

## Valuables

Patients should leave valuables at home, or send them home with a member of the family upon admission. If that is not possible, valuables and money concerns should be addressed with administration. If you have misplaced or lost anything during your stay, please notify the nurses or another member of the staff.

**The hospital does not assume responsibility for personal valuables or possessions.**

## Notary Public

The services of a Notary Public are available upon request. Please call ext. 76810, Monday through Friday from 8:00 a.m.-4:30 p.m., to request a Notary Public.

## McLaren Bay Medical Foundation

Without the charitable gifts of patients and friends, many of the services in McLaren Bay Region could not be offered. Your contributions can be directed to McLaren Bay Special Care fund, and it will enable us to continue providing excellent medical care and services. The beautiful gazebo and gardens have come from generous gifts from patients, families, and friends of McLaren Bay Special Care. The Foundation Board is comprised of community volunteers representing a broad spectrum of interests. These individuals donate their time and talents in order to help McLaren Bay Region and McLaren Bay Special Care continue its mission of providing quality health care for our service area. There are many giving opportunities, which can benefit you financially as well as support health care for your community. If you would like to discuss a gift to McLaren Bay Special Care with the Foundation, please call ext. 54728.

## COMMUNITY PROGRAMS

- **Educational and Support Programs:** McLaren Bay Region plans and coordinates health education for the community. Your physician or nurse may recommend that you read some materials or attend one of the programs. Call Marketing and Business Development at ext. 43936 for further information.
- **Cardiac Rehabilitation:** Patients who have experienced heart problems can benefit from cardiac rehabilitation programs, which cover the anatomy of a heart attack, exercise, proper nutrition, medications, and stress management. For further information, call ext. 76641.
- **Outpatient Diabetic Education:** Nurses, dietitians, and pharmacists present information about testing procedures, exercise, menu planning, medication, and other topics relevant to the management of diabetes. Call ext. 49528 for further information.

## DEFINITIONS

**Defibrillation/Cardioversion:** stopping an abnormal rhythm of the heart by using an electric device that applies shocks to the heart through electrodes placed on the chest.

**Closed Chest Massage:** compressing the heart by pressing on the chest after the heart has stopped. This forces blood out of the heart and when pressure is removed, allows the heart to fill as if the heart was beating.

**Endotracheal Intubation:** placement of a tube into the trachea or windpipe of the lungs through the mouth or nose to provide an open airway for breathing. While the endotracheal tube is in place, the patient will be unable to speak.

**Mechanical Ventilation:** commonly referred to as a "life support machine". Placement on a mechanical device, or ventilator, and/or respirator for artificial breathing through an endotracheal tube.

**Intravenous Cardiovascular Support:** the administration of potent medications through a needle placed in a vein which affect

the heart and body systems and can affect your blood pressure.

**Dialysis – Hemodialysis or Peritoneal:** a process used to cleanse the body of excess fluid and impurities when the kidneys cannot perform this function adequately.

**Hemodialysis:** a catheter is placed into a vein and blood is filtered through a machine, which removes toxic materials and then returns the blood to the body. This process is usually repeated three times a week for two to four hours per day. Hemodialysis can be done on a short or long term basis. Peritoneal Dialysis – fluid is infused into the abdominal cavity through a catheter and allowed to remain there for one to two hours. The impurities are absorbed by the fluid, and it is then removed. The procedure may be repeated as often as necessary.

**Blood Transfusion:** administration of donor blood or blood products through an intravenous needle. Blood products undergo thorough quality testing prior to administration.

**Parenteral Feeding:** providing nutrition temporarily through a needle placed in a vein for a patient who is unable to take food by mouth.

**Enteral Feeding:** providing nutrition through a tube placed in the stomach. Two types of tubes may be used. A Nasogastric (NG) tube is placed in the stomach through the nose or mouth. A gastrostomy tube is placed through the abdomen into the stomach and requires a surgical procedure.

**Hydration:** providing water, either through a needle placed in a vein, or through a tube placed in the stomach. (Note: Arrangements may be made with your physician to administer any of these treatments for a predetermined limited period of time. These treatments may then be discontinued if they are unable to achieve the desired goal of treatment, or, if you judge them to be more burdensome than beneficial.)

**Comfort Measures Only:** patient will receive oral feeding and nutrition, pain medication and measures to promote comfort. Only treatments and tests that enhance the comfort of the patient will be done.

**Advance Directive:** a written document in which a competent individual gives instructions about his/her health care, that will be implemented at some future time should that person lack the ability to make decisions for himself/herself. In Michigan, the Advance Directive provides evidence of your wishes.

