for a patient. In some cases, visitation may be restricted because of patient clinical issues. However, limits on visitation shall never be based upon age, race, color, religion, genetic information, ancestry, military status or protected veteran status, sex, national origin, gender identity, disability, sexual orientation, or any other status protected by applicable law. Guidelines have been established to protect the safety and well-being of our patients, guests and staff.

## VISITING HOURS\*\*

Due to many reasons, our visiting hours may vary. Prior to making plans to visit, please be sure to check visiting hours on our website: [uhealth.com](http://uhealth.com).

We try to limit visiting hours for the following reasons:

- To help patients stay focused on the medical care and therapy they are receiving.
- To help ensure patients get the rest they need as part of the recovery process.
- To be respectful of other patients, especially a patient's roommate.

Visitors arriving after 9 p.m. and before 6 a.m. should enter through the north pavilion/main entrance lobby entrance (Galbraith Road side) as all other entrances are locked for safety reasons.

**NOTE:** If at any time a visitor becomes disruptive, interferes with patient care or violates a patient's privacy, the care staff may restrict visits and/or insist that the visitor leave.

In the Emergency Department, patients will need to limit their visitors to two (2) individuals in the exam room because of the smaller room size and potential for crowding. Other guests are invited to wait in the Emergency Department lobby.

Visitors are permitted only within the intended patient's room and public areas of the hospital. Unless otherwise indicated, visitors are not permitted in unit kitchens, treatment rooms, chart rooms or other areas where supplies, medications and/or hygienic conditions must be maintained.

Visitors who have chosen to stay overnight are not permitted to leave the respective unit after hours, except in the case of an emergency.

## VISITS BY CHILDREN\*\*

Children younger than 14 years may visit most patient care areas and all public areas of the hospital during regular visiting hours if accompanied by a parent or other responsible adult. Children without supervision will be returned to the responsible adult. If a child shows symptoms of illness or infection, visitation may be restricted. For the safety and health of patients and visitors during flu season, special restrictions will be in place regarding visitation by children, particularly limiting visitation to the intensive care unit and maternity unit.

\*\*We occasionally modify visiting hours to prioritize the safety of our patients and staff. It is recommended that you check our website or call ahead to confirm current hours.

## LIMITATIONS TO VISITING

Visiting may also be limited by a patient, patient representative or physician request. In these cases, visitors will be asked in a courteous manner to leave promptly and quietly. Acceptable criteria for restricting visitors may include, but are not limited to: infection control, sudden change in patient condition, after-hours admission or surgery, patient in active labor, patient death, illegal or questionable substances being introduced in a clinical setting, or other reasons as approved by the nursing manager or supervisor. Visitation may be restricted when clinically appropriate and ordered by a physician or as a result of a court order.

## WE ASK FOR YOUR ASSISTANCE

To provide patients with optimal care and recovery, visitors are asked to conduct themselves in a quiet and well-behaved manner, encouraged to be considerate of their loved one's needs and asked to keep their visits to an appropriate length of time.

## Additional Requests

- We ask that noise levels be kept to a minimum.
- Alcohol, drug use and smoking are not allowed anywhere on the hospital campus.
- Disabled visitors accompanied by a service animal may visit patients. In some cases, special arrangements may need to be made in advance with staff members in order to accommodate these visitors.
- Visitors are asked to use the elevators marked for visitors.
- Patients will not be allowed to visit other patients unless special circumstances exist. In a case where it is necessary for the patient's welfare, staff members will make arrangements for a suitable time to visit.
- Loitering is prohibited on all UC Health property. Loitering is defined as remaining on hospital property without a healthcare, business or other lawful reason to do so.
- If you are a relative of a patient or a patient's representative and would like to speak directly to the patient's physician, please notify a member of the care team.

## UNDERSTANDING LONG-TERM ACUTE CARE AND SKILLED NURSING CARE

The type of care we provide at Daniel Drake Center is different from the care offered in other medical care settings. Many patients and family members are not familiar with the terms "long-term acute care" or "skilled nursing care." The following information will help you understand the levels of care at the Daniel Drake Center.



### Long-Term Acute Care

These types of hospitals are licensed to provide long-term acute care (such as Daniel Drake Center). Unlike a traditional hospital, these types of providers do not have an emergency room, perform surgery or deliver babies.

- **Patient Care**—This type of hospital focuses on treatment and recovery of patients with complex medical conditions and helping people relearn skills. The emphasis is on specialized medical care.
- **Doctor Involvement**—Doctors are involved in a patient's care daily.

### Skilled Nursing Care

These types of facilities are licensed as a skilled nursing facility (such as Daniel Drake Center's skilled nursing care facility).

- **Patient Care**—A skilled nursing care facility focuses on helping patients get better and achieve their highest level of functioning. The emphasis is preparing patients for the next step in their recovery.
- **Doctor Involvement**—A doctor will see you within 72 hours of admission and as medical needs require.
- **Nurse Practitioner**—A nurse practitioner will be available soon after admission.



## DIRECTIONS AND PARKING

Our address is:

### Daniel Drake Center for Post-Acute Care

151 W. Galbraith Road  
Cincinnati, OH 45216-1015

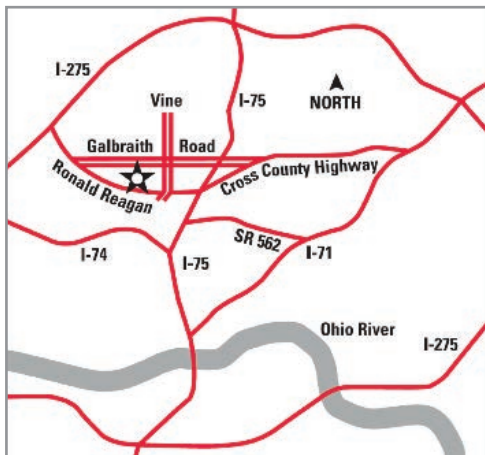
Our website is: [uhealth.com/danieldrakecenter](http://uhealth.com/danieldrakecenter).

If family and friends wish to reach you, please ask them to call the main number: 513-418-2500. The operator will be happy to connect them or direct the call to the appropriate person or departments within Daniel Drake Center.

### Directions to Daniel Drake Center

The facility is easily accessible from all parts of the Tristate.

- From I-75, take the Galbraith Road exit (#10) and go west one mile.
- From Ronald Reagan Cross County Highway: If heading westbound, take the first Galbraith Road exit (before getting to I-75), and go west (right) two miles.
- If heading eastbound, take the Galbraith Road exit (before getting to I-75), and go east (left) one and a half miles.



## Parking Options

Daniel Drake Center offers free parking near each of the main entrances. Depending on where your room is located, visitors may want to park near the entrance closest to your room. The North and West Pavilion entrances are along West Galbraith Road and the South Pavilion entrance is at the back of the building.

### Visitor Parking for Bridgeway Pointe Assisted Living

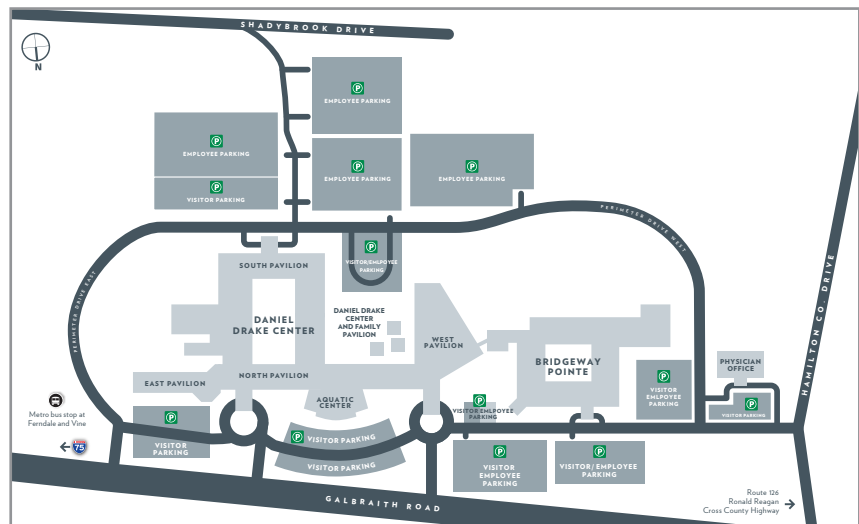
Enter the West Pavilion entrance on Galbraith Road.

## INFORMATION DESK

Should you need help locating a patient's room or need other assistance, please stop by the information desk in the north pavilion/main entrance and pick up the information phone to reach the operator, if the operator is not stationed.

## DANIEL DRAKE CENTER CONFERENCE ROOMS

Daniel Drake Center has five conference rooms available for meetings, programs and workshops. These rooms can accommodate 25 to 300 people. They feature audiovisual equipment, free parking and on-site catering services with a variety of options. Please call 513-418-2596 for availability and pricing.



## PATIENT MEALS

Nutrition plays an important role to your recovery and can assist with healing. A registered dietitian and a speech-language pathologist works with your doctor to make sure that your nutritional needs are met and that your diet is appropriate based on your medical condition.

Meals are available 7 a.m.–7 p.m. by calling 513-418-0EAT (0328). The nursing station has paper menus for your reference. Snacks and beverages are available for patients from your unit's galley. A staff member is happy to get you items such as juice, milk, coffee, cookies, cereal and other snacks. Channel 2 on your TV outlines our menus and ordering processes.

## FOODS FROM HOME

- Our staff must make sure food is appropriate based on your current diet.
- Once food has been in a patient room, it cannot be stored in our refrigerator or heated in our microwave.
- Food that has NOT already been in a patient room can be labeled, dated and stored in the refrigerator on the unit. Food not eaten within two days is discarded.
- Cold foods are held at  $<41^{\circ}\text{F}$  and hot foods at  $>135^{\circ}\text{F}$ .
- T-stick disposable thermometers are in each galley to ensure food is reheated to  $\geq 165^{\circ}\text{F}$  for a minimum of 15 seconds.



The following is an overview of our patient diet options.

Type of Diet	Description	Considerations
Regular (No food restrictions)	You may choose from the regular daily menu.	Eating a balanced diet is an important part of the recovery process and healthy living in general.
Consistent Carbohydrates or Calorie-Counted	This diet limits the amount of carbohydrates served at each meal.	This diet helps people monitor and manage their blood sugar and/or calorie intake.
Low Sodium or Low Salt (3-4 grams per day)	This diet limits foods that are high in sodium such as bacon, ham, sausage and soups. We offer a chef seasoning blend.	This diet is ordered for people who may be retaining fluids and for those with heart disease or kidney failure.
Very Low Sodium or Very Low Salt (1-2 grams per day)	In addition to avoiding foods that are high in sodium (See Low Sodium or Low Salt diet), no salt is added when foods are cooked or served. Milk and baked goods are limited.	This diet is ordered when there is a need to control and closely monitor sodium intake. This may include those with fluid retention, high blood pressure, heart disease or kidney failure.
Low Fat and Low Cholesterol	This diet limits foods that are high in fat such as whole milk, fried foods and processed foods.	This diet is ordered for people with a history of high cholesterol or when there are concerns with blood fat/lipid profile.
Cardiac or Heart Healthy	This diet combines the Very Low Sodium/Salt and the Low Fat/Cholesterol diets.	This diet is ordered for people with a history of heart disease and those seeking better health through better eating habits.
Low Potassium	This diet avoids foods that are high in potassium such as bananas, oranges, potatoes and tomatoes.	This diet is for people who need help maintaining blood potassium levels in normal ranges.
Very Low Potassium	In addition to avoiding foods that are high in potassium (See Low Potassium diet), this diet also limits whole grains, chocolate and milk.	This diet is for people who require closer monitoring of their blood potassium levels.
Renal	This diet combines the Very Low Sodium/Salt and the Low Potassium diets.	This diet is for people who have altered kidney function.



## TEXTURE-MODIFIED DIETS

When swallowing food is a problem, your doctor, in conjunction with your speech-language pathologist, may order a texture-modified diet or thickened liquids. There are different types of texture-modified diets, also known as dysphagia diets. By modifying the texture or consistency of food, it makes it easier to chew, control in your mouth and swallow. It also reduces the risk of food going into the windpipe and causing a person to choke or spit food up (also known as aspiration).

