

YOUR AT AULTMAN STAY



Welcome

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. We 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 healthcare team. Thank you for choosing Aultman!

Discrimination is Against the Law

Aultman Health System adheres to all applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, sex, sexual orientation, gender identity, or expression. We are committed to ensuring that all individuals are treated equally and respectfully, without exclusion or differential treatment, regardless 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

Your diet will be ordered by your physician and the nutrition services team will be notified. Hot meals will be delivered daily for breakfast (7:30-9 a.m.), lunch

(11:30 a.m.-2 p.m.) and dinner (4:30-6:30 p.m.) Meal orders are typically taken one day in advance. Please let us know about food allergies, intolerances or any special requests. Physicians often change patient diets during their stay and new orders will be communicated. Our team of clinical dietitians will be happy to educate you and your family about your diet during your stay and once you leave to go home. To access patient menus, please scan the QR code shown here. Select patient dining and scroll to the desired menu. To call Nutrition Services, dial 36459 from your hospital phone.



Spiritual Care

As part of the hospital interdisciplinary team, Aultman Staff Chaplains provide spiritual and emotional care to patients and families, regardless of faith tradition or without a faith tradition. We do this by listening to and being present to them – in their apprehension, their fear, their joy, their grief – with the goal of helping them find and use the spiritual and emotional strength, which every person has, that will help them in their present challenges. You can reach Aultman Spiritual Care by calling 330-363-6402. There are also two chapels available (see page 11).



Patient Valuables

Aultman recommends that patients speak with their caregiver about storing valuables. Valuables may include, but are not limited to, cash/credit cards, jewelry, identification and other items of significant monetary or personal value.

Valuables may be stored in the hospital safe located in Security. A “check in, check out” process allows for deposit and withdraw. Aultman is not responsible for valuables left unsecured in patient rooms.



Wireless Services

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.



Telephone

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.



Patient Video On-demand

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.



TV CHANNEL GUIDE

WKYC/NBC HD	HD	3	TBS	HD	43
Justice	SD	4	TNT	HD	44
WEWS/ABC HD	HD	5	A&E	HD	45
WUAB HD	HD	6	FX	HD	46
WGN	SD	7	Comedy Channel	HD	47
WJW/FOX HD	HD	8	E!	HD	48
WOHS/UNI CH 61	SD	9	Bravo	HD	49
WDLI/TBN CH 17	SD	10	BET	HD	50
WOIO/CBS HD	HD	11	Sci Fi	HD	51
WOIO METV	SD	12	BBC America	HD	52
Telemundo	SD	13	MTV	HD	53
WVPX/ION HD	HD	14	AMC	HD	54
WVIZ/PBS HD	HD	15	Lifetime	SD	55
WVIZ OHIO	SD	16	ESPN	HD	56
WVIZ WORLD	SD	17	ESPN2	HD	57
WVIZ CREATE	SD	18	ESPN U	HD	58
Bounce	SD	19	ESPN Classic	SD	59
WRLM/TCT HD	HD	20	ESPN News	HD	60
WNEO/PBS HD	HD	21	STO	HD	61
WEAO FUSION	SD	22	Fox Sports Ohio	HD	62
WEAO/MH	SD	23	Golf Channel	HD	63
WBNX/CW HD	HD	25	Fox Sports 1	HD	64
QVC	SD	26	NBCSN	HD	65
HSN	SD	27	CNN	HD	66
Disney Channel	HD	29	CNN Headline News	HD	67
Nickleodeon	HD	30	Fox News	HD	68
Cartoon Network	HD	31	MSNBC	HD	69
ABC Family	HD	32	CNBC	HD	70
Discovery	HD	33	Bloomberg	SD	71
TLC	HD	34	NFL	HD	72
Animal Planet	HD	35	Weather Channel	HD	73
Nat. Geographic	HD	36	TRUTV	HD	78
History Channel	HD	37			
HGTV	HD	38	Care Channel	HD	80
Food Network	HD	39	Patient Education	HD	81
Travel Channel	HD	40	Patient Education	HD	82
Science	HD	41	Patient Education	HD	83
USA	HD	42	Patient Education	HD	84

YOUR CARE AND COMFORT



Your Care Team

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 technologists

CRNAs

Respiratory therapists

Respiratory therapists (NICU)

Physical/occupational/speech therapists

Social workers

Environmental services technicians



Room Refresh

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 calling 330-363-4802.



