

PATIENT GUIDE

2019



Fairfield
Medical Center

401 N. Ewing St.
Lancaster, Ohio 43130
740-687-8000
fmchealth.org

In This Guide



Speak Up

Take charge of your care.



Stay Safe

You can contribute to healthcare safety.



Our Address

401 N. Ewing St.
Lancaster, OH 43130
740-687-800
1-800-584-2627

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This material is for your educational use only. It does not contain, nor should it be construed as containing, medical advice. Talk to your doctor before making any lifestyle or treatment changes. Images are for illustrative purposes only.

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Don't Leave Until ...

6 things you should know before you walk



For the Caregiver

Your role as patient advocate.



Be Prepared

Welcome to Fairfield Medical Center

Mission Statement

Our mission is to deliver outstanding healthcare for our patients, their families and our communities. Our vision is to be recognized as the leader in patient/family-centered care for those we serve both in our facilities and in our communities. FMC puts patients first by adhering to a core set of organizational values: Integrity, Empathy, Stewardship, Agility and Teamwork.

I want to personally welcome you to Fairfield Medical Center. We are committed to meeting your needs by providing compassionate care with state-of-the-art technology. We are here to serve you and make your stay as comfortable as possible.



We have prepared this guide to provide you with information about Fairfield Medical Center, the services we offer and some of the ways you can help us meet your needs. We trust you will find the information helpful. If you have any questions about this information or have suggestions about ways we can make your healthcare experience better, please inform your nurse or contact a patient representative at ext. 8555.

If there is anything that I personally can do to make your time at our facility more comfortable, please contact me at ext. 8077.

Thank you for entrusting your care to Fairfield Medical Center.

Sincerely,

A handwritten signature in black ink, which appears to read "Jack Janoso". The signature is fluid and cursive.

John R. "Jack" Janoso, Jr.
President & CEO

About Us



OUR ADDRESS

401 N. Ewing St.
Lancaster, OH 43130

Serving more than 250,000 residents in Fairfield, Perry, Hocking and Athens counties and employing more than 2,000 individuals, Fairfield Medical Center is proud of its role in the community. Our 222-bed, nonprofit, 501(C)(3) hospital located in Lancaster, Ohio, provides full-service, general acute health services. Several affiliated groups generously assist Fairfield Medical Center. Since 1948, more than 200 TWIG groups have been formed to support the center. Many volunteers donate their time and talents to assist patients, visitors and staff. The volunteer chaplain program, formed in 1977 and comprised of area ministers, supports the spiritual needs of our patients.

Medical Observation Unit

The Medical Observation Unit provides care to patients who are placed in observation status for further evaluation of their clinical signs and symptoms. The expected hospital length of stay is less than 48 hours. Co-pays for patients in observation status may be different than an inpatient stay. If you have questions about observation status or your insurance benefits, please ask to speak with a case manager at 740-687-8060 or a financial counselor at 740-687-8371.

Our Communication to Care

Bioethics Committee

When a healthcare choice also involves an ethical concern—such as a family member’s wish to refuse life-sustaining treatment or a disagreement between family members or other caregivers concerning advance directives—decision-making can become overwhelming. Our Bioethics Committee is available to hear such concerns. Requests for consultation may be made by the patient, a family member, the physician, nurse or other staff member. To find out more or to request a consultation, call ext. 8660.

Our goal is to provide the best patient care. If at any time you have questions or concerns about the quality of care that you or a family member is receiving or has received at our hospital, do not hesitate to speak with your nurse or the nursing supervisor. You also may contact a Fairfield Medical Center patient representative at ext. 8555 with your compliments, complaints or concerns. You may call at any time during or after your stay. In addition, you have the right to file a complaint or concern with:

The Fairfield Department of Public Health

1587 Granville Pike
Lancaster, OH 43130
740-653-4489

Office of Quality and Patient Safety

The Joint Commission

One Renaissance Blvd.
Oakbrook Terrace, IL 60181
1-800-994-6610
patientsafetyreport@jointcommission.org
www.jointcommission.org

Ohio Department of Health of Quality Assurance

256 N. High St., 3rd Floor
Columbus, OH 43266
1-800-342-0553

Fairfield County Abuse Prevention Line

740-687-8371

Telephone Directory

Fairfield Medical Center is open 24 hours, seven days a week, to meet the healthcare needs of the community.

Administration.....	740-687-8001
Business Office/Billing.....	740-687-8025
Cancer Resource Center.....	740-277-6941
Case Management.....	740-687-8060
Cardiopulmonary/Respiratory.....	740-687-8170
Central Scheduling.....	740-687-8666
Compliance Officer.....	740-689-4449
Crisis (Suicide Prevention).....	740-687-8255
Diagnostic Health Services.....	740-687-8444
Emergency.....	740-687-8100
Endoscopy.....	740-687-8158
Environmental Services.....	740-687-8072
Fairfield Diagnostic Imaging.....	740-654-6312
Fairfield Medical Center Foundation.....	740-687-8107
Fairfield Medical Center Police.....	740-687-8019
Housekeeping.....	740-687-8072
Imaging/X-Ray.....	740-687-8130
Infection Control.....	740-687-8493
Information Desk (North Entrance - ED).....	740-689-6457
Information Desk (South Entrance).....	740-687-8097
Intensive Care Unit.....	740-687-8390
Lab.....	740-687-8140
Marketing & Community Services.....	740-687-8007
Medical Records.....	740-687-8053
Medical Surgical Fifth Floor.....	740-687-8590
Medical Surgical Fourth Floor.....	740-687-8480
Observation Unit.....	740-687-6492
Oncology.....	740-689-6900
Orthopedic Services.....	740-689-4935
Outpatient Therapy.....	740-687-8602
Palliative Care Services (Fifth Floor).....	740-687-8582
Patient Information.....	740-687-8097
Patient Representative.....	740-687-8555
Physical Therapy.....	740-687-8602
Physician Referral.....	740-687-8687
Progressive Care Unit.....	740-687-6380
Psychiatric Health Services.....	740-687-8680
River View Surgery Center.....	740-681-2700
Substance Abuse Stabilization Unit.....	740-689-4457
Telemetry (Third Floor).....	740-687-8380
Volunteer Services.....	740-687-8109

MAIN NUMBER

740-687-8000

Admitting

740-687-8020

Business Office

740-687-8025

Chaplain

740-687-8344

Gift Shop

740-687-8098

Maternity

740-687-8290

Operator

740-687-8000

Patient Information

740-687-8097

Patient Safety

740-687-8988

Pharmacy

740-687-8180

Surgery

740-687-8110

Volunteer Services

740-687-8109

Calling a department within the hospital? Dial the last four digits of the number.

Calling a telephone number outside of the hospital? Dial 9 first, then the telephone number with area code.

During Your Stay

Cafeteria (First Floor)

Breakfast

6:30–9:30 a.m.

Lunch

10:30 a.m.–9:30 p.m.

Dinner

4–6:30 p.m.

Pet Therapy

Fairfield Medical Center's volunteer pet therapy teams provide comfort and encouragement to our patients during their hospital stay. All therapy dogs are registered, groomed and current on all shots and vaccinations. To request a visit from one of our pet therapy teams, please call 740-687-8190.

Parking

Parking for patients and their loved ones is free and is located in the North Entrance parking garage and the Surgical Tower parking lot on the south end of our campus.

ATM

For your convenience, automated teller machines (ATMs) are located on the first floor in the hallway by the cafeteria and in the North Lobby.

Calling For Your Nurse

If you need assistance from your nurse, simply press the red nurse call button located on your bed or on the handheld call pad and a staff member will respond. The intercom system in your room is mounted on the wall above the bedside table. This system is used for direct voice contact with the staff members at the nursing station. Extending from the intercom is a pillow speaker that can be clipped to your bed for convenience. Some beds have the nurse call button built into the side rail, while other beds have a handheld call pad. Please clarify with your nurse as to which nurse call system you have.

Pain Management

At Fairfield Medical Center, we value the importance of managing your pain. The relief of pain includes drug and nondrug interventions. Your physician may order medications to help control your pain. Medications may be taken at various times of the day. It is suggested for chronic or continuous pain that the medications be taken around the clock. If pain returns before the next dose is due, consult our physician for recommendations. Healthcare professionals know that each individual's pain experience is unique. Pain management intervention will be individualized to help you manage your pain. At FMC we want to work with you to help you manage your pain. Please ask your nurse if you have any questions regarding your pain management.

Drug Overdose Warning

Did you know that the leading cause of accidental deaths in Ohio is drug overdose, exceeding motor vehicle accidents? Eighty-five percent of all adult drug court clients in Fairfield County have an opiate addiction. Remember to take pain medicine only as needed, according to your healthcare provider's instructions. You may not need the full prescription. The signs and symptoms of drug dependence/abuse include: pinpoint pupils ("pinning"), runny nose, mood swings, difficulty coping, anxiety, hostility, not participating with family activities and change in friends. Examples of painkillers/opiates include: Tylenol 3 (codeine), Percocet (oxycodone), Vicodin (hydrocodone), Lorcet (hydrocodone), Dilaudid (hydromorphone), Oxycontin (oxycodone), Roxanol (morphine) and MS Contin (morphine).

Financial Counseling

Fairfield Medical Center has trained financial counselors who can help you with your financial responsibilities by discussing assistance programs and the many options we have available. If our financial counselor does not have the opportunity to speak to you prior to your visit or has not yet stopped by your room, please call ext. 8996 or ext. 6419.

Families who think they may qualify for financial assistance or would like to know more about Medicare should speak to one of our trained and certified financial counselors.

- A financial counselor can assist families in signing up for Healthy Start or Medicaid, the Bureau for Children with Medical Handicaps, Hospital Care Assurance or hospital financial aid.
- A certified Ohio Senior Health Insurance Information Program counselor also can speak to you regarding your options under Medicare.

Script Assist

ScriptAssist is designed to help those who cannot afford their prescriptions. This program is offered and administered by Fairfield Medical Center but funded by the Fairfield Medical Center Foundation. For more information or to sign up for the program, please call ext. 8860.

Wishes Gift Shop

Be sure to visit the Wishes Gift Shop, located on the first floor of the Surgical near the Coffee Bar. The store features FMC wear, logo wear, gifts, cards, balloons, flowers, patient essentials and more. Your contribution goes a long way to help us keep important medical services right here in our community. By supporting the Fairfield Medical Center Foundation through the Wishes Gift Shop, you are making a difference that could benefit you, your family or a neighbor in need.



For more information, visit us online at fmchealth.org.

Hours:

Monday, Wednesday and Friday: 9 a.m. to 5:30 p.m.

Tuesday and Thursday: 9 a.m. to 7:30 p.m.

Friday: 9 a.m. to 4 p.m.

Saturday: Noon to 4 p.m.

Sunday: CLOSED

Visitors

We recognize that visitors can be as much a part of your therapy as rest and medical care. However, too many or too frequent visitors can hinder a patient's recovery. For that reason, we ask that you remind your visitors to abide by the following guidelines:

- Please refrain from sitting on a patient's bed or using a patient's bathroom.
- During labor, only two support people should be in the room.
- Children are permitted to visit patients but may not be left unattended anywhere in FMC.
- Visitors are asked not to bring young children with signs of illness.

Visiting Hours

General patient care rooms:
8 a.m. to 8:30 p.m. daily. Hours may vary depending on your condition, so be sure to check with your nurse. A maximum of two people may visit in a patients room at once. Other visitors are invited to wait in the soloriums, cafe, or Lobby and take turns visiting patients.

During Your Stay

Infection Control

The Infection Control Department at Fairfield Medical Center is available to answer your questions regarding infection control, hand hygiene and any general questions or concerns you may have. For education about infections and infection control, please call 740-687-8625 or 740-687-8493.

Pharmacy

Kroger has an outpatient pharmacy on the first floor, conveniently located by the North Entrance for your discharge prescription needs. For questions or more information, please call 740-687-8239 or 740-654-1019.

Mail and Flowers

All mail and flowers addressed to you at Fairfield Medical Center will be brought to your room by volunteers. Any items received for you after you have been discharged will be forwarded to you.

Hearing-Impaired Services

Free translators for the deaf are available by request. Hearing-impaired devices also are available for use. Services for the hearing impaired include telecommunication devices for the deaf (TDD) and telephone handsets for the hearing impaired. Please notify nursing personnel or a patient representative if a telephone device is needed.

Interpretation Services

Free translation/interpretation services are available for those who speak languages other than English. Please notify nursing personnel or a patient representative if assistance is needed.

Cancer Resource Center

The Fairfield Medical Cancer Resource Center provides cancer-related information and education to the community, retail items for patients, and meeting room space for programs such as support groups and educational classes. It is located at the Pavilion at 135 N. Ewing St. It provides services, programs and patient support that meet the needs of patients and their families in Fairfield County, as well as the other communities we serve. For more information about the Cancer Resource Center, including hours of operation and appointment scheduling, call 740-277-6941

Clergy and Chaplains

Your pastor is welcome to call or visit during your stay at Fairfield Medical Center. In addition, chaplain visits are made daily Monday through Friday as well as on weekends. In an emergency, chaplains may respond or call a member of the clergy for you. The chapel is located in the Surgical Tower entrance area, near the Wishes Gift Shop and Coffee Bar. If you experience difficulties and would like to speak with a chaplain, please dial 0 and ask the operator to page the on-call chaplain or ask your nurse to arrange a visit.

Intensive Care Unit

Visiting time is provided for the patient, family and/or significant other. One visitor may stay with the patient after general visiting hours. The third floor/ICU waiting room is located near the visitor elevators for friends and family members. A telephone that dials directly into the ICU is available to contact the nursing staff.

Maternity Services

Visitors are welcome during general visiting hours. For the safety of our patients, our Maternity Department is a locked unit. Visitors are required to press an intercom and state who they are visiting to gain entry to the unit.

Patient Representative

The patient representative or designated volunteer may visit you during your stay to ensure your visit is as comfortable as possible. Should you have any questions or need additional information during your stay, please call the patient representative at ext. 8555 daily from 7 a.m. to 9 p.m. Messages left on the voicemail are answered as promptly as possible. Fairfield Medical Center's patient/family complaint procedure, which is part of our patient rights policy, may be activated by calling the patient representative. If patient representative services are needed after hours, please contact the operator by dialing 0 and ask for the nursing supervisor.

Coffee Bar

The Conversations Coffee Bar is located near the main entrance. A variety of coffee beverages, smoothies and baked goods are available from 6:30 a.m. to 5:30 p.m. Monday through Friday.

Vending Machines

Vending machines for snacks and beverages are available 24 hours a day in the first floor vending area near the cafeteria, on the second floor by Maternity, on the Mid-Level near the parking garage and on the third floor. The first floor vending area also has sandwiches and microwaveable hot meals. A microwave also is located in the vending area.

Smoking

Smoking and/or the use of any tobacco products is not permitted anywhere in the hospital.

During Your Stay

Notary Public

Notary public services are available from 8 a.m. to 4:30 p.m. weekdays. To arrange for this service, please call the patient representative at ext. 8555 or the Case Management Department at ext. 8060.

Safety Concerns

If you or a family member has a customer service issue regarding your care, treatment or any safety concerns that are not being addressed by the staff, please call Fairfield Medical Center's Safety Hotline anonymously at ext. 8988. You also may call our safety officer directly at ext. 8489.

Oncology Services

Fairfield Medical Center provides comprehensive cancer care services using a multidisciplinary approach. Our pathologists, surgeons, medical oncologist, radiation oncologists, radiologists and oncology nurse navigators meet regularly to ensure you are provided the best treatment for your cancer. For more information, please contact Ivy O'Neal at 740-687-6940.

Wound Therapy

If you have a wound, you may see one of the wound therapy nurses. These nurses are experts in the field of wound care and have various techniques and dressings to help speed up the healing process. At discharge, your physician may write orders to have you follow-up with the wound therapy staff at the Wound Clinic to continue this specialized care. We care for all types of wounds and take all insurances; however, the patient needs to be at least 16 years of age. If you believe that you or a loved one could benefit from the expertise of the wound therapy nurses, simply ask your doctor to write an order and give us a call. The Wound Clinic is located at 618 Pleasantville Rd Suite 304. To schedule an appointment call 740-689-6430.

Wi-Fi and Internet Access

Patients and visitors can access the internet for free via their wireless-enabled devices (such as laptops and smartphones) through the center's public wireless network. To connect to this wireless network, you will need to have a basic understanding of your device and how to enable and connect to a wireless network. The following are directions to access the FMCPUBLICwireless network:

- Ensure you have enabled your Wi-Fi connection on your device per the manufacturer's instructions.
- Search for available networks and choose the "FMCPUBLIC" wireless network. After your device connects to the network, a page will display the acceptable policy pay.
- After reading the acceptable use policy, enter your email address and press "Accept."
- You will now be connected to the FMC publicnetwork. If you have any trouble accessing the wireless network, please contact your device manufacturer's support to assist you with connecting to a Wi-Fi network.

Lost and Found

Any items lost or misplaced during your stay or left in your room after your discharge are maintained by the Fairfield Medical Center patient representatives. They can be reclaimed by calling ext. 8555. A record is kept of all missing and found items, and they are retained for 30 days so they can be reclaimed.

Patient Valuables

Patients are advised not to have large sums of money or other valuables with them during their stay. While a safe is available to store patient valuables and every effort is made to protect them, Fairfield Medical Center cannot be responsible for a patient's lost, stolen or damaged property. We encourage you to make arrangements with a family member to take these items home as soon as possible.

Bioethics

Consultation Services

An ethics consultation service is available to Fairfield Medical Center patients, patients' families and staff. If there is an issue you or your family member wishes to discuss, a consultation may be held to focus on the ethical issues that may arise during your care that may affect the quality of that care. To request an ethics consultation or for more information, dial 0 and ask the operator to contact a bioethics committee team member. You also may request the printed information from your nurse.

Fairfield Medical Heartburn Center

The Fairfield Medical Heartburn Center is here to provide specialized care in the diagnosis and treatment of people suffering from heartburn and other symptoms of gastroesophageal reflux disease (GERD). Though heartburn is a common symptom and experienced regularly by many, it is not the only one. Chronic cough, trouble sleeping, nausea and bad breath are a few less common symptoms. If left untreated, GERD can lead to more severe complications. To make an appointment for a free nurse consultation, call Tonya Mundy, RN, nurse coordinator, at 740-689-6486

TV Guide for Channel 14

6 a.m.	Open Heart Discharge
7 a.m.	Managing Your Stress
7:17 a.m.	Angina Pectoris
7:30 a.m.	What is Coronary Artery Disease?
7:46 a.m.	Artrial Fibrillation
8 a.m.	What is Heart Failure?
8:30 a.m.	Heart Failure
9 a.m.	Open Heart Discharge
10 a.m.	Anticoagulant Medication: Taking it Safely
10:12 a.m.	Pacemakers
10:30 a.m.	Intracardiac Defibrillators
11 a.m.	Managing Your Stress
11:17 a.m.	Understanding Angina
11:30 a.m.	Coronary Artery Disease
11:46 a.m.	Artrial Fibrillation
12 p.m.	Open Heart Discharge
1 p.m.	What is Heart Failure?
1:30 p.m.	Heart Failure
1:47 p.m.	Anticoagulant Medication: Taking it Safely
2 p.m.	Pacemakers
2:16 p.m.	Artrial Fibrillation
2:30 p.m.	Managing Your Stress
3 p.m.	Open Heart Discharge
4 p.m.	Intracardiac Defibrillators
4:16 p.m.	Understanding Angina
4:30 p.m.	Coronary Artery Disease
4:46 p.m.	Artrial Fibrillation
5 p.m.	What is Heart Failure?
5:18 p.m.	Anticoagulant Medication: Taking it Safely
5:31 p.m.	Heart Failure
6 p.m.	Open Heart Discharge
7 p.m.	Pacemakers
7:15 p.m.	Understanding Angina
7:30 p.m.	Intracardiac Defibrillators
7:46 p.m.	Artrial Fibrillation

Your Satisfaction

We encourage your feedback to improve care

Your healthcare is our priority. To determine where improvements are needed, this hospital takes part in the Hospital Consumer Assessment of

Health Providers and Systems (HCAHPS) survey. The HCAHPS survey measures your satisfaction with the quality of your care. It is designed to be a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S. After you are released from the hospital, you may

be selected to participate in the HCAHPS survey. The survey asks multiple-choice questions about your hospital stay. Please take the time to fill out the HCAHPS survey. Your feedback is valuable!

What is HCAHPS?

The HCAHPS survey is backed by the U.S. Department of Health and Human Services. The survey is used to improve the quality of healthcare. HCAHPS makes survey results public so hospitals are aware of where changes are needed. The results also enable healthcare consumers to review and compare hospitals before choosing a healthcare provider.

You are part of the team

COMMUNICATE It's your health; don't be afraid to ask your doctors and nurses questions.

PARTICIPATE You are the center of your healthcare team so ask questions, understand your treatment plan and medications, and communicate with your doctors and nurses.

APPRECIATE There are hundreds of people in the hospital who need help, so please be patient as doctors and nurses attend to everyone.

Hospital Compare

is a government website that allows users to compare the quality of care provided by hospitals. The information provided on this website is based on HCAHPS survey results. www.medicare.gov/hospitalcompare

The Leapfrog Group

rates hospitals that take part in the Leapfrog Hospital Quality and Safety Survey. The survey measures how well hospitals meet the Leapfrog Group's quality and safety standards. Survey results are reported on Leapfrog's website for users to compare hospitals. www.leapfroggroup.org/compare-hospitals

The Joint Commission

has created quality and safety standards for healthcare organizations. The Joint Commission reviews, accredits and certifies healthcare organizations that meet its high standards. Quality reports for all accredited organizations are available on its website. www.qualitycheck.org

Speak Up!



Remember:

- Write down any questions you have
- Choose a support person to communicate with the doctors and staff
- Keep a list of doctors you see and the meds they prescribe

Take charge of your care.

During your stay, the doctors, nurses and staff at FMC will treat you and your family as partners in your own care. One important way that you can be involved is to speak up. Ask questions, voice your concerns, and don't be afraid to raise any issues relating not only to your care and treatment, but also to overall hospital services. In the pages that follow, you'll find a step-by-step guide to making the most of your hospital stay—how to stay safe, get the information you need, ask the right questions and interact effectively with your doctors, nurses and hospital staff.

STEP UP & SPEAK UP

SPEAK UP: Ask questions and voice concerns. It's your body, and you have a right to know.

PAY ATTENTION: Make sure you're getting the right treatments and medicines.

EDUCATE YOURSELF: Learn about the medical tests you get and your treatment plan.

FIND AN ADVOCATE: Pick a trusted family member or friend to be your advocate or support person.

WHAT MEDS & WHY: Know what medicines you take and why you take them.

CHECK BEFORE YOU GO: Use a hospital, clinic, surgery center or other type of healthcare organization that meets The Joint Commission's quality standards.

PARTICIPATE IN YOUR CARE: You are the center of the healthcare team.

*Don't Get
Overwhelmed, Write
It Down!*



Patient Rights & Responsibilities

Patient Bill of Rights

It is a privilege to be able to care for you. As a patient of Fairfield Medical Center (FMC), you are assured of receiving the best possible healthcare by exercising the following rights:

- The right to have impartial access to treatment as the hospital prohibits discrimination based on age race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression. To report discrimination or file a grievance, call the Human Resources Manager at 740-687-8122. You also can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights of Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or call 1-800-368-1019, 800-537-7697 (TDD).
- The right to receive considerate and respectful care at all times, which includes the right to discuss and exercise cultural and spiritual beliefs that do not interfere with your medical care or the well-being of others.
- The right to personal privacy and confidentiality, as permitted by law, and as outlined by the following rights:
 1. To refuse to speak with or see anyone not officially connected with FMC and not directly involved in your care.
 2. To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatments.
 3. To have spiritual needs met by your personal pastor or by the FMC's chaplain or volunteer chaplains. Chaplains are available 24 hours, seven days a week, and may be reached by calling FMC's operator at 0.
 4. To be interviewed and examined in surroundings designed to assure reasonable audio-visual privacy, which includes the right to have a person of your own selection present during certain parts of a physical examination, treatment or procedures performed by a healthcare professional.

Fairfield Medical Center's Charitable Care Policy

As a nonprofit healthcare facility, Fairfield Medical Center is committed to providing medically necessary treatment to people in need, regardless of their ability to pay.

Advance Directives

Fairfield Medical Center provides advance directive documents regarding living wills and durable power of attorney for healthcare forms or information upon request. This information can assist you in completing the necessary documentation while you are a patient. You may request the information from your nurse or by calling ext. 8555.

Patient Rights & Responsibilities

You have the right to be involved in decisions involving your healthcare.

