

Welcome to Genesis

PATIENT HANDBOOK



Genesis

HEALTHCARE SYSTEM

Better Begins Here.





Welcome

At Genesis HealthCare System, you are the hero of your healthcare journey. We know a hospital stay can feel uncertain, and you want to feel confident, supported and cared for.

That's where we come in. Our team is here to guide and support you with expert, compassionate care at every step of your stay.

We live our mission through our values of:

- **Compassion**
- **Innovation**
- **Team**
- **Integrity**
- **Excellence**

You don't have to face this experience alone. Ask questions, share your concerns and be part of the decisions about your care.

If you have questions or feedback, contact the Office of Patient Experience at 740-454-5946.

Before you visit

Valuables and personal belongings

When you come to the hospital, your focus should be on feeling better, not worrying about your belongings. Whenever possible, we recommend leaving valuable items at home.

We understand that emergencies can happen unexpectedly. If you are admitted with valuables, our Public Safety team can securely store them in a hospital safe so you can have peace of mind while you heal.

If you need help, simply ask a member of your clinical care team.

Know your medications

You know your body best, and sharing the medications you take will help us care for you safely. Please let us know about all medications you are taking, including prescription and over-the-counter medications.

It's also important to tell us about home remedies, herbal supplements, teas, vitamins or weight-loss products, as some can interact with medications used during your care.

Please let us know if you have any allergies or sensitivities, such as reactions to medications, latex, tape, food or iodine. This information helps us create the safest and most effective care plan for you.

Free valet parking

Monday to Friday (excluding holidays)

- Genesis Hospital (main entrance): 5:30 a.m. to 4 p.m.
- Cancer Care Center entrance: 7:30 a.m. to 4 p.m.
- Physician Pavilion entrance: 7:30 a.m. to 4 p.m.

Tobacco-free environment

Your health and healing come first. For the safety of our patients, visitors and team members, tobacco use is not permitted anywhere on our campus, including buildings, surrounding areas and parking lots.

We understand that avoiding tobacco can be challenging during a hospital stay. If you use tobacco, talk with your physician or nursing team. Supportive resources are available to help you remain tobacco-free while you focus on recovery.

Advance Directives

Your voice matters, even if you're unable to speak for yourself. Advance Directives, such as a Living Will or Durable Power of Attorney for HealthCare, help ensure your wishes are honored.

We encourage you to discuss your preferences early with your family, doctors, nurses or clergy. If you already have Advance Directives, please bring them with you to the hospital.

If you would like help creating these documents, contact Genesis Spiritual Care at 740-454-5859 during your stay. Our chaplains offer guidance and peace of mind for you and your loved ones.

Genesis Spiritual Care supports healing of the body, mind and spirit by offering compassionate spiritual and emotional guidance to you and your family. Our chaplains are available in moments of joy or crisis and welcome individuals of all faiths or none. The St. Francis Chapel, located on the first floor of Genesis Hospital near the Lobby Bistro, is open to everyone for prayer and quiet reflection.

During your visit

Visitors and guests

We welcome visitors and guests daily from 5:30 a.m. to 9 p.m. Please note that visiting hours may vary for the Critical Care Unit, Emergency Department, Labor and Delivery, Mother Baby Unit and Hospice Care.

Each patient may designate a primary support person, who is welcome 24 hours a day, seven days a week.

Primary support person entrances:

- Main Hospital Entrance:
 - Weekdays, 5 a.m. to 9 p.m.
 - Weekends, 5:45 a.m. to 9 p.m.
- Emergency Department Entrance:
 - Weekdays, 9 p.m. to 5 a.m.
 - Weekends, 9 p.m. to 6 a.m.

Please let your nurse know if you would like your primary support person to stay overnight in your room.

Overnight accommodations

We want your stay, and your loved ones' stay, to be as comfortable as possible. Out-of-town visitors may receive special discounted rates at nearby participating hotels.

For more information, ask your nursing staff or contact the Office of Patient Experience at 740-454-5946, Monday through Friday, 8 a.m. to 4:30 p.m.

After hours, please call the Hospital Operator at 800-225-7957 for assistance.

Condition reports/personal code

You control who receives updates about your care. To protect your privacy, each patient is assigned a personal code.

You may share this code with anyone you choose. When friends or family call for condition updates, they will be asked to provide this code before information is shared.