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.





Safety

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 promote your safety.



What is a Hospitalist?

Hospitalists are board-certified doctors and nurse practitioners who specialize in providing safe and efficient care to patients in the hospital. They do not have an outpatient office but instead partner with your primary care/family doctor to care for you while you are in the hospital. A detailed summary of your admission and discharge is sent to your primary care/family doctor to ensure a safe transition and follow-up plan.



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 healthcare 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.





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.



Surgery/Procedures



For your safety, we take the following precautions during surgeries and procedures.

- 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.

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.
- Cleanse your hands with soap and water or use hand sanitizer.
- You may be asked to wear a mask to help protect others.

We also ask that family members and friends do NOT visit if they are ill. In addition, all visitors should use hand sanitizer before and after having contact with a patient.





Falls Prevention



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 healthcare 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, possibly cause confusion and contribute to a higher risk of falling. We ask that you partner with us to make your hospital stay safe.



YOUR DISCHARGE



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 or 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 recovery 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.

Services that may be recommended for you during your discharge planning include:

- Home Health Care
- Home Medical Equipment
- Skilled Nursing/Rehabilitation or Extended Care Facility Placement
- Day Care or Daily Meal Programs
- Support Groups
- Financial Assistance



Preparing to Leave

Every part of your hospital care plan must be completed before you can be cleared for discharge. Your healthcare team will make sure all of your medical test results have been reviewed, all doctor consults have been completed, new medications are coordinated with existing medications and follow-up treatment is arranged. Your nurse will review your discharge instructions.

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.)?

A post-discharge follow-up appointment with your primary care provider (PCP) is very important. Your PCP will assure that your symptoms are under control, review your medication list, discuss ongoing treatment plans and address any questions or concerns you may have. This visit can also reduce your risk of coming back to the hospital (readmission). Please make sure you schedule a follow-up visit with your PCP within 7 days of your discharge.



Discharge Prescriptions

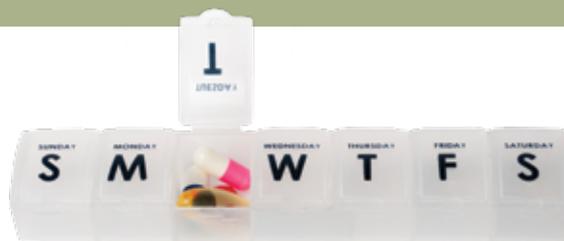
The Aultman Pharmacy can fill your prescription (up to a 30-day supply) so you don't have to make a stop on the way home. Just have a friend or family member drop the prescription off at the retail pharmacy counter in The Shoppes, along with your insurance information. Then pick up your prescription 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. – 5 p.m. Monday through Friday and 8 a.m. – 2 p.m. on Saturday. To reach the Aultman pharmacy, please call 330-363-5489.



Medication Safety

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 side effects from your medication 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.
- Keep your medication out of the reach of children.
- Dispose of medications properly.
- If you are having trouble paying for your medication, ask your doctor about how to get financial help for them.



Patient Satisfaction Survey

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.



Your Bill

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.



Patient Outreach Services

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.

Aultman OneChart Patient Portal

Aultman OneChart is a confidential, easy and free patient portal that provides you with 24/7 access to your health information. When you log on to Aultman OneChart, 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 Aultman OneChart.

All you need to access the Aultman OneChart 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 Aultman OneChart 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 Healthcare 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.

Palliative Care

Palliative care is not the same as hospice care. Available in homes, hospitals or nursing home settings, palliative care provides symptom management for people diagnosed with serious life-limiting conditions while they continue to receive curative treatments. Our specialized team collaborates to provide physical, emotional and spiritual support for patients and families. We assist in making informed decisions about patient care and ensure smooth transitions to appropriate care settings. To request palliative care or get details about our services, please visit aultman.org/palliativecare or call us in Canton at 330-479-2375 or Alliance at 330-596-7362.

VISITOR INFORMATION



Parking

Guest parking is available in three areas. The first is located near the Emergency Department on Bedford Avenue and the second can be accessed on Sixth Street SW. The third option is the parking deck, which is conveniently located on Seventh Street and offers a heated walkway to the hospital.

Shuttle Service

Aultman offers guests a friendly shuttle service to assist with transportation to and from the hospital throughout all parking areas. The shuttle operates weekdays from 7:30 a.m. - 4:30 p.m. To request a shuttle, please dial 330-363-0089 or 30089 from a house phone.

ATM

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

Security Services

Security services are available to our customers at the main campus 24 hours a day, seven days a week, 365 days a year. Security officers patrol buildings, parking areas and outside properties to provide a safe environment in and around the hospital. Services provided include escorts to and from parking areas and throughout the building, vehicle jump-starts, tire inflations, vehicle door unlocks and securing patient valuables. To reach Aultman Security, dial 36268 from any hospital phone, or 330-363-6268 from a cellphone.

Physically-limited Visitors

Your care and comfort are very important to us. That's why we provide personalized wheelchair service to help you get to your destination within the hospital. If you would like a wheelchair and/or a person to help move you through our campus, please ask at the information desk in our lobby!

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 also includes a Catholic tabernacle. The other chapel is located on the 3rd floor of the Bedford building, which also includes a space for Muslim prayer. If you would like to submit a request for prayer, there are prayer slips and boxes available in both chapels.

General Visiting Hours

Please visit the Aultman website at aultman.org to see the latest visitation policy.

Visitation Reminders

There may be times when hospitals must restrict visitation for the safety of visitors, patients and colleagues. Screening of all visitors may be completed upon entry to the facility. Additionally, mask usage may be required. When visitation is permitted, please remember to keep visits brief to promote rest and healing. Please do not visit if you are ill.

Things to Do

For a list of things to do while at Aultman, check out our "Things to Do" guide. Just scan the QR code here or visit aultman.org/thingstodo.



Local Attractions

For local shopping, dining and hotel information, please visit visitcanton.com.

AultmanNow

See a healthcare provider anytime, anywhere with AultmanNow! Online visits are available 24 hours a day, seven days a week. AultmanNow is a faster, easier way to visit a provider - using your smartphone, tablet or computer. Private and secure, you can use AultmanNow in the comfort of your own home. AultmanNow brings health care home, so that that you can feel better, faster.



To learn more, visit aultman.org/aultmannow. You can also download the AultmanNow app today – on the App Store and Google Play.



ON-SITE DINING OPTIONS

BREAKAWAY CAFÉ (CAFETERIA)

Location:

Second floor of the main building

Hours:

Daily, 6 a.m. - 6 p.m.

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



STARBUCKS SEASONS CAFÉ

Location:

Bedford building lobby

Hours:

Monday-Thursday, 6 a.m.- 4 p.m.
Friday, 6 a.m.-3 p.m.

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

VENDING

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

FRESHENS

Location:

Timken Family Cancer Center

Hours:

Monday-Friday, 7 a.m.- 3 p.m.

Fresh, natural smoothies, Starbucks brand drinks and "grab-and-go" soups, sandwiches and salads.

NAM CAFE

Location:

Physician Office Building

Hours:

Monday-Friday, 7 a.m.- 3 p.m.

Signature hot cinnamon buns, hot soup and a variety of grab and go options.



GUEST TRAYS

Nutrition Services will deliver guest trays to a patient room along with the patient's meal. Guest trays are \$10 and must be paid by credit card in advance of the meal delivery. Please call 330-363-6459 to order and pay for a tray.

