Welcome from our CEO

Whether you are a patient or a visitor, our goal is to provide you with the best possible experience during your time with us. This folder contains information about Aultman services and amenities you might find useful or comforting during your stay. Please keep it as a guide for you and your family to use during your stay. I would also encourage you to use our video-on-demand system to view various health education programs and to learn more about hospital services. If you have a question not answered in these materials, please don’t hesitate to ask a member of your health care team. Thank you for choosing Aultman.

Sincerely,

Chris Remark
Chief Executive Officer
Aultman Hospital

Discrimination is Against the Law
Aultman complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity or expression. Aultman does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, gender identity or expression.

Communication Assistance
Free services are available for patients, families and/or caregivers requiring communication assistance. Please notify a member of your care team to obtain more information on services available for:

- Customers whose primary language is not English (limited English proficient/LEP).
- Hearing-impaired customers.
- Visually-impaired customers.
- Verbally, academically or literacy-impaired customers.

Patient Call System
Contact your nurse by using the patient call paddle located at the bedside. Push the red “nurse” button on the paddle to let the nurses’ station know you are in need of assistance. A staff member will be able to speak to and listen to you through the call system speaker. The paddle also has controls for the television and, in some rooms, bedside lighting.

Your Meals
A guest services representative is available to answer any questions related to your meals and any allergies you may have. Clinical dietitians may complete a nutritional
Wireless Services

Patient Video On-demand

assessments during your stay and are available to assist you with meal planning while you are in the hospital or after discharge. To call Nutrition Services, dial 36459 from your hospital phone.

Aultman Spiritual Care is available 24 hours a day to spiritually and emotionally support patients and families of all faiths and denominations. Our chaplains are trained to journey with those in need and offer a listening ear and supportive presence. To reach Aultman Spiritual Care, dial 36402. There are also two chapels available. See page 12 for details.

To use the phone, follow these directions:

Incoming Calls
Your number is 330-363 + your 4-digit room number. If you have a 3-digit room number, just add a “0” in front of it. For example, for room 310, it would be 0310. If you prefer not to be disturbed, just dial 1-2-0 to block incoming calls. Dialing 1-1-0 will unblock incoming calls.

Outgoing Local Calls
To make an outgoing phone call, you will need to dial 9 before dialing the local phone number.

Long-distance Calls
To make a long-distance, collect or third-party billing call, you will need to dial 0 and the telephone number of the person you are calling. An operator will come on the line to assist you. If you have any questions or problems with your telephone, please dial 0 or notify your nurse.

Aultman provides a wireless guest network for patients and visitors. To access the Internet, select “Aultman Guest” through your device settings and accept the terms of use.

A video on-demand is a way to view health education programs free of charge. Your doctor or nurse may recommend that you view one, or several of these videos. Or, you can watch any video based on your interest at any time!

To view an on-demand video:
1. Dial 32000 on your phone.
2. Please press 1 for English or 2 for Spanish.
3. Choose option 2 to browse hospital services and the health video library.
4. Turn to the channel as directed and press pound (#) to begin your interactive session.
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YOUR CARE AND COMFORT

We want you to rest and heal. During quiet hours, from 1-2 p.m. and 10 p.m.-5 a.m., our staff is asked to keep conversations and noise to a minimum. Earplugs and eye masks are available from your nurse. Please help us provide a healing environment for our patients by participating in our observation of quiet hours.

Rest and Relax
We know that providing a restful environment is important to your recovery, so we have options to enhance your rest while you are here.

• The CARE channel (channel 80 on your TV) provides beautiful nature scenes and music to enhance a restful, calming environment.

• You can ask your nurse to assist with finding other relaxing/sleep-promoting videos such as one on guided imagery or white noise.

• You can also request a sleep kit with an eye mask and ear plugs.

• If it is too noisy, please put your call light on.

• Ask your caregiver to close the door to limit noise or adjust the room temperature if needed.

• If you need a blanket or pillow, please ask your caregiver.

You can identify the different members of your care team by the color of their uniform.

Registered nurses
Nursing assistants
Patient care techs
Lab techs
Transporters
Radiology techs
CRNAs
Respiratory therapists
Respiratory therapists (NICU)
Physical/occupational/speech therapists
Housekeepers

It is our pleasure to help provide you with a restful and healing environment by offering additional waste pickup, room refresh and toiletry restocking. We are available 24 hours a day, seven days a week and are eager to assist you. Please contact us by dialing 34802.
Your safety is our highest priority. We would like you to know some things we are doing to improve your safety while you are in the hospital. Throughout your stay, you may be asked the same questions or given the same information several times. Please be patient with us, as this repetition helps ensure your safety.

What is a Hospitalist?

A hospitalist is a doctor who provides medical care for patients in the hospital. Many area family medicine and internal medicine doctors work in conjunction with our hospitalists. Because hospitalists are based in the hospital, they respond quickly to patients’ needs. An Aultman Inpatient Medicine (AIM) hospitalist is available 24 hours a day, seven days a week. If you wish to speak with an AIM representative during your hospitalization or after discharge, please call 330-363-2180 between 7:30 a.m.-4 p.m. Monday through Friday.

Antibiotic Stewardship

We practice antibiotic stewardship at Aultman Hospital. This involves picking the right antibiotic, dose and length of treatment for each individual person. A team of doctors, pharmacists and nurses will help choose the right antibiotic for your illness. Appropriate use of antibiotics is very important to prevent the spread of antibiotic resistant germs or “super bugs.” Antibiotics will only treat bacterial infections and will not help with viral illnesses like the common cold or flu. When you are in the hospital and at discharge, your doctor will also decide when an antibiotic will help you. If an antibiotic will not help you, ask for tips on how to relieve symptoms and feel better.

Hand Hygiene

Proper hand hygiene is very important to the health of all patients and staff. Many germs are spread by hands. Before and after providing care, your health care workers should cleanse their hands. If you do not see your caregivers cleanse their hands, please speak up for your safety and ask them to do so.

You can help by cleansing your hands often. It is especially important to cleanse your hands after using the bathroom, sneezing, coughing and blowing your nose. Additionally, cleanse hands prior to handling food.

Hand sanitizer will kill most germs found on your hands. However, after using the bathroom, you must first use soap and water. If you are restricted to bed rest, your caregiver can provide ways in which you can cleanse your hands. Please discuss these options with your caregiver.

Patient Identification

When you are admitted to the hospital, we will place a patient identification band on you. This will be used to accurately identify you for all medications, treatments and procedures.
YOUR CARE AND COMFORT

**Isolation Precautions**

Sometimes it is necessary to use extra precautions to prevent the spread of infection. You may notice some hospital staff and visitors wearing protective items such as gloves, gowns and/or masks. Some germs are tough and resistant to antibiotic treatment. These germs are often called “superbugs.” In the hospital, we call them MDROs, or multidrug-resistant organisms. Using protective items is one way of preventing the spread of such germs.

**Skin Care**

The health of your skin is very important. We work hard to take good care of your skin while you are in our care. We will be checking your skin frequently throughout your stay to watch for any potential problem areas.

**Cover Your Cough**

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Cough or sneeze into your upper sleeve instead of your hands.
- Throw used tissues into wastebaskets.
- You may be asked to wear a mask to help protect others.

Be sure to use hand sanitizer after washing and drying your hands.

Family members and visitors should also use hand sanitizer before and after having contact

**Surgery/Procedures**

We take extra precautions to prevent errors related to surgery.

- Patients are identified using two patient identifiers. Someone will check your armband and you will be asked to verify who you are.
- You may be given an antibiotic to help prevent infections related to your procedure.
- If your procedure requires any hair removal, we will use hair clippers instead of razors. This helps to prevent any damage to your skin that could lead to an infection.
- You may be asked to verify the area in which you are having surgery. Someone will mark this area to prevent any error in the surgical procedure site.

Certain surgical procedures may require extra prevention measures because studies have shown that they have a greater risk of infection.

- You may be asked to shower or bathe with a special soap.
- The inside of your nose may be cleansed with a special product to decrease germs that may contribute to infections.
- The area in which you will have the procedure may be wiped with a special cloth that contains a solution to decrease germs.
Keeping your physical strength and ability to move helps maintain your overall health and well-being. Sometimes, a hospital stay may result in changes to your strength and activity level. Our goal is to help you retain your mobility and keep you safe.

While you are in the hospital, you will be assessed for fall risk. Patients at high risk for falls are identified by the placement of a yellow fall-risk band on their wrist. This wristband alerts other health care workers to your fall risk and serves as a reminder for you to ask for help before getting up. For your safety:

1. **Walk.**
   
   Walking is the best way to maintain your ability to move. However, if you are asked not to get out of bed without help, please don’t. This is for your protection.

2. **Rise slowly.**
   
   Some illnesses and certain medications can make you dizzy when you first get up. It is best to sit first when rising and move slowly when changing positions.

