Welcome to MetroHealth
A Guide to Your Stay
Welcome to MetroHealth

Thank you for choosing MetroHealth and for trusting us with your care. We’re here to honor that trust.

Our team of dedicated doctors, nurses and other caregivers want to make sure you receive the safest, highest-quality care, and that you go home having had the best possible hospital experience.

We’re here to listen so that, together, we can make decisions about your health care that work. Our goal is to partner with you, so you can achieve your health and wellness goals.

If there’s anything you need, any question you want answered or any concern you have, please talk to your nurse, doctor or other member of your MetroHealth care team. All of us are here for you. If there’s something you need that we can’t provide, we will connect you with someone who can help.

We want to do everything we can to make you feel at home. Because when you’re here, you’re family.

Regards,

Akram Boutros, MD
President and Chief Executive Officer
The MetroHealth System

General Questions?
Our Patient Information line provides general information such as directions, addresses, visiting hours and visiting restrictions.

Please call 216-778-7800. Representatives answer calls 24/7.
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During your stay
Your Team
Welcome from your nursing team!

Our top priority is delivering safe, high-quality care to you. That’s why MetroHealth’s nursing staff performs change-of-shift bedside reporting and purposeful hourly rounding.

Bedside Reporting
To personalize your care, our nursing team conducts change-of-shift reporting at bedside. This means that before your nurse leaves to go home, he or she will give a detailed report to your new nurse. Together, they will:

- Meet with you in your room to introduce the incoming nurse
- Ask you who should or should not be present when information is shared about your condition and care to ensure your privacy
- Review your history and treatment plan
- Update your whiteboard
- Provide you with the opportunity to be directly involved in making decisions about your care
- Answer your questions and hear your preferences. We encourage you to be involved!

Purposeful Hourly Rounding
Providing you with expert care is important to us. One of the ways we accomplish this is through purposeful hourly rounding. You will be visited by one of your caregivers every hour during the day. We know sleep is important for your healing process. We will perform rounds every two hours at night, but we will not wake you unless necessary.

During this time, we will:

- Ask you if you are in pain
- Assist you to the bathroom if needed
- Help you change position
- Close your door for privacy and quiet if desired
- Make sure your possessions are within reach
- Assess your general well-being

Purposeful hourly rounding means we are focused on your personal needs. This allows you and your loved ones to focus on your recovery.
Calling Your Nurse
If you want to talk to your nurse, please use the nurse call system at your bedside. We have special devices available if you cannot use the nurse call system. The names of your nurse and care team members can be found on the communication board in your room.

Preventing Falls-Call, Don’t Fall!
Your safety is our first concern. Call us when you need to get out of bed. When you get out of bed alone without calling us first, you risk falling, which could result in severe injury or re-injury.

We will do our part to make sure appropriate fall protections are in place, but we need your assistance. Please ask for our help before attempting any of these or similar tasks during your stay. We will be there to assist you to:
• Get out of bed for any reason
• Reach for objects while lying down
• Replace equipment or supplies (ice, braces, cuffs)
• Reach objects on the floor
Remember: Call, Don’t Fall!

Help Prevent Infections
• Wash your hands and remind visitors to wash their hands.
• Cover your mouth and nose when you cough or sneeze.
• Tell your nurse or physician if your bandage becomes loose, wet or soiled.
• If you had surgery, keep the area clean and speak up if you see redness or have concerns.
• Get a flu vaccine every year.
• Take antibiotics only when needed and only as prescribed. This will help prevent more resistant (hard to treat) infections.

Help with a Change in Condition
If there’s a change in your condition and you or your family doesn’t feel it’s being addressed, you can call the Condition Help Safety Hotline.

To reach the hotline, call 216-778-5400 or 85400 from any hospital phone.

Personal Property
During your stay, you are responsible for your personal items. MetroHealth is not responsible for personal items during your stay, including but not limited to:
• Cash
• Dentures
• Eyeglasses
• Hearing aids
• Electronic devices/phones

Please do not place your dentures, eyeglasses or hearing aids on your meal tray or in a location where they could be thrown away.

A green cup will be provided for the storage of dentures and/or hearing aids but MetroHealth is not responsible for any breakage or loss.
Rights & Responsibilities

MetroHealth wants all patients to be aware of their rights and responsibilities. The following summarizes these rights and responsibilities. When the patient is a minor, these rights also apply to the parent(s) or guardian.

Rights

Access: The MetroHealth System treats all patients without regard to age, race, ethnicity, religion, culture, veteran status, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or any other legally protected characteristic.

Respect and Dignity: You have the right to respectful, considerate care, with recognition of your personal dignity.

Security: You have the right to receive care in a safe setting free from abuse and/or harassment.

Confidentiality of Medical Record: You have the right to confidentiality of your patient medical record. You have the right to access your designated record set contained in your medical record within a reasonable time of your request.

