Olean General Hospital
Patient Information Guide
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Welcome to Olean General Hospital

Thank you for choosing Olean General Hospital for your hospital care. We are committed to ensuring that your stay with us is a positive experience for you and your family.

This guide provides you with important information about many different hospital services that are available to you. We hope that you will find it helpful and useful.

Thank you again for your faith and confidence in Olean General Hospital.

Sincerely,

Timothy J. Finan
President and CEO

Mission Statement

The mission of Olean General Hospital is to provide excellent patient care in response to the health care needs of the community.

In support of this mission, Olean General Hospital is committed to the following:

Compassion............our sympathetic awareness of each person’s needs
Integrity................our dedication to honesty
Innovation.............our pursuit of creativity
Respect...............our commitment to treat everyone with dignity
Community...........our understanding that we exist to serve those among us
Education.............our belief that knowledge fosters excellence

Vision Statement

Olean General Hospital will be recognized as a progressive, innovative, community hospital acknowledged for the development of programs and services which enhance the health status of the community while exceeding the expectations of those served, maintaining standards of the highest quality, and promoting a rewarding work environment for staff and physicians.
Admissions

What To Bring To The Hospital
- Personal items such as sleepwear and toiletries
- List and dosage of medications you are taking (there is no need to bring your actual medicines)
- Health insurance information
- Copies of your advance directives if you have them

Please Leave At Home:
- Valuables such as jewelry or large amounts of cash. We regret that we cannot be responsible for these items. You may need your checkbook or credit card at the time of admission, but please send them home afterwards with a family member or friend.
- TVs, radios, hair dryers, and other electrical devices

Insurance Pre-Approval
It is always a good idea for you to contact your insurance company to confirm any requirements of your policy. If you have any questions regarding your coverage during your stay you can call (716) 375-6080 to speak to our representative.

Pre-Registration
Pre-registration prior to your hospital visit saves you time. Please call (716) 375-6400 or go online to www.ogh.org to pre-register.

Arrival At Olean General Hospital
When you arrive at the hospital during regular business hours, please feel free to utilize our free valet parking service at the front entrance on Main Street. Our concierge staff will direct you to the registration area, located on the first floor.

Parking
We offer complimentary valet parking at the front entrance of the hospital as well as designated visitor parking behind the hospital which is within short walking distance of the hospital’s rear entrance.
**Advance Directives**

When you are admitted to the hospital, you will be asked if you have an advance directive. Advance directives are legal documents that allow you to convey your decisions about end-of-life care ahead of time. They provide a way for you to communicate your wishes to family, friends, and health care professionals and to avoid confusion later on.

We encourage you to talk about advance directives with your spouse, your family, and your health care team while you are healthy. If you have an advance directive, please bring a copy of it with you to the hospital. If you wish to create one, our Pastoral Care department (716-375-6169) is available to help.

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**Your Caretakers**

Your primary care physician may use a special doctor, called a **hospitalist**, to oversee and manage your care while you are a hospital patient. The hospitalists communicate daily with your primary care physician and ensure that you return to him/her after hospital discharge.

Over the course of your stay at Olean General Hospital, many different individuals will play a role in your care. To help identify the different types of caretakers you may see while in the hospital, each department has adopted a unique colored uniform to make it easier for you to identify their department.

The following chart references the different uniforms you may see during your stay, and the associated department:

- **Nursing**
  - Blue/White uniforms
- **Nurse Assistants**
  - Beige uniforms
- **Cardiopulmonary**
  - Green uniforms
- **Radiology**
  - Red uniforms
- **Pharmacy**
  - White lab coats
- **Nutrition**
  - Black aprons over white shirts
- **Laboratory**
  - Cranberry lab coats
- **Maintenance**
  - Light blue shirts with dark blue pants
- **Housekeeping**
  - Gray or light green shirts
- **Transporters**
  - Khaki pants and green shirts
- **Rehabilitation therapists**
  - Purple or pink uniforms
Your Stay With Us

Guest Services
If you have questions about hospital services or the surrounding community, please contact our Concierge staff at (716) 375-5031 or visit them in the main lobby Monday through Friday from 7 a.m. - 6 p.m. They are available to answer questions about specific hospital services and hotels and restaurants, transportation, notary and fax services, salon services and more.

Personal Belongings
To keep your personal items safe, please do not bring valuables to the hospital.
- Ask your nurse for personal-belonging bags for your clothing.
- Please keep your glasses in a case when you are not wearing them.
- **Please do NOT wrap dentures or hearing aids in tissue and place them on your food tray or bedside table as they can easily be mistaken for trash.**
- Please label all food containers with your name and room number.

