

Welcome to McLaren Oakland!

Dear Patient and Family:

I would first like to thank you for choosing McLaren Oakland to care for you during this time of need. We are committed to providing the highest level of quality care and service.

There are a few important things I would like to share with you that will occur consistently throughout your stay with us. As we promote the best patient experience possible, we participate in patient-family centered care techniques to better serve you and your family.

- **Hourly Rounding:** A care team member will check on you about every hour to ask about your comfort and any bathroom needs you may have.
- **Nurse Leader Rounding:** A Nurse Leader will visit with you during your stay to assess the care you have been receiving and also ask you about care team members you would like to recognize for going above and beyond.
- **Bedside Shift Report:** Between 7:00-7:30 am and 7:00-7:30 pm, our clinical staff change shifts and safely handover your care to their teammate. The nurses will come to your bedside while giving report on your condition and plan of care. We encourage you to be an active participant in Bedside Shift Report!
- **Communication:** It's important that you understand everything that your health care team members are telling you. Please do not hesitate to ask any member of your health care team if we can provide additional information.

We are so sorry you are not feeling well and we want to assure you that we are going to take excellent care of you.

Wishing you the best of health,



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