Advance Directives: You have the right to formulate advance directives and to have hospital staff comply with them.

Identity: You have the right to know the names and duties of all persons involved in delivering your health care.

Information: You have the right to complete information about your condition and treatment, in terms you understand. The MetroHealth System provides access to an interpreter and/or translation services free of charge. See page 18 for Interpreter Services.

Decision-Making: You have the right to make decisions related to your health care, to participate in ethical questions that arise during your course of care, including conflict resolution, withholding or withdrawing life-sustaining treatment, and participation in research. You have the right to accept treatment and the right to refuse treatment. You have the right to designate someone to participate in medical decision-making on your behalf should you not be able to make decisions yourself. See Advance Directives on page 8.
**Pain Management:** You have the right to receive information about pain and pain relief measures from a committed staff of health care providers. Health care providers will respond to your reports of pain and provide pain management therapies as medically indicated.

**Notification:** You have the right to have a family member or support person of your choice and your own physician notified promptly of your admission to the hospital.

**Restraints:** You have the right to be free from restraints of any form that are not medically necessary.

**Freedom of Choice:** You have the right to select the providers of your post-hospital care; this includes skilled nursing facilities, long-term acute-care hospitals, hospice, acute rehabilitation, durable medical equipment, home infusion companies and home health care agencies.

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**Patient Responsibilities**

**Consideration:** You are responsible for being considerate and respectful of other patients, visitors and hospital staff by maintaining civil language and conduct in your interactions. You are responsible for following instructions, policies, rules and regulations that support quality care for patients and a safe setting.

**Keeping Appointments:** You are responsible for keeping appointments, or for calling the doctor or hospital in advance to make other arrangements.

**Pain Management:** To help us control your pain, you must tell your doctor, nurse or caregiver about your pain.

**Giving Information:** You are responsible for giving, to the best of your knowledge, complete and accurate information to your provider to help your care, treatment and services including information about your health and medical history, any unexpected changes or any perceived risks in your care. It is your responsibility to tell your health care provider or a member of your health care team if you do not understand the treatments you are receiving, or if you are unclear about plans for your ongoing care.

**Following Instructions:** You are responsible for following instructions. You are responsible for asking questions or telling us if you do not understand the instructions, or if you feel you cannot follow them. If you do not follow instructions, you will be responsible for what happens to you.

**Health Care Charges:** You are responsible for making certain your health care bills are paid as soon as possible and for providing accurate information regarding your place of residence and medical coverage.
Privacy
You have the right to personal privacy during your treatment and care. You also have the right to receive a Notice of Privacy Practices (NoPP), which explains your HIPAA rights and tells you how MetroHealth uses and discloses your health information.

You can get a copy of the NoPP by asking your caregiver, visiting metrohealth.org, or sending a request to the MetroHealth Privacy Officer, 2500 MetroHealth Drive, Cleveland, OH 44109.

Advance Directives

Fill Out Your Forms
Bring a copy of your advance directives with you the day of your procedure so your most current information and wishes are on file.

You do not need a lawyer to fill these out. For more information and if you need forms, contact the Social Work Office at 216-778-2371, Monday through Friday, 8:30 a.m. to 5 p.m., and ask for the manager.

Choose Your Care
Fill out advance directives so your wishes are known, and your loved ones are sure of what you want.

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with your Admissions Department or nurse if you have any questions.

Directives can include:

Living Will
This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

Durable Power of Attorney for Health Care
This is a legal document that names your health care proxy — someone who is 18 years or older and can participate in medical decisions for you if you’re unable to do so. An official health care proxy can represent your wishes on emergency care, but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes with them, and make sure the person agrees to represent you in this role.

Declaration for Mental Health Treatment
You may appoint a proxy 18 years or older to participate in treatment decisions for you if you lose the ability to make mental health treatment decisions. The instructions will be followed only when your designated physician or psychiatrist and one other mental health treatment provider who has examined you determine that you do not have the capacity to consent to mental health treatment decisions. At least one of the two people who make this determination shall not currently be involved in your treatment at the time of the determination.

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Rights Under Medicare
Livantia LLC advocates for Medicare beneficiaries to ensure they receive all the health care benefits and rights entitled to them. Please feel free to contact Livantia if you have a concern.

Your Rights While You Are a Hospital Patient
You have the right to receive all the hospital care that is necessary for the proper diagnosis and treatment of your illness or injury. According to federal law, your discharge date must be determined solely by your medical needs, not by any method of payment.

You have the right to be fully informed about decisions affecting the coverage and payment for your hospital stay and for any post-hospital services.

Talk to Your Health Care Team About Your Stay in the Hospital
You and your health care team know more about your condition and your health care needs than anyone else. Decisions about your medical treatment should be made between you and members of your health care team. If you have any questions about your medical treatment, your need for continued hospital care, your discharge or your need for possible post-hospital care, don’t hesitate to ask your doctor or another member of your health care team. Your health plan, MetroHealth’s patient representatives or your nurse case manager also will help you with your questions and concerns about hospital services.
If You Think You Are Being Asked to Leave the Hospital Too Soon and Are a Medicare Member

Upon admission, you will receive a written copy of an important message from Medicare about your rights. If you have not already received it, you may request it from your nurse case manager. This document explains your Medicare discharge rights regarding a peer review by a quality review organization. Peer Review Organizations (PROs) are groups of doctors who are paid by the federal government to review medical necessity, appropriateness and quality of hospital treatment provided to Medicare patients.

You may exercise your right to request an immediate review by the Peer Review Organization (PRO) if you disagree with the discharge plan and/or discharge date. Those enrolled in a managed care plan (like an HMO) have the same right to review.

How to Request an Immediate Review of the Decision for Discharge

If you disagree with your insurance plan’s discharge decision, please contact your nurse case manager, and he or she will assist you in contacting the appropriate party.

If you have Medicare, please contact the Quality Improvement Organization number on the form you received from your nurse case manager or request the form.

You must contact the Quality Improvement Organization no later than your planned discharge date and before you leave the hospital. If you do this, you will not have to pay for the services you receive during the appeal (except for charges like co-pays and deductibles).

The Quality Improvement Organization can be reached at:

Livantia LLC
Toll Free Phone: 1-888-524-9900
TTY: 1-888-985-8775.

When you call Livantia, ask for a fast-track review. You should have the sheet titled “An Important Message About Your Rights” in hand when you call. Patients are given this sheet upon admission and then again before they leave the hospital.
Please note:
• You can file a request for an appeal any day of the week. Once you speak to someone or leave a message, your appeal has begun.

• Ask the hospital if you need help contacting the Quality Improvement Organization.

• You will receive a detailed notice of discharge from the hospital or your Medicare Advantage or other Medicare managed care plan (if you belong to one) that explains the reasons they think you are ready to be discharged.

• The Quality Improvement Organization will ask for your opinion. You or your representative needs to be available to speak with the Quality Improvement Organization, if requested. You or your representative may give the Quality Improvement Organization a written statement, but you are not required to do so.

• The Quality Improvement Organization will review your medical records and other important information about your case.

• The Quality Improvement Organization will notify you of its decision within one day after it receives all necessary information.

• If the Quality Improvement Organization finds that you are not ready to be discharged, Medicare will continue to cover your hospital services.

• If the Quality Improvement Organization finds that you are ready to be discharged, Medicare will continue to cover your services until noon of the day after the Quality Improvement Organization notifies you of its decision.

• If you do not request a review from the Quality Improvement Organization, the health plan or hospital may bill you for all the costs of your stay beginning at the point when the health plan’s hospital coverage ends as noted in the “Important Message from Medicare.”

• The health plan or hospital, however, cannot charge you for care unless you received the “Important Message” information.

If You Miss the Deadline to Appeal, You Have Other Appeal Rights
You still can ask the Quality Improvement Organization or your plan for a review of your case:
• If you have Original Medicare, call the Quality Improvement Organization listed on page 10
• If you belong to a Medicare Advantage Plan or other Medicare managed care plan, call your plan.
• If you stay in the hospital, the hospital may charge you for any services you receive after your planned discharge date.

For more information, call:
800-MEDICARE (800-633-4227)
TTY: 877-486-2048
State, District, County and Local Agencies
If you have any questions concerning the care you have received, you may, at any time, contact any of these agencies:

**Department of Health – State Office**
**Ohio Department of Health –**
Health Care Facility Complaint Hotline, ODH PCSU
246 N. High St. Columbus, OH 43215
800-342-0553

**Department of Health – Local Office**
Ohio Dept. of Health – N.E. District Office, Bureau of Long-Term Quality
161 S. High St., Suite 400 Akron, OH 44308-1612
330-643-1300

**Ombudsman – State**
Long Term Care Ombudsman 50 W. Broad St., 9th Floor Columbus, OH 43215-3363
800-282-1206

**Ombudsman – Local**
2800 Euclid Ave., Suite 200
Cleveland, OH 44115
216-696-2719
800-365-3112
216-696-6216 (fax)

**Ohio Department of Insurance**
50 W. Town St.
3rd Floor, Suite 300 Columbus, OH 43215-1067
800-686-1526 (Consumer Hotline)
800-686-1527 (Fraud Hotline)

**Ohio Department of Insurance – Senior Hotline**
Ohio Senior Health Insurance Information Program (OSHIIP) 800-686-1578

**Medicaid – Local**
Ohio Medicaid Consumer Hotline 800-324-8680
Medicaid Consumer Hotline – Fraud 1641 Payne Ave., Room 350
Cleveland, OH 44114
216-987-7000

