



A GUIDE FOR PATIENTS AND FAMILIES



3250 E. Midland Road, Bay City, Michigan 48706

B-96 (07.23)



DOING WHAT'S BEST.®



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.

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.

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.

Jeff Robinson
President/CEO
McLaren Bay Special Care



IMPORTANT MBSC PHONE NUMBERS

Nurses Station.....	76810
Patient Advocate/Health Information Manager	76853
Nurse Manager.....	76803
Case Management.....	76828
Pharmacy	76825
President.....	76808
TDD for hearing impaired.....	1-800-855-1155



TV CHANNEL LISTING

- 3 CBS-WNEM
- 4 NBC-WEYI
- 5 CW-WBSF
- 6 ABC-WJRT
- 7 FOX-WSMH
- 8 PBS-WDCQ
- 9 MyTV-WNEM
- 10 THE WEATHER CHANNEL
- 11 NEWS NATION
- 12 ESPN
- 13 ESPN2
- 14 BALLY REPLAY
- 15 BIG TEN NETWORK
- 16 FOX SPORTS DETROIT
- 17 FOX SPORTS-1
- 18 GOLF
- 19 MAJOR LEAGUE BASEBALL
- 20 NBC-SPORT
- 21 FOX-NEWS
- 22 CNN

- 23 HLN
- 24 CNBC
- 25 MSNBC
- 26 TNT
- 27 TBS
- 28 FX
- 29 USA
- 30 A&E
- 31 AMC
- 32 BRAVO
- 33 OXYGEN
- 34 TLC
- 35 PARAMOUNT NETWORK
- 36 SYFY
- 37 FOOD
- 38 HISTORY
- 39 LIFETIME
- 40 HALLMARK
- 41 HGTV
- 42 GAME SHOW

- 43 TCM
- 44 TV LAND
- 45 FREE FORM
- 46 TRAVEL
- 47 TRUTV
- 48 COMEDY
- 49 E!
- 50 DISNEY
- 51 NICK
- 52 CARTOON
- 53 ANIMAL PLANET
- 54 DISCOVERY
- 55 MTV
- 56 VH-1
- 57 CMT
- 58 BET
- 59 ION
- 60 NATIONAL GEOGRAPHIC
- 61 INVEST DISCOVERY
- 62 UNIVISION



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.

PATIENT RIGHTS AND RESPONSIBILITIES

McLaren employees and medical staff strive to provide comprehensive, quality health care in a spirit of personal caring, safety and concern. McLaren has the responsibility to provide adequate and appropriate care, to respect patients' rights, and to recognize a patient's responsibilities. In an effort to accomplish this goal, the following rights and responsibilities have been developed.

McLaren recognizes the right of the patient to exercise his/her rights while receiving care or treatment in the hospital without coercion, discrimination, or retaliation. A patient has the right to have a surrogate (a parent, guardian, next of kin, or legally authorized representative) exercise his/her rights when the patient is incapable of doing so, without coercion, discrimination, or retaliation.

THE RIGHT TO ACCESS CARE

- A patient will not be denied care on the basis of age, race, ethnicity, creed, color, ethnicity-national origin, religion, culture, language, sex, sexual orientation, gender identity or expression, physical or mental disability, HIV status, marital status, socioeconomic status, education, or source of payment. The patient has a right to receive a reasonable response to requests and needs for treatment or service.

THE RIGHT TO MAKE DECISIONS INVOLVING YOUR CARE

- The patient or surrogate decision maker has the right to participate in the development and implementation of his or her plan of care and actively participate in decisions regarding his or her medical care. To the extent permitted

by law (determined by applicable State and Federal law), this includes the right to request and/or refuse treatment.

- Before a procedure or treatment is carried out, a patient has the right to receive as much information about any proposed treatment or procedure as needed to give informed consent or to refuse a course of treatment except in emergencies.
- A patient has the right to access protective and advocacy services, including financial counseling, or have these services accessed on the patient's behalf.
- A patient has the right to leave the hospital even against the advice of his/her physician, unless on an involuntary status.
- A patient has the right to have an appropriate assessment and management of pain.

NOTE: McLaren will take reasonable steps to determine the patient's wishes concerning designation of a representative to exercise the patient's right to participate in the development and implementation of the patient's plan of care and make informed decisions regarding his or her care. Unless prohibited by applicable State law.

THE RIGHT TO INFORMATION

- A patient has the right to receive information from the physician about his or her illness, course of treatment, outcomes of care (including

unanticipated outcomes), and his or her prospects for recovery.

- A patient has the right to receive information in a manner that can be understood. Language interpreting and translation services will be provided to meet the patient's needs.
- A patient is entitled to information about the hospital's rules and regulations that affect patient care and conduct.
- A patient has the right to be informed of the relationships between McLaren and other persons and organizations that may be participating in the provision of his or her care (such as home-care agencies).
- An individual who is or has been a patient is entitled to inspect, or receive for a reasonable fee, a copy of his or her medical record upon request within a reasonable time frame.
- A patient has a right to resolve potential, or actual, issues arising in supporting patient's rights, either by filing a complaint/ grievance or by advisory consultation from the Hospital's Ethics Committee
- The patient's family has the right of informed consent for donation of organs and tissues.

THE RIGHT TO COMMUNICATION

- A patient has a right to know the professional status of any person responsible for, as well as those providing for his or her care, treatment and services.
- A patient has a right to know the reasons for any proposed change with the Professional staff responsible for his/her care.
- A patient has the right to be advised of the hospital grievance process, should he or she wish to communicate a concern regarding the quality of care he or she receives or if he or she feels determined discharge date is premature.
- A patient has the right to have his or her physician and family member or representative of his or her choice notified promptly of his or her admission to the hospital.

THE RIGHT TO PERSONAL SAFETY

- A patient has the right to remain free from seclusion or restraints of any form that are not medically or mentally necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
- A patient has the right to receive care in a safe environment.
- A patient has the right to be free from neglect, exploitation and all forms of abuse or harassment.
- A patient may exercise their rights while receiving care without coercion, discrimination, or retaliation.

THE RIGHT TO PERSONAL PRIVACY AND CONFIDENTIALITY OF MEDICAL TREATMENT/RECORDS

- A patient is entitled to full consideration of privacy concerning his or her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual involved in his or her healthcare.
- A patient has a right to confidential treatment of all communications and records pertaining to his or her care and hospital stay. Written permission will be obtained before medical records can be made available to anyone not directly involved with a patient's care.
- A patient has the right to access, request amendment to, and receive an accounting of disclosures regarding his or her health information as permitted under applicable law.
- A patient is entitled to associate and have private conversations with his or her physician, attorney, or any other person of his or her choice.
- A patient has the right to be afforded privacy during personal hygiene activities, during treatments, and when requested, as appropriate.

THE RIGHT TO SPIRITUAL BELIEFS

- A patient has the right to have cultural and personal values, beliefs and preferences respected.

- A patient has the right to request pastoral and/or other spiritual care, which shall be respected and accommodated, as appropriate.

THE RIGHT TO FORMULATE ADVANCE DIRECTIVES (MEDICAL DURABLE POWER OF ATTORNEY) AND TO APPOINT A REPRESENTATIVE TO MAKE HEALTH CARE DECISIONS ON YOUR BEHALF

- The patient has the right to formulate Advance Medical and/or Psychiatric Directives and appoint a surrogate to make health care decisions on his or her behalf to the extent permitted by law.
- A patient has the right to have a family member, friend, or other individual to be present with the patient for emotional support during the course of stay as appropriate and allowed by law.
- A patient has the right to have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- A patient has the right to expect hospital staff and practitioners who provide care in the hospital to comply with his or her directives.
- A patient has the right to expect the hospital will not condition the provision of care or otherwise discriminate against the patient based on whether or not the patient has executed an Advance Directive.
- A patient has the right to file a complaint related to Advance Directive requirements with the State survey and certification agency.

(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.

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.**

SERVICE ANIMALS

According to the Americans with Disabilities act (ADA), State and local governments, businesses and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is allowed to go. Service Animals are not allowed entrance where a sterile environment must be maintained or food preparation areas. McLaren employees are allowed to ask the service animal owner if the animal is required because of disability and what work or task the service animal has been trained to perform for the owner. Emotional support animals **do not** qualify as a service animal under the ADA guidelines and are therefore not allowed in McLaren Facilities.

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.

- Placing a yellow fall risk bracelet on your wrist.
- Signage in your room to remind you to be safe and ask for assistance.
- Reminding you to use your call light to ask for assistance.
- Ask you to wear footwear that is non slip.
- Family members will be encouraged to help us maintain a clear pathway in your room, especially when they are ready to leave.
- Family members may be encouraged to stay with you if necessary.
- We will check on you to provide for assistance with toileting.

If you have questions/concerns regarding our Fall Prevention Program, please ask your nurse.

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.

CONDITION H

Condition H is a safety initiative for patients and their families. It provides a method to get assistance in emergent situations, when they feel they are not receiving the care and attention needed for a note change in the patient's condition.

When to call:

- A serious change in the patient's condition that family/visitors feel is not being addressed
- If you have serious concerns about how care is being managed or planned
- In an emergent situation, a noted change in patient condition that is not being addressed or recognized.

To activate a Condition H, dial 46900 from inside the hospital, or 989-894-6900 from an outside line. The Condition H will be active, and a team of medical professionals (nurse manager, nursing supervisor and/or patient representative) are alerted and will arrive to assist and support the situation.

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

THE RIGHT TO TRANSFER AND CONTINUITY OF CARE

- A patient has a right to know the reason for any transfer within a facility or to another facility.
- If a patient's physician feels that a patient should be transferred to another facility, the patient has the right to receive complete information and explanation from the physician concerning the need for, or alternatives to, such a transfer.
- A patient has the right to have reasonable continuity of care.
- A patient has the right to be informed by his/her physician or a delegate of his/her physician of the continuing healthcare requirements following his/her discharge from the hospital.

THE RIGHT TO BE INFORMED OF ANY RESEARCH, INVESTIGATION AND CLINICAL TRIALS OR OTHER PROJECTS AFFECTING YOUR CARE

- A patient is entitled to information concerning any experimental procedure proposed as a part of his or her care and shall have the right to refuse to participate in the experiment without jeopardizing his or her access to services or continuing care.

THE RIGHT TO BE INFORMED OF HOSPITAL CHARGES

- A patient is entitled to receive and examine an explanation of his or her bill regardless of the source of payment.
- A patient has a right to be fully informed, prior to or at the time of admission, and during stay, of services available in the facility, and

of related charges including any charges for services not covered by the Social Security Act or by the facility's basic per diem rate.

- A patient has 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.

THE RIGHT TO VISITATION

- A patient will be informed of his or her visitation rights, including any clinical restriction or limitation, in advance of furnishing or discontinuing care when possible.
- A patient has the right to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend, and has the right to withdraw or deny such consent at any time.
- A patient's visitors will not be restricted, limited, or otherwise denied visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- McLaren will ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.

PATIENT RESPONSIBILITIES

In addition to their rights, patients have a responsibility to take, within their capacity, a role in their care. These responsibilities include:

- A patient is responsible for following the hospital's rules and regulations affecting patient care and conduct.

- A patient is responsible for providing a complete and accurate medical history.
- A patient is responsible for making it known whether he or she clearly understands the plan of care and asking questions and following instructions.
- A patient is responsible for following the recommendations and advice prescribed in a course of treatment by the physician.
- A patient is responsible for providing information about unexpected complications that arise in an expected course of treatment.
- A patient is responsible for being considerate of the rights of other patients or residents and hospital staff and property.
- A patient is responsible for providing the hospital with accurate and timely information concerning his or her sources of payment and ability to meet financial obligations.
- A patient is responsible to provide prompt payments for service billed that are not covered by insurance, or to make proper arrangements regarding outstanding balance.
- A patient and/or advocate will be an active participant in the decision-making process relating to his or her care through information/education received by the professional staff.
- A patient is responsible for keeping appointments and for notifying the hospital or physician when he/she is unable to do so.
- A patient is responsible for his/her actions should he/she refuse.

FILING A COMPLAINT

You may file a complaint with the Patient Experience representative by calling (989) 667-6853 or by going to www.mclaren.org and clicking on “contact us”. You may also file a complaint about a health facility with the Michigan Department of Community Health. You may contact either agency in writing or verbally to obtain further information regarding this process. Written complaints may be submitted to:

Department of Licensing & Regulatory Affairs
Bureau of Community and Health Systems – Health Facility Complaints
P.O. Box 30664
Lansing, MI 48909
Phone: 800-882-6006
Fax: 517-763-0219
Email: BCHS-Complaints@michigan.gov

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181

You may also file a complaint with The Joint Commission at www.jointcommission.org and click on “Report a Safety Concern.”

Livanta LLC
BFCC-QIO
10820 Guilford Road, Suite 202
Annapolis Junction, MD 20701-1105

www.livantaqio.com/en/States/Michigan
Helpline: (888) 524 - 9900
TTY: (888) 985 - 8775
Fax: (855) 236-2423

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 insurances including Medicare Advantage Programs.

McLaren Bay Special Care does not provide emergency services.

INTERPRETER SERVICES

If you require these services, 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 español, lenguaje por señas 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).

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, Psychiatry, Gerontology, 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.**

FALL PREVENTION PROGRAM

When you become a patient at McLaren Bay Special Care (MBSC), you become our concern. Many patients have an increased risk for falling upon admission especially if you have difficulty with mobility. This is related to several reasons including: being in an unfamiliar environment, certain medications (sleeping aids, pain relievers, and water pills) certain preparations for procedures; previous history of falls; and physical or mental impairments (unsteady gait, vision or hearing problems, confusion, incontinence and diarrhea).

While a patient at McLaren Bay Special Care, we will do all we can to maintain your safety and comfort. We do believe that fall prevention is everyone's responsibility. If your nurse determines that you may be at risk for a fall, or if you feel you are at risk, we will provide interventions to ensure your safety and reduce the risk of a fall or injury.

These interventions include but are not limited to:

- Placing you in a room closer to the nurses' station.