This process helps keep your information secure while keeping your loved ones informed.

To request patient updates

To receive updates about a patient's condition, call 740-454-4225 and ask to be transferred to the nursing unit for the patient's room number.

Please note that the personal code system is not used in the Critical Care Unit.

Calling a patient's room

To call a patient's room from outside the hospital, dial 740-450-6350 and enter the patient's 4-digit room number.

To make a call from a patient's room:

- Dial 9 and wait for the dial tone
- For local calls, dial the area code and phone number
- For long-distance calls, dial 1, the area code and then the phone number

Family and friends may also reach inpatients directly using the Patient Connect Service by calling 740-450-6350.

Condition H

The "H" in Condition H stands for Help. If you are concerned about a sudden change in a patient's condition or feel that something needs immediate attention, dial Ext. 4799 from the bedside phone to reach the hospital operator.

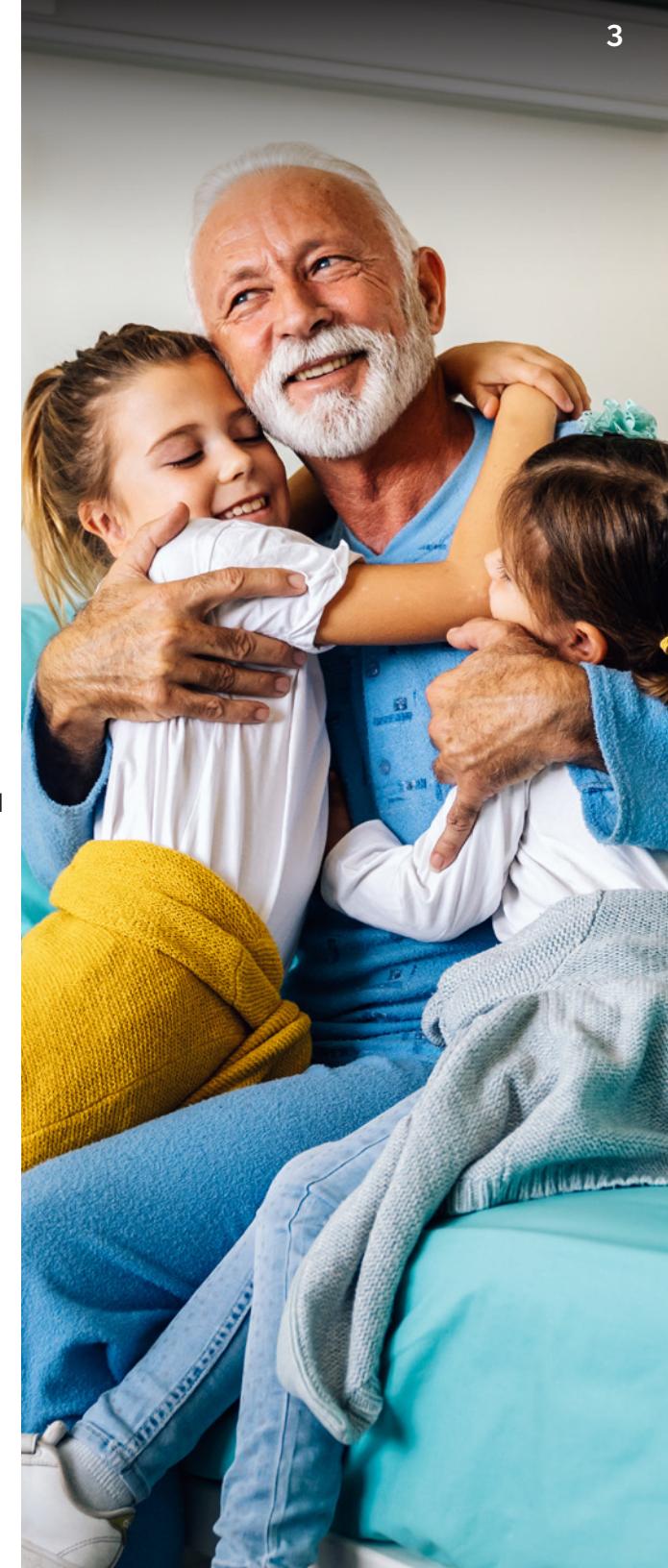
Condition H allows patients, family members and visitors to directly contact the hospital's emergency response team when urgent concerns arise.

This service is here to give you an added layer of support. Your concerns matter, and help is always available when you need it.

Wi-Fi internet services

Connect to complimentary Wi-Fi by signing onto "Genesis_Guest_Wifi". A Genesis team member can provide the password.

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During your visit *(Continued)*

Patient meals

Enjoy meals on your schedule with our At Your Request Room Service Dining Program.

To place an order, call Ext. 5800 from your hospital phone and let us know:

- The meal you would like
- The time you would like it delivered
- Meal service hours:
 - Breakfast: 7 to 10 a.m.
 - Lunch: 11 a.m. to 1:30 p.m.
 - Dinner: 4 to 6:30 p.m.

This program is designed to give you flexibility and comfort while you focus on your recovery.

Dining options and the Gift Shop

Garden Café

The Garden Café offers a variety of options, including hand-tossed salads, pizza, world cuisine, a grill station and a deli counter.

- Location: Garden Level
- Hours: 6:30 a.m. to 7 p.m.

Lobby Bistro

The Lobby Bistro features sandwiches, fresh fruit, baked goods, coffee and other beverages.

- Location: Beside the Main Lobby
- Hours: Monday to Friday from 6:30 a.m. to 3 p.m.

Corner Café and Café Express

Corner Café serves fresh-brewed coffee, baked goods, soups, salads and sandwiches.

- Location: Physician Pavilion at the hospital
- Hours: Monday to Friday from 7 a.m. to 2 p.m.

Café Express serves fresh-brewed coffee, baked goods, soups, salads and sandwiches.

- Location: Genesis HealthPlex
- Hours: Monday to Friday from 7:30 a.m. to 2 p.m.

Gift Shop

Located in the Main Lobby on the first floor, the Gift Shop offers fresh flowers, baby gifts, holiday items and everyday items such as candy, snacks and magazines.

- Hours:
 - Monday: 7 a.m. to 5 p.m.
 - Tuesday: 9 a.m. to 5 p.m.
 - Wednesday: 9 a.m. to 5 p.m.
 - Thursday: 9 a.m. to 8 p.m.
 - Friday: 9 a.m. to 5 p.m.
 - Saturday: 11 a.m. to 3 p.m.
 - Sunday: 11 a.m. to 3 p.m.

Service Response is Ext. 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 feels like we ask for your name often, you're right. To provide the highest level of patient safety, we verify your name and date of birth every time we draw blood, give medication or perform a procedure.

If we ever forget to ask, please remind us. We also encourage you to check your identification band to make sure your name and birth date are correct, and to confirm that any blood or other specimens are labeled in front of you with your name. Your involvement helps keep you safe.

Genesis hospitalists and pulmonary critical care specialists

During your stay, you may be cared for by a hospitalist. A hospitalist is a physician who specializes in treating patients while they are in the hospital. Your hospitalist works closely with your primary care physician and keeps them informed about your treatment. Depending on your condition, you may also be seen by a pulmonary critical care specialist, who focuses on caring for patients with serious or complex medical needs.

These physicians are available 24 hours a day, seven days a week, allowing for timely care while you're in the hospital. After discharge, you will continue your care with your primary care physician.

Managing your pain

At Genesis HealthCare System, we are committed to preventing and managing pain. Our goal is to help you feel comfortable and supported throughout your stay.

Communication with your healthcare team

To help your care team understand your pain, please communicate:

- Location: Where it hurts

- Quality: Tingling, burning, aching, stabbing, shooting, etc.
- Pattern: When it is better or worse
- Previous strategies: What you tried before coming to the hospital, such as heat, ice, massage, repositioning and what helped or didn't help
- Medications: Any current pain medications
- Accompanying symptoms: Changes in sleep, appetite, activity, mood, concentration or relationships

Sharing this information ensures your care team can create the most effective pain management plan for you.

Safety

Patient safety is a top priority at Genesis. While we have programs to protect you, safety is a shared responsibility. Here's how you can help prevent errors:

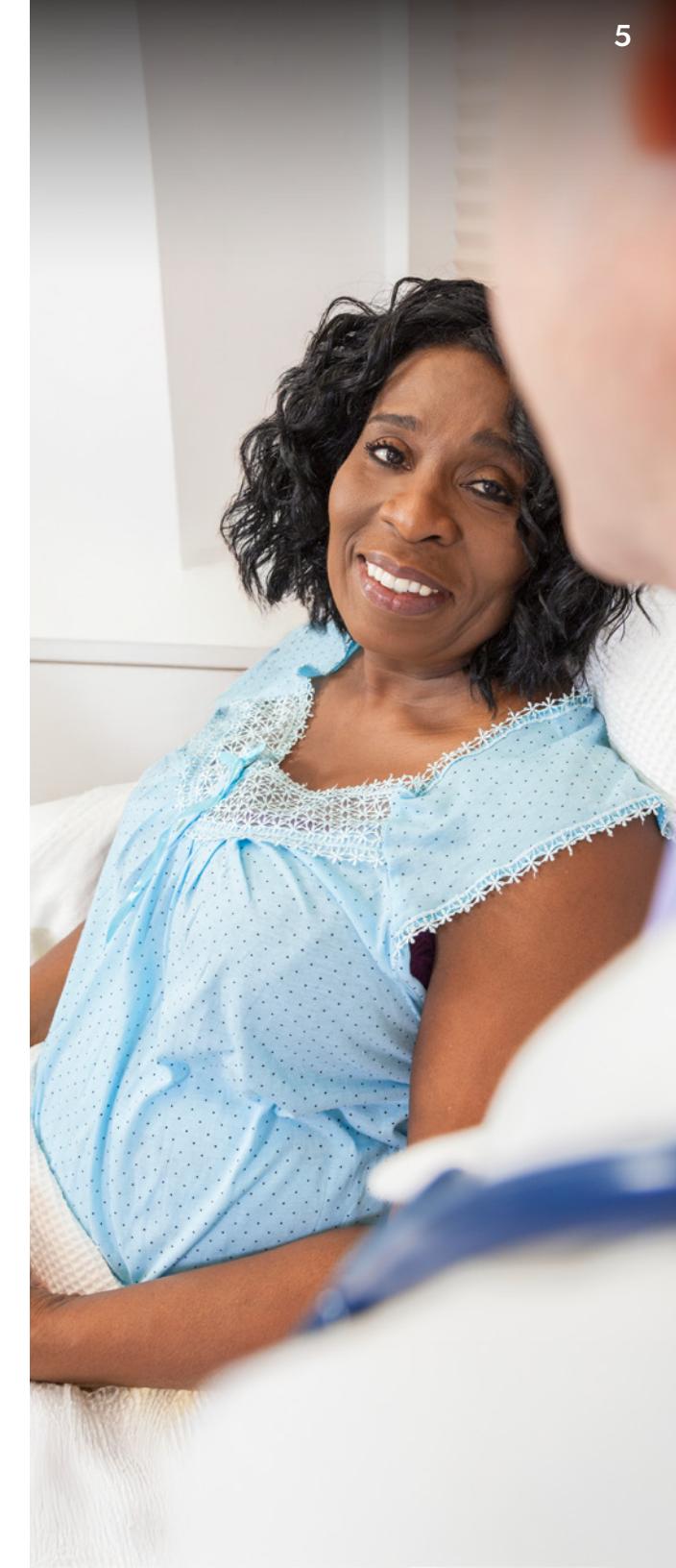
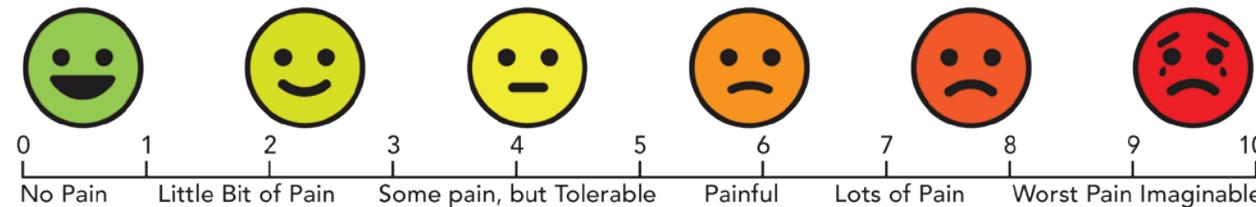
- Be involved in your care
- Know your medications and allergies
- Take steps to prevent infections

Preventing falls

Falls are a serious risk, but there are simple steps you can take to stay safe:

- Call for help before getting up or going to the bathroom
- Keep everything you need within reach, including your call button
- Always use your walker, cane, crutches or brace
- Wear non-skid footwear like rubber-soled slippers or socks
- Move slowly when getting out of bed or a chair to avoid dizziness

Following these steps helps you stay safe and supported during your stay.





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. There is a MyChart app available in the Apple and Google app stores.

Hospital discharge

Your case management discharge planner is available to help you make safe, smooth plans for recovery.

Some services your doctor may recommend as part of your discharge planner, include:

- 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 or skilled nursing facilities
- Other community resources to support your recovery

Genesis Outpatient Pharmacy Bedside Delivery

To make your transition home seamless, your outside prescriptions can be filled and delivered to your room before you leave the hospital. A Genesis Pharmacy Specialist will assist you with this service.

- Hours:
 - Monday to Friday: 9 a.m. to 5 p.m.
 - Saturday: 9 a.m. to 3 p.m.
- For more information, call 740-453-0508

This ensures your recovery continues safely with all medications in-hand.

Going home

Once your doctor writes your discharge order, your nurse will guide you through the steps to go home safely:

- Review discharge instructions, including medications, diet, activity and follow-up appointments
- Teach you how to care for wounds or dressings, if needed
- Ask you to sign your discharge form
- Provide a copy of your discharge instructions and information on accessing a recording to share with caregivers at home

Patient discharge exit

We know that privacy matters. Our patient discharge exit allows you to leave the hospital without going through the main lobby.

- The exit is located near the Physician Pavilion
- Patients are escorted by staff along a private path to their ride
- Family or friends picking you up should stay in the vehicle until you reach the exit
- The Service Response Center notifies Transport staff, who escort you safely and remain until you are in the vehicle

This ensures a smooth, private and secure departure from the hospital.

Medical records and Imaging reports

To request your medical records, complete a Medical Records Authorization Form, which you can get from your nurse or print from our website at genesishcs.org/patients. Please make sure the form is fully completed, dated and signed to avoid delays.

You can submit your request by:

- Fax: 740-454-5057
- Mail: 2951 Maple Ave., Zanesville, OH 43701, Attn: Medical Records Department
- In-person: Medical Records Department, 2798 Maple Avenue, Zanesville, OH 43701

All diagnostic imaging studies are kept in the Imaging Department. If you need copies of imaging reports or films on CD, contact them at 740-454-4009.

Once your authorization is received and verified as HIPAA-compliant, your request will be processed within five business days. Please note:

- Requests for personal use (e.g., attorney, Social Security) may have a fee
- Records sent directly to a physician or other healthcare facility are provided at no charge

This process ensures your records and imaging are handled securely, efficiently and with privacy in mind.

Billing

We want paying your Genesis bill to be simple and clear. Whether you have insurance or not, we offer several options to make the process easier.

For your convenience, you can pay your bill online at genesishcs.org.

Health plans and networks

We accept a wide range of health plans and networks. If you have insurance, we will bill your insurance company shortly after your visit. You'll receive billing statements showing what has been billed and when your insurance pays. You may also receive Explanation of Benefits (EOB) statements from your insurance company.

After we receive payment from your insurance, we'll send a final statement showing any remaining balance. Payment is due when you receive this statement. If you cannot pay in full, we offer short- and long-term payment plans to help.

If you do not have insurance, a discount may be applied to your bill. After the discount, payment in full is requested, but we can help set up a payment plan or assist you with other options, such as applying for Medicaid.

Patient financial services

Our caring financial counselors can help you::

- Set up short- or long-term payment plans
- Explore other payment options

If your family income is below 300% of the federal poverty guidelines, you may be eligible for financial assistance. Basic, medically necessary hospital services may be provided free of charge or at reduced fees for those who qualify.

To apply, you can:

- Complete a financial assistance application on our website at genesishcs.org/patients
- Ask a member of your healthcare team to provide one before you leave the hospital

If you have questions, call us Monday to Friday, 8 a.m. to 6 p.m., at 740-454-4335, 800-322-4762 or Ext. 4335.

Surveys

We love hearing from our patients. Your compliments, suggestions and comments help us recognize our team members for excellent care and continue improving our services.

After your hospital stay, you may be contacted by phone to complete a short patient experience survey. We hope you'll take a few minutes to share your thoughts. Your feedback makes a difference.



Notes



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