### Dysphagia 1: Pureed

Food may be swallowed with no chewing required. All foods are completely pureed or have a pudding consistency without chunks.

- All meats, fruits and vegetables are pureed.
- Soups are pureed to match the liquids allowed.
- Thick, cooked cereal.
- Bread, biscuits, cakes and plain cookies are pureed.
- Regular oatmeal and cottage cheese are allowed.

### Dysphagia 2: Mechanically Altered

Food may be swallowed with one or two chews. Moisture is added, if not present.

- Meatloaf, vegetarian lasagna, chili, mac and cheese and fish are allowed.
- Diced, well-cooked or canned tender fruits and vegetables. Those with strings or membranes, such as corn, are pureed. Fresh bananas are allowed.
- Regular cakes and pies are allowed.
- No nuts, seeds, corn or dried fruit.

### Dysphasia 3: Advanced

Food may be swallowed with three or four chews.

- Moist and bite sized.
- Well-cooked, tender or canned fruits and vegetables.
- Bananas and strawberries are fresh.
- Regular soups.
- No nuts, seeds, corn or dried fruit.
- Regular turkey, pork, goetta, burgers and meat salads are allowed.
- Minced chicken and chicken tenders are allowed.

### Thickened Liquids

Degrees of thickness from pudding to regular liquids. Pre-thickened items and powdered thickener are available.



## ORIENTATION TO YOUR ROOM

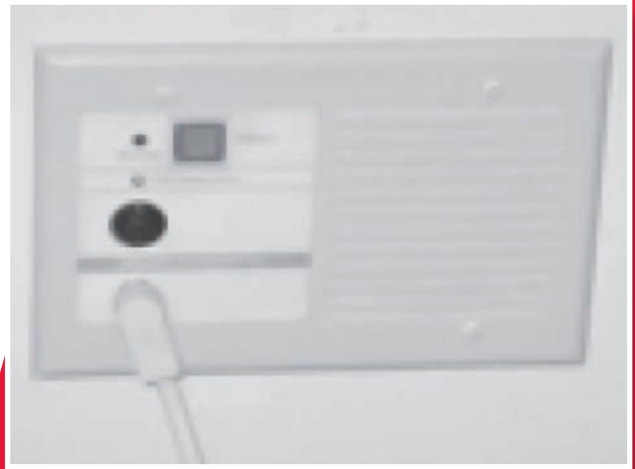
Your hospital room at Daniel Drake Center is different from your room at the hospital where you were previously. To help you become familiar with your Daniel Drake Center room, we share the following information. For a list of TV channels, please go to Page 47.

### How Your Call Light Works

During your stay at Daniel Drake Center, members of your healthcare team will be in and out of your room many times each day. If you have a question or need something and someone is not in your room, you can push your call light for assistance. Within a couple of minutes, someone will either respond through the speaker above your bed (see photo) or come to your room. Once the call light is pushed, pushing it again does not do anything. Your call light will remain on until someone comes to your room. When staff members are helping other patients, it may take a few minutes to respond to your call.

When you push your call light, four things happen.

1. The light outside your room turns on.
2. The light on the speaker above your bed turns on.
3. The nursing station is notified.
4. The phone that your nurse or PCA has rings.



### Room Lighting and Privacy

The light switch by the door of your room turns on and off the ceiling light just inside your room. By your bed, there is a switch to control your overbed light. If you would like your lights on or off, we are happy to help. Just let a staff member know.

To control the light coming into your room from your window, you can adjust your blinds, or we can do it for you. Depending on your condition and which unit you are on, you may be permitted to close the door that leads to the hallway.

Since most of our rooms are designed for two people, there are privacy curtains. The curtain can be used to block anyone seeing into your room from the hallway or block the view to and from the other patient.

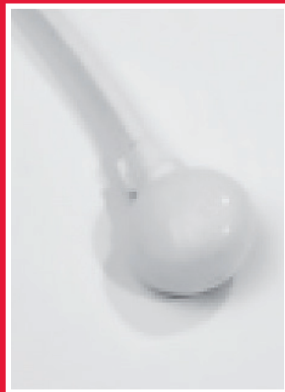
### Adjusting Your Bed

On the side rails of your bed are buttons you can push to adjust your bed. One set of buttons raises and lowers the upper part of your bed. A second set of buttons controls the position of your legs and feet. On some units, it is suggested that the upper part of each patient's bed be raised to a 30-degree angle. Your nurse will let you know if your bed should be positioned a certain way for medical reasons.

At Daniel Drake Center, we have four different types of call lights. The following are photos of each type and an explanation of how the different call lights work. To activate your call light:



push the  
red button



touch or press  
the ball



press anywhere  
on the circle



push against  
the surface

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### Dry Erase and Bulletin Board

On the window wall in your room is a dry erase board and/or a bulletin board. Each day, someone will write the name of your nurse and nursing assistant on the board. If you are scheduled for therapy or any tests, the times of those activities may also be listed. The bulletin board is for your use. Often the bulletin board is used to display pictures, cards and contact information for family and friends.

### Cabinet/Closet

Each patient area has a cabinet where you can store any personal belongings such as clothing, pajamas, bathrobe, coat, etc. To minimize the chance of anyone tripping or falling, we ask that you keep personal items in your cabinet when not being used.



# GUIDELINES

## FOR THE SAFETY OF OUR PATIENTS, GUESTS AND EMPLOYEES, PLEASE ADHERE TO THE FOLLOWING GUIDELINES:

### SMOKING IS PROHIBITED

UC Health prohibits the use of tobacco products on its campus, in its facility and vehicles on the premises. This policy promotes a safe and healthy environment in support of UC Health's commitment to comply with regulatory agency requirements and fire code standards.

According to UC Health's policy on maintaining a tobacco-free campus, the use of tobacco products, including electronic cigarettes, on any UC Health campus or within any UC Health facility is prohibited. The use of tobacco products is prohibited in all vehicles in parking areas, on the grounds and in UC Health-owned vehicles. To show respect for our neighbors, UC Health discourages the use of tobacco products on properties adjacent to UC Health facilities. If you are interested in quitting smoking, UC Medical Center provides information and assistance programs for patients. Please ask your doctor or nurse about smoking cessation.

### CLEAN HANDS COUNT – OUR COMMITMENT TO PROPER HAND HYGIENE

Hand hygiene is the single most effective way to prevent the spread of infection. Soap and water is the best way to wash your hands. If soap and water is unavailable, 60% alcohol hand sanitizer may be utilized. Hand hygiene should be performed before and after eating, after using the restroom and any time hands are soiled. Throughout our facilities, you'll see reminder signage and "Washing the Right Way" tips as part of our commitment to help provide a safe and healing environment.

Family and visitors can help keep our patients and employees safe by performing hand hygiene upon entering and exiting patient rooms. If you have any concerns, please feel free to ask our staff if they're following proper hand hygiene.

### INFECTION PREVENTION

You may see precautions signs posted in patient care areas. Please follow the procedures on the sign, including always cleaning your hands before entering and leaving the patient's room. If you have any questions, please see a member of your care team.

### FOLLOWING INSTRUCTIONS BY CAREGIVERS

Please help the staff and physicians at UC Health care for the patient you are visiting by following any instructions given by their care team.

### HELP PREVENT FLOODING

Please help us prevent clogged pipes and flooding by not flushing ANYTHING down the toilet other than waste and toilet paper. This request applies to both patient room bathrooms and public restrooms. Flooding is costly and harmful to the hospital building's infrastructure, and introduces potentially harmful germs and bacteria to the facility. We appreciate your cooperation.

# FOR YOUR SAFETY



## PATIENT IDENTIFICATION

Providing care, treatment and services to the right patient every time is an important part of assuring safety and quality of care. UC Health 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 our patients.

On our maternity units, newborns are provided with an additional level of security through a special security system worn by mothers and babies.

## 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 their 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 fact-checking 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.

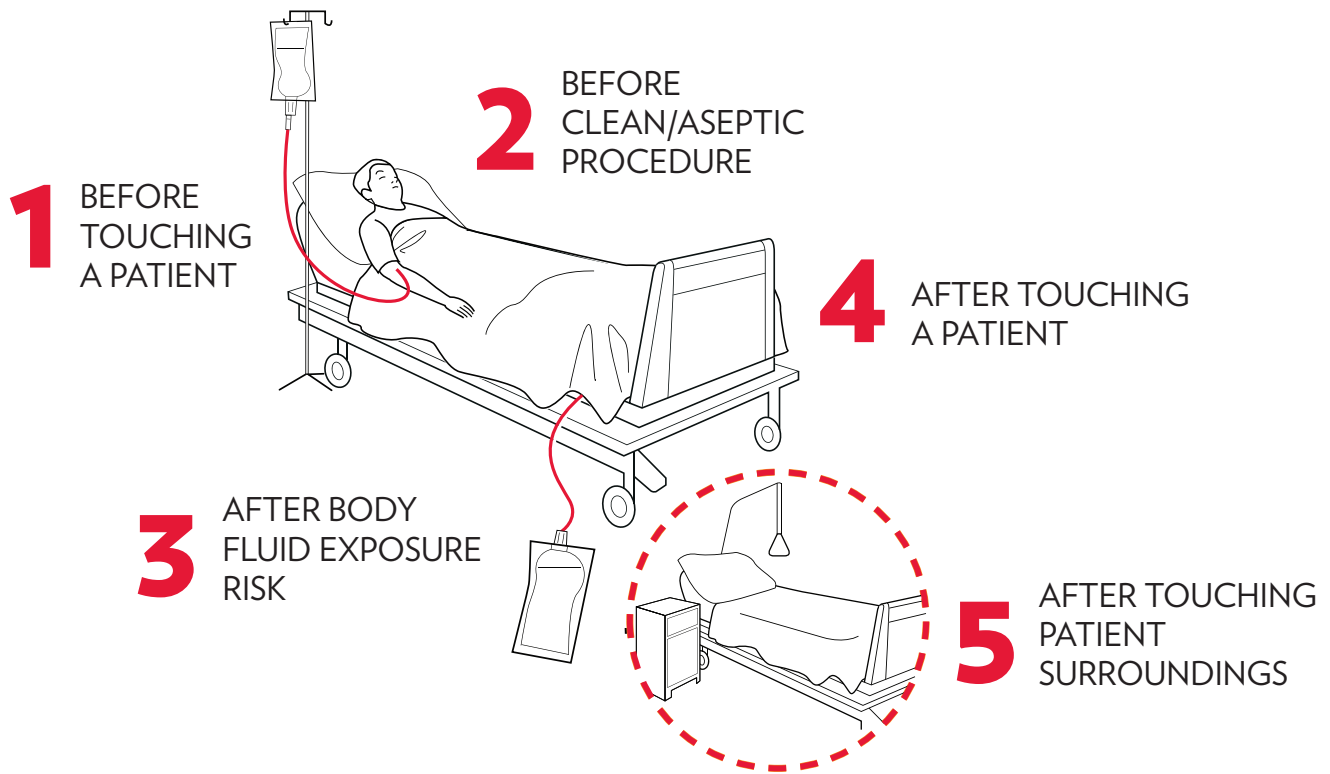
## PATIENTS LEAVING UNIT

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





## CLEAN HANDS COUNT – OUR COMMITMENT TO PROPER HAND HYGIENE

Hand hygiene is the single most effective way to prevent the spread of infection. Soap and water is the best way to wash your hands. If soap and water is unavailable, 60% alcohol hand sanitizer may be utilized. Hand hygiene should be performed before and after eating, after using the restroom and any time hands are soiled. Throughout our facilities, you’ll see reminder signage and “Washing the Right Way” tips as part of our commitment to help provide a safe and healing environment. Family and visitors can help keep our patients and employees safe by performing hand hygiene upon entering and exiting patient rooms. If you have any concerns, please feel free to ask our staff if they’re following proper hand hygiene.

# FIVE MOMENTS FOR HAND HYGIENE



## WASHING THE RIGHT WAY

-  **1** Wet your hands and apply soap. Lather on back of hands and between fingers.
-  **2** Scrub hands for at least 20 seconds.
-  **3** Rinse hands well under running water.
-  **4** Dry hands with a clean towel or air dryer.



## VACCINATIONS

Vaccines are an important way to prevent illness. Some vaccinations, such as flu, COVID-19 and/or pneumococcal (pneumonia) may be offered to inpatients as applicable. If you have any questions, please see a member of your care team.

## CALLING FOR ASSISTANCE

Every patient bed and restroom is fitted with a device that can be used to call for assistance. Your safety and comfort are our top priority. Should you need assistance, please 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 hospital. Please note that you will not receive an immediate audio response after pressing the button. However, a member of the care team will be notified and will provide assistance.

## 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, nursing 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, 513-418-2888, and tell the operator you are a family member and need a rapid response team sent to the patient's room. Be sure to tell the operator your hospital location and room number.

The team will respond within 10 minutes and will treat the patient until the regular care team arrives. Signs that a patient needs a rapid response team call may include sudden changes in condition such as behavior, symptoms and/or vital signs.

## STAFF SAFETY

This is a place for healing and compassion. Aggressive behavior will not be tolerated. All staff have a right to carry out their work in a safe environment.

Examples of aggressive behavior include (but are not limited to):

- Physical assault.
- Verbal harassment.
- Abusive language.
- Unwelcome sexual advances/language and behavior.
- Any form of threatening behavior.

Incidents involving inappropriate/aggressive behavior may result in termination of the patient/provider relationship, removal from this facility and/or legal action.

## 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 socks/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.
- 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.

## 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 them immediately with a member of your care team. 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. The Joint Commission is the national accrediting body for hospitals and 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 emailing [complaint@jointcommission.org](mailto:complaint@jointcommission.org).
- By faxing the Office of Quality Monitoring at 630-792-5636.
- By mailing:

### **Office of Quality Monitoring**

The Joint Commission  
1 Renaissance Blvd.  
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, from 8:30 a.m. to 5 p.m. central time on weekdays.

**For the safety and comfort of our patients, we share the following guidelines.**

## SIGN-IN/SIGN-OUT PROCESS

At the nursing station on each floor is a notebook for family and friends to sign in and sign out. Due to safety guidelines and regulations, we must keep a log of the people visiting patients at Daniel Drake Center. People visiting after 9 p.m. and before 6 a.m. will also need to sign in at the information desk in the North Pavilion/main entrance. At any time, we reserve the right to require that visitors show a photo ID and verify their reason for being at Daniel Drake Center. People without a legitimate reason for being at the facility will be asked to leave.

Visitors should check with a Daniel Drake Center team member before entering a patient's room if:

- An isolation strip is along the floor of the door. This indicates a patient is in isolation and certain precautions should be taken.
- The time is before or after the suggested visiting hours.

## GUIDELINES

The following Daniel Drake Center policies are enforced for the safety and comfort of patients, family and staff.

- Cell phones—We request that visitors be mindful of others when talking on a cell phone.
- Children—Children under the age of 16 should be supervised by a family member or adult.
- Personal items—All personal belongings should be kept off the floor or stored in the patient cupboard. This helps prevent falls.
- Restrooms—To help prevent the spread of germs, the in-room bathroom is for patient use ONLY. Visitors should use the public restrooms.
- Seasonal restrictions—Additional restrictions are enforced during cold and flu season. Signs are posted when seasonal restrictions are enforced.

- Vacant bed—If the second bed in a patient room is vacant, it is NOT to be used by family or friends to sleep or place personal items. These beds are reserved for incoming patients, who may arrive at any time.

## OVERNIGHT GUESTS

If you wish to stay overnight with a loved one, please contact the unit manager. They will let you know if we are able to accommodate your request. Decisions are based on:

- The severity of a patient’s condition.
- The patient’s physical and psychological response to visitors.
- Whether the second bed in a patient room is occupied.

## INPATIENT CLOTHING

Patients at Daniel Drake Center are encouraged to wear their street clothes when possible. For some patients, we know this is not always possible until later in their recovery process. Patients involved in rehabilitation find loose-fitting clothing to be helpful, especially for therapy involving floor and mat activities.

## BELONGINGS AND VALUABLES

We suggest you leave all money and valuables at home. To reduce the chance any personal items become missing, we suggest you clearly label your belongings with your name. Daniel Drake Center is not responsible for personal items that are lost or stolen. To report a lost or found item, call Public Safety at 513-418-2710.

You may deposit small amounts of money or valuables in Daniel Drake Center’s cashier’s office (Level AR). To do so, you will need to fill out a personal valuables deposit receipt that records these items. Please contact your nurse or social worker for more information about this service. If patient belongings are found on the Daniel Drake Center Campus, they will be held by the Transportation Department for 30 days. To contact the Transportation Department, call 513-418-2710.

We will attempt to contact the patient or family before disposing of any lost items that are found.

## WHAT NOT TO BRING

At Daniel Drake Center, we strive to provide an environment that is safe and promotes healing.

- Prescription drugs and medications—Patients are discouraged from bringing their own prescriptions drugs and other medications with them. If you bring prescription drugs, supplements or over-the-counter medications, please notify your nurse. Pharmacy services within Daniel Drake Center will record and validate all medications.

The following are NOT permitted anywhere on our campus—in the facility, on the grounds or in vehicles. Failure to comply may result in a patient being immediately discharged.

- Alcohol, Drugs and Firearms—Alcoholic beverages, recreational drugs, firearms and weapons of any sort are NOT allowed anywhere on the Daniel Drake Center Campus, in the facility, on the grounds or in vehicles. We reserve the right to search a patient room if we have reason to believe this policy is being violated. If prohibited items are found anywhere within Daniel Drake Center or on the campus, we will contact the local police and/or dispose of the items. Also, if a visitor is believed to be under the influence of alcohol or drugs, they will be asked to leave and escorted off the property as necessary. If a visitor is believed to be armed, we will contact the local police.
- Cigarettes or Tobacco—For the safety of our patients, visitors and staff, Daniel Drake Center is a tobacco-free campus. Smoking or other use of tobacco is NOT allowed anywhere on our campus, in the facility, on the grounds or in vehicles. Please discuss any concerns with your case manager, social worker or doctor.

## COMMENTS AND CONCERNS

We strive to exceed your needs and expectations so that your experience will be excellent. If you would like to recognize a staff member for a job well done, please speak with the unit manager. If you have a concern or complaint about your care, please let us know immediately. We can work with you to address an issue only if we are aware of it.

# SECURITY



UC Health is dedicated to providing 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 both emergency and nonemergency situations.

- For nonemergencies or public safety assistance, call 513-585-9890 (locked out of your car, lost and found, etc.).
- For all non-medical emergencies, dial 1111 (in-house call only) or 513-584-1111 from a cell phone. Use this only if you need an officer immediately.
- For medical emergencies, dial 513-418-2888.
- Use this only if you or someone else needs a doctor or nurse immediately.

## PARKING LOT SECURITY

For your safety, parking lots on the UC Health Campuses are patrolled by public safety officers. However, in the event of a break-in or collision, UC Health is not responsible for stolen or damaged belongings and vehicles.

Emergency telephones are posted throughout the UC Health parking lots. They are located in the blue 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. When you push the button, the phone dials the public safety department automatically.

Please use the emergency phones if you feel unsafe or need assistance with a locked door or battery jump. If you are not close to an emergency phone, you can call 513-585-9890 from your cell phone for nonemergency assistance.

## WHAT TO KEEP WITH YOU AND WHAT TO SEND HOME

While you are an inpatient at UC Health, it is advisable that you send home any valuables such as jewelry, credit cards and check books, and laptops or other personal electronic devices with a family member. UC Health 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 (ONLY APPLIES TO SOME ROOMS)

If your room has a lockable locker, follow the steps below on how to use it.

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

## ITEMS YOU MAY BRING

The following are items some patients may find useful to bring with them:

- Home CPAP unit (for those with sleep apnea).
- Glasses, hearing aids, dentures.
- Toiletries including hairbrush, toothbrush, toothpaste, shampoo and shaving supplies.

- Familiar items such as photos.
- Books, magazines, cards (leisure items you may want to enjoy before or after therapy sessions).
- Personal electronics (such as clock radio, iPod, laptop computer).
- Undergarments, including socks (a seven-day supply is suggested).
- Pajamas, robe, slippers.
- Loose, comfortable shirts and pants (sweatpants are suggested).
- Sweatshirts and/or jacket (according to weather).
- Comfortable shoes (gym shoes or walking shoes are ideal).

*NOTE: The use of extension cords is prohibited. Any electronics must be inspected and approved by the clinical engineering department before being plugged into a wall outlet.*



## 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 UC Health, 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 AND FOUND

Please contact Patient Relations at 513-418-5919 to inquire about lost and found items. Any item that is thought to have been stolen should be reported to Public Safety at 513-418-2710.

## FIRE ALARMS

If a fire alarm sounds, it is not necessary to evacuate the hospital unless instructed to do so by hospital personnel, public safety officers or fire department officials. If evacuation is necessary, staff will assist you.

## UC HEALTH ALERT INFORMATION

If you would like to be alerted to emergency situations that may occur at our facility during your stay, please follow the instructions below. Examples of emergency situations could include inclement weather, power outages, chemical spills or other reasons for facility evacuation or further safety interventions.

Patients and visitors can text “ddcalerts” to 226787 from their cell phones to receive notifications for emergency situations requiring attention at Daniel Drake Center.

After opting in, registration to these alerts will automatically expire in three days. Patients and visitors can text STOP to the same number at any time to stop messages before that expiration time and can also reenroll to extend their enrollment when the system lets them know that their alerts have expired.



# TAKING CONTROL OF YOUR PAIN



**As a patient at UC Health, 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 manage your pain.

### Why do I have pain?

Pain can have many causes. It may be caused by a recent injury or surgery, or it could result from a prolonged condition, such as arthritis. Pain can take on many sensations, such as burning, stabbing or aching, and it can range from minor to severe. Each individual experiences and expresses pain differently. 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?

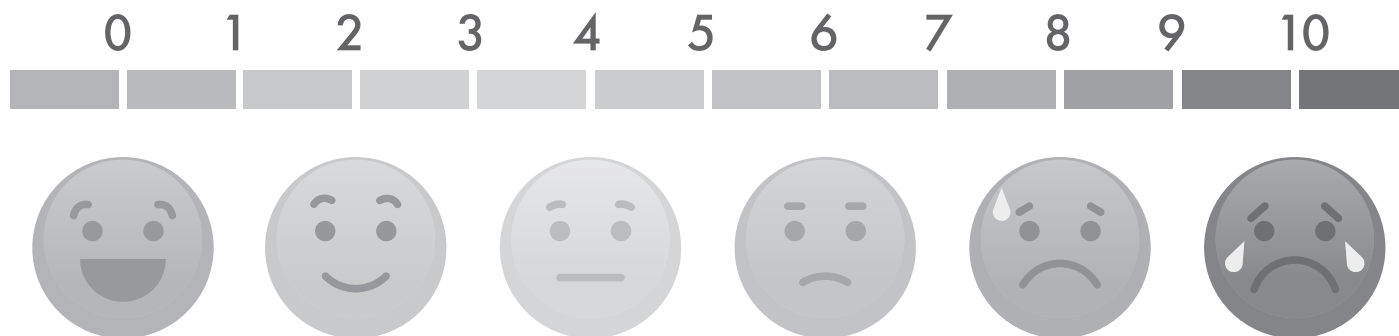
### What does my doctor need to know to help relieve my pain?

- 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 recordings or any other methods to help deal with your pain.

### What do I do when I am having pain?

Tell your doctor or nurse:

- Where your pain is located.
- What makes the pain worse.
- What makes the pain better.
- What your goal is for pain management. For example, "I want to be able to walk to and from the restroom and keep my pain at a level six instead of a nine."



Use the pain scale above to describe your pain to your doctor or nurse. Ask questions if you are unsure about how to use it. 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.

Ask for pain medicine when pain begins. Try not let your pain get worse before asking for pain medicine. The longer you wait, the harder it is to control.

- 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 recordings of relaxation sounds.
  - Watching a humorous video or movie.
  - Visiting with friends, family or clergy.
  - Praying or meditating.
  - Walking, if you are able.
  - Reading.

#### **Tips and techniques for relaxation breathing:**

If you intend to perform 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 on the beach.

