

McLAREN OAKLAND  
**PATIENT  
GUIDE**

**KEY INFORMATION  
FOR YOUR STAY**



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



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### VISITOR HOURS

Visitors are allowed every day between 8:00 a.m. - 6:00 p.m. (but can stay after 6:00 p.m., including overnight, if approved by nursing leadership)

- 2 visitors at a time for the main tower (and for outpatient procedures)\*\* visitors can be swapped out

## STOP SMOKING

### REDUCE YOUR CHANCES OF RETURNING TO THE HOSPITAL

No matter how long you've been a smoker, it's never too late to quit this unhealthy habit. The benefits start right away and last a lifetime:

- **20 minutes** after quitting, your heart rate and blood pressure drop.
- **2 weeks to 3 months** after quitting, your circulation improves and your lungs work better.
- **1 year** after quitting, your risk of heart disease is half that of a smoker's.
- **5 years** after quitting, your risk of mouth, throat, esophagus and bladder cancers is cut in half.
- **10 years** after quitting, your risk of lung cancer is half that of a smoker's.
- **15 years** after quitting, your risk of heart disease is the same as a nonsmoker's.

### Ready, Set, Quit!

Now that you've decided to quit, take it one day at a time. Remind yourself that you are in control—you can choose to smoke or not. Make a commitment to yourself. Write down why you want to quit and read it every day. Be prepared to have nicotine cravings. When a craving hits, take a walk, call a friend or do something else you enjoy.

### Here's How You Can S.T.A.R.T.

- **Set a quit date.** Make a commitment to yourself. Write down why you want to quit and read it every day.
- **Tell your family, friends and coworkers** that you plan to quit, and ask for their support.
- **Anticipate** the challenges you'll face.
- **Remove cigarettes and other tobacco products** from your house, car and workplace.
- **Talk to your doctor** about getting help to quit—including medicines or products that can help, and other tools and resources like those found at the sites below:
  - [www.cancer.org](http://www.cancer.org)
  - [www.smokefree.gov](http://www.smokefree.gov)

### 3 TIPS TO HELP YOU QUIT.

1. **Fight the Urge** – Don't let yourself think that you can have just one cigarette. If you do slip, start again and make tomorrow your new first day to quit.
2. **Get Moving** – Exercise is a good way to keep your mind off cigarettes. The longer you go without smoking, the better you can breathe and the easier it will be to exercise.
3. **Keep Your Mouth Busy** – Try toothpicks, celery, sugarless gum or sugar-free lollipops.

### BEFORE SURGERY.

Quitting smoking even 12 hours before surgery will help with healing. Smoking after surgery stresses your heart, raises your blood pressure, and reduces the oxygen your blood and tissues need in order to recover.



50 N. Perry Street  
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(248) 338-5000  
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**DON'T WAIT.**

Call 911 as soon as you notice symptoms. Don't wait to see if they get better or try to drive yourself to the hospital.

## HEART ATTACK AND STROKE

### RECOGNIZE THE SIGNS AND GET HELP QUICKLY

A heart attack or stroke is a medical emergency and every second counts. The faster you or a loved one recognizes the symptoms and gets help, the better your chances of surviving, with the least amount of damage to your heart or brain. Once you've had an event, you're at greater risk of having another in the future. But keep in mind that the symptoms of a second event can be different from what you experienced the first time.

#### Heart Attack Warning Signs

The main symptom of a heart attack is **chest pain or discomfort**. It also can feel like pressure, fullness or squeezing in your chest. These feelings may start gradually and get worse, or they may come and go. The symptoms of a heart attack can be different for women. Women also may have unusual heartburn, shortness of breath, lightheadedness, nausea, or they may feel tired or anxious weeks before a heart attack.

#### Stroke Warning Signs

Think **F.A.S.T.** when it comes to recognizing a stroke:

- **Face Drooping:** Does one side of your face droop or is it numb? Try to smile.
- **Arm Weakness:** Is one arm weak or numb? Raise both arms. Does one arm drift downward?
- **Speech Difficulty:** Is your speech slurred? Are you unable to speak? Try to say a simple sentence like "The sky is blue."
- **Time To Call 911:** If you notice any of these symptoms, even if they go away, call 911 right away.

#### Other Sudden Stroke Symptoms can Include:

- numbness or weakness in your leg
- confusion or trouble understanding
- trouble seeing in one or both eyes
- trouble walking, dizziness, loss of balance and coordination
- severe headache with no known cause

Recognize the symptoms and get to the hospital quickly to help prevent damage to your heart and brain. Once you're at the hospital, you may receive treatments and procedures that can help stop the progress of heart attacks and strokes.

## WELCOME TO McLAREN OAKLAND

On behalf of our medical team, I want to personally thank you for entrusting us with your health care. I know a hospital stay is not something you hope for but know that we will do our absolute best to keep you informed about your care and make you as comfortable as possible.

Founded in 1953, our Pontiac campus has grown to be a comprehensive and expansive medical community that includes multiple outpatient facilities in addition to our inpatient hospital, which provides a range of clinical services, including emergency and Level II trauma care, cardiology, diagnostic imaging, physical and occupational therapy, cancer care, minimally invasive robotic surgery, and orthopedic services.

Our multidisciplinary team of health care providers are here and ready to care for you with compassion and urgency in a safe environment.

If you should need anything at all during your visit with us, please do not hesitate to reach out to me or a dedicated member of your care team. If your loved one would like an escort to their car at any time, they are always welcome to call Security at (248) 338-5193. Valet parking is free and available to all visitors.

Your experience is very important to us. At the end of your visit, you may receive a patient satisfaction survey to share your feedback. As our patient, by sharing your experience, you can help us consistently improve our care for future patients, their families, and our community.

Sincerely,

Tracey Franovich  
President and CEO  
McLaren Oakland



### OUR MISSION

McLaren Oakland provides primary and specialty healthcare services guided by the principles of Osteopathic Medicine. We aspire to enhance the quality of life and health status of the people we serve. As part of the McLaren Health System, we share their mission to "be Michigan's best value in healthcare as defined by quality, outcome and cost."

## ABOUT US

McLaren Oakland is a 318-bed hospital that provides primary and specialty healthcare services to the greater Pontiac and Oakland County, Michigan communities. Founded in 1953, McLaren Oakland has grown to a comprehensive medical community that includes outpatient facilities in Clarkston and Oxford, in addition to an inpatient hospital in Pontiac providing a range of clinical services including emergency and trauma care, cardiology, cancer services, minimally invasive robotic surgery, and orthopedic services. McLaren Oakland offers ACGME accredited residency and fellowship programs in anesthesiology, diagnostic radiology, emergency medicine, family medicine, internal medicine, orthopedic surgery, otolaryngology, pulmonary disease and critical care medicine, and transitional year, in addition to a CPME accredited podiatry program.

McLaren Health Care, headquartered in Grand Blanc, Michigan, is a fully integrated health care delivery system committed to quality, evidence-based patient care and cost efficiency. The McLaren system includes 14 hospitals in Michigan and Ohio, ambulatory surgery centers, imaging centers, a 490-member employed primary and specialty care physician network, commercial and Medicaid HMOs covering approximately 640,000 lives in Michigan and Indiana, home health, infusion and hospice providers, pharmacy services, a clinical laboratory network and a wholly owned medical malpractice insurance company. McLaren operates Michigan's largest network of cancer centers and providers, anchored by the Karmanos Cancer Institute, one of only 53 National Cancer Institute-designated comprehensive cancer centers in the U.S.

## CONTACT US:

50 N. Perry Street  
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## WHY WE ARE THE RIGHT CHOICE FOR YOUR CARE

Dear Patient and Family:

We 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 we 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 ask you about care team members you would like to recognize for going above and beyond.
- **Bedside Shift Report:** Between 7:00 a.m. and 7:30 a.m. and 7:00 p.m. and 7:30 p.m., our clinical staff members change shifts and safely hand over your care to their teammates. The nurses will come to your bedside while giving a 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 healthcare team members are telling you. Please do not hesitate to ask any member of your healthcare 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,

The McLaren Oakland Nursing Team

## SAFETY AND PREPARATION

### TAKE CHARGE OF YOUR CARE

#### Prevent Falls.

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet. To keep yourself safe:

- Use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around. (And use hospital handrails when they're available.)
- Wear nonslip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem.

