




**JOINT TOWNSHIP
DISTRICT
MEMORIAL
HOSPITAL™**
AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM

PATIENT INFORMATION HANDBOOK



Kevin W. Harlan

President and CEO

WELCOME AND *Thank you!*

On behalf of the Board of Directors, our Medical Staff, and all our healthcare team members, I would like to thank you for choosing Grand Lake Health System.

Joint Township District Memorial Hospital is special due to the exceptional, compassionate care you receive from people you know. Our dedicated team works together to provide you with a truly remarkable healthcare experience. Those of us who have seen them in action are in awe of the example they set; their inspiration on a professional and emotional level is rarely equaled.

With our expanded and improved facilities, you will receive a level of care that can be trusted to be the finest and most comprehensive in the region. We are constantly searching for better ways to provide care for those who need us and continue to build on our strengths to become better for our patients, better for your family, and better for our communities.

We are here for you when you need us. You are welcome to seek assistance from any associate. Please feel free to contact me personally if I can be of service.

Kindest regards,

Kevin W. Harlan

President and CEO



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ACCREDITATIONS

Joint Township District Memorial Hospital is accredited by:

- DNV Healthcare, NIAHO Hospital Accreditation Program
- The American College of Radiology in Mammography and MRI
- HFAP (Healthcare Facilities Accreditation Program) for Clinical Laboratory

Grand Lake Home Medical Equipment is accredited by:

- The Healthcare Quality Association on Accreditation

CERTIFICATIONS

Joint Hospital District Memorial Hospital is certified by:

- The Centers for Medicare and Medicaid Services (Medicare)
- State of Ohio (OB, TCU, Home Health, Hospice)
- Mammography Quality Standards Act (MQSA) for Mammography
- American Association of Cardiovascular and Pulmonary Rehabilitation for Cardiac Rehabilitation Program

Joint Township District Memorial Hospital is a member of:

- The Ohio Hospital Association (OHA)
- The Greater Dayton Area Hospital Association (GDAHA)



QUESTIONS CONCERNING YOUR HOSPITAL BILL

We recognize that hospital bills can often be confusing. You may have additional questions or need help with insurance and billing for inpatient stays or outpatient tests and procedures. You can contact our Patient Accounts Department at 419-394-3335, extension 2146 or 2128 or through our toll free number at 877-564-6897, Monday through Friday during the hours of 8:00 a.m. to 4:30 p.m. For your convenience, we have a variety of payment options available to assist patients in paying their hospital bill. We also accept Visa, MasterCard, Discover and American Express. In addition, as a service to the community, the hospital provides financial assistance to qualified patients. If you do not have insurance or are not able to pay your balance, you may be eligible. Please contact the Patient Accounts Department for further information.

The following list of additional resources will help with your insurance and billing questions.

Bureau of Workers Compensation.....	800-644-6292
Medicaid Questions.....	Caseworker
Medicare.....	800-633-4227
National Social Security.....	800-772-1213

During your stay if you were visited by your doctor, a consulting physician requested by your doctor, or had x-rays or an EKG which were interpreted by a specialist, you will be receiving bills for these physicians' services separate from your hospital bill. These fees are payable directly to the doctor issuing the bill, not the hospital.

VISITATION INFORMATION

Welcome to Joint Township District Memorial Hospital. We recognize the important role family and friends play in the healing process and recovery of our patients. Our goal is to provide the highest quality care and safe environment to you, and to ensure that all visitors enjoy full and equal visitation privileges consistent with your preferences. You have the right to designate whom you wish to visit and have present during your hospital stay, regardless of sex, age, race, national origin, religion, sexual orientation, gender identity, or disability. If you have a designated representative appointed, this person shall be informed of your visitation rights, including any necessary clinical restrictions or limitations, be involved in any decisions to limit or restrict visitors, and be involved in the plan of care.

For some patients pastoral care is an integral part of healthcare and the healing process. Upon admission, JTDMMH will inform each patient of their choice to request pastoral care, to limit/restrict visitors, and to designate a representative for the purposes related to these visitation rights.



VISITATION GUIDELINES/HOURS

We ask that family members and visitors be supportive, considerate and respectful of the healing process and recovery of the patient. Please follow these visitation hours to protect our patients' privacy, comfort and safety which are necessary to help in their healing process and recovery.

- Visiting hours are recommended from 1:00 p.m. to 8:30 p.m. but may vary depending on the unit and condition of the patient. All children must be accompanied by an adult at all times. Children under age 10 may visit with special permission only.

Please follow these guidelines below that may require visitor limitations or restrictions to ensure a healthy, safe and secure environment for all patients.

- Access to visitors may be limited or restricted based on the patient clinical and personal needs and/or patient wishes, such as:
 - Patient's need for privacy or rest.
 - Need for privacy or rest by another individual in the patient's shared room.
 - When the patient is undergoing care interventions.
- Reasonable limitations on the number of visitors at any one time. We encourage just two visitors in addition to the patient-designated support person – however timeframes may be limited based on the patient's condition.
- Any awareness of an existing court order restricting contact.
- Visitors engaged in disruptive, threatening or violent behavior.
- Visitors will be asked to comply with the hospital's infection control policies and isolation practices, including hand hygiene and barrier precautions required such as masks, gloves or gowns.
- Visitors with fever, cold, sore throats or any contagious diseases should not visit patients.



Birth Center: Spouses/significant others have unlimited visitation including overnight accommodations. Siblings and grandparents may visit anytime from 10:00 a.m. to 10:00 p.m. General visitation hours for OB/Maternity are 1:00 p.m. to 8:30 p.m. Children under 10 years of age, who are not siblings, will not be permitted to visit. All visitors must be free of illness.

Pediatrics: Same as general hospital guidelines. Children under 10 years of age, who are not siblings, will not be permitted to visit. Sibling visitation must be arranged with permission of the patient's nurse. Siblings may not stay overnight. One parent or parent substitute should remain with the child.

Intensive Care/Progressive Care: Visiting hours in this unit are designed to provide the patient with essential rest and care needed for recovery. Visiting hours are from 10:00 a.m. until

8:30 p.m. These times may be adjusted depending on your loved one's needs. We ask that no visitors be permitted during "report" time (6:30 a.m. to 7:30 a.m. and 6:30 p.m. to 7:30 p.m.) and a "quiet time" be observed from 2:00 p.m. to 4:00 p.m. We prefer that no more than two visitors be in the room at a time. In order to ensure the privacy of all the patients in this unit, we ask that all visitors use the phone located by the doorway in the waiting room to ask permission to visit. You will be informed if the time is appropriate for you to enter. No food, live plants, or cut flowers are permitted in the patient rooms. Silk arrangements and Mylar balloons are acceptable as space and condition permits.

Condition Reports: One designated person may call in once each shift 7 a.m. to 3 p.m.; 3 p.m. to 11 p.m., 11 p.m. to 7 a.m., to get a general report of the patient's condition. Please let the lead nurse know who will be calling in.

Cell Phone Use: Cell phone usage is restricted to waiting areas and hallways. The use of camera features is prohibited.

Visitor Meals: The cafeteria is open to visitors for breakfast from 7:00 a.m. to 10:00 a.m.; lunch from 11:00 a.m. to 2:00 p.m., and supper from 4:30 p.m. to 6:30 p.m. Visitor trays are available to be delivered to the patient floor if they are ordered at least one half hour before each meal – 7:30 a.m. (Breakfast); 11:45 a.m. (Lunch); and 4:45 p.m. (Supper). Visitors must pay for their meal tray in the cafeteria. Please let the floor nurse know that you are expecting the visitor tray. Snacks and beverages may be obtained in the canteen 24 hours a day.

Overnight Stays: Overnight stays are only permitted for parents with pediatric patients and in some cases with other critically ill patients with special permission of the nurse or physician. Space for overnight accommodations is limited since there are only a few hide-away beds or recliner chairs. A robe or other appropriate attire should be worn by overnight visitors at all times.

DISCHARGE

On the day you are dismissed the physician will authorize your discharge. He/she will explain the details of your release and follow up care. Following the physician's approval, the discharge process has many steps. The Care Management staff may also assist in planning for your discharge needs. We strive to make it as efficient as possible, yet with attention to making your transition to home or the next level of care as safe and informative as possible. We ask your patience as we tend to those needs.



On the day you are scheduled to be dismissed, please plan to leave as soon as the details of the discharge process are completed so that we can prepare your room for an incoming patient. Family or friends may park temporarily under the canopy at the hospital's main entrance. A staff member or volunteer will escort you by wheelchair to your ride.



