

Patient Guide



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Welcome to Mount Carmel

Mount Carmel has been proudly serving Central Ohio for over 135 years. Founded by the Sisters of the Holy Cross in 1886, our tradition of caring continues.

We are committed to improving the health of those in our community by providing safe, high-quality care. We pledge to treat you and your family with compassion, dignity and respect. You are more than just a patient; you are the reason we serve.

This patient guide provides helpful information about what to expect during your hospital stay. Your health and safety are our top priorities. Please speak with any staff member if you have questions or concerns about your care.

Our Hospitals

- Mount Carmel East**
 6001 East Broad Street
 Columbus, Ohio 43213
 614-234-6000
 Visiting Hours: 8:30 a.m. - 8:30 p.m.
- Mount Carmel Grove City**
 5300 North Meadows Drive
 Grove City, Ohio 43123
 614-663-5000
 Visiting Hours: 8:30 a.m. - 8:30 p.m.
- Mount Carmel St. Ann's**
 500 South Cleveland Avenue
 Westerville, Ohio 43081
 380-898-4000
 Visiting Hours: 8:30 a.m. - 8:30 p.m.

Please check mountcarmelhealth.com for the most up-to-date visitor policies.

Mission Statement

We serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

Vision

As a mission-driven, innovative health organization, we will become a leader in improving the health of our communities and each person we serve. We will be the most trusted partner for life.

Core Values

- Reverence**
 We honor the sacredness and dignity of every person.
- Commitment To Those Who Are Poor**
 We stand with and serve those who are poor, especially those most vulnerable.
- Justice**
 We foster right relationships to promote the common good, including the sustainability of Earth.
- Stewardship**
 We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.
- Integrity**
 We are faithful to who we say we are.
- Safety**
 We embrace a culture that prevents harm and nurtures a healing, safe environment for all.

Your Healthcare Team

Each person caring for you is a trained professional with special knowledge and skills. Your care team will vary based on your personal health needs, but may include:

- Physician:** A physician (doctor or provider) will lead your medical care and treatment. Multiple doctors may be involved with your care. Sometimes a hospitalist will care for you instead of your family doctor. A hospitalist is specially trained in hospital medicine and will keep your family doctor informed of your care.
- Physician Assistant (PA):** A professional that provides medical treatment under the direction of a physician.
- Nurse Practitioner (NP or APRN):** A nurse who has completed advanced training to diagnose and treat health conditions.
- Nurse (RN):** Nurses plan and provide your nursing care. Nurses work with all members of the care team to make sure your healthcare needs are met.
- Patient Care Technician (PCT) or Multi-Skilled Technician (MST):** Under the direction of your nurse, "techs" take vital signs, monitor glucose levels and assist with activity and bathing.
- Respiratory Therapists:** They manage mechanical ventilators and provide other services, such as breathing treatments or oxygen.
- Physical, Occupational and Speech Therapists:** These therapists help with strength and mobility, self-care, and speech or swallowing problems to improve patient safety and independence.
- RN Case Manager and Medical Social Worker:** These professionals help coordinate your hospital stay and plan for your needs after discharge.
- Pharmacists:** They oversee your medications to avoid interactions and make sure you get the right dose of the right medication. A pharmacist can help you understand your medications before you go home.

- Clinical Dietitian:** Registered and licensed nutrition professionals that help manage your nutrition in the hospital.
- Rapid Response Team (RRT):** Although they are not a routine part of your healthcare team, they are specially trained to provide help before there is a medical emergency. If you are concerned that your condition is getting much worse or that something is just not right – please let your nurse know. If you do not feel your concerns are being addressed, activate the Rapid Response Team. They will immediately assess the situation and provide care to prevent a medical emergency. Anyone can call the RRT by dialing "0" from a hospital phone.

Reasons to call the Rapid Response Team:

- A change in condition that needs immediate attention.
- A major change in breathing, heart rate or blood pressure.
- Confusion or a change in alertness.
- A sudden or large amount of bleeding.
- A lack of response to treatment or a worry that something "is just not right."

Scrub Colors: Who is Your Caregiver?

- ROYAL BLUE**Nurse
- LIGHT BLUE**.....Patient Care Technician or Multi-Skilled Technician
- NAVY BLUE**..... Radiology
- GRAY** Laboratory
- BLACK**Respiratory Therapists
- BURGUNDY**Registration/Unit Clerk
- FOREST GREEN**..... Patient Transport
- TEAL**..... Physical, Occupational and Speech Therapists

About Your Stay

Your Room

Whiteboard: Your room has a whiteboard which lists who your caregivers are for the day and any special information. If you have questions for your doctor, have a caregiver write a note on your whiteboard as a reminder to the care team when they round.

Your Bed and Call Light: Your care team will show you how to adjust your bed and use the call light for assistance. The call light is a hand-held device that looks like a remote control, and also operates lights and the television. A call button is also on the side rail of your bed. Some units may encourage patients to call the nurse directly, using the in-room phone.

Meals: Meals will be delivered to your room three times a day. Your diet will be based on your doctor's orders.

Wi-Fi: Free wireless internet access is available throughout the hospital. No password is needed.

Room Phone: To make an outgoing local call, dial "9" to connect with an outside line. For long distance calls, dial "9" then "0" followed by the area code and phone numbers. Calls can be billed to a calling card or you may call collect.

Personal Items and Valuables: Bring in dentures, hearing aids and eyeglasses if they are needed during your stay. To make your stay more comfortable, you can also bring your own pajamas, robe, slippers and toiletries. Valuables such as jewelry, wallets and purses should be sent home with a family member or friend. Keep your personal items in their cases and in a secure place when not in use. Avoid placing them on food trays or the bed to prevent loss. The hospital cannot assume responsibility for lost or damaged personal property.

Television: Television controls are located near your bed. If you would like closed captioning on your television, please let your nurse know.

Housekeeping: Patient rooms are cleaned daily. Reach out to your care team for any additional housekeeping needs.

Your Daily Care

Hourly Rounding: A member of your nursing team will check on you approximately every hour during the day and every two hours at night. During this time your nurse or tech will check on your well-being, assist with trips to the bathroom, monitor your comfort and pain, and help you move or change positions.

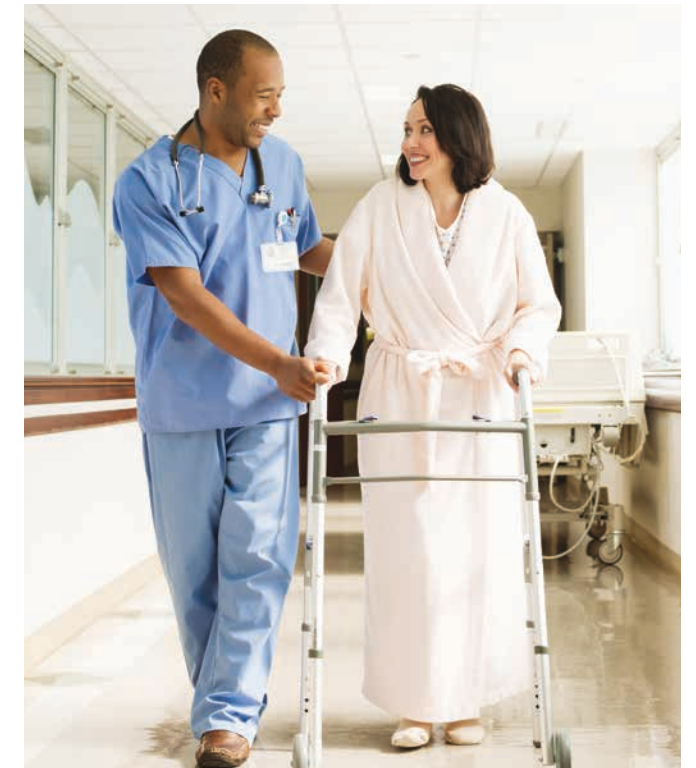
Bedside Handoff of Care: Bedside handoff of care occurs at shift change when the nurses coming on and going off duty meet by your bedside to talk about your care. This gives you a chance to meet the nurse taking over your care, ask questions and share information.

Quiet Time: Rest is an important part of recovery. From 9 p.m. to 7 a.m., we keep it as quiet as possible for you to sleep. During this time, hall lights are dimmed, overhead pages are limited and phone calls are not transferred into patient rooms (emergency calls are sent to the nursing station).

At all times, we try to avoid unnecessary noise to maintain a healing environment. Please keep television and visitor noise to a minimum out of respect for other patients. If you are bothered by excessive noise, please talk to a caregiver.

Activity: Physical activity is important to the healing process and helps to prevent pneumonia, blood clots and skin problems. Your doctor will write an activity order as part of your care plan which may include working with a physical or occupational therapist.

Always use your call light and wait for assistance before getting out of bed until your nurse tells you it is safe to get up alone.



Guardian Angels

If someone at Mount Carmel has made a difference in your visit, you can recognize them by making a donation to the Mount Carmel Foundation in their honor through our Guardian Angels program. Your Guardian Angel will be recognized by their colleagues and will also receive a card and a special angel pin to wear. Your donation will help fund the Mission-driven programs at Mount Carmel. Call 614-546-4500 or visit mountcarmelfoundation.org.

Mount Carmel is tobacco- and smoke-free. The use of tobacco products – including cigarettes, electronic cigarettes, cigars, chewing tobacco and pipes – is not allowed inside or outside any Mount Carmel buildings, properties or parking structures.

Talk to your healthcare provider about a referral to our Mount Carmel Smoking Cessation Program. To learn more, call 614-234-8844.



Visitation

Please help us maintain a safe and restful environment for our patients by following our visitation guidelines. Visitation guidelines can be restricted or changed at any time to protect our patients and staff. Some hospital units have additional rules. Ask the nurse if you have questions.

- ▶ Wash your hands before and after entering a patient room.
- ▶ Do not visit if you have any signs of illness, including fever, upper respiratory symptoms or other illnesses.
- ▶ Please be as quiet as possible to avoid disturbing other patients.
- ▶ To allow your loved one to rest, please limit the length of visits and the number of people visiting.
- ▶ You may be asked to leave the room for patient care or procedures.
- ▶ You may be asked to wear personal protective equipment, such as masks, gowns or gloves.

“Find” Code: For your privacy and protection, you will receive a **“find”** code on admission. We ask that you share this number with one of your family members or friends. In order for us to share information about your condition, the person requesting updates about your condition will be asked for this code. We will only release information to those who provide us with your “find” code. They can then share the information with others.

Interpreting Services

Free interpreting services are provided 24 hours a day to patients who are deaf, hard of hearing or not proficient in English. Family members or friends are not allowed to interpret medical or financial information to patients. This is to ensure caregivers and patients receive clear, accurate and unbiased information and to maintain patient privacy.

Be Our Partner in Your Care

Your safety is our top priority. To help us meet your healthcare needs, we ask that you be our partner in your care.

- ▶ **Speak up** if you do not understand any part of your care or treatment. New terms and information can be hard to understand. To make sure we explain things clearly, it may help to explain it back to us using your own words.
- ▶ If something doesn't seem right, ask your doctor or nurse. We encourage family members to do the same.
- ▶ Write down your questions so you remember to ask when talking with your doctor.
- ▶ Participate with nursing change-of-shift reports. Ask your nurse for information.
- ▶ Help prepare for your discharge. Share your health goals and needs to help with discharge planning. Get your family involved as needed. Proper planning can reduce hospital readmissions.

Patient Experience

If you or a family member has any concerns about your care, please allow us to help resolve the issue. Ask to speak with the Charge Nurse, Nurse Manager or the Nursing Supervisor.

If you would like to share a compliment or concern about your stay, you can do so by:

- ▶ Calling our patient hotline at 614-234-2777, 8 a.m. - 3:30 p.m., Monday through Friday.
- ▶ Submitting feedback online at mountcarmelhealth.com.

Patient Satisfaction Survey

After your stay, you may receive a survey in the mail asking you to take part in a patient satisfaction survey. We hope you will take a few minutes to share your opinions with us. The survey is conducted by a national research firm, Press Ganey.



Pain Control

As part of your care at Mount Carmel, we know keeping you comfortable and managing your pain will aid in your recovery. Although we may not be able to keep you pain-free, we will make every effort to provide comfort and manage your pain.

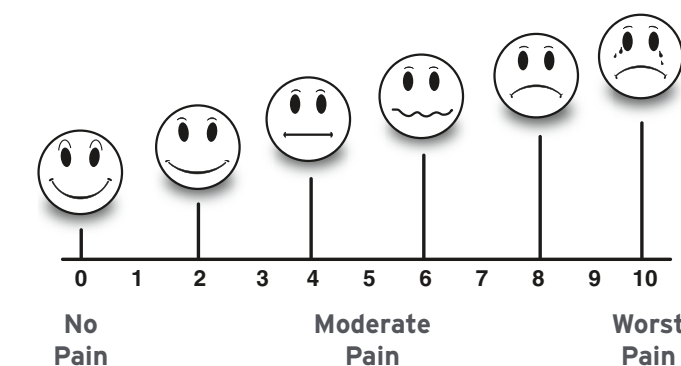
We offer many comfort measures that we have found to be helpful. This might include an ice pack, changing your position or listening to music. Talk with your nurse and care team about what you would like to try and what seems to work best for you.

Pain Medications

Although comfort measures are very helpful, you may need medication to help manage your pain. Your doctor will order the types of pain medicine that are best for your condition. Whatever kind of pain medication you are getting, it is most helpful to take it before the pain gets severe. Don't wait too long to ask for your pain medicine. This makes it harder to get relief.

Checking on Your Pain

We will be asking you questions about your pain. You can use a number or face on this scale to rate your pain.



Patient Safety

Preventing Falls

Patients in the hospital are often at risk for falls. This is due to many factors, including being weak or unsteady, being in an unfamiliar place, being connected to medical equipment and taking certain medications. Illness or surgery can weaken muscles and affect your balance.

To avoid serious injuries, we need your help to prevent falls. Please follow these safety guidelines and talk to your nurse if you have questions.

To keep you safe, your care team will:

- ▶ Orient you to your room and explain fall prevention measures.
- ▶ Encourage you to call for help to get out of bed or go to the bathroom.
- ▶ Make other staff aware if you are at risk for falling with a yellow wristband, slippers or blanket.
- ▶ Place a safety belt around your waist when you are walking.
- ▶ Routinely assess your risk for a fall and check on you often.
- ▶ Ask you to use the call light every time you want to get up if you are at risk of falling.
- ▶ Stay within “arm’s reach” while you are toileting to help protect you from falling.

To keep yourself safe from falls:

- ▶ Allow plenty of time for staff to come if you need help using the bathroom.
- ▶ Be particularly careful when using the bathroom or a bedside commode.
- ▶ Always wear non-skid slippers or shoes.
- ▶ Use your cane or walker, if needed.
- ▶ Do not lean on things that may move, such as a bedside table or IV pole.

- ▶ Tell the staff right away about any spills or liquids on the floor.
- ▶ Ask the care team to place your call light and phone in easy reach.
- ▶ Before standing, sit on the edge of the bed or chair a few minutes.

Remember: Call, don’t fall!

Preventing Infections

Hand washing is one of the most important ways to prevent the spread of infections. Preventing infection involves patients, visitors and staff. Please take the following precautions:

- ▶ Wash your hands often to help prevent the spread of germs. Scrub your hands using soap and water for at least 20 seconds each time. Use alcohol-based hand sanitizer if your hands are not visibly dirty.

Clean your hands:

- After you use the restroom
- Before and after you eat
- After coughing or sneezing into your hand or a tissue
- Before and after you touch your dressing or incision, if applicable
- After touching objects, such as door knobs or other surfaces
- ▶ The care team will wash their hands or use alcohol-based hand sanitizer when they enter and leave your room.
- ▶ Ask all visitors to wash their hands or use an alcohol-based hand sanitizer when coming into and leaving your room. Any permitted visitors must follow hospital safety measures and have no symptoms of illness, including fever or respiratory symptoms.
- ▶ Do not be afraid to remind the staff about hand washing.