#### Prepare for Surgery.

Before your procedure, make sure you and your surgical staff confirm:

- **Your name**
- **The type of surgery you are having**
- **The body part to be operated on** – In fact, hospital staff will mark the correct spot on your body. Make sure you or your support person checks that it's correct.

Take simple steps like these to help prevent medical mistakes.

### ASK QUESTIONS.

Ask your surgeon to take a "time out" to check: you're the right person, getting the right surgery, on the right body part.



## DON'T IGNORE PAIN

### TAKE CHARGE OF YOUR CARE

No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes, or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

#### Ask yourself, then share with your nurse:

- Where does it hurt?
- When does it hurt?
- Does it keep you from doing things—like sleeping, dressing, eating?





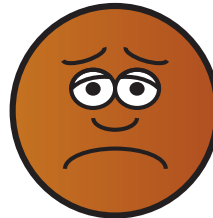

Starting to get uncomfortable? Pain medicine not working? Speak up. We may have additional ways to help support your pain. Keep communication flowing. Don't try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.

#### Which words describe your pain?

- |   |                                    |                                    |
|---|------------------------------------|------------------------------------|
| <input type="checkbox"/> aching         | <input type="checkbox"/> dull      | <input type="checkbox"/> sharp     |
| <input type="checkbox"/> bloating       | <input type="checkbox"/> numbing   | <input type="checkbox"/> shooting  |
| <input type="checkbox"/> burning        | <input type="checkbox"/> pressing  | <input type="checkbox"/> soreness  |
| <input type="checkbox"/> comes and goes | <input type="checkbox"/> pressure  | <input type="checkbox"/> stabbing  |
| <input type="checkbox"/> constant       | <input type="checkbox"/> pulling   | <input type="checkbox"/> throbbing |
| <input type="checkbox"/> cramping       | <input type="checkbox"/> radiating | <input type="checkbox"/> tightness |
| <input type="checkbox"/> cutting        | <input type="checkbox"/> searing   |                                    |

### PLEASE RATE YOUR PAIN

Faces pain rating scale

					
<b>0</b>	<b>1-2</b>	<b>3-4</b>	<b>5-6</b>	<b>7-8</b>	<b>9-10</b>
no pain	mild pain annoying nagging	discomforting troublesome nauseating numbing	distressing miserable agonizing gnawing	intense dreadful horrible viscous cramping	excruciating unbearable torturing crushing tearing

## OUR COMMITMENT TO CARE

### PATIENT SATISFACTION MATTERS TO US

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

#### During Your Stay

Please speak with your nurse or Nurse Leader if you have any questions or concerns about your care. If your issue still is not resolved, then contact our **Patient Experience Hotline** at **(248) 338-5006**. You also have the right to file your complaint with either:

#### Michigan Department of Community Health

P.O. Box 30664  
Lansing, MI 48909  
(800) 882-6006

#### Office of Quality and Patient Safety Joint Commission

One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
Fax: (630) 792-5636  
Website: [www.jointcommission.org](http://www.jointcommission.org), then click *Report a Patient Safety Event*.

#### After Your Stay

Once you leave our care, we ask that you take the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. This survey is a tool to measure and report patient satisfaction. It's made up of simple questions on key topics, such as:

- doctor and nurse communication
- medicine and discharge information
- staff responsiveness
- overall quality of the hospital

We send all eligible patients a survey in the mail via our approved survey vendor, Press Ganey. The results will help us know what we're doing right and where we can improve. We truly appreciate your feedback!

#### Graduate Medical Education

McLaren Oakland is a teaching hospital. This means we are connected with area medical schools, and we train their students to be doctors. You will be cared for by a team of doctors that will include medical students, interns, residents and fellows. Your doctor will be the "coach of the team" and will meet with the training physicians to provide you with the best care possible.

We have interns and residents training in the following areas at McLaren Oakland: family medicine, internal medicine, emergency medicine, orthopedic surgery, otolaryngology (ear/nose/throat), general surgery, radiology and anesthesiology. Fellows have graduated from their residency program and are board-certified physicians who have gone on to specialize in cardiology, pulmonary/critical care medicine and pain management.



### WANT TO KNOW HOW WE SCORE?

You can review and compare the quality, care and safety ratings for different hospitals at:

- Medicare Hospital Compare, which uses HCAHPS results and other data:  
[www.medicare.gov/hospitalcompare/search.html](http://www.medicare.gov/hospitalcompare/search.html)

You also can find information on hospitals at:

- Healthcare Facilities Accreditation Program (HFAP): [www.hfap.org](http://www.hfap.org)
- DNV GL Healthcare: [www.dnvghealthcare.com](http://www.dnvghealthcare.com)
- Joint Commission: [www.qualitycheck.org](http://www.qualitycheck.org)



## CONCERNS.

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, contact the Patient Experience Representative at **(248) 338- 5842**.

## RIGHTS AND RESPONSIBILITIES

### You Have the Right to the Best Care.

As a patient, you have the right to respectful and considerate care. In addition, there are specific rights and responsibilities you have during your hospital stay.

### You Have the Right to:

- have a family member, or representative, and your personal physician notified promptly of your admission to the hospital.
- be fully informed in advance of care or treatment and to actively participate in the planning of care, including:
  - to be informed of your health status;
  - to request an interpreter if you do not speak or understand spoken English, and the hospital will do its best to respond to your request;
  - to request, consent to or refuse treatment, after being adequately informed of the benefits, risks and alternatives to treatment.
- formulate and exercise an advance directive regarding decisions at the end of life.
- exercise your rights or to have a surrogate exercise your rights when you are unable to do so, without coercion, discrimination or retaliation.
- receive care in a safe setting.
- personal privacy.
- be free from all forms of abuse or harassment.
- confidentiality of your clinical records.
- access information in your own clinical record within a reasonable time and at a reasonable cost.
- be free from the use of any form of restraint or seclusion that is not medically necessary or is used as a means of coercion, convenience or retaliation.
- be fully informed of and to consent or refuse to participate in any experimental or research project without compromising access to services at the facility.
- know the professional status of any person providing you care or services.
- know the reasons for any proposed change in the professional staff responsible for your care.
- know the reasons for transfer either within or to another facility.
- know relationship(s) of the facility to other people or organizations participating in the provision of your care.
- access your cost, itemized when possible, for services rendered, within a reasonable period of time.
- be informed of the source of reimbursement for services, including any limitations placed on your care.

## 5 WAYS TO FIGHT INFECTIONS

### TAKE CHARGE OF YOUR CARE

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

#### 1. Clean your hands.

- After touching hospital objects or surfaces
- Before eating
- After using the restroom

#### 2. Ask hospital staff members to clean their hands.

This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands too!

#### 3. Coughing? Sneezing?

If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

#### 4. Keep an eye on bandages or dressings.

If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

#### 5. Keep your vaccinations up-to-date.

Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.

Tell friends and family not to visit if they are sick. And make sure all your guests wash their hands when they enter your room.

### CLEANING TIP.

Use soap and water or alcohol-based hand sanitizer under your nails, between your fingers, and on the palms and backs of your hands. Rub for 15 seconds (the time it takes to sing "Happy Birthday").



## NOT READY TO LEAVE?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your discharge planner or physician and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.

## BEFORE YOU LEAVE THE HOSPITAL

### TAKE CHARGE OF YOUR CARE

#### Discharge Summary.

This includes why you were in the hospital, who cared for you and your procedures and medicines.

#### New Prescriptions.

Make sure you have all of your new written prescriptions with your discharge instructions before leaving the hospital or check that your pharmacy has your new prescriptions before leaving the hospital. Also, have a plan to get your prescriptions filled and picked up.