YOUR OPINION COUNTS

We depend on our patients and families to keep us informed, by letting us know what we are doing right or how we can do things better to meet your needs and expectations. After your hospitalization, you will receive a questionnaire in the mail. We encourage you to share with us your feedback and suggestions regarding the care and service you received during your visit. Please complete and return the survey to us in the postage paid envelope.

ADVANCE DIRECTIVES

When you come to the hospital, you are asked if you have an Advance Directive. Advance Directives are forms that allow you to make your healthcare wishes known in writing when you are not able to speak for yourself. This may happen when you are: unconscious, terminally ill, or confused and cannot make informed decisions. In Ohio, there are 5 Advance Directives: Living Will for Healthcare, Healthcare Power of Attorney, Do Not Resuscitate (DNR), Organ and Tissue Donation, and Mental Health Declaration. You may be asked to provide us with copies of these documents, so we have your wishes on file regarding your medical care.

Patients have the right to complete an Advance Directive and expect that it will be honored. If your physician is not able to respect your wishes he or she will assist you in getting another physician to honor your wishes. Often care choices can be resolved by talking about them with your doctor and family. Whether you have an Advance Directive or not, you will still be cared for in the hospital.

To help you better understand what these documents are, a brochure and/or Advance Directive packet will be made available to you on admission with detailed information explaining the choices you have to make your healthcare wishes known, including your right to accept or refuse medical treatment.

Please inform the staff if you have any further questions or would like additional information and/or assistance to complete an Advance Directive. A patient representative is on staff to answer any questions about Advance Directives or assist you to complete the documents – the Living Will or Healthcare Power of Attorney. To contact the patient representative, please call 419-394-3335, extension 2102.



WHAT IS OBSERVATION STATUS?

Observation status is assigned when you do not meet requirements for inpatient admission but may still require short term monitoring and treatment. Discharge is usually expected within 24 hours. Observation allows the physician time to aggressively manage your care, to make a decision, and then to rapidly move you to the most appropriate level of care, either inpatient or home.

What You Should Know — Observation Is an Outpatient Service: Anytime during the first 24 hours of your observation stay your physician could make the decision to discharge you. Observation status usually does not exceed 24 hours. For this reason, it is important for you to make arrangements for your transportation once treatments are completed. While in observation, nursing or other staff will monitor you to evaluate your condition, provide continued treatments that are necessary, and communicate to your physician with the information he or she needs to provide you with appropriate care. If your physician decides that you require additional or longer treatment, your observation status may be changed to inpatient.

Billing for Observation: Insurance carriers and Medicare have special requirements for Observation Services.

Charges are billed at an hourly rate, rather than a daily room charge. Observation begins when you are placed in an observation bed and ends when your treatments are completed and you are discharged. There may be additional charges for supplies and other services provided, just as with any other outpatient service. **Your insurance or Medicare may not pay for certain charges. This includes medications given to Medicare patients that can be taken on your own. These medications include, but are not limited to: pills, inhalers, insulin, ointments, creams and eye drops. You will be billed for any non-covered items.**

If you have additional concerns or questions regarding observation status, please speak with your physician or ask to speak with a Care Manager.

YOUR ADMISSION

It is the policy of Joint Township District Memorial Hospital to provide the best possible care to all of our patients without regard to race, creed, color, ability to pay and any considerations other than medical need.

Your admission to the hospital was requested by your physician, a member of our medical staff. The personal and financial information you supply to our admitting personnel is necessary for hospital medical and legal records and will be kept in the strictest confidence. It is necessary to bring

all insurance cards with you at the time of admission so that registration staff can copy them for your file.

When and Where to Arrive: On the day of admission, please come to the Outpatient Center entrance at the front of the Hospital at the time specified by your physician.

What to Bring: You may wish to bring a few personal items with you such as toiletries, gown or pajamas, robe and slippers. Maternity patients should bring clothes for the newborn to wear home from the hospital. If you wear contact lenses, eyeglasses, dentures, or a hearing aid, please have a proper container to store them at your bedside. These items are easily lost if placed on your food tray or wrapped in tissues or in paper cups. The hospital cannot be responsible for the care, storage and replacement of these items.

Valuable or Lost Items: Patients are asked not to bring items of value to the Hospital (such as cash, jewelry or credit cards). If you do bring a valuable item, it should be deposited in the hospital safe. You will be given a written receipt for all items which must be presented when you obtain them.

