



Your Care Guide

at Ohio State Harding Hospital



THE OHIO STATE UNIVERSITY

WEXNER MEDICAL CENTER



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For a digital copy of this book, please visit go.osu.edu/pted3513.

This book is for informational purposes only. Talk to your doctor or healthcare team if you have any questions about your care.

For more health information, go to wexnermedical.osu.edu/patiented or contact the Library for Health Information at 614-293-3707 or health-info@osu.edu.

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What to Expect

As a patient at Ohio State Harding Hospital you can expect to:

1. Be treated with respect and dignity in a safe environment.
2. Receive help with meeting your basic needs, such as food, clothing and hygiene.
3. Have your privacy and confidentiality maintained.
4. Have your personal belongings be secure.
5. Know your caregivers by name and title.
6. Be a partner with your treatment team. As a partner, you can expect to:
 - Have a plan of care started within 24 hours of admission.
 - Have your plan of care updated within 72 hours of admission.
 - Ask questions and receive answers.
 - Receive consistent care and treatment within a reasonable time frame.
 - Receive accurate and timely information about what is happening and what is expected.
 - Communicate and visit with your family and friends or limit your visitors.
 - Receive education about your symptoms, diagnosis and treatment, including information about your medicines.
 - Attend and participate in groups and other unit activities.

Non-smoking facility



All Ohio State locations are tobacco-free. Resources are available to help patients and visitors quit tobacco use. Talk to a staff member for more information.

Visitor policies

- Each patient is given a Patient Code. **No visitors or calls are permitted without the Patient Code number.** See page 6 for more information.
- **Visitors are welcome 8 a.m. to 7 p.m. every day of the week.** Priority is given for you to take part in therapy, but we will work with you to accommodate visits from your family and friends.
- For the comfort of our patients, **only 2 visitors are permitted at a time** unless pre-approved by the treatment team. All visitors must be free from illness.
- **Children under the age of 18 are not permitted to visit.**
- **Visitors may call:**
2nd floor, 614-293-9517
3rd floor, 614-293-8286
4th floor, 614-293-8237
to check on your status and whether the time they plan to visit conflicts with therapy. **You also have the right to limit your visitors.**
- **All items that visitors bring into the unit must be approved and are searched by staff.**
- **Visits on the unit are limited to specific areas** for safety and to protect patient privacy.

Your Treatment

Your treatment team

Many people work together to provide your care while you are in the hospital. Here is a list of the key people who may be part of your treatment team.

Staff member	What they do
Attending Doctor	This is a psychiatrist who oversees your treatment and coordinates your care with other doctors and staff on the treatment team. This doctor also leads your discharge planning.
Resident Doctor	This doctor is doing special psychiatric training. They are supervised by your attending doctor. A resident doctor may lead interviews, do physical exams, and help you make decisions about your care.
Social Worker	The social worker provides family support, discharge planning, referrals, and information about community services.
Registered Nurse (RN)	The RN plans and oversees your nursing care. Nurses carry out the doctor's orders and teach you how to care for yourself. Nurses give medicines and teach you about your diagnosis and treatment.
Psychiatric Care Technician (PCT)	The PCT assists the nurse in providing care. The PCT assists with meals and snacks, draws blood for lab work, and takes your vital signs. They do regular safety rounds and check the unit.
Medical Student	Third year medical students from The Ohio State University College of Medicine are placed on the unit as a part of their training to learn about the diagnosis and treatment of patients with mental illness.
Patient Care Resource Manager (PCRM)	The PCRM works with your insurance provider to get authorization for treatment and with the treatment team to plan your discharge and after care.
Occupational Therapist (OT)	The OT checks your physical, emotional, and thinking skills to help the treatment team develop goals and interventions.
Recreational Therapist (RT)	The RT uses recreational activities to improve your emotional and spiritual wellness.

As you work with your treatment team, we encourage you to:

- Let us know how you are feeling.
- Do as much as you can to remain as independent as possible.
- Attend groups and activities.
- Accept responsibility for learning how to take care of yourself after discharge.
- Be respectful with words and behavior to staff and other patients with a focus on keeping yourself and others safe.

