

McLaren Print System Order

Order No: 58468
 Order Date: 2020-11-18
 User: Chanae Houska
 Phone: 517-975-8598

Ship Location: McLaren Greater Lansing - Surgery Admin #2222 Attn: Chanae
 401 W. Greenlawn
 Lansing, MI 48910

Brochures
 Quantity: 500
 Paragon Dept No: 28580
 Dept Name: SDS
 Company Number: 160

Order Total Price: 104.50

Item Number: MGL-1654
 Item Description: Surgical Procedure Welcome Letter
 Revision Date: 7/2020
 Print:
 Paper:
 Size:
 Fold:
 Finish:
 Drill:
 Misc Info: ds; color; bleed; 32#



Thank you for choosing McLaren Greater Lansing for your surgical procedure. Our goal is to provide you with the highest level of care and service. Please let us know how we can be of any assistance.

Your privacy is important to us.

A private bag is reserved for you before and after your surgical procedure. Registered nurses will ask questions about your health to ensure your safety throughout surgery and anesthesia. Some questions will be repeated by several caregivers. It is the standard of care for each healthcare provider to verify your identity and your procedure before proceeding with any direct patient care.

Prior to surgery you will meet with your anesthesiologist and surgeon to complete your pre-procedure assessment, and answer any questions you or your family may have. Your surgeon will also mark the surgical site with a special marker before going to the operating room.

Your surgery has been scheduled for a specific time and we do our best to make sure this happens. There are times when your procedure can start earlier, and other times when your procedure may be delayed by unforeseen circumstances. Our staff will do their best to keep you and your family aware of these changes.

Visitors - Two visitors are allowed in Same Day Surgery at a time. They may be asked to return to the waiting room during certain procedures. It is important that your visitors stay in the family lounge during your procedure so that the surgical team can update them on your care throughout your stay. If a visitor must leave the lounge area, we ask that they please inform the surgical volunteer of where they are going and an estimated return time.

- Coffee, tea, and fruit are available for visitors.
- The coffee/tea vending machines are on the ground floor of the hospital.
- Visiting hours - General visitation is 11:00 am - 8:00 pm daily.
- Early visitation hours are extended to family members of surgical patients.
- WiFi available.
- Convenient, free parking on both campuses.



DOING WHAT'S BEST.

HOSPITAL NAVIGATION

Restrooms - Many times a urine specimen is needed as part of your surgery preparation. Please check with the nurse before using the restroom.

Family restrooms - There are two restrooms located on either side of the family surgical lounge near the patient entrance. There are also restrooms within the Same Day Surgery department.

Greenlawn campus - Restrooms are located in the hallway outside of the family lounge, to your left. There are also restrooms throughout the Same Day Surgery department.

Mobile phone use - There is a telephome in the surgical family lounge for making local calls. Dial 8, then the phone number. Cellular phones are allowed in the patient care area and lounge.

Continued on back.

Spec Info: