

[www.bvhealthsystem.org](http://www.bvhealthsystem.org)



PATIENT & VISITOR

# Guide



Blanchard  
Valley Hospital

BLANCHARD VALLEY HEALTH SYSTEM

419.423.4500

1900 S. Main, Findlay, OH 45840

We're here  
for YOU.

REVISED 12.2009



## Bringing Health Care to Your Home

Bridge Home Health & Hospice partners with you, your physician, and family members to bring a wide range of health care services to your home.

### THE BRIDGE HOME HEALTH & HOSPICE TEAM OF PROFESSIONALS

- Physicians
- Registered Nurses
  - Hospice Trained Nurses
  - Skin Care Specialists
  - Psychiatric and Mental Health Nurses
- Licensed Practical Nurses
- Certified Nurses Aids
- Physical Therapists
- Occupational Therapists
- Speech Therapists
- Social Workers/Counselors
- Pharmacists
- Dietitians
- Chaplains
- Trained Volunteers

### HEALTH CARE SERVICES PROVIDED IN THE HOME

- Medical Supervision
- Skilled Nursing
- Hospice Care
- Personal Care
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Medical Social Services/Counseling
- Palliative Care
- Well at Home Monitoring
- Bereavement Counseling
- Volunteer Assistance

### PRIVATE DUTY

- Companionship and Support
- Errand/Appointment/Transportation
- Attending to Personal Care Needs
- Assisting with Ambulation
- Meal Preparation
- House Sitting
- Shopping Services
- Light Housekeeping



**Bridge**  
Home Health  
& Hospice

BLANCHARD VALLEY HEALTH SYSTEM

**419.423.5351**

15100 Birchaven Lane • Findlay

**419.352.9808**

1037 Conneaut Ave. Suite 204 • BG

**419.443.1363**

182 St. Francis Ave. • Tiffin

# A Continuum of Care Campus



*Birchaven is a complete continuum of care campus....it gives people the opportunity to choose a brighter future knowing that all their needs will be cared for on one campus.*

## **Birchaven Heights**

### **Independent Living and Assisted Living**

Live in beautiful, safe surroundings that free you from the daily chores of maintaining a home. Enjoy meals prepared by an executive chef and many on site amenities: beauty/barber shop, exercise gym, pool, library, chapel, woodworking shop, and more.

## **Birchaven Village**

### **Long Term Care and Skilled Care**

Our professional staff provides a comprehensive plan to meet the needs of each resident medically, socially and spiritually.

15100 Birchaven Lane, Findlay, Ohio 45840  
www.birchaven.org • 419.424.3000

# **Julien A. Faisant Center**

*Featuring individual care and activity plans to enhance the lives of adults.*

**The Adult Day Center** maintains an individual's maximum level of independence while providing relief, support and education to participants' caregivers and families.

Understanding the challenges families face 24 hours a day, 7 days a week, the Center's goal is to provide a safe and supportive environment for all participants. The individualized and group activities stimulate the mind and spirit in an effort to bring joy and satisfaction to the lives of those adults who are frail or affected by memory loss.



- Music, dance and pet therapy
- Interaction with children and peers
- Chair exercise
- Games and crafts
- Door chimes for monitoring a safe and secure environment
- Nutritious meals planned by dietician
- Senior transportation and HATS service available
- Staffed by trained professionals and caring volunteers

For more information about this BVHS program and enrollment, call 419.425.3165. Located at 15100 Birchaven Lane, Findlay.





## Donnell Patient Pavilion



Blanchard  
Valley Hospital

BLANCHARD VALLEY HEALTH SYSTEM

We're Here for You

# Welcome!

On behalf of the entire Blanchard Valley Health System (BVHS) family, I would like to extend my warmest welcome to you and your loved ones. Thank you for making BVHS your provider of choice in Northwest Ohio.

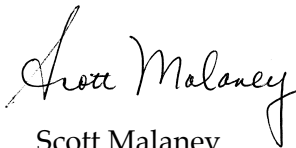
I am confident that you will find our services to be at a level unrivaled by similar health systems. You can be assured that you or your loved one is receiving the highest quality care available anywhere.

BVHS is your community, not-for-profit health care system. We are committed to superior quality, low-cost, low-charge services in a healing environment.

The staff of BVHS has done everything possible to make sure that your experience with us is as satisfying as it can be. I think you will find our commitment to service excellence evident in all that we do.

If the services you receive during your visit do not exceed your expectations, don't hesitate to call me or a member of the Service Excellence team.

Best Regards,



Scott Malaney  
President and CEO  
Blanchard Valley Health System



# Table of Contents

|   |    |
|---|----|
| Welcome .....                             | 5  |
| Mission.....                              | 7  |
| Visitor Guidelines & Information .....    | 8  |
| The BVHS Difference.....                  | 12 |
| Service Phone Numbers.....                | 13 |
| Your Responsibilities .....               | 14 |
| Patient Rights and Responsibilities ..... | 16 |
| Advance Directives.....                   | 18 |
| Condition Help.....                       | 19 |
| Grievance Process .....                   | 20 |
| Palliative Care Services .....            | 20 |
| Safety and Security .....                 | 21 |
| Patient and Family Services .....         | 22 |
| Personal Patient Services .....           | 23 |
| Chaplains.....                            | 25 |
| Blanchard Valley History .....            | 26 |
| About our Health System .....             | 27 |
| Healing Environment.....                  | 28 |
| Top Notch Health Care Professionals ..... | 29 |
| Your Hospital Bill.....                   | 30 |
| Frequently Asked Questions .....          | 31 |
| Medications/ Discharge Concern .....      | 32 |
| Question Checklist.....                   | 33 |

# MISSION

*To provide a broad continuum of exceptional health-related services in Northwest Ohio.*

## **Vision Statement**

To remain an independent regional health services organization providing exceptional clinical care and service characterized by:

- Competent, caring and passionate people
- Healing environments that enhance physical, emotional and spiritual well being
- Quality superior to benchmarks
- Disciplined financial stewardship
- Continuous process improvement

## **Values Statement**

As a means of fulfilling our mission and vision, we advocate the following fundamental values:

**Excellence** – We provide the highest quality care and services.

**Compassion** – We acknowledge the inherent value of each person and respect them as individuals through attention to their unique needs.

