





**WOOD COUNTY  
HOSPITAL**

Your community. Your healthcare. Your hospital.

*Welcome to Wood County Hospital, Bowling Green, Ohio*

Wood County Hospital first opened its doors in 1951. We are a 132-bed, not-for-profit hospital named in honor of the people of Wood County. Wood County Hospital has provided area residents of Bowling Green, Deshler, North Baltimore, Pemberville and numerous other communities with the latest advances in medical care for over five decades.

While our primary objective is to provide the best possible health care for the community and surrounding area, we also assist Bowling Green State University, The University of Toledo Medical Campus, Owens Community College, and other institutions in the education of future health care providers. You may encounter these students during your stay.

Each member of our health care team is important in our focus to use modern technical equipment and sophisticated procedures to provide excellent care to our patients. To help maintain our high standards of patient care, we foster an environment of participation which includes patients, families, physicians, and staff members.

This booklet provides you and your family with information you may need during your hospital stay. If you have any additional questions, please feel free to ask any member of our staff for assistance.

We care about your satisfaction as a patient at Wood County Hospital and want you to feel comfortable recommending us for care in the future. You may be receiving a patient satisfaction survey after your discharge. Please provide us with comments or suggestions regarding our services.

Best wishes for a rapid return to health.

Stanley R. Korducki  
*President*

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## **VISION STATEMENT**

Wood County Hospital has an ongoing commitment to provide the highest quality personal care and professional excellence.

## **MISSION & GOAL STATEMENT**

The Wood County Hospital Board of Trustees, Employees, Medical Staff, and Volunteers are dedicated to providing the highest quality preventive, educational, and rehabilitative health care service to all. In fulfilling our mission, we shall strive to:

- ▶ Provide the highest quality patient care, respecting the uniqueness of each patient and providing service with compassion, courtesy and patient safety.
- ▶ Maintain an environment attractive to well-trained, effective health care professionals in all appropriate specialties.
- ▶ Identify, initiate, and provide innovative services responsive to changing healthcare needs.
- ▶ Cultivate a proactive approach to assure the provision of safe care and service to patients, visitors and staff
- ▶ Provide and utilize facilities and technical resources appropriate for the delivery of high quality, cost effective care.
- ▶ Identify, plan and implement financial and business practices that ensure the future stability, vitality, and independence of Wood County Hospital.
- ▶ Foster a spirit of cooperation within the hospital, as well as with other providers in the health care delivery system.

## **VALUE STATEMENT**

Values that form the foundation of Wood County Hospital's personal care and professional excellence include: Respect, Compassion, Courtesy, Responsiveness, Dedication and Corporate Integrity.

## **PATIENTS RIGHTS AND RESPONSIBILITIES**

On behalf of the patients of Wood County Hospital and their families, we have established the following as Rights and Responsibilities of the Patient. The hospital presents these Rights and Responsibilities with the expectation that they will contribute to the well being, safety, and healing process of the patient.

1. The patient has the right to considerate and respectful care.
2. The patient has the right to ask and is encouraged to obtain from physicians and other direct caregiver's relevant, current and understandable information concerning diagnosis, treatment and prognosis. It is recognized that patient involvement enhances the safety of healthcare delivery.

3. The patient has the right to make decisions about the plan of care prior to and during the course of treatment and to refuse a recommended treatment plan or care to the extent permitted by law and hospital policy and to be informed of the medical consequences of this action.
4. The patient has the right to have an Advance Directive concerning treatment or designate a surrogate decision maker recognizing that the hospital will honor the intent of that directive to the extent permitted by law and hospital policy.
5. The patient has the right to every consideration of privacy.
6. The patient has the right to expect that all communications and records pertaining to his or her care will be treated as confidential by the hospital, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law.
7. The patient has the right to review the records pertaining to his or her medical care and to have the information explained or interpreted as necessary, except when restricted by law.
8. The patient has the right to expect that, within its capabilities and policies, the hospital will make reasonable response to the request of a patient for appropriate and medically indicated care and services.
9. The patient has the right to ask and be informed of the existence of business relationships among the hospital, educational institutions, other health care providers or payors that may influence the patient's treatment and care.
10. The patient has the right to expect reasonable continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic patient care options when hospital care is no longer appropriate.
11. The patient has the right to be informed of hospital policies and practices that related to patient care, treatment and responsibilities.
12. The patient has the right to healthcare that addresses psychosocial, spiritual and cultural values that affect the individual.
13. The patient has the right to a safe environment.
14. The patient has the right to receive information about pain and pain relief measures.
15. The patient has a right to protective services, whereby evidence of neglect, abuse, exploitation or hazardous living conditions are reported and investigated by the proper agency.

