



OAKLAND

Welcome to McLaren Oakland!

We understand that being in the hospital is a difficult time and we want to provide you with a comforting, caring and compassionate environment. Our team of highly skilled professionals will not only provide superb clinical quality and safety, but we will partner with you to support you in your time of need to create the best patient experience possible.

If we can be of service to you and your family in any way, please do not hesitate to reach out. We are your partner in this journey and want to meet your needs and exceed your expectations. The Patient Experience Department can supply you with comfort items, assist with travel and hotel accommodations for friends and family, connect you with team members who are experts in their field and support you with any care related concerns or questions during your stay.

Your feedback is of the utmost value to us as an organization. Patients who are discharged home will receive a survey in the mail about their experience at McLaren Oakland. We sincerely hope that you will take the time to complete the survey and return it in the mail. If for any reason, you are dissatisfied with your care, please contact us right away so we can resolve your concerns before you leave the hospital. You are important to us and we thank you for choosing McLaren Oakland!

Wishing you the best of health,

Jessica Mathiak, RN, MSA
Manager of Patient Experience
Phone: (248) 338-5842
Hotline: (248) 338-5006
jessica.mathiak@mcclaren.org



50 North Perry Street | Pontiac, MI 48342
tel (248) 338-5000

mcclaren.org/oakland



We understand that being in the hospital is definitely not as comfortable as being in your own home.

However, McLaren Oakland does have a few comfort items to help you during your stay. These include:

- Books and Bibles
- Crossword puzzles, word searches, Sudoku and coloring books
- Puzzles, cards, checkers and chess
- Hair ties and combs
- Reading glasses
- Ear plugs
- Sleep masks
- Lip balm

If you would like any of these items please ask a member of your care team for assistance.



OAKLAND

50 North Perry Street | Pontiac, MI 48342

tel (248) 338-5000

mclaren.org/oakland