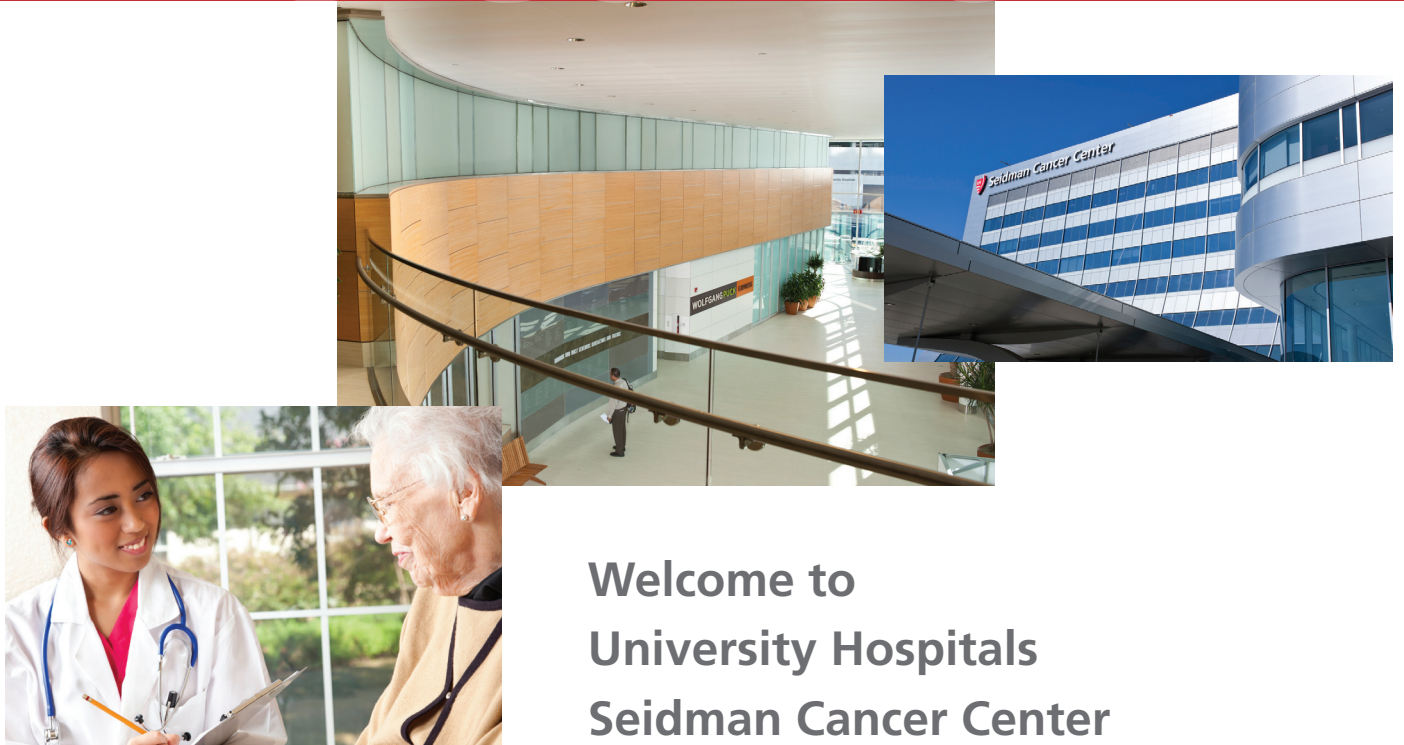


Welcome



Welcome to University Hospitals Seidman Cancer Center

A Guide for Our Patients,
Their Families and Visitors



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WELCOME



Welcome, on behalf of the entire University Hospitals Seidman Cancer Center staff. We know that a cancer diagnosis immediately changes your life, and we are here for you. Please bring your concerns and questions to us at any time.

We promise to provide:

- the highest quality, personal, state-of-the-art cancer care
- the latest technology to diagnose and treat you
- care focused on you and your family

This guide has information about UH Seidman Cancer Center's areas and services. If you have a question about something that we have not covered in this book, please ask our staff for help. We are here to make sure that you and your family have the best possible experience.

Sincerely,

A handwritten signature in black ink that reads "Stanton L. Gerson".

Stanton L. Gerson, MD

Director,
University Hospitals Seidman Cancer Center

A handwritten signature in black ink that reads "Nathan Levitan".

Nathan Levitan, MD

President,
University Hospitals Seidman Cancer Center

YOUR CARE



GETTING HERE

University Hospitals Seidman Cancer Center, the region's only freestanding cancer center, is located on University Hospitals Case Medical Center campus. Some services and departments are in buildings that connect to UH Seidman Cancer Center. All of these areas can be reached from indoors. If you need help, please feel free to ask one of our staff or stop at our Adelman Family Welcome Center.

For driving directions, see page 20.

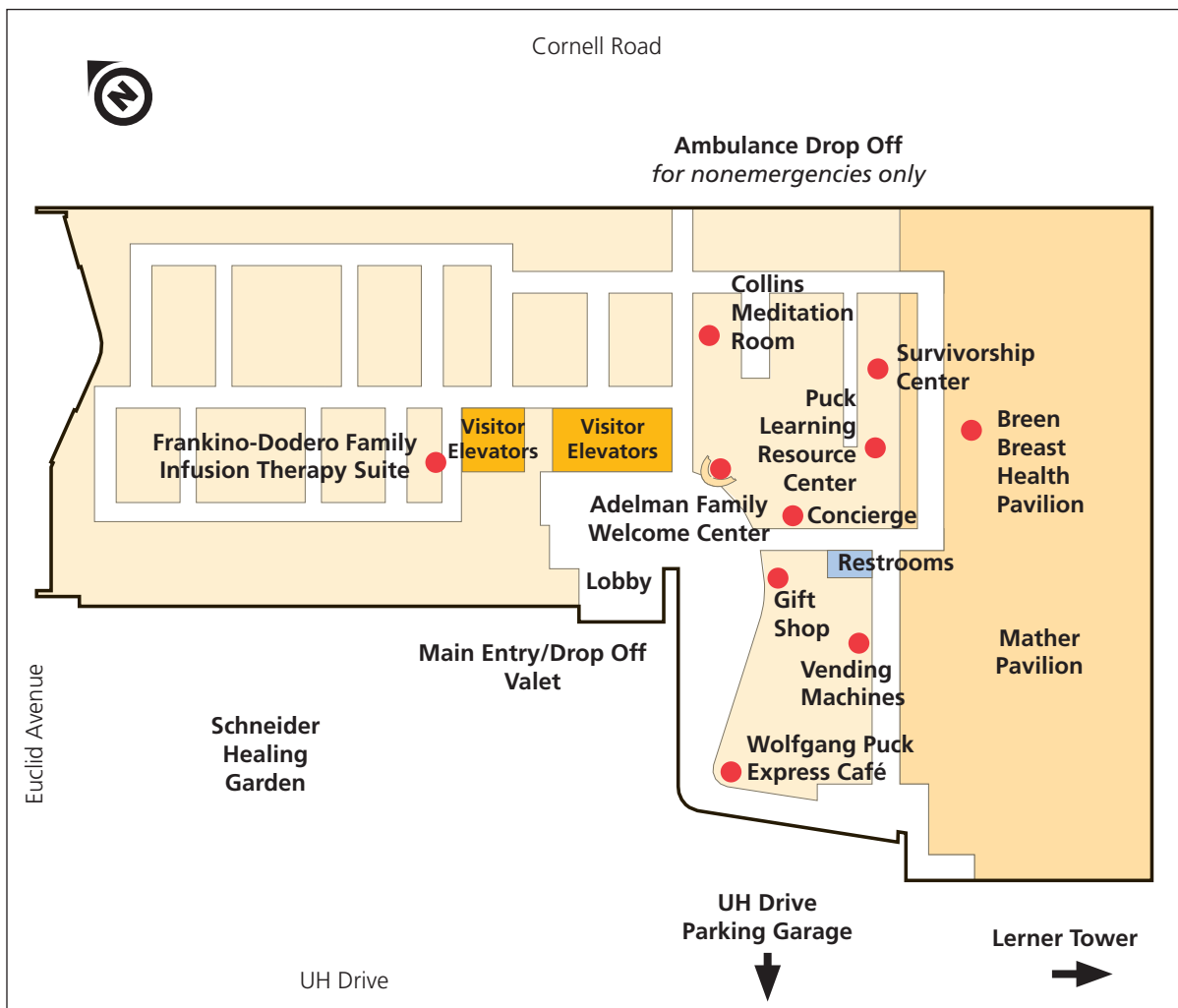
For parking garage information, see page 21.

YOUR CARE

FINDING YOUR WAY AROUND UH SEIDMAN CANCER CENTER

Visitors to UH Seidman Cancer Center may enter the building from the Lobby or First Floor. If you are taking an indoor path from one of the parking garages, you will enter UH Seidman Cancer Center on the First Floor. Once in the building, you can take the elevators or stairs down one floor to reach the Lobby. If you enter through the main doors of the building (via UH Drive), you will be in the Lobby.

Below is a snapshot of the UH Seidman Cancer Center Lobby.



ABOUT THE BUILDING

Lower Level

- Radiation Oncology
 - CT Simulator, HDR Brachytherapy and Linear Accelerators

Please note that some Radiation Oncology services are also in the Basement of Bolwell: CyberKnife® and Gamma Knife®.

Lobby – main entrance to UH Seidman Cancer Center

- Adelman Family Welcome Center which includes:
 - Admitting
 - Puck Learning Resource Center
 - Concierge
 - Survivorship Center
 - SCC Community Room
- Collins Meditation Room
- Frankino-Dodero Family Infusion Therapy Suite
- Wolfgang Puck Express Café
- Breen Breast Health Pavilion entrance – via UH Seidman Cancer Center
- Gift Shop
- Exit to UH Drive Parking Garage – via outdoor covered walkway
- Exit to Schneider Healing Garden
- Connect to all other hospital buildings via the Mather Pavilion basement

1st Floor

- Robinson Family Pavilion – **For outpatient doctor visits**
- Outpatient Lab
- Connect to all other hospital buildings via Mather Pavilion first floor

2nd Floor

- Radiology which includes: Angiography, CT, MRI, Nuclear Medicine, PET/MRI and X-ray
- Surgical Center
- Business Center

3rd Floor

- Goodman Discovery Center
 - Coleman Clinical Research Suite – Rooms 3001 to 3004
 - Patient Rooms 3005 to 3030

4th Floor

- Patient Rooms 4001 to 4030

5th Floor

- Patient Rooms 5001 to 5030

6th Floor

- Patient Rooms 6001 to 6030



YOUR CARE

YOUR FIRST VISIT

UH Seidman Cancer Center is located at UH Case Medical Center on the corner of Euclid Avenue and UH Drive. We are in Cleveland's University Circle area.

For driving directions, please see page 20.

UH Seidman Cancer Center has several locations throughout Northeast Ohio. If you need a map or phone number for one of our other UH Seidman Cancer Center locations, please see page 22.

WHERE TO PARK

Valet – Two locations off UH Drive:

- UH Seidman Cancer Center main entrance or Lerner Tower main entrance
- Call 216-844-2300 for valet rates and hours

Parking Garage

- UH Drive Visitor Garage

Parking is charged by the hour. Long-term parking permits can be bought at a lower rate if you or your family needs to return for several visits. Visit or call the parking office for more details.

Parking Office, dial 4PARK or 216-844-7275, located on the first floor of the Humphrey Building, room 1629 (near Pre-Admission Testing)

Hours: 7:30 a.m. – 4:30 p.m. weekdays

WHERE TO CHECK IN

- If you enter UH Seidman Cancer Center through the main doors, you will be in the Lobby.
 - Go to the Adelman Family Welcome Center in the Lobby. A staff member will direct you to the area you need.
- If you enter on the First Floor, you will be in the Robinson Family Pavilion.
 - Take the stairs or elevators down one floor to reach the Adelman Family Welcome Center.

WHAT TO BRING WITH YOU

- Your photo ID
- Your health insurance card(s)
- The health history form that you have filled out
 - **If you did not get a copy of this form before your visit, we will give you one when you check in.**
- Copies of your Advance Directive(s) if you have them
 - These forms are also called a Living Will and/or a Durable Health Care Power of Attorney. If you would like to make one of these forms, please ask our staff for help.
- Your medicines and/or a list of your current medicines
 - Include the dose, when you take them, why you take them and the doctor who prescribed them
- A notebook to write down important information
- You are also welcome to bring:
 - A list of any questions you have for your doctor
 - Family members and friends
- If asked, please bring these items:
 - Your actual biopsy slides
 - Copies of your radiology films and the reports

LEARN ABOUT YOUR CARE

We respect your right to receive information about your health care that you and your family can understand.

Please let our staff know:

- What language you prefer to use for talking about your health care.
- If you and/or the person you have chosen as your health care decision maker needs an interpreter or a translator.
- If you need help filling out any forms.
- If you have a hearing, speech, visual and/or mobility impairment that requires an aid, service or extra assistance.
- If you need help to understand your health care information.
- If you have any other needs that require help or that are not being met.

If you are unable to make your own health care decisions, then the person you have chosen as your health care decision maker should notify us of any of the above needs that they may have.

PUCK LEARNING RESOURCE CENTER

Please visit the health librarian at the Puck Learning Resource Center in the Lobby. Free and open to everyone, we offer:

- Custom info packets for any health topic
- Books and pamphlets about cancer and its treatment
- Computer access
- Information about cancer resources and support

Puck Learning Resource Center (in the Adelman Family Welcome Center), dial 64636 or 216-286-4636

Hours: 8 a.m. – 4:30 p.m. Monday – Friday

SUPPORTIVE CARE SERVICES

Many of our team members are here to provide emotional support and help you cope. They can talk with you and your loved ones. Their services are free and include:

- One-on-one and family counseling
- Problem solving and help coping with stress
- Help with day-to-day needs
- Help with adjustment to your treatment
- Referrals to local resources and support groups

Our **Ways We Can Help** booklet provides more details about these services. Ask your doctor or nurse for a copy or call the number listed below.

Supportive Care Services, dial 45432 or 216-844-5432 or speak with your doctor or nurse

EDUCATION AND SUPPORT PROGRAMS

We offer many free cancer education and support programs. They are open to all patients, their families and members of the community. To learn about our current programs and classes, please call the UH Seidman Cancer Center Office of Patient and Public Education.

UH Seidman Cancer Center Office of Patient and Public Education, dial 45432 or 800-641-2422

PATIENT AND FAMILY ADVISORY COUNCIL (PFAC)

PFAC is a volunteer group of patients who have had care at UH Seidman Cancer Center and their family members. The PFAC members meet monthly and serve on hospital committees. They act as advisors to help improve the cancer experience for our patients and their loved ones. Their ideas and feedback help represent the voice of patients and families. We invite you to learn more about the UH Seidman Cancer Center Patient and Family Advisory Council.

Volunteer services, dial 41504 or 216-844-1504

SERVICES

UH CONCIERGE SERVICES

The UH Concierge works with local and out-of-town patients and their guests to help with:

- Local transportation
- Places to stay
- Places to eat
- Nearby shopping and entertainment
- Personal and business services
- Gift arrangement and delivery

The services of the UH Concierge are free.

UH Concierge, Lobby (in the Adelman Welcome Center), dial 62335 or 216-286-2335

Hours: 9 a.m. – 5 p.m. weekdays

CHAPLAIN (PASTORAL CARE)

Chaplains provide spiritual support for patients and families. They can visit you upon your request. Clergy from any religious organization are welcome to visit with your consent. A nondenominational chapel is on the first floor of Lakeside Hospital.

Pastoral care, dial 41668 or 216-844-1668

ENVIRONMENTAL SERVICES (HOUSEKEEPING)

Our team strives to keep your room clean. Please call if you have a housekeeping need. We aim to be environmentally friendly by using sustainable products, conserving resources and reducing waste, noise and odors.

Environmental Services, dial 43071 or 216-844-3071 (24 hours a day, seven days a week)

TRANSLATION AND SIGN LANGUAGE SERVICES

We offer translation service for non-English speaking and hearing-impaired patients 24 hours a day, seven days a week through a program known as MARTTI (My Accessible Real-Time Trusted Interpreter). MARTTI allows patients and families to hear, see and talk to an interpreter via a wireless computer while the interpreter translates conversations between patients and providers. This service is offered in more than 180 languages, including sign language.

Sign language services for hearing-impaired patients are also available through the Cleveland Speech and

Hearing Center and Deaf Services of Cleveland. Your nurse can help you to contact these agencies.

MARTTI, please ask your nurse for information or call the Hospital Operator, dial 41000 or 216-844-1000

CENTER FOR INTERNATIONAL RELATIONS

The Center for International Relations at UH Case Medical Center coordinates medical and personal services for patients from any country around the world.

Center for International Relations, dial 45677 or 216-844-5677

Hours: 8:30 a.m. – 5 p.m. weekdays

PATIENT CARE ADVOCATES

Our Patient Care Advocates help patients resolve problems with issues such as:

- Communication
- Policies and procedures
- Quality of care
- Safety
- Lost items
- Advance Directives
- General information about the hospital and community

If you have a problem, we encourage you to talk directly with your care provider first. If the problem is not resolved to your satisfaction, or if you prefer to discuss your concern with a third party, please contact the Patient Care Advocate office. The Patient Care Advocate staff will look into the problem and explore ways to solve it. Please feel free to contact our office by phone, email, in writing or in person. If you would like to talk with us in person, please call to make an appointment.

Patient Care Advocates, dial 47502 or 216-844-7502

Hours: 8 a.m. – 5 p.m.

COMPLEMENTARY THERAPY SERVICES

We can provide you with information about complementary therapy services such as acupuncture, art therapy, journal writing, massage therapy, meditation, relaxation and guided imagery, music therapy, pet therapy and Reiki.

UH Seidman Cancer Center Office of Patient and Public Education, dial 45432 or 800-641-2422



YOUR STAY

Hospital Stays

There may be times when you need to stay in the hospital for care. This section gives a brief overview of our hospital and its services.

ABOUT EACH ROOM

Each hospital room in UH Seidman Cancer Center is private and has:

- Private bathroom and shower
- Free TV with access to local stations, as well as movies, games and relaxation videos
- DVD player
- Free wireless Internet access
- Closet
- Small private safe – **Although we do ask that you leave any valuables at home**
- Small desk and bulletin board
- A couch that converts to a bed for one adult visitor

Telephone Service

Patients can make free unlimited local calls from their hospital room phones.

To call outside the hospital:

- Local calls – Dial 9, then the number

- Long-distance calls – Dial 9, then 0, to reach the long-distance operator. You can call collect, charge the call to your home phone or another number, or use a credit card, prepaid phone card or calling card. If you have questions, please ask your nurse.

To call within the hospital:

- Dial the five-digit extension (for example, ext. 63800)

VISITORS

We welcome and encourage visitors. While there are no formal visiting hours, we do ask visitors to follow these guidelines:

- Please limit the number of visitors per patient to two at any one time.
- Please do not visit if you are sick or might have a cold or other illness.
- Ensure that children who visit are supervised by an adult other than the patient.
- Keep voices low.
- Do not bring latex balloons to the cancer center.
- Please check with your nurse for any other special visitor guidelines for your unit.

YOUR STAY

MEALS

“At Your Request” Room Service lets you eat meals when you wish. Place your meal order with Nutrition Services between 6:30 a.m. – 9:00 p.m. and your meal will be brought up within one hour. You may order one meal at a time or several meals in advance.

At Your Request Room Service (Nutrition Services), dial 4FOOD (43663) or 216-844-3663

Kosher Dining

We offer the following Kosher dining services for patients:

- Kosher meals upon request.
- A Kosher Hospitality Room on the first floor of Lakeside Hospital. It is operated by the Cleveland Bikur Cholim organization and has Kosher snacks, microwavable meals and beverages and a place for quiet reflection.

Special Diets and Food Allergies

Please tell our staff if you have:

- Food allergies
- Special diet needs such as: vegan, vegetarian, low sodium, renal, etc.
- Diet restrictions such as: gluten-free or no dairy (lactose intolerance)

Vending Machines

Vending machines are on the lobby level, in the hallway behind the Wolfgang Puck Express Café.

MEMBERS OF YOUR HOSPITAL HEALTH CARE TEAM

There are many people who work as part of your health care team while you are in the hospital. Below we describe some of your team members and their roles. If you are ever unsure of what a team member does, please ask.

Attending doctors manage your entire health care team. Other team members might be:

- **Fellows** are doctors who have spent time as residents and are now doing special training in an area of their choice.
- **Residents** are doctors who are done with medical school and are in their second or third year of training.
- **Interns** are doctors who are done with medical school and are in their first year of training.
- **Advanced practice nurses (APN)** are registered nurses who have extra school and clinical training in a special area. There are many types of advanced practice nurses such as:
 - **Clinical nurse specialists (CNS)**
 - **Nurse practitioners (NP)**
- **Physician assistants (PA)** have a bachelor or master’s degree and advanced training. They are licensed to do certain medical procedures under the guidance of a doctor. They also take patient histories and perform exams.
- **Consult doctors** have special training in an area of medicine. Your team may ask a consult doctor for his/her advice for certain problems.
- **Primary nurses (relationship based nurses)** provide your direct care. Primary nurses are **registered nurses (RN)** who coordinate all aspects of your nursing care. The nurse is the person who you and your family will have the most contact with each day. The nurse’s goal is to share your needs and plan of care with your other health care team members.
- **Care coordinators** are registered nurses that follow the plan of care for you and all patients on the floor. They are able to teach you and your family and help plan for your safe discharge. They may call you at home a few days after you leave to make sure your discharge plan is working.
- **Patient care assistants/clinical technical assistants** help with your care, under the direction of your nurse.
- **Social workers** can help counsel and provide support for you and your family. They can also help with finance and transportation issues, resources and discharge needs.
- **Case managers** are registered nurses who can also help with discharge needs.
- **Registered dietitians** are able to make sure that your nutrition needs are met. They can provide teaching and answer your nutrition questions.