## **PATIENT RESPONSIBILITIES**

As a patient at Wood County Hospital, you also have a responsibility as a member of your healthcare team. Your responsibilities include:

1. The patient or appropriate party must provide proper identification and complete and accurate information about past, present and developing health conditions.
2. Tell hospital representatives whether you clearly understand the course of treatment and what is expected of you.
3. Follow the treatment plan recommended by your physician, or to be accountable for your actions if you refuse treatment or do not follow instructions.
4. Follow hospital rules and regulations affecting patient care and treatment.
5. Be considerate and respectful of the property and rights of other patients and hospital personnel.
6. Assure the prompt fulfillment of financial responsibilities related to your healthcare.

## **ADVANCE DIRECTIVES**

Advance Directives are instructions (Living Will, Durable Power of Attorney for Health Care, or DNR) stating your health care wishes as a patient in the event that you are unable to state them for yourself. Wood County Hospital provides you with information stating your right to make health care decisions, including your right to accept or reject medical care. If you have an Advance Directive, it is your responsibility to bring the document with you and submit it to the Registration Representative or your nurse.

## **ETHICS COMMITTEE**

Patients and their family have the right to access specialized personnel for advice or counsel regarding ethical decisions. Please direct such concerns to the department manager or hospital administration.

## **COMPLIANCE**

Wood County Hospital is committed to providing the highest quality of care while abiding by all regulations that govern the administration of that care.

## **SPEAK UP: HELP PREVENT ERRORS IN YOUR CARE**

Everyone has a role in making health care safe: physicians, health care executives, nurses, and technicians. Health care organizations across the country work hard to make health care safety a priority. You, as the patient can also play a vital role in making your care safe by becoming an active, involved, and informed member of your health care team.

***Speak up*** if you have questions or concerns. If you don't understand, ask again. It's your body and you have a right to know.

- ▶ Your health is too important to worry about being embarrassed if you don't understand something that your doctor, nurse or other professional tells you.
- ▶ Don't be afraid to ask about safety. For example, if you are having surgery, ask the doctor to mark the area that is to be operated on so there is no confusion in the operating room.
- ▶ Don't be afraid to tell the doctor or nurse if you think you are about to receive the wrong medication.
- ▶ Don't hesitate to tell the health care professional if you think he or she has confused you with another patient.

***Pay attention*** to the care you are receiving. Make sure you are getting the correct treatments and medications by the right health care professionals. Don't assume anything.

- ▶ Tell your nurse or doctor if something doesn't seem right.
- ▶ Expect health care workers to introduce themselves when they enter your room and look for their identification badges. For example, a new mother should know the person who is handling her baby. If you are not sure, then ask.
- ▶ Notice whether your caregivers wash their hands or use alcohol hand rubs. Hand hygiene is the most important way to prevent the spread of infection. Don't be afraid to gently remind a doctor, nurse or other caregiver to perform hand hygiene before performing health care tasks.
- ▶ Know what time of day you normally receive your medications. If you don't receive your medicines, inquire about it with the nurse or doctor.
- ▶ Make sure your nurse, doctor, or other caregiver confirms your identity by checking your wristband or asking your name before he or she administers any medication or treatment.

***Educate yourself*** about your diagnosis, your medical tests, and your treatment plan.

- ▶ Ask your doctor about specialized training and experience that qualifies him or her to treat your illness, and be sure to ask the same questions of those physicians to whom you are referred.

- ▶ You can gather information on your condition from your doctor, libraries, the Internet, and support groups.
- ▶ Write down important facts your doctor tells you so you can look for additional information about it later. Ask your doctor or health care professional if he or she has any written information you can keep.
- ▶ Read all medical forms thoroughly and make sure you understand them before you sign anything. If you don't understand the forms, ask your doctor, nurse or health care professional to explain them.
- ▶ Make sure you are familiar with the operation of any medical equipment that is being used for your health care. For example, if you will be using oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.

Ask a trusted family member or friend to be *your advocate*.

- ▶ Your advocate can ask questions that you may not think of while you are under stress.
- ▶ Ask this person to stay with you, even overnight, when you are hospitalized. You will be able to rest more comfortably and your advocate can ensure that you get the right medications and treatments.
- ▶ Your advocate can also help you remember answers to questions and speak up for you if you cannot.
- ▶ Be sure the advocate understands your health care preferences and wishes concerning resuscitation and life support.
- ▶ Review consents for treatment with your advocate before you sign them and make sure you both understand the agreement you have signed or will sign.
- ▶ Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition gets worse and who to call for help.

*Know what medications you take* and why you take them.

- ▶ Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Also inquire about the side effects of the medication.
- ▶ If you do not recognize medication, verify that it is for you. Ask about oral medications before swallowing them, and read the contents of bags of intravenous (IV) fluids. If you're not well enough to do this, ask your advocate.
- ▶ If you are given an IV, ask the nurse how long it should take for the liquid to "run out". Tell the nurse if it doesn't seem to be dripping properly, either too fast or too slow.

- ▶ Whenever you are going to receive a new medicine, tell your doctors and nurses about allergies you have, or negative reactions you have had to medications in the past.
- ▶ If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together. Same recommendation for vitamins, herbal supplements, and over-the-counter drugs.
- ▶ Make sure you can read the handwriting on any prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either.

**Use** a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous, on-site evaluation against established, state-of-the-art quality and safety standards, such as those provided by The Joint Commission.

- ▶ Ask about the health care organization's experiences in treating your type of illness. How frequently do they perform the procedure you need and what specialized care do they provide in helping patients get well?
- ▶ If you have more than one hospital or health care facility to choose from, ask your doctor which one offers the best care for your condition.
- ▶ Before you leave the hospital or other facility, ask about follow up care and make sure you understand all instructions.

**Participate** in all decisions about your treatment. You are the center of the health care team.

- ▶ You and your doctor should agree on exactly what will be done during each step of your care.
- ▶ Know who will be taking care of you, how long the treatment will last, and how you should feel.
- ▶ Understand that more tests or medications may not always be better. Ask your doctor what a new test or medication is likely to achieve.
- ▶ Keep copies of your medical records from previous hospitalizations and share them with your health care team to give them a comprehensive view of your health history.
- ▶ Don't be afraid to seek a second opinion. If you are unsure, consult with one or two additional specialists. You'll be able to make more informed decisions when you have more information about the options available.
- ▶ Speak with others who have undergone the same procedures you are considering. They can tell you what to expect and what worked best during their recovery.

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## PREPARING FOR YOUR HOSPITAL STAY

We are pleased that you have chosen Wood County Hospital. In order to make your hospital stay a comfortable experience, we suggest the following:

### *What to Bring*

Don't forget personal items to make your stay more comfortable. These might include:

- ▶ Nightwear, robe, rubber-soled slippers. Hospital gowns are available if you prefer.
- ▶ Personal toiletries such as make up, razor, toothbrush, toothpaste, shampoo dentures
- ▶ Cases for eyeglasses, contacts, or dentures.
- ▶ Reading materials
- ▶ If packing for a child, you may wish to include a favorite toy or stuffed animal or a special blanket

Please remember to clearly label all personal items.

### *Important Papers to Bring*

To help with the registration process, don't forget to bring your:

- ▶ Insurance card
- ▶ Social Security Card
- ▶ Name & address of your employer
- ▶ Name, address, and telephone number of your closest family member
- ▶ A list of all medications you are currently taking, including drug name, dose, and frequency
- ▶ Advance Directives including Living Will, Durable Power of Attorney for Health Care, or DNR
- ▶ Immunization Records

### *What Not to Bring*

You are strongly urged to leave valuables at home or send them home with your family. If brought, valuables, including money should be deposited in the hospital safe when you are admitted. Valuables may be retrieved from the safe between 8 A.M. and 5 P.M. Monday through Friday. Wood County Hospital will not be held responsible for valuables left in your room. Please do not bring things such as large sums of money or jewelry.

Avoid bringing electrical appliances that must be plugged into an electrical outlet; all electrical equipment is subject to a safety inspection by the hospital Maintenance Department.

Please do not bring in medications unless you are requested to do so.

## DURING YOUR STAY

### *Registration*

Please arrive at the Registration/ Emergency Department entrance and go directly to the Registration desk. You will be asked for insurance information and hospital personnel will scan your insurance cards. You will be asked to sign consents based upon the type of treatment you will be receiving. All information is treated confidentially. Following the interview, you will be escorted to your room or to the appropriate treatment area.

### *Identification*

Upon admission to the hospital you will receive an identification bracelet to wear throughout your stay. Proper identification is essential to safe patient care. Hospital staff will utilize the identification band when giving medications and before treatments. Please do not remove the band while you are a patient in the hospital.

All hospital staff is required to wear a photo identification badge while working. If you have concerns about proper staff identification, please talk with your nurse.

### *Infection Control*

There are several infection control practices that we ask you to observe during your hospital stay.

- ▶ **Standard Precautions.** Hospital staff take precautions to prevent contact with all patients' blood or body fluids. Gloves, gowns, masks or face protection may be worn, depending upon the task being performed. Also, cough etiquette is important for all patients to follow to prevent the spread of infection. Inform your nurse if you have had fever and respiratory symptoms. Cover your cough with a tissue, discard the tissue in a trash container after use, and wash your hands or use a cleansing hand rub.
- ▶ **Isolation Precautions.** Some infectious diseases require more than Standard Precautions. Special masks, garb, dedicated equipment, and door signage may be required. Your door may need to remain closed and you will be limited to your room if you require isolation precautions. You may continue to use the telephone, receive mail, watch television, and move around your room. You may receive a limited number of visitors; visitors may need to wear masks, gowns, or gloves.
- ▶ **Hand Hygiene.** You will notice staff performing hand hygiene with alcohol hand rub or by washing their hands before and after providing care. You can help stop the spread of infection by performing hand hygiene before:
  - ▷ Eating
  - ▷ After coughing
  - ▷ Sneezing
  - ▷ Blowing your nose
  - ▷ After using the restroom,
  - ▷ Whenever hands are soiled.

Small bottles of hand sanitizer are available upon request. Remember, hand hygiene is the most important way to stop the spread of infection.

### *Smoking Policy*

To promote the good health of patients and staff, and to emphasize the dangers of tobacco use, Wood County Hospital provides a tobacco-free campus. Do not smoke or use tobacco products in hospital buildings or while on the hospital campus.

### *Your Room*

Patient rooms at Wood County Hospital are semi-private or private. Every effort will be made to accommodate your room preferences, however private rooms are limited. If a private room is not available upon your admission, please let your nurse know your preference so arrangements can be made for your transfer as a private room becomes available. There is an additional fee for private rooms which insurance usually does not cover.

### *Telephones*

Cellular or mobile telephones may be used in clinical areas. If interference with clinical equipment occurs, hospital staff will ask you to discontinue use of the telephone. Cellular phones may also be used in first floor lobbies, meeting rooms, or the cafeteria.

Patients may receive calls between 7:30 A.M. and 9:30 P.M. Your personal phone number is 354, followed by your room number and bed number. For example, if your room is 258 and you are in the first bed, your number would be (419) 354-2581. Phone service for local outgoing calls is free from your room. For local calls, dial 9 and the number you wish to call. Long distance calls may be billed to a calling card, third party, or collect. For long distance calls, dial 9-0, area code, and number. Public telephones are located in the Laboratory/Radiology waiting area, Registration lobby, front lobby, and the 2 North lounge.

