

### Spiritual Care Services

Request a visit from a Spiritual Care volunteer by leaving a message at ext. 85350. The hospital chapel is located on the second floor, left of the elevators, and is open 24 hours. Religious material is available upon request.

### Customer Satisfaction is a priority at McLaren Oakland

Shortly after discharge, you may be called regarding a patient satisfaction phone survey asking about your stay. We appreciate the feedback that you provide on this survey. Our goal is to provide you with an exemplary and quality care experience.

If you have any immediate concerns, please contact the unit manager:

Nurse Manager at (248) 338-5525

- (248) 338-5124 (ICU)
- (248) 338-5167 (Step-down)

Or call the McLaren Oakland Customer Satisfaction Department at (248) 338-5314.

You may email a greeting card to a patient by visiting our website at [mclaren.org/oakland](http://mclaren.org/oakland), under the Patients & Visitors tab.

## CRITICAL CARE COMPLEX PATIENT PHONE NUMBER:

(248) 338 - \_\_\_\_\_



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

[mclaren.org/oakland](http://mclaren.org/oakland)

## Critical Care Complex

*McLaren Oakland*



# Our Mission and Values

For over 50 years, McLaren Oakland has been providing families in Oakland County with primary and specialty health care services guided by the principles of Osteopathic Medicine. McLaren Oakland aspires to enhance the quality of life and health of the people we serve.

## Osteopathic Philosophy

Osteopathic Medicine reflects a “whole person” approach to health care. The physician’s primary role is to assist the body’s natural ability to heal itself and to prevent disease and injury.

## Unit Overview

The Intensive Care Unit (ICU) is located on 9-East of the hospital. It is a ten bed unit with private rooms. Customarily at McLaren Oakland, one nurse cares for every two patients in the ICU. The Intermediate ICU on 9-West is a 16-bed unit with semi-private rooms. One nurse regularly cares for four patients in the Intermediate ICU.

## The Care Team

The care team includes attending physicians, residents, interns, registered nurses, patient care associates (PCAs), ward clerks, respiratory therapists, case managers, social workers, dieticians and other medical professionals.



## Physician Communication

The care team sees most patients in the morning. If you need help contacting a doctor, please notify the registered nurse working with your family. It is helpful to appoint one individual who will act as the spokesperson between the family and the care team. A patient care conference may be scheduled with the care team to talk about any questions or issues.

## Advance Directives

An advance directive is used to tell your doctor what kind of medical care you want if you are too sick to talk or make decisions. The advance directive written by the patient before he or she entered the hospital should be presented with each admission. If a patient has not written down their specific wishes, the care team will work with the family so that they receive the kind of care they would have wanted, and what is in their best interest. Please pass this information along to the nurse or doctor.

## Patient Privacy

All patients have the right to privacy concerning their health. Information about the patient’s medical condition will be given only to the immediate family members and only with the patient’s specific

permission. Friends will not be given information due to federal and state confidentiality laws. One spokesperson will be assigned a password to receive information over the phone.

## Unit Routine

The staff on both units work a 12-hour shift to take care of your loved one. Shift change for the nursing staff occurs between 7-7:30 a.m. and again between 7-7:30 p.m. We request that you refrain from calling and visiting during these times. Each day varies with tests, procedures or surgeries.

## Critical Care Visiting Information

Guests may visit between 11 a.m. and 8 p.m. These hours have been specifically structured to allow periods of rest and care. However, exceptions outside of normal visiting times can be arranged. Please contact the Nurse Manager Critical Care Complex at (248) 338-5525.

It is recommended that critical care visitors limit visitation to 15-minute increments. Children under the age of 12 are not permitted to visit critical care.