**Durable Power of Attorney for Health Care:** In Michigan, the document used to name a person to act on your behalf to make medical treatment and related personal care and custody decisions when you are not able to make those decisions. In Michigan, the Durable Power of Attorney for Health Care is the only legally binding document for you to name a person to act on your behalf for medical treatment and related personal care and custody decisions when you are not able to make those decisions.

**Patient Advocate:** the title of the person you name in your Durable Power of Attorney for Health Care to act on your behalf for medical treatment and related personal care and custody decisions when you are not able to make those decisions.

**Living Will:** a document used in other states. A Living Will is the document used to name a person to act on your behalf to make medical treatment and related personal care and custody decisions when you are not able to make those decisions. In Michigan, a Living Will is not legally binding. A Living Will does provide evidence of your wishes.



## McLaren Bay Special Care Mission Statement

McLaren Bay Special Care (MBSC) exists to provide quality holistic care to patients and their loved ones. In addition, within our resources, we will provide the employees and physicians with the most advanced technology and education.

## McLaren Bay Special Care Vision

McLaren Bay Special Care is the leading long-term care hospital in mid-Michigan. It offers comprehensive, high-quality specialty care to patients with complex conditions who need extended acute care hospitalization.

## McLaren Bay Special Care Values

The Values that govern all who are associated with McLaren Bay Special Care in carrying out its Mission:

- Each human being is unique, is to be valued, and will be treated with dignity and respect.
- We are committed to excellence in patient care and our relationships with others.
- We strive for innovation and continuous improvement.
- We will meet the special needs of the chronically ill patient who has acute care needs.

Dear Patient:

At McLaren Bay Special Care, we will do everything within our resources to make your stay a healing experience. Our efforts are directed toward making you as comfortable as possible. This brochure, A Guide for Patients and Families, contains most of what you will need to know about our services and procedures; however, if you have additional questions about your care, it is important that you ask. We want to keep you well informed about your treatment.

McLaren Bay Special Care President  
and Administration Team

## Important MBSC Phone Numbers

Nurses Station.....	76810
Patient Advocate.....	76853
Nurse Manager.....	76803
Case Management.....	76828
Pharmacy .....	76825
Administration.....	76802
TDD for hearing impaired.....	1-800-855-1155

## A GUIDE FOR PATIENTS AND FAMILIES

McLaren Bay Special Care is designed for patients who need specialized acute hospitalization. There are special criteria for admission and patients are pre-screened by RN Admission Case Managers. McLaren Bay Special Care patients may be experiencing chronic disease, which requires specialized nursing and rehabilitative care. McLaren Bay Special Care is not a nursing home or an extended care facility. It is a separate, licensed, not-for-profit *hospital*, affiliated with McLaren Bay Region.

McLaren Bay Special Care is required by law to make its services available to all people in the community, and is not allowed to discriminate against a patient because of race, creed, color, or national origin. Pre-authorization is required by many insurers including Medicare Advantage Programs.

McLaren Bay Special Care does *not* provide emergency services.

**Translator/Interpreter Services:** If you require the services of a translator, please inform the admitting office or your nurse. Interpreters are available for Spanish, American Sign Language, and many other languages.

**Servicio de Traductores e Interpretes:** Si Ud. necesita los servicios de un traductor, favor de informarlo a la oficina de admisiones. Hay disponible interpretes de espanol, lenguaje por senas y de otros muchos idiomas.

## Admission

Admission to McLaren Bay Special Care may be by transfer or referral from another hospital, nursing home, or another setting. Nurse Case Managers may help determine whether care needs and expected length of stay are appropriate for the patient to be admitted to McLaren Bay Special Care. **If any questions or concerns arise during the admitting process, please ask. Admitting personnel will answer your questions and address your concerns courteously and completely.**

## Advocate for Patients/Families

Questions or concerns about your treatment or billing may arise during or after your stay. To help answer your concerns quickly, please contact the Advocate for Patients/Families at 667-6853 or Case Management at 667-6828.

## Advance Medical Directives

Competent persons who are at least 18 years of age can establish a Power of Attorney for Health Care. This is a legal document allowing you to appoint an individual (Patient Advocate) who will have the legal right to make health care, custody, and medical treatment decisions on your behalf if you are unable to make such decisions on your own. Decisions made by your Patient Advocate will be honored so long as your attending physician deems any decision made by your Patient Advocate as medically appropriate. You can revoke a Patient Advocate appointment at any time, and your Patient Advocate cannot make any decision to withhold or withdraw medical treatment which would result in your death unless you have expressed, in a clear and convincing manner, that your Patient Advocate has authority to make such a decision. You are not required to have a Medical Power of Attorney or any other form of advance medical directive as a condition of providing medical treatment. For further information, contact Case Management Services at 667-6828.