Preventing Skin Problems

Skin plays a key role in our health. Our skin can be injured from staying in one position for too long. Pressure against the skin limits blood flow and can cause the skin to be damaged or die. When this happens, a pressure ulcer (bedsore) can develop.

When you come into the hospital, your nurse will check your risk for skin problems and make a plan to prevent them. Your nurse will check your skin regularly.

If you have difficulty moving, the care team will assist you as needed. Call your healthcare team if you need help to change your position. We can also teach your family members how to help you safely change position. It is important to avoid friction (rubbing) against the bedding to prevent injury.

To prevent skin problems:

- ▶ Change your position often (at least every 1 to 2 hours).
- ▶ Keep your skin clean and dry.
- ▶ If you are allowed, sit in a chair and/or walk in your room or the hallway several times a day.
- ▶ Tell your nurse right away if any areas are tender, red or sore.



Medication Safety

To help prevent medication errors, your nurse or medication historian will:

- ▶ Ask you about any allergies you have to medications.
- ▶ Ask you about the medications you take at home, including prescription medications, over-the-counter medications, vitamins, herbal supplements and home remedies.
- ▶ Ask that you do not take any medications that are brought in from home. Talk with your doctor or nurse if you need to take a particular home medication.

Each time you receive medication, your nurse will:

- ▶ Ask your name and birthdate.
- ▶ Scan or check your wristband.
- ▶ Scan or check each medication.

To safely manage your medications at home:

- ▶ Ask your healthcare provider if you do not know what medications you are taking or why you are taking them.
- ▶ Make sure you understand the directions and any special instructions.
- ▶ Take your medication as prescribed.
- ▶ Tell your doctor if you have side effects or problems with a medication. They may need to change your medication.
- ▶ Talk to your doctor or pharmacist if you have problems taking your medications, such as trouble swallowing pills or if you can’t read the label.
- ▶ Do not take less of a medication or skip doses. If you have trouble affording your medications, talk to your doctor or pharmacist.

Spiritual Care

Spiritual Needs

At Mount Carmel, we treat more than just your medical condition, we treat the whole person – body, mind and spirit. Please ask your nurse to contact a chaplain if you have any emotional or spiritual needs. The following resources are available to provide spiritual support for you and your family:

- ▶ Bible or Koran: Available upon request from a chaplain.
- ▶ Chaplains: Available 24 hours a day. If you would like to see a chaplain, tell a caregiver or dial “0” on a patient phone and ask for the chaplain on duty.
- ▶ Chapel: Open to the public 24 hours a day.
- ▶ Catholic Mass: Offered regularly in the chapel. The Mass schedule is posted outside the hospital chapel.

Advance Directives

Mount Carmel encourages patients to participate in health-related decisions, including choices about refusing or stopping life-sustaining treatment that is medically ineffective or burdensome.

Advance Directives are forms that give instructions about your wishes should you ever be unable to make decisions for yourself. Under Ohio law, you may prepare Advance Directives so your loved ones will know they are respecting your wishes. It can be very hard for your loved ones to make decisions for you if they are not sure of what you want. Advance Directives can help give your family peace of mind.

There are two types of Advance Directives:

- ▶ A **Healthcare Power of Attorney** allows you to choose who will make decisions about medical care and treatments on your behalf.
- ▶ A **Living Will** allows you to give specific instructions about the kind of medical treatments you want or do not want.

In order to comply with your wishes, we must have a copy of your Healthcare Power of Attorney and/or Living Will. Bring a copy of your Advance Directives with you to the hospital. If you do not have Advance Directives and would like to learn more, talk to your nurse.

Ethics Consultation

Members of the Ethics Committee are available upon request to talk with patients and families about any ethical issues that may arise. If you would like an ethics consult, ask a caregiver.

How Are We Doing?

We want you to be happy with your care. If you are not satisfied, please give us the opportunity to help. Speak with your nurse or ask for the charge nurse or supervisor. Let us know if you don't understand something about your care, medications or if you are having pain. Also let us know if you have housekeeping needs or require other assistance.