**Medicare**
(For the office nearest you, check the blue government section of the Cleveland telephone directory.)
Social Security Administration – Medicare Office
1240 E. Ninth St., Room 793
Cleveland, OH 44114
800-772-1213 (Social Security)
www.socialsecurity.gov
Medicare Hotline (Fraud and Abuse) 800-633-4227

**Medicare Complaint Hotline**
800-404-8702
Department of Aging – State
Ohio Department of Aging 50 W. Broad St., 9th Floor Columbus, OH 43215-3363
800-266-4346 (General Information)

**Western Reserve Area Agency on Aging**
925 Euclid Ave., Suite 550
Cleveland, OH 44115
800-626-7277 (Ohio Only)
Concerns
If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn’t resolved, contact Patient Relations at 216-778-5800.

Complaint/Grievance Process
MetroHealth is committed to providing quality care to our patients and ensuring that their rights are supported. As part of this commitment, we encourage you to share your opinions with us regarding our care and services.

If you have a complaint or concern, we are committed to resolving your concerns quickly and at the first level of contact, whenever possible.

We encourage you to share your questions/concerns with a member of your health care team, physician, or unit manager, or you may call the Patient Relations department directly, which will assist you with your concern, at 216-778-5800.

Although we believe that your concerns can be resolved through this process, you may, at any time, contact the following organizations:

The Joint Commission’s Office of Quality and Patient Safety (OQPS)
By fax: 630-792-5636
By mail: The Joint Commission/OQPS
One Renaissance Blvd.
Oakbrook Terrace, IL 60181

U.S. Department of Health and Human Services Office for Civil Rights (Region V)
By phone: 312-886-2359
Ohio Department of Health
By phone: 800-669-3534
By mail: Ohio Department of Health Complaint Unit
246 N. High St.
Columbus, OH 43215

The MetroHealth Compliance Hotline and MetroHealth Care Partners Accountable Care Organization (ACO) Hotline
By phone: 216-778-1660

The hotline is available 24 hours a day, seven days a week. All messages left on the compliance hotline are confidential. Messages are checked Monday through Friday. Anyone can use the hotline to report suspected violations of federal, state and local law, as well as The MetroHealth System policies and procedures relating to questionable conduct.
Leaving Against Medical Advice

MetroHealth respects the decision of competent patients who choose to leave MetroHealth facilities or their patient care unit against medical advice (AMA). Patients who leave their patient care unit will be considered to have left AMA.

The only exceptions are when staff accompanies the patient, the patient is on a rehabilitation unit and is signed out, a postpartum patient is signed out to the Neonatal Intensive Care Unit or the patient is signed out to a waiting room.

Smoking is not a reason to leave the patient care unit. No hospital equipment other than a wheelchair or walker can leave the unit.

If the patient is incapacitated, then the patient’s legal representative will be contacted regarding the possible AMA discharge.

If the patient is a minor and the parent takes the patient AMA, Child Protective Services will be contacted.
For you and your family
Important Services

Guest Visitation Policy
Visitors are important to the well-being of patients. The love and support of friends and family at your beside can provide much-needed comfort and can help with healing.

At MetroHealth, we partner with our patients and their visitors to create a welcoming experience. We offer designated visitation hours that best support our patients and our care teams’ ability to provide care.

Designated visitation times and number of visitors are specific to the area of the hospital you are located. Additionally, information regarding our designated visitation hours and visitation policy are located on our website at metrohealth.org or you/your visitors may call 216-778-7800.

Public Transportation and Parking
Public Transportation: MetroHealth is accessible by RTA bus lines. 51-A-B-C (MetroHealth Line) and 81 (Tremont-Storer) bus lines are operated by RTA and link MetroHealth’s Main Campus with both Downtown and the surrounding Greater Cleveland neighborhoods. Please call 216-621-9500 or visit riderta.com for bus schedules, hours of service, fares and other information.

Parking
Visitor Parking is available in several locations.

Hospital Parking Garage: Located on MetroHealth Drive across from the Towers entrance.
- Parking Garage Hours: Monday through Sunday, 7 a.m. – 11 p.m.
- Towers Entrance Hours: Monday through Friday 7 a.m. – 7 p.m.
  Saturday and Sunday 9 a.m. – 5 p.m.
- Bicycle racks are available. Please bring your own lock.
Outpatient Plaza Parking Garage: Located below the Outpatient Pavilion. Visitors can access from Scranton Road or Southpoint Drive.

- Parking Garage Hours: Monday through Friday, 7 a.m. – 7 p.m. Please contact MetroHealth Police at 216-778-3000 if you need to exit this structure outside these hours.
- Outpatient Plaza Entrance Hours: Monday through Friday, 6:30 a.m. – 7:30 p.m., Saturday, 9 a.m. – 7:30 p.m., Sunday, Closed

Visitor Parking Surface Lot: Located on Scranton Road across from the Elisabeth Severance Prentiss Center. Visitors can access from West 25th Street or Scranton Road.

- Surface Lot Hours: 24/7
- Emergency Department Entrance Hours: 24/7

Valet Parking (not a free service) is available in the following areas.

- Emergency Department Valet: Located at the Emergency Department entrance on Scranton Road. Hours: Monday through Friday, 5:30 a.m. – 11 p.m. Saturday and Sunday, 7 a.m. – 11 p.m.
- Towers Valet: Located across from the Hospital Parking Garage on MetroHealth Drive. Hours: Monday through Friday, 8 a.m. – 5 p.m.

Parking Rates
Cost is $15 per week (consecutive days) from the date purchased. Weekly visitor passes are available to purchase in person at the cashier booths.

Parking Rates:

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<td>&lt; 1 Hour is Free</td>
<td>&lt; 1 Hour is $7.00</td>
</tr>
<tr>
<td>1-2 Hours is $4.00</td>
<td>1-2 Hours is $8.00</td>
</tr>
<tr>
<td>2-3 Hours is $6.00</td>
<td>2-3 Hours is $9.00</td>
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<tr>
<td>&gt; 3 Hours is $8.00</td>
<td>3-4 Hours is $10.00</td>
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<td>&gt; 4 Hours is $11.00</td>
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Accessible Parking is available in all parking garages and lots. The surface parking lot can accommodate large vans and buses.

Wheelchairs are staged at the three main entrances: MetroHealth Drive/Towers, Scranton Road/Emergency Department and the Outpatient Plaza. If you need assistance to an appointment, please go to the closest information/welcome desk and a staff member will contact Patient Transport. Information/welcome desks are located at each of the main entrances. A transporter will come to help you to your appointment. You should request a transporter when you arrive.
Language Interpretation/Services
A telephone interpreting service for more than 200 languages can be accessed 24/7 using any MetroHealth phone or video enabled device. Onsite interpretation may also be provided.

If you are deaf or hard of hearing, we have 24/7 American Sign Language video interpretation and can arrange for in-person sign language interpreters during your stay. If you are visually impaired, we have a variety of items to assist you. All these services are free. Talk to your care team for more information.

Arabic: 833-369-3441
Cantonese: 833-373-8783
Mandarin: 833-373-8787
Nepali: 833-369-3442
Russian: 833-373-8789
Spanish: 216-778-7800
(Follow prompts)

Point to a language. An interpreter will be provided to you at no charge.

Sign Language Services can be arranged in advance by calling 216-778-7800.

Assistive Devices for hearing and vision impairments are available from Interpreter Services. Please call 216-778-7800.
Safety

Fire
We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will help you and tell you what to do.

Public Safety
The MetroHealth Department of Public Safety is committed to protecting and serving the MetroHealth community. If you have concerns or need help, please call the dispatch center at 216-778-3000.

Smoking
Smoking, including e-cigarettes, is not allowed at any MetroHealth location or property, including parking facilities. For information about MetroHealth’s Smoking Cessation Program, call 216-778-7503.

Food and Nutrition Services

Patient Meals
We are delighted to offer room service to make your stay more comfortable. Meals are freshly prepared and delivered to your room within 45 minutes of ordering. See the Room Service menu in your room for details.

Visitor Dining Options
Visitors can enjoy a meal from MetroHealth’s two cafes. Visitors can also enjoy a delivered meal through our guest meal program. See your room service menu located in your room for details.

MetroHealth Atrium Grille
Location: First floor
Hours:
Weekdays: 6:30 a.m. to 7 p.m.
Weekends: 7 a.m. to 7 p.m.

MetroHealth Towers Café
Location: First floor, next to the gift shop
Hours:
Weekdays: 6 a.m. to 4 p.m.
MetroHealth’s Ethics Committee
We want to assist patients, family members, friends, and health care professionals regarding health care issues of an ethical nature.

Examples may include:
- Understanding patient and family wishes and values.
- Resolving conflicts regarding difficult treatment decisions or goals of care.
- Decisions at or about the end of life, such as advance directives.

Any patient, family member, or health care professional may request a clinical ethics consultation on behalf of a patient. Call **216-778-8497** or page **216-207-1095**.

Patient Information
Family and friends may call **216-778-7800** to be connected to their loved ones. Patients have the right to restrict or opt out of having their information shared with visitors or callers.

Patient Relations
If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn’t resolved, contact Patient Relations at **216-778-5800**.

Spiritual Care
When illness or injury affects your life, your days can be filled with uncertainty, stress and even life-changing questions. MetroHealth chaplains are available to help you find the spiritual and emotional strength you need to get through these difficult times. Chaplains support those who are religious and have connection to a faith tradition, and those who are not. If you would like to speak to one of our chaplains, please contact our Spiritual Care Team at 216-778-4663 or ask your nurse to page the Spiritual Care Team. You’re also welcome to visit MetroHealth’s chapel, located on the first floor of the Inpatient Towers in Room 167, near the MetroHealth Drive/Towers entrance.

Social Work/Care Management
A successful recovery starts with a solid plan before you leave the hospital.

If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you’ll need time to find and weigh your options. For help comparing services in your area, talk to your social worker or call Social Work/Care Management at **216-778-5551**.
MyChart is MetroHealth’s online health management tool that gives patients free, secure and confidential access to their medical record. Whether you’re at work, on the road, or at home, you can view test results, messages from your doctor, and your key medical information. You can even access your family’s records and schedule your next appointment online.

MyChart also provides billing and payment information. Our Consumer Advocacy representatives may be contacted at 216-957-3250 to assist you with any inquiries.

Sign up for MyChart at metrohealth.org/mychart.

**Benefits of MyChart**

- **Access your test results.** No more waiting for a phone call or letter. View your results and your doctor’s comments within days.

- **Request prescription refills.** Send a refill request for any of your refillable medications.

- **Communicate with your doctor.** Get answers to medical questions without phone tag or unnecessary appointments.

- **Manage your appointments.** Schedule your next appointment or view details of your past and upcoming appointments.

- **Check-in before you arrive.** Verify demographics and insurance information, pre-pay, keep your medication list up to date, as well as update your allergies – all before you arrive.

- **Pay bills online.** Access and securely pay your copays and bills from home.

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**Gift Shop**

MetroHealth’s Gift and Flower Shop is located on the first floor, near the Towers Café.

Call 216-778-5676 for more information.

**Library**

MetroHealth has a branch of the Cuyahoga County Public Library (CCPL) located on the first floor, near the Towers Café and Gift Shop.

Our location offers a variety of library materials to borrow (or you can return your CCPL borrowed items here) and computers with internet access.
When You Go Home
Are You Ready to Go?
Use this checklist to prepare yourself for discharge.

☐ I talked with my doctor or advanced practice provider, nurses and/or staff about what I will need help with.

☐ I understand what my medications are and how to take them.

☐ I understand where to get my medications when I run out.

☐ I know the symptoms and side effects to watch for.

☐ I know who to call if I have a problem.

☐ I understand where I am going when I leave the hospital.

☐ Someone close to me knows I am leaving the hospital.

☐ Someone close to me knows what I need once I go home.

☐ I understand the changes and limitations to my diet and activities.

☐ I understand when I need to return to my doctors or advanced practice providers for a follow-up.

☐ I have transportation to my follow-up appointment.

☐ I have packed all my personal belongings.

☐ I have my medications for home.

☐ I have a key available to me now to enter my home.

If you have questions about your discharge from the hospital, please call the Discharge Line at **216-778-6632** to speak to a nurse.
Pharmacy

Prescription Bedside Delivery
MetroHealth pharmacy will deliver your discharge medication to your bedside prior to your discharge. Ask your caregivers for details.

Our Mail Order Pharmacy also allows you to get your refills mailed to your home with no additional fees.

We can fill all your prescriptions. For your convenience, we have nine retail pharmacy locations across Northeast Ohio. For more information about our pharmacy services, call 216-957-MEDS.

Specialty Pharmacy

Mail Order Pharmacy
Save up to 60% of your copay
FREE SHIPPING

9 Convenient Locations
1. Main Campus
2. Old Brooklyn
3. Buckeye
4. Broadway
5. Middleburg Heights
6. Parma
7. Bedford
8. Cleveland Heights
9. Brecksville

Immunizations
- Influenza
- Pneumonia
- Shingles
- Tetanus
- Meningitis
- HPV
- Hepatitis A
- Hepatitis B

Meds to Bed Program
Medications delivered to your bedside prior to discharge from the hospital

One Convenient Phone Number
216-957-MEDS

Patient Now Button
A Physician Pharmacy Alert
Prescriptions ready when arriving at the pharmacy

Great Over-the-Counter Pricing

Medication Therapy Management

Compliance Packaging

Multiple Language & Label Reading

Let us flavor your child’s prescriptions for FREE

Receive a text when your prescription is ready

Refill Your Prescriptions Online!
For more information visit metrohealth.pharmacy

Great Over-the-Counter Pricing
Post-Hospital Care
You may need some assistance when it’s time to leave the hospital to allow for your continued recovery. Your multidisciplinary team (physicians, nurses, physical therapist, occupational therapist, social worker and/or case manager) will work with you to coordinate a safe discharge plan.

