

OhioHealth Grady Memorial Hospital

A Guide for Patients and Families

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Patient Information

Smoking or tobacco use of any kind is not permitted inside or outside Grady Memorial or any other OhioHealth hospital. Latex balloons are not permitted in any OhioHealth facility.

Maps and Directions

Hospital maps are available at the main entrance information desk and in your Patient and Family Guide. Signs are located throughout the hospital to help you find your destination. Feel free to stop at the information desks or ask any staff member if you need help. Detailed direction are included in the brochure map in your Patient and Family Guide or at [OhioHealth.com/Grady/](https://www.ohiohealth.com/Grady/).

Parking Information

Free parking is available adjacent to the main hospital and emergency entrances for patients, family and visitors.

- + Handicapped parking is available in all parking areas. If no handicap spaces are available, please call **(740) 615-1000** for assistance.
- + For security assistance, you may call Protective Services at **(740) 615-2150**.

Food and Beverages

- + Café 561 (cafeteria) is located on the lower level of the hospital and is open from 6:30 AM to 6:30 PM Monday through Friday and 8:30 AM to 1:30 PM Saturday and Sunday.
- + Vending machines are located near the main elevators on the first floor. Snacks and cold beverages also are available in the Gift Shop.

Patient Meals

Patients can order room service-style meals by calling **(740) 615-FOOD (3663)** between 6:45 AM to 6:30 PM. If you need help in placing your order, a Nutritional Services representative will be happy to assist by visiting you in your room.

Hospital Amenities

Housekeeping/Environmental Services

Housekeeping is about more than just cleanliness, it's our opportunity to make a first and lasting impression during your visit to Grady Memorial Hospital. Comfort and safety are a significant part of your healthcare. Your room will be cleaned daily throughout your stay. Please don't hesitate to call **(740) 615-1331** if you have any questions.

Pastoral Care

Chaplains are available to provide spiritual and emotional support as it relates to medical decision-making, patient rights and medical ethics. Upon request, we will notify your minister, priest or rabbi of your hospital stay. To request a chaplain, please ask your nurse or call Pastoral Care at **(740) 615-1078**.

Chapel Hours

There is a chapel located on the first floor. This space is a comfortable place for prayer and meditation and is available for use 24 hours a day.

Requesting a Chaplain Visit

If you would like to have a chaplain visit a patient room, please call (614) 544-2440. Leave a brief message with the name and room number of the patient. Chaplains are available 24 hours a day, seven days a week.

Hospital Conveniences

- + Gift Shop — The Gift Shop, located on the first floor, offers unique gifts, flowers, snacks and cold beverages. Flowers, balloons (non-latex only) and gifts are welcome in most rooms except the critical care areas. The Gift Shop hours are Monday through Friday 9 AM to 6 PM; Weekends 11 AM to 4 PM
- + Library — The Parker Medical Library is located on the third floor of Case Hall. It is open to the public Monday through Friday 9 AM to 3 PM
- + Banking Services/ATMs — Banking services are available through an ATM machine located near the vending machines on the first floor near the main elevators.

Requesting Your Medical Records

If you need your medical records sent to a doctor for an appointment, please fill out a “Release of Information” form. Ask your healthcare team member for a copy of the form. Send this form to the Medical Records Department or to your doctor’s office. Your doctor can mail or fax the form to Medical Records to obtain the records needed for your follow-up care. The medical records information is free for follow-up care. There may be a charge for certain purposes: such as legal, insurance claims, personal use. For more information, contact the Medical Records Department at **(740) 615-1030**.