Your treatment plan

A written treatment plan will be developed with input from you, your family members, and the staff working with you. The plan will be started within the first 3 days that you are in the hospital. You and your treatment team will set goals for your treatment and recovery. You may work with different staff members to complete specific goals. Your team will meet with you on a regular basis to talk about your care and to plan for your discharge and after care.

You have the right to take part in decisions about medicine treatments made by your treatment team. If you refuse medicine treatment, you will still be able to receive other services and treatments.

Any time you feel concerned about your health or have questions about your treatment, talk to a staff member.

Other services to help you

- **Patient Experience Coordinator:** The Patient Experience Coordinator can help you, your family members or friends understand and exercise your rights as a patient. The advocate can also work with you if you have any concerns or questions you are not able to discuss with other members of your treatment team. You may request a Patient Experience Coordinator by asking any member of your treatment team. You can also call your advocate at 614-688-8941.
- **Interpreters:** The hospital will provide interpreters at no charge to you if you are deaf, hearing impaired, or do not speak English. These services are also free for your family members or friends helping with your care while you are a patient here.
- **Chaplain or Pastoral Care:** Please ask your nurse if you would like a chaplain to see you in the hospital.



Information About Your Care

Discharge planning

Discharge planning begins on your admission day. You will meet with your treatment team on a regular basis to talk about your care, discharge, and after care. Ask questions at any time, and staff will do their best to answer them promptly. Our goal is to help you get well enough to leave the hospital and receive any needed follow up care outside of the hospital. Family supports and community resources will be part of your after care.

If we are not meeting your needs, please let us know before discharge so that we can better serve your needs. At the end of your stay, you will be asked to complete a **Patient Satisfaction Survey** to rate the care and service you received.

Please arrange for transportation home before noon on your day of discharge.

Groups and activities

You are expected to take part in your own care while in the hospital. We encourage you to attend a variety of groups and activities as a part of your treatment. Participation will teach you the coping and life skills you need to get better.

Privacy

Under law, the hospital may share your medical information with your other healthcare providers for the purpose of continuity of care:

- We will share information about your visit with your outpatient healthcare team, including your mental health providers.
- We may obtain information from your outpatient healthcare team if we believe it will help us give you better care. This information will help us plan your follow up care after discharge.

If we need to share your health information with others, we will ask you to sign a **Release of Information form**.

Each patient is given a **Patient Code**. This code protects your privacy while you are in the hospital. The Patient Code allows visitors and callers to visit or talk with you by phone. You or your guardian will be the one who decides who has access to the code. **No visitors or calls will be permitted without the Patient Code number.** If any family members or friends call the hospital operator asking about you without the Patient Code, they will not be given any information about whether you are a patient here or not. They may be transferred to the unit phone or to the Patient Experience Coordinator. They will be told that IF you are here, a message will be given to you for you to call back or for you to allow a visitor.

If an unusual incident or serious injury, occurs on the unit, it will be reported to the Ohio Department of Mental Health and Addiction Services (OhioMHAS). Guardians of patients involved in a reportable incident will be informed.

If you have questions about your privacy, please talk to your treatment team or the Patient Experience Coordinator.

Safety checks

If you see a staff member walking around the unit with a clipboard or note pad, they are likely doing a safety check. Safety checks:

- Keep the unit safe for patients and staff.
- Are done at frequent intervals.

- ▶ Are done around the clock. If you are awake during the night and see this staff member, please let them know you are awake. Due to the importance of safety checks, this staff member must **ONLY** do safety checks. Other staff members can help you with your needs.

Safety is very important to us. To ensure your safety and to maintain others' safety we ask that:

- **You let staff know right away if you feel that you are losing control or have thoughts of hurting yourself or others.**
- You share with staff what upsets you and what has helped you to calm down and stay safe in the past.
- With your consent, your family members and friends share information with staff about what causes you to be upset and what helps you to calm down. When we know what has helped you in the past, we are better able to care for you. If you wish, we can contact a family member or friend of your choice if you have a crisis and need special care intervention, such as seclusion or restraints.
- You use healthy behaviors to manage painful or difficult feelings safely. Staff will work with you on these behaviors.

If you ask for help or staff sees you behaving in a dangerous way, we will work with you to make a **Safety Plan and/or Comfort Plan**. Your plan will:

- Use methods that have helped to calm you in the past.
- Ask you to go to a quiet place in the unit, such as your room, a pod or the special care area.
- Ask you to talk to staff about your concerns.
- Suggest ways to reduce tension and cope with the crisis.
- Suggest the use of medicine, if ordered by your doctor.

Special care area

We are responsible for ensuring a safe environment for our patients. Sometimes a patient may be removed from the unit and taken to the special care area. This area gives patients, who need it, a quieter place to regain control. Special care is **NEVER** used as a punishment. When a patient goes to special care, it is to help the patient regain control of their behavior. If you have any uneasy feelings about this, please talk to your nurse or doctor.

Patients in the special care area are:

- Watched closely by staff to help them regain control and safely return to the unit in the shortest amount of time possible.
- Told why they are in the special care area and what needs to happen to return to the unit. Staff will help the patient make a Safety Plan, so they can leave the special care area safely.
- Patients, who have identified a family member or friend to be notified in case of seclusion or restraint, will have their loved one invited to take part in a conversation about the event.

If you have any questions about the use of seclusion or restraint, please talk to your nurse or doctor.

Personal space

We encourage independence in caring for yourself and your room. There is a washer and a dryer for you to do your own laundry on the unit. Laundry soap is provided. If you need help doing your laundry, please ask a staff member.

For your safety and the safety of staff, rooms are to be kept neat and clutter-free. Please do not keep perishable food items at the bedside. Clean linen is available upon request. Please make your bed shortly after breakfast each day. If you need help making your bed, please ask a staff member.

Personal belongings

- All items that come onto the unit are searched.
- Space for personal belongings is limited. Please send any items of value home with a family member or friend.
- All of your personal belongings are listed in your medical record on admission day and checked at discharge.
- Please help us to manage your belongings.

Physical activity

With approval by the Charge Nurse, you may participate in physical activity in the hospital's gym. Physical activity may benefit your recovery. It improves anxiety, depression, mood and self-esteem.

Television privileges

The TV in the dayroom may be turned off from midnight to 5:30 p.m. to decrease disruption to groups and activities.

Please keep the volume of all TVs to a minimum level so other patients are not disturbed. The TVs in the pods may be used during day time hours except during scheduled group and activity times. TVs are turned off in the pods at 10 p.m. to give patients the quiet they need to sleep.

Staff may regulate the use of any TVs due to scheduled activities or other issues that occur on the unit. This is decided by the charge nurse.

Meals and snacks

Nutrition Services provides standard meals to patients. Alternative menu selections are available and nursing staff can help you with your selections. Considerations are made for special diets. All patients are encouraged to eat their meals in the dining room. Fruits and juices are available between meals and a snack is offered in the afternoon and evening.

Personal relationships

Your treatment team discourages you from forming any personal relationships while a patient. Forming personal relationships takes energy and focus away from working on your treatment goals. Sexual activity is prohibited on the unit. Please talk to your treatment team if you have any concerns about this issue.

After care

Your care after you leave the hospital will be planned to provide treatment and support for you and your family. We will help you arrange after care and make referrals to community resources. With your permission, after care providers may be invited to work with us during team meetings and discharge planning.

You and your family will be given your after care plan before you leave the hospital. If you agree, the plan will also be shared with the person or agency providing your after care. We will provide a summary of your hospital care to the person or agency providing your after care if you make a written request.

If you need support after discharge and before your first after care appointment, please call your psychiatrist or primary care doctor.

Hospital charges and billing

You will receive just one bill for your care. Any anesthesia services will be billed separately. Please call the centralized customer service billing call center at 1-800-834-1564 with questions about your bill.

Psychiatric Patient Rights

You have certain rights when you need psychiatric care in the hospital based on state law. If you would like to view a video about your rights, please ask a staff member. **If there is anything you do not understand about your rights, please ask.**

If you have a guardian, your guardian will make decisions about your care.

Basic rights

You have the right to:

- Care that is done with respect and dignity.
- Prompt medical treatment when needed. Your race, creed, sex, national origin, handicap, or source of payment will not be a factor in your access to care.
- Privacy within reason.
- A safe and clean environment.
- Expect that your medical records and the information about your treatment will be kept private. Information about your treatment will not be released without your or your guardian's consent, except as provided by law or third party payment contract.
- Visit and communicate with family and visitors within reason.
- Exercise your basic rights as a citizen.
- Know about hospital rules and regulations.
- Receive a full explanation of each item on your hospital bill.