Keep in mind that all the services described below have strict eligibility guidelines, and your insurance may affect whether services are available or paid. Most insurance plans require a preauthorization for acceptance to a facility.
Home Health Care is care provided in your home by skilled medical professionals, including skilled nursing care, physical therapy, occupational therapy and speech therapy. Under the majority of insurance plans, patients must be considered homebound to qualify for skilled home health care. Services are time limited and usually provided a couple times a week. Skilled home health care does not provide 24-hour care or non-skilled services (dressing/bathing, meal prep, housekeeping, etc.). These services are not covered by insurance or Medicare. However, a list of agencies that offer these services at an out-of-pocket cost. There are some Medicaid funded programs that do offer non-skilled services and supports. Ask the social worker or case manager if you need more information.

Skilled Nursing Facility (SNF) aka Sub Acute is care provided at a skilled nursing facility. Patients receive a combination of physical, occupational, speech therapy and possibly nursing care. Generally, patients in a SNF receive between one and two hours of therapy per day. The care is short-term and length of stay at the facility is determined by your rate of progress in therapy and your insurance.

Acute Rehabilitation is care provided at an acute rehabilitation center. Patients recovering from specific medical conditions may be candidates for acute rehabilitation. The stay is short-term, must meet rehabilitation guidelines and requires approval by an acute rehabilitation physician. Patients receive a minimum of therapy three hours per day, up to six days per week which includes physical, occupational and/or speech therapy. Patients are medically managed by specially trained physicians.

Long-Term Acute Care (LTAC) is care provided at an acute care hospital. LTACs specialize in treating patients who may have complex medical conditions and meet insurance guidelines for admission.

MetroHealth has preferred providers for home health care and skilled nursing facilities. However, every patient is offered freedom of choice and can select an agency or facility of their choice within their insurance network. We will provide a list of services or facilities.

To reach your assigned social worker or case manager call the Care Coordination Office at 216-778-5551. The office is open Monday through Friday from 8:30 a.m.- 4:45 p.m.
MetroHealth Locations Throughout Cuyahoga County

**Beachwood Health Center**  
216-957-9959  
3609 Park East Drive  
Floors 1-3, 5 in North Building  
Beachwood, Ohio 44122

**Bedford Medical Offices**  
216-524-7377  
19999 Rockside Road  
Bedford, Ohio 44146

**Brecksville Health and Surgery Center**  
216-957-9000  
9200 Treeworth Blvd.  
Brecksville, Ohio 44141

**Broadview Heights Sports Medicine and Physical Therapy**  
216-957-7678  
Cleveland Sports Institute  
1 Eagle Valley Court, Suite 204  
Broadview Heights, Ohio 44147

**Broadway Health Center**  
216-957-1500  
6835 Broadway Avenue  
Cleveland, Ohio 44105

**Brooklyn Health Center**  
216-398-0100  
5208 Memphis Avenue  
Cleveland, Ohio 44144

**Brunswick Health Center**  
216-957-1450  
1299 Industrial Parkway North  
Suite 250  
Brunswick, Ohio 44212

**Buckeye Health Center**  
216-957-4000  
2816 East 116th Street  
Cleveland, Ohio 44120

**Cleveland Heights Medical Center**  
216-524-7377  
10 Severance Circle  
Cleveland Heights, Ohio 44118

**Elisabeth Severance Prentiss Center for Skilled Nursing and Rehabilitation**  
216-957-8899  
3525 Scranton Road  
Cleveland, Ohio 44109