The hospital does not accept responsibility for items of value unless they are deposited in the safe. If you lose something, please notify your nurse right away, and we will make every effort to help you find it. Unclaimed articles are placed in "lost and found" where they are kept for 30 days. To inquire about lost articles, call the patient representative at extension 2102.

Personal Belongings: At discharge, a nurse or nursing assistant will assist you to collect all your belongings and check the closets and drawers. If you leave valuables in the hospital safe, the staff will assist you to obtain these items.

Medications: Please bring all medication with you to the hospital (prescription, nonprescription and herbal) and give it to your nurse upon arrival. The nurse will assume responsibility for administering the proper dosage and type of medications during your stay.

GENERAL INFORMATION

Emergency Drills: Emergency drills will be conducted periodically to ensure our readiness in an emergency. Drills involve personnel, not the patient, and you will be instructed on what to do.

Meals: If your prescribed meal allows for solid food, you will have an opportunity to select your menu from several choices for the next day's meals. If you have special requests or diet preferences, please let staff know so they may notify the food services department. A clinical dietitian is on staff to discuss dietary needs with the patient.



Smoking Policy: Joint Township District Memorial Hospital is a tobacco-free campus. Smoking is not permitted on the hospital grounds.

Television/Telephones: Time Warner Cable provides free cable access for all of our patients. Patients can request to view an educational tape by contacting their nurse.

To make an outside call, dial 9 and then your local number. To call long distance, dial "0" and request the long distance carrier of your choice. Long distance calls should be charged to your home phone or to a phone credit card. Incoming calls will be connected to patient rooms (with your permission) from 7:00 a.m. to 10:00 p.m. You may dial out at any time. Pay phones are located in the front and Emergency Center lobbies.

Wifi Connection: Wifi connection is free of charge and available in all rooms, lounges, waiting areas and the hospital cafeteria. The connection will show up as "hotspot" on the PC Wifi connection that the user is using. Bedside computers are *not* to be used for patient or family personal use.

Mail and Flowers: Volunteers deliver mail and flowers to patient rooms daily. Mail or flowers received after your discharge will be forwarded to you at home. You may give outgoing mail to a member of the nursing staff or volunteers for outgoing delivery. No food, live plants or cut flowers are permitted in the ICU/CCU rooms. Silk arrangements and Mylar balloons are acceptable as space and condition permits.

Gift Shoppe: Located near the front lobby, the Joint Township District Memorial Hospital Gift Shoppe is run by the hospital auxiliary and offers a variety of giftware, jewelry, magazines, floral arrangements, plush, balloons and seasonal specials.

ATM Machine: An ATM machine is available in the Outpatient lobby.

Newspapers: Coin operated newspaper machines are also located at the main entrance of the Hospital for the convenience of guests and visitors.

Spiritual Care: Upon arrival, admitting staff will inform each patient of their option to request pastoral visits. Clergy of all faiths visit the hospital regularly; so with your permission, the hospital is obligated to respect the patient's wishes. The St. Marys Ministerial Association has a chaplain of the week who will visit any patient upon request. If you wish to speak to a clergyman, please notify your nurse. An interfaith meditation room is available on the first floor for visitors and patients.

Home Health & Hospice Care: Home healthcare professionals are available through Grand Lake Home Health and Hospice (a subsidiary of Joint Township District Memorial Hospital) and other local agencies. For information about these services please contact Home Health/Hospice at extension 2802.



Palliative Care: This special program provides a team approach to a patient and family who are dealing with a life altering illness. Our team consists of the physician, nurse, social worker, and our Pastoral Counselor. We provide care for the whole person, focusing on physical, emotional and spiritual needs. For more information please call extension 2802.

Transitional Care Unit (TCU): Once ready for discharge from the acute setting of the hospital, your physician may recommend your care be continued to another level of care. The hospital contains a skilled nursing facility or Transitional Care Unit where you may receive additional care if you qualify per your payer's guidelines. Our Care Management staff can evaluate your eligibility for this unit with you and your physician.

Inpatient Rehabilitation Unit (IRU): Following an injury or illness your physician may determine that you need additional rehab services to restore your physical and cognitive function. The hospital has an Inpatient Rehab Unit that is licensed to provide those special rehabilitative needs. Your physician will evaluate and make a determination if this acute level of rehab care is needed. Our Care Management staff will assist in the eligibility process to verify your payer's guidelines.

PATIENT SAFETY – OUR TOP PRIORITY

Patients and their families have a vital role in making their care safe. This is a guide for you and your family to help us ensure a safer healthcare experience for you. We have available a Speak UP handout which provides tips for you and your family to review, encouraging active participation and involvement in your care and treatment. This information is also accessible on the hospital's web page, www.grandlakehealth.org.

Be involved in your healthcare.

The single most important way you can help to prevent errors is to be an active member of the healthcare team.



Taking an active role in your healthcare is a three-step process.

1. Take part in decisions about your treatment.
2. Follow your treatment plan.
3. Watch for problems and be involved in solving them.

Speak up if you have any questions or concerns.

- You have a right to question anyone who is involved with your care.
- You may want to write down questions to ask for the next time the doctor visits.
- If you observe a sudden change in your loved one's condition, please report the condition change to the staff immediately. If you have tried but feel you need more help, contact the Acute Change Team at extension 2110. (The Acute Change Team at Joint Township Hospital is designed to evaluate patients who have a sudden change in their condition. The team includes a specially trained nurse and a breathing expert. With supervisory support, the team will respond quickly to assist in the patient's care).

Ask what doctor is in charge of your care while you are in the hospital.

- You may have several doctors handling different aspects of your care but one should be coordinating or in charge of your care.

Identify yourself.

- You will see many different people. You should identify yourself and why you are there.
- Wear your name band at all times.
- Know what procedures you are to have and make sure healthcare workers tell you what they plan to do before consenting to a procedure.

Consider asking all healthcare workers who have direct contact with you if they washed their hands.

- Hand washing is an important way to prevent the spread of infection in hospitals.

Describe your symptoms and/or pain clearly.

When you are admitted to the hospital, bring all the medications you are taking in their original containers.

- Ask a family member to bring in medications if you left them at home.
- NOTE: Include all over-the-counter medications, home remedies, herbal medications including tea, vitamins and weight gain or loss products such as shakes, pills or bars. Sometimes they can be dangerous when you take them with other medications.
- Let the doctor and nurse know of any allergies and type of reaction or side effects you have.





Understand your medication.

- Your medication may be different than what you take at home.
- Know what medications you are taking, why you are taking them, what they look like, what time you take them, and potential side effects.
- If they look different, ask why!
- Make sure your armband is checked before any medication is given.

Help prevent falls.

- Call for help to get out of the bed or chair, especially if you feel dizzy or unsteady on your feet, and wait for help to arrive.
- Wear non-skid slippers, slipper socks or your own shoes.

When you are discharged home, ask your doctor to explain your plan of care for you to follow at home. Ask questions if you do not understand.

- Make sure you understand your medications and what activity and eating plan you are to follow.

Share any special needs.

- If you need assistance arranging special care or equipment, let your doctor, nurse or social worker know.

Getting involved pays off!

- Taking an active role in your care has many advantages.
- Rest assured that our primary goal and commitment is to provide a high level of quality care to help you achieve your best possible health.
- Your doctor, nurse and other healthcare providers welcome your involvement.



YOUR RIGHTS AS A PATIENT

In order to ensure compassionate and quality patient care, Joint Township District Memorial Hospital supports and recognizes our patient rights and respects their right to treatment and care. We are committed to treat our patients with the dignity, respect and consideration each person deserves. The hospital promotes the following patient "Bill of Rights" adopted by the American Hospital Association and the patient rights "Conditions of Participation" adopted by the Centers for Medicare and Medicaid (CMS).

YOU HAVE THE RIGHT TO:

Access to Care: You have the right to care when medically indicated regardless of your race, creed, sex, national origin, disability, religion, sexual orientation or source of payment. Minors have the right to care and education that is appropriate to their age and development.

Respectful Care: You have the right to consideration for your personal dignity, values or beliefs, and contribute to a positive self-image. You have the right to be free from mental, physical, and sexual retaliation from anyone.

Privacy and Confidentiality: You have the right to personal privacy during the course of your treatment, and assurance that your medical records and discussions or decisions about your care will be kept confidential.

Informed Decisions: You have the right to receive clear and understandable information about your care, treatment, or services from your physician involving the Informed Consent process; which is your right to know the risks, benefits, side effects, potential problems, and alternatives of the proposed care, including unanticipated outcomes. In an emergency, the Informed Consent process does not apply.

Participate in Plan of Care: You have the right to be involved in decisions and planning about your care, including resolving care dilemmas by requesting a meeting to resolve any ethical issues that may arise.

Exercise Your Rights: You have the right to make informed decisions, or a legally appointed authorized person will make decisions in your behalf, as permitted by law.

Advance Directives: You have the right to express your healthcare wishes by completing a Living Will, Healthcare Power of Attorney, Do Not Resuscitate (DNR) Order, Organ and Tissue Donor, or Mental Health Declaration.

Identity of Caregiver: You have the right to know the professional status and identity of those involved in your care.





Refusal of Care: You have the right to refuse care or treatment to the extent permitted by law, and to be informed of the medical consequences of such refusal, involving the informed consent process.

Transfer: You have the right to referral or second opinion of another provider of healthcare services at your request or expense, without jeopardizing your care. If transferred, information should be explained prior to transfer.

Access Medical Records: You have the right to request to review your personal health information.

Release of Records: You have the right that personal health information will not be released to anyone without your consent, except when required by law or a third party payer contract.

Pain Management: You have the right to have your pain assessed, evaluated and treated.

Research and Training: You have the right to participate in clinical trials, research, or educational programs. If you refuse, you are entitled to the most effective care.

Communication/Visitors: You have the right to effective communication with family and visitors, expressed verbally or in writing, unless restricted or limited due to your medical condition or at your request.

Special Needs: You have the right to an interpreter when you do not speak or understand English, or if you are deaf, at no cost to you. You have the right to considerations to your special religious or cultural requests and practices or to request assistance with any special needs such as vision or hearing impairment.

Safe and Secure Environment: You have the right to a safe, private and clean environment in the hospital, and assistance in accessing protective and advocacy services as needed.

Discharge Instructions: You have the right to information from your physician about your follow-up care when you are discharged from the hospital. This information will be given to you in writing.

Hospital Policies and Rules: You have the right to information about your rights and hospital rules and procedures affecting your care and conduct. These may include the no-smoking, consent to filming and recording, and safety or visitor policies.

Charges for Treatment: You have the right to know the estimated cost of your treatment choices or payment options. If you have questions about your hospital bill, you can contact Patient Accounts for an explanation.



Complaint or Concern: You have the right to express a complaint or file a formal grievance. You are entitled to information about Joint Township District Memorial Hospital's mechanism for initiation, review and resolution of complaints.

- A patient representative is on staff to ensure your comfort and care, and is available to answer questions or concerns regarding your care or service you receive during your visit/ stay. We would like to help you get the issue resolved quickly and to your satisfaction, and encourage you to share your feedback with your nurse or any staff. If we were unable to resolve your concerns this way, and/or if you prefer, you may contact the patient representative at 419-394-3335, extension 2102. The patient representative will talk with you about your concern or complaints, and serve as an advocate to help communicate with individuals, and address any problems. Although most concerns can be resolved through this process, at any time you wish to discuss your concerns with an outside agency you may contact the Ohio Department of Health at 1-800-342-0553 or DNV Healthcare at 1-866-523-6842. If you have questions regarding Medicare coverage and your rights you may call 1-800-589-7337. For further reference, state agency addresses are shown below.

Medical Quality Improvement Organization Ohio KePRO

Rock Run Center • 5700 Lombardo • Seven Hills, OH 44131
1-800-589-7337

Ohio Department of Health

246 North High Street • Columbus, OH 43216-0118
1-614-466-3543

DNV Healthcare

1-866-523-6842 • hospitalcomplaint@dnv.org

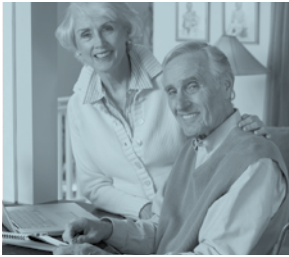
YOUR RESPONSIBILITIES AS A PATIENT

Your hospital stay will be more successful if we work together for the common goals of your good health. To help us help you:

1. Provide the doctor and staff with your accurate and complete medical history and information.
2. Report changes in condition or concerns about your care.
3. Ask questions if you do not understand information about your care or treatment and what is expected of you.
4. Follow instructions and your treatment plan recommended by the doctor responsible for your care.
5. Accept the consequences of your actions if you refuse treatment or do not follow the doctor's instructions.
6. Keep scheduled appointments or notify the hospital if you are unable to do so.
7. Act in a considerate and respectful manner, respecting the rights and needs of other patients, hospital personnel and property.