**Integrity** – We encourage open, fair and truthful interactions with one another and those we serve.

**Discipline** – Through focus and dedication, we are accountable for results.

**Communication** – We commit to well-informed patients, families, staff, and communities.

**Innovation** – Through knowledge and passion, we creatively improve our care and services.

**Humor** – We celebrate the power of laughter and fun in healing relationships.

# Blanchard Valley Hospital Welcomes Our Visitors

*We recognize the important role of visitors in the well being, healing and recovery of our patients. Our goal is to promote healing while making the best clinical care available for our patients. You can help us by following our visitor guidelines and visiting hours.*

## **Visitor Guidelines**

*For the safety and comfort of all patients:*

- 1 Wash your hands or use the alcohol hand sanitizer in patient rooms before and after visiting, to reduce infections.
- 2 Observe a limit of two (2) visitors at a time in patient rooms. Dayrooms and lounges are available on each floor for visitors to rotate visiting with the patient. Large groups of visitors will be expected to limit excessive noise and behavior that may disturb other patients and visitors.
- 3 Children must be accompanied by an adult and supervised at all times.
- 4 Observe visiting restrictions for immunocompromised or isolation patients. Visitors will be asked to comply with facility policies for isolation practices and barrier precautions as needed (masks, gloves or gowns).
- 5 Visiting between 9:00 pm - 5:00 am is discouraged so that patients can rest and heal. Limited visiting privileges will be granted based on the patient's clinical needs.
- 6 After 9:00 pm, enter the facility through the Ruse Center Emergency Department. Security will provide sign-in and directions.

## **Please:**

- 1 Do not visit if you have a cough, cold, sore throat, or other contagious disease. This is for the protection of you and the patient.
- 2 Do not bring any food or drink to a patient, unless you have permission from the patient's nurse. Many patients have dietary restrictions related to their treatment.
- 3 Do not use the patient's bathroom. Visitor bathrooms are located on each floor.
- 4 Do not bring latex balloons (due to allergies and sensitivities). Mylar balloons may be brought.
- 5 Do not use tobacco products, as tobacco use is prohibited for associates, patients and visitors, both inside and outside the facility.



## 2nd Floor Visiting Hours

### Intensive Care Unit (ICU) & Cardiac Care Unit (CCU)

- 10:00 am - 4:00 pm & 6:00 pm - 8:00 pm (two (2) visitors permitted at the top of every hour for 10 minutes).
- Quiet time without visitors is observed between 4:00 pm - 6:00 pm.
- One (1) person may remain in the room at all times. A visitor badge is required between 9:00 pm - 5:00 am. Go to the nursing station to sign-in and receive a one (1) night visitor badge.
- Children under 12 are not permitted, except with special permission.

## 3rd Floor Visiting Hours

### Obstetrics

- Visiting hours are 8:00 am - 9:00 pm. After 9:00 pm, limited visiting privileges will be granted based on the patient's clinical needs. A visitor badge will be issued to approved visitors.
- Visitor Badge required between 9:00 pm - 5:00 am. Go to the nursing station to sign-in and receive a one (1) night visitor badge.

## Special Care Nursery

- Visiting hours are 8:00 am - 9:00 pm. After 9:00 pm, limited visiting privileges will be granted based on the patient's clinical needs. A visitor badge will be issued to approved visitors.
- Limit of four (4) visitors at one time (one must be a parent).
- Visitor Badge required between 9:00 pm - 5:00 am. Go to the nursing station to sign-in and receive a one (1) night visitor badge.

## 4th, 5th, 6th Floor Visiting Hours

- Visiting hours are 8:00 am - 9:00 pm. After 9:00 pm, limited visiting privileges will be granted based on the patient's clinical needs. A visitor badge will be issued to approved visitors.
- Visitor Badge required between 9:00 pm - 5:00 am. Go to the nursing station to sign-in and receive a one (1) night visitor badge.
- Children under 12 are not permitted, except with special permission.

# Visitor Information

## CONTINUED

### **Orchard Hall (Psychiatric Unit)**

- 1:00 pm - 2:00 pm & 6:30 pm - 8:30 pm.
- Maximum of two (2) visitors per patient.

*Please Note: Visiting restrictions for children are subject to change based on infection prevention measures.*

### **Cafeteria**

The cafeteria is located on the first floor of the Kose building. The cafeteria is open for breakfast, lunch and dinner. A snack and vending area is open 24 hours a day next to the cafeteria entrance.

Cafeteria hours:        6:30 am - 9:30 am  
                                  10:30 am - 3:30 pm  
                                  4:30 pm - 7:00 pm  
                                  Monday-Sunday

### **Healing Grounds Cafe**

The coffee shop is located on the first floor of the Pavilion outside the Gift Shop. The coffee shop provides Seattle's Best specialty coffee/tea, made-to-order espresso drinks, iced beverages, gourmet salads and sandwiches, gourmet desserts, breakfast rolls/pastries, and snacks.

Hours 7:00 am - 6:00 pm, Monday–Friday

### **Telephones**

Visitors are welcome to use the courtesy phone located in the Patient Pavilion Lobby, across from the Marathon Oil Company Auditorium.

*Because of sensitive medical equipment, cell phone use may be restricted in rooms with medical devices. Please talk to a nurse before using your cell phone in these areas.*

# Visitor Information

CONTINUED

## Newspapers

Several local newspapers are available near the Patient Pavilion entrance of the Hospital.

## Gift Shop

The Gift Shop is located in the main lobby of the Patient Pavilion. The shop has a full selection of unique gifts for any occasion, including candy, plush animals and personal care items.

|       |                 |                    |
|-------|-----------------|--------------------|
| Hours | Monday–Thursday | 10:00 am - 8:00 pm |
|       | Friday          | 10:00 am - 6:00 pm |
|       | Saturday–Sunday | 12:00 pm - 3:00 pm |



### Family and Friends...

Call and place orders over the phone during regular business hours! Gifts will be delivered right to the patient's bedside.

**419.423.5388**

## Visitor Parking

Visitors are welcome to park in the following lots:

- Lot 1 - By Main Street, east of the Patient Pavilion and south of Ruse Center
- Lot 3 - On the corner of Highland and Chapel
- Lot 4 - By Chapel Drive, west of the Patient Pavilion
- Lot 7 - West of the Center for Diagnostic Studies
- Lot 8 - West of Wound Care Solutions
- Lot 9 - Parking garage under Ruse Center

# Visitor Information

## CONTINUED

### Five Things You Can Do to Prevent Infection

It's important to avoid contagious diseases like the common cold, strep throat and the flu. Here are five easy things you can do to fight the spread of infection:



1. Clean your hands.
2. Make sure health care providers clean their hands or wear gloves.
3. Cover your mouth and nose when you cough or sneeze.
4. If you are sick, avoid close contact with others.
5. Get shots to avoid disease and fight the spread of infection.

## The BVHS Difference

*What you can expect from Blanchard Valley Hospital...*

- We are striving to exceed your expectations.
- We will respond to your call light in three to five minutes.
- We will manage your pain to the best of our ability and keep you as comfortable as possible.
- We will do our best to meet your personal needs.
- We will protect your privacy and the confidence of your personal health information.
- We will treat you and your family with respect, courtesy, dignity, and compassion.

# Service Phone Numbers

|  |              |
|--|--------------|
| Patient Information/Main Line .....                  | 419.423.4500 |
| Adult Day Center .....                               | 419.425.3165 |
| Billing Inquiries (Hospital) .....                   | 419.423.5310 |
| Birchaven Heights Apartments .....                   | 419.425.3067 |
| Birchaven Village.....                               | 419.424.3000 |
| Bridge Hospice Care Center (inpatient hospice) ..... | 419.423.5577 |
| Cancer Center .....                                  | 419.423.3703 |
| Caughman Health Center .....                         | 419.427.0809 |
| Central Scheduling (All Services) .....              | 419.423.5323 |
| Creighton Dialysis Center.....                       | 419.423.5184 |
| Dietician.....                                       | 419.423.5273 |
| Food Service.....                                    | Ext. 4444    |
| HeartCare Center .....                               | 419.423.5110 |
| Home Health & Hospice (Bridge).....                  | 419.423.5351 |
| Medical Records (H.I.S.).....                        | 419.423.5331 |
| Medication Management .....                          | 419.423.5177 |
| Oncology (Cancer) .....                              | 419.423.5105 |
| Pain Management .....                                | 419.423.5555 |
| Patient Advocate .....                               | 419.423.5412 |
| Pre-Registration.....                                | 419.423.5304 |
| Psychiatric Services (Orchard Hall).....             | 419.423.5239 |
| Rehabilitation (PT, OT, ST & Sports Medicine).....   | 419.425.3199 |
| Sleep Center .....                                   | 419.427.2604 |
| Social Services.....                                 | 419.423.5340 |
| TDD Hearing Impaired .....                           | 419.423.5210 |
| Urgent Care (Physician's Plus).....                  | 419.423.3888 |
| Woman Wise Mammography.....                          | 419.423.5282 |
| Wound Care .....                                     | 419.423.5309 |

# Your Responsibility

## GET INVOLVED IN YOUR CARE!

### **Patient safety – Our top priority**

How you and your family can help us ensure your health and safety during your hospital stay.

### **Be involved in your health care.**

The most important way you can help us give you the best care is to be an active member of the health care team.

Follow this three-step process:

- Take part in decisions about your treatment
- Follow your treatment plan
- Watch for problems and be involved in solving them

### **What you will receive:**

- Privacy during your hospital stay
- A clean, safe and comfortable environment
- Clear and understandable information

### **What we ask of you:**

- Be sensitive to the needs of other patients
- Follow all hospital policies
- Keep scheduled appointments after discharge from the hospital
- Pay hospital bills promptly to help keep health care costs down
- File a grievance or complaint if you're not satisfied with any aspect of the care you received

### **Speak up if you have any questions or concerns.**

- You have the right to question anyone involved in your care
- Write down questions to ask before your next doctor visit
- Be sure you are informed of BVH policies that concern you
- Let us know if we haven't met your safety expectations and what we can be doing better to meet those needs.
- The following people can be reached with your comments/concerns:  
Risk Manager at 419.423.5454 or the Patient Advocate at 419.423.5412.

### **If all health care workers who have direct contact with you don't wash their hands, ask them to.**

- Hand washing is an important way to prevent the spread of infection. Infection is also reduced when all visitors wash their hands before and after every patient visit. Handwashing gel is available in each patient room.

### **Ask which doctor is in charge of your care while you are in the hospital.**

- You may have several doctors handling different aspects of your care, but one should be in charge.
- You have the right to seek another doctor's opinion (at your own expense) without fear or jeopardy to care.
- You have the right to refuse to participate in experimental studies.

### **Identify yourself.**

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

### **Describe your symptoms and/or pain clearly.**

- When you are admitted to the hospital, bring a list of all medications you are taking or bring your medications to the hospital in their original containers.
- Ask a family member to bring a list of medications if you left them at home.  
*Include all over-the-counter medications, home remedies, and herbal medications, including tea, vitamins and weight gain or loss products such as shakes, pills or bars. Sometimes they can be dangerous when you take them with other medications.*
- Let the doctor and nurse know of any allergies, reactions or side effects you have.

### **Understand your medication.**

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

### **Help prevent falls.**

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

# Patient Rights & Responsibilities

All of our efforts at Blanchard Valley Hospital are focused on making sure the rights of our patients are respected and that individual needs are met whenever possible. In return, the BVH administration and associates ask that all patients be aware of their responsibilities, both to themselves and to our facility.

## **At Blanchard Valley Hospital, every patient has the right to:**

- Respectful care with consideration of personal dignity.
- Access to care and treatment when indicated, regardless of race, creed, sex, national origin, disability, or available sources of payment.
- Expect privacy during the course of hospitalization.
- Assurance that his/her medical records and discussions regarding treatment will be considered confidential and information will not be released without consent, except as provided by law or third party payment contract.
- Expect a clean and safe environment.
- Be informed of the identity and professional status of the individuals providing services.
- Obtaining another physician's opinion (at patient's own expense) without fear or jeopardy to care.
- Expect clear and understandable information from his/her physician and the right to refuse treatment to the extent permitted by law and to be informed by the physician of the medical consequences of this action.
- Expect that a transfer to another facility or service will not occur until a complete discussion with the patient, family, and physician or designee has taken place.
- Expect a post-discharge plan of care to be presented in writing by members of the health care team.
- Refuse to participate in experimentation. Participation in clinical training and educational programs is encouraged.
- Communication with family and visitors. Patients with unique needs (e.g., non-English speaking, hearing impaired and certain religious or cultural practices) should feel free to request assistance from their nurse or other hospital associates.
- Be informed of BVH policies, especially those that are applicable to patient's condition, and mechanisms available to solve "in house" problems or conflicts.
- File a grievance or complaint if not satisfied with any aspect of care received.



- Receive a complete explanation of his/her bill upon request, regardless of the source of payment, and be informed of the mechanism to answer billing questions and resolve problems.
- Be advised of the right to formulate advance directives and receive respect for his/her decision.
- Be informed of ethical issues surrounding care and the forum for ethical considerations.
- Expect the appropriate assessment and management of pain.
- Optimal comfort and dignity for the patient who is dying. This includes respecting and acknowledging any psychological, social, and spiritual concerns regarding dying and expression of grief.

### **At BVH, every patient is responsible for:**

- Providing complete information about his/her condition to the people directly involved in care.
- Asking questions when there is confusion or lack of understanding regarding medical care, or hospital policies.
- Following all hospital policies including those on visiting, smoking, and safety.
- Being considerate of the rights of other patients and BVH associates.
- Not leaving your room or floor without notifying your nurse.
- Following the instructions of his/her doctor or other members of the health care team as they carry out a plan of care. Patients are encouraged to ask questions and to inform their doctor of any problems.
- Reporting any changes in condition to his/her doctor or member of the health care team.
- After discharge from the hospital, keeping all scheduled appointments, or, if necessary, cancelling at least 24 hours in advance.
- Prompt payment of bills. This keeps health care costs down.
- Voicing complaints and working with BVH associates to resolve them. If the problem cannot be resolved by speaking with a particular staff member, patients should contact the Patient Advocate at Ext. 5412.

# Advance Directives

A Living Will or Durable Power of Attorney for Health Care can help ensure that your personal feelings and health care choices will be honored, even if you become terminally ill or seriously injured and are unable to communicate.

Under Ohio Law, a Living Will allows you to give advance written directions about your health care decisions. Through a Durable Power of Attorney for Health Care, you can appoint someone as your agent to make health care decisions for you, should you become temporarily or permanently unable to make decisions.

All BVH inpatients receive a written explanation of their rights under Ohio Law to make decisions regarding their medical care. Living Will and Durable Power of Attorney forms are also available upon request.

We encourage all patients to name a Durable Power of Attorney for Health Care, someone to speak for you in any event that you are unable to speak for yourself. Share with your Durable Power of Attorney for Health Care what your wishes would be!

Patients who wish to complete either form should contact the Social Services Department at 419.423.5340.

The Public Relations Department can schedule speakers on this topic for area clubs, churches or schools.

**To request a speaker, call 419.423.5551**

## BEING INVOLVED PAYS OFF!

Our primary goal is to provide quality care to help you achieve your best possible health. Taking an active role in your care has many advantages, and your doctor, nurse, and other health care providers welcome your involvement.



## **CONDITION HELP**

*A Help line for Patients and Families*

### **What is Condition Help?**

Patients and families can call for help which initiates dispatch of a “rapid response” team member. Blanchard Valley Hospital is dedicated to making the hospital the safest place possible for patient care. Condition Help was created to address the needs of the patient in case of an emergency or when the patient is unable to get the attention of a healthcare provider.

### **When to call:**

- If there is a noticeable change in the medical condition of the patient and you believe that the healthcare team is not recognizing your concern.
- If there is an emergency situation and you are unable to get the attention of the hospital staff.
- For more information about Condition Help, please ask the Nursing Unit Team Leader or the Nursing Unit Clinical Manager.

### **How to activate the Condition Help response:**

- Dial 00 from the patient’s bedside phone.
- Ask the operator to activate the Condition Help system.
- Provide the patient’s name and room number to the operator.

The operator will immediately activate the Condition Help upon your call and the nursing supervisor will come to the patient’s room within 5 to 10 minutes to assess the situation and offer assistance.

# Grievance Process

Blanchard Valley Hospital strives to provide the highest level of quality care and customer satisfaction. We know there are times when a patient, family member or visitor can make us aware of opportunities for improvement. If you have a comment or concern, we want to hear it and appreciate the opportunity to remedy it immediately.

- Voicing a comment or concern will not negatively affect your present or future care in any way.
- Comments/concerns are most easily addressed while you are still in our facility and are best handled in the area(s) where you are being served. You may report your comments to the health care provider in charge of your area of service or contact our **Patient Advocate at Ext. 5412 or 419.423.5412.**
- If you have a concern after your visit is complete, contact the Director of **Service Excellence at 419.423.5163.**

You also have the right, under any circumstance, to call your comments to the Ohio Department of Health Complaint Hotline at 1.800.589.7336.

If you believe your concern is still not resolved in a satisfactory manner, you may contact the The Joint Commission at: [complaint@jointcommission.org](mailto:complaint@jointcommission.org) or fax 630.792.5636. You may also call the Ohio Legal Rights at 614.466.7264 or 1.800.282.9181.

# Palliative Care Services

The Palliative Care Team is here to decrease pain and other symptoms of a serious illness and focus on increasing your quality of life. It is appropriate at any point in a serious or chronic illness and is provided at the same time as treatment that is meant to cure. The team works with patients and their families to manage symptoms, establish goals that are important to the patient, offer practical information about care choices, and emotional support. It is ordered by the patient's physician. Contact the Palliative Care Coordinator at 419-423-5595 for more information.

# Safety and Security

## Safety Drills

We conduct safety drills so our associates are prepared to handle emergency situations. Patients will be notified when drills are taking place and staff will attempt to avoid any inconvenience to our patients. Nursing care will be available at all times during safety drills. All BVHS associates are required to attend in-service presentations annually on fire and electrical safety.

## Standard Precautions

During your stay at BVH, some of your caregivers may use protective equipment like gloves, gowns and masks. They take these precautions in cases where there may be exposure to blood or other bodily fluids, as part of our infection prevention policy.

The precautions protect both patients and associates from the spread of blood-borne diseases such as hepatitis and AIDS. They have been recommended by the Centers for Disease Control and approved by the The Joint Commission. Please ask your doctor or nurse about any precautions being used. They will be happy to explain.

## Confidentiality

As a patient at BVH, you have the right to expect complete confidentiality regarding your medical records. All of our associates and volunteers have signed agreements stating that they will not discuss medical information with outsiders or other associates unless it's necessary as part of your care. Information is released to insurance companies, Medicare and Medicaid with your permission.

Unless we are otherwise informed, your condition (good, satisfactory, poor, etc.) will be the only information released to the public through our Information Desk.

## Smoking

BVH is a smoke-free facility. Patients, visitors and associates are not permitted to use any form of tobacco on the BVH premises. As a health care organization, we are aware that all tobacco use is against your doctor's medical advice. In addition, tobacco slows the healing process, increases the chance of infection after surgery, and may make your present illness worse. Realizing that giving up tobacco use is difficult, nicotine replacement therapy (gum, patch) is available to you if you choose to use it. For information on how to quit smoking before your hospital stay, call the BVH Center for Medication Management at 419.423.5177, or the Ohio Tobacco Quit Line at 1.800.784.8669.

# Patient and Family Services

## Patient Orientation

After you're in your room, the nurse will teach you how to use the nurse call button. Pushing the button alerts the nurses' station that you need assistance.

Your day-to-day care depends on the nature of your illness, injury or surgery. Expect to be awakened early in the morning so the nurse can check your blood pressure, temperature and other vital signs before your doctor visits. You may be awakened during the night for your medications and/or vital signs.

## Social Workers

The BVH social workers are here to assist patients and families. They work to place individuals in the most appropriate type of "post discharge" care and to match families with existing community resources. Contact the **Social Services Department at 419.423.5340.**

## Pre-Registration

All patients are asked to pre-register with BVH before any test or procedure. Have your insurance card and Social Security number ready when you call **Pre-Registration at 419.423.5304.**



Obstetrics patients may register online for their hospital stay!  
We recommend patients register by their sixth month of pregnancy.

**Visit [www.bvhealthsystem.org](http://www.bvhealthsystem.org)**

# Personal Patient Services

## Your Meals

Blanchard Valley Hospital's room service is the closest thing to hotel room service you'll find at any health center in Northwest Ohio. You have the freedom to select from a room service menu.

With this service, patients can choose food items and have them delivered to their room in about 45 minutes. The "At Your Request" service line is available from 6:30 am - 6:30 pm by dialing Ext. 4444.

## Medications

Your medications will be ordered by your doctor and filled by the BVH Pharmacy. Be sure to ask your doctor or nurse about any medications you have brought with you from home.

## Notary Public

If you need notary services, please contact our Social Services Department at 419.423.5340.

## Interpreter

BVH has access to many different interpreters for hearing impaired patients or those who do not speak English. Please let our staff know if you or a member of your family needs this service.

## Hearing Impaired Service

TDD phones and phones for the hearing impaired are available. Ask your nurse.

## Television

TV's are available in each patient room, the Patient Pavilion lobby and several waiting areas. The channels include:

|    |                       |    |                   |    |                  |
|----|-----------------------|----|-------------------|----|------------------|
| 3  | WTBS                  | 15 | DISCOVERY CHANNEL | 26 | DISNEY EAST      |
| 4  | TNT                   | 16 | DISCOVERY HEALTH  | 27 | DISNEY WEST      |
| 5  | USA                   | 17 | LEARNING CHANNEL  | 28 | NICKELODEON      |
| 6  | LIFETIME              | 18 | HGTV              | 29 | ESPN             |
| 7  | TURNER CLASSIC MOVIES | 19 | NOT USED          | 30 | ESPN 2           |
| 8  | TV LAND               | 20 | FOOD NETWORK      | 31 | CMT              |
| 9  | GAME SHOW NETWORK     | 21 | HISTORY CHANNEL   | 32 | CNN              |
| 10 | WUPN (FOX TOLEDO)     | 22 | TRAVEL CHANNEL    | 33 | WEATHER CHANNEL  |
| 11 | WTOL (CBS TOLEDO)     | 23 | OUTDOOR CHANNEL   | 57 | BVHS NEWS & INFO |
| 12 | WNWO (NBC TOLEDO)     | 24 | SPEED CHANNEL     |    |                  |
| 13 | WTVG (ABC TOLEDO)     | 25 | A & E             |    |                  |
| 14 | WBGU (BOWLING GREEN)  |    |                   |    |                  |

## **Newspapers for Patients**

Volunteers deliver newspapers to every patient.

## **Personal Care Items**

Any electric appliances, including electric curlers, curling irons, or electric razors, must be checked into the maintenance department to be sure that it will not interfere with medical equipment.

## **Mail and Flower Delivery**

Your mail and flowers will be delivered to you by a hospital volunteer. Mail will be forwarded once you return home.

## **Telephone**

Telephones are available in every patient room (except restricted areas).

To make a local call:

- dial 9
- listen for a dial tone
- dial the desired number

To make a calling card call:

- dial 0
- the operator will put the call through to your destination

## **Valuable Items**

Please don't bring large sums of money or valuable items during your hospital stay. If you do have valuable items, ask our associates to make arrangements for them to be stored in a safe until you are discharged.



# Chaplains

Chaplains are ministers with special skills in helping people during times of illness or emotional distress. Blanchard Valley Hospital understands the vital roles that faith and spirit play in the lives of patients and their families.

Chaplains are available in the hospital to any patient or family member of any tradition Monday through Friday. Chaplains are also on-call during weekends for urgent situations or emergencies.

## **When to Call a Chaplain**

- When you desire prayer or spiritual guidance
- When you are facing hard decisions or ethical issues
- When you desire a specific rite or ritual and your spiritual caregiver is not available (or you do not have one)
- When there is a death or crisis
- When you are wrestling with spiritual issues such as grief, inability to pray, sense of being abandoned, or when you experience lack of hope or question the meaning of life
- When you need information about community religious groups and/or resources

## **How to Contact a Chaplain**

- Ask your nurse or a member of our medical staff to contact a chaplain for you.
- Call the hospital operator by dialing “00” at Blanchard Valley Hospital.

# Blanchard Valley Health System History

With more than 100 years of service behind us, Blanchard Valley Health System (BVHS) is prepared to meet the challenges of the 21st century. We've grown from a single hospital to a comprehensive health system offering the Northwest Ohio region a full continuum of care.

Blanchard Valley Health System is a non-profit, integrated regional health system based in Findlay, a unique micropolitan community in Northwest Ohio. Governed by a community board of trustees representing large and small business, education, law, medicine and finance, BVHS oversees all operations.

BVHS has a long history of service to Findlay and the surrounding area. Blanchard Valley Hospital, the anchor subsidiary of BVHS, was founded in 1891 as the Findlay Home for Friendless Women and Children. As the community of Findlay has experienced growth and prosperity, so has the Health System, with major expansions occurring in 1958, 1967, 1977, throughout the 1980's and 1990's, 2007, and 2009.

BVHS is one of the largest employers in the area with more than 1,600 associates and serves an eight-county area that includes Hancock, Allen, Putnam, Henry, Wood, Seneca, Wyandot, and Hardin Counties.

In addition, a dedicated group of more than 600 volunteers support BVHS through their contributions of both time and money. As part of the BVHS family, the Auxiliary is a major contributor to our standards of excellence.

BVHS offers an entire continuum of care including acute care, long-term care, home health and hospice.

The future of your community health system is extremely exciting. BVHS is constantly working to improve our services and facilities to help us advance in our mission. As we move boldly into the future, we hope we will continue to be your health care provider of choice.

# Health Care for Our Community

If you think about the role that Blanchard Valley Hospital plays in our community, you can see how this hospital is shaped and directed by our patients and all residents of our “neighborhood.”

BVH believes in the value of satisfaction surveys, encouraging you to submit your opinion – good or bad – about your treatment. These surveys are studied and shared with our associates. We use your opinions to measure how well we’re meeting your needs.

Please tell us what you think about our services.  
Call the **Director of Service Excellence at 419.423.5163**  
to receive a patient survey.

BVH has evolved along with its community. When new mothers expressed the desire to move from maternity “wards” to private and semi-private rooms, we listened. When our aging population needed joint replacement surgery and a convenient place for physical and occupational therapy, we listened. We look forward to customizing more of our services to meet your needs in the future.

# Healing Environment

BVH's plan to create a healing environment in the new Patient Pavilion was supported by research from the Center for Health Design. This study asserted that the place where care is actually provided and received has substantial effects on patient health.

Before the first brick was put into place, an aesthetics committee met to select earth tones and natural materials for the Pavilion décor. In addition, "daylighting" with large windows, light wells and reflective surfaces were prioritized, since adequate natural light has been shown to improve work performance and patient recovery rates while saving energy.

Nearly all BVH departments play a role in creating stress-free, healthful surroundings for patients. Since infection prevention is a major issue in a hospital environment, strict cleaning procedures and frequent air changes are mandatory. For example, the use of harsh chemical cleaners can cause respiratory problems in some patients and even give off irritating, allergenic fragrances and toxic volatile organic chemicals (VOC). Therefore, the Environmental Services Department uses low-VOC products to improve conditions for both associates and patients.

Further research by the Center for Health Design shows that small changes to room layouts, color scheme and floor coverings can improve patients' moods and physiological states. Patient Pavilion rooms have adequate space for family members and bedside equipment. Perhaps the greatest effect on patient well-being the elimination of all double-occupancy rooms. Private rooms reduce the number of patient transfers, cutting the risk of infection and enhancing patient privacy. Each room offers a relaxation channel on the TV, providing nature scenes with calming music to assist in the healing process.

A healing environment goes beyond the physical aspects of a building. It incorporates a culture that includes service excellence, treating people with respect and dignity. BVH strives to empower all involved in the promotion of healing.

# Top-Notch Health Care Professionals

Planned with the comfort of the patient in mind, the Patient Pavilion is not just a luxury. This modern and efficient facility allows BVHS to continue to attract physician specialists and other top-notch health care professionals. **BVHS currently has more than 170 active staff physicians who offer a wide range of specialties including:**

- Anesthesiology
- Asthma
- Cardiac Surgery
- Cardiology
- Colon/Rectal Surgery
- Critical Care Medicine
- Dermatology
- Emergency Medicine
- Endocrinology
- Family Practice
- Gastroenterology
- General Surgery
- Geriatrics
- Gynecology
- Hematology
- Internal Medicine
- Nephrology
- Neurology
- Neurosurgery
- Nuclear Medicine
- Obstetrics & Gynecology
- Occupational Medicine
- Oncology
- Ophthalmology
- Oral & Maxillofacial Surgery/Reconstruction
- Orthopedic Surgery
- Otolaryngology
- Pain Management
- Pathology
- Pediatrics
- Physical Medicine & Rehab
- Plastic/Reconstructive Surgery
- Podiatry
- Psychiatry
- Pulmonary
- Radiation Therapy
- Radiology
- Rheumatology
- Sleep Disorders
- Sports Medicine
- Trauma Surgery
- Urology
- Vascular & Thoracic Surgery
- Wound Care

**For Physician Referral:**

**419.429.6426 or [www.bvhealthsystem.org](http://www.bvhealthsystem.org)**

# About Your Hospital Bill

Thank you for choosing Blanchard Valley Hospital for your health care needs. The statement you will receive from BVH reflects services rendered through the hospital. These services include the cost of the room, nursing care, meals, drugs, and supplies. It may not include services such as professional fees.

## **What you can expect:**

- 1 BVH will bill your insurance company first. To verify correct insurance information, call 419.423.5310.
- 2 After your primary insurance has paid, BVH will bill your secondary insurance for you. If there is no insurance for the dates of service, contact us to establish an acceptable payment arrangement. Call us at 419.423.5311 and choose an appropriate prompt.
- 3 You will be receive monthly statements from BVH regarding your account, informing you of insurance and patient balances.
- 4 In the meantime, call a BVH representative at 419.423.5310 if you have any questions or to give us change of address or updated insurance information.

*Thank you again for choosing Blanchard Valley Hospital.*

Sincerely,  
Patient Financial Services

# Frequently Asked Questions

## 1 **When are visiting hours?**

Visiting hours and guidelines can be found on pages 8-10 in this guide. You can also check with your nurse about any visiting restrictions on your floor.

## 2 **When is my doctor is coming in?**

Each doctor has a different schedule. We will make every effort to let you know the schedule of your doctor or contact him/her as needed.

## 3 **How long will I be in the hospital?**

That will depend on your diagnosis. The nurse can give you a tentative timeline and updates.

## 4 **I was just here, why are you asking me all of these identification questions again?**

For your safety, we have to confirm that your identification and other important information are correct. We apologize for any inconvenience.

## 5 **When is the cafeteria open for visitors?**

The cafeteria is located on the first floor of the Kose building. The cafeteria is open for breakfast, lunch and dinner. A snack and vending area is open 24 hours a day next to the cafeteria entrance.

Cafeteria hours:      6:30 am - 9:30 am  
                                 10:30 am - 3:30 pm  
                                 4:30 pm - 7:00 pm  
                                 Monday-Sunday

## 6 **Can visitors bring a tray up and eat with me?**

Yes.

## 7 **Do I have to call and order my food?**

Yes, please refer to the food service guide in your room. You can choose food items and have them delivered to your room in about 45 minutes. Ask your nurse if you need help.

# Medications

## 1 Can I get my prescription filled here?

Yes, our outpatient pharmacy can fill your prescriptions. We accept the majority of commercial payors and Medicaid.

Monday - Friday 9:00 am - 6:00 pm, closed weekends and holidays  
419.419.7002

Location: First floor of the William Kose Building.

## 2 Can I take my own pills from home?

All medications taken in the hospital need to be ordered through our pharmacy. If you are taking medications we don't stock you can bring them in and we will send them to our pharmacy to be labeled and then send them back to your room.

## 3 Why don't I have all the prescriptions I need from the doctor at discharge?

If you have more than one doctor, each one is responsible for the medications prescribed to you. Your discharge doctor will write prescriptions only for the medications he/she prescribed while you were in the hospital.

# Discharge Concerns

**When you are discharged, ask your doctor to explain your plan of care for you to follow at home:**

- Make sure you understand your medications and what activity and eating plan you are to follow.
- You can ask for a complete explanation of your bill, regardless of the source of payment.

**Share any special needs for discharge:**

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

**Other questions you may have:**

- 1 When can I shower?
- 2 When can I drive?
- 3 Do I need to change this dressing?
- 4 How long do I need to wear the TED Hose?

*See the next page for a place to write down additional questions.*



# Questions That Need to be Answered Before I Leave

Your doctor and nurse will be in constant communication with each other and you during your inpatient stay. They want to make sure all your questions are answered before you leave. *Please write them down.*

1 \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Question answered

2 \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Question answered

3 \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Question answered

4 \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Question answered

CarePages.com



Are you or a loved one facing a health challenge?

CarePages can help.

CarePages.com is brought to you by Blanchard Valley Health System.

Blanchard Valley Health System is pleased to provide CarePages websites as a free benefit to families and their loved ones.

Through free, personalized CarePages websites, members can relate their stories, post photos, and update friends and family instantly. In turn, people who care can send messages of love and encouragement. Our mission is simple: to ensure that no one goes through a health challenge alone.

To create a CarePages website, visit [www.bvhealthsystem.org](http://www.bvhealthsystem.org)

A CarePages website features:

1. Your Personal Profile
2. Updates
3. Photo Gallery
4. Email Alerts
5. CareCompliment

Questions? Contact Christine Paul at 419.423.5426 or via email at [cpaul@bvhealthsystem.org](mailto:cpaul@bvhealthsystem.org)

# Pay Your Hospital Bill Online @ [www.bvhealthsystem.org](http://www.bvhealthsystem.org)

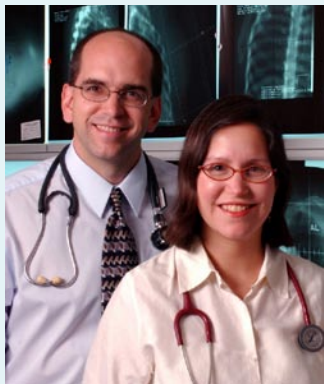


Online payment is convenient, safe and secure!

All you need is your account number and a credit card.

Go to [www.bvhealthsystem.org](http://www.bvhealthsystem.org) to pay your hospital bill.

# The world's most advanced cancer treatment is available in Findlay, Ohio.



When you meet with Dr. Jeanne Ashworth or Dr. Steve Lutz, you won't feel like a stranger... you'll feel like you're visiting a neighbor who just happens to be versed in state-of-the-art cancer treatment.

We encourage each patient, along with his or her family, to play an active role in treatment and the decisions surrounding it. Our staff will ensure your understanding of the treatment process and your comfort, making every effort to accommodate your needs.



## Blanchard Valley Regional Cancer Center

BLANCHARD VALLEY HEALTH SYSTEM

**Call us at 419.423.3703.**

Located at EasternWoods at 15990 Medical Drive South, Findlay

## Specialized Medical Care for Non-Healing Wounds

*If you have a non-healing wound resulting from:*

- Complications of diabetes or vascular disease
- Pressure sores
- Post-operative infections
- Bone infections (osteomyelitis)
- Skin tears or lacerations
- Radiation burns

Contact Wound Care Solutions to schedule an initial assessment:

**419.423.5309**

*Physician Referrals Welcome*



**HYPERBARIC SIGMA 40 – Largest Internal Diameter Chamber in the U.S.**



## Wound Care Solutions Blanchard Valley Hospital

100 W. Pearl Street, Findlay • [www.bvhealthsystem.org](http://www.bvhealthsystem.org)

## *Bridge Personal Care: Helping Adults Stay Independent*

Bridge Personal Care offers a variety of services to individuals who require personal assistance in order to maintain in their own homes. Qualified nursing assistants and companions provide the level of care needed to promote independence in the environment of the individual's choice through special supportive services available daily.

### *Services Available at Bridge Personal Care:*

- Companionship and Support
- Errand/Appointment Transportation
- Attending to Personal Care Needs
- Assisting with Ambulation
- Meal Preparation
- House Sitting
- Shopping Services
- Light Housekeeping



*Phone: 419.423.5352 or Toll-Free 1.888.463.3376*

## **N**orthwest Ohio **NW** Medical Equipment

Northwest Ohio Medical Equipment (NOME) provides a broad range of home respiratory therapies and medical equipment to ease the transition for patients returning to their homes or assisted care facilities.

### **Home Respiratory Therapies**

- Oxygen Concentrators
- Liquid Oxygen
- Portable Oxygen Systems
- Oxygen Conserving Devices
- Sleep Apnea (CPAP/BiPAP)
- Aerosol Therapy

### **Home Medical Equipment**

- Hospital Beds
- Wheelchairs
- Enteral Products and Pumps
- Motorized Scooters
- Ambulatory Aids
- Bathroom Safety Products
- Lactation Aids

All respiratory therapies are monitored by a Registered Respiratory Therapist, who is on call 24/7.

NOME provides service needs, delivery, setup, and personalized instruction for use of all equipment in the comfort of your own home. We can bill your insurance provider at no added cost to you.

1749 Tiffin Avenue, Findlay

Phone: 419.423.9712

Toll Free: 800.686.2773

## We're Here for You with Emergent **Cardiac Care** that's **Superior** to National Standards



*BVH is an Accredited Chest Pain Center*

BVH's average "door to balloon" time was 43 minutes for the first half of 2009. The American College of Cardiology (ACC) recommends that heart attack patients get blocked arteries reopened within 90 minutes.

BVH offers a complete range of services for cardiac diagnosis and treatment.

- Diagnostic & Interventional Caths
- Open Heart Surgery



## The HeartCare Center Blanchard Valley Hospital

1900 South Main, Findlay OH 45840 419.423.5110 [www.bvhealthsystem.org](http://www.bvhealthsystem.org)



- Physical Therapy
- Speech Therapy
- Occupational Therapy
- Pediatric Care
- Sports Medicine
- Aquatics



## Rehabilitation Services



Blanchard Valley Hospital  
(inpatient only)  
1900 S. Main St. • Findlay  
419.423.5516

BVH Rehabilitation  
& Sports Medicine  
1721 Medical Blvd., Suite B  
419.425.3199

Bluffton Hospital  
139 Garau St.  
Bluffton  
419.369.2316

# LOOKING FOR A PHYSICIAN?



**Call 419.429.6426**

or visit

**FIND A DOC**

at [www.bvhealthsystem.org](http://www.bvhealthsystem.org)



**MEDICAL INFORMATION AT THE CLICK OF A BUTTON**

[www.bvhealthsystem.org](http://www.bvhealthsystem.org)

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our health system and much more...

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and online health newsletter.*

# Award-winning orthopedic care is here for you.



- 2010 recipient of the HealthGrades Joint Replacement Excellence Award™.
- Five-star rating for total knee replacement three years in a row.
- Five-star rating for total hip replacement two years in a row.
- Five-star rating for total joint replacement three years in a row.

For more information about our award-winning orthopedic program, call **419.423.5551** or visit **[www.bvhealthsystem.org](http://www.bvhealthsystem.org)**.

 **Blanchard  
Valley Hospital**  
BLANCHARD VALLEY HEALTH SYSTEM  
We're here for you.

1900 South Main Street  
Findlay, OH 45840

We're here  
for You.



# at EasternWoods Outpatient Center

Introducing a new concept in outpatient imaging and laboratory services. . . convenience and warm, comfortable surroundings coupled with clinical technology you can rely on to support an accurate and timely diagnosis. A special facility focusing on outpatients only!

**EasternWoods Outpatient Center offers:**

- Comprehensive imaging services, including CAT-scan, MRI and X-ray
- Digital mammography, ultrasound, MRI breast imaging, and all forms of breast biopsy
- Enhanced privacy and personalized service
- Outpatient laboratory

**419.423.5323**

Call for appointment  
Mon.-Fri., 8am - 5:30pm



**EasternWoods  
Outpatient Center**

Blanchard Valley Hospital

We're here for you.