



WELCOME TO Morrow County Hospital

Our mission is to improve the health of those we serve. Our healthcare team takes this statement very seriously, and is dedicated to providing you with the highest-quality, personalized care.

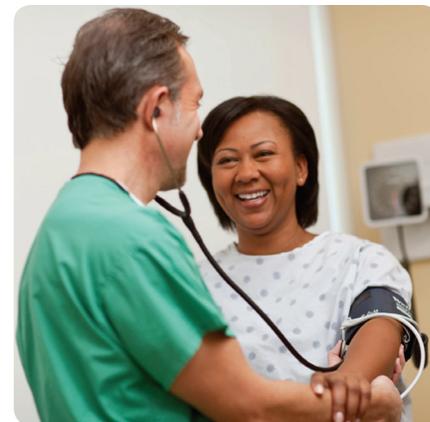
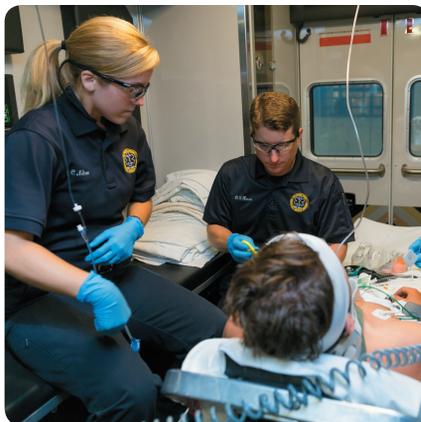
It is a privilege for our team of healthcare professionals to serve you. We appreciate your confidence in our services during your time of need. Please let a team member know if there is something we can do to make your experience satisfactory.

Wishing you well,

The Morrow County Hospital Healthcare Team

About Morrow County Hospital

Morrow County Hospital has been providing outstanding healthcare services to the community since 1952. Today, it is designated as a 25-bed critical access hospital and is recognized as the community's primary healthcare facility, offering a wide range of services, including primary care, emergency and urgent care, heart and vascular services, orthopedics and many other specialties. As a critical access hospital, Morrow County Hospital improves access to healthcare by keeping essential services local.



My room

Telephone

Each patient has a telephone in their room. You can make local calls from your room by dialing "8" plus the phone number. Long-distance phone calls cannot be charged to your room. Your room phone number is posted in your room. If you have questions about phone hours on the floor, please ask your nurse.

Mail

Mail is delivered Monday through Saturday to your room.

Television

A variety of TV stations are available in all patient rooms. Healthcare team members will teach you how to use your call light and TV controls.

Guest trays

Guest trays are available for a reasonable fee so the patient's visitors may dine with friends and loved ones. **These meals need to be ordered 45 minutes prior to meal service, which occur at 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 a nutrition services staff member.

Lost and found

For assistance in locating lost personal items, call the hospital's facilities department, extension 3027, between the hours of 8 a.m. and 4:30 p.m., Monday through Friday.

Visiting hours

We understand the importance of family and friends to a patient's recovery. General visiting hours are daily from 8 a.m. to 8 p.m., but may vary on some units based on the patient's condition or needs.

Families should speak to the patient's nurse to determine the most appropriate visitation schedule. In consideration of our patients and others, we ask that you limit visitors to two per patient at a time. Children are permitted as visitors, but must be under adult supervision at all times.

Services available during your stay

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.

ATM

There is an ATM located on the first floor of the hospital by the elevators.

Cafeteria

The cafeteria is located in the hospital's ground floor with food services available.

Breakfast — 7:30 to 9 a.m.

Lunch — 11:30 a.m. to 1:30 p.m.

Dinner — 4:30 to 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, on the ground floor and at the Emergency Department entrance.

Internet access

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

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. 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 — 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 at **(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.

Emergency physician (*TeamHealth*)
(888) 952.6772

Hospitalist physician (*Access Medical Group*)
(866) 727.4612

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

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

Laboratory (*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.

Preventing the spread of infection

Hand washing is the best way to stop the spread of germs. Just follow these simple steps:

- + Wash your hands with soap and water. Rub your palms, 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 provider 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.
- + Cover your mouth and nose when you sneeze or cough, and then clean your hands.

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 an infection preventionist.

Visitors should also follow these hand washing steps and should not visit if they're sick.



Patient portals

Morrow County Hospital offers two patient portals — MCH MyHealth and FollowMyHealth®. The portals give you personalized and secure access to your medical information. Not only are these portals free, they're also designed to keep unauthorized people from accessing your information.

If you are a caregiver, guardian or parent, you may access your child's information (up to 18 years of age). You may also access your parent's information if you have their consent.

There are a few distinctions between the two portals, so it's important that you understand the differences:

MCH MyHealth

This portal allows access to your recent visits, health summary, allergies and conditions, medication list, outstanding balances, lab results, imaging and sleep study reports, as well as discharge plans and orders. You can also request appointments for select services and preregister or cancel appointments.

To enroll, please contact the Health Information Management department at **(419) 946.5015, ext. 2202**. You'll receive an email that includes instructions for setting up your account.

FollowMyHealth® portal

This portal offers active MCH Primary Care and MCH Orthopedics patients personalized and secure access to your medical information.

- + View your health summary from your electronic health record
- + View lab results
- + Request and cancel appointments
- + Ask for prescription renewals
- + Send a message to, or receive a secure message from, your medical care team

Any active patient of MCH Primary Care or MCH Orthopedics may be eligible to register for the FollowMyHealth portal (you must be 18 years or older). And just like MCH MyHealth, you may also register to be a proxy. Call your MCH Primary Care or MCH Orthopedics office to enroll, and an invite will be sent to your email.

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 feedback 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 for 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.

Grievances

- + **Send a written letter to Morrow County Hospital (651 West Marion Road, Mount Gilead, Ohio 43338)** or call the hospital's compliance office or risk management office **(419) 946.5015**.
- + **Contact the Joint Commission** 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 **1 (800) 994.6610**.
- + **Contact the Ohio Department of Health** by way of its Healthcare Facility Complaint Hotline **1 (800) 342.0553** or by writing to them **(245 North High Street, Columbus, Ohio 43215)**.

Privacy and 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 for 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.

Volunteer services

Auxiliary

The Morrow County Hospital auxiliary is comprised of men and women who continually promote the betterment of patient care at Morrow County Hospital. Their service activities include 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 (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 fund vital programs and projects to enhance quality of care. All gifts to Morrow County Hospital are tax-deductible.

For more information, write or call:

Morrow County Hospital
651 West Marion Road • Mount Gilead, Ohio 43338
(419) 949.3182

morrowcountyhospital.com