**Independence Discount Drug Mart**  
216-524-1835  
6160 Brecksville Road  
Independence, Ohio 44131

**J Glen Smith Health Center**  
216-957-5600  
11100 St. Clair Avenue  
Cleveland, Ohio 44108

**Lakewood Recovery Resources**  
216-431-4131  
14805 Detroit Avenue  
Suite 200  
Lakewood, Ohio 44107

**LGBT Community Center of Greater Cleveland**  
216-957-4905  
6705 Detroit Avenue  
Cleveland, Ohio 44102

**Lyndhurst Health Center**  
Brainard Place Medical Center  
29001 Cedar Road, Suite 518  
Lyndhurst, Ohio 44124

**Main Campus Medical Center**  
216-778-7800  
2500 MetroHealth Drive  
Cleveland, Ohio 44109
<table>
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<tr>
<th>Location</th>
<th>Phone Number</th>
<th>Address</th>
<th>City, State, Zip Code</th>
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<tbody>
<tr>
<td>Medina Health Center (Reagan Parkway)</td>
<td>330-725-6226</td>
<td>111 W Reagan Parkway</td>
<td>Medina, OH 44256</td>
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<td>Middleburg Heights November Family Health Center</td>
<td>216-957-9700</td>
<td>7800 Pearl Road</td>
<td>Middleburg Heights, OH 44130</td>
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<td>Midtown Recovery Resources</td>
<td>216-431-4131</td>
<td>3950 Chester Avenue</td>
<td>Cleveland, OH 44114</td>
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<td>North Royalton Discount Drug Mart</td>
<td>440-230-9100</td>
<td>5500 Wallings Road</td>
<td>North Royalton, OH 44133 5500</td>
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<td>Ohio City Health Center</td>
<td>216-957-4848</td>
<td>4757 Lorain Avenue</td>
<td>Cleveland, OH 44102</td>
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<td>Old Brooklyn Medical Center</td>
<td>216-957-2000</td>
<td>4229 Pearl Road</td>
<td>Cleveland, OH 44109</td>
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<tr>
<td>Old Brooklyn Recovery Resources</td>
<td>216-431-4131</td>
<td>4269 Pearl Road</td>
<td>Cleveland, OH 44109</td>
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<td>Olmsted Falls Discount Drug Mart</td>
<td>440-235-8787</td>
<td>8191 Columbia Road</td>
<td>Olmsted Falls, OH 44138</td>
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<td>Parma Heights Discount Drug Mart</td>
<td>440-845-6800</td>
<td>6476 York Road</td>
<td>Parma Heights, OH 44130</td>
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<tr>
<td>Parma Medical Center (Snow Road)</td>
<td>216-524-7377</td>
<td>12301 Snow Road</td>
<td>Parma, OH 44130</td>
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<td>Rocky River Medical Offices</td>
<td>216-957-3200</td>
<td>20575 Center Ridge Road</td>
<td>Rocky River, OH 44116</td>
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<tr>
<td>State Road Family Practice</td>
<td>440-582-1484</td>
<td>12744 State Road</td>
<td>North Royalton, OH 44133</td>
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<tr>
<td>West 150th Health and Surgery Center</td>
<td>216-251-6990</td>
<td>4330 West 150th Street</td>
<td>Cleveland, OH 44135</td>
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<tr>
<td>West Park Health Center</td>
<td>216-957-5000</td>
<td>3838 West 150th Street</td>
<td>Cleveland, OH 44111</td>
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<tr>
<td>Westlake Health Center</td>
<td>216-957-3200</td>
<td>38 Main Street</td>
<td>Suite 300</td>
</tr>
<tr>
<td>Westlake Physical Therapy at the West Shore Family YMCA</td>
<td>216-778-4414</td>
<td>1575 Columbia Road</td>
<td>Westlake, OH 44145</td>
</tr>
</tbody>
</table>
We Value Your Feedback
Your Voice Matters
Once you are at home, you may receive a survey about your hospital stay. We thank you in advance for taking the time to complete it. The survey will ask questions about your nursing care, doctor care, medications, cleanliness of your room and overall impression of the hospital. We value your feedback and will use your comments to enhance our patient experience.

Ways to Give Back to MetroHealth
Whether you give your time, talent or treasure, your involvement in MetroHealth matters. For all of us.

MetroHealth Foundation
In support of the new hospital project, the Transformation, MetroHealth has launched a philanthropic campaign: For All of Us. The campaign will support community programs, education and research, and development of expanded campus green space. Your support funds dozens of MetroHealth programs that make Northeast Ohio and its residents healthier every day.

Our goal is to raise a minimum of $100 million in philanthropic contributions for our Transformation. We hope you will join us.

Contact us at 216-778-5665 or visit metrohealth.org/foundation.

If you wish not to receive any fundraising communication supporting The MetroHealth System or The MetroHealth Foundation, please contact The MetroHealth System’s Foundation and System Philanthropy Department by email at mhfdevelopment@metrohealth.org or by phone at 800-325-5606, ext. 85665 (calling from in Ohio) or 800-554-5251, ext. 85665 (calling from outside Ohio).
Volunteer at MetroHealth
Donating your time in even simple ways can help those in need and benefit your health and happiness.

MetroHealth offers nearly 50 different volunteer opportunities available at 11 volunteer locations across Greater Cleveland.

Why Should I Volunteer?
It’s Healthy for You. The benefits of volunteering are enormous to you, your family, and our community. Volunteering and supporting others can help reduce stress, combat depression, and provide a rewarding sense of purpose.

It Can Fit Your Busy Schedule. While it’s true that the more you volunteer, the more benefits you’ll experience, volunteering doesn’t have to involve a long-term commitment. Donating your time in even simple ways can help those in need and benefit your health and happiness.

The Benefits Are Well-Known. Research has found volunteering can support mental and physical health, life satisfaction, self-esteem and happiness.

Visit metrohealth.org/volunteer-services. Call 216-778-4471 or email volunteer@metrohealth.org for more information.
**Mission**

Leading the way to a healthier you and a healthier community through service, teaching, discovery and teamwork.

**Vision**

MetroHealth will be the most admired public health system in the nation, renowned for our innovation, outcomes, service and financial strength.