

McLaren Print System Order

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User: Valerie LaFrance
Phone: 9898943008

Ship Location: McLaren Bay Critical Care Unit/ATTN: Valerie LaFrance
1900 Columbus Ave
Bay City, Mi 48708

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CRITICAL CARE WELCOME LETTER

Your experience while at McLaren is very important to all of us. Your hospital team will consist of many different people including nurses, physical therapists, doctors, and respiratory therapists. Our goal is to listen to your specific needs and explain to you the care we are providing.

The critical care unit can be very overwhelming and stressful. It can be hard to understand what's going on. It's normal to have questions, and the critical care staff is here to help you.

ADMISSION PROCESS

The admission process in critical care can take up to 2 hours, depending on your loved one's condition. Please be patient during this time. We do everything to make your loved one as comfortable as possible and make sure they are safe and stable.

VISITING YOUR LOVED ONE IN CRITICAL CARE

Ensuring that the health and safety of our patients and staff is our top priority as we continue to meet the challenges presented by COVID-19. Limiting the number of people in the facility is one of our most important safeguards. Please note that our visitor policy may change suddenly at any time.

Critical Care visiting hours are 8:30 a.m. to 8:00 p.m.

Patients in critical care may have two visitors at a time. It is requested that visitors be restricted to immediate family only while in critical care. Children under 12 are not permitted without prior approval from the healthcare team. Overnight visitors are not permitted without prior approval for certain extenuating circumstances.

It's important for patients to have visits from family and friends, but visits can be tiring for patients, so it's important to keep track of your time with your loved one.

We observe quiet time daily from 2:00 p.m. to 4:00 p.m. to help our patients rest. You may be requested to leave the unit during that time.

OTHER IMPORTANT INFORMATION

Your Registered Nurse is available 24 hours a day for updates. We ask that you designate one spokesperson to allow the staff to use their time providing care to your loved one. If you should need a member of the leadership team, we welcome your call at the following numbers:

Nurse Manager: Valerie LaFrance (669) 894-3008 (Daytime)

Director: Kim Mellon (669) 894-3183 (Daytime)

Patient Experience: Ashley Oliver (669) 894-3007 (Daytime)

Spec Info: