

# OhioHealth Grant Medical Center

*A Guide for Patients and Families*

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# Patient Information

## Patient Information and Visiting Hours

We understand the importance of family and friends to a patient's recovery. Families should speak to the patient's nurse to determine the most appropriate visitation schedule.

Smoking or tobacco use of any kind is not permitted inside or outside Grant or any other OhioHealth hospital. Latex balloons are not permitted in any OhioHealth facility.

## Maps and Directions

Hospital maps are available at the main entrances and at select sites throughout the building. Look for signs and color-coded stripes on the walls located throughout the hospital to help you find your destination. Feel free to stop at the information desks or ask any staff member if you need help.

Detailed directions to our hospital are available at: [OhioHealth.com/Grant](https://www.ohiohealth.com/Grant).

# Parking Information

There are three types of parking available: valet, garage and metered on-street parking.

## Valet

Valet parking services are free of charge and available at the following locations:

- + The main hospital entrance at 111 S Grant Ave: Monday through Friday, 6:30 AM to 9:30 PM, and Saturday and Sunday, 11 AM to 7 PM
- + The Surgical and Heart Center at E Town St and South Sixth St: Monday through Friday, 6 AM to 6 PM
- + The Bone and Joint Center at 323 E Town St: Monday through Friday, 5 AM to 6 PM
- + When valet parking, look for an associate with an OhioHealth ID badge. Valet parking at Grant is free. You do not need to validate when you valet park.

## Garage

Garages are open 24 hours a day, 365 days a year. Parking is free to patients and visitors. You must take your parking ticket inside with you to have your parking validated. Ask your caregiver about parking validation. For all other drivers, automated cashiers at each of the garage exits accept credit cards, debit cards, bills and coins.

- + Green Garage: 131 S Grant Ave, just south of the main hospital entrance.
- + Orange Garage: 393 East Town St, just east of South Grant Avenue.
- + Blue Garage: 141 S Sixth St, across from the Surgical and Heart Center.

Protective Services officers are available to walk you to your car 24 hours a day, seven days a week. They can be reached at **(614) 566-9300**.

## On-street Parking

On-street parking is available around the hospital at parking meters. Most meters have a one-hour limit. Handicapped Parking Handicapped parking is available in garages and on the street. If no handicapped spaces are available, ask for assistance at any of the three valet locations.

# Food and Beverages

- + The cafeteria offers a wide variety of breakfast, lunch and dinner items, including grab-and-go sandwiches and snacks, a salad and soup bar, hot meal options and more. It is located on the second floor of the main hospital and is open seven days a week, including holidays, from 6 AM to 1:30 AM
- + Create Café features fresh sandwiches, soups, salads and baked goods in a tranquil setting. It is located on the first floor of the Surgical and Heart Center. It is open Monday through Friday, 6:30 AM to 3 PM
- + Café 323 offers coffee and espresso drinks, as well as other beverages, pastries and grab-and-go food items. It is located in the lobby of the Bone and Joint Center and is open Monday through Friday, 6:30 AM to 2 PM
- + Vending machines are located on the second floor near the cafeteria.
- + Ask an associate at any information desk about restaurants near the hospital.

## Patient Meals

OhioHealth Grant Medical Center offers room-service style meals for patients. Nutrition Services provides a restaurant style menu including a wide range of hot and cold meals. They are designed to meet your particular tastes while meeting any dietary restrictions that your doctor has ordered for you. You may place your order from 6:30 AM to 6:30 PM by calling **(614) 566-9700**. If you need help placing an order, a nutrition specialist will be happy to visit you in your room.

### Kosher Meals

Grant is proud to partner with The Jewish Community Center of Greater Columbus (JCC) to offer kosher meals to patients. Meals are prepared by the JCC, under the supervision of Buckeye Kosher. Kosher meal options are included on the room service menu.

# Hospital Amenities

## Housekeeping/Environmental Services

Housekeeping is about more than just cleanliness; it's our opportunity to make a first and lasting impression during your visit to OhioHealth Grant Medical Center. Comfort and safety are a significant part of your healthcare. Your room will be cleaned daily throughout your stay. Please don't hesitate to call **(614) 566-9131** if you have any questions.

## Chapel Hours

OhioHealth Grant Medical Center chaplains provide spiritual and emotional support for you and those who are close to you. Celebrating the rich spiritual diversity of our hospital, chaplains are dedicated to serving all with compassion and sensitivity.

The Pastoral Care Office and Chapel are located on the first floor, just off the main lobby. The Chapel is available for personal prayer and meditation at any time, day or night. Chapel services are held Sundays at 11 AM The Pastoral Care Office is open Monday through Friday, 8 AM to 4:30 PM Dial "0" to request the chaplain on-call.

## Hospital Conveniences

- + The Gift Shop is located on the first floor of the hospital at the Surgical and Heart Center. Flowers, balloons (mylar only) and gifts can be delivered to most rooms, except critical care areas.
- + Patients and visitors are welcome to visit the Peggy L. Wood Cancer Library on the fourth floor, Suite 420, of the Wilkins Building at 285 E State St. The library offers Internet access, books, brochures, videos and other information on a variety of health topics.
- + There are two ATMs located in the hospital. An Ohio HealthCare Federal Credit Union ATM is located outside the cafeteria on the second floor. A Huntington National Bank ATM is located just off the main lobby.

# Requesting Your Medical Records

If you need your medical records sent to a doctor for an appointment, please fill out a “Release of Information” form. Ask your healthcare team member for a copy of the form. Send this form to the Medical Records Department or to your doctor’s office.

Your doctor can mail or fax the form to Medical Records to obtain the records needed for your follow-up care. The medical records information is free for follow-up care. There may be a charge for certain purposes: such as legal, insurance claims, personal use. For more information, contact the Medical Records Department at **(614) 566-9320**.

# Important Phone Numbers

## **Main Hospital Operator**

For all general inquiries and connections to other departments

(614) 566-9000

## **Customer Experience**

To discuss your hospital experience

(614) 566-9375

## **Housekeeping/ Environmental Services**

For cleaning requests

(614) 566-9131

## **Interpretive Services**

For language, hearing, seeing and other disability assistance

(614) 566-3256

## **Medical Records Department**

To request a copy of your medical record

(614) 566-9320

## **Nutrition Services**

To request patient meal service

(614) 566-9700

## **Pastoral Care/Chaplains**

For information about receiving spiritual support from a chaplain

(614) 566-9610

## **Patient Financial Services**

For information about financial assistance for patients

(614) 566-8689

## **Patient Information**

To get the room number and phone number of a patient

(614) 566-9301

## **Protective Services**

For security assistance and concerns

(614) 566-9300