

WELCOME TO GENESIS

PATIENT HANDBOOK



Genesis
HEALTHCARE SYSTEM

Better Begins Here.



WELCOME

Genesis HealthCare System is committed to providing you with an outstanding patient experience that recognizes your individual needs... body, mind, spirit. We understand that being a patient in a hospital can be an uneasy experience. Rest assured however, you are in good hands with expert care provided by a highly trained, compassionate staff.

Every day Genesis staff members strive to deliver an exceptional patient-and-family centered experience through:

- **Compassion:** Treating the whole person with respect and dignity.
- **Trust:** Connecting with every person to build a trusting relationship.
- **Innovation:** Creatively using processes, services and technologies to provide high quality patient care.
- **Excellence:** Anticipating and exceeding the needs and expectations of others.

While you are here, we encourage you to ask questions and participate in decisions about your care. We welcome your comments and questions. Call the office of Patient Experience at (740) 454-5946.



BEFORE YOU VISIT

Valuables and Personal Belongings

We recommend that valuable personal belongings be left at home during your stay. We also understand that sometimes emergencies happen at unforeseen times. If you are admitted to the hospital, Public Safety will secure your valuable items in their safe. Please have clinical staff assist you with this process.

Know Your Medications

Please let us know what medications – prescription and over-the-counter – you're taking; this will help us determine the care you need to feel better. It's also important to tell us of any home remedies or herbal solutions you may use; this includes teas, vitamins or weight-loss products. Sometimes these items can be dangerous when you take them with other medications.

Please also let us know of anything that may make you sick or cause an allergic reaction, such as medications, latex, tape, food or iodine.

Tobacco-Free Environment

For the health and safety of our patients, visitors, and staff, tobacco use is not allowed in the hospital and surrounding areas, including parking lots. If you're coming to Genesis as a patient who uses tobacco, we have a variety of resources to help you remain tobacco free during your stay. Speak with your physician or the nursing staff to find resources that are right for you.

Advance Directives

Advance Directives are documents such as a Living Will or Durable Power of Attorney for Health Care that describe what medical treatment you do or do not want to receive if you are ever unable to communicate. Discuss with your family, doctors, nurses and clergy while you are alert and feeling well. If you have Advance Directives, please bring them to the hospital with you. If you would like assistance preparing these documents, the Genesis Spiritual Care team provides this service at no charge and will be happy to help you during your stay.

Free Valet Parking

Monday – Friday (*excluding holidays*)

Main Entrance 5 a.m. to 6 p.m.

Cancer Center and Physician Pavilion Entrances
7:30 a.m. to 4 p.m.

DURING YOUR VISIT

Visitors and Guests

Welcome between 8 a.m. to 9 p.m.

Primary Support Person: 24 hours a day/7 days a week

The Primary Support Person may enter through:

Main hospital entrance 5 a.m. to 9 p.m. weekdays,
6 a.m. to 9 p.m. weekends

Emergency Department entrance 9 p.m. to
5 a.m. weekdays, 9 p.m. to 6 a.m. weekends

Please tell your nurse if you would like for your support person to stay overnight in your room.

Overnight Accommodations

Out-of-town visitors can get a special discounted rate at nearby participating hotels. Speak with nursing staff or, call the Office of Patient Experience at (740) 454-5946, Monday – Friday, 8 a.m. to 4:30 p.m. After hours call the Hospital Operator at (800) 225-7957 for more information.

Condition Reports/Your Personal Code

In order to provide information about your condition, patients are assigned a “patient personal code.” You may share this code with those you wish to have access to this information. When friends and family call for updates, they must provide this code.

To request updates, callers should

- Dial (740) 454-4225 and ask to be transferred to the nursing unit of the patient’s room number.
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Please note: This code is not recognized on the Critical Care Unit.

Calling a Patient’s Room

Call (740) 450-6350 and enter the 4-digit room number

- To make a call from a patients room dial 9, wait for the dial tone then dial area code + phone number
- To make a long distance call from a patients room dial 9, wait for dial tone then dial 1+ area code+ phone number
- Families of inpatients may call into their loved one’s room by dialing our Patient Connect Service @ (740) 450-6350

Condition H

The “H” stands for Help. Condition H is activated by dialing 4799 from the beside phone to reach the hospital operator. Condition H enables patients, family members and visitors to directly contact emergency response staff when a patient’s condition suddenly changes. Condition H can also be called if there are concerns that need immediately addressed.

Wi-Fi Internet Service

Connect to complimentary Wi-Fi by signing onto “Genesis_Guest.”

Dining (Patient Meals)

“At Your Request” Room Service Dining Program

- From your hospital phone, call 5800 to order the meal you would like and the time to have it delivered.

| Breakfast | Lunch | Dinner |
|-------------------|----------------------|---------------------|
| 7 a.m. to 10 a.m. | 11 a.m. to 1:30 p.m. | 4 p.m. to 6:30 p.m. |

Refreshments

The Garden Café offers something for everyone with various food stations including hand-tossed salads, a pizza oven, world cuisine, a grill station and a deli counter.

- Located on the Garden Level
- Hours are 6:30 a.m. to 7 p.m.

Lobby Bistro offers tasty sandwiches, fresh fruit, baked goods, Starbucks coffee and beverages.

- Located just off the Main Lobby
- 6 a.m. to 5 p.m. & 1 a.m. to 4 a.m.

Gift Shop is located on the first floor of the hospital’s main lobby. It sells fresh flowers, baby gifts, greeting cards and sundries such as candy, snacks, magazines, paperback books and more.

- Monday – Friday: 9 a.m. to 7 p.m.
- Weekends: 11 a.m. to 3 p.m.

Jazzman’s Café offers fresh-brewed coffee, baked goods, delicious soups, salads and sandwiches.

- Located in the Physician Pavilion at the hospital & the Genesis HealthPlex on Maple Avenue.
- 7:30 a.m. to 5 p.m.

Service Response #5900. Call if your trash needs emptied, TV isn’t working, room temperature is too hot or cold, leaky faucet, etc.



ABOUT YOUR CARE AND TREATMENT

If it seems like we ask for your name a lot – you're right! To provide the highest patient safety, we must verify your name and birth date each time we draw blood, give you medicine, or perform procedures. If we don't ask your name – please remind us. Check your name band to assure that your name and date of birth are accurate. Make sure any blood or other specimens are labeled in front of you with your name.

Genesis Hospitalists and Pulmonary Critical Care Specialists

While in the hospital, you may be seen by hospitalists – physicians who specialize in the care of hospitalized patients only. Depending upon your condition, you may also be seen by a pulmonary-critical care specialist, a physician who specializes in taking care of critically ill patients.

Your primary care physician may request you be seen by a pulmonary-critical care specialist or hospitalist since these doctors are at the hospital 24 hours a day, 7 days a week. The hospitalist keeps your primary care physician informed about your care, and after you're discharged, you will follow up with your primary care physician.

Managing Your Pain

Measurement of Pain

We are committed to preventing and managing pain. Our goal is to manage your pain so that you will be comfortable.

Communication With Your Health Care Team

- The location(s) of pain.
- The quality of the pain (tingling, burning, aching, stabbing, shooting, etc.).
- The pattern (when is it worse).
- What was used to control the pain before you came to the hospital? (heat, ice, massage or repositioning) Explain what has not worked and what makes it better.
- Any medications used for the pain.
- Any accompanying symptoms (sleep difficulty, appetite changes, physical activity changes, problems in relationships with others, poor concentration and any emotions.)

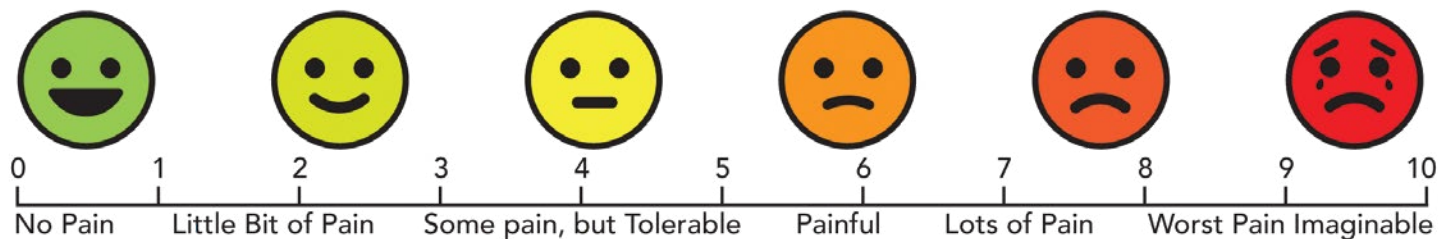
Safety

Patient safety is a top priority at Genesis. We have several programs in place to help keep you safe, but patient safety is everyone's responsibility. There are several steps you can take to prevent errors in your care before, during and after a hospital stay.

- Be involved in your care.
- Know your medications and allergies.
- Help prevent infections.