Patient Education

It is important to us that you have a good understanding of your condition, treatment plan and medications. The more you understand, the more you will be able to participate in your care and make good choices about your health. As we teach you about your care, we might ask you to repeat back the instructions in your own words. This is to make sure we do a good job explaining things in a way that you can understand. We will include information about:

- ▶ **Medications and possible side effects:** Your caregivers will explain medications that you are given in the hospital and any new medications that are prescribed for you to take at home after discharge.
- ▶ **New treatments and care:** Your care team will explain what they are doing and why it is needed.
- ▶ **Care at home:** If a treatment is to continue at home, we will teach you and a family member how to do it.
- ▶ **Exercises or walking aids:** A physical therapist will teach you the skills you will need at home, such as exercises or how to walk with a walker, crutches or cane.
- ▶ **Discharge instructions:** Your nurses will provide instructions for your care at home, including activities, treatments and follow-up appointments.
- ▶ **Written materials:** We will provide you with written information about what symptoms and health problems to look out for after you leave the hospital.

Other Information About Your Stay

Financial Counselors

Should you have any questions about your bill or financial concerns, please call Patient Financial Services at 614-234-8888 during regular business hours.

Physician Billing

Physicians bill for their services separately from the hospital, so you will receive a bill from each doctor who cared for you during your visit.

Non-Discrimination Notice

Mount Carmel Health System honors the sacredness and dignity of every person, complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

To see our complete non-discrimination notice, visit mountcarmelhealth.com/notice-of-non-discrimination/.



Going Home

Your healthcare team will help you prepare for discharge. Make sure to discuss your discharge goals with the healthcare team. If possible, make arrangements for someone to help you at home or help you shop and prepare meals, as needed.

A case manager or nurse navigator will work with your insurance company and link you with resources you may need after you leave the hospital, such as medical equipment or home care.

Be sure to ask which medications you will need to take on your day of discharge. This could include new medications that you may need to pick up from your pharmacy. Before leaving the hospital, make sure you understand the discharge plan and instructions. **Use this list to help you prepare.**

I feel confident that I or someone close to me can take care of me at home.

ASK:

- ▶ How do I take care of any wounds, cuts or incisions? Can you show me how to do this?
- ▶ What foods or drinks should I avoid? For how long?
- ▶ Are there any activities I should not do like driving, sex, heavy lifting or climbing stairs? For how long?
- ▶ What exercises are good for me? When and how often should I do them?
- ▶ What do I need to do to make my home safer?

My family or someone close to me knows I am coming home and knows the next steps in my care.

ASK:

- ▶ Will I need help when I get home? If so, who will help me? What do they need to do to get ready?
- ▶ What should I do if there is no one at home who can help me?

I know what my medicines are and how to take them.

ASK:

- ▶ What medicine(s) do I need to take when I leave the hospital? Do I take the same medicines that I took before I went into the hospital?
- ▶ What is the name of this medicine? Is this the generic or brand name?
- ▶ Why do I take this medicine?
- ▶ When and how do I take this medicine?
- ▶ How much do I take?
- ▶ What does this medicine look like?
- ▶ What are potential side effects of this medicine? What problems do I need to look out for?
- ▶ Will this medicine interfere with other medicines, foods, vitamins or other herbal supplements I take?
- ▶ Where and how do I get this medicine?
- ▶ What medicines can I take for pain? Upset stomach? Headaches? Allergies?

I know what problems to look for and who to call if I have problems at home.

ASK:

- ▶ What problems do I need to watch for when I get home? If I have problems, how do I know when I should call?
- ▶ Who do I call if I have questions or problems when I get home?
- ▶ If I have questions about my care after I leave the hospital, who should I call?

I know when my follow-up appointments are and how to get there.

ASK:

- ▶ What appointments do I need after I leave the hospital? Can the hospital help me make these appointments?
- ▶ Am I waiting on results of any tests? When should I get the results?
- ▶ Are there tests I need after I leave the hospital?

I know about other help I need at home.

ASK:

- ▶ When I get home, what kind of help or care will I need? Should someone be with me all the time?
- ▶ Will I need home nursing care? For how long? Who pays for it?
- ▶ Will I need physical or occupational therapy for help with exercises or relearning how to do things? For how long? Who pays for it?
- ▶ Will I need help eating, bathing, or going to the bathroom? For how long?
- ▶ Will I need any equipment, such as crutches or oxygen? Where do I get it? Who pays for it? How do I use it?