During your care, you have the right to:

- Know the name and role of all persons giving you care.
- Take part in setting up your treatment plan.
- Give or refuse your consent to treatment. Your doctor should explain any risks and benefits to your health of having or refusing treatments.
- Help develop an after care plan. You will have a written copy of the plan when you leave the hospital.
- Take part or refuse to take part in research or in clinical training programs.
- Request another doctor's opinion about your treatment at your own expense.

You also have the right to:

- Talk with your doctor before a transfer to another facility or service.
- An interpreter or way to communicate if you have special needs. For example, you speak a foreign language or you are hearing impaired.
- Know that your hospital stay does not affect your legal competency.
- A prompt hearing before the probate court if you are hospitalized involuntarily. You have the right to have an attorney at this hearing. You also have the right to have an independent professional evaluation of your condition.
- Not be denied a job with any civil, public, or private employer based on having received care for a mental disability.

Right to treatment

You have the right to:

- A humane psychological and physical environment that is least restrictive to keep you safe.
- Updates about your condition and progress.
- Medicines and treatment based on your needs.
- Freedom from restraints or isolation unless needed for your health or safety.
- Information about any treatment or therapy. This should include any possible problems that may occur.
- Give or refuse your consent for certain procedures. If you are not able, the information may be given to your guardian to give consent.
- Be seen by an independent specialist or attorney at your own expense.

Right to communicate

You have the right to communicate freely with others, unless there are limits based on your treatment plan. This includes the right to:

- Have visitors at reasonable times.
- Have access to a telephone and to make and receive confidential calls. This includes a number of free calls if you are not able to pay and help to make calls if needed.
- Mail and receive letters. If you need help to write a letter, ask for help. Getting or sending mail may be limited if there is a danger to the safety of others.

Personal rights

You have the right to:

- Wear your clothing and keep and use your personal items. Items that are offensive or cause unit safety issues may be limited.
- Maintain your personal appearance.
- Have access to storage space for your private use.
- Keep and spend money for expenses and small purchases.
- Have and read books, magazines, and other print items.
- Socialize with others. This may include time during an organized activity. If your treatment plan requires, you may have limits or need supervision.

Other rights

You have the right to:

- Have religious freedom and to take part in religious activities.
- Have your spouse, guardian, next of kin, or other persons you request to be told of your hospital admission.
- Receive help in making a request for release.
- Apply for voluntary admission at any time if you are here on an involuntary basis.
- Refuse to perform labor for the hospital.

Rights of involuntary patients

You have the right to:

- Make telephone calls to obtain legal, medical, or psychological help. Ask if you need help making these calls.
- Have legal counsel and to have an independent expert evaluation of your condition. Disability Rights Ohio is available to provide information and other help to all patients.
- If you cannot afford counsel, you may ask the court to appoint one for you and an independent evaluation of your mental condition would be done at public expense.
- Request a prompt court hearing about your hospital stay.
- Apply for voluntary admission at any time.

Information available for your review

By law, you can ask for information about the hospital such as:

- The license to operate
- The names and addresses of the owners
- The comprehensive plan for service
- Statistics for patient volumes, average length of stay, number of discharges and average charges

Medical records

To request your medical records, you will be asked to complete an authorization form for the release of medical information. Please call 614-293-8657 for more information.

What if I have concerns?

We hope you will feel comfortable sharing your concerns and feelings about your care with staff. They will work with you to help solve the problem.

If you are not comfortable discussing something with the staff, **we encourage you to speak with your Patient Experience Coordinator.** You can ask any staff member to get the Patient Experience Coordinator, or you can call 614-688-8941. The Patient Experience Coordinator is an Ohio State staff member who is not part of your patient care team.

