



Welcome to the Cleveland Clinic.



## Cleveland Clinic

Welcome to Cleveland Clinic and thank you for trusting us with your care. We are committed to providing you with the highest quality healthcare in the safest, most comfortable environment possible.

It is normal to feel anxious about staying in the hospital. But remember, you will not be alone. You will have an entire healthcare team focused on your safety and well-being. You are an important part of that team, and we want you and your family to take an active role in your healthcare during your stay with us.

We have created this patient guide to help you understand more about your hospital stay. Please keep it with you and read it when you can. The information will be useful for you and your family. If you have any questions about the topics covered in this guide, please ask your caregiver.

We value the opportunity to serve you and appreciate the confidence you have placed in us.

Thank you for choosing Cleveland Clinic.



**Tomislav Mihaljevic, MD**  
**Chief Executive Officer and President**  
**Cleveland Clinic**

## Personal Belongings in the Hospital

You will only need essential items, such as sleepwear, slippers, toiletries and any equipment used in your care, such as crutches, prosthetics, a C-pap machine, hearing aids or eyeglasses while you are in the hospital. Additional personal care items can be purchased in our hospital gift shops.

Please do not keep more than \$5 with you in your room. Ask family members or friends to take home your jewelry, keys and other valuable items. For safety reasons, personal radios, hairdryers and other electronic devices should not be kept in your possession while in the hospital. The hospital is not responsible for lost or stolen items, such as laptops, iPads or cellular devices.

Please provide your caregivers a list of all your medications, supplements or herbals (including dosages), your Living Will/Durable Power of Attorney for Healthcare forms if you have them, and any physician orders or preadmission paperwork that was provided to you before admission to the hospital.

If you would like to use the prescription bedside delivery program, which is offered at some of our hospitals, you will need to have a form of payment (credit or debit card) available or have someone who can provide that information to you on the telephone. Ask your nurse if this service is available to you.

## As a patient, you have the right...

### Personal Privacy/Visitation

To have your personal dignity respected

To the confidentiality of your identifiable health information

To enjoy personal privacy and a safe, clean environment and to let us know if you would like to restrict your visitors or phone calls

To receive visitors of your choosing that you (or your support person, where appropriate) designate, including a spouse, a domestic partner (including a same-sex domestic partner), another family member or a friend, and the right to withdraw or deny your consent to receive such visitors at any time

To be informed (or have your support person to be informed, where appropriate) of your visitation rights, including any clinically necessary restriction or limitation on such rights

To designate a support person who will designate visitors on your behalf, should you be unable to do so

### Security

To be free from all forms of abuse or harassment

To access protective and advocacy services

To know that restraints will be used only to ensure the immediate physical safety of the patient, staff member or others, and in accordance with established standards

### Cultural and Spiritual Values

To have your cultural, psychosocial, spiritual, and personal values, beliefs and preferences respected

To have access to pastoral and other spiritual services

### Access to Care

To receive care regardless of your age, race, color, national origin, culture, ethnicity, language, socioeconomic status, religion, physical or mental disability, sex, sexual orientation, gender identity or expression, or manner of payment

To ask for a change of provider or a second opinion



## Access to Information

To make advance directives and have them followed, subject to limitations required by applicable law or medical standards

To have your family, or a representative you choose, and your own physician, if requested, be informed of your hospital admission

To know the rules regulating your care and conduct

To know that Cleveland Clinic hospitals are teaching hospitals and that some of your caregivers may be in training

To ask your caregivers if they are in training

To know the names and professional titles of your caregivers

To have your bill explained and receive information about charges that you may be responsible for, and any potential limitations your insurance policy may place on your coverage

To be told what you need to know about your health condition after hospital discharge or office visit

To be informed and involved in decisions that affect your care, health status, services or treatment

To understand your diagnosis, condition and treatment, and make informed decisions about your care after being advised of material risks, benefits and alternatives

To knowingly refuse any care, treatment or services

To say “yes” or “no” to experimental treatments and to be advised when a physician is considering you to be part of a medical research program or donor program. All medical research goes through a special process required by law that reviews protections for patients involved in research, including privacy. We will not involve you in any medical research without going through this special process. You may refuse or withdraw at any time without consequence to your care

To legally appoint someone else to make decisions for you if you should become unable to do so, and have that person approve or refuse care, treatment and services

To have your family or representative involved in care, treatment and service decisions, as allowed by law

To be informed of unanticipated adverse outcomes

To have your wishes followed concerning organ donation, when you make such wishes known, in accordance with law and regulation

To request a review of your medical chart with your caregivers during your hospital stay



## Communication

To receive information you can understand.

To have access to an interpreter and/or translation services at no charge.

To know the reasons for any proposed change in the attending physicians/professional staff responsible for your care.

To know the reasons for your transfer either within or outside the hospital.

## Pain Management

To have pain assessed and managed appropriately.

## Disclosures

To request a listing of disclosures about your healthcare, and to be able to access and request to amend your medical record as allowed by law.

To know the relationship(s) of the hospital to other persons or organizations participating in your care.

## Recording and Filming

To provide prior consent before the making of recordings, films or other images that may be used externally.

## A Message from Your Fellow Patients

At a time when you are struggling with illness, Cleveland Clinic may feel overwhelming to you and your loved ones. Many of you did not choose to be in the hospital but found yourself here nonetheless. For others, you sought out the Clinic in an effort to find hope and healing.

We have walked in your shoes. We understand that a friendly gesture can alter your entire experience. We understand that having someone point the way can help ease your anxiety. And we understand that simple acts of kindness can alleviate fear and frustration.

This guide was designed to ease the burden that some of you may be experiencing. Patients and family members who spent considerable time here in the past have reviewed and contributed to this publication with the goal of making your stay easier. We hope that this guide will serve to facilitate your journey and wish you all the best.

Welcome to Cleveland Clinic from our family to yours.

## Concerns, Complaints or Grievances

To receive a reasonably prompt response to your request for services

To be involved in resolving issues involving your own care, treatment and services

To express concerns, complaints and/or a grievance to your providing hospital personnel

### YOU MAY DO THIS BY WRITING TO THE FOLLOWING ADDRESS:

#### Cleveland Clinic Health System

9500 Euclid Avenue, Ombudsman Department,  
Mailcode S18, Cleveland OH 44195

### OR BY CONTACTING YOUR OMBUDSMAN OFFICE AT:

#### Akron General Medical Center

330.344.6711

#### Fairview Hospital

216.476.4424

#### Ashtabula County Medical Center

440.997.6277

#### Hillcrest Hospital

440.312.9140

#### Avon Hospital

440.695.5205

#### Lodi Community Hospital

330.344.6711

#### Cleveland Clinic Children's Hospital for Rehabilitation

216.444.2544

#### Lutheran Hospital

216.363.2360

#### Cleveland Clinic

216.444.2544

#### Marymount Hospital

216.587.8888

#### Cleveland Clinic Florida (Patient Affairs)

954.689.5545

#### Medina Hospital

330.721.5330

#### Euclid Hospital

216.692.7888

#### South Pointe Hospital

216.491.6299

According to hospital policy and our regulatory agency requirements, we are required to inform you that you have a right to file a grievance to the following agencies:

#### The Joint Commission, Office of Quality and Patient Safety Information Line

800.994.6610; Fax: 630-792-5636;

Mail Address: The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181;

Website: [https://www.jointcommission.org/report\\_a\\_complaint.aspx](https://www.jointcommission.org/report_a_complaint.aspx)

### OHIO PATIENTS

#### The Ohio Department of Health

at 800.342.0553; e-mail: [HCComplaints@odh.ohio.gov](mailto:HCComplaints@odh.ohio.gov); Fax: 614.564.2422;

Mail Address: ODH, Complaint Unit, 246 N. High St., Columbus, OH 43215

### LIVANTA

LIVANTA, Medicare's Beneficiary and Family Centered Care Quality Improvement Program (BFCC-QIO) Beneficiary Hotline at 1-888-524-9900, TTY 1-888-985-8775. Services include discharge appeals, beneficiary quality complaints, immediate advocacy and traditional focused reviews; mail quality of care complaint letters to BFCC QIO, 10820 Guilford Road, Suite 202, Annapolis Junction MD 20701-1262.

Office of the Medicare Beneficiary Ombudsman at the following website:

<https://www.medicare.gov/claims-appeals/your-medicare-rights/get-help-with-your-rights-protections>

DNV GL - Healthcare For Union Hospital only: 866.496.9647; Fax: 513-947-1250

### FLORIDA PATIENTS

To file a complaint:

#### Agency for Health Care Administration

2727 Mohan Drive  
Tallahassee, FL 32308  
888.419.3456

#### Office of Quality Monitoring

The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
800.994.6610

# As a patient, your responsibilities are...

## Provision of Pertinent Information

To give us complete and accurate information about your health, including your previous medical history and all the medications you are taking

To inform us of changes in your condition or symptoms, including pain

## Asking Questions and Following Instructions

To let us know if you do not understand the information we give you about your condition or treatment

To speak up. Communicate your concerns to any employee as soon as possible – including any member of the patient care team, manager, administrator or ombudsman

## Refusing Treatment and Accepting Consequences

To follow our instructions and advice, understanding that you must accept the consequences if you refuse

## Explanation of Financial Charges

To pay your bills or make arrangements to meet the financial obligations arising from your care

## Following Rules and Regulations

To follow our rules and regulations

To keep your scheduled appointments, or let us know if you are unable to keep them

To leave your personal belongings at home or have family members take all valuables and articles of clothing home while you are hospitalized

## Respect and Consideration

To be considerate and cooperative

To respect the rights and property of others

## What to Expect

Communicating with your healthcare team

Call button

Bedside reporting

Healthcare team members – Your caregivers

Pain management

Medications in the hospital

Hospital environment

Concerns about your healthcare

Notice of privacy

## Communicating with Your Healthcare Team

Good communication between you and your healthcare team is necessary to help them give you the best care. We want you to take part in all decisions about your healthcare. Please tell us about any special needs you may have so that we can help you recover as quickly as possible.

### Ask Questions

Your healthcare team will talk with you about your condition and go over your schedule of treatments or tests so that you know what is planned.

We want you to have all the information you need to understand your condition and be able to help with your own care. Please ask questions about your health. This can help you make educated decisions and better deal with your condition.

It is easy to forget what you have been told or lose track of questions you want to ask. We suggest you write down any questions as you think of them so you can ask them the next time you see your doctor or nurse.

### Family Spokesperson

Patients often find it very helpful to have one person act as their spokesperson or someone who can speak for them. We encourage you to choose one trusted family member or friend to help with communication while you're in the hospital. Appointing this person will help protect your privacy, too. This person can keep your family and close friends informed on how you are doing.



### Tell Us How to Refer to You

Let your team know what you would like to be called (whether it is Mr. or Mrs., a nickname, or even Rob instead of Robert).

Know what procedures you have scheduled and make sure your healthcare providers tell you what they plan to do before you agree to a procedure.

Please tell us if you ever think we may have you confused with another patient.

When your providers enter the room, they will ask you your name and birthday so that we can be sure we have the right person. We have to do this for your safety, so please do not be alarmed if we ask you more than once. We also will check your wristband before you receive any medications, treatments or tests.

### Purposeful Hourly Rounding

An important part of providing you with excellent care and service is something called “hourly rounding.” A nurse will visit you every hour. During this time we will be:

- Keeping an eye on your comfort and pain
- Helping you move and change positions
- Helping you get to the bathroom



## Call Button

A call button is a button found around a hospital bed that allows patients in the hospital to contact a caregiver if they need help. When the button is pressed, a signal alerts a caregiver that you need help.

### Contacting Your Healthcare Team When You Need Help

If you need help, use the call button in your room to contact your healthcare team. For example, press the call button if you need help getting to the bathroom or need a bedpan.

When you are admitted to your room, your healthcare team will show you how to use the call button.

If you have an urgent need, please let your healthcare team know. They will come immediately.

If it is not urgent, you may have to wait. Keep in mind, your caregivers may be helping another patient at the moment, but they will respond as soon as possible.

Your healthcare team will check in with you regularly to see to your needs. They'll listen to your concerns and help with your personal needs. And they'll answer your questions in a way you can understand.



## Bedside Reporting

One of the ways we make sure all of your needs are being met is through “bedside reporting.” We call it that because your nurses will talk with you about your care in your room.

When your nurses are changing shifts, they will meet with you to:

- Introduce your new nurse
- Talk about what has been happening during your stay
- Go over your treatment plan
- Answer any questions you may have

Bedside reporting works because it is personal and increases your safety. It gives you and your family the chance to understand all that is happening and to be more involved in your care.

### Before each bedside report:

1. Your nurses will ask you which members of your family or visitors may be present with you during the meeting. Personal and sensitive information may be discussed – including medical history, treatment plan, test results and diagnoses – so we want to make sure we are protecting your privacy.
2. Think about any concerns and questions you have and write them down.



(Detailed below, left to right.)

## Healthcare Team Members – Your Caregivers

### POSITION

### UNIFORM

### DESCRIPTION

**HOSPITAL  
TECHNOLOGIST**

**Dark Blue Scrubs**

A hospital tech will perform X-rays in your room if your doctor recommends that you should not leave your room or if you are in intensive care.

**RED COAT**

**Red Coat**

Red Coats provide support, direction, and solutions for our patients, guests and employees. Red Coats are often the face that greets and comforts and the hands that assist, with compassion, dignity and respect.

**PATIENT  
TRANSPORTATION**

**Green Shirt /  
Khaki Pants**

Patient Transporters are here to take you and your visitors to and from various areas by wheelchair, stretcher or bed. Their goal is to deliver the best transport experience with the greatest comfort, safety and care.

**PT/OT/RESPIRATORY**

**Black Scrubs**

A hospital therapist may visit your room to help you with breathing, walking or everyday activities to make sure you are able to be independent. Your doctor will decide if you need this assistance.

**ENVIRONMENTAL**

**Light Blue/Dark Blue**

An Environmental Services Caregiver will visit your room three times a day, for a morning hospitality visit, a thorough room cleaning and an afternoon hospitality visit. They will ask if you have any housekeeping needs or any other needs. Their goal is to be certain that each patient's room is ALWAYS clean.

**VOLUNTEER**

**Dark Blue Jacket**

Volunteers offer compassionate support and encouragement while you are hospitalized by helping at mealtime, stocking supplies in your room and, most importantly, engaging in conversation and other activities to improve your well-being.

**FOOD SERVICES**

**Tan and Black**

Your Food Services worker will deliver your tray. They comfort, help and care. Please feel free to ask your food service worker any questions you have about your food.

**DOCTOR**

**White Lab Coat**

Doctors coordinate and manage your day-to-day care while you are in the hospital by working closely with the entire caregiver team. Your doctor will be responsible for your care – from hospital admission until discharge.

## Know Who Is Taking Care of You

Cleveland Clinic is a teaching hospital, so you will meet many people who are involved in your care. Each healthcare provider will introduce themselves and will be wearing a photo ID badge. If you are not sure who someone is or what they do, please ask.

Although several team members may handle different parts of your care, only one doctor is in charge of your care. If you are not sure which doctor is in charge of your care, please ask.

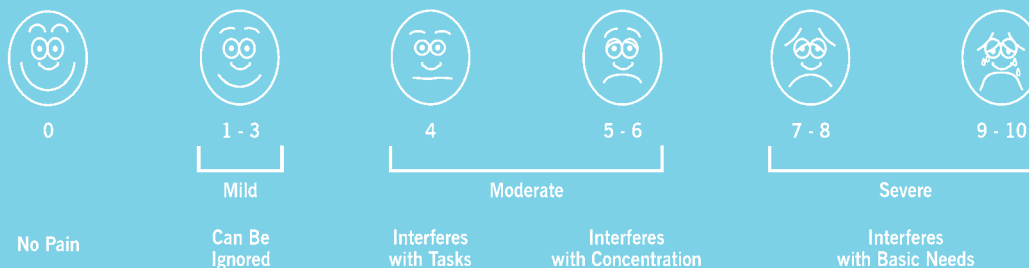
POSITION	UNIFORM	DESCRIPTION
NURSE	White	Your nurse will work with your doctor, along with the entire caregiver team, to organize and deliver your care. You can expect your nurse to listen to your needs, explain your care and communicate with respect.
PCNA/CT	Green Scrubs	The Patient Care Nursing Assistant (PCNA) and/or Clinical Technician (CT) will work closely with your nurse to care for you and help you with your daily needs and activities.
DIETITIAN	White Lab Coat	A Registered Dietitian will visit you when you have problems with your diet, eating issues or nutrition questions. Nutrition care may involve a physical examination, nutrition assessment and diet education. Your dietitian will work with you to develop a state-of-the-art nutrition plan that meets your needs.
REGISTRATION	Black Uniform	A Patient Access Services Financial Counselor will visit with you to get your registration and insurance information and collect your copayment if you have not gone through the registration process yet.
HUC	Black Vest	The Health Unit Coordinator (HUC) is usually seated at the main desk of the unit. You can expect the HUC to meet, greet and assist you and your visitors at all points of your hospital stay. He or she will answer your call light over an intercom and communicate your needs to the nursing staff.
PHARMACY TECHNICIAN	Caribbean Blue Scrubs	In addition to delivering medications to your bedside, Pharmacy Technicians may ask you about your medications and possible side effects. If you have questions about your medications, the pharmacy tech will contact a pharmacist for you.
PHLEBOTOMY	Grey or Red Scrubs	A phlebotomist will draw your blood and take it to the lab while you are in the hospital. Phlebotomists are often the first contact patients will have during their hospital stay. Phlebotomists contribute greatly to providing the laboratory services necessary for treatment, good care and a positive patient experience.
ADMINISTRATOR	Suit/Business Attire	The Administrator manages day-to-day hospital operations. With assistance from the medical and support caregivers, they ensure that patients are receiving world-class care.

## Pain Management

If you are in pain, please tell us! Good pain management requires a close partnership between you and your caregivers.

If your pain is not under control, we want to know. Please tell your nurse or your doctor, or ask to talk to the nurse manager on your unit.

Please know that if you ask for help to relieve your pain, we will not think that you are a complainer, a “bother,” or that you might have a drug addiction. Asking for medication as soon as the pain begins helps keep it from getting worse.



Unfortunately, you may have some pain while you are in the hospital. It isn't always possible to take away all of your pain; a lot depends on your condition. However, we will do all we can to treat your pain safely so that you can be comfortable. This will help you function in a way that is right for you and help you heal more quickly.

### Also, please tell us:

- Where you feel the pain, how often you feel it and how long it lasts.
- What the pain feels like – dull, sharp, cramping, throbbing, burning or stabbing.
- What makes the pain better or worse.
- Which pain medications did or did not work for you in the past.
- If any pain medications have given you unacceptable side effects, such as constipation, nausea/vomiting, itching or extra sleepiness.
- Which over-the-counter products, home remedies, herbal supplements, teas, vitamins and other products you are taking.
- What kind of pain you have had with past surgeries or hospital admissions.
- What pain medications you have taken in the past week, months and year.
- The name, prescribed dosage, reason for taking and how much you actually take of ALL medications. (Please bring a list and leave the actual medications at home)
- If you have ever had an allergic reaction (such as itching, rashes or trouble breathing) to any medications.

### Our Pain Relief Plan for you is to:

- Reach a level of comfort and function that is right for you.
- Give you pain medications according to your needs.
- Use other proven methods of pain relief, such as heat, ice, repositioning and massage.
- Have a regular discussion about how the Pain Relief Plan is working for you.

### After leaving the hospital:

- CALL if you think you are having a bad reaction to your pain medication.
- CALL if your pain medication stops working.
- CALL and ask which new medications you can and cannot take along with your pain medications, especially over-the-counter pain-relieving drugs.
- Some patients avoid pain medications due to worries about addiction. This is unlikely for pain medications delivered during a hospital stay.



## Medications in the Hospital

Medications can be an important part of your hospital stay. Feel free to ask questions about the medications you are given and possible side effects.

**During your hospital stay, you should always ask three questions about your medications.**

- What are the name(s) of the medication(s)?
- Why do I need to take it/them?
- What are the possible side effects?

Please tell your nurse or doctor if you have any questions about your medications.

## Hospital Environment

### Quiet Environment

Many of our rooms are semi-private, with two patients in each room. Each patient has a phone, television and separate closet. There is a curtain that can be pulled for privacy.

There can be a lot of hustle and bustle in the hospital and it can be noisy. Your team will try to limit noise as much as they can while you recover, especially at night.

Let them know if it's too loud for you and they'll do what they can to reduce the noise.

We follow "HUSH" (Help Us Support Healing) guidelines between 9 p.m. and 7 a.m. to help you rest in a quiet environment:

- An overhead announcement will let you know when the quiet hours begin.
- Lights will be dimmed.
- Your door will be closed with your permission, and we ask that you try not to play music too loud or watch TV too late at night, especially if you have a roommate. Ask if headphones are available for the TV.

Remind friends or family who visit to keep the noise level down, since others may be sleeping. Please avoid late-night conversations or phone calls. Thank you for helping us make sure you and all other patients can get the rest they need.

We will limit nighttime interruptions as much as possible, but please understand that we will be checking on you during the night to make sure you are okay. In addition, it's sometimes necessary to wake you up during the early morning for a blood test so that your doctor has the test results early enough. That way, changes can be made to your treatment, if needed.



### **Clean Environment**

All caregivers wash their hands or use waterless hand cleanser between patients and while doing different tasks for patients. We encourage you to ask your caregivers if they have washed their hands.

A clean environment helps keep you safe as you recover. Your room and bathroom will be cleaned regularly, but the housekeeping staff will try not to disturb you. If you need anything cleaned up (for instance, if you spilled something), ask your nurse to contact the housekeeping staff.

### **Concerns About Your Healthcare**

Your feedback helps us to improve our patient care and services. Your healthcare team wants to know about any concerns you have during your stay. And they will do their best to help address any problems.

Good communication with your healthcare team often helps to solve problems right when they occur. If you have a concern or problem, we recommend that you first address it with the person or department where it occurred.

You also can ask to speak with a manager or supervisor who will make sure your concern is addressed.

If you still need help, you can always ask to speak to our Ombudsman Office (see [Your Rights and Responsibilities](#) for details on reaching this office), which will keep a record of your concern and help you resolve it confidentially.

Please let us know what we can do to improve your stay with us.

### **Notice of Privacy**

Your privacy is important to us. We follow the Health Insurance Portability Accountability Act (HIPAA) privacy standards. To view a copy of Cleveland Clinic's Notice of Privacy Practices, please ask at the registration desk or visit our website at [www.clevelandclinic.org](http://www.clevelandclinic.org).

## Room Accommodations and Patient Safety

Television

Phone

Wireless access

Visiting hours

Visitor's badge

Preventing falls

Fire drills and emergencies

Activate a rapid response team/Medical emergency team

## Television

Televisions are provided to all patients. Ask your nurse if you have questions on how to use yours.

## Phone

There is a telephone at each bedside, except in the Intensive Care Unit (ICU). Patients and visitors are asked to respect the privacy of roommates when using phones. A label on each phone describes how to make local and long distance calls.



## Wireless

Cleveland Clinic provides Internet access points at no charge in areas throughout the hospital and nearby buildings for guests who have devices that can receive wireless signals. You will be able to get on the Internet when you are near an access point. Guests are expected to use the wireless access in a legal and responsible manner.

*By using the wireless access network at Cleveland Clinic, the user acknowledges that he/she is subject to, and agrees to abide by, all laws, and all rules and regulations of the State of Ohio, and the federal government that is applicable to Internet use.*

Typically the wireless connection, CC-Public, will automatically be detected by your device, or you can connect manually through your device's Wi-Fi settings.





## Visiting Hours

Cleveland Clinic has a 24-hour visitation policy.

We understand your desire to have family and friends visit, but we also need to have an environment that supports healing and rest. There may be times when visitation may need to be limited, such as:

- When you are having certain procedures
- When a visit interferes with your care or the care of the other patient in a shared room
- When a visitor is causing trouble
- When there are too many visitors in your room
- When there is a chance that you could pick up an infection from a visitor
- When a visitor could get an infection from you
- When you or your roommate needs privacy or rest

If visitors must be limited, they can wait in the nearest family/guest lounge and take turns visiting you. Visitors may be asked to wait in the lounge when care is being provided to you or the other patient in a shared room.

## Visitor's Badge

Cleveland Clinic has a Visitor Photo Badging System in its regional hospitals (except for Florida). Adult visitors need to show a valid photo ID to enter the hospital at night and on weekends. They are given a badge that shows their name and photo, room destination, and expiration date (extended badges are available). The badge must be worn on the outermost clothing.

Visitors who are unable to provide ID will not be denied entrance once the visit is confirmed, but they will be photographed.

More information about the badging hours and policies at each Cleveland Clinic hospital can be found in the hospital's amenity guide in the back pocket of this folder.

## Preventing Falls

While people can fall anywhere, falls happen most often in unfamiliar places, such as a hospital room. You can be injured if you fall. Even if you are not at risk for falling, please let us help you when you need to walk or go to the bathroom. Certain medications may cause dizziness, or make you feel unsteady after a procedure or test.

If you are at high risk for falling, the hospital staff will give you a yellow wristband and will provide you with extra help during your hospital stay.

Here are some ways to reduce your risk of falling:

- Call for help when you need to get up or go to the bathroom. Do not try to get up and walk by yourself.
- Call for assistance, especially if you are connected to IVs, drains, or tubes.
- Keep all the items you need within your reach, including your call button. If you cannot reach something, please call for help.
- Always use your walker, cane, crutches, brace or any other devices you have.
- Wear non-skid footwear, such as rubber-soled slippers or socks.
- Go slowly when getting out of the bed or chair so that you don't get dizzy.
- Make sure you have a clear path to the bathroom and doorway.
- When you are in the bathroom, use the grab bars to help yourself sit and stand.
- Make sure you know where the call button is located in the bathroom.

### **If you fall:**

- Try to remain calm.
- Call for help. If you are near a call button, please press it.
- Don't get up, because you may be injured. Stay where you are and wait for help.

## Fire Drills and Emergencies

Hospitals have to conduct fire drills on all shifts and in all buildings. For your safety, Cleveland Clinic performs more than the required number of drills. We do not evacuate the hospitals in event of a fire, as our floors, walls, doors and other building components are designed to protect occupants and keep fire and smoke isolated.

In the event of a fire alarm, remain calm and listen to any announcements from hospital staff.

## Activate a Rapid Response / Medical Emergency Team

If you are worried about your or your family member's medical condition, speak to your nurse. You may ask them to contact the physician.

If you are still concerned, you may activate the Rapid Response/Medical Emergency Team. These critical response teams are staffed with medical specialists available to help you and your main medical team when you may be getting sicker and need to be seen right away.

We will give you information on how to activate the team when you are admitted. When you activate a rapid response/medical emergency team please be ready to tell the team your concerns.



## Hospital Services and Patient Healthcare

Care Management

Food services

Nutrition consultation

Pastoral/spiritual care

Partners in safety

Hospital identification badges

Patient identification wristbands

Allergy wristbands

Personal medications

Smoking

Preventing blood clots

Language and interpretive services

Deaf and hard of hearing services

MyChart

Advance directives

Volunteer services

Access to your medical record

CaringBridge

## Care Management

The Care Management team of registered nurses (transitional care coordinators) and social workers is here to help you and your family create a plan for your care and assist you with any discharge planning needs you may have.

A transitional care coordinator can help you:

- Manage your care during your hospital stay
- Plan for your care at discharge
- Plan for the healthcare help you may need at home
- Plan for your move to another facility, if needed, such as Acute Rehab, Skilled or Intermediate Care Nursing Facilities, Assisted Living, Hospice or Palliative Care

Your transitional care coordinator also can discuss other issues, such as coordination with your insurance, programs to help you with your medications, advance directives and community resources.

If you or your family would like to speak to a transitional care coordinator manager, please ask your nurse.



## Food Services

It is our goal to provide wholesome, nourishing and well-balanced meals that will help in your treatment and recovery. We make every effort to provide nutritious meals prepared to your satisfaction.

We are pleased to offer an exciting and innovative meal service for your dining pleasure. As a patient, you will select your meal choices at your bedside with the help of a host/hostess.

This process provides you:

- Immediate service and satisfaction
- Spoken meal selections at bedside for each meal
- Personal service delivered by a host/hostess

Your physician may have ordered a specific diet for you while you are a patient. Additional information will be provided during your stay. The most common diet orders are as follows:

**Carb-Controlled Diet:** A diet containing servings from all food groups. Carbohydrate foods are counted at each meal. This diet will help to control your blood sugar, help maintain or achieve a desirable weight and help prevent health problems related to diabetes.

**Sodium-Controlled Diet:** A diet restricted in the amount of sodium (salt) consumed. This diet is intended to prevent excessive fluid retention and may help control high blood pressure.

**Renal Diet:** A diet managing protein, sodium, potassium, phosphorus and fluids. This diet is designed for both pre-dialysis and dialysis patients.

**Low Fat & Low Cholesterol Diet:** The low fat and low cholesterol diet is intended to prevent elevations in blood levels of fat and cholesterol.

**Fiber Restricted Diet:** A diet restricted in fiber (roughage) consisting of foods easily digested. Often ordered to prevent or reduce GI distress in most patients.

## Nutrition Consultation

The Clinical Dietitians are members of the healthcare team who care for your nutrition needs. The dietitians are available to answer questions, provide diet consultations designed just for you and/or arrange for an outpatient appointment after you are discharged from the hospital.

### Commonly Asked Questions

#### Will my meals taste bland?

Not at all – our cooks work hard to make your food tasty and enjoyable. Your medication and/or diet restrictions may alter your taste buds. However, you may request salt, pepper or a special seasoning packet if your diet allows.

#### What if I get hungry between meals?

There are items available on each patient care unit if you would like a snack between meals. Please check with your nurse to ask for a snack.

#### Who do I contact if I have a concern about Patient Food Services?

Please ask your nurse or your host/hostess to have a member of the Food and Nutrition Services Department visit you.

#### Where can my visitors eat?

The cafeteria is open every day for visitors and staff dining. We offer a variety of choices to satisfy everyone's dietary needs. Please ask a member of the Food Service team or your nurse for directions to our dining location(s) and hours of operation.



## Pastoral / Spiritual Care

Chaplains are here to help with the spiritual and emotional needs you and your family may have when you are in the hospital.

Chaplains respect your dignity and privacy. They do not force beliefs or religious practices on you. They are caring listeners who have been trained to help with your special needs as a hospital patient and those of your family. They work with the healthcare team so that your spiritual needs, as well as your medical needs, are addressed.

### **How to Request a Chaplain**

Our staff of caring chaplains is available to provide support, guidance and advice to you and your family. Anyone can request a chaplain's visit – you, a family member, your clergy, your doctor or a member of the hospital staff. Chaplains make drop-in visits to patient rooms as time permits, but always respond to a request. We are happy to help arrange a visit from clergy of a specific faith or from your own pastor, priest, rabbi or imam.

Information on how to contact your hospital's chaplain service can be found in the amenity guide in the back pocket of this folder or you can ask your nurse to help you contact the office.

## Partners in Safety

We want you to take an active role in your safety. According to our policies, your caregivers will ask you for your name and birthday every time they care for you. We do this to make sure you have a safe outcome while you are in the hospital.

Please review these hospital safety policies and talk to your doctor or nurse if you have any questions.

### Hospital Identification Badges

All employees who come into contact with you should be wearing a photo identification badge with their name and job title. Feel free to ask to see the badge if it is not visible.

### Patient Identification Wristbands

Please wear your wristband at all times and check to see that your name is spelled correctly. Hospital employees should always call you by your correct name.

### Allergy Wristbands

Tell your physician and healthcare staff about food, latex, medication or other allergies you may have. Patients with medication allergies are given a red wristband.

### Personal Medications

Tell the staff about any medications you are taking, including prescriptions, vitamin supplements, herbals and over-the-counter medications.



## Smoking

Cleveland Clinic is a tobacco-free campus. Tobacco use is not allowed on the hospital campus, medical buildings or at any family health centers, including parking lots.

Our staff will give education on how to stop smoking to patients who smoke and offer prescription nicotine-replacement treatment, if necessary.



## Preventing Blood Clots

Because you are in the hospital and are not as active as you usually are, you have a greater chance of developing a deep vein thrombosis (DVT), also known as a blood clot. Your caregivers may take a few steps to prevent a DVT, including:

### Compression stockings

You may need to wear compression stockings on your legs while you are in the hospital.

Compression stockings, also known as T.E.D. hose, are tight at the ankle, and less tight as they go up the leg. They cause gentle compression (or pressure) on your leg.

Most compression stockings are worn just below the knee, although thigh-high stockings are sometimes prescribed. Compression stockings should be snug but not too tight.

Your nurse will only take them off to look at your skin and when it's time for you to bathe. The stockings should be worn at all other times.

### Compression sleeves

You may also need to wear intermittent compression sleeves on your calves while you are in the hospital.

Intermittent compression sleeves inflate every 20 to 60 seconds and make it feel like your calves are being massaged. This helps improve blood flow and prevents clots.

These sleeves are a very important part of your care. Please wear them when you are resting in bed or sitting in a chair, and when you are sleeping. Tell your nurse if you do not feel the sleeves inflating.

The sleeves will be removed when you bathe.

### Anticoagulants

Anticoagulants, sometimes called blood thinners, are used to prevent blood clots. They are usually given as an injection, or shot, in your belly or arm. There are several different types of anticoagulants, including heparin, low molecular weight heparin (also known as lovenox) or fondaparinux (Arixtra). These injections are given once, twice, or even three times a day, depending on which anticoagulant your doctor chooses.



## Language and Interpretive Services

Cleveland Clinic provides free language interpretation to patients. Please tell the registration or nursing staff if you will need such services.

## Deaf and Hard-of-Hearing Services

Sign language interpretation is available at no charge. Please tell the registration or nursing staff if you will need these services. Volume-controlled telephones and Telecommunications Devices for the Deaf (TDD) services also are available.

## MyChart

**MyChart** is a secure, online health tool that connects you to parts of your medical record any time. You can view test results, renew prescriptions, schedule appointments and more. Sign up for **MyChart** at [www.clevelandclinic.org/mychart](http://www.clevelandclinic.org/mychart) or ask at your next office visit.

## Advance Directives

Advance directives are documents you create to describe what medical treatment you do or do not want to receive if you are ever unable to communicate. You have the right to make an advance directive, such as a Durable Power of Attorney for Healthcare (DPOA), and to choose someone you trust to make your healthcare decisions for you if you are unable. Discuss advance directives with your family, doctors, nurses and cleric while you are alert and feeling well. Please bring any advance directives you have with you to the hospital.

If you have a DPOA at home but did not bring a copy with you, please have a family member or friend provide us with a copy to maintain in your medical record. If you cannot provide us with a copy, we can help you to create a new document while you are here. Please ask your bedside nurse for further information.

## Volunteer Services

Cleveland Clinic volunteers are ambassadors who promote a rich tradition of excellence by strengthening the link between the medical team, patient and family. Ambassadors are dedicated to reassuring anxious patients and their loved ones by providing companionship, comfort and support.

Volunteers provide patients with a cheerful visit or offer complimentary magazines, blankets, activity books or comfort items from the hospitality cart. Volunteers also deliver mail, packages, flowers and electronic greeting cards directly to your hospital room.

If you would like any of these services or items, please dial the hospital operator and ask for the Volunteer Services Department.

## Access to Your Medical Records

If you would like to review your medical records during your stay, please ask your caregivers. We will make every effort to help accommodate your request within reason.



## CaringBridge

### What is CaringBridge?

CaringBridge is a service that lets you create a personal, protected online site where you or someone you choose can post updates about your condition. You can connect, share and receive support, hope and encouragement from friends and family.

The site also allows a planner to organize helpful tasks, such as friends or family bringing meals or taking care of pets.

CaringBridge is for anyone facing any health condition, big or small, and is available for as long as you need it.

To create your community of support, go to **CaringBridge.org**.



## Preparing for Discharge

Going home

Follow up care

Center for Connected Care

Prescriptions

Checking up on you after discharge

Survey

Financial billing

## Going Home

We want to make sure you have all the help and resources you need when you get home. Your doctor may have already talked to you about what will happen once you are discharged, or sent home, from the hospital. But it is important to plan for discharge as soon as possible.

You will need to plan ahead so someone can drive you home. Ask your nurse to let you know the usual discharge time so you can let your driver know when to be available.

An important part of your care after you leave the hospital is discharge planning, which links you and your family to the following services:

- Plan for your care at discharge
- Home healthcare
- Homemaker services
- Medical equipment
- Day care programs
- Meal programs
- Nursing home placement
- Counseling
- Rehabilitation services
- Support groups
- Legal services
- Financial assistance

*For more information about discharge planning, ask your nurse to help you contact your Transitional Care Coordinator.*

Your nurse will go over instructions with you when you are ready to be discharged. You will receive a Discharge Plan/Hospital Summary that contains important information about your hospital stay, symptoms to watch for and instructions on your follow-up care. Please go over these instructions with your nurse and those who will help you at home.

## Follow Up Care

### **Why should I make an early appointment for follow-up after discharge?**

When you are discharged, you may receive a lot of information. It can be difficult to remember it all. Please check to see if a follow-up appointment has been made for you. If not, please call to schedule one as soon as you can.

The transition to discharge is an important part of your care. Your personal physician can help you with this transition, as well as adjusting medications and arranging tests that may be needed after you are discharged.

It is important to follow the plan in your Discharge Plan/Hospital Summary so that you don't have to be re-admitted to the hospital. Your personal physician has a key role in managing your care to prevent such readmissions.

## Center for Connected Care

Keeping patients connected to the highest quality care as they make the transition from the hospital to home or a post-acute care facility is the goal of Cleveland Clinic's Center for Connected Care. The center provides a full continuum of care so that patients can recover from illnesses or injuries in the very best location for their individual needs. Each day, our center's 500 caregivers from home and transitional care provide services for 12,000 patients. Our multispecialty team includes home care, hospice, mobile primary care physician group practice, home infusion pharmacy, home respiratory therapy, skilled nursing facilities (SNF), home palliative medicine and emerging transitional care programs. For more information, visit [clevelandclinic.org/connectedcare](http://clevelandclinic.org/connectedcare).

## Prescriptions

Our pharmacists are part of your healthcare team. Filling all of your prescriptions at a Cleveland Clinic pharmacy ensures all of your information is in our secure, computerized profile system.

### Here is how our pharmacists can help improve your care:

- We help make the most of your pharmacy budget by working with insurance companies and physicians to find the least expensive, most effective medicines for you.
- We accept most major prescription drug plans and coupons, vouchers and discount cards whenever possible.
- We stock hard-to-find and specialized medications.

### HERE ARE THE LOCATIONS OF OUR PHARMACIES:

#### Main Campus

##### Euclid Avenue Pharmacy

9211 Euclid Ave., on the first floor of Visitor Parking Garage #1: 216.444.2100

##### Crile Pharmacy

2049 E. 100th St., on the second floor of the "A" Building: 216.445.7400

##### Children's Hospital & Surgical Center Pharmacy

2070 E. 90th St., in the "P" Building: 216.444.9525

##### Taussig Cancer Center Pharmacy

2010 E. 90th St., first floor of the "R" Building: 216.445.2124

#### Family Health Centers/Outpatient Facilities

##### Beachwood Pharmacy

26900 Cedar Road, on the first floor, Beachwood: 216.839.3270

##### Independence Ambulatory Pharmacy

5001 Rockside Road, Crown Center 2, Independence: 216.986.4610

##### North Coast Cancer Center Pharmacy

417 Quarry Lakes Dr., Sandusky: 419.609.2845

##### Richard E. Jacobs Pharmacy

33100 Cleveland Clinic Blvd., Avon: 440.695.4100

##### Stephanie Tubbs Jones Community Health Center Pharmacy

13944 Euclid Ave., East Cleveland: 216.767.4200

##### Strongsville Pharmacy

16761 Southpark Center, No.1009, on the first floor, Strongsville: 440.878.3125

##### Twinsburg Pharmacy

8701 Darrow Road, Twinsburg: 330.888.4200

##### Willoughby Hills Pharmacy

2550 SOM Center Road, first floor lobby of North Building, Willoughby Hills: 440.516.8620

#### Community Hospitals

##### Fairview Health Center Pharmacy

18099 Lorain Ave., Cleveland: 216.476.7119

##### Marymount Family Pharmacy

12000 McCracken Road, Suite 150, Garfield Heights: 216.587.8822

##### Medina Ambulatory Pharmacy

1000 East Washington Road, Medina: 330.721.5490

#### Florida

##### Weston Pharmacy

2950 Cleveland Clinic Blvd., on the first floor: 954.659.6337

#### For Prescription Refills Mailed to Your Home

Cleveland Clinic Home Delivery Pharmacy: 1.855.276.0885

## Checking on You After Discharge

Your safety is important to us. If you are discharged to your home, you will receive a phone call, two to four days after you leave the hospital, from a caregiver checking on your recovery. Be sure you ask us any questions you may have about your recovery.

## Survey

Our goal is to give every patient the best outcome and experience. You can help. You may receive a survey in the mail asking about your hospital stay. If you receive one, we'd like you to complete it. It asks you to evaluate your recent hospital stay. You can tell us what we did right and what we can do better.

Please know that the survey is perfectly voluntary and completely confidential. After we take note of your answers and comments, they will become part of a confidential research registry being used to improve patient satisfaction. Confidentiality protections include information storage on a password-protected server with access limited to personnel within the Office of Patient Experience. Satisfaction ratings and comments may be displayed on our internet webpage, however, the information will be completely anonymous and no patient names will be displayed.

If you have any questions about the survey, please call 866.616.6062.

## Financial Billing

We are here to help with billing and insurance concerns. Here is what to do if you have questions or need assistance:

- First, call the telephone number listed on your billing statement. Please have your patient account number, located in the upper right hand corner of your billing statement, available to enter into the Interactive Voice Response system.
- All of our account representatives are trained to help you and answer your concerns, as well as provide excellent customer service. If you feel that your concerns were not answered or that you did not receive excellent customer service, please ask to speak to a supervisor.

You will receive a monthly bill on the same day each month, until your account is paid in full.

*Details of the Summary of Financial Assistance can be found on the informational sheet located in the back pocket of this guide.*



## Staying Connected

On our website [clevelandclinic.org](http://clevelandclinic.org), you can find health news and tips from Cleveland Clinic on Twitter and Facebook.

- > On Twitter [twitter.com/clevelandclinic](https://twitter.com/clevelandclinic), get quick, trustworthy information and insights.
- > On Facebook [facebook.com/clevelandclinic](https://facebook.com/clevelandclinic), share experiences, ask questions, learn about conditions and enjoy fun wellness tips.

## Community Connection

Cleveland Clinic is committed to helping you make good health and wellness choices. We invite you and your family to take advantage of the many programs in your community. For a calendar of health programs, screenings and resources, go to [clevelandclinic.org/communityevents](http://clevelandclinic.org/communityevents).

Cleveland Clinic Center for Consumer Health Information (CCHI) helps patients and the public achieve better health by providing health information. Among the ways we accomplish this mission:

The **CCHI website** ([www.clevelandclinic.org/health](http://www.clevelandclinic.org/health)), which provides original consumer health information, including nearly 3,000 health information documents, podcasts, videos, learning modules, an online learning center and a symptom checker;

**Health information kiosks**, which are located throughout main campus and at several family health centers.

## We welcome your feedback.

You can send it to [patientexperience@ccf.org](mailto:patientexperience@ccf.org).