3. **Keep items within reach.**
   
   Keep items you may need within reach such as the phone, call button and other personal items. If these items are out of reach, ask a caregiver to get them for you.

4. **Work with your caregivers.**
   
   Unfamiliar surroundings, illness and certain medications can make you less stable and possibly cause confusion. We ask that you partner with us in making your hospital stay safe.
We begin planning for your discharge very early in your hospital stay. Some people leave the hospital and go home while others may need to transfer to another facility for further care and therapy. A member of our Care Coordination team will work with you and your family to make your discharge transition as smooth as possible. Our goal is to make sure you continue on your medical path with no unanticipated problems. You can help by sharing any challenges or obstacles that you feel may get in the way of your care plan.

Before you leave, make sure you can answer these questions:
- What is my main problem?
- What do I need to do to take care of myself?
- What symptoms do I need to look out for?
- Whom do I call if I have a concern about my condition?
- What is the next step in my care (follow-up visits, etc.)?

The Aultman Pharmacy can fill your prescription (up to a 30-day supply) so you don’t have to make a stop on the way home. Just have a friend or family member drop the prescription off at the retail pharmacy counter in The Shoppes, along with your insurance information. Then pick up your prescription on your way out the door. Please allow 45-60 minutes to be filled. Cash and credit card payments are accepted. The Aultman Pharmacy also carries an extensive selection of over-the-counter medications. It is open 6 a.m.-6:30 p.m. Monday through Friday and 8 a.m.-4:30 p.m. Saturday. To call the Aultman Pharmacy, dial 35489.
Taking medications after you go home is often a necessary part of your home-going plan. Taking your medications correctly can be crucial to your recovery and illness management. Follow these instructions for medication safety:

- Carry a list of your medications with you at all times in your purse or wallet.
  - Make sure your doctor knows all the medication you take, including vitamins, herbals and over-the-counter medications.
  - Show your list to your doctor.
  - Show your list to your pharmacist.
- Know the names of your medications and why you are taking them.
- Know the dose and side effects of your medications.
- Set up a medication schedule and post it in your home where you can easily see it.
- Using a pillbox is one of the best ways to remember to take all of your medications every day.
- Use a pillbox marked with each day of the week and the times of day you take your medications. Put it in a convenient place.
- Fill your pillbox at the beginning of each week.
- If you have trouble filling your pillbox, ask a family member to do it for you.
- Take your medication at the same time each day. Usually with meals and at bedtime are the most common times of day people like to take their medications.
  - If you forget to take a dose of medicine, do not take two doses to make up for the missed one.
  - If another dose is not due for several hours or until the next day, then take the missed dose as soon as you remember.
  - If your next dose is due within just a few hours, simply skip the missed dose and get back on your regular schedule.
- Do not take more or less of your medication than your doctor has ordered. Changing the dose without your doctor’s OK can be dangerous.

- If you are having other side effects from your medication that are bothering you, do not stop taking the medication. Talk to your doctor. He can check your situation and may be able to change the medication or the dose. Sometimes, the side effects get better with time.
- Take your medication with you when you leave home, so you can take them on time.
- If you are traveling, be sure to take several days worth of medication with you. Pack your medication in your carry-on bags. Do not put them in your checked luggage on an airplane.
- Reorder your prescriptions ahead of time so that you never run out of medication.
- If you are having trouble paying for your medication, ask your doctor about how to get financial help for them.

Following your discharge, you may receive a survey that asks you about your experience in our hospital. We rely heavily on the feedback from this survey to make quality improvements in our hospital. Please take the time to fill it out.

The Aultman Patient Accounts Department will directly bill your insurance company for your convenience. You will receive a copy of your bill in the mail for your records. It will outline all charges and indicate any payment due. In general, doctors involved in diagnosing and treating your illness will bill you separately for their services. If you have questions regarding your bill, please feel free to contact Aultman Patient Accounts at 330-363-6321.
Aultman Patient Outreach Services offers assistance to help patients with hospital bills. These include financial counseling, Medicaid eligibility assistance, hospital care assurance program and sliding scale options. If you feel you may qualify for any of these programs or would like more information, feel free to contact Aultman Patient Outreach Services at 330-363-2200.

MyAultman Patient Portal
MyAultman is a confidential, easy and free patient portal that provides you with 24/7 access to your health information. When you log on to MyAultman, you will see information about your recent health care visit, your lab results, medication lists and other patient education. After each interaction with Aultman, your health information record will be updated in MyAultman.