If you wish to speak with other resources that may be able to help, you may also contact the:

Ohio Department of Mental Health and Addiction Services (OhioMHAS)

30 E. Broad St.
Columbus, OH 43266
614-466-2596

<http://mha.ohio.gov>

or

Disability Rights Ohio

50 W. Broad St., Suite 1400
Columbus, OH 43215-5923
800-282-9181
TDD 614-466-7264

www.disabilityrightsohio.org

You can also talk to the quality assurance program staff if you have concerns about your care or the care of others in the hospital. Ask any member of your treatment team or the Patient Experience Coordinator how to do this.

For Your Health and Safety

Keeping you safe and healthy while you are in the hospital is our biggest priority. Please let us know if there is anything we can do to ensure your well being.

Be an active partner in your care

During your stay, we will teach you about your care, answer your questions, and help you to achieve your personal health goals. Take an active role in your care:

- **Ask questions.** We will answer any questions you have. Ask us about the treatments, therapy, and medicines that are a part of your care.
- **Tell your nurse if you have pain or discomfort.** We will help you with pain control.
- **Remind staff and visitors to clean their hands.** Everyone should wash their hands when entering the room, after touching objects or surfaces, before and after eating, and after using the restroom.
- **Talk about your care** with doctors, nurses, and other staff. We are here to help you.
- **Partner with us as we teach you how to care for yourself.**
- **Use your call button before you get out of bed if you feel weak, light-headed, or dizzy.** Your condition, medicines, treatments, and weakness from being in bed can increase your chance of falling. Sit at the side of your bed for a few minutes to see how you feel before you stand up.
- **Tell us all of the medicines you take**, including prescription and over the counter medicines, vitamins and mineral supplements, and herbs.
- **Tell us about any allergies you have to medicines or food.**

Hand washing prevents the spread of infection

1. Wet your hands and apply soap.
2. Scrub well for at least 20 seconds.
3. Rinse well.
4. Dry with a clean towel.

Using an alcohol-based hand sanitizer is also an effective way to clean your hands.

1. Apply enough product to cover your hands.
2. Rub briskly until dry.

For some germs, like C-diff, hand sanitizer is not strong enough. You must wash with soap and water to get rid of these germs.

Make sure you, all of your visitors, and anyone giving you care **practice good hand washing.**

Preventing Falls in the Hospital

Keeping you safe while you are in the hospital is our biggest goal. You may have tests, medicines and treatments that increase your risk of falling. Follow these guidelines to stay safe and prevent injury from falls:

- **Call before you get out of bed if you feel weak, light-headed or dizzy.** Being in bed for even one day or taking new medicines may cause you to feel dizzy, or weak.
- **Sit at the side of your bed and wait to see how you feel before you stand up.**
- One side rail will be left down on your bed unless there is a concern for your safety. **Please do not rest against side rails of your bed.** You may slip between the rails and the mattress or get caught in the rails.
- **If you regularly wear eyeglasses, continue to use them while in the hospital.**
- We will keep the floor in your room free of spills and slippery areas. **Please let us know if you see a spill before we do.**
- **If you need help to walk, use your call button or ask any staff member for help.**
- **Wear nonskid slippers, socks, or shoes.** It is best to wear shoes or slippers that fit well and stay securely on your feet. Ask for a pair of nonskid socks if you need something to wear.
- **Use the toilet often to prevent injury from rushing and falling.** Use your call button if you need help.

Pain Control

It is important to control any pain that you have as a part of your overall treatment. Uncontrolled pain can cause problems with sleep, healing, thinking, activity, and appetite. Ask for relief from pain before your pain worsens.

Pain control with medicine

If your doctor orders medicine to help control your pain, take your pain medicine as ordered. This will bring you the most relief and help you to participate in groups and activities.

To lower the risk of any problems with your pain medicine, your doctor will treat your pain with the lowest dose of medicine for the shortest amount of time possible. When the cause of your pain goes away or lessens, your doctor may change your medicines or how you take them.

Pain control without medicine

Many patients find that using non-drug therapy for pain control brings them additional relief.

Options include:

- Breathing patterns
- Massage
- Relaxation
- Visual imagery or meditation
- Exercise or movement
- Distraction, such as reading, watching a movie or gaming
- Aromatherapy
- Heat or cold therapy (limit time of use)
- Listening to music

Talk to a staff member to learn more.

Talking about your pain

Tell staff as much as you can about your pain. Share with them:

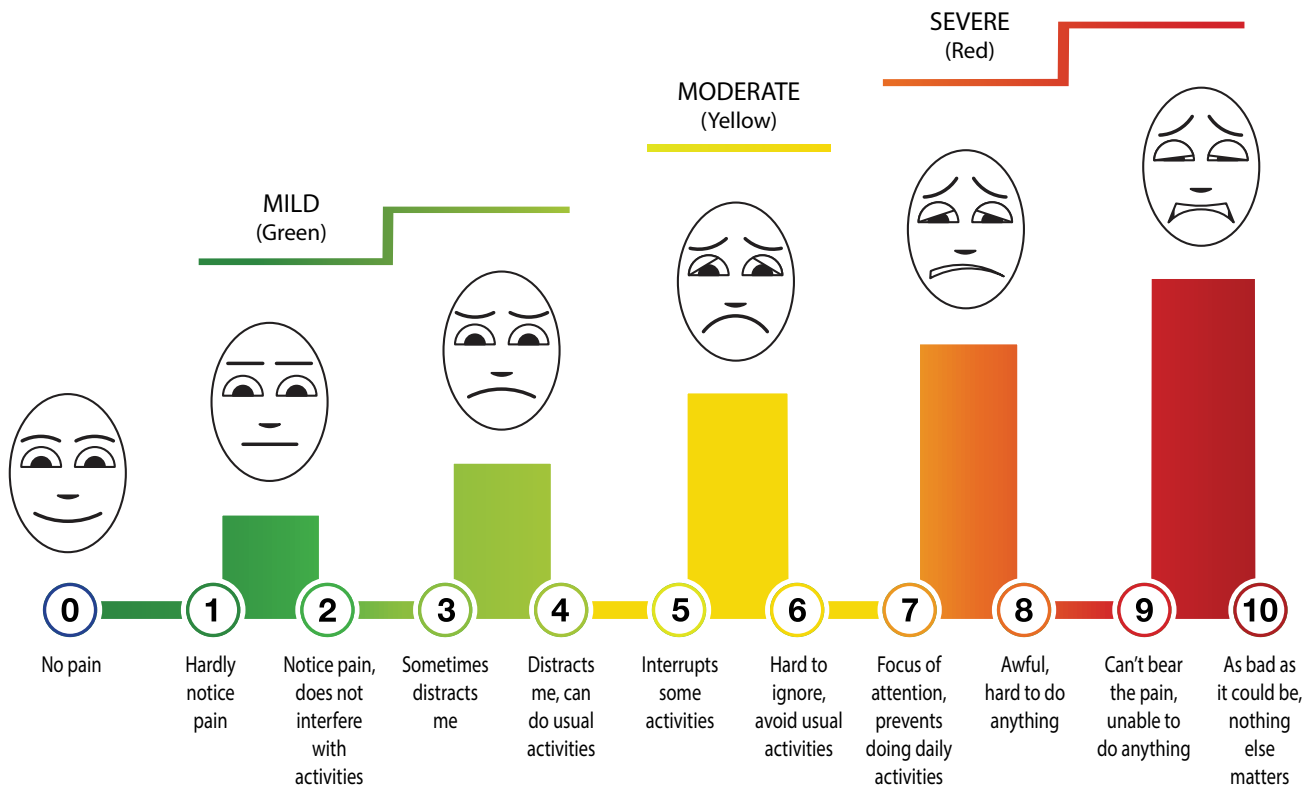
- **Location:** Where does it hurt?
- **Intensity:** How strong does the pain feel?
- **Duration:** How long do you feel the pain? How often does the pain occur?
- **Causes:** What makes the pain worse?
- **Relief:** What helps the pain?
- **What the pain is like:** Is it burning? Sharp? Dull? Stabbing? Spasms? Aching?

Pain rating scales

How do you experience pain? Pain is personal and different for each person. We will ask you to use a pain rating scale to help us understand your pain and to set goals for pain control. You will be asked about your pain often. **Anytime you have pain, tell your treatment team.**

Use a pain scale and choose the number (0 to 10), description, or face that best matches the pain you feel now.

Defense and Veterans Pain Rating Scale



Defense & Veterans Center for Integrative Pain Management v 2.0



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