Internal hospital calls may be made by dialing the four digit extension number. Some extensions that you may need include:

Administration	8930
Business Office	8920
Discharge Planning	8980
Main Switchboard	8900 or 0
Nursing Administration	8940
Social Worker	8650

### *Meals*

You diet is an important part of your treatment and is prepared according to your physician's instructions. Please mark your menu selections each day for the following day. Should you be away from your room at meal time, a meal will be provided to you upon your return. Be sure to ask your nurse for any special requests; we will try to accommodate those as allowed by any diet restrictions you may have. Meal times include: breakfast 7:30 A.M., lunch 11:30 A.M., dinner 4:30 P.M.

### *Television*

Complimentary television service is available to each patient. A channel guide is posted on each personal television. Head sets are available for the hearing impaired. Please be considerate of others with television volume.

### *Mail and Flowers*

Mail and flower arrangements are delivered daily except Sunday. Flowers are welcome in all areas except the Intensive Care Unit. Mail and flowers received after your discharge will be forwarded to your home.

### *Guild Hospitality Cart*

For your convenience, our volunteers visit weekday afternoons or evenings with a hospitality cart containing reading material, snacks, sundries, and small gift items available for purchase.

### *Newspapers*

The Sentinel Tribune is delivered daily to your room six days a week by our volunteers. The Toledo Blade is available in the Gift Shop. USA Today is available in the Registration area.

### *Language Interpreters*

Please advise your nurse if you need the assistance of a language interpreter.

### *Hearing Impaired*

A TDD special-needs device is available for the hearing and/or speech impaired. Please contact your nurse to obtain this device.

### *Rapid Response Team*

A Rapid Response Team is available to provide intervention for decline in patient condition before an emergency condition occurs. This team, comprised of specially-trained R.N.s and Respiratory Therapists may provide interventions to help prevent further decline of the patient's condition. Of course, your physician will be notified as soon as possible. The Rapid Response Team may be called anytime there is a decline in patient condition and the nurse, licensed caregiver, patient or family believes additional assistance is needed. If needed, you should request that your nurse call this team.

## *Discharge Planning and Social Services*

Any patient at Wood County Hospital may utilize our Discharge Planning or Social Services departments free of charge. These employees are available to put you in touch with any medical or social services you may need after discharge from the hospital. Discharge planners can assist with arrangements for home health care, patient transfers to an extended care facility, and delivery of home health equipment and supplies. Our social worker can arrange help from community agencies and help with referrals for financial assistance. Information and assistance is also available for Advance Directives. To contact Discharge Planning, dial 8980. To contact Social Services, dial 8650.

## *Discharge*

Discharge authorization must come from your attending physician. When you are discharged, please try to make arrangements as soon as possible to allow preparation of your room for arriving patients. At discharge, patients should be transported by wheelchair and escorted by staff to the Registration/Emergency Department exit. It is best to have a family member or friend accompany you home. Please note, should you leave without a Discharge authorization from your attending physician, your insurance company may not pay for the hospital stay.

## *Financial Information*

Arrangements for payment of your hospital bill are made when you register. Most insurance plans cover a portion of your hospital bill. You will be billed for hospital charges not covered by insurance.

As a courtesy, Wood County Hospital will file a claim with your insurance company based upon the information you provide. Many insurance plans require pre-authorization for your hospital stay. It is your responsibility, or your physician's responsibility to receive this authorization prior to your admission.

Any financial concerns, questions, or special needs may be discussed with a financial counselor between the hours of 10 A.M. to 5 P.M. Monday through Friday. Our Financial Counselor may be reached at (419) 354-8972. Any billing questions can be addressed by a Patient Accounts Representative at (419) 354-8920.

Your bill includes charges for all hospital services you received while at Wood County Hospital. It does not include professional fees for your physician, radiologist, anesthesiologist, pathologist, or other specialists. You will receive a separate bill from these individuals for their services.

## **VISITOR INFORMATION**

Your visits are important to the patient; Wood County Hospital encourages visits when appropriate. In general, please try to keep your visit brief & cheerful. One person may serve as a patient advocate, spending more time with the patient, helping the patient to understand diagnosis and treatment plans, and asking questions on behalf of the patient. For visits with children, please contact the nurse for any restrictions.

All visitors must stop at the Information Desk in the front lobby, and you may be asked to identify yourself at the nursing unit.

## Visiting Hours

All visitation is at the discretion of medical and nursing staff. Visiting hours include:

<b>Medical Surgical</b>	1 p.m. to 8 p.m.
<b>Obstetrics</b>	<ul style="list-style-type: none"><li>▶ Spouse or support person: 10 a.m. to 10 p.m.</li><li>▶ Immediate family: 1 p.m. to 8 p.m.</li><li>▶ General: 6:30 p.m. to 8 p.m.</li></ul>
<b>Intensive Care Unit</b>	11 a.m., 2 p.m., 5 p.m., 7:30 p.m. <b>Immediate family only, 30 minutes at a time</b>

## Parking

Parking is free at Wood County Hospital. Convenient parking lots surround the building with numerous spaces marked for the physically challenged. A shuttle bus is available from 7 A.M. to 5 P.M. Monday through Friday for your convenience.

## Infection Control

Visitors are very important to the patient, but we ask that you follow a few guidelines while here at the hospital.

- ▶ Please do not visit if you are ill. Do not bring children to visit if they are ill or have been exposed to contagious disease such as Chicken Pox, Measles, Mumps, or Rubella.
- ▶ Please help us stop the spread of infection by washing your hands or using alcohol hand rub before:
  - ▷ Touching the patient or items in the patient room
  - ▷ After coughing, sneezing or blowing your nose
  - ▷ After using the restroom.
- ▶ Use good cough etiquette. Cover your cough with a tissue, dispose of the tissue directly into a wastebasket, and wash your hands or use alcohol hand rub.
- ▶ Follow any isolation precaution requirements as stated on the door sign. Check with the nurse the first time you enter to learn requirements and find needed supplies.

## Patient Confidentiality

Patient confidentiality is greatly respected at Wood County Hospital. A person designated by the patient will be provided with an access code to be used whenever requesting information about patient condition. If you do not have the access code, please do not question staff about patient condition unless you are authorized to do so by the patient.

### *Surgery Waiting Area*

Volunteers staff the Surgery Waiting Area from 8 A.M. until late afternoon. This area is located on the second floor, adjacent to surgery and is intended for families and friends of patients undergoing surgery. Free coffee, reading material, and television is available for your comfort. A private conference room is used for meeting with the surgeon after the procedure is complete.

### *Cellular or Mobile Telephones*

Cellular or mobile telephones may be used in clinical areas. If interference with clinical equipment occurs, hospital staff will ask you to discontinue use of the telephone. Cellular phones may also be used in first floor lobbies, meeting rooms, or the cafeteria.

Patients may receive calls between 7:30 A.M. and 9:30 P.M. The patient's personal phone number is 354, followed by the room number and bed number. For example, if the room is 258 and the patient is in the first bed, the number would be 354-2581.

Public telephones are located in the Laboratory/ Radiology waiting area, Registration lobby, front lobby, and the 2 North lounge.

### *Food*

Visitors who desire meals while at the hospital are invited to use the cafeteria. Hot entrees are served as follows:

Breakfast	6:30 a.m. to 10 a.m.
Lunch	11 a.m. to 1:30 p.m.
Dinner	5 p.m. to 6:45 p.m.

Snacks and short order are available from 10 A.M. to 11 A.M. and 1:30 P.M. to 3:30 P.M. The cafeteria is closed from 3:30 P.M. to 5 P.M., 6:45 P.M. to 2 A.M., and 4 A.M. to 6 A.M.

Vending machines are located in the Registration Department waiting area and in the hallway adjacent to the cafeteria.

### *Gift Shop*

Our gift shop is located in the main lobby. Gifts, magazines, cards, and sundries are available. Hours are:

Weekdays & Saturdays	10 a.m. to 5 p.m. and 6 p.m. to 8:15 p.m.
Sundays	1 p.m. to 8:15 p.m.

# NOTES