### Patient Treatment Options Form

On admission, the patient and/or family will be asked questions regarding their treatment options in the event they experience life threatening cardiac or respiratory arrest. The purpose is to clearly define the treatment choices made by the patient who is competent to make medical decisions or his advocate when indicated. This form is not designed as a list of decisions for the care that is being delivered upon admission. It is for the untoward event that may occur during admission. Please direct any questions to your physician, nurse, case manager(s).

### Patients of McLaren Bay Special Care have the following rights and responsibilities:

1. A patient will not be denied appropriate care on the basis of race, creed, religion, color, national origin, sex, age, handicap, marital status, sexual preferences, or source of payment.
2. The right to participate in the development and implementation of his or her plan of care.
3. Patient or his or her representative (as allowed under State law) has the right to make informed decisions regarding his or her care. The patient's rights include being informed of his or her health status, being involved in care planning and treatment, and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary to inappropriate.
4. The right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
5. The right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.
6. The right to personal privacy.
7. The right to receive care in a safe setting.
8. The right to be free from all forms of abuse or harassment.
9. The right to the confidentiality of his or her clinical records.
10. The right to access information contained in his or her clinical records within a reasonable time frame. The hospital must not frustrate the legitimate efforts of individuals to gain access to their own medical records and must actively seek to meet these requests as quickly as its record keeping system permits.
- 11.1The right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
12. The right to be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising his/her access to services.
13. The right to know the professional status of any person providing his/her care/services.
14. The right to know the reasons for any proposed change in the Professional Staff responsible for his/her care.
15. The right to know the reasons for his/her transfer either within or outside the hospital.
16. The right to know the relationship(s) of the hospital to other persons or organizations participating in the provision of his/her care.
17. The right to access to the cost, itemized when possible, of services rendered within a reasonable period of time.
18. The right to be informed of the source of the hospital's reimbursement for his/her services, and of any limitations which may be placed upon his/her care.
19. To be informed of the right to have his/her pain treated as effectively as possible.
20. A patient is entitled to associate and have private communications and consultations with his or her physician,

attorney, or any other person of his or her choice and to send and receive personal mail unopened on the same day it is received at the facility, unless medically contraindicated as documented by the attending physician in the medical record. A patient's civil and religious liberties, including the right to independent personal decisions and the right to knowledge of available choices, shall not be infringed, and the facility shall encourage and assist in the fullest possible exercise of these rights. A patient may meet with and participate in the activities of social, religious, and community groups at his or her discretion, unless medically contraindicated as documented by the attending physician in the medical record.

21. Each patient has a right to be informed of his or her visitation rights, including any clinical restriction or limitation on such rights. A patient may receive calls and visitors including spouse, domestic partner, family members, and friends. A patient may withdraw or deny consent to calls and visitors at any time. McLaren Bay Special Care does not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. All visitors shall enjoy full and equal visitation privileges consistent with patient preferences.
22. A patient's family has the right of informed consent of donation of organs and tissues.

### Patients of McLaren Bay Special Care have the following responsibilities:

1. You are responsible for following the health facility rules and regulations affecting patient care and conduct.
2. You are responsible for providing a complete and accurate medical history.
3. You are responsible for informing health care providers if you have a "Durable Power of Attorney for Health Care" and if a "Patient Advocate" has been appointed.
4. You are responsible for making it known whether you clearly comprehend a contemplated course of action and the things you are expected to do.
5. You are responsible for following the recommendations and advice prescribed in a course of treatment by the physician. You are responsible for the outcomes if you do not follow the care, service, or treatment plan.
6. You are responsible for providing information about unexpected complications that arise in an expected course of treatment, and report any perceived risk in your care.
7. You are responsible for being considerate of the rights of other patients and health facility personnel and property.
8. You are responsible for providing the health facility with accurate and timely information concerning your sources of payment and ability to meet financial obligations.

### If you feel that any of your rights as a patient have been denied, contact:

**McLAREN BAY SPECIAL CARE PATIENT ADVOCATE**  
(989) 667-6853

**MICHIGAN DEPARTMENT OF COMMUNITY HEALTH,  
BUREAU OF HEALTH SYSTEMS, DIVISION OF  
OPERATIONS, COMPLAINT INVESTIGATION UNIT**  
P.O. Box 30664, Lansing, MI 48909 or phone 1-800-882-6006

### THE JOINT COMMISSION

at [www.jointcommission.org](http://www.jointcommission.org) and click on "Report a Safety Concern", or by writing to: The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181

### QIO

Livanta LLC QIO  
10830 Guilford, Suite 312, Annapolis Junction, MD 20701

### Hospital Staff

Many hospital procedures may be new and unfamiliar. Everyone involved with patient care is dedicated to making patients as comfortable as possible, while providing the most appropriate level of care. Keeping as informed as possible, will help patients and families be actively involved in treatment and recovery.

A Patient Focused Care Philosophy means that patients may be treated by several different nursing personnel; including nursing assistant/clerks, registered nurses, and registered nurse clinicians or specialists. McLaren Bay Special Care is privileged to have available nurse specialists and wound management.

Other clinical personnel include pharmacists, physical, occupational, and speech therapists, dietitians, diagnostic technologists, etc. These specialists will be happy to answer questions about any aspect of patient care.

Contracts with specialty disciplines, such as dialysis technicians and such services are individualized needs of our patients.

### Medical Staff

McLaren Bay Special Care Medical Staff consists of physicians in many different specialty areas. Active physician recruitment programs and continuing education keep the medical staff at the forefront of the profession.

### Medical Staff Specialty Areas

Cardiology, Nephrology, Family Practice, Oncology, Gastroenterology, Pathology, General Surgery, Physiatry, Gerontology, Psychiatry, Hematology, Pulmonology, Infectious Diseases, Radiology, Internal Medicine, Thoracic Surgery, Neurology, Urology, Neurosurgery, Vascular Surgery.

### The Hospital Bed

Hospital beds are generally higher and possibly narrower than beds at home. Each hospital bed is equipped with a call button, which patients may press when they wish to speak with the nursing team. Patients should not attempt to get into or out of bed without assistance unless the nurse or physician has given permission. Patients may lose their balance, particularly if they are medicated or sedated in any way. For safety, patients should wear non-skid slippers when not in bed. After the lights are out, patients should not leave their beds without assistance.

### Exercise

Some patients may be encouraged to walk as part of their recovery. If your physician has given permission, feel free to walk to the bathroom or down the halls of your unit. **If you have permission to leave the nursing unit, please inform the nursing staff before doing so.**

### Safety

For safety reasons, electrical items from home, such as televisions, radios, tape recorders, and hair dryers are not permitted. In compliance with federal, state, and local ordinances, periodic fire and disaster drills are conducted by members of our staff. Please remain in the room during such drills and do not become alarmed when they occur. The hospital is fire resistant and our staff is trained in fire protection.

Our philosophy is to provide a safe environment that protects your health and safety and preserves your dignity, rights, and wellbeing. Caring for patients is a team effort and family members are an important part of that team. We encourage families to ask questions and help us meet the patients' needs in order to promote rapid recovery and a quick return home.

### Medicines

Patients are provided medications by their physicians and are dispensed by the pharmacy for safety and efficiency. Medications are provided according to the approved formulary and may include alternative brand and/or generic formulations. Occasionally, patients may request to use their own brand name medications. If the physician agrees to this, they would then write an order in the medical record for them to use their own medication from home. If you have questions regarding your medication, please ask your physician or nurse, or call the pharmacy at ext. 76825.

### Diet

Proper nutrition is very important to recovery and overall health. Please contact a member of the dietary staff at ext. 76720 if you have questions or concerns about nutritional needs. Many patients will be on special diets, or may be receiving nutrients in the form of intravenous or other types of feeding. Patients may be visited by a registered dietitian who will plan an appropriate diet, provide information about proper nutrition, and who may encourage patients to take an active part in their own nutritional planning. Dietary employees are assigned to each patient to assist with menu planning and food delivery.

### Finances

Financial counselors are available to assist with concerns or questions about financial obligations to McLaren Bay Special Care. You can be directed to a credit counselor by dialing ext. 46515.

### Discharge

The Case Management Department will work closely with physicians, nurses, patients, and family members to determine the most appropriate time and conditions for discharge from the hospital. Please direct any questions about discharge from the hospital to the nurses or your physician. The Case Managers can provide you with a list of available home health care agencies in the area.

### TV and Telephone

Telephone and television service is provided, at no charge, in each room for patient convenience. Long distance phone calls must be charged to a credit card number, your home phone number, or made collect. Telephone Devices for the Deaf (TDD), listening aids for the hearing impaired, and closed-caption television are available by calling the hospital operator. McLaren Bay Special Care will utilize the Michigan Relay Center 1-800-649-3777.

### Mail and Flowers

Mail and flowers are delivered directly to your room. Mail received after discharge will be forwarded to your home address.

### Visiting

Occasionally visitors may be limited to two visitors per room. Patients may not always rest comfortably with visitors in the room. Special consideration is made for terminally ill patients. Visiting hours at McLaren Bay Special Care are between 1:00 p.m.-8:00 p.m., but are flexible based on patient/family. If you have questions about visiting restrictions or available services for family and friends, please ask the nurses.

### Smoking

Smoking is prohibited within McLaren Bay Special Care and all other McLaren Properties. This is a non-smoking campus and patients and visitors should refrain from smoking. Your physician may order smoking cessation devices for you upon request to assist you.