

HENRY FORD
MACOMB HOSPITAL



Patient
Handbook

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Welcome

Thank you for choosing Henry Ford Macomb Hospital for your health care. Our professional staff will work with your physician to meet your health care needs. Our team approach to patient care is designed to focus on your health in order to meet your goals and return you home as soon as possible.

This booklet is designed to help answer some of the questions you may have about your hospital stay. Good communication is vital to your successful recovery, so please be sure to talk with your doctor or any member of our staff if you have any questions or concerns.



Ensuring a Safe, Superior Hospital Stay

Code Assist

With “Code Assist,” we are encouraging patients and family members to play a more active role in ensuring quality medical care. Code Assist is a process that allows patients or family members to seek additional assistance when they have talked with their nurse or physician and still feel:

- Concerned about their care, condition or response to treatment
- Something is just not right with their health

For a Code Assist, simply dial 44357 from the patient room phone. You will be connected to a hospital operator, who will ask you a few questions. The operator will then immediately contact the appropriate health care professionals, who will quickly respond to your room.

Fire Safety

Fire drills are conducted routinely. If you should hear a fire or disaster signal, please remain in your room. The door of your room will be closed until each area of the hospital is investigated. In case of actual fire, the hospital is constructed of fire-resistant materials and the staff is trained in safety techniques.

Patient Safety and Security

For your safety, we enforce a strict approach to security. All physicians and staff members must wear name badges with a photo identification while working. If someone approaches you without a badge, ask to see his or her identification. If the person fails to produce identification, immediately notify a nurse or staff member. A white coat

or a stethoscope is not a substitute for an ID badge.

Because it serves as your patient identification while you are in the hospital, the wrist band you are given at the start of your stay is very important. Please ask your caregiver to have it replaced immediately if it comes off. You will find that this identification is checked many times while you are in the hospital. You also will be frequently asked your name and birthdate. If any health care worker attempts to administer medications, provide treatment, or take you for additional tests without checking your identity, please remind them to do so and let your nurse know.

Preventing Falls

The unfamiliar environment and various aspects of illness or injury can make people susceptible to falls while they are hospitalized. Your nurse frequently checks to see if you are at risk for a fall. If you are at risk, we have a fall risk program.



Please help us enhance your safety by taking the following steps:

- If you have been in bed for a while, you may become weak. Please call for assistance if you have not been up and about.
- When moving from lying down to standing up, sit on the edge of the bed for a while before standing.
- Move your ankles up and down to get your blood pumping.
- Wait a moment before starting to walk.
- When walking, take your time and use handrails in the bathroom and hallway.
- When the side rails on your bed are up, do not attempt to get out of bed without help.
- Never hesitate to use the nurse call system for assistance in getting up or for any other need. The call system buttons are located at your bedside and in the bathroom.
- Follow your doctor's orders regarding walking and other movements.
- Wear the yellow non-skid slippers or socks that will be provided to you.
- Use any assistive devices such as hearing aids, glasses and canes.
- Families can help prevent injuries by keeping pathways clear and well-lit, assisting with slippers and reminding patients not to use unstable objects such as IV poles, rolling chairs, or bedside tables for support.

Sometimes, it may be necessary to apply personal protective devices such as personal protective devices or lap belts to keep patients safe. Staff members will explain their use to you if they are recommended.

Preventing Infection

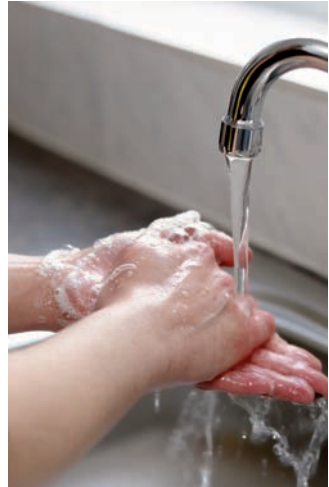
The hospital staff uses many practices proven to prevent infections. Patients and family members can assist us in our efforts.

Hand cleaning is the single most important thing anyone can do to prevent the spread of germs. Our policy requires that each health care provider clean his or her hands before “hands-on” contact with patients. Hand cleaning can be done either with soap and water or by using an alcohol-based hand sanitizer. Speak up to staff members if you did not see them wash or sanitize their hands.

Many germs can be passed by coughing and sneezing. Please be sure to cover your cough or sneeze with a tissue or use the inside of your elbow instead of your hands, clean your hands often, and keep a three-foot distance from others whenever possible (such as in waiting areas).

Surgery or Procedure Preparation

If you need surgery, or a specialized procedure, make sure that you know about the procedure, and that your doctor, your surgeon, and your nurse also know what procedure will be done. We will check many times before your surgery to be sure we are addressing the correct problem or area. These multiple checks are there to make sure that all participants are in agreement – including you. Please ask your doctor or nurse if you have any questions about the surgery/procedure.



Communication is Key to Excellent Care

At Henry Ford Macomb Hospital, we are continuously working to improve our service to patients. An important part of this service is the way you feel you are treated by our staff members, volunteers and physicians.

We routinely mail patient satisfaction surveys to a sampling of former patients. Your input is one of the most valuable tools we have to assess and improve upon our services.

While we appreciate input on these surveys, it is far more important that we hear about any concerns while you are in the hospital. Please do not feel uncomfortable raising these concerns. We are committed to making sure that you receive compassionate, quality care. If there is anything we can do to improve the services we are providing, please talk with our staff. You can either ask to speak with a clinical manager or call our Patient Advocate at (586) 263-2380.

If you have a concern about your care, you may also file a formal grievance directly with the hospital, with the State's Bureau of Health Systems, or The Joint Commission. To contact the state, call (800) 882-6006, or write to the Department of Community Health, Bureau of Health Systems, P.O. Box 30664, Lansing, MI 48909.

To contact The Joint Commission, call (800) 994-6610, or e-mail at complaint@jointcommission.org, or send written communication to The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, ATTN: Office of Quality Monitoring

General Information

Cell Phones and Videotaping

To protect the privacy of our patients, visitors and employees, the use of cell phones for audio/video recording is prohibited unless medically indicated or specific permission from the patient, visitor or employee has been obtained in advance. Those who may intentionally or unintentionally capture video or audio recordings without permission will be asked to delete such recordings from any devices used. Use of cell phones and audio/video recording is restricted in certain areas of the hospital, including the Emergency Department and Surgical Services treatment areas, to help further ensure privacy.

Culinary Wellness

Dining hours for the cafeteria are as follows:

- Breakfast Mon.- Fri., 6:30-10:30 a.m.
- Lite breakfast Sat.-Sun., 9-10:30 a.m.
- Lunch Mon.-Fri., 11 a.m.-2 p.m.
- Lunch/dinner Sat.-Sun., 11 a.m.-6 p.m.
- Lite fare Mon.-Fri., 3-4:30 p.m.
- Dinner Mon.-Fri., 4:30-6:30 p.m.

The cafeteria is closed between 10:30 and 11 a.m. and between 2 and 3 p.m. on weekdays and from 10:30 to 11 a.m. on weekends.

At Your Request...Room Service Dining is offered from 6:30 a.m. to 6:30 p.m. daily. After making a meal selection from the bedside, restaurant-style menu, simply call ext. 44000 to place an order. Made-to-order meals are then delivered to you within the hour. If you need assistance with your meal selection, have a member of the nursing staff contact Food Services. Guest trays for visiting family members and friends are available for a nominal fee. Meals



are ordered the same as patient trays, but must be paid for in advance at the cafeteria.

Family members can call from home to place meal orders for patients and/or themselves. Contact Culinary Wellness at ext. 44000 for a paper menu to take home. A supply of drinks and nutritional items specific to different patient populations is also available on each unit. If you would like something between meals, please ask your nurse.

Discharge Planning

We have many resources available to assist you in making decisions about or arrangements for care once you leave the hospital. Our staff can assist by providing information and arranging:

- home care
- extended care facilities placement
- equipment needs
- social work services

They can be reached by calling (586) 263-2200.

For more information on your discharge, please talk with your nurse or physician.

Education

We are committed to providing you with the information you need to understand your illness or injury, and to lead a healthier life after leaving the hospital. To that end, your nurses and other caregivers have a variety of printed information available. On our interactive patient education TV system, you will find a number of educational videos. Your nurse or other caregiver may encourage you to watch a particular video or videos based on your condition, and of course, you and your family are welcome to view any other videos you think may be helpful in your recovery. You will find a complete TV information and channel guide as an insert to this Patient Handbook.

Gift Shop and Coffee Bar

For your convenience, the Henry Ford Macomb Volunteer Services Department offers a variety of gift items, magazines, flowers and candies at the Seton Gift Shop and an assortment of pastries, coffees and beverages at Brewed for You. The gift shop is open Monday through Friday from 9 a.m. to 8 p.m., and on weekends from noon to 4 p.m. It is located across from the elevators on the first floor. You'll find Brewed for You in the lobby, open weekdays from 7 a.m. to 8 p.m. and weekends from 7 a.m. to 3 p.m. The gift shop can be reached during business hours by dialing ext. 2668.



Mail and Flowers

Mail, flowers and gifts are delivered to your room daily, or forwarded to your home after you leave. Give any outgoing mail to your nurse.

Personal Items

Please do not keep valuables such as jewelry, credit cards or large amounts of cash with you. If you cannot send these items home with family or friends, you may deposit them in the hospital safe. To arrange this service, please call Security at ext. 2445.

We also encourage patients and families to keep track of such personal items as dentures, eyeglasses and hearing aids. Be sure to place these items in a secure spot, rather than on a meal tray or other area in which the item may be mistakenly discarded. Henry Ford Macomb is not responsible for the loss of money, personal items or other valuables.

Pharmacy

Retail pharmacy services are offered for your convenience, Monday through Friday, 8 a.m. to 6 p.m. Upon your request, nurses will fax your prescriptions to the pharmacy and you or a family member can pick them up upon discharge. The pharmacy is located in the Medical Pavilion on



the first floor. Refills can be easily transferred to your neighborhood pharmacy. Most insurances, Visa, MasterCard and checks are accepted.

Smoking Policy

For your safety and the safety of visitors and staff, *no smoking is allowed in the hospital or on Henry Ford Macomb property*. If you need help staying smoke-free during your hospital stay, talk with your physician about available medications that can be prescribed.

Spiritual Care Services

At Henry Ford Macomb Hospital, we are concerned with your spiritual health as well as your physical well-being. Chaplains are available to provide support and counsel patients and family members of all faiths. Clergy of all religions are welcome to visit patients at any time.

Our chapel, located on the first floor down the hallway east of the main lobby, is available 24 hours a day. Please call (586) 263-2330 for more information.

Telephone

There is no charge for local calls made from your room. To make a local call, dial 71 + 1 + area code + the number. For long distance calls, you may use a calling card or dial 77 and wait for the operator. Family members or friends can call you directly. Telecommunication devices for the deaf (TDDs) and Braille phones also are available. Ask your nurse for more information on these devices. If you are having trouble using your phone, call the hospital operator by dialing "0." For your convenience, the hospital offers a wireless environment. We also want to provide all of our patients with a quiet and calming environment. Please remember that healing is in progress, particularly while talking on cell phones.

Television Service

We are pleased to provide you with television services at no charge. In addition to a wide variety of TV programming choices, you can access the interactive patient information system by using your phone to “connect” with your TV. ***You will find a complete TV channel guide and information on how to access the interactive system as an insert to this Patient Handbook.*** We encourage you to view a welcome message by President and CEO Barbara Rossmann, take a brief patient satisfaction survey, find tips on how to become a true partner in your care and more through this TV service.

- **The C.A.R.E. Channel**, which can be viewed on channel 51, is relaxation programming consisting of nature imagery accompanied by original instrumental music. The C.A.R.E. Channel may help reduce stress and pain, mask hospital noise and can be comforting for both patients and families. It is uniquely formatted with distinct day and nighttime selections. The “midnight star field” – which plays from 10 p.m. to 6 a.m. – assists with restfulness and sleep.
- **C.A.R.E. with Guided Imagery**, available on channel 53, also features nature imagery and instrumental music, but adds narration guiding patients to a place of deep relaxation and comfort. In addition to general relaxation narratives, specific topics include pre-procedure and post-procedure, as well as nighttime programs that support restfulness and sleep.

Visiting A Loved One

- Visiting hours are from 10 a.m. to 8 p.m.
- Only two people are permitted to visit at one time. If the patient has a large family, please rotate visitors; family and friends can arrive at different times or wait in

designated waiting areas.

- Children under age 12 may not visit, unless it is in the best interest of the patient and is cleared with the nursing staff first.
- For the safety and privacy of the patient, visitors may be asked to step out of the room or end their visit early at the discretion of the health care team.
- Anyone who is ill or has symptoms of illness is asked to refrain from visiting.

Visiting after 8 p.m.

- At the patient's or family's request, one designated "comfort" person may stay after hours and/or through the night in the patient's room unless there are clinical reasons for restricting visitation.

Exceptions for specialty areas*

- The Intensive Care Unit, the Birthing Center and the Pediatric Unit all have open visiting hours. Children should not visit ICU patients, unless there are special circumstances.
- Exceptions also will be made if a patient is dying, their condition changes dramatically or at the discretion of the clinical staff.

**Further visitor information available in specialty areas.*

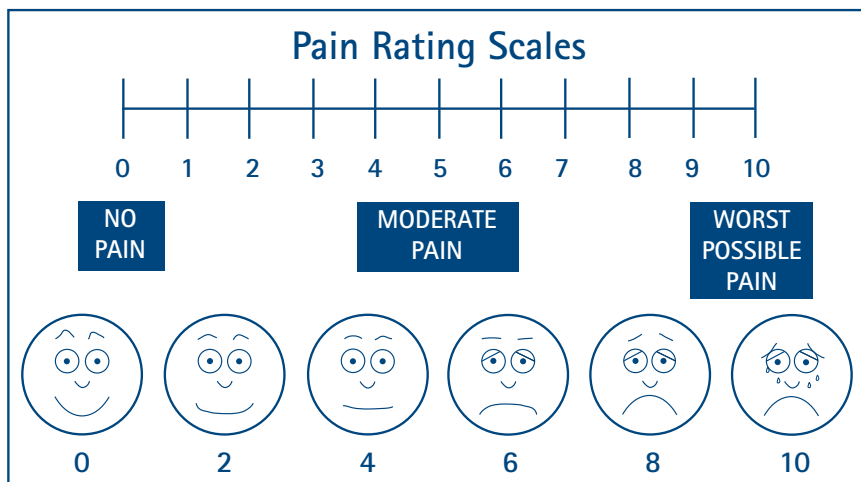
The Importance of Pain Control

Frequently, an illness or injury can create moderate or severe pain. At Henry Ford Macomb Hospital, our physicians and nurses are dedicated to working with patients to help prevent or relieve pain. People used to think that severe pain was something they "just had to put up with." However, with current treatment options, this is no longer true. When your pain is controlled, you can:

- Heal faster.
- Begin walking and doing your breathing exercises, so

you can regain your strength at a faster rate.

- Feel better, sooner.
- Improve your results. People whose pain is well controlled seem to do better and may even avoid problems such as pneumonia and blood clots.



How to Communicate Your Pain

We ask that you assist your doctors, nurses and other staff in measuring your pain. Your caregivers will ask you to rate your pain on a scale of 0 to 10, or, if you prefer, you may choose a “face” on the scale below which best describes your pain.

Designating your pain as a number assists the doctors and nurses in realizing how effectively your treatment is working, or if a change in treatment methods would be beneficial to you. Additional communication tips include:

- Please do not worry about being a “bother.”
- Pain can be a sign of problems.
- The nurses and doctors want and need to know of any pain you are experiencing.
- Do not automatically assume you need less pain medication because your pain is under control.

Patient Rights and Responsibilities

Patients and/or their designated representatives have the right to:

Access to Respectful Care

- Considerate, respectful and compassionate care at all times in a safe setting regardless of age, gender, race, national origin, religion, culture, ethnicity, socioeconomic status, sexual orientation, gender identity or disabilities.
- Receive care in a safe environment free from all forms of abuse, neglect or mistreatment.
- Be free from seclusion or restraints, of any form, that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- Appropriate assessment and management of pain.
- Every consideration of privacy. Case discussion, consultation, examination and treatment should be conducted to protect each patient's privacy.
- Be provided a medical screening examination and stabilizing treatment upon entering an emergency department with an emergency medical condition.
- Receive information about policies, rules, regulations, business relationships and expected conduct.
- To be called by proper name and to be in an environment that maintains dignity and adds to a positive self-image.



- Access protective and advocacy services in cases of abuse or neglect.
- Request an ethics consultation. The ethics consultation is advisory and is intended to provide a forum for the patient, family members, or his/her providers to address any ethical concerns or conflicts related to the patient's treatment.

Involvement in Care Decisions

- To designate and have someone remain with him/her for emotional support during the hospital stay, unless the visitor's presence compromises the patient's or others' rights, safety or health. The patient has the right to deny visitation at any time.
- Have a family member or representative of his/her choice and his/her own physician notified promptly of his/her admission to the hospital.
- Participate in decisions about care, treatment and services provided, including the right to refuse treatment to
- Complete and current information concerning diagnosis, treatment and prognosis, including the right to be informed about unanticipated outcomes of care, treatment and services.



- Communication that the patient can understand. The hospital will provide sign language and foreign language interpreters as needed at no cost. Information given will be appropriate to age, understanding and language. If the patient has vision, speech, hearing and/or other impairments, the patient will receive additional aids to ensure his/her care needs are met.
- Know the identity and professional status of doctors, nurses and all health care team members directing and/or providing care.
- Receive “An Important Message from Medicare” within two days of admission and in advance of discharge (but not more than two days before the discharge), if the patient is a Medicare beneficiary.
- Make decisions about the plan of care prior to and during the course of treatment and to give or withhold informed consent to any proposed intervention.
- Agree or refuse to take part in medical research studies. The patient may withdraw from a study at any time without impacting access to standard care.
- Create an advance directive concerning treatment or designate a surrogate decision maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law and hospital policy. The patient has the right to information about hospital policy



that may limit its ability to implement fully a legally valid advance directive.

- Give or refuse consent for recordings, photographs, films or other images to be produced or used for internal or external purposes other than identification, diagnosis or treatment. The patient has the right to withdraw consent up until a reasonable time before the item is used.
- Be informed when students or persons from outside the organization are involved in his/her care.
- Expect reasonable continuity of care and to be informed by caregivers of available and realistic patient care options when hospital care is no longer appropriate.

Medical Records

- Expect that all communications and records pertaining to his/her care will be treated as confidential.
- Have access to his/her medical records within a reasonable time frame and to have the information interpreted as necessary. A copy of medical records may be obtained for a fee.
- Request an amendment to his/her protected health information if it is believed to be incorrect.
- Receive an accounting of the disclosures of protected health information that are required by public health regulations or legal mandate.
- Request restrictions on certain uses and disclosures of protected health information to carry out treatment, payment or health care operations or to prohibit such disclosure. The hospital will consider the request, but is not required to agree.
- Receive a “Notice of Privacy Practices” that describes how the hospital may use and disclose medical information.
- To agree or object to having his/her name listed in the facility directory, sharing a religious affiliation with a



member of the clergy, discussing his/her medical information with a family member or friend involved in care, or in case of a disaster, having his/her name disclosed to a relief agency so that family can be notified.

- Have his/her name removed from the mailing list if he/she does not wish to receive promotional communications and fundraising requests.

Concerns about Billing

- Know the immediate and long term financial costs of treatment alternatives insofar as they are known.
- Be informed of the hospital's charges for procedures and treatments, available payment methods and administrative mechanisms for resolving disputes, patient concerns, grievances, conflicts and ethical issues.

A patient is responsible for:

- Providing complete and accurate information about his/her health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products and any other matters that pertain to his/her health, including perceived safety risks.

Actively participating in the pain management plan and keeping the doctors and nurses informed of the effectiveness of treatment.

- Treating all hospital staff, other patients and visitors with courtesy and respect; abiding by all hospital rules and safety regulations; and being mindful of noise levels, privacy and number of visitors.
- Keeping appointments, being on time and calling the health provider if he/she cannot keep an appointment.
- Providing the hospital or doctor with a copy of his/her advance directive if he/she has one.
- Asking questions when he/she does not understand information or instructions. If he/she believes that he/she cannot follow through with the treatment plan, he/she is responsible for telling the doctor. The patient is responsible for outcomes if he/she does not follow the care, treatment and service plan.
- Leaving valuables at home and bringing only necessary items for the hospital stay. The hospital is not responsible for any lost or stolen valuables.
- Providing complete and accurate information about his/her sources of payment, including any health insurance coverage, and to pay his/her bills in a timely manner.



- Maintaining an accurate list of all medications that he/she takes and to present it to the health care providers when seeking care.
- Making the proper hospital authorities aware in a timely manner of any problems encountered in their care and treatment.

Your Right to Make Medical Treatment Decisions

As a capable adult, you have the right to request or refuse any medical treatment. Decision-making capacity means you have the ability to understand your medical condition and the medical treatments for it, to weigh the possible benefits and risks of each such treatment and then to decide whether or not you want to accept or refuse treatment.



As long as you have decision-making capacity, you are the only person who can decide what medical treatment you want to accept or reject. You will be given information and advice about the advantages and disadvantages of different kinds of treatment and you can ask questions about your options. But, only you can say “yes” or “no” to any treatment offered. You can say “no” even if the treatment you refuse might keep you alive longer and even if others want you to have it.

If you become unable to make your own decisions about medical care, however, decisions will have to be made for you.

It is suggested that, while you are able, you name someone to make medical treatment decisions for you should you ever be unable to make them for yourself. To be certain that the person you name has the legal right to make those decisions, you must fill out either a Durable Power of Attorney for Health Care or a Patient Advocate Designation form. The person named in the form to make or carry out your decisions about treatment is called a Patient Advocate.

You have the right to give your Patient Advocate, your caregivers and your family and friends written or spoken instructions about what medical treatment you want and do not want to receive.



Ethics Consultation

Henry Ford Macomb Hospital recognizes that complex ethical questions often arise in the health care environment. Our Ethics Committee supports patients, families and caregivers as they work together to find solutions to these difficult problems. If an ethical question arises at any time, anyone involved may request a case consultation. The consultation usually occurs within 24 hours. A request for an Ethics Consultation may be made by paging **(586) 681-1521** or notifying your nurse or physician.

[illegible]

Key Contacts

Main Hospital Number (586) 263-2300

Code Assist 44357 from your room phone

Culinary Wellness (586) 263-2440 or call ext.
44000 from your room phone

Discharge Planning (586) 263-2200

Patient Advocate (586) 263-2380

Pharmacy (586) 263-2677

Patient Billing (586) 466-9800

Physician Referral (800) 532-2411

For detailed information on our services, physicians, and more, please visit our website at www.HenryFordMacomb.com. Our website also includes information about free health education programs and screenings, as well as a comprehensive health library.

Speak Up

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

Pay attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.

Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.

Ask a trusted family member or friend to be your advocate (advisor or supporter).

Know what medicines you take and why you take them.
Medicine errors are the most common health care mistakes.

Use a hospital, clinic, surgery center, or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards.

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



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HenryFordMacomb.com