Mail And Flower Delivery
Florists can deliver flowers directly to your room. We are happy to deliver your mail each day. Please ask your friends and relatives to address mail to you in this way:

First Name (e.g. Jane, not Mrs. John), Last Name  
Room Number  
c/o Olean General Hospital  
515 Main Street  
Olean, NY 14760

Note: We are a latex-free facility. Only mylar balloons are allowed in patient rooms.

During your stay, you may occasionally hear a lullaby on the overhead hospital public address system.

This short musical interlude indicates a new baby has been born in the hospital.
Meals
Unless you are on a special diet, you may select your meals from a choice of menu items each day. A dietary hostess will arrive at your room daily to check your menu selections and speak with you about any dietary restrictions that you may have. You should talk with the hostess and your nurse about any allergies or food preferences that you have. If your physician-ordered diet allows, you may order from the “Or You May Prefer Menu”. We will attempt to honor any cultural, religious, or ethnic food preferences that you may have.

The hospital also offers a Guest Tray Program for a minimal fee of $5.00 plus tax. Guests can enjoy the daily entree’, side dish, vegetable, dessert and a beverage while visiting a patient. Pay via cash or credit card at the Cafe’ 515 cafeteria located on the ground floor of the hospital. The cashier will place the order for delivery by a hostess so you can dine with a patient during the meal time that you choose.

Television/Telephone
Telephone and Television service is provided by Patient Portal, a company that specializes in health care telecommunication.

To order television/telephone services, please dial extension 7555 from your room. Charges can be billed to a personal credit/debit card or a personal checking account. Telephone service is $3 per day and television service is $7 per day and includes local and cable channels. Incoming phone calls are free of charge regardless of whether you order phone service or not. Long distance and regional toll service is provided at $2.45 for the first minute, and $0.45 for each additional minute. Telephone/Television service cost is capped at $70 per hospital stay. (There is not a cap on long distance charges.)

Note: Cell phone use is acceptable anywhere in the hospital unless otherwise posted.

Internet
The hospital offers free wireless internet access for hospital guests. Because of the vast differences in computers and wireless devices, we regret that we are unable to offer individual assistance with connecting to the internet.

The Olean General Hospital wireless network is an open network and not a secure environment. We strongly advise you not to exchange sensitive information when connected to this or any other open network.

ATMs
For your convenience, ATMs are located in the lower level of the hospital (Press “G” in the elevators) outside the cafeteria.

Gift Shop
A gift shop is located just off the main lobby on the first floor. It is open Monday through Friday from 8:00 a.m. – 5:00 p.m. and offers a variety of small gifts and snack items. Gift shop proceeds are used for the hospital to purchase patient care equipment.
Special Services

Interpreter Services
It is vital that patients be able to communicate with their health care team. Please ask your nurse to arrange for an interpreter if English is not your primary language. For the hearing impaired, TDDs/TTYs, hearing aid compatible phones and signing services are available.

Pastoral Care
Our chaplains are available to you and your family 24-hours a day 7 days a week for spiritual comfort and emotional support. To contact a chaplain to visit you, or to arrange for a visit from a representative of your faith, ask your nurse, or dial (0) from your room phone or call the hospital main number (716) 373-2600 to speak with the Switch Board Attendant who will contact Pastoral Care Staff for you. The Pastoral Care Office is open Monday through Friday 8:00 a.m. - 4:00 p.m., phone number (716) 375-6970. The Pastoral Care Office is located on the Second Floor West Wing, (716) 375-6970.

The Meditation Room is located on the 2nd Floor across from the Patient and Visitor Atrium. The Meditation Room is designed to provide patients and family members a place of retreat for prayer and meditation.

Patient Advocacy Services
The Olean General Hospital Patient Advocacy Services may assist you by answering your questions.

For assistance regarding Patient Rights and Responsibilities call (716) 375-6162 or (716) 375-6169.

For assistance regarding Advance Health Care Directives, Health Care Proxy and Organ Donation Registry call (716) 375-6970 or (716) 373-2600.

Pain Management
Because surgery and illness can sometimes be a painful experience, we ask that you inform us of any discomfort you experience.

- Ask the nurse for pain medication when you first experience pain to avoid medication delays. Delaying medication may cause more discomfort, make your pain more difficult to manage, and may delay healing.
- Do not assume pain medication is included with your other medications.
- Tell your nurse or hospital staff member if the medication does not help relieve your pain.
- Addiction to pain medicine is an extremely rare occurrence. If you have concerns, please discuss them with your physician.

Pain relief is individualized. You may be given one or more of the following types of pain relief:
- Oral: taken by mouth
- Parenteral: through the skin such as an IV
- Patient Controlled Analgesia (PCA): a machine to deliver narcotics by IV that the patient uses to control their own dose
- Epidural analgesia
Your Health And Safety

Olean General Hospital is committed to providing you with a safe and healing environment. We ask that you and your visitors help us observe the following health and safety guidelines:

**Identify yourself.** Please wear your identification bracelet at all times during your hospital stay. Expect to have it checked before you are given blood or medicines or have any procedures performed. Request that your health care team check your identification bracelet to make sure you are properly identified before they proceed.

**No Smoking.** Smoking is not permitted anywhere on the Olean General Hospital campus. Olean General Hospital is a Tobacco-free campus. In the interest of better health and safety for all of our patients, smoking or the use of tobacco in any form is prohibited inside all hospital buildings and on hospital grounds. Please ask your nurse, respiratory therapist, or physician for further information about nicotine replacement therapy or tobacco cessation counseling.

**Observe Cell Phone Restrictions.** Generally, cell phones can be used in most locations, but please read and follow any signage that restricts usage.

**Please leave electrical equipment at home.** For the safety of all patients and visitors, only hospital-inspected electrical equipment can be used at Olean General. Please do not bring any personal electronic equipment with you to the hospital. This includes coffee makers, space heaters, televisions, radios, etc.

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**Participating In Your Care**

The questions you and your family have are important and should be shared with your health care team. We encourage you and your family to discuss your treatment plan with your doctor and nurses, and make sure you and your family understand and agree with it. We hope you will ask questions about treatment options and risks, medications, the identity of any hospital staff member, or anything you are concerned about.

Other things we hope you will not hesitate to pursue:

- If you do not understand something, please ask for clarification.
- If you need interpretation services, please ask for them.
- Do not be afraid to ask for a second opinion.
- Ask a family member or friend to help you ask questions, remember information, and help you make informed choices about your care.
- If you have a problem or a concern, bring it to the immediate attention of your caregivers. You always have the right to speak with a charge nurse, nurse manager, or the patient representative.
- Write down your questions so you will have them ready when you see your doctor.
Preventing Falls
You may feel weak or ill during your hospital stay which increases the chances of a fall. To help reduce your chance of falling and injuring yourself, here are some simple tips:

- Wear nonskid slippers or socks provided by the hospital when you are up and out of bed.
- Follow the instructions of your doctors and nurses about whether you may get up by yourself and notify your nurse before leaving your patient care unit.
- Always call for help if you feel dizzy or weak.
- Make sure that your personal belongings are within your reach and that your room is free of clutter.
- Bedrails help prevent falls and are used after pain medication is given or to remind you to call for help when you need to get up. Speak to your nurse about your concerns.

Medication Safety
Olean General Hospital uses clinical pharmacists along with robotic medication dispensing units that dramatically reduce medication errors and ensures that all patients receive the medicines they need in appropriate doses and at the proper times that they need them. You should always take an active role in monitoring the medicines you are given.

- It is essential that you tell your doctor and nurses about all the medications you are taking, including prescriptions, over-the-counter medicines, vitamins and herbal supplements, and about any medication allergies you have or have had in the past. Please do not bring any of your medications with you to the hospital.
- Examine all medications before you take them. If you do not recognize them, let your nurse know.
- Pay attention to the time of day that you take medications and tell your caregivers if you do not receive them.
- Ask your doctor or nurse about any new medications, including what they are for and any side effects you may experience.

Fire Safety
We regularly provide our hospital staff fire safety training through routine fire drills and evaluations. If you hear a fire alarm, remain calm and stay in your room. The staff will respond and care for your needs during this time.

Security
Uniformed security guards are on hand 24 hours a day to protect all staff, patients and visitors. If at any time you are concerned about your safety, please report your concern to your nurse or any hospital staff member.

Ethics Consultation
Olean General Hospital believes that patients in our facility have the right to participate in any ethical questions that may arise during hospitalizations. To request an Ethics Consultation, please ask your caregiver for an Ethics Committee referral form. This information will be shared with our Ethics Committee to formulate a timely response to your particular question or concern.
Your Visitors

Visitor Guidelines

Guests are welcome to visit during the following hours:
(All visitors should wash their hands before entering and leaving patient rooms.)

<table>
<thead>
<tr>
<th>Area</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical/Surgical Floors, ICU, Sub-Acute</td>
<td>11:00 a.m. – 9:00 p.m.</td>
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<tr>
<td></td>
<td>Only 2 visitors at a time / No children under 12 years of age</td>
</tr>
<tr>
<td>Dialysis</td>
<td>One visitor per patient during treatment. No visitors allowed during a changeover.</td>
</tr>
<tr>
<td>Pediatrics/Maternity</td>
<td>Open visitation</td>
</tr>
<tr>
<td></td>
<td>One parent at night</td>
</tr>
<tr>
<td>2 East</td>
<td>*No visitors under 17</td>
</tr>
<tr>
<td></td>
<td>1:00 p.m. – 2:00 p.m.</td>
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<td></td>
<td>6:00 p.m. – 7:00 p.m.</td>
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Number of Visitors: In order to protect your privacy and the privacy of other patients, we ask that only two guests visit you at a time in a semi-private room.

Children: We care about the health of your children. Due to infection control and safety concerns, children under 12 are not permitted to visit patients (except in Maternity). Children 12 and over must be supervised by an adult. Visitation of children by patients in waiting areas is discouraged.

Note: Under certain conditions a new OGH visitation policy and age restriction may be implemented and posted throughout the hospital to further protect patients and visitors.

Not feeling well? Visitors who are not feeling well are requested to visit at another time. This includes visitors with colds, coughs, runny noses, diarrhea, open sores, or other infectious diseases.

Family Member Overnight Stays: Overnight stays are strongly discouraged. In extreme and unusual circumstances, overnight stays are permitted with the permission of the Nurse Manager or Shift Manager.

Lodging

There are several hotels and motels in the Olean area. The concierge can help direct your visitors to local hotels, including those with discounts for visitors of hospital patients. The concierge can be reached at (716) 375-5031.

Food Service

Olean General Hospital provides the following food options:

- In the main lobby there is the Java City kiosk offering gourmet coffees, pastries, and sandwiches Monday-Friday from 6:30 a.m. - 4:30 p.m.
- The 515 Cafe’ cafeteria in the lower level of the hospital serves hot entrees during the following meal times: Breakfast 7:00 - 10:30 a.m., Lunch 11:00 a.m. - 1:30 p.m. and Dinner 4:00 - 6:30 p.m. The 515 Cafe’ is open daily from 7:00 a.m. - 6:30 p.m. with “Grab & Go” items available between meal times.
- Vending machines are also located on the lower level outside the cafeteria.
Preparing To Leave The Hospital

Your health care team will carefully plan a safe discharge for you. They will work with you and your family to make sure you understand any medications and health care services that you may require after leaving the hospital. Our discharge planners can help make arrangements for in-home care, equipment, or supplies if you need them. They can be contacted by calling (716) 375-6169.

Upon discharge you will need to have a family member or friend pick you up at the front entrance of the hospital. A member of your health care team will escort you to the front entrance for your family member or friend to meet you.

Your Opinion Matters

After leaving the hospital, you may receive a survey in the mail inquiring about your hospital experience. These surveys assess various aspects of patient care and assist us with making appropriate improvements to our service delivery. You do not need to wait, however, to receive a survey form to share any concerns or comments you have about your hospital experience. Please feel free to alert one of your health care team members to any questions, concerns, or issues that arise during your hospital stay.

If you do receive a survey, we hope that you will feel your care is worthy of a score of "5" - the highest possible survey score you can give!

Understanding Your Bill

If you have any questions about your hospital bill or insurance coverage, the staff in the Patient Accounts Department can assist you. Please contact them at extension (716) 375-7331.

Please note: You may receive separate bills for services you receive from some physicians (Emergency room physicians, specialists, anesthesiologists, radiologists, etc.) who are involved in your hospital care.

Patient Privacy

Olean General Hospital is committed to protecting the privacy of all patient information. You have received a copy of our Patient Practices at Registration during this visit or a previous visit which provides detailed information about your legal rights and our obligations regarding the disclosure of your health records.

Outpatient Surgery Center

With 22,000 square feet, the Outpatient Surgery Center is more than double the size of the hospital’s previous outpatient surgery space. Located at 500 Main Street, across from the hospital’s main campus, the state of the art facility has four operating suites, three endoscopy laboratories, 23 pre-operative and post-operative beds, and a six-bed post anesthetic care unit.
As a patient in a hospital in New York State, you have the right, consistent with law, to:

1. Understand and use these rights. If for any reason you do not understand or you need help, the hospital MUST provide assistance, including an interpreter.

2. Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, source of payment or age.

3. Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.

4. Receive emergency care if you need it.

5. Be informed of the name and position of the doctor who will be in charge of your care in the hospital.

6. Know the names, positions and functions of any hospital staff involved in your care and refuse their treatment, examination or observation.

7. A no smoking room.

8. Receive complete information about your diagnosis, treatment and prognosis.

9. Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.

10. Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet “Deciding About Health Care - A Guide for Patients and Families.”

11. Refuse treatment and be told what effect this may have on your health.

12. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.

13. Privacy while in the hospital and confidentiality of all information and records regarding your care.

14. Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.

15. Review your medical record without charge. Obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.

16. Receive an itemized bill and explanation of all charges.

17. Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and if you request it, a written response. If you are not satisfied with the hospital’s response, you can complain to the New York State Health Department. The hospital must provide you with the State Health Department telephone number.

18. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.

19. Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the hospital.
When someone is ill or has surgery, the ability to fight off infections is decreased. Germs and infections can sometimes be spread by patients and visitors.

The following information can reduce the chance of getting an infection while in the hospital.

- Visitors should not visit if they are ill.
- Children under the age of 12 should not be in the hospital unless they are having tests or are a patient.

The most important and effective means of preventing the spread of germs and infection is to clean your hands. Everyone should clean their hands—patients, visitors, and staff.

It is okay to ask anyone who enters your patient room and is going to touch you to wash their hands.

Visitors should clean their hands by using the hand sanitizing stations provided in the hall and patients rooms (Hand sanitizing stations are not in the pediatric rooms as a safety measure). Visitors should never use a patient’s bathroom.

Using the hand sanitizer dispenser:
1. Press the button until there is a nickel size drop of the alcohol hand gel on your hands
2. Rub all surfaces of your hands together until they are dry

Using soap and water to wash your hands:
1. Wet your hands with warm water
2. Use soap and work up a good lather and rub all areas of your hands for at least 15 seconds
3. Rinse well with warm water
4. Dry hands.

Wash your hands:

- Upon entering the patient rooms
- Before eating
- After touching bedpans, dressing, tissues, or other dirty items
- After coughing, sneezing, or blowing your nose
- After using the bathroom, bedpan, or urinal
- After handling money
- Before leaving patient rooms

Patients may be placed on special isolation precautions. This is to protect the patient, other patients, visitors, and staff. Visitors will be required to wear the isolation garb. This may include gowns, gloves, and/or mask.

It takes a team to prevent the spread of infection—patients, visitors, and staff.

If you have any questions and/or concerns, please notify the Infection Control Department at (716) 375-6159.
### Important Phone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Billing Inquiries</td>
<td>(716) 375-6140</td>
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<tr>
<td>Cardiac Catheterization Lab</td>
<td>(716) 375-6200</td>
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<tr>
<td>Cardiac Rehabilitation</td>
<td>(716) 375-6224</td>
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<tr>
<td>Care Managers</td>
<td>(716) 375-6169</td>
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<tr>
<td>Concierge Staff / Guest Services</td>
<td>(716) 375-5031</td>
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<tr>
<td>Diabetes Education</td>
<td>(716) 375-4127</td>
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<td>Dialysis Unit</td>
<td>(716) 375-6901</td>
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<td>Discharge Planning</td>
<td>(716) 375-6169</td>
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<tr>
<td>Infection Control Department</td>
<td>(716) 375-6159</td>
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<tr>
<td>Laboratory &amp; off-site locations</td>
<td>(716) 375-6230</td>
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<tr>
<td>Medical Records</td>
<td>(716) 375-6205</td>
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<tr>
<td>Nutrition / Food Services</td>
<td>(716) 375-6297</td>
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<tr>
<td>Department of Health</td>
<td>1-800-804-5447</td>
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<tr>
<td>Pastoral Care Services</td>
<td>(716) 375-6970</td>
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<td>Outpatient Rehabilitation Services</td>
<td>(716) 375-7481</td>
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<tr>
<td>Outpatient Surgery Center</td>
<td>(716) 375-6134</td>
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<tr>
<td>Patient Education Resources</td>
<td>(716) 375-6412</td>
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<tr>
<td>Patient Representative</td>
<td>(716) 375-6348</td>
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<tr>
<td>Pre-Registration</td>
<td>(716) 375-6400</td>
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<tr>
<td>Quality Assurance Department</td>
<td>(716) 375-6162</td>
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<tr>
<td>TTY for Hearing Impaired</td>
<td>(716) 375-6280</td>
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<tr>
<td>TV/Telephone Services</td>
<td>(716) 375-7555</td>
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