You may have other questions or concerns that are not in this list. Please ask us your questions. Make sure you have your answers before you leave.

Questions/content from the U.S. Department of Health & Human Services Agency for Healthcare Research and Quality (AHRQ), <https://info.ahrq.gov/>



Patient Rights

The Mission of Mount Carmel calls us to heal body, mind and spirit. With our Mission in mind, we are dedicated to meeting your healthcare needs with respect and compassion.

In both your care and treatment, you or your representative has the right to:

- ▶ Be treated with courtesy, respect and consideration.
- ▶ Receive spiritual care that respects your values and beliefs.
- ▶ Have access to free interpretive services, if needed.
- ▶ Take part in a review of any ethical issues that may arise in your care.
- ▶ Receive quality care without regard to your age, race, sex, religion, disability, sexual orientation, diagnosis or ability to pay.
- ▶ Make Advance Directives (Living Will, Healthcare Power of Attorney).
- ▶ Have your privacy and safety maintained and be free of abuse and harassment.
- ▶ Abide by current Ohio DNR (Do Not Resuscitate) Comfort Care Protocol.
- ▶ Have all persons who have contact with you clearly identified by name and function.
- ▶ Take part in planning for your care after discharge.
- ▶ Receive a timely response to requests for service.
- ▶ Have all information and records about your care kept confidential.
- ▶ Receive the information you need to allow you to make treatment decisions.
- ▶ Receive a notice describing how your medical information may be used and disclosed.
- ▶ Be told about any research or education projects affecting your care or treatment.
- ▶ Request to restrict how and when your private health information may be used.
- ▶ Decide with your doctor or health care team your treatment plan, including the right to accept or refuse medical care as allowed by the law and to be told about the medical effects of a refusal. All treatment options will be discussed.
- ▶ Receive, upon request, a copy of your itemized bill in a timely manner, an explanation of the bill and help in filing insurance forms and making payment options.
- ▶ Be told about the outcomes of care including unexpected outcomes.
- ▶ Have access to the Hospital Care Assurance Program (HCAP) or the Mount Carmel Financial Assistance Program, if needed.
- ▶ Be believed if you say you have pain and have it managed in the best manner.
- ▶ Be informed at admission how to express a compliment, complaint or grievance about your care.
- ▶ Be free from restraints of any form unless needed for safe care.

Patient Responsibilities

Getting better means that you and/or your representative will need to take part in your care. As a patient of Mount Carmel, you need to:

- ▶ Tell us about your past illnesses, hospitalization, medications and other health matters.
- ▶ Provide a copy of your written Advance Directives (Living Will, Healthcare Power of Attorney) if you have one.
- ▶ Ask for pain relief when pain first begins.
- ▶ Tell your doctor or nurse if your pain is not relieved.
- ▶ Understand that we do our best to take care of your needs and the needs of other patients.
- ▶ Ask questions when you do not understand what you have been told about your care and what you need to do.
- ▶ Tell your doctors and other caregivers if you feel you may have problems following prescribed treatment.
- ▶ Realize the impact your lifestyle may have on your health and accept the outcomes if you do not follow the care or treatment plan.
- ▶ Follow the rules for patient care and conduct.
- ▶ Respect Mount Carmel staff and property.
- ▶ Provide information needed for insurance claims and for working with the hospital to arrange payment options when needed.

Grievance Procedures

You have the right to file a grievance about quality of care issues or concerns about early discharge. To use the formal grievance procedure, please submit your grievance in writing to:

Mount Carmel Grievance Resolution Coordinator
(c/o Risk Manager/Insurance)
Corporate Services Center
6150 East Broad Street
Columbus, Ohio 43213

We will write to let you know that we have received your grievance within 7 business days and will let you know how we addressed your concern within 30 business days. In some instances, we will need additional time to address your concern and will keep you informed. If your safety or quality concerns have not been addressed to your satisfaction, or if you prefer, you can contact the following:

Ohio Department of Health
800-669-3534

Medicare
800-633-4227

Joint Commission
800-994-6610



MOUNT CARMEL
mountcarmelhealth.com