All you need to access the MyAultman patient portal is a valid email address. We will send you an email invitation with a link to create an account. Once you click the link in your email, simply follow the prompts to complete the registration process. If you have issues accessing the MyAultman patient portal, please call 1-877-621-8014. Assistance is available 24 hours a day, seven days a week. You can also email patientportal@aultman.com. For questions or issues regarding the information in your personal health record, please call Aultman Medical Records Monday through Friday between 8 a.m.-4:30 p.m. at 330-363-4244.

Talking to Your Health Care Providers
It is important that you understand your condition, your treatment options and your home-going plan. Ask Questions!

Ask Me 3™
Every time you talk with a doctor, nurse or pharmacist, use the Ask Me 3™ questions to better understand your health.
1) What is my main problem?
2) What do I need to do?
3) Why is it important for me to do this?

Use the space below to write down any questions or comments you have for your doctor or nurse.
Parking and Security
Free parking is available in two surface lots. One is located near the Emergency Department on Bedford Avenue and the other is located on Sixth St. SW near Bedford Avenue. For a nominal fee, you can park in the parking deck located on Seventh Street and Clarendon Avenue, which offers a heated walkway to the hospital.

Valet Services
Valet parking is available for a small fee at the Bedford Avenue (blue) entrance and the 7th Street (green) entrance, across from the parking deck. Fees are waived for handicapped motorists. Valet parking is available Monday through Friday from 5 a.m.-8:30 p.m. Parking for incoming cars stops at 6:30 p.m. To reach Aultman Valet Services, dial 35780. After-hours pickups may be arranged by calling Security at 36268.

ATM
An ATM is located in the Bedford walkway connector outside The Shoppes.

Security Services
Security services are available to our customers 24 hours a day, seven days a week, 365 days a year. Security services officers patrol all buildings, parking areas and outside properties to provide a safe environment in and around the hospital. Services provided include escorts, vehicle jump-starts, tire changes, vehicle door unlocks and securing patient valuables. To reach Aultman Security Services, dial 36268.

Physically-limited Visitors
Motorized scooters are available for visitors who are limited in mobility. To request the use of a motorized scooter, please call Aultman Valet Services Monday through Friday between the hours of 5 a.m. and 8:30 p.m. The Bedford lobby valet can be reached at 330-363-0089. To reach the main lobby valet, call 330-363-5780. If you need a scooter outside of these hours or on weekends, please call 330-363-6268 to request assistance from Aultman Security Services.

Lost & Found
Aultman Security Services maintains a lost-and-found inventory. Items are kept for 30 days. We encourage you to send valuables home with family members. Contact your nurse immediately if you need to secure valuables. Aultman cannot be held responsible for the loss of any personal belongings.
Chapels
Aultman Hospital provides two chapels that offer quiet spaces for reflection and prayer. Patients, family members, employees and visitors are all welcome. One chapel is located on the 3rd floor adjacent to the main elevators. This chapel includes a Catholic tabernacle. The other chapel is located on the 3rd floor of the Bedford building. If you would like to submit a request for prayer, there are prayer boxes available in both chapels.

General Visiting Hours
Unless specified by unit, Aultman has an open visiting policy.

Things to Do
For a list of things to do while at Aultman, pick up a copy of our “Things to Do” guide, located at both information desks. You can also access the guide online by visiting www.aultman.org/thingstodo.

Local Attractions
For local shopping, dining and hotel information, please visit http://www.visitcantonstark.com.

FLU SEASON VISITATION RESTRICTIONS
During active flu season months, Aultman joins area hospitals in adding the following visiting restrictions:
- Children under the age of 14 are not permitted to visit.
- Limit of two visitors per patient.
- Keep visits brief.

ON-SITE DINING OPTIONS

BREAKAWAY CAFÉ (CAFETERIA)

Location:
Second floor of the main building.

Hours:
Daily, 6 a.m.-7:30 p.m.

Hot meals, homemade soups, salad bar, “grab-and-go” items, beverages, ice cream and much more. Choices include gluten-free items and foods low in cholesterol, fat and sodium.

SEASONS CAFÉ

Location:
Bedford building lobby.

Hours:
Monday-Thursday, 6 a.m.-5 p.m.
Friday, 6 a.m.-3 p.m.

Gourmet coffee, specialty sandwiches and salads, smoothies, desserts and other treats.

GUEST TRAYS
Nutrition Services will deliver guest trays to a patient room along with the patient’s meal. To order a guest tray for a small fee, please, dial 36549.

VENDING
For your convenience, vending machines are available throughout the hospital.