

# OhioHealth Riverside Methodist Hospital

## *A Guide for Patients and Families*

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# Maps and Directions

Hospital maps and brochures are available at all Information Desks. Signs are located throughout the hospital to help you find your destination. Stop at any Information Desk or ask a staff member if you need help. Detailed directions are available at [OhioHealth.com/Riverside](https://www.ohiohealth.com/Riverside).

# Parking Information

## Parking in surface lots and garages costs:

- + 1-2 hours \$0
- + 3 hours \$2
- + 4 hours \$3
- + 5 hours \$4
- + 6+ hours \$5

Handicapped parking is available in all lots and garages. If no handicap spaces are available, ask any parking or valet staff for assistance. Security officers are on duty at all times.

## Valet Parking

*Note: There may be temporary valet parking changes due to COVID-19.*

Valet parking is available at the following locations for a cost of \$5 for one exit and \$7 for multiple exits.

- + **Blue Main Entrance**, Monday through Friday, 5 AM to 9 PM Weekends, 11 AM to 7:30 PM
- + **Yellow Entrance** (Women's Health) 24 hours
- + **Red Entrance**, Monday through Friday, 5 AM to 8 PM
- + **Green Entrance**, Monday through Friday, 8 AM to 4:30 PM
- + **Purple Entrance** (Bing Cancer Center), Monday through Friday, 8 AM to 4:30 PM

**Car return:** You may have your car returned to any Riverside Methodist entrance or exit. Your car does not have to be returned to the entrance in which you valet parked when you arrived.

**Call-ahead service:** Ask your nurse or PSA to call the number listed on your valet ticket to request that your car be ready when you are discharged from the hospital at any entrance or exit.

**Extended stay passes:** If you are in the hospital for 14 or more consecutive days, parking for visitors is free. Passes are issued for two weeks at a time for one visitor. Ask your caregiver to call the Care Coordination office and they will bring you your parking pass.

## Parking Suggestions

To Access	We Suggest You Park In
Red Area, Emergency Room, McConnell Heart Hospital	Red Parking Garage
Silver Area, OhioHealth Neuroscience Center	Blue Parking Lot or Red Parking Garage
Yellow Area, Riverside Women's Center, Radiology, Labor and Delivery, Family Practice Center	Yellow Parking Garage
Blue Area, Main Entrance	Blue Parking Lot
Orange Area, Surgery Waiting Area	Blue Parking Lot or Green Parking Garage
Green Area, Medial Office Buildings	Green Parking Garage
Purple Area, OhioHealth Bing Cancer Center	Purple Parking Garage

# Patient Meals

Patients can order room service meals daily by calling **(614) 566-3663**, 7 AM to 7 PM Freshly-prepared meals will be delivered to your room within 45 minutes.

## Food and Beverages

### The Broadway Bistro (Cafeteria)

- + Serving breakfast, lunch and dinner
- + Located on the first floor in the Blue Area.
- + Open 7 days a week, 6 to 2 AM The grill area is briefly unavailable from 10 to 10:30 AM to change from breakfast to lunch.

### Tim Horton's Café and Bake Shop

- + Located on the first floor in the Green Area near the Green Parking Garage.
- + Open 24 hours

### Starbucks

*Note: Hours may change due to COVID-19.*

- + Located in the Silver Area near the OhioHealth Neuroscience Center Concourse.
- + Monday through Friday, 5 AM to 2 AM
- + Saturday and Sunday, 6 AM to 8 PM

### Vending Machines

- + Located throughout the hospital

### Packaged Snacks

- + Available in the Gift Shop on the first floor in the Orange Area and in the Women's Boutique in the Yellow Area.

# Pastoral Care and Chapel Hours

## Chapel Information

The Chapel and Meditation Room are located off of the Main Blue Lobby and open 24 hours for personal prayer or quiet time.

Religious services are offered each Sunday and on religious holidays. Interdenominational Chapel Services are held Wednesdays at 11:30 AM and Sundays at 10 AM

To contact Riverside Methodist Pastoral Care, ask your nurse or call **(614) 566-5307** from your room. On-call chaplains are available 24/7 by dialing “0.”

## Pastoral Care

Chaplains are available to provide spiritual and emotional support as it relates to medical decision-making, patient rights and medical ethics. Upon request, we will notify your minister, priest or rabbi of your hospital stay. To request a chaplain, please ask your nurse or call Pastoral Care at **(614) 566-5307**.

# Housekeeping and Environmental Services

*Your room will be cleaned daily to ensure you always have a comfortable, safe environment during your stay. If you need assistance from our Housekeeping and Environmental Services teams, please speak with your healthcare provider.*

## We Help Save Lives and The Planet

This hospital is committed to preserving the environment. You can ask an associate if recycling is available on your floor or use our recycling bins on the first floor of the hospital. You can also use a reusable cup or bottle.

Every day, millions of gallons of water are used to wash towels and linens that have only been used once.

### **You can make a difference:**

- + A towel hanging up means, “I will use it again.”
- + A towel on the floor means, “I would like a fresh towel.”
- + We’ll also inspect your bed linens daily and change them on an as-needed basis.
- + Let us know if you’d like your linens changed daily, and we’ll happily accommodate.

# Hospital Conveniences

## Shopping and Gifts

### Riverside Methodist Gift Shop

- + Located on the first floor in the Orange Area, offers unique presents, books and flowers.
- + **Hours of operation:**
  - Monday through Friday, 8 AM to 8 PM
  - Saturday and Sunday, 10 AM to 7 PM
  - Closed all major holidays
- + You can also purchase gifts from the shop online at [HospitalGiftShop.com/Shop/Riverside-Methodist](https://HospitalGiftShop.com/Shop/Riverside-Methodist). To speak with someone at the Gift Shop, call **(614) 566-5220**.

**Note:** Flowers, balloons (Mylar only) and gifts will be delivered to most rooms except the critical care areas.

### The Women's Boutique at Riverside

- + Stocks a wide selection of breast pumps, nursing bras, nursing pillows and other breastfeeding supplies. You'll also find pampering skin care products and jewelry.
- + The boutique is open weekdays, 9 AM to 5 PM To speak with someone at The Women's Boutique at Riverside, call **(614) 566-5078**.

### Banking

- + Banking services are available through an ATM machine located inside the cafeteria in the Blue Area, in the Green Area by the Green Parking Garage and by the Emergency Department in the Red Area.

### Pharmacy

- + The Riverside Medical Building Pharmacy is located on the first floor of the North Medical Building in the Green Area and open Monday through Friday, 9 AM to 5:30 PM To speak with someone at the pharmacy, call **(614) 566-5115**.
- + If you are interested in obtaining your medications upon discharge, you may utilize the pharmacy for medications prescribed during your stay.

## Ronald McDonald Family Room

- + Located on the fifth floor of the Yellow Area, the Ronald McDonald Family Room offers families of children being treated at OhioHealth Riverside Methodist Hospital a place to rest and regroup within the hospital.
- + The Family Room is staffed with volunteers from 9 AM to 9 PM, and features a family gathering area with recliners and a television, a kitchenette, complimentary laundry machines, an ADA-accessible bathroom and shower with toiletries and a children's play area.
- + To see if your family is eligible to use the Ronald McDonald Family Room, please call **(614) 788-9780**.

## The Dempsey Center

- + The Dempsey Center, located within the OhioHealth Neuroscience Center in the Silver Area at Riverside Methodist provides patients and families easy access to trusted information, education and resources.
- + The center is staffed by a team of trained nurses, licensed social workers and volunteers to help patients and families.
  - Monday through Friday, 9:30 AM to 7:30 PM
  - Saturday, 11 AM to 4 PM
- + To contact the center, please email [DempseyCenter@OhioHealth.com](mailto:DempseyCenter@OhioHealth.com) or call **(614) 788-6115**.



# Communications

## Phone

Cell phones are permitted in most areas. Signs are posted in areas with cell phone restrictions. There are secure cell phone charging kiosks in the cafeteria in the Blue Area for patient and visitor use.

Patient room phone numbers are listed in the room.

- + Outgoing calls can be placed by dialing “9” plus the number and area code.
- + Long distance phone calls may be made with a calling card.
- + Incoming calls are transferred to inpatient rooms 9 AM to 9 PM
- + Dial “0” for help from the operator.

The Riverside Methodist Hospital Directory lists the name, room number, room phone number, general condition and religion of each patient, if provided. This information is only shared with visitors and callers who ask for you by name or by clergy who ask for patients by religious affiliation.

You have the right to have your information excluded from this directory. If you exclude your information, we will not be able to acknowledge your presence as a patient to any visitors or callers.

# Requesting Medical Records

## To Request 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) 566-5444**.

# Important Phone Numbers

## **Main Hospital Operator**

For all general inquiries and connections to other departments

(614) 566-5000

## **Chaplain Services**

For varied faith-based emotional support

(614) 566-5307

## **Customer Experience**

To discuss your hospital experience

(614) 566-5708

## **Infection Control Department**

For questions about the spread of infection and isolation practices

(614) 566-5794

## **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) 566-5444

## **Nutrition Services and Room Service**

To request patient meal service

(614) 566-3663

## **Patient Financial Services**

For information about financial assistance for patients

(614) 566-5059

## **Patient Information**

To get the room number and phone number of a patient between

8:30 AM and 8:30 PM

(614) 566-5221

## **Protective Services**

For security assistance and concerns as well as locking up personal valuables and reporting missing items.

(614) 566-4400