8. Follow the rules and regulations of the healthcare facility affecting patient care and conduct.
9. Provide information about your insurance and third party payors to promptly meet any financial obligation agreed upon with the Hospital.
10. To arrange for the care of all personal property kept in your possession during your stay.
11. Provide your Advance Directives to the hospital: Living Will, Durable Power of Attorney for Healthcare or Do Not Resuscitate Comfort Care Order.

Joint Township District Memorial Hospital strives to provide the highest level of care to our patients. Providing information on patient rights and responsibilities allows us to maintain this environment for our patients and their families. This is a summary of patient rights and responsibility. If you have any questions or concerns about your rights, please ask the staff, your physician, or you can contact the patient representative at extension 2102.



IMPORTANT INFORMATION ABOUT CONFIDENTIALITY AT GRAND LAKE HEALTH SYSTEM

The confidentiality of your health information is important to us. Under federal privacy regulations, you have rights surrounding your health information.

Our Notice of Privacy Practices has important information about these rights, and about our obligations to protect and appropriately use and share your health information. If you wish to receive a copy of our Notice, please contact the patient representative or visit www.grandlakehealth.org.

Your rights include:

- A right to receive a Notice detailing the Privacy Practices of the healthcare organization.
- A right to restrict uses and disclosures of your personal health information.
- A right to request confidential communications of your personal health information.
- A right to access, receive copies, and/or request a summary of your personal health information. You may contact the office of Health Information Management at 419-394-3335, extension 1117.
- A right to request amendments or corrections of your personal health information.
- A right to request an accounting of disclosures of your personal health information.
- A right to submit complaints to the healthcare

organization and the federal government if you believe your privacy rights have been violated.

These rights do have special limitations. For more information, please read the full Notice of Privacy Practices or call the Privacy Officer at 419-394-3387, extension 1125.

You can expect that your health information will not be given to anyone without your consent, except when required by law, required by your insurance provider, for internal operations, or for your treatment.



CALL-A-NURSE

Joint Township Hospital has teamed up with the other members of the West Central Ohio Regional Healthcare Alliance to bring you Call-A-Nurse, a resource for reliable health information – and peace of mind – when you need it.

Call-A-Nurse is available 8 a.m. to midnight every day throughout the year. When you call, you'll talk to a friendly registered nurse who is specially trained to give you personalized and accurate answers to a wide range of health questions. And if you're looking for a doctor, Call-A-Nurse can also help you find a physician who fits your family's unique health needs.

The next time you have medical questions, get convenient, healthy answers from people who care. 1-888-910-3335.

MISSION, VISION AND VALUES STATEMENT

MISSION

To optimize the health status of those we serve by providing the highest quality, value and service while remaining financially strong.

VISION

To be –

- the region's leader and preferred choice for healthcare;
- the most desired place for employment;
- the recognized source for health and wellness; and
- the coordinator of patient services that exceed the scope of our health system.

VALUES

COMPASSION –

To serve with dignity, concern, trust and kindness.

RESPECT –

For our patients, families, communities and each other.

STEWARDSHIP –

Making the best use of our human and economic resources.

SERVICE EXCELLENCE –

Anticipating customer needs, continuously improving and consistently exceeding expectations.

COLLABORATION –

To work in partnership, internally and externally, to better serve our communities.

WORKFORCE –

To value and respect the talented, committed and diverse people who make up our health system.

JTD HOSPITAL FOUNDATION

Our Foundation is actively raising funds to assure that Joint Township District Memorial Hospital will continue to offer compassionate caring for a healthier community.

Your gift of cash, credit card, appreciated securities, real estate, insurance or a planned gift through a bequest or a charitable gift annuity is greatly appreciated. Your gift will help us save lives and improve the health of our community.

Gifts may be made in honor or in memory of a loved one. Thanks to our many donors, they have left a legacy of caring for our hospital. Your gift may be sent to JTD Hospital Foundation, 200 St. Clair Street, St. Marys, OH 45885. For more information, please call 419-394-3335, extension 3574.



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**Joint Township District
Memorial Hospital**
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For more information about
Grand Lake Health System
and Joint Township District
Memorial Hospital,
visit our website
GrandLakeHealth.org