5. To expect that any discussion or consultation involving your case will be conducted discreetly, and that individuals not directly involved in your care will not be present without your permission.
6. To have your medical records read only by individuals directly involved in your treatment or the monitoring of its quality, and by other individuals only with your written authorization, or that of your legally authorized representative.
7. To review the medical records pertaining to your medical care and have the information explained or interpreted as necessary except where restricted by law.
8. To make an amendment to your medical record.
9. To expect that all communications and other records pertaining to your care, including the source of payment for treatment, be treated as confidential, except in cases required by law.
10. To request a transfer to another room if another patient or visitors in your room are unreasonably disturbing.
11. The right to report a privacy or compliance concern, please call 740-689-4449.
12. The right to expect reasonable personal safety within FMC.
13. The right to request and receive special protective services offered by FMC's staff and police when appropriate.
14. The right to know the identity of the provider responsible for your care, and the identities and professional status of everyone participating in your care. This includes your right to know of the existence of any professional relationship among individuals who are providing treatment, as well as the relationship to any other healthcare or educational institutions involved in your care.
15. The right to be kept informed, by the attending provider, of any developments in your diagnosis, treatment, known prognosis or any unanticipated outcomes of treatment or care. You have the right to know the immediate and long-term financial implications of the treatment choices, insofar as they are known.

Patient Rights & Responsibilities *(continued)*

You have the right to consult a specialist.

16. The right to communicate with others outside of FMC.
17. The right to qualified interpreters when the primary language is not English at no cost. This includes access to qualified sign language interpreters, if needed.
18. The right to request or designate visitors who are not immediate family members and for these designated visitors to receive the same visitation privileges, regardless of whether the visitors are legally related to the patient. FMC will ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.
19. The right to designate a lay caregiver, if an inpatient 55 years of age or older, and the right to have discharge instructions reviewed with the lay caregiver.
20. The right to be involved in decisions involving your healthcare including dilemmas about healthcare decisions, which include giving your voluntary consent to and competent understanding of any procedures undertaken. Should FMC propose to engage in research/educational projects that affect your care, you have the right to refuse to participate in this activity and to know alternative treatments and associated discomforts. Should you refuse to participate in research or experimentation, you are entitled to the most effective care FMC can otherwise provide.
21. The right to consult a specialist.
22. The right to refuse treatment, as permitted by law.
23. The right to die with dignity in a calm, quiet environment with significant others present and pain relieved insofar as possible.
24. The right to effective pain management.
25. The right to request and receive assistance with communication without cost to the patient.
26. The right to expect reasonable continuity of care including discharge planning with specific follow-up information.

Patient Rights & Responsibilities

You have the right to effective pain management.

27. The right, before being transferred to another facility, to be informed of the need for and alternatives to such a transfer, which includes having a prompt and orderly transfer to a facility that is more appropriately suited to meet your need for services.
28. The right to expect that, within its capacity, FMC will make a reasonable response to the request of the patient for services.
29. The right to request and receive an itemized bill of charges of FMC services, and timely notice before the termination of your eligibility for third-party pay or reimbursement.
30. The right to be informed of FMC's rules and regulations that apply to your conduct as a patient.
31. The right to state any complaint or grievance associated with your care, and to have the complaint heard, addressed and resolved through FMC's complaint procedure or by calling or writing the Ohio Department of Health Complaints Hotline at 1-800-342-0553. Their address is 246 N. High St., Columbus, OH 43215. If your questions or concerns are not resolved by these means, you may contact The Joint Commission at 800-994-6610 or by website at <https://www.jointcommission.org/> or write to Office of Quality and Patient Safety, The Joint Commission, One Renaissance Blvd., Oakbrook Terrace, IL 60181. You also can contact the Office of the Medicare Beneficiary Ombudsman at www.medicare.gov/navigation/help-and-support/ombudsman.aspx. To access the Fairfield Medical Center complaint procedure, call the Patient Representative Office at 740-687-8555 or the nursing supervisor at 740-687-8000.
32. The right to include an advance directive document as part of your medical record and have the documentation honored within the limitations of the law.
33. The right to specify a desire to be an organ or tissue donor.
34. The right, as a minor, to have all patient rights exercised by your parents or legal guardian.
35. The right to request a bioethical consultation by calling FMC's operator at 0 or 740-687-8000 and requesting the on-call Ethics Committee member

Patient Rights & Responsibilities

You have the right to have your spiritual needs met.

As a patient of FMC, you are assured of receiving the best possible care by exercising the following responsibilities:

1. The responsibility to provide those participating in your care with accurate and complete information about matters relating to your past and present health and healthcare, which includes making it known whether or not you understand a contemplated course of action and what is expected of you.
2. The responsibility to inform your physician, nurse, patient representative or case coordinator if you are not satisfied with the care being received or lack of information about your care.
3. The responsibility to follow the treatment plan recommended by your physician who is responsible for your healthcare.
4. The responsibility, should you refuse treatment, to be accountable for the consequences of your decision.
5. The responsibility to assure that the financial obligations of your healthcare are fulfilled as promptly as possible.
6. The responsibility to follow FMC's rules and regulations that apply to your conduct as a patient
7. according to the Patient Information Handbook.
8. The responsibility to respect and be considerate of the rights and property of other patients, FMC, and its personnel, and to assist in the control of noise and the number of visitors.
9. The responsibility to ask questions if directions and/ or procedures are not already understood.
10. The responsibility to designate a person who can speak on your behalf and authorize treatment for you

Notice of Nondiscrimination

Discrimination is Against the Law

Fairfield Medical Center complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Fairfield Medical Center does not exclude people or treat them differently because of race, color, national origin, age, disability or sex. Fairfield Medical Center:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
- Qualified interpreters
- Information written in other languages

If you need these services, contact Missy Clum, Human Resources manager at Fairfield Medical Center. If you believe that Fairfield Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Missy Clum
Human Resources Manager
Fairfield Medical Center
401 N. Ewing St.
Lancaster, OH 43130
740-687-8122
Fax: 740-687-8633
missy@fmchealth.org

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Missy Clum is available to help you. You also can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at U.S. Department of Health and Human Services, 200 Independence Ave., SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at www.hhs.gov/ocr/office/file/index.html

Stay Safe

You can contribute to healthcare safety.

While you are in the hospital, many people will enter your room, from doctors and nurses to aides and housekeeping. The following information will help make your hospital stay safe and comfortable.

Employee ID

All hospital employees wear identification badges. Feel free to ask any staff member for his or her name and job classification. If you do not see an ID badge on an employee, please call your nurse immediately.

Don't Be Afraid to Ask ...