#### After-Hospital Services.

Know if you'll need support in these areas and make a plan for getting it:

- Personal care: bathing, eating, dressing, toileting
- Home care: cooking, cleaning, laundry, shopping
- Healthcare: taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment

#### Medicine List.

This may be part of your discharge summary. It should include new and existing prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not good to take together. Also make sure you know why, how and when to take each one.

#### Local Resources.

Ask your discharge planner for help finding local after-care services or other support groups that you may need.

#### Follow-up Care Instructions.

Beyond medicine, this can include:

- foods or activities to avoid
- tests or appointments
- how to care for incisions or use equipment
- warning signs to watch for
- daily living adjustments
- who to call with questions

- be informed of your right to have pain treated as effectively as possible.
- have your family provide informed consent concerning donation of organs and tissues.
- be informed of your visiting rights, including any clinical restriction or limitation on visitation.
- be informed of your right to choose who may visit you during your hospital episode of care and to withdraw that decision at any time.
- impartial access to care regardless of race, religion, color, national origin, gender, age, handicap, marital status, sexual preference or source of payment.
- raise questions or concerns if dissatisfied with any aspect of patient care by calling the Patient Experience Hotline at (248) 338-5006 or in writing to 50 N. Perry St., Pontiac, MI 48342 to file a grievance, and receive a description of the hospital's patient grievance procedure.

#### You Are Responsible for:

- confirming your identity prior to receiving services beyond a medical screening examination as required by the Emergency Medical Treatment and Active Labor Act (EMTALA).
- providing accurate and complete information to your healthcare providers about your present and past medical conditions and all other matters pertaining to your health.
- reporting unexpected changes in your condition to your healthcare providers.
- informing your healthcare providers whether or not you understand the plan of care and what is expected of you.
- following the treatment plan recommended by your healthcare providers.
- keeping appointments and, if you cannot, notifying the proper person.
- knowing the consequences of your own actions if you refuse treatment or do not follow the healthcare providers' instructions.
- being considerate of the rights of other patients and hospital personnel, and to follow hospital policy and regulations regarding care and conduct.
- providing timely and accurate information concerning your sources of payment, your ability to meet financial obligations and for assuring that your financial obligations of healthcare are fulfilled as promptly as possible.
- following the rules and regulations affecting patient care and conduct, including smoking regulations, noise control and visitor policies.
- being considerate of the comfort and rights of other patients, visitors and facility personnel and assisting in the control of noise, smoking and the number of visitors
- your own personal belongings. Eyeglasses, dentures, cell phones and other personal items may be kept at the bedside at the patient's own risk and should not be left on the bed, food tray or wrapped in tissue or napkins. **McLaren Oakland is not responsible for replacing your personal belongings.**





## RIGHT TO COMPLAIN.

If you believe your rights are being denied, you can file a complaint with your provider, health insurer or the U.S. government at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.

Source: U.S. Department of Health & Human Services Office for Civil Rights

## YOUR PRIVACY MATTERS

### Privacy and Health Information.

You have privacy rights under a federal law that protect your health information. This law sets rules and limits on who can access your health information.

### Who must follow this law?

- most doctors, nurses, pharmacies, hospitals, nursing homes and other healthcare providers and their vendors
- health insurance companies, HMOs and most employer group health plans
- certain government programs that pay for healthcare, such as Medicare and Medicaid

### What Information is Protected?

- information put in your medical records
- conversations your doctor has with nurses and others regarding your care
- information about you in your health insurer's computer system
- billing information
- most other health information about you held by those who must follow this law

### What rights do you have over your health information?

#### **Providers and health insurers must comply with your right to:**

- ask to see and get a copy of your health records
- have corrections added to your health information
- receive a notice that tells you how your health information may be used and shared
- decide if you want to give your permission to share your information

### What are the rules and limits on who can see and receive your health information?

#### **To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:**

- for your treatment and care coordination
- to pay doctors and hospitals for your healthcare
- with your family, friends or others you identify who are involved with your healthcare unless you object
- to make sure doctors give good care and nursing homes are clean and safe
- to protect the public's health, such as by reporting when the flu is in your area
- to make required reports to the police, such as reporting gunshot wounds

#### **Without your written permission, your provider cannot:**

- give your health information to your employer
- use or share your health information for marketing or advertising purposes
- share private notes about mental health counseling

## TAKE CHARGE OF YOUR CARE

### You're in Charge.

You are the center of your healthcare team. Know what's happening every step of the way.

### Always Double-Check

Pay attention and make sure you are getting the right treatments and medicines from the right hospital staff.

### Participate in Your Care.

#### Know Your Medicines

Understand what they treat, why you need them and how to take them for the best results.

#### Educate Yourself

Learn about your medical condition, tests and treatment options.

#### Speak Up

Ask questions and voice concerns. It's your body and you have the right to know.

#### Find a Support Person

Pick someone to help speak up for your care and needs during your stay.

### Check Before You Go.

Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to [www.qualitycheck.org](http://www.qualitycheck.org) to learn more.





## Television

Color television sets are provided free of charge in each room. Please be considerate of other patients by playing television sets softly and by turning off your set at bedtime.

## Your Room

Most rooms are semiprivate. Private rooms are reserved for clinical reasons, such as isolation precautions.

## Your Bed

Your bed is adjustable and may be higher and narrower than your bed at home. When needed, call your nurse for help getting out of bed.

## TV Channel Listings

2 ABC 7	19 CNBC	36 VH1
3 Direct TV Looping	20 The History Channel	37 CMT
4 NBC WDIV	21 WE	38 Big 10 Network
5 FOX 2	22 The Weather Channel	39 Oxygen
6 ION	23 Regional Sports Network, Detroit	40 MTV
7 CW 50	24 CNN	41 Travel
8 WMYD 20	25 Discovery Channel	42 Soap Network
9 WADL 38	26 FX	43 NGL
10 Food Network	27 TNT	44 Univision Spanish
11 ESPN2	28 Lifetime	45 Galavision Spanish
12 TBS	29 USA	46 TMC
13 HGTV	30 Cartoon Network	47 MSNBC
14 AMC	31 TV Land	48 ESPN
15 Freeform	32 Speed	49 ESPNNews
16 Comedy Central	33 TLC	
17 HLN	34 A&E	

## ADVANCE DIRECTIVES

### A Simple and Smart Way to Take Charge of Your Care.

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with your Admissions department or nurse if you have any questions. Directives can include:

### Living Will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes if you cannot eat or drink.

A living will helps your family and patient advocate understand your healthcare choices, but it isn't a legally recognized document in Michigan. Make sure your preferences are consistent and listed in a durable power of attorney for healthcare (see below), which meets Michigan legal standards.

### Durable Power of Attorney

**For healthcare:** This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you're unable to do so. An official healthcare proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc.

Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.

**For finances:** You also have the right to appoint someone or the same person to help manage your finances if you cannot.

## FILL OUT YOUR FORMS.

Make sure you submit advance directives each time you go to the hospital so your most current information and wishes are on file. You do not need a lawyer to fill these out.

For more information and to get the forms you need, contact Case Management at ext. 85048.



## VISITING THE HOSPITAL?

Thanks for taking the time to support your loved one's care and recovery.

## FAST FACTS ABOUT YOUR STAY

### AN A-Z GUIDE TO THE MOST FREQUENTLY ASKED QUESTIONS

#### Dining Options

##### Cafeteria

Location: Fourth floor, West Tower  
Every Day | 7:00 a.m. to 10:00 a.m.  
and 11:00 a.m. to 2:00 p.m.

*(Hot food choices are available daily)*

Visitors are welcome to dine in the cafeteria. When the cafeteria is closed, you can utilize **Market 24/7** found to the left when you exit the elevators.

#### Calling Your Nurse

If you need assistance, press the nurse call button on your bed rail or hand-held device. The button has a picture of a nurse on it. Your request will be directed to a member of your healthcare team.

Our goal is to address your call light need in person, but sometimes we may need to use the intercom in your room. The intercom is mounted on the wall above the bedside table. This system is used for direct voice contact with the staff members at the nursing station. When the nursing staff member answers, please make your request in a normal speaking voice.

#### Cellphones

Cellphone/wireless device use is permitted in public areas only, such as the main lobby, cafeteria and waiting rooms. **Cellphone use is prohibited in all patient care areas.** For the privacy and security of our patients, photography and recordings are strictly prohibited, unless approved by Hospital Administration.

#### Electrical Appliances

Electrical appliances, including hairdryers, curling irons, razors, radios, heating pads, portable heaters, computers and other devices, are not permitted in patient rooms. You may use only battery operated devices.

#### Housekeeping Services

Housekeeping will clean your room and bathroom, empty trash and sweep the floor every day. To report a need for housekeeping outside of the regularly scheduled times, please notify the nurse. Members of the nursing staff will change your linens as needed. This is usually done while you are away from your bed cleaning up, at a procedure or at therapy. Notify your nurse or PCA if you would like a bed change outside of these times.

#### Interpreter & Sign Language Services

Interpreter devices and services are available for patients who are deaf or hard of hearing. Foreign language services are available for patients whose primary language is not English. Please ask your nurse to initiate the request for an interpreter or device for assistance.

## FAST FACTS ABOUT YOUR STAY

CONTINUED

#### Meals

McLaren Oakland offers At Your Request: Room Service Dining. This program allows you to order what you want, when you want it. Select from the restaurant-style menu for breakfast, lunch and dinner. Dial 3287 (EATS) and we'll deliver your meal to your room within 45 minutes.

If your doctor has prescribed a modified diet, some selections may not be allowed. A staff of registered dietitians is available to assist patients in meeting their dietary restrictions within menu choices. Contact the nursing staff if you wish to speak with a dietitian regarding your dietary needs.

Patients may request a specific delivery time to accommodate tests, procedures or therapy sessions. If the patient is not available when the meal arrives, a card will be left and the patient can call for a fresh meal upon return.

Family, friends and other visitors can participate too. They may assist the patient in calling in a meal order from their bedside or from home. In addition, a guest tray may be ordered for a small fee.

#### Medicines

Please do not bring any prescription or over-the-counter medicines to the hospital. All medicines you take in the hospital need to be prescribed, filled and given to you by hospital staff. Tell your doctor about any medicines you regularly take. If you still need them, hospital staff will give them to you.

#### Personal Belongings and Valuables

Personal care items, such as contact lenses, eyeglasses, hearing aids and dentures, can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. If someone cannot take your valuables home for you, please ask the nursing staff for assistance to place items in the safe. **McLaren Oakland is not responsible for replacing your personal belongings.**

#### Smoking

In accordance with state law, McLaren Oakland is a nonsmoking facility. Our entire campus is a smoke-free zone, including all hospital buildings, parking areas, driveways, walkways and the property surrounding the hospital. All smoking materials must be extinguished prior to entering our campus. This includes e-cigarettes and vaping devices. Patients may not leave the hospital to smoke. If you require nicotine replacement therapy while you are hospitalized, please ask your physician or nurse.

#### Spiritual Care

Our chaplain, assisted by Spiritual Care volunteers, provides spiritual and emotional guidance to patients and families of all religious denominations. Requests for visits can be made by leaving a message on the Spiritual Care Line at ext. 85470 or (248) 338-5470. Clergy of all faiths are welcome to visit patients from their own congregations. The chapel is located on the second floor of the West Tower, available for prayer and meditation, and open to all faiths.



## MyMcLARENCHART

MyMcLarenChart is a free, secure online portal to important information about your hospital stay. By providing an email address when you registered or before you go home, you will receive an email invitation to access the portal. Included in MyMcLaren Chart are your discharge instructions, medications and test results from your hospital stay. If you have any questions about MyMcLarenChart, please call (866) 735-2963.