You may also receive care from: medical students, physical therapists, occupational therapists, pharmacists, respiratory therapists, speech language pathologists and other health profession students.

GOING HOME

Planning for your hospital discharge begins on the day you are admitted. We work with you and your family to make sure you have a safe discharge plan. If you have any questions or concerns about your discharge plans, please speak with a member of your health care team.

PHARMACY

The Bolwell Pharmacy in UH Case Medical Center can fill your discharge prescriptions. The pharmacy honors most major insurance plans. It also offers a small amount of toiletries and over-the-counter products.

Bolwell Pharmacy, dial 47270 or 216-844-7270
First floor, Bolwell Health Center

Hours: 8 a.m. – 6 p.m. Monday – Friday and 8 a.m. – 4 p.m. Saturday

SATISFACTION SURVEYS

Patient satisfaction surveys help us better understand our patients' needs and improve our service to all patients. A survey may be mailed to your home after you have been discharged. If you receive a survey, we would very much appreciate your taking a few minutes to complete it and return it to us.

MEDICAL RECORDS

Health Information Services (medical records) provides copies of medical records. For details about how to order copies of your medical records, please visit UHhospitals.org, click on the Patient & Visitors tab, then the Medical Records tab. You can also call the department. Records requests take about 10 working days. Fees are charged for the copying of certain items.

Health Information Services, dial 43554
or 216-844-3554

Lakeside Hospital, Room 1119;
Hours: 8 a.m. – 4 p.m. weekdays

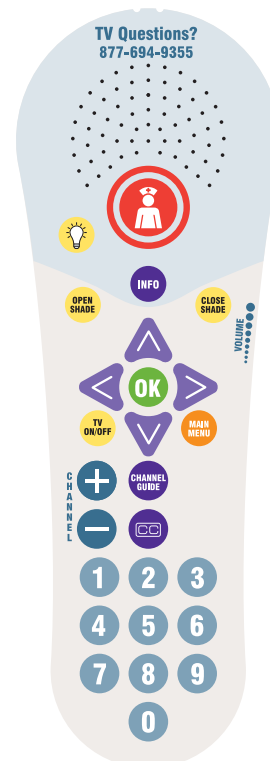
FOLLOW-UP APPOINTMENTS

You can make follow-up appointments by:

- Calling your doctor's office
- Going to UHhospitals.org to request an appointment
- Calling 1-866-UH4-CARE (1-866-844-2273)

Skylight TV and Internet Service

Our Skylight Access Interactive Television System is a free service that allows you to watch cable television and movies on demand, play games and access the Internet, all on the television in your room. The system also provides important patient education and information about the hospital. Use the Skylight remote control attached to your bed to navigate the system. To access the Internet, ask your nurse for a wireless keyboard. For instructions and a channel guide, please see the Skylight handout or ask your nurse.



YOUR STAY

FINANCIAL INFORMATION AND BILLING

Once you are home, you will get separate bills from the hospital and from your doctor or doctors.

Hospital Bills

Your hospital bill includes charges for your room, equipment, supplies and tests. We will bill your insurance company directly. A copy of this bill will be sent to you. Depending on your insurance plan, you will be responsible for paying certain expenses directly. These expenses include deductibles, co-payments and services your insurance may not cover.

Hospital Billing Questions

If you have questions about your hospital bill, please call our Patient Accounting Customer Service Department. Representatives will be happy to assist you.

Patient Accounting Customer Service Line, dial 48299 or 216-844-8299

Hours: 9 a.m. – 3:30 p.m. Monday – Friday

Doctor Bills

You will get a separate bill (or bills) for services from your doctor or doctors. These charges can be for direct patient care services, reading and interpretation of X-rays, electrocardiograms (EKGs) and laboratory tests. If you have any questions about your doctor bills, please call the phone number listed on the statement you receive.

Financial Assistance/Financial Counselors

We are committed to serving all patients, regardless of their ability to pay, and provide financial counseling for any patients who need help paying their UH bill. UH Financial Counselors can help uninsured patients apply for Ohio or federal assistance through programs such as Medicaid and the Ohio Hospital Care Assurance Program (HCAP).

Uninsured patients may also qualify for our Hospital Charity/Financial Assistance Program. It provides discounts on hospital bills for Northeast Ohio residents who do not have insurance and meet certain criteria. The amount of the discount is based on the patient's or family's income and Federal Poverty guidelines. UH provides interest-free payment plans (up to 36 months) for qualifying patients based on ability to pay. More information is available at UHhospitals.org/PayMyBill or by calling our Financial Counselors.

**Financial Counselor for last names A – M:
216-286-3814**

**Financial Counselor for last names N – Z:
216-286-3809**

PATIENT AND FAMILY EDUCATION

We want to help you and your loved ones learn about and understand your health care. Please talk with your nurse about any information or discharge planning needs you have.

What everyone needs to know

Patient Safety

You and your family are partners on our safety team! Ask questions about your tests, treatments and medicines, and expect to take part in all decisions about your care.

CODE WHITE

Alert us! If you are admitted to the hospital, there may be times when something just doesn't feel right. It could be when a change is seen or felt, or it could be a gut feeling that something is wrong. If you, a family member or a visitor ever feels this way, please call our Code White number and tell one of our nurses right away. Our Code White team of specialists will respond as soon as possible to your call and see what they can do to help. At any time, **anyone** can call a Code White.

To call a Code White, dial 33333 from any hospital phone, then tell one of our nurses.

IDENTIFICATION

Employees: UH employees must wear identification (ID) badges at all times.

Patients: A staff member should check your identity by asking for your name, birth date or medical record number. These checks should be done before every procedure or test you have and before you are given any medicine. Feel free to remind staff members to do so. Also let them know if you have any concerns about getting the wrong medicine, treatment or test.

HAND WASHING

Hand washing is a very good way to avoid getting sick and spreading germs.

- Please take the time to wash your own hands, or use hand sanitizer.
- Please ask your family and friends to **always** wash their hands when they visit.
- Feel free to remind staff members to wash their hands or use hand sanitizer when they enter your room.

SAFETY

PLEASE S.P.E.A.K. U.P.!

University Hospitals is a firm supporter of the Speak Up™ program, a national patient safety campaign developed by The Joint Commission* and the Centers for Medicare & Medicaid Services. Speak Up urges patients to help prevent health care errors by becoming active, involved and informed participants on their health care team. If you or your family has a safety concern, please Speak Up. We welcome you as a partner on our safety team. The Speak Up program – and UH – encourages patients to:

Speak up if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know.

Pay attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.

Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.

Ask a trusted family member or friend to be your advocate, advisor or supporter.

Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

Use a hospital, clinic, surgery center or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards.

Participate in all decisions about your treatment. You are the center of the health care team.

UH encourages all of our patients to discuss their care and hospital services with nurses and physicians, and to ask any questions you may have. Space is provided in the back of this guide where you can write down your questions and important information. We encourage you to do so!

**The Joint Commission, an independent, not-for-profit organization, is the nation's oldest and largest standards-setting and accrediting body in health care.*

REDUCE YOUR RISK OF FALLING

Preventing you from falling is a priority while we care for you. Let's work together to prevent falls.

What we do to help prevent falls:

- Assess your risk for falling
- Maintain a clear path to the bathroom
- Keep your call bell within your reach
- Answer your call light in a timely manner

What you can do to help prevent falls:

- Sit first on the side of your bed, then stand
- Use your side rail to help you sit up
- Ask for help when you need to go to the bathroom or want to walk around
- Use your call bell when you need to get up
- Tell our staff if any medicines you are taking make you feel sleepy, dizzy, light headed, sluggish or confused
- Wear nonslip socks or footwear
- Follow the safety instructions your nurse provides

UH CASE MEDICAL CENTER POLICE DEPARTMENT

The UH Case Medical Center Police Department helps ensure a safe and secure environment for patients, visitors and employees. Our officers patrol all UH Case Medical Center buildings and grounds in vehicles or on foot, 24 hours a day, seven days a week. The department answers emergency and nonemergency calls 24/7. If you have a problem or safety concern, please call UH Case Medical Center Police Department.

UH Case Medical Center Police Department, dial 44357 (HELP) or 216-844-4357 from outside the hospital

SMOKING POLICY

Smoking is not allowed in any UH buildings or on any UH property. This policy supports the health and safety of all of our patients, visitors and employees.

Open flames are not allowed in the hospital. No matches or candles please.



PATIENT RIGHTS

ADVANCE CARE PLANNING

Sharing Your Wishes and Making Health Care Decisions

Do you know what health care treatments you would and would not want if you could not speak for yourself? Do your family and loved ones know what your wishes are? Do you have an Advance Directive?

Advance Directives are legal documents that provide direction and instruction for your future health care in the event you are unable to make decisions for yourself. There are two types of Advance Directives, commonly referred to as a “Living Will” and a “Durable Power of Attorney for Health Care.”

- A Living Will is a written statement that makes clear the end-of-life treatments you wish. The purpose of a Living Will is to guide family members and physicians in deciding the use and continuation or withholding or withdrawal of life-sustaining treatment.
- A Durable Power of Attorney for Health Care is a written document that appoints and designates an individual to make health care decisions on your behalf while you are living when you are unable to do so for yourself. A Durable Power of Attorney for Health Care is not limited to end-of-life decisions. (A Durable Power of Attorney for Health Care is not the same as a Durable Power of Attorney, which appoints and designates an individual to make financial decisions on your behalf when you are unable to do so for yourself.)

UH honors treatment decisions outlined in valid Advance Directives and recognizes the rights of patients to choose and refuse treatment.

UH supports the rights of its patients to make Advance Directives and strongly encourages its patients to plan ahead, and prepare Advance Directive documents.

- Plan ahead so you can receive the care that is important to you and in accordance with your wishes.
- Plan ahead so that your family and loved ones understand your wishes for care when you can no longer make those decisions for yourself.
- Plan ahead to give you and your loved ones peace of mind.

UH has prepared Advance Care Planning materials that may be useful for patients.

For more information or to request copies of documents, call Patient Care Advocates, ext. 47502 or 216-844-7502 from outside the hospital, or ask your nurse or social worker

PATIENT PRIVACY

All patient information is confidential. We carefully follow the Health Insurance Portability and Accountability Act (HIPAA), which requires hospitals to:

- Ensure the confidentiality, integrity and availability of all electronic protected health information (EPHI) the covered entity creates, receives, maintains or transmits;
- Protect against any reasonably anticipated threats or hazards to the security or integrity of such information;
- Protect against any reasonably anticipated uses or disclosures of such information that are not permitted or required by the Privacy Rule; and
- Ensure compliance by its workforce.

For HIPAA information, speak with your nurse, or call the Patient Care Advocate office, ext. 47502 or 216-844-7502 from outside the hospital

PATIENT RIGHTS

PATIENT RIGHTS AND RESPONSIBILITIES

UH recognizes that all patients have basic individual rights and responsibilities; and, as such, will endeavor to support and respect the basic human dignity of each patient as well as the civil, constitutional and statutory rights of each patient. UH respects the patient's rights to participate in decisions about his/her care, treatment and services, and to give or withhold informed consent. The patient or designated surrogate may exercise his/her rights without fear of coercion, discrimination or retaliation. A designated surrogate or proxy decision-maker can exercise these rights on the patient's behalf if the patient lacks decision-making capacity, is legally incompetent or is a minor.

Each patient has the right to:

- Considerate and respectful care. This includes the right to be free from all forms of harassment, neglect, exploitation, and verbal, mental, physical and sexual abuse.
- Reasonable access to care.
- Effective communication in a manner he/she understands.
- Know the identity and professional status and the role of those caring for him or her.
- Impartial access to treatment regardless of race, religion, sex, ethnicity, age, sexual orientation or handicap.
- Have support persons* present while hospitalized subject to certain exceptions to ensure the care of our patients and the safety of patients and staff.
- Receive assistance with physical disabilities and limitations, including assistance in communication for patients with vision, speech, hearing or cognitive impairments.
- Be fully informed in advance of furnishing or discontinuing care or treatment whenever possible.
- Have his/her spiritual and pastoral needs accommodated, and his/her cultural and personal values, beliefs and preferences respected.
- Know the reason for any transfer within or outside the hospital.
- Make informed decisions regarding his or her care and treatment, be informed of his or her health status, and be involved in care planning and treatment in terms the patient can understand.
- Refuse care and receive information on possible consequences of this refusal.
- Expect that all communications and records pertaining to his/her care will be treated as confidential by the hospital, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law.
- Access information contained in his or her clinical records within a reasonable time frame.
- Be informed of hospital policies and practices that relate to patient care, treatment and responsibilities, and to be informed of the hospital's charges for services and available payment methods.
- Be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising his or her access to the facility services.

**A spouse, family member, same-sex partner, friend, or other individual who supports the patient during his or her hospital stay and may exercise the patient's visitation rights on his or her behalf. There is no limit on who may be designated a support person by the patient – there is no restriction based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability.*



- Receive care in a safe setting.
- Communicate with people outside of the hospital; restrictions are made with the patient's (or family, if appropriate) participation.
- Decline services by students.
- Personal privacy.
- Access assistance in domestic violence situations.
- Know the relationship(s) of the hospital to other persons or organizations participating in the provision of his/her care.
- Be free from restraints of any form that are not medically necessary or are used as a means of coercion, convenience or retaliation by staff.
- Formulate advance directives and to have hospital staff and practitioners who provide care in the hospital honor these directives.
- Be informed of his/her rights in a language the patient understands.
- Have a family member or representative of his/her choice and his/her own physician notified promptly of his or her admission to the hospital.
- Be informed of the right to have pain treated as effectively as possible.
- Choose a post-hospital care provider.
- Receive a written text of the "Patient Rights and Responsibilities" upon admission and available to all outpatients.

These rights shall also be posted in patient areas that are easily accessible for review by the public.