- Breathe in slowly and deeply.
- As you breathe out slowly, feel yourself beginning to relax; feel the tension leaving your body.
- Breathe in and out slowly at a rate that is comfortable for you. You may wish to try expanding your abdomen as you breathe.
- To help focus on your breathing, count silently as you breathe in, saying, “one, two, three;” and as you breathe out, saying, “out, two, three.”
- Do the four steps above once or repeat the last two steps for up to 20 minutes.
- 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 your request. 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 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 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.



# ADVANCED DIRECTIVES



## MAKING YOUR WISHES KNOWN ABOUT YOUR HEALTHCARE

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

Advance directives can be written documents or oral statements, witnessed and notarized, stating the patient's preferences for medical treatment or nontreatment, should they lose the capacity to make decisions. Advance directives tell your doctors what you want if you are not able to speak for yourself.

Advance directives can be changed at any time you wish to do so. They may include:

- **Living will**—Tells your physician whether or not you wish to be kept alive by mechanical devices, including feeding tubes. This is only used if you are unable to communicate with your physician any other way.
- **Durable power of attorney for healthcare**—Designates another person to make medical decisions for you only if you cannot speak or decide for yourself. This applies only to your healthcare and not to your money or property. Likewise, a general power of attorney deals with your money or property but not with your healthcare 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 complete the documents.

# TV STATIONS

## TELEVISION SERVICE AND CHANNELS

A television is located near every patient bed. Also, each unit has a TV in the main seating area. As a courtesy to other patients, please do not turn the volume of your TV too loud. If the volume of your TV is disruptive to other patients, you may be asked to turn the volume down or be offered a headset. For patients with hearing impairments, closed captioning can be activated on room televisions. Contact your nurse to have closed captioning activated.

Channel selections are updated from time to time. Turn to channel 3 for the most up-to-date programming guide.

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Ch. 2	Messages/FM 100.9	Ch. 26	Discovery Channel	Ch. 45	WE - Women's Entertainment
Ch. 3	Programming Guide/AM 700	Ch. 27	OWN	Ch. 46	E! Entertainment
Ch. 4	Scenery DVD/FM 98.1	Ch. 28	Animal Planet	Ch. 47	Game Show Network
Ch. 6	NBC - WLWT 5	Ch. 29	National Geographic	Ch. 48	Family Channel
Ch. 7	ABC - WCPO 9	Ch. 30	A&E	Ch. 49	USA
Ch. 8	CBS - WKRC 12	Ch. 31	History Channel	Ch. 50	TBS
Ch. 10	FOX 19 - WXIX	Ch. 32	Military Channel	Ch. 51	TNT
Ch. 11	CW 25 - WEDT	Ch. 33	TBN - Trinity Network	Ch. 52	Fox Sports Ohio
Ch. 13	Scenery DVD/FM 107.1	Ch. 34	EWTN	Ch. 53	Big 10 Network
Ch. 14	Scenery DVD/other radio	Ch. 35	Hallmark	Ch. 54	College Sports TV
Ch. 15	PBS 16 - WPTO	Ch. 36	TV Land		
Ch. 16	My TV	Ch. 37	AMC - American Movie Classics		
Ch. 17	HLN	Ch. 38	Turner Classic Movies		
Ch. 18	CNN	Ch. 39	Encore - Free Movies		
Ch. 21	FOX News	Ch. 40	Encore - Free Movies		
Ch. 22	CNBC	Ch. 41	Nickelodeon		
Ch. 23	Weather Channel	Ch. 42	Cartoon Network		
Ch. 24	Court TV	Ch. 43	Lifetime		
Ch. 25	Learning Channel	Ch. 44	Oxygen		

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# FINANCIAL / BILLING



## FINANCIAL INFORMATION

You may make payments toward your bill at any time during your stay at Daniel Drake Center. Typically, copays and deductibles are collected at registration for all outpatient and emergency services.

### You may make payments in the following ways:

- At the cashier's office, located adjacent to the hospital's main lobby. Cashier office hours are Monday through Friday, 8:30 a.m.-4:30 p.m., and closed from 12:30-1 p.m. for lunch. Cash, personal check, money orders, Visa, MasterCard, American Express and Discover are accepted. To contact the cashier's office, please call 513-298-7611.
- Visit your health and billing information and pay your bills through My UC Health by visiting [my.uchealth.com](http://my.uchealth.com) or downloading the MyChart mobile app.
- Online by going to [uchealth.com](http://uchealth.com). Click on the "Billing & Insurance" tab at the top of the page to be directed to a secure billing site.
- By phone on our 24-hour service line at 513-585-6200 or 1-800-277-0781.
- By mail to:

#### **UC Health**

P.O. Box 740117

Cincinnati, OH 45274-0117

## FINANCIAL ASSISTANCE

If you require assistance, financial counseling is available Monday through Friday, 8 a.m. - 4:30 p.m. Uninsured patients will be contacted by a financial counselor, who will discuss options for paying their hospital bill. If you are not assigned a counselor but would like to speak with someone about your bill, please ask your care team to contact one for you. If you have already returned home and would like to discuss your financial options, please call 513-418-2525.

## 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. Copayments are due prior to discharge.

UC Health will send a bill to your primary insurance company within a few days of your discharge. Your insurance is expected to pay UC Health 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 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 UC Health 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 and do not qualify for financial assistance or do not supply insurance information at the time of registration, you are responsible for 100% of hospital charges.

You may obtain a financial assistance application from the registration or financial services departments. 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 513-585-7600, or visit [uhealth.com/financial/pricing-disclosure](http://uhealth.com/financial/pricing-disclosure) for more information regarding UC Health patient pricing information.

## NOTICE REGARDING FREE CARE

As required by the Hospital Care Assurance Program, Ohio hospitals must provide, without charge, certain basic medically necessary hospital services to individuals who meet all of the following requirements:

- Individuals must be residents of the state of Ohio.
- Individuals cannot be enrolled in the Medicaid Program.
- Personal or family income is at or below the federal poverty line.

Basic, medically necessary hospital services include all inpatient and outpatient services covered under the Medicaid Program, except physician services, pharmacy fees, transportation services and organ transplants and associated services.

If you think you meet the requirements, you may request an application:

- From the registration area.
- By calling 513-585-6200 or 1-800-277-0781.
- By visiting [uhealth.com/financial/financial-assistance](http://uhealth.com/financial/financial-assistance).

If you do not meet the requirements of the Ohio Hospital Care Assurance Program, other assistance may be available. For more information, please ask to speak to a financial counselor.

# DISCHARGE INFORMATION



Your discharge planning should begin the day that you are admitted, or shortly thereafter. Your care team will help you and your physician guide your discharge planning, and, if needed, will coordinate your:

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

If you have questions 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 returning home. Your nurse will go over your discharge instructions before you leave. The discharge process can take several hours.

We are always concerned about you and your health, so we want to be sure that all of your healthcare needs have been met before you are discharged.

## 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.

## FILLING YOUR PRESCRIPTIONS

Your discharging provider and case manager will coordinate filling any prescriptions with Hoxworth Pharmacy. These prescriptions will be sent to Daniel Drake Center Pharmacy, where they will work with the nurses to deliver to the patient's room prior to discharge. Cash and card payments will be facilitated prior to discharge.

## DECREASE THE RISK OF FALLING AT HOME

Most falls 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. The lighting in your home should include night lights in your bedroom, hall and restroom.
- Rugs should be firmly fastened to the floor or have nonskid backing. Loose ends should be tacked down.
- Electrical cords should not lay on the floor in walking areas.
- Put handrails in your restroom 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 step stool to reach them, or so low that you have to bend or kneel down to reach them.
- Wear shoes with firm, nonslip soles. Avoid wearing loose-fitting slippers that could cause you to trip.

## PATIENT SATISFACTION

Your satisfaction is very important to UC Health, 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 a member of your care team or a patient relations representative by calling 513-418-5919.

After you return home from the hospital, you may receive a follow-up phone call and survey regarding your experience at UC Health. 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.

## OBTAINING COPIES OF YOUR MEDICAL RECORDS

To receive copies of your medical record, please submit a completed authorization form directly to the Medical Records Department. There are four ways in which you can do this,

- Download the form by visiting our website at [uhealth.com/patients-visitors/medical-records-request](http://uhealth.com/patients-visitors/medical-records-request), and clicking on "For Patients," and then "Medical Records." Complete the form and submit to the Medical Records Department via the United States Postal Service or via fax to 513-584-0739.
- Call the Medical Record Department and request assistance from one of our representatives. To reach the Medical Record Department by phone, please call 513-584-0444 and choose option #8.
- Email [UCMC-Medical-Records@uhealth.com](mailto:UCMC-Medical-Records@uhealth.com).
- Access your medical information in MyChart by selecting the "My UC Health" link on [uhealth.com](http://uhealth.com).

Please note that the patient is the only person who can authorize the release of their medical record, unless a durable power of attorney for healthcare exists, or an adult is acting as a legal guardian on behalf of a minor. In exceedingly rare circumstances, with proper oversight and authorization, medical records can be released outside of the two conditions noted above. For more information, please speak with a member of the Medical Records Department.



## WAYS TO GIVE BACK

### UC HEALTH FOUNDATION

Thank you for trusting UC Health with your care. Our patients, their families and friends often wish to make a gift to thank the medical professionals who went above and beyond in their treatment. Through our Grateful Patient and Family Program, you can support the people or programs that made a difference for you.

As the Tristate's adult academic health system, at UC Health, we believe that In Science Lives Hope. Your generous gift helps fulfill our mission of providing world-class, patient-centered care, driving innovation through research and educating the next generation of healthcare professionals. Charitable gifts provide for new equipment and programs, as well as research and professional development. Our patients now and in the future benefit greatly from your support.

The UC Health Foundation is a 501(c)3 nonprofit organization, and charitable gifts are tax-deductible to the extent allowed by law. Gifts may be sent to:

#### **UC Health Foundation**

P.O. Box 19970

Cincinnati, OH 45219-0970

You may also make your gift online by visiting [uhealth.com/foundation/donation](http://uhealth.com/foundation/donation). Estate gifts, as well as gifts of appreciated stock, are welcome. Please contact the UC Health Foundation at 513-585-8229 or [giving@uhealth.com](mailto:giving@uhealth.com) for more information.

### VOLUNTEERING

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 families. Opportunities for volunteers are available at all of our hospitals in the areas of hospitality, patient and family services, and many other specialties. Volunteers go through an application and interview process to determine where their skills are best matched for available opportunities. Volunteers are then trained and become an important part of that department's team.



## AWARDS

You can acknowledge the great care you received by a specific person by nominating them for a hospital award.

Nurses:

### **DAISY Awards** (*Diseases Attaching the Immune SYstem*)

The DAISY Award is a nationwide program that recognizes nursing excellence. It was established by the DAISY Foundation in memory of J. Patrick Barnes, who died at 33 of ITP, an autoimmune disease. The Barnes family was awe struck by the clinical skills, caring and compassion of the nurses who cared for Patrick, so they created this award to say thank you to nurses everywhere.

- **Who is eligible?** All licensed nurses who demonstrate extraordinary, compassionate care (RN, LPN/LVN, or advanced practice nurses).
- **When can a nurse be honored?** Awards will be offered to our nurses twice a year: once in June, then again in December. Nomination deadlines are the last business day of May and the last business day of November (4 p.m.).
- **Who can nominate a nurse?** Patients, families, coworkers, physicians and other staff members.
- **How can a nurse be nominated?** By using the paper forms located on the side of the nomination boxes throughout the building or by using your phone to scan the QR code below.



Non-nursing care team members:

### **ROSE Awards**

The ROSE Award (Recognizing Outstanding Service Experience) honors support team members who provide compassionate, world-class care. The ROSE Award is the sister award to the DAISY Award for Extraordinary Nursing.

- **Who are support team members?** Anyone who is not a nurse or a physician, but provides care to our patients is a support team member. This includes therapists (occupational, physical and respiratory), speech language pathologists, social workers, patient transporters, environmental services, food and nutrition services, radiology technologists and more.
- **How is someone nominated?** Recipients of the ROSE Award are nominated by patients, families, coworkers, physicians and other staff members.
- **How can I nominate someone?** By using the paper form located on the side of the nomination boxes throughout the building. If you need help locating a nomination form, ask an employee for assistance.





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