A number of people may enter your hospital room.

Be sure to:

- Ask for the ID of everyone who comes into your room.
- Speak up if staff members do not ask to check your ID.
- Ask if the person has washed his or her hands before he or she touches you.
- If you are told you need certain tests or procedures, ask why you need them, when they will happen and how long it will be before you get the results.

Fighting Infections ...

While you're in the hospital to get well, there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you, including your doctors and nurses, washes his or her hands, too.

You, your family and your friends should wash hands:

1. After touching objects or surfaces in the hospital room
2. Before eating
3. After using the restroom

It also is important that your healthcare providers wash their hands with either soap and water or an alcohol-based hand cleaner every time, before and after they touch you. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.

Doctors, nurses and other healthcare providers come into contact with a lot of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands.

PATIENT IDENTIFICATION

Any time staff members enter your room to administer medications, transport you or perform procedures and treatments, they must check your birth date and name before they proceed. At times, you may be asked the same questions repeatedly. We are aware that this may be annoying. Please understand that this verification process is a critical component in our patient safety program in order to guarantee that all of our patients receive the correct medications and treatments.



No Soap? No Problem.

Alcohol-based hand cleaners are as effective as soap and water in killing germs. To use, apply the cleaner to the palm of your hand and rub your hands together. Keep rubbing over all of the surfaces of your fingers and hands until they are dry.

While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor:

- What is the name of the medicine?
- What is its generic name?
- Why am I taking this medicine?
- What dose will I be taking? How often, and for how long?
- When will the medicine begin to work?
- What are the possible side effects?
- Can I take this medicine while taking my other medications or dietary supplements?
- Are there any foods, drinks or activities that I should avoid while taking this medicine?
- Should I take my medicine at meals or between meals?
- Do I need to take the medicine on an empty stomach or with food or a whole glass of water?
- What should I do if I forget to take the medicine and miss a dose?

KEEP A WALLET-SIZED NOTEBOOK OF ALL MEDICATIONS YOU ARE TAKING.



Preventing Medication Errors

By taking part in your own care, you can help the members of your healthcare team avoid medication errors.

Here's how:

- Be sure that all of your doctors know what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.
- Be sure that all of your doctors know of any allergies you may have to medications, anesthesia, foods, latex products, etc.
- When you are brought medications or IV fluids, ask the person to check to be sure you are the patient who is supposed to receive the medications. Show that person your ID bracelet to double-check.

Remember—you play an important role in helping to reduce medication errors.

DVT: Lower Your Risk

Deep-vein thrombosis (DVT) occurs when blood clots form in the legs and block circulation. The clots lodge in your brain, heart or lungs, causing damage or even death. When you're hospitalized and in bed with limited physical activity, your risk of DVT increases. Ask your doctor about using compression boots or stockings and/or blood thinners to prevent DVT during your stay. And be sure to tell your doctor or nurse if you have any of the following warning signs:



- A leg cramp or charley horse that gets worse
- Swelling and discoloration in your leg, upper arm or neck
- Unexplained shortness of breath
- Chest discomfort that gets worse when you breathe deeply or cough
- Lightheadedness or blacking out

Hospital patients often fall because they are weak or unsteady due to illness or medical procedures, their medications make them dizzy, or they've been sitting or lying down for too long. Fairfield Medical Center cares about its patients' safety. Please help us keep you safe by following these guidelines during your hospital stay:

- Do not get out of bed by yourself. Your hospital bed is probably higher and narrower than your bed at home, and you can easily fall while trying to get in or out of it. Please use your nurse call button and ask for assistance.
- Keep often-used items—call button, tissues, water, eyeglasses, telephone, TV remote—within easy reach.
- Do not walk in bare feet. Wear nonskid socks or slippers.
- Make sure your robe or pajamas don't drag on the floor; they can cause you to trip.
- Use the handrails in your bathroom and throughout the hospital at all times.
- Ask your nurse to show you how to properly walk with your IV pole, drainage bags or any other equipment.
- Be sure your wheelchair is locked when getting in or out of it. Never step on the footrest.
- If you see a spill on the floor, report it at once.





Fairfield Medical Center
FOUNDATION

**YOUR FRIENDS.
YOUR FAMILY.
YOUR COMMUNITY.
YOUR FMC FOUNDATION.**

*Programs Your FMC
Foundation Supports*

Cardiovascular
Care



ScriptAssist

Cancer
Care



Education

Women's
Health



Palliative
Care



Life-saving
Equipment

Are you a Grateful Patient?

Did a physician, nurse, staff member or volunteer make a difference for you or your loved one at FMC? The caregiver



you honor will be notified about your commendation and/or gift and will receive a commemorative lapel pin, as well as your special message of thanks, if you choose to include one. The amount of your gift will not be disclosed.

Regardless of whether or not you are able to give financially at this time, we want to hear your story!

About Fairfield Medical Center Foundation

As the philanthropic branch of Fairfield Medical Center – an independent, not-for profit hospital – the Fairfield Medical Center Foundation plays a vital role in supporting access to excellent medical care and wellness programs throughout Fairfield County and the surrounding communities.

To find out how you can be a part of the FMC Foundation, call 740-687-8107.

Don't Leave Until...

6 things to know before you walk out the hospital door.



Be sure to meet with the hospital's **discharge planner** early in your stay to ensure a smooth discharge process later on.

When it's time to be released from the hospital, your physician will authorize a hospital discharge. This doesn't necessarily mean that you are completely well—it only means that you no longer need hospital services. If you disagree, you or your caregiver can appeal the decision (see If You Disagree, at right). On the other hand, you may be pleased to learn that your doctor has approved your discharge. There are several things that you or your caregiver must attend to before you leave the hospital. The first step is to know who will be involved in your discharge process. This starts with the hospital's discharge planner, who may be a nurse, social worker or administrator, or may have some other title. You and your caregiver should meet this person relatively early in your hospital stay; if not, find out who this person is and be sure to meet with him or her well before your expected discharge date.

If You Disagree

You or your support person can appeal your doctor's discharge decision. If you are a Medicare patient, be sure you are given "An Important Message from Medicare" from the hospital's discharge planner or caseworker. This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.

Don't Leave Until... (continued)

Make sure you have the following information before you leave the hospital:

1. Discharge summary.

This is an overview of why you were in the hospital, which healthcare professionals saw you, what procedures were done and what medications were prescribed.

2. Medications list.

This is a listing of what medications you are taking, why, in what dosage, and who prescribed them. Having a list prepared by the hospital is a good way to double-check the information you should have been keeping track of already.

3. Rx. A prescription for any medications you need. Be sure to fill your prescriptions promptly so you don't run out of needed medications.

Be sure to ask what foods to stay away from while on your medications.

4. Follow-up care instructions.

Make sure you have paperwork that tells you:

- What, if any, dietary restrictions you need to follow and for how long
- What kinds of activities you can and can't do, and for how long
- How to properly care for any injury or incisions you may have
- What follow-up tests you may need and when you need to schedule them
- What medicines you must take, why and for how long
- When you need to see your physician
- Any other home-care instructions for your caregiver, such as how to get you in and out of bed, how to use and monitor any equipment, and what signs and symptoms to watch out for in the future.
- Telephone numbers to call if you or your caregiver has any questions pertaining to your post-hospital care

5. Other services. When you leave the hospital, you may need to spend time in a rehabilitation facility, nursing home or other healthcare facility. Or you may need to schedule tests at an imaging center, have treatments at a cancer center, or have in-home therapy. Be sure to speak with your nurse or physician to get all the details you need before you leave.

6. Community resources. You and your caregiver may feel unprepared for what will happen after your discharge. Make sure your discharge planner provides you with information about local resources, such as agencies that can provide services like transportation, equipment, home care and respite care.



For the Caregiver

Your role as a patient advocate.

While your loved one is in the hospital, who will speak up for him or her? You can, by being the patient's advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about his or her care and treatment, follow the advice in the caregiver list at right. While you are making sure that your loved one's needs are being met, don't neglect your own. Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise routine and your sleep needs. You may find that you have little or no time to spend with friends, to relax or to just be by yourself for a while. But downtime is important. Don't be reluctant to ask for help in caring for your loved one. Take advantage of friends' offers to help and look into local adult daycare programs.

Find out more about how you can ease the stress of caregiving at www.caregiver.org.



CAREGIVER ...

know what condition your loved one is being treated for.

Patient's Rights

Know your patient's rights and responsibilities (see page 17).

Advance Directives

Know whether or not your loved one has an advance directive and if so, what it specifies.

Ask Questions

If your loved one is too ill or reluctant to ask questions, make note of his or her concerns and any you may have, and don't be afraid to speak up (see *Speak Up!* on page 16).

Help Track Medications

Your loved one may be prescribed medications while in the hospital and may be seen by several doctors. Keep track of it all.

What's Next?

Will your loved one need home care or care at another facility? Ask to speak with a case manager to find out your options.

Rx X marks the spot—
be sure any mistaken
markings on your body
are completely cleaned off.

Be Prepared

How you can make your surgical procedure and follow-up care

Mistakes can happen during surgery. As an active member of your healthcare team, you can make your surgical procedure and follow-up care as safe as possible. Here's what you need to know.

Before Your Surgery

- Bring a list of any questions you have about your surgery to your pre-surgical doctor's visit. Also bring a list of all the prescription, over-the-counter, and herbal medications you are currently taking or that you took until very recently. Review the list with your surgeon and ask if there are any you should stop taking prior to your procedure.
- Be sure your surgeon knows about any allergies you have to medications and foods.
- Ask your surgeon whether you can eat or drink before your procedure and if so, what kinds of food or drink, and within how many hours of your surgery.
- Ask your surgeon whether you should remove nail polish or temporary dental appliances (such as a bridge), if you can wear deodorant or body lotion, and if there are other preparations you need to make prior to surgery.
- Find out if you will need therapy after your surgery, who will arrange for it, and whether you can have therapy at home. Arrange for transportation to and from the hospital or surgical center.
- Ask a relative or friend to go to the hospital or surgical center with you, stay during your procedure, and accompany you home afterward.

It's hard to remember everything yourself.

When you meet with your doctor, bring your questions and a friend. Your friend can help listen, take notes and ask questions, too!

A Team Effort

Here's how to work with your surgical team to get the best outcome:

- Know the preparations you must make before your surgery.
- Get to the hospital or surgical center early on the day of your surgery.
- Review paperwork carefully before signing.
- Make sure the proper part of your body is marked for surgery.
- Get your post-surgical care instructions in writing before you leave.



On the Day of Your Surgery

- Shower or bathe and wash your hair. Don't wear makeup or perfume. Be sure to follow any other pre-surgery instructions you were given.
- Leave your jewelry, money, credit cards and other valuables at home.
- Allow yourself plenty of time for travel.

Once you arrive at the hospital or surgical center, you will be given an Informed Consent form to sign. Read it carefully. Make sure everything on the form is correct. If you don't understand something, ask questions before you sign the form.

Before Your Procedure Begins

- Staff at the hospital or surgical center should ask you the following questions more than once before your surgery:
 - Your name
 - What kind of surgery you're having
 - The part of your body that is being operated on
- A healthcare professional will mark the spot on your body that is going to be operated on. Make sure he or she marks only the correct part. If he or she makes a mistake and has to make a new mark, be sure the old mark is completely cleaned off. If you won't be awake for the marking, be sure your relative or friend watches the marking.
- Ask your surgeon if the team will take a "time out" just before your procedure. This is done to make sure the team is doing the right surgery on the right body part of the right person.

After Your Surgery

- Speak up about any pain you are having and ask for relief. Be specific about the intensity and location.
- If you are given medications right after surgery, ask what they are and what they are for. Ask about side effects. If you are given a prescription for medications you must take while recovering, be sure you understand the instructions for the dosage, how frequently you need to take the medications, and for how long.
- If you are given IV (intravenous) fluids right after surgery, ask what they are and what they are for. Be sure someone monitors the fluid level.
- Ask your surgeon if your activities need to be limited and, if so, for how long. Ask when you will be able to resume work, exercise and travel.
- Be sure to get instructions for postsurgical care in writing before you leave.

Menu

Fairfield Medical Center is committed to providing you with appetizing and nutritious meals. A Nutrition Services Clerical Specialist or volunteer will attempt to visit you daily to review this menu, and to obtain or update your food preferences. Some items listed below may be modified or an alternative item provided due to dietary restrictions ordered by your doctor.

Monday

Breakfast

Orange Juice
All Bran®
Cheese Omelet
Cranberry Muffin
Coffee
Milk

Lunch

Tossed Salad w/Dressing
Meatloaf
Baked Potato
Green Peas
Dinner Roll
Apple Pie
Beverage

Dinner

Creamy Coleslaw
Glazed Chicken Over
Wild Rice
Cut Green Beans
Dinner Roll
Vanilla Pudding
Beverage

Tuesday

Breakfast

Grapes
Special K®
Scrambled Eggs
Cinnamon Muffin
Coffee
Milk

Lunch

Sliced Apples
Swiss Steak
Macaroni & Cheese
Peas & Carrots
Dinner Roll
Chocolate Mousse
Beverage

Dinner

Bing Cherry Salad
Chicken & Noodles
Dinner Roll
Scandinavian Blend
Vegetables
Pears
Beverage

Wednesday

Breakfast

Yogurt & Fruit Plate
Peach Muffin
Scrambled Eggs
Cinnamon Muffin
Coffee

Lunch

Vegetable Soup
Chicken Salad Sandwich
Saltine Crackers
Peas & Carrots
Peach Pie
Beverage

Dinner

Fruit Cocktail
Roast Beef
Mashed Potatoes & Gravy
Scandinavian Blend
French Style Green Beans
Dinner Roll
Cheesecake
Beverage

Optional Meal Selections on page 34.

***Menus for the Maternity and Total Joint units are at the bedside.*

Thursday

Breakfast

Orange Juice
All Bran®
Ham & Cheese Omelet
Banana Muffin
Coffee
Milk

Lunch

Sliced Roast Turkey
Stuffing w/Gravy
Cut Green Beans
Dinner Roll
Tropical Fruit Salad
Beverage

Dinner

Fruited Gelatin
Beef Pot Roast
Stewed Vegetables
Dinner Roll
Cream Puff
Beverage

Friday

Breakfast

Orange Juice
All Bran®
Cheese Omelet
Cranberry Muffin
Coffee
Milk

Lunch

Tossed Salad w/Dressing
Meatloaf
Baked Potato
Green Peas
Dinner Roll
Apple Pie
Beverage

Dinner

Creamy Coleslaw
Glazed Chicken Over
Wild Rice
Cut Green Beans
Dinner Roll
Vanilla Pudding
Beverage

Saturday

Breakfast

Orange Juice
All Bran®
Scrambled Eggs
Blueberry Muffin
Coffee
Milk

Lunch

Applesauce
Chicken w/Penne
Pasta & Marinara
Capri Blend Vegetables
Dinner Roll
Apple Pie
Boston Creme Pie
Beverage

Dinner

Tossed Salad w/Dressing
Beef Tips over Noodles
French-Style Green Beans
Dinner Roll
Mandarin Oranges
Vanilla Pudding
Beverage

Sunday

Breakfast

Orange Juice
Mini Wheat®
Apple-Topped Pancakes
w/ Syrup
Pork Sausage
Coffee
Milk

Lunch

Tossed Salad w/Dressing
Turkey & Cheese
12 Grain Bread on
Tomato Soup
Crackers
Pears
Beverage

Dinner

Fruit Cocktail
Crunchy Baked Chicken
Prince Charles Blend
Vegetables
Red Skin Potatoes
Dinner Roll
Angel Food Cake
Beverage

Optional Menu

Optional Meal Selections

Nutrition Services would like you to enjoy these appetizing, nutritious meals during your stay at Fairfield Medical Center. If you would prefer an alternative, please make your selection from the choices below. Please discuss your preference with your nurse by 6:30 a.m. for breakfast, 10:30 a.m. for lunch and 3 p.m. for dinner.

Breakfast

Option 1

Cold Cereal and Milk, Fresh Fruit, Bagel and Margarine, and Beverage

Option 2

Scrambled Eggs, Bagel and Cream Cheese, Fresh Fruit and Beverage

Option 3

English Muffin or Bagel, Fresh Fruit and Beverage

Lunch or Dinner

Option 1

Ham Sandwich, Tossed Salad w/Dressing, Crackers, Fruit and Beverage

Option 2

Baked Chicken Breast, Mashed Potatoes w/Gravy, Vegetable, Fruit, Dinner Roll and Beverage

Option 3

Chicken Salad Sandwich, Tossed Salad w/Dressing, Crackers, Fruit and Beverage

Option 4

Roast Beef w/Gravy, Mashed Potatoes w/Gravy, Vegetable, Fruit, Dinner Roll and Beverage

Option 5

Chef 's Salad w/Dressing, Crackers, Fruit and Beverage

Option 6

Parmesan Tilapia, Mashed Potatoes w/Gravy, Vegetable, Fruit, Dinner Roll and Beverage.

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Experience the Comfort

Patient Evan Diehl of Lancaster



“It was a 5-Star Experience.”

Part of Evan Diehl’s routine for the past several years has included monitoring his blood pressure on a daily basis to ensure that it’s not too high. When it is, he knows how important it is for him to bring it back down – and sometimes that involves seeking immediate medical attention.

On New Year’s Day, after experiencing high blood pressure for several hours, Evan came with his daughter to Fairfield Medical Center’s Emergency Department to get checked out. He was triaged quickly and put in the care of Dr. David Scott, Terri Castle, RN, Lin Morris, RN, Danae Merime, PA-C and Jessie Cherry, RN. It was their calming demeanors that proved to be exactly what Evan needed to finally start feeling better.

“They showed concern and determination in treating me in a timely and efficient manner, as well as trying to help me understand what may have caused my health episode and how to treat it going forward,” Evan said. “Being treated the way I was, I feel, had a lot to do with my blood pressure coming down.”

Evan said he was also touched by how well the staff took care of his daughter, making sure she was comfortable and offering to get her a snack or a blanket. Upon leaving the Emergency Department several hours later, his blood pressure back to normal, Evan said he was impressed at how the culture of the organization was evident in every person he encountered.

“The FMC Emergency Department staff have been well-trained in all aspects of patient care, from treatment to compassion,” he said. “It was truly a 5-star experience.”

FMCHALTH.ORG

Would you like to share your FMC Experience?

Whether yours is a story of a life-saving diagnosis or treatment, a journey to recovery, or even what seems to be a simple positive experience, we’d love to hear from you.

Often times, our neighbors, family and friends read these stories and are inspired to take charge of their own health. We hear time and time again about individuals who finally schedule a test or procedure they had been putting off, only after reading another person’s story and words of encouragement.

Share your experience: marketing@fmchealth.org, 740-687-8007