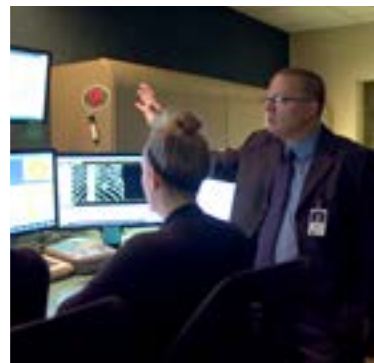




Olean General Hospital
A Kaleida Health Facility



Olean General Hospital **Patient Information Guide**



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.

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.

Accreditations and Recognition

Joint Commission
Stroke Center
Mission Lifeline Silver Plus
Sleep Center



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Nondiscrimination and Accessibility

Discrimination is Against the Law

Olean General Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Olean General Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Olean General Hospital:

- Provides free aids and services to people with disabilities to communicate effectively with us.

Provides free language services to people whose primary language is not English, such as: Live qualified interpreters and video remote interpreters. For more information, view our video interpreter services brochure at <https://www.ogh.org/patients-and-visitors/>.

If you need any of these services, contact the Language Assistant Coordinator at (716) 375-6162.

If you or someone you believe that Olean General Hospital 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: Corporate Compliance Officer / Civil Rights Coordinator, 515 Main Street, Olean, NY 14760. (716) 375-6162, mchieffo@uahs.org, or TTY (716) 859-8633.

The grievance/complaint must be in writing, containing the name and address of the person filing it. The grievance must be submitted to the Corporate Compliance/Civil Rights officer within 60 days of the date the person filing the grievance becomes aware of the alleged discriminatory action. You can file a grievance in person or by mail, fax or email. For additional information on the grievance procedure or help filing a grievance contact the Corporate Compliance Officer / Civil Rights Coordinator.

You can also 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 Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019, 1-800-537-7697 (TDD).

La discriminación es contra la ley

Olean General Hospital cumple con las leyes federales aplicables de derechos civiles y no discrimina por motivos de raza, color, origen nacional, edad, discapacidad, o sexo. Olean General Hospital no excluye la gente o tratar de manera diferente debido a su raza, color, origen nacional, edad, discapacidad, o sexo.

Qìshì shì wéifǎ de

ào lì'ān zǒng yīyuàn fùhé shìyòng de liánbāng mínquán fǎ hé zhōngzú, fūsè, guójí, niánlíng, cánjǐ, huò xìng de jīchǔ shàng bù qìshì. Ào lì'ān zǒng yīyuàn bù páichú rén huò bùtóng de fāngshì duìdài tāmen, yīnwèi zhōngzú, fūsè, guójí, niánlíng, cánjǐ huò xìngbié.

非歧视和可访问性

歧视是违法的

奥利安总医院符合适用的联邦民权法和种族、肤色、国籍、年龄、残疾、或性的基础上不歧视。奥利安总医院不排除人或不同的方式对待他们，因为种族、肤色、国籍、年龄、残疾或性别。

Admissions

What To Bring To The Hospital

- 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 including your health care proxy if you have them

Please Leave At Home:

- Valuables such as jewelry or large amounts of cash. 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 & Parking

FROM BRADFORD, PA AND POINTS SOUTH
Take 219 North to Route 1-86 East to Exit 26 (Route 16). Turn Right onto Route 16 South. Turn Left onto Front Street. Turn Left onto Main Street. Turn Left into main parking lot.

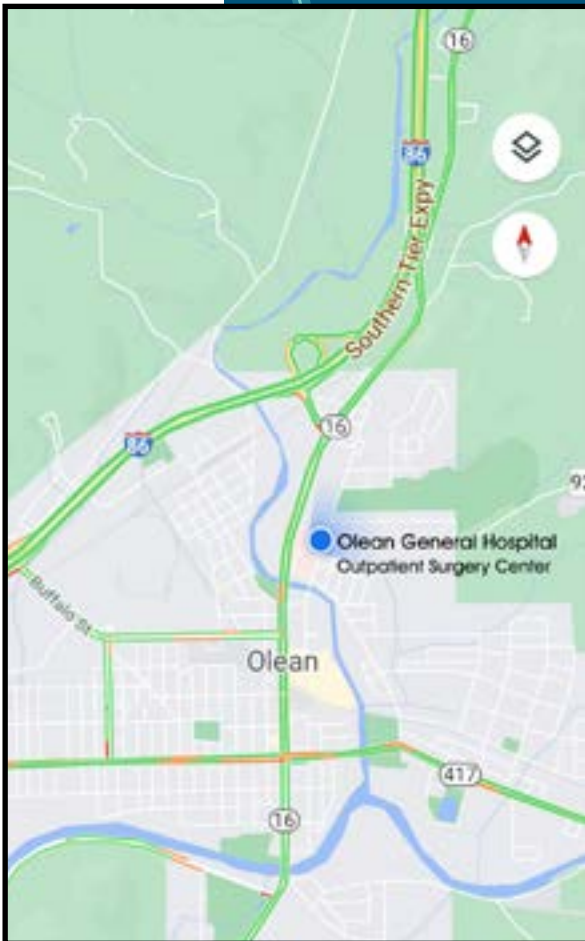
FROM JAMESTOWN AND POINTS WEST
Take Route 1-86 East to Exit 26 (Route 16). Turn Right onto Route 16 South. Turn Left onto Front Street. Turn Left onto Main Street. Turn Left into main parking lot.

FROM ROCHESTER, WELLSVILLE AND POINTS EAST
Follow Route 1-86 West to Exit 26 (Route 16). Turn Right onto Route 16 South. Turn Left onto Front Street. Turn Left onto Main Street. Turn Left into main parking lot.

When you arrive at the hospital, you can pull up to the front entrance on Main Street for an easy drop off. There are wheelchairs available just inside the front door.

We offer free parking at the front entrance of the hospital, near the emergency department, at the Outpatient Surgery Center and across the street from the hospital, off Center Street behind Kwik Fill.

If you need to register, registration is located on the first floor, to your right as you enter the hospital front entrance.



Your Stay With Us

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, please let your patient care team know and they will be happy to assist you.

Your Caretakers

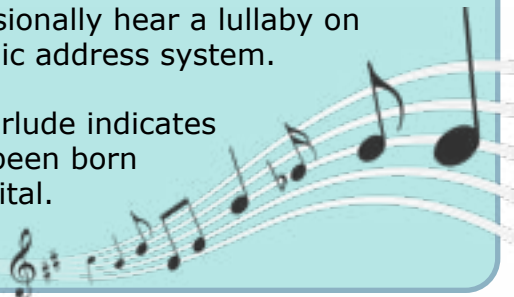
Your primary care physician may use a special doctor, called a **hospitalist**, to oversee and manage your care while you are a hospital patient. Hospitalists work exclusively at the hospital and manage the care of patients. They communicate daily with your primary care physician and ensure that you return to him/her after hospital discharge. Patients in the Intensive Care Unit will be under the care of an intensivist. This is a board certified physician specially trained in critical care who works exclusively in the intensive care unit.

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 care givers 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 Host	Black aprons over white shirts
Laboratory	Cranberry lab coats
Maintenance	Dark blue shirts with dark blue pants
Housekeeping	Dark teal shirts with black pants
Transporters	Green shirts and khaki pants
Rehabilitation therapists	Purple or pink uniforms

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 at our hospital.



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 to the main entrance, and our staff will be sure they get delivered 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

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.

Virtual Family Visits

The nursing department has iPads available to use for visitation with family. A mobile phone app can connect you with your family at home and allow family members to virtually sit in with a physician visit while you are in the hospital. Ask your nurse or pastoral care about using this program.





Meals

Upon admission, the doctor orders the diet based on your medical condition. Once you are able to have solid food, you will be given menu choices usually after your first meal. A hostess from the nutrition department will provide you with your menu choices. If you have any concerns about your meals or diet, please let us know and we will address your concerns. 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.

Guest Tray Program

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

Television/Telephone

Television service is provided free of charge to patients. Local telephone calls, including 800 numbers, are provided free of charge. When calling outside the region, calling cards may be used. Cell phones are permitted in all areas of the hospital, unless otherwise posted.

Patient Education TV

The hospital offers free educational programming to all patients on channels 21 and 22.

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

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 and is managed by the Olean General Hospital Auxiliary.

**Due to circumstances dictated by the pandemic, hours and access may vary.*

The gift shop is now offering online sales for inpatient deliveries.

Those wanting to send a gift shop item such as flowers and other gifts, as well as seasonal items, can visit www.brmc-ogh.org and click on the gift shop icon to order, and your gift will be delivered directly to the patient during their stay in the hospital. The site can also be found at www.OGHGiftShop.givesmart.com or by texting OGHGiftShop to 76278. Deliveries will be made between 11 a.m. and 3 p.m., Monday through Friday.

If you have questions or special requests, you can contact Audrea Sirianni at (716) 375-7377 or asirianni@ogh.org.

Special Services

Interpreter Services

It is vital that patients be able to communicate with their health care team. We are pleased to offer video remote interpreting through iPads wheeled to the bedside and available within minutes, 24 hours a day, seven days a week in all patient care areas. This video service provides medically trained and certified interpreters fluent in more than 175 spoken languages and in sign language for hearing impaired patients and their families. Interpreters translate through a live, web-based video conference. At the push of a button, a healthcare provider is connected to the interpreter within seconds. All interpreters understand that they must keep your information private. If you need a language interpreter, please let our staff know. We recognize that a patient may prefer an interpreter to be there in person. If requested every effort will be made to provide one.



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 request a visit from a chaplain or to arrange for a visit from a representative of your faith, ask your nurse for assistance or dial (0) from your room phone to speak with a switchboard attendant who will contact pastoral care staff for you.

The pastoral care office is open Monday through Friday from 8 a.m. to 4 p.m. and can be reached at (716) 375-6970. The office is located on the second floor, west wing. The meditation room is located on the second floor across from the patient and visitor atrium. The meditation room is designed to provide patients and family members a quiet place for prayer and meditation.

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. 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. 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. This includes vapor smoking devices and e-cigarettes. 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.

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.



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.

Speak Up

Our hospital staff wants to ensure your safety as a patient. We participate in a national effort to encourage patients to voice their concerns and ask questions about their care called Patient Speak Up and we recommend patients follow this safety checklist:

- Ask doctors, nurses and other staff if they have washed their hands when they enter your room. Insist that visitors wash their hands also. Use the alcohol hand sanitizer (wall units) or soap and water. You are an important part of infection prevention so clean your hands as well.
- Before any type of care is provided to you, all hospital staff should check your name and date of birth; if they don't, insist that they do.
- Provide your nurse or doctor with a list of medications you take; include vitamins, supplements, and over the counter medications.
- If any type of catheter is used, ask daily if that catheter can be removed. Catheters can cause infections.
- Insist that blood and other samples taken from your body are labeled in front of you.
- Always request help before you get out of bed, and wear non-skid footwear to prevent falls.
- Keep the nurse call bell, eyeglasses, hearing aids, and other items within reach.
- Talk about your care with doctors and nurses. Be sure to get your questions answered and please SPEAK UP!

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.

Your Visitors

Visitor Guidelines

Guests are welcome to visit during the following hours:

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.

OGH will allow two same visitors for the duration of the patient's stay, as designated by the patient, from 12-6 p.m., daily. Visitors can stay until 9pm. ICU will allow one visitor at a time.

- Please do not come to the hospital if you are ill or suspect you have been exposed to COVID unless to seek care.
- Visitors must remain in the patient's room for the duration of their visit unless otherwise directed by staff.
- Visitors should have identification.
- All visitors must be 18 years of age or older.
- Masks must be worn at all times. Visitors who refuse to comply will be asked to leave.
- Anyone arriving at the hospital will be screened for COVID symptoms including a temperature check prior to entering the hospital.
 - Visitors will be reminded to wash their hands and use alcohol-based hand sanitizer frequently, especially before and after entering a patient's room.
 - **Obstetrics patients** will be allowed two support persons during the stay and one visitor from 12-6 p.m.
 - **Pediatric patients** will be allowed two parents/ caregivers visit during the stay.
 - **Emergency department patients** will be allowed the same one visitor during the triage phase and in the patient room during the ED stay. Pediatric ER patients are allowed two parents during the stay.
 - As required by the state, all visitor contact information will be documented upon entrance to the hospital.

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.

Lodging

There are several hotels and motels in the Olean area. Check with them for discounts for visitors of hospital patients. Proof may be required to receive discounts.

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 - 10 a.m.
- The Cafe' 515 in the lower level of the hospital serves hot entrees during the following meal times: Breakfast, 7 - 10:30 a.m.
- Lunches Monday - Friday 11 a.m. - 1:30 p.m. "Grab & Go" items available between meal times.
- Vending machines are also located on the lower level outside the cafeteria.



Infection Control

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.

Masks must be worn at all times. Visitors who refuse to comply will be asked to leave.

- Visitors should not visit if they are ill.
- Children under the age of 18 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. Please ask the nurse to help you locate the public restrooms.

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.



Your Rights As A Patient

As a patient in a New York state hospital, you have certain rights and protections guaranteed by state and federal laws and regulations. These laws and regulations help ensure the quality and safety of your hospital care. To help you understand your rights, the New York State Department of Health has developed a booklet explaining your rights in detail. This booklet is provided to you at the time of admission.

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.

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.

Patient Advocacy Services

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

For assistance regarding patient rights and responsibilities call (716) 375-6162.

For assistance regarding advance healthcare directives, healthcare proxy and organ donation registry contact any member of your care team.

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 to share any concerns or comments you have about your hospital experience. Please feel free to alert one of your health care team members with any questions, concerns, or issues that arise during your hospital stay.

If you do receive a survey, we hope that you 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 (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.

Outpatient Surgery Center

The Outpatient Surgery Center is 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.

FROM BRADFORD, PA AND POINTS SOUTH
Take 219 North to Route 1-86 East to Exit 26 (Route 16). Turn Right onto Route 16 South. Turn Left onto Front Street. Turn Left onto Main Street. Turn Right onto Genesee Street and parking lot will be immediately on the Right.

FROM JAMESTOWN AND POINTS WEST
Take Route 1-86 East to Exit 26 (Route 16). Turn Right onto Route 16 South. Turn Left onto Front Street. Turn Left onto Main Street. Turn Right onto Genesee Street and parking lot will be immediately on the Right.

FROM ROCHESTER, WELLSVILLE AND POINTS EAST
Follow Route 1-86 West to Exit 26 (Route 16). Turn Right onto Route 16 South. Turn Left onto Front Street. Turn Left onto Main Street. Turn Right onto Genesee Street and parking lot will be immediately on the Right.



Important Phone Numbers

Main Switchboard	(716) 373-2600
Billing Inquiries	(716) 375-7331
Care Managers	(716) 375-6169
Corporate Compliance	(716) 375-6962
Diabetes Education	(716) 375-4127
Discharge Planning	(716) 375-6169
HIPAA Privacy	(716) 375-7017
Infection Control Department	(716) 375-6159
Medical Records	(716) 375-6206
Nutrition / Food Services	(716) 375-6297
New York State Department of Health	1-800-804-5447
Pastoral Care Services	(716) 375-6970
Patient Advocacy	(716) 375-6162
Outpatient Rehabilitation Services	(716) 375-7485
Pre-Registration	(716) 375-6400
TTY for Hearing Impaired	(716) 375-6280
TV/Telephone Services	(716) 375-7555

*When dialing from a patient room,
please dial 4 then the last four digits of the extension



Historical photos of Olean General Hospital throughout its 110 year history.



Olean General Hospital
A Kaleida Health Facility

515 Main Street, Olean, NY • (716) 373-2600 • www.brmc-ogh.org