Our mission is “to improve the health of those we serve.” We take this statement very seriously from our physicians, nurses and other well-trained professionals. Our healthcare team is dedicated to providing the highest quality, personalized care. We are proud of the partnership we have with a variety of providers and are committed to continuously seek other partnerships, which this community has identified as important to it.

It is a privilege for our team of healthcare professionals to serve your needs. We appreciate your confidence in our services during your time of need. Please let a team member know if there is something we can do to make your experience satisfactory.

Wishing You Well,

*Morrow County Hospital’s Healthcare Team*
**About Morrow County Hospital**

Morrow County Hospital has been providing outstanding healthcare services to the community since February 12, 1952. Today, it is designated as a 25-bed critical access hospital and is recognized as the community’s primary healthcare facility which offers a wide range of services.

**Highlights in Care at Morrow County Hospital**

**Primary Care**
MCH Primary Care offers comprehensive primary care services for your entire family. Our board-certified physicians and advanced practice providers provide a wide range of services from prevention and wellness to chronic disease management. We have four convenient locations in Mt. Gilead, Cardington, Marengo and just outside of Johnsville. Three of our offices are designated as Rural Health Clinics.

**Swing Bed Program**
This program provides patients with short-term post-hospital rehabilitation and skilled nursing care before leaving the hospital. Patients are able to stay close to home at the hospital instead of being transferred to another facility.

**Emergency Care and Urgent Care**
Morrow County Hospital’s Emergency Department is open 24 hours a day, seven days a week, and is staffed by experienced emergency medicine physicians and nurses who are specially trained to respond to medical emergencies and potentially life-threatening situations. Our Urgent Care providers can treat all non-life threatening illnesses and injuries. Urgent Care is conveniently located inside the hospital.

**Heart and Vascular**
Morrow County Hospital connects patients with heart and vascular experts from OhioHealth to treat heart and vascular conditions. Our physicians see patients at the hospital’s Medical Specialty Center and in Marengo at Morrow County Hospital at the Cardinal Center. If more advanced care is needed, such as open heart or vascular surgery, we will connect you with one of the experts at OhioHealth Marion General Hospital or OhioHealth Mansfield Hospital.

**Orthopedics**
MCH Orthopedics provides expert orthopedic and sports medicine care. Our skilled orthopedic surgeon performs surgery for fractures and traumas, total joint replacements, minor hand surgery and more.

Morrow County Hospital has many specialists who provide care in a variety of different specialty areas. Medical and surgical specialists come to the hospital’s Medical Specialty Center to provide care in these various specialties.

**Privacy & Confidentiality Of Your Personal Health Information**

The protection and privacy of your personal health information is of special importance to the staff of Morrow County Hospital. We strive to protect your information from inappropriate use or sharing. The federal Health Insurance Portability and Accountability Act (HIPAA) has guidelines of how hospitals and other healthcare providers can use and share your health information. Your rights, and the way in which we can handle your health information, are explained in our “Notice of Privacy Practices” brochure. This Notice will be presented to you during your admission process. Please read it carefully as it will describe how you can gain access to your records, who we may share your information with and for what purposes.
Your Rights and Responsibilities

As a patient, you have a number of rights and responsibilities related to your care and treatment. In the case of pediatric and adolescent patients – or those unable to make competent decisions – these policies apply to the responsible party. Swing Bed patients are also provided a copy of the federal and state-mandated “Patient Rights.” A complete listing of Patient Rights & Responsibilities is available upon request.

Our mission is to improve the health of those we serve. Our cardinal value is that we honor the dignity and worth of each person. To support our patients, their families and the community, we have a Statement of Patient Rights and Responsibilities.

As a patient, you have the right:

1. To have your physician and a family member or someone of your choice notified if you are admitted to Morrow County Hospital, unless you ask that they not be notified.
2. To expect response to your requests and needs for treatment and service.
3. To receive competent and respectful care and treatment, which includes addressing your social, psychological, cultural, emotional, and spiritual needs, regardless of your ability to pay.
4. To designate a representative to make healthcare decisions on your behalf.
5. To have your pain assessed, responded to promptly, and treated.
6. To receive complete information about your diagnosis, prognosis, treatment, and unplanned outcomes.
7. To have all information about your health status so that you (or your designee, if you wish) can be involved in and make decisions about your plan of care and treatment.
8. To know the names and the professional status of the people caring for you.
9. To ask any caregiver if they have relationships with outside parties that may influence your care.
10. To know the reasons for any proposed change in the professional staff caring for you.
11. To know the relationship(s) of Morrow County Hospital to other person(s) or organization(s) participating in your care.
12. To know the reasons for your transfer, either within or outside Morrow County Hospital.
13. To be informed if your plan of care and treatment includes experimental, research, or educational activities, and if so, to receive information on the procedure, benefits, discomforts, risks, and alternatives, along with assurance that your refusal to participate will not affect your care.
14. To accept or refuse any medical or surgical treatment, if allowed by law, and to be informed of the risks of any refusal, including forgoing or withdrawing life-sustaining treatment or withholding resuscitative services.
15. To make decisions about life-sustaining treatments allowed by legal, clinical and ethical guidelines.
16. To execute and review advance directives (Living Wills, Healthcare Power of Attorney documents) in compliance with Ohio law, to designate a surrogate decision-maker on your behalf, and to have Morrow County Hospital comply with those directives.
17. To ask about the hospital’s process for donation of organs.
18. To be in an environment that preserves your dignity, provides a positive self-image, and protects as much as possible your visual, auditory and personal privacy.
19. To be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation and, if needed, to receive help from Morrow County Hospital in accessing protective and advocacy services.
20. To be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
21. To ask for an interpreter or help with any communication needs free of charge.

(continued)
22. To have access to a telephone for private conversations unless communication is limited for effective therapy.

23. To expect confidentiality of your clinical and personal information pertaining to your care, and to be able to access, request amendment to, and receive an accounting of disclosures regarding your health information permitted under law.

24. To have access to, within a reasonable time frame, your medical records except where restricted by law and Morrow County Hospital policy.

25. To express to any of your caregivers any dissatisfaction you have with your care or service and to expect a response that includes an investigation into your complaint or concern.

26. To have access to your bill, itemized when possible, to ask for help understanding that bill, and to know that the bill will list only the charges for care you received.

27. To be informed of the source of Morrow County Hospital’s reimbursement for your services and of any limitations that may be placed on your care.

28. To ask for a complete copy of the Patient Rights and Responsibilities along with help understanding how it applies to you.

29. To designate and receive visitors, including but not limited to a spouse, domestic partner (including a same-sex domestic partner) another family member or a friend. Also have the right to withdraw or deny consent of a visitor at any time.

30. To answer questions thoroughly about your health and medical history.

31. To ask questions when information is not understood.

32. To cooperate with physicians and Morrow County Hospital staff.

33. To follow all Morrow County Hospital policies, including those addressing smoking, visiting, and other matters.

34. To take responsibility for the payment of your medical bills or to provide all needed information so that your medical bills may be paid.

35. To show respect and consideration.

36. To understand that you will assume the responsibility for the outcome of your medical condition if you do not follow the care, treatment, and service plan recommended.

37. To the same quality of care and accommodations regardless of your race, color, national origin, ethnicity, religion, culture, language, age, disability, socioeconomic status, sex, sexual orientation, and gender identity or expression in its health programs and activities.

Español (Spanish)
ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1 (614) 899.6666.

繁體中文 (Chinese)
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1 (614) 899.6666

If there is anything we can do to improve our care or safety, or you have a concern about your healthcare, we encourage you to talk to your nurse, physician and clinicians. You can also talk to the manager of the department or unit caring for you.

If you have any questions about any of your care after you get home, call your physician.
Preventing The Spread Of Infection

Patient Responsibility:

Handwashing is the best way to stop the spread of germs.

+ Wash your hands with soap and water. Rub your palms and fingernails between your fingers and the backs of your hands for at least 20 seconds.

+ You may use alcohol-based hand sanitizer to clean your hands. Rub it all over your hands until they are dry. Your healthcare worker can supply you with a small container of hand sanitizer.

+ Clean your hands before eating or touching food, after you use the restroom, after you cough or sneeze and after touching someone else.

+ Everyone caring for you should clean their hands. If you do not see your doctor, nurse or other healthcare provider clean their hands when entering your room to provide care, remember – It’s OK to ask!

+ Healthcare workers should wear clean gloves when they provide care to you. It’s OK to ask!

Cover your mouth and nose when you sneeze or cough.

+ Use tissues

+ Throw away used tissues after coughing or sneezing and clean your hands.

Visitor Responsibility:

Visitors can help prevent the spread of germs and infection by following these simple steps:

+ Handwashing is the most important step to prevent the spread of infection! Always wash your hands before and after visiting a patient, after going to the bathroom, blowing your nose, sneezing, coughing and before eating.

+ Please do not visit a patient when you are sick. If you must visit while you are sick, wash your hands well and ask the staff for a mask if you have respiratory symptoms. Do not touch the patient, or any object the patient is using, and keep the visit brief.

+ Some patients need isolation – if so, everyone (staff and visitors) may need to wear gloves, a gown and/or a mask.

+ Check with the nurse before visiting if you are unsure if you are contagious, or if you are bringing children to visit a patient.

Sometimes preventing infections requires the use of isolation precautions. Ask caregivers to explain what these are and how they work. You may also request to speak to the Infection Preventionist.
Making Decisions for the Future

Many people take action about their healthcare before they become seriously ill. You may state your healthcare preference in writing, while you are still healthy and able to make such decisions.

Durable Power of Attorney for Healthcare

This form allows you to appoint someone as your agent to make all healthcare decisions for you, should you become terminally ill and unable to communicate, or temporarily or permanently unable to make decisions for yourself. Be sure you talk with that person and your doctor about what you want. This document becomes effective only when you are temporarily or permanently unable to make your own decisions.

Living Will

This form allows you to give advanced written directions about all of your healthcare decisions (including wishes about artificial food and water) if you are terminally ill and unable to communicate or in a permanently unconscious state. This document becomes effective only when you are permanently unconscious or terminally ill and unable to communicate. You should also share your wishes with your Durable Power of Attorney, family and doctor.

If you do not have a Living Will or Durable Power of Attorney, Ohio law allows your next of kin to make all your healthcare decisions if you are terminally ill and unable to communicate, or to make decisions for the withdrawal of life support if you are in a permanently unconscious state only after a 12-month waiting period. The law defines specific rules about the withdrawal of artificially supplied nutrition and hydration (food and water). For more information, please refer to the advanced directive documents.

Many people complete both documents because they address different aspects of their medical care. If you are interested in completing a Living Will or Durable Power of Attorney, ask your doctor or nurse. You should give copies of these forms to your family and to your doctor and the healthcare facility to put in your medical record. Be sure to tell your family and close friends about what you want done, and consider giving them a copy of these documents as well.

Do Not Resuscitate (DNR) and Comfort Care (CC)

Do Not Resuscitate (DNR) means that if a person’s heart or breathing stops, no one will try to restart the heart and lungs with CPR (Cardiopulmonary Resuscitation). A DNR order is a written order by a doctor based upon your wishes to avoid having CPR if your heart or breathing stops.

There are two types of DNR-CC orders:

+ **DNR-CC:** Only treatment to provide comfort care will be given to you. If your heart or lungs stop working, CPR will not be started.

+ **DNR-CC Arrest:** You will get all needed treatment until the time your heart or breathing stop working. Once this occurs, CPR will not be started. All care will be done except CPR. It does NOT change the rest of the treatment plan your doctor has ordered.

Comfort care such as pain medication, oxygen, nutrition, emotional support, supporting the body and clearing the airway will still be done with both of these orders.

Other healthcare providers such as hospice, home health, pain specialists and other physicians may be asked to help in your care.

If you are interested in a DNR order, share your wishes with your physician.

Grievances

Morrow County Hospital acknowledges that a patient may wish to file a formal grievance related to their care or other services. Grievances are taken very seriously and will go through a formal investigation. You may file a grievance by:

+ Sending a written letter to Morrow County Hospital (651 West Marion Road, Mt. Gilead, Ohio 43338), or by calling the hospital’s Compliance Office – (419) 946.5015.

+ Contacting The Joint Commission’s Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission-accredited healthcare organization by emailing complaint@jointcommission.org or calling (800) 994.6610.

+ Contacting the Ohio Department of Health by way of its Healthcare Facility Complaint Hotline – (800) 342.0553 or by writing to them at 245 North High Street, Columbus, Ohio 43215.
Please Let Us Know

Service is at the heart of the care we deliver. During your hospital stay, we will try to meet your healthcare needs, keep you and your family informed about your care and respond to your concerns and complaints quickly. Please share any comments, suggestions, or concerns about your care with a staff member, nurse manager, or House Coordinator.

Once you are discharged and at home, you will receive a survey asking your opinions about your care. Please complete and return this survey because it helps us measure our performance, recognize caregivers and serves as a guide to improve our service to you and future patients.

Special Assistance

Pastoral Care

Clergy are invited to visit their parishioners at any time, if requested by the patient or their family. Volunteer chaplains are available to provide spiritual and emotional support during your hospital stay. To request a chaplain, please ask your nurse for assistance.

Morrow County Hospital Health Portal

We are pleased to be able to offer you secure and convenient access to your personal health information, 24/7, through the Morrow County Hospital Health Portal. Once you have provided to our registration staff your personal email address, access to your medical record data is just a few clicks away! You can establish your Health Portal by visiting our hospital website at morrowcountyhospital.com. Click on the Health Portal icon, complete the enrollment information as requested and information for setting up your personal password will be sent to the email address you provided to us. Information posted to your portal by the hospital includes: lab test results, x-ray reports, health summaries, medications and instructions, appointments and billing information. Not only can you view and print these reports, you can send a request to schedule an x-ray or procedure.

Please know that Morrow County Hospital will not send anything to your email address except what comes from your Health Portal related to your personal health information.

Visiting Hours

We recognize the importance of having supportive family and friends available to you while you are in the hospital. We want to facilitate your access to these individuals in any way that we can. Because this is a public healthcare facility, we also have the responsibility of maintaining a safe and therapeutic environment for all patients. There are few restrictions regarding visitors, but some guiding principles are necessary for the well-being of all:

1. Because the patient rooms are semi-private (private rooms are not available), visitors are limited to two at a time.
2. Patients may request no visitors. Additionally, there are patient condition reasons for limiting visitors. If you see a sign asking to check with a nurse before entering the room, please honor that request.
3. People with any cold symptoms or infections should NOT visit patients in the hospital.
4. The bathroom in the patient room is only for the patient to use. Public restrooms are available in the main lobby area of the hospital.
5. Use caution with bringing children into patient rooms. They must be under adult supervision at all times.
6. Visitors are not allowed to leave children in a patient room unattended, in the care of the patient.
7. Nurses have the right and the responsibility to support a healing environment and protect the rights of all patients. To meet this responsibility, it may be necessary to limit visiting. This may be done at the discretion of the nurse.
8. Every effort is made to accommodate family requests for visitation in the event of critical illness or end-of-life care. This may include providing a way for family to continuously stay in the room with the patient.
9. At 8 p.m. every evening, a “visiting hours are over” announcement is made over the public address system. Creating an environment for rest is an essential part of the care we provide. Thank you for honoring that announcement.
**My Room**

**Telephone**
Each patient has a telephone in their room.

**Outgoing Calls**
- **Local** – To place a local outside call, dial “8” plus the local number. Area code “419” must be used for local calls.
- **Long-Distance** – The hospital operator can assist you in placing a long-distance call from 7 a.m.-10 p.m. Morrow County Hospital uses CenturyLink as its vendor for long-distance calls. To reach the hospital operator, you will need to dial “0.” The operator will then ask you how you would prefer to have your call billed – collect, telephone credit card, or to a third party. You will also be asked the long-distance carrier of your choice. Long-distance calls may not be charged to your hospital bill.

**Incoming Calls**
All incoming calls (both local and long-distance) may be transferred to inpatient rooms from 7 a.m.-10 p.m. For people to reach you, they need to dial (419) 946.5015 and the hospital operator will be able to transfer their call to your room.

**Letters & Flowers**
Your mail, gifts, flowers and plants will be delivered Monday through Saturday to your room. The staff will be pleased to place your outgoing letter in the mail. Postage stamps are available in the hospital’s Gift Shop.

**Television**
The television in your room carries a wide variety of programming. There is a detailed listing of all television channel programming in the top drawer of the bedside stand next to your bed. A staff member will teach you how to use the television controls.

**Conveniences**

**Gift Shop**
The Gift Shop is located near the main lobby and is operated by the Morrow County Hospital Auxiliary.

**Gift Shop hours**
- **January through March** – Monday-Friday • 10 a.m.-2 p.m. Closed – Saturday and Sunday.
- **April through December** – Monday-Friday • 9 a.m.-1 p.m. Closed – Saturday and Sunday.

**Guest Trays**
Guest trays are available for a reasonable fee so the patient’s visitor(s) may dine with friends and/or loved ones. These meals need to be ordered 45 minutes prior to meal service – 7:30 a.m., 11:30 a.m. and 4:30 p.m. Please contact the nursing staff to order. When your guest tray is delivered, you will receive an envelope in which you may place your meal payment. Please give your payment envelope to the Nutrition Services staff.

**Lost & Found**
For assistance in locating lost personal items, call the hospital’s Facilities Department, Extension 3027, between the hours of 8 a.m.-4:30 p.m., Monday through Friday.

**Personal Laundry**
Laundry service is not provided for the hospital patient’s personal clothing. Families are encouraged to arrange for clean personal clothing as necessary.
Patient Safety Information

The care you receive as a patient depends partially on your participation and actions as a patient. In addition to your rights and responsibilities as a patient, you and your significant other(s) have certain responsibilities regarding patient safety.

+ Patients should always ask for help when needed.
+ Name bands are placed on all patients. Each caregiver should check your name and birth date before performing any procedure or giving any medication.
+ You will be asked for a complete listing of all medications you take at home. This includes any over-the-counter medications, herbal preparations and vitamins. For clarification, we may ask your family to bring in your current medications for positive identification.
+ Based on the type of surgery or procedure you are having, the physician who will perform your surgery/procedure will mark the correct location on your body where the procedure is to be performed.
+ Your hospital bed should be in the “low” position at all times.
+ Avoid using bedside stands and other furniture for support.
+ Use the patient call light to get assistance. The nursing staff will respond in person to your call.
+ All electrical appliances and equipment brought in by the patient will require a safety check by Facilities personnel prior to its usage.
+ Upper siderails on each bed contain the bed controls. For your convenience, these two rails are left up. If you want the lower rails lifted as well, please discuss this with your nurse.
+ Report any spills for prompt clean up.
+ Report any safety issues related to your care or the physical environment to your physician or any of the hospital staff.

Billing Assistance

If you have health insurance coverage, our Patient Accounting staff will submit a bill for the healthcare services you received. Patient Accounting personnel are also available to work with you and your family members to address your financial concerns. For those amounts due that are the patient’s responsibility, Morrow County Hospital accepts cash, check or all major credit cards as payment. If you have Internet access, you may pay your hospital bill online by going to the hospital’s website – www.morrowcountyhospital.com.

Financial assistance for hospital services is available for those who qualify. For more information about financial assistance programs, please contact the Financial Assistance Advocate at (419) 949.3019.

You may request a copy of your itemized bill by calling Patient Accounting – (419) 949.3019. If you have questions regarding your bill, please call (877) 879.6613.

Professional fees (physicians’ charges) incurred during your visit to Morrow County Hospital are billed separately by the group providing the services. Please use the phone numbers listed below to check on billing issues for these services.

(continued)
Hospital Conveniences

Cafeteria
The cafeteria is located in the hospital’s lower level, with food services available –

- **Breakfast**: 8-9:30 a.m.
- **Lunch**: 11:30 a.m.-1:30 p.m.
- **Dinner**: 5-6:30 p.m.

Vending Machines
Vending machines, which offer a variety of beverages and snacks, are available 24-hours a day in the main lobby and the lower level. A soft drink/snack machine is available at the Emergency entrance. For directions, please ask any hospital staff member.

ATM Machine
Available near the elevator on the main floor.

Internet Access
High-speed wireless Internet access is available throughout the hospital for patients and visitors.

Billing Assistance (continued)

**Emergency Physician** *(TeamHealth)*
Call: *(888) 952.6772*

**Hospitalist Physician** *(Access Medical Group)*
Call: *(866) 727.4612*

**Anesthesia**
Call: Medical Reimbursement Incorporated (MRI) – *(800) 513.3044*

**Radiology**
Call: Riverside Radiology and Interventional Associates (RRIA) – *(866) 351.2765, option 4*

**Laboratory**
Call: CORPath, LLC – *(800) 554.2695*

Please note: Some physicians are independent of the hospital, and may or may not be contracted with your insurance company. Please verify with your insurance company if a physician is in your network. Please refer to the phone number on the back of your insurance card.
Volunteer Services

Auxiliary
The Morrow County Hospital Auxiliary is comprised of five twig groups with a total membership of 80 men and women. These volunteers continually promote the betterment of patient care at MCH. Their service activities include: operating the hospital’s Gift Shop, greeting visitors in the main lobby, serving as volunteers in numerous hospital areas and assisting in a variety of other ways. Auxiliary members also sponsor various fundraising projects each year. Proceeds from these events are used to purchase items which benefit the care of patients.

“PLUS” Volunteers
These individuals provide volunteer service in a variety of hospital areas.
If you are interested in becoming a “PLUS” or Auxiliary volunteer, please call the hospital’s Public Relations Manager – (419) 949.3089.
Opportunities For Giving

Gift income plays an increasingly important role in making possible Morrow County Hospital's mission of improving the health of those we serve. Your gift will benefit vital programs to meet needs in quality care, medical equipment, funding for new projects and more.

All gifts to Morrow County Hospital are tax deductible.

For more information, write or call:

Morrow County Hospital
651 West Marion Rd., Mt. Gilead, Ohio 43338
(419) 949.3182

Visit Our Website:
www.morrowcountyhospital.com