

Welcome to McLaren Oakland Concierge Services

More than you [ever] thought possible



 **McLaren**
OAKLAND

50 N. Perry Street • Pontiac, MI 48342
(248) 338-5000

mclaren.org/oakland

 **McLaren**
OAKLAND

Minimizing your stress

- › Our concierge service can assist patients, relatives and guests who are being admitted to McLaren Oakland hospital with a variety of personal services and needs. Our goal is to relieve some of the stress that can occur when being admitted to the hospital. If there is anything we can do to make your stay more comfortable, please do not hesitate to contact the patient experience representative by calling us at (248) 338-5006. You may also contact us from in-house phones by dialing extension 85006 or visit our desk located in the lobby near the valet entrance.

Your room is ready

- › Upon your arrival to McLaren Oakland a room will be ready for you. Your relatives and guests accompanying you will receive complimentary valet parking. They will be greeted at the valet entrance by one of our patient experience representatives, who are not only the best at what they do, but who go the extra mile to become even better. The patient experience representative will assist in directing your relatives and guests to your location. Based on dietary restrictions, you will receive a meal upon your arrival to your room.

During your stay, our concierge services include:

- › Valet Parking
- › Wheelchair assistance
- › Assistance with hotel accommodations
- › Referrals and directions to local restaurants and businesses
- › Room service provided
- › Guest escort provided to other areas of the hospital
- › Spiritual care services
- › Clerical services (photocopies, fax, phone calls, etc.)
- › Mail services
- › Courtesy meals for guests
- › Daily visits from patient experience representative with direct phone access for patient/family
- › Follow-up appointments set up at time of discharge
- › Daily visits from hospital leadership



We're delighted to serve you

- › At McLaren Oakland, we are committed to patient satisfaction. When you are discharged from the hospital, you will receive a patient satisfaction survey at your home. Please take a few minutes to complete the survey and let us know how we are doing. McLaren Oakland strives to give exceptional care and we would like to reward our staff for the great care they provide. If there is any reason you feel you wouldn't be able to give us the highest rating, please let us now immediately so we can improve your stay with us.

Our concierge services team is committed to excellence and is here to meet your needs.