Important Phone Numbers

Main Hospital Operator

For all general inquiries and connections to other departments
(740) 615-1000

Customer Service/Service Excellence

To discuss your hospital experience
(740) 615-1297

Interpretive Services

For language services, hearing and visual impairment help, and other accessibility needs
(614) 566-3256

Medical Records Department

To request a copy of your medical record
(740) 615-1030

Nutrition Services

To request patient meal service
(740) 615-3663

Pastoral Care

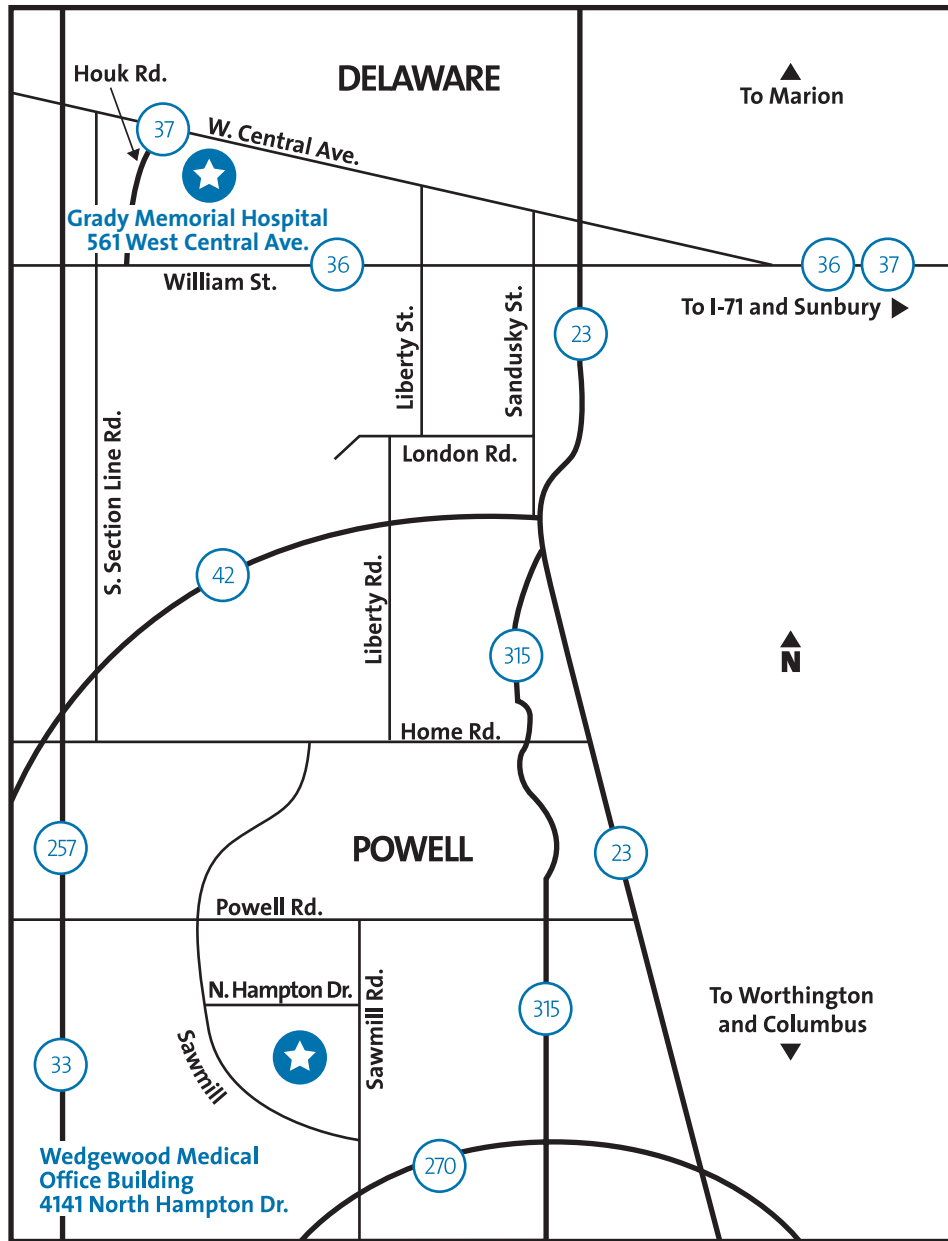
For information about receiving spiritual support from a chaplain
(740) 615-1078

Patient Financial Services

For information about financial assistance for patients
(740) 615-1237

Protective Services

For security assistance and concerns
(740) 615-2150



Outpatient Surgery OhioHealth

Here is some general information to help you understand what to expect and how to prepare for your outpatient procedure at OhioHealth.

DAY BEFORE OUTPATIENT SURGERY

- You may need to bathe with a special soap called chlorhexidine gluconate, or CHG, the night before your surgery. Your surgeon's office will give you this soap before surgery, along with instructions
- Generally, you won't be permitted to eat or drink anything after midnight. No food, liquids, gum, mints, hard candy or cough drops. Your physician's office will let you know about the specific food and drink restrictions you'll need to follow.
- Do not drink alcoholic beverage during the 24 hours before outpatient surgery
- You may brush your teeth, but avoid swallowing any water or toothpaste
- Remove all nail polish before coming to the outpatient surgery center
- Arrange a ride with a responsible adult to and from the hospital or outpatient surgery center. You will not be permitted to drive after the procedure

MORNING OF OUTPATIENT SURGERY

- Take any pills with sips of water only, unless otherwise directed by your surgeon
- If you are diabetic, do not take your morning dose of insulin or oral hypoglycemic (sugar pill), unless otherwise instructed by your doctor
- You may brush your teeth, but avoid swallowing any water or toothpaste

WHAT TO BRING TO THE OUTPATIENT SURGERY CENTER

- Health insurance card, photo ID, form of payment
- Advance directive (living will, durable power of attorney for healthcare), if you have them
- List of medications you take – name, dose, how many times a day
- Insulin, oral diabetic medicine and/or inhaler, if needed
- Wear comfortable, loose-fitting clothing
- Eyeglasses, hearing aids or dentures can generally be worn to the hospital. Your physician's office will let you know if any of these items cannot be brought with you. Bring storage cases to keep them in during outpatient surgery. Do not wear contact lenses.
- If you wear a partial plate denture, leave it at home
- Do not wear jewelry, makeup or perfume. Deodorant is fine
- Children may bring a security item, such as a stuffed animal

DAY OF OUTPATIENT SURGERY

- Plan to arrive at the hospital or outpatient surgery center two hours before your scheduled surgery time, unless otherwise directed by your surgeon
- You and your loved one(s) will be greeted upon arrival and guided to the correct area
- You'll fill out papers and pay your co-pay. You'll receive an identification band with your name and date of birth for your wrist.
- You'll fill out a consent form if you haven't already done so at your doctor's office. If the patient is a minor, the consent form must be signed by the parent or legal guardian who must be present during the outpatient surgery
- The associate assisting you will then lead you to the outpatient surgery area. One support person can go with you
- You'll receive a belongings bag for your clothes. This will be placed in a locked locker

- A nurse will take your blood pressure, heart and respiratory rate and temperature. An IV will be started in your hand or arm.
- You may be asked multiple times to confirm your name and date of birth. This is for your medical safety and security.
- Your anesthesiologist will talk to you about what to expect when you receive anesthesia. Depending on your surgery, you will receive either “local” or “general” anesthesia. Local anesthesia involves only the area of the body on which the surgery will be performed. General anesthesia involves receiving medications that allow you to sleep during surgery
- When it’s time for surgery, you’ll be taken to the operating room, and your support person will be directed to the waiting area
- In some hospitals, your loved one will be provided with a confidential tracking number to know where you are in the surgery process.

AFTER SURGERY

- After outpatient surgery, you’ll be taken to the recovery room (also called the post-anesthesia care unit, or PACU). Typically, patients are here for about one hour.
- Your surgeon will talk to your family about how your surgery went
- If you had general anesthesia, the nurses will watch you closely and monitor your condition. As you wake up, we’ll try to make you as comfortable as possible. It’s normal to feel dizzy, drowsy or nauseated for several hours after surgery
- When you are stable, you’ll go to the outpatient post-recovery area. You’ll be given some fluids to drink and crackers or a similar snack to eat. Patients are typically here for about one hour.
- If you had local anesthesia, you’ll go from the operating room directly to the dressing room to change and be discharged
- When it’s time to leave the hospital or outpatient surgery center, you’ll get written instructions about your diet, activity, pain medication, follow-up plan and when to seek medical attention, in case of an emergency.
- Make sure you have a responsible adult to drive you home and stay with you 24 hours after surgery