Preventing Falls

- Call for help when you need to get up or go to the bathroom. Do not try to get up and walk by yourself.
- Keep all items you need within your reach, including your call button.
- Always use your walker, cane, crutches, brace, etc.
- Wear non-skid footwear such as rubber-soled slippers or socks.
- Go slowly when getting out of the bed or chair so that you won't get dizzy.
- When you are in the bathroom, use the grab bars to help you sit and stand.
- Make sure you know where the call button is located in the bathroom.



AFTER YOUR VISIT

MyChart

MyChart is a secure, online health tool that gives you access to your medical record any time. You can review test results, renew prescriptions and more. Sign up for MyChart at genesishcs.org/mychart.

Hospital Discharge

Your case management discharge planner is available to assist with plans for your continued health care recovery, whether it's in your home with home health or in an appropriate supervised or skilled care setting.

Below are some of the home care services your doctor may suggest for you:

- Home health services – nursing care, physical therapy, wound care or IV administration
- Home medical equipment – oxygen, aerosol, walker, cane or emergency response monitor
- Home-delivered meals
- Assisted living
- Skilled nursing facility
- Other available community resources

Northside Pharmacy Bedside Delivery

We want “home” to be your first stop after our hospital.

It's important for your recovery to continue your medications once you have left the hospital. Your outside prescriptions can be filled and delivered to you before you leave the hospital. For your convenience, a Northside Pharmacy Specialist will stop by to assist you in using this service. For more information, call (740) 453-0508.

Beside delivery is available:
Monday - Friday 9 a.m. to 5 p.m.
Saturday - 9 a.m. to 3 p.m.

Going Home

After your doctor writes your discharge order, several things must happen before you go home. When everything is in place for your discharge, your nurse will:

- Go over your discharge instructions with you, including medication, activity, diet restrictions, and follow-up doctor appointments

- Teach you how to change your dressing and treat your incisions or wounds if necessary
- Ask you to sign your discharge form
- Provide you with a copy of your discharge instructions and provide you with information about how to access a recording of your discharge instructions to share with those providing your care at home

Patient Discharge Exit

We understand that privacy is very important to our patients. With this in mind, we designed our facility with a special Patient Discharge Exit. This exit enables patients to leave the hospital without having to go through the main lobby and provides them with privacy. Patients are escorted to the discharge exit by hospital staff using a path that's not used by mainstream hospital traffic.

The Patient Discharge Exit is located near the Physician Pavilion. Once patients are discharged and ready to exit:

- They are asked to tell the person who's taking them home to pick them up at the Patient Discharge Exit and to stay in the vehicle until the patient is at the exit.
- The Service Response Center is notified and a staff member from Transport is sent to patients' rooms to escort them to the exit.
- Transport staff stays with patients until their ride arrives and patients are in the vehicle.

Medical Records/Imaging Reports

Complete a Medical Records Authorization Form from your nurse or print one from our website, genesishcs.org, after discharge. Please be sure your authorization form is fully completed, dated and signed so that we can better serve you and avoid delays in processing. For your convenience, you can fax your request to (740) 454-5057; mail it to 2951 Maple Ave., Zanesville, OH 43701, Attn: Medical Records, or visit the medical records department located at 379 Adair Ave., in Zanesville.

All diagnostic imaging studies performed are kept in the Imaging department. If you need copies of imaging reports and films on CD, please contact the Imaging department at (740) 454-4009.

Upon receipt of the authorization, if it is determined that the form is HIPAA-compliant, your request will be processed

within five business days. Please note that you will be charged for medical record copies if requesting for personal use, i.e. attorney, social security, etc. Records being sent directly to a physician's office or other health care facility will be provided at no charge.

Billing

We want to make paying your Genesis bill as clear and easy as we can. Whether you have insurance or not, we have several options that may help you. For your convenience, online bill paying is available at genesishcs.org.

Health Plans and Networks

We accept a large number of health plans and networks. If you have health insurance, we'll bill your insurance company shortly after your visit. We'll send you a billing statement that shows we've billed your insurance, and we'll continue to send statements showing what and when your insurance pays. You should also receive Explanation of Benefits (EOB) statements from your insurance company.

After we receive the insurance payment, we'll send you a final billing statement that explains the remaining balance you owe. Payment is due when you receive the final statement. If you're not able to pay in full, we have short- and long-term payment plans.

If you don't have health insurance, we may apply a discount to your bill. After the discount, we'll ask for payment in full, but if you aren't able to pay, we can set up a payment plan or work with you on other options, such as signing up for Medicaid.

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Genesis

HEALTHCARE SYSTEM

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