- Be informed about outcomes of care, including unanticipated outcomes.
- Freely voice complaints without being subject to coercion, discrimination or reprisal.
- Access guardianship, patient advocacy and child/ adult protective services.

- Ask for and receive prompt review and resolution of a complaint.

If the resolution is unacceptable, the patient will be advised of the patient grievance mechanism.

- File a complaint with the Centers for Medicare and Medicaid Services (1-855-408-8557), Ohio Department of Health (1-800-342-0553), Medicare Peer Review Organization (216-447-9604) or, if facility is Joint Commission accredited, Joint Commission (1-800-994-6610).

The patient is responsible for:

- Providing, to the best of his/her knowledge, accurate and complete information about matters relating to his/her health.
- Following the treatment plan.
- His/her actions if he/she refuses treatment or fails to follow the care plan.
- Being considerate and respectful to other patients, hospital personnel, hospital property and the property of others.
- Providing all needed information for insurance processing and for assuring that the financial obligations of his/her care are fulfilled.
- Asking questions when he/she does not understand information.
- Reporting episodes of pain and the effectiveness or lack of response to pain treatment.
- Reporting perceived risks and/or unexpected change in condition during the course of his/her care.
- Following all hospital rules and regulations. All staff will be educated regarding Patient's Rights in orientation and annual re-education. Copies of the policies and procedures related to patient's rights and responsibilities are available to all staff.

FAQS (FREQUENTLY ASKED QUESTIONS) ABOUT MRSA (METHICILLIN-RESISTANT STAPHYLOCOCCUS AUREUS)

What is MRSA?

Staphylococcus aureus (pronounced staff-ill-oh-KOK-us AW-ree-us), or “Staph” is a very common germ that about one out of every three people have on their skin or in their nose. This germ does not cause any problems for most people who have it on their skin. But sometimes it can cause serious infections such as skin or wound infections, pneumonia or infections of the blood.

Antibiotics are given to kill Staph germs when they cause infections. Some Staph are resistant, meaning they cannot be killed by some antibiotics. “Methicillin-resistant Staphylococcus aureus” or “MRSA” is a type of Staph that is resistant to some of the antibiotics that are often used to treat Staph infections.

Who is most likely to get an MRSA infection?

In the hospital, people who are more likely to get a MRSA infection are people who:

- have other health conditions making them sick
- have been in the hospital or a nursing home
- have been treated with antibiotics.

People who are healthy and who have not been in the hospital or a nursing home can also get MRSA infections. These infections usually involve the skin. More information about this type of MRSA infection, known as “community-associated MRSA” infection, is available from the Centers for Disease Control and Prevention (CDC) at cdc.gov/mrsa.

How do I get a MRSA infection?

People who have MRSA germs on their skin or who are infected with MRSA may be able to spread the germ to other people. MRSA can be passed on to bed linens, bed rails, bathroom fixtures and medical equipment. It can spread to other people on contaminated equipment and on the hands of doctors, nurses, other health care providers and visitors.

Can MRSA infections be treated?

Yes, there are antibiotics that can kill MRSA germs. Some patients with MRSA abscesses may need surgery to drain the infection. Your health care provider will determine which treatments are best for you.

What are some of the things that hospitals are doing to prevent MRSA infections?

To prevent MRSA infections, doctors, nurses and other health care providers:

- Clean their hands with soap and water or an alcohol-based hand rub before and after caring for every patient.
- Carefully clean hospital rooms and medical equipment.
- Use Contact Precautions when caring for patients with MRSA. Contact Precautions mean:
 - Whenever possible, patients with MRSA will have a single room or will share a room only with someone else who also has MRSA.
 - Health care providers will put on gloves and wear a gown over their clothing while taking care of patients with MRSA.
 - Visitors may also be asked to wear a gown and gloves.
 - When leaving the room, hospital providers and visitors remove their gown and gloves and clean their hands.
 - Patients on Contact Precautions are asked to stay in their hospital rooms as much as possible. They should not go to common areas, such as the gift shop or cafeteria. They may go to other areas of the hospital for treatments and tests.
- May test some patients to see if they have MRSA on their skin. This test involves rubbing a cotton-tipped swab in the patient’s nostrils or on the skin.



What can I do to help prevent MRSA infections?

In the hospital

- Make sure that all doctors, nurses and other health care providers clean their hands with soap and water or an alcohol-based hand rub before and after caring for you.
- If you do not see your providers clean their hands, please ask them to do so.

When you go home

- If you have wounds or an intravascular device (such as a catheter or dialysis port), make sure that you know how to take care of them.

Can my friends and family get MRSA when they visit me?

The chance of getting MRSA while visiting a person who has MRSA is very low. To decrease the chance of getting MRSA your family and friends should:

- Clean their hands before they enter your room and when they leave.
- Ask a health care provider if they need to wear protective gowns and gloves when they visit you.

What do I need to do when I go home from the hospital?

To prevent another MRSA infection and to prevent spreading MRSA to others:

- Keep taking any antibiotics prescribed by your doctor. Don't take half-doses or stop before you complete your prescribed course.
- Clean your hands often, especially before and after changing your wound dressing or bandage.
- People who live with you should clean their hands often as well.
- Keep any wounds clean and change bandages as instructed until healed.
- Avoid sharing personal items such as towels or razors.
- Wash and dry your clothes and bed linens in the warmest temperatures recommended on the labels.
- Tell your health care providers that you have MRSA. This includes home health nurses and aides, therapists and personnel in doctors' offices.
- Your doctor may have more instructions for you.

If you have questions, please ask your doctor or nurse.

DIRECTIONS

DRIVING DIRECTIONS TO UH SEIDMAN CANCER CENTER AT UH CASE MEDICAL CENTER

From the North (I-90)

- Exit I-90 at Martin Luther King Jr. Drive (MLK)
- Take MLK south approximately 2.5 miles to East 105th Street
- Cross East 105th Street, follow traffic circle and bear right onto East Boulevard
- Bear left onto Ford Drive and follow to Euclid Avenue
- Turn right onto Euclid Avenue
- From Euclid Avenue, you can access one of our visitor parking garages and the UH Seidman Cancer Center entrance and valet:
 - **UH Seidman Cancer Center:**
 - turn left onto UH Drive
 - main entrance is on the left
 - **UH Drive Garage:**
 - turn left onto UH Drive
 - parking garage entrance in on the right

From the East (Ohio turnpike, I-480, I-271)

- Take the Ohio Turnpike to I-480 West, then to I-271 North
- Exit I-271 at Cedar Road
- Proceed west on Cedar Road approximately 6.5 miles
- Turn right onto Murray Hill Road
- Turn left onto Adelbert Road
- Turn right onto Euclid Avenue
- From Euclid Avenue, you can access one of our visitor parking garages and the UH Seidman Cancer Center entrance and valet:
 - **UH Seidman Cancer Center:**
 - turn right onto UH Drive
 - main entrance is on the left
 - **UH Drive Garage:**
 - turn right onto UH Drive
 - parking garage entrance is on the right

From the South (I-77 or I-71)

- Near downtown Cleveland, I-77 North and I-71 North merge with I-90 East
- Exit I-90 East at Chester Avenue
- Take Chester Avenue eastbound approximately 3.2 miles to Euclid Avenue
- Turn left onto Euclid Avenue
- From Euclid Avenue, you can access one of our visitor parking garages and the UH Seidman Cancer Center entrance and valet:
 - **UH Seidman Cancer Center:**
 - turn right onto UH Drive
 - main entrance is on the left
 - **UH Drive Garage:**
 - turn right onto UH Drive
 - parking garage entrance is on the right

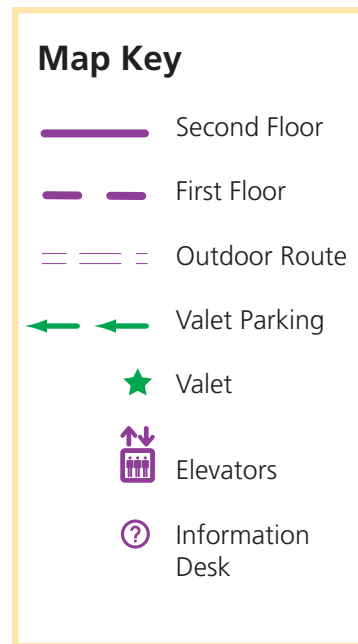
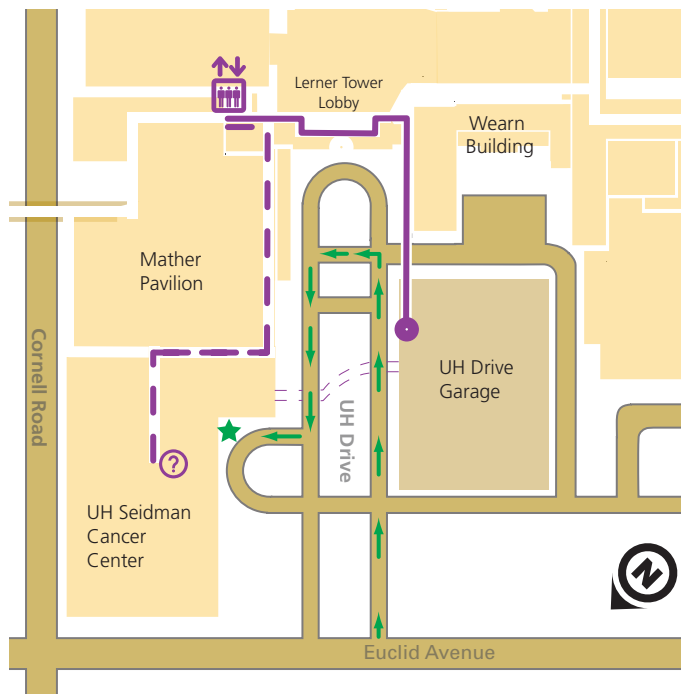
From the West (I-90)

- Exit I-90 East at Chester Avenue
- Take Chester Avenue eastbound approximately 3.2 miles to Euclid Avenue
- Turn left onto Euclid Avenue
- From Euclid Avenue, you can access one of our visitor parking garages and the UH Seidman Cancer Center entrance and valet:
 - **UH Seidman Cancer Center:**
 - turn right onto UH Drive
 - main entrance in on the left
 - **UH Drive Garage:**
 - turn right onto UH Drive
 - parking garage entrance is on the right

Please note that the ambulance entrance to UH Seidman Cancer Center is off of Cornell Road.

This is for nonemergency visits only.

GETTING TO UH SEIDMAN CANCER CENTER FROM OUR PARKING GARAGE



★ Valet parking is located at the main entrance of UH Seidman Cancer Center for your convenience

Outdoor Route Directions:

- 1 Park in UH Drive Parking Garage and take Elevator B to level LL
- 2 Exit the garage and cross UH Drive via the walkway to **UH Seidman Cancer Center**

Indoor Route Directions:

- 1 Park in UH Drive Parking Garage and take Elevator B to level 2 BRIDGE TO ALL HOSPITALS
- 2 Cross bridge and walk through 2nd Floor of Lerner Tower to the Lerner Tower Elevators
- 3 Take Elevators down to 1st Floor, go left, then right and follow Mather Pavilion hallway into **UH Seidman Cancer Center's Robinson Family Pavilion**

Wheelchair Access

Wheelchair accessible entrances can be found on the UH Case Medical Center map on page 3. Each entrance is marked with a wheelchair symbol on the map. If you need a wheelchair when you arrive, please ask an Information Desk Receptionist or a Greeter at entrances for help.

LOCATIONS

UH Seidman Cancer Center physicians coordinate clinical care at 16 community-based locations. Our sites include:

1 University Hospitals Case Medical Center
University Hospitals
Seidman Cancer Center
11100 Euclid Avenue
Cleveland, Ohio 44106
216-844-3951

7 Firelands Regional Medical Center
University Hospitals
Seidman Cancer Center
701 Tyler Street
Sandusky, Ohio 44870
419-557-7480

12 University Hospitals Parma Medical Center
Medical Arts Center 3
6525 Powers Boulevard
Parma, Ohio 44129
440-743-4747

2 University Hospitals Chagrin Highlands Health Center
3909 Orange Place
Orange Village, Ohio 44122
216-844-3951

8 Lake Health
University Hospitals
Seidman Cancer Center
9485 Mentor Avenue, Suite 3
Mentor, Ohio 44060
440-205-5755

13 University Hospitals Seidman Cancer Center in Medina
970 East Washington
Suite 40
Medina, Ohio 44256
330-722-5422

3 University Hospitals Geauga Medical Center
13207 Ravenna Road
Chardon, Ohio 44024
440-286-5050

9 Mercy
University Hospitals
Seidman Cancer Center
41201 Schaden Road
Elyria, Ohio 44035
440-324-0400

14 Physician Services at UH Geneva Medical Office Building
870 West Main Street, Suite 202
Geneva, Ohio 44041
440-460-1616

4 University Hospitals Landerbrook Health Center
5885 Landerbrook Drive
Mayfield Heights, Ohio 44124
440-460-1616

10 St. John Medical Center
University Hospitals
Seidman Cancer Center
29000 Center Ridge Road
Westlake, Ohio 44145
440-617-4700

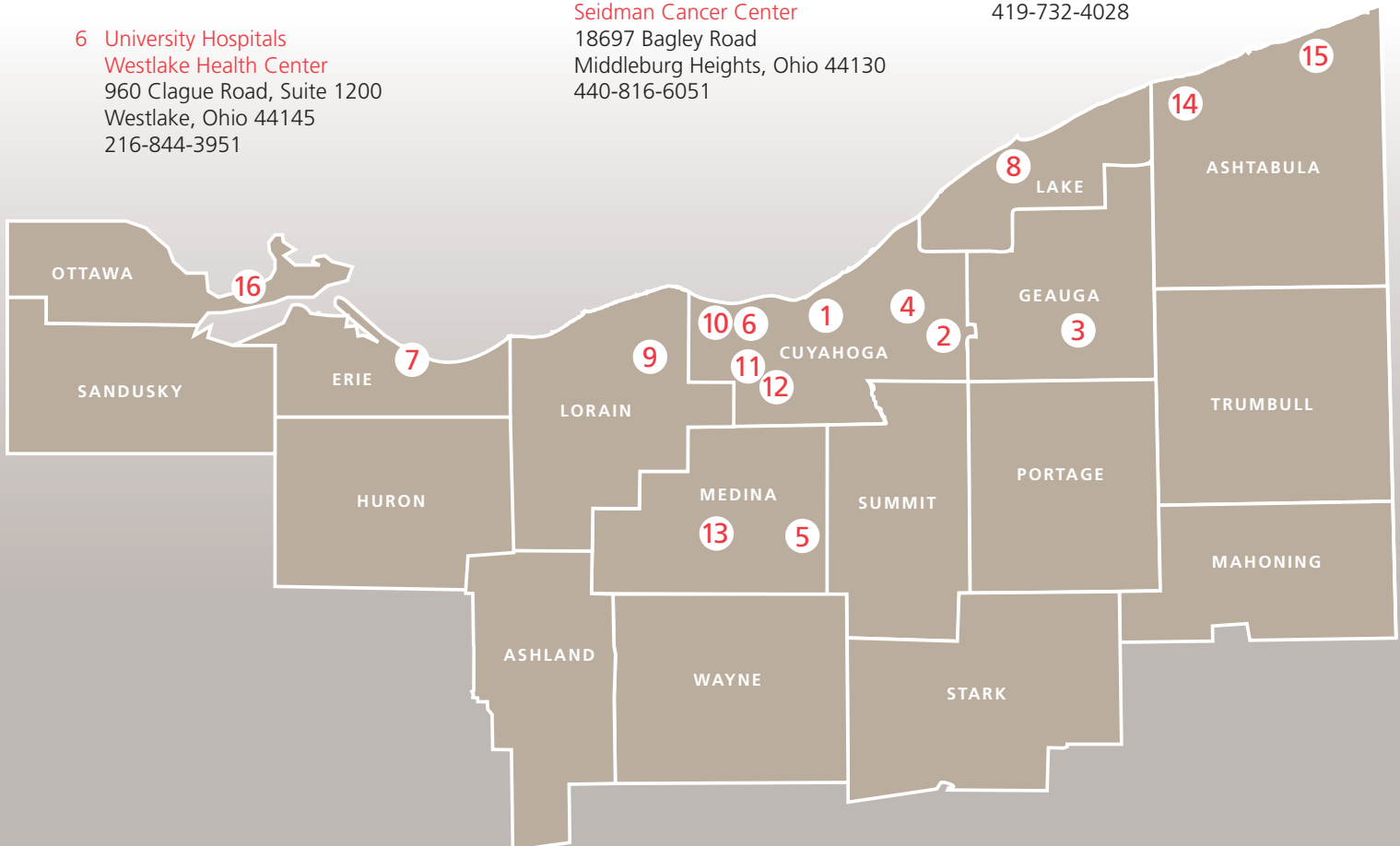
15 Physician Services at UH Conneaut Medical Office Building
158 West Main Road
Conneaut, Ohio 44030
440-460-1616

5 University Hospitals Sharon Health Center
5133 Ridge Road
Wadsworth, Ohio 44281
440-844-3951

11 Southwest General Health Center
University Hospitals
Seidman Cancer Center
18697 Bagley Road
Middleburg Heights, Ohio 44130
440-816-6051

16 Physician Services at Macgruder Hospital
615 Fulton Street
Port Clinton, Ohio 43452
419-732-4028

6 University Hospitals Westlake Health Center
960 Clague Road, Suite 1200
Westlake, Ohio 44145
216-844-3951



IMPORTANT PHONE NUMBERS

Dial the last five digits from any hospital phone

UH Case Medical Center Hospital Operator 216-844-1000

UH Seidman Cancer Center 216-844-3951

| | |
|---|------------------------------------|
| Art Therapy | 216-844-1211 |
| Billing/Financial Counselors | For last names A – M: 216-286-3814 |
| | For last names N – Z: 216-286-3809 |
| Breen Breast Health Pavilion | 216-844-3097 |
| Cafeteria (<i>in the UH Case Medical Center Atrium</i>) | 216-844-7474 or 216-844-1889 |
| Cancer Information Service Line | 800-641-2422 |
| Chaplain/Pastoral Care | 216-844-1668 |
| Concierge Services | 216-286-2335 |
| Gift Shop | 216-286-GIFT or 216-286-4438 |
| Housekeeping | 216-844-3071 |
| Infusion Therapy | 216-286-3050 |
| International Relations | 216-844-5677 |
| Interpreter Services | 216-844-1000 or ask your nurse |
| Learning Resource Center | 216-286-INFO or 216-286-4636 |
| Meals (<i>At Your Request Room Service</i>) | 216-844-FOOD or 216-844-3663 |
| Medical Records | 216-844-3554 |
| Music Therapy | 216-844-7795 |
| Parking | 216-844-7275 |
| Patient Advocate Office | 216-844-7502 |
| Pharmacy – in Bolwell Building | 216-844-7270 |
| Radiation Oncology | 216-286-3900 |
| Radiology | 216-286-3202 |
| Supportive Care Services | 216-844-5432 |
| Survivorship Center | 216-286-3805 |
| UH Case Medical Center Police Department | 216-844-HELP or 216-844-4357 |
| Volunteer Services | 216-844-1504 |
| Welcome Center | 216-286-3800 |
| Wolfgang Puck Express Café | 216-286-3830 |

Other UH Seidman Cancer Center locations

| | |
|--|--------------|
| UH Chagrin Highlands Health Center | 216-896-1750 |
| UH Geauga Medical Center | 440-285-6310 |
| UH Landerbrook Health Center | 440-460-1616 |
| UH Sharon Center Health Center | 330-239-7250 |
| UH Westlake Health Center | 440-250-2001 |
| St. John Medical Center | 440-617-4700 |
| Firelands Regional Medical Center | 419-557-7480 |
| Lake Health/University Hospitals Seidman Cancer Center | 440-205-5755 |
| Southwest General Health Center | 440-816-6051 |

For Emergencies: Call 9-1-1 or go to the nearest emergency room. Be sure to tell the emergency room staff the name of your UH Seidman Cancer Center doctor.

To reach our on-call staff after hours, please call:

216-844-3951 or 877-669-2902 for Medical Oncology

877-665-6318 for Radiation Oncology

440-473-2134 or 216-844-2400 for Adult Psychiatry

NOTES

Use this page to keep track of your questions, medicines and caregivers' names.

MY HEALTH CARE TEAM:

Name: _____

Specialty: _____

Phone Number: _____

Staff Member Names: _____

MY HEALTH CARE TEAM:

Name: _____

Specialty: _____

Phone Number: _____

Staff Member Names: _____

MY HEALTH CARE TEAM:

Name: _____

Specialty: _____

Phone Number: _____

Staff Member Names: _____

MY MEDICINES:



11100 Euclid Avenue
Cleveland, Ohio 44106

For more information or to schedule an appointment,
call **1-866-UH4-CARE** (1-866-844-2273)
or visit **UHhospitals.org**

Connect with University Hospitals for the latest in health and wellness news and information. Hear from our experts, share your story and join a community of fellow patients, family members and fans.



facebook.com/UniversityHospitals | facebook.com/UHRainbowBabies



[@UHhospitals](https://twitter.com/UHhospitals) | [@UHRainbowBabies](https://twitter.com/UHRainbowBabies)



youtube.com/UniversityHospitals

Among the nation's leading academic medical centers, University Hospitals Case Medical Center is the primary affiliate of Case Western Reserve University School of Medicine, a nationally recognized leader in medical research and education.