



PATIENT HANDBOOK



**HENRY FORD
MACOMB HOSPITALS**

Speak Up

Speak up if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know.

Pay attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.

Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.

Ask a trusted family member or friend to be your advocate (advisor or supporter).

Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

Use a hospital, clinic, surgery center, or other type of health care organization that has been carefully checked out. The Joint Commission, a government agency, visits hospitals regularly to see if they are meeting quality standards.

Participate in all decisions about your treatment. You are the center of the health care team.

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Welcome

Thank you for choosing Henry Ford Macomb Hospital for your health care. Our staff will work with your doctor to meet your health care needs. Our team approach to patient care is meant to focus on your health to meet your goals and return you home as soon as possible.

This booklet will answer some of the questions you may have about your hospital stay. Good communication is important to your recovery. Please be sure to talk with your doctor or any member of our staff if you have any questions or concerns.



Henry Ford Health System does not exclude, deny benefits to, limit visitation, or otherwise discriminate against any person on race, color, national origin, religion, sex, height, weight, marital status, sexual orientation, gender identity, or on the basis of disability or age.

Have a Safe, Excellent Hospital Stay

Code Assist

With “Code Assist,” we want patients and family members to play an active role to make sure you get quality medical care. Code Assist allows patients or family members to ask for help when they have talked with their nurse or doctor and still feel:

- Concerned about their care, condition or response to treatment
- Something is just not right with their health

For a Code Assist, dial 544357 from the patient room phone. You will be connected to a hospital operator, who will ask you a few questions. The operator will then contact the right health care professionals, who will respond to your room.

Fire Safety

Fire drills are done regularly. If you hear a fire or disaster signal, please stay in your room. The door of your room will be closed until each area of the hospital is checked. In case of an actual fire, the staff will tell you what to do.

Interpreter Services

Henry Ford has interpreters and other services for the deaf and hard of hearing. Call (313) 916-1896.

Patient Safety and Security

Safety of our patients is a top priority. We have strict rules to make sure our patients are safe.

- All doctors and staff members must wear a name badge with a photo while working. If someone comes up to you without a badge, ask to see their identification (ID). If the person can't show you ID, tell a nurse or staff member right away.
- You will be given a wrist band at the start of your stay. This is your patient ID at the hospital and is very important to wear all the time. Ask a staff member to help you get a new one if it comes off.
- You also will be asked your name and birthdate a lot. If any health care worker tries to give you medicine, provide treatment, or take you for more tests without checking your ID, please remind them to do so and let your nurse know.

Prevent Falls

The unknown setting and illness or injury can make people more likely to fall while in the hospital. Your nurse checks often to see if you are at risk for a fall. If you are at risk, we have a fall risk program. Use the steps below to help prevent falls.

- If you have been in bed for a while, you may become weak. Please use the nurse call system if you need help to get up or for any other need. The call system buttons are at the side of your bed and in the bathroom.
- When moving from lying down to standing up, sit on the edge of the bed for a while before standing.
- Move your ankles up and down (like stepping on the gas pedal and releasing) to get your blood pumping while you are laying down.
- Wait a moment once you stand before you start to walk.
- Take your time and use handrails when you walk.
- When the side rails on your bed are up, do not try to get out of bed without help.
- Follow your doctor's orders for walking and other movements.
- Wear the non-skid slippers or socks that will be given to you.
- Use any assistive devices such as hearing aids, glasses and canes that you may have.
- Family and friends can help stop falls by keeping paths clear and well-lit, helping with slippers and reminding patients not to use unstable objects for support like IV poles, rolling chairs, or bedside tables.
- Sometimes devices like lap belts are needed to keep you safe. Staff will tell you what they are and why they are used if needed.

Prevent Infections

The hospital staff does many things to prevent infections. Patients and family members can help us with that.

Hand washing is the most important thing anyone can do to stop the spread of germs. Our policy requires that each staff member clean his or her hands before “hands-on” contact with patients. Hand washing can be done with soap and water or by using an alcohol-based hand sanitizer. Speak up to staff members if you did not see them wash or sanitize their hands.



Many germs can be passed by coughing and sneezing. Please be sure to:

- Cover your cough or sneeze with a tissue or use the inside of your elbow instead of your hands.
- Wash your hands often.
- Keep a 3-foot distance from others whenever you can (like in waiting areas).

Prevent Pressure Injuries

A pressure injury is damage to the skin or tissue underneath from laying/sitting in one position for too long. Your nurse will check you every day for this. If you are at risk:

- You need to shift your position often when in bed and when in a chair. We can help you change position if you need it.
- Tell the nurse if you have any new pain.

Surgery or Procedure Preparation

If you need surgery or a procedure, make sure that you know about it. Check that your doctor, your surgeon, and your nurse also know what will be done. We will check many times before your surgery or procedure to be sure we are focusing on the correct problem or area. This is done to make sure that everyone agrees, including you. Please ask your doctor or nurse if you have any questions about the surgery or procedure.

Communication is Key to Excellent Care

At Henry Ford Macomb Hospital, we are always working to improve our service to patients. An important part of this is the way you feel you are treated by our staff members, volunteers and doctors.

We mail patient satisfaction surveys to some of our former patients. Your input is one of the most valuable tools we have to measure and improve our services. While we value these surveys, it is far more important that we hear about any concerns while you are in the hospital. Please share these concerns. We are committed to making sure that you receive compassionate, quality care.

If there is anything we can do to improve the services we are providing, please talk with our staff. You can ask to speak with a clinical manager or call our Patient Advocate at (586) 263-2380.

If you have a concern about your care, you may also file a formal grievance directly with:

- The hospital
- State's Bureau of Health Systems
- The Joint Commission

To contact the state:

- Call (800) 882-6006
- Or write to the Department of Community Health, Bureau of Health Systems, P.O. Box 30664, Lansing, MI 48909.

To contact The Joint Commission:

- Call (800) 994-6610
- Or email complaint@jointcommission.org
- Or write to The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, ATTN: Office of Quality Monitoring.

General Information

Cell Phones and Videotaping

To protect the privacy of our patients, visitors and employees, the use of cell phones to record audio or video is not allowed unless medically needed or permission from the patient, visitor or employee has been given in advance. Those who get video or audio recordings on purpose or not on purpose without permission will be asked to delete the recordings. Use of cell phones and audio or video recording is limited in certain areas of the hospital, including the Emergency Department and Surgical Services treatment areas. This is to help with privacy.

Culinary Wellness

Dining hours for the cafeteria are:

Monday - Friday

Breakfast - 6:30 to 10:30 a.m.

Lunch - 11 a.m. to 2 p.m.

Lite Fare - 2 to 4:30 p.m.

Dinner - 4:30 to 6:45p.m.

Weekends and Holidays

Lite Breakfast - 8 to 10:30 a.m.

Lunch/Dinner - 11 a.m. to 6 p.m.

Patient Room Service

- Phone lines are open 6:30 a.m. to 6:30 p.m. Call 544000 from your room phone.
- Your meals will arrive in a scheduled window based on the floor you are on.
- Please look at the menu in your room for food selection, delivery times and cut off times for ordering meals.
- Ask your nurse if you need help with your meal selection.
- Family members can call from home to order meals for patients or themselves at (586) 263-2440. Contact Culinary Wellness at ext. 544000 for a paper menu to take home.
- Some drinks and other items for different patient populations are also on hand on each unit. If you would like something between meals, please ask your nurse.

Discharge Planning

We have resources to help you make decisions about or arrangements for care once you leave the hospital. Our staff can give you information on or help arrange:

- Home care
- Extended care facilities placement
- Equipment needs
- Social work services

Call (586) 263-2200 for help with discharge planning.

For more information on your discharge, please talk with your nurse or doctor.

Education

We will give you the information you need to understand your illness or injury, and to lead a healthier life after you leave the hospital. Your nurses and other caregivers have a variety of printed information available.

You will find a number of education videos on our patient education TV system. Your nurse or other caregiver may encourage you to watch a particular video or videos based on what you are going through. You and your family are welcome to view any other videos you think may be helpful.



Gift Shop and Coffee Bar

Seton Gift Shop

- Find gift items, magazines, flowers and candies.
- Open Monday through Friday from 9 a.m. to 8 p.m. (opens at 7 a.m. on Fridays). Open on weekends from noon to 4 p.m.
- Located across from the elevators on the first floor.
- You can call the gift shop during business hours by dialing 632668 from your room phone.

Tony V's Café

- Find different pastries, coffees and beverages.
- Open Monday through Friday from 7 a.m. to 8 p.m. Open on weekends from 7 a.m. to 3 p.m.
- Tony V's is located in the lobby.

Henry's Market

- Henry's Market is a self-serve area in the lobby of the Emergency Department.
- Provides visitors access to food and drinks at all times, including sandwiches, salads and snacks.
- Products are available to buy with cash, credit, debit or market account with a self-checkout kiosk.

Mail and Flowers

Mail, flowers and gifts are delivered to your room daily, or sent to your home after you leave. Give any mail you need to send to your nurse.



MyChart

Henry Ford MyChart gives you access to your test results, information and instructions after a hospital stay, Emergency Department visits and outpatient procedures. Tests and visit information from any Henry Ford facility can be viewed from your phone or laptop.

- To sign up for MyChart, you will need an activation code. Your activation code will be printed on your discharge summary if you received care in the hospital or Emergency Department. Or visit [HenryFord.com/MyChart](https://www.henryford.com/MyChart) to request a code.
- Your lab and radiology test results are sent to your Henry Ford MyChart account as soon as they are received. Please note that your doctor may not have reviewed them yet. Some sensitive test results will only be sent after your doctor has reviewed them.
- You may view a child or loved one's medical records through "proxy" access. Once a MyChart account is activated, go to My Account, then My Family's Records and click on the right choice and fill out the form.

For help, email HFMyChart@hfhs.org or call (800) 436-7936.

Outpatient Pharmacy

Retail pharmacy services are offered Monday through Friday, 7 a.m. to 7 p.m. and Saturday 8 a.m. to 4 p.m. Closed on Sunday.

- Tell your doctor or nurse if you would like your new prescriptions filled before you go home.
- The pharmacy will bill your insurance, contact you to review copay amounts and bring the prescriptions to your bedside. If you prefer, a family member can pick them up from the pharmacy before discharge.
- The pharmacy is located in the Medical Pavilion on the first floor.
- Remaining refills can be sent to your regular pharmacy upon request.
- Most insurances accepted. Pharmacy will bill prescription copay amounts to your home.
- Call (586) 263-2677.

Personal Items

Please do not keep valuables like jewelry, credit cards or large amounts of cash with you. If you cannot send these items home with family or friends, you may put them in the hospital safe. To do this, please call Security from your room phone at 632445.

We also encourage patients and families to keep track of personal items like dentures, eyeglasses and hearing aids. Be sure to put these items in a safe spot, rather than on a meal tray or other area in which the item may be thrown away on accident. Henry Ford Macomb is not responsible for the loss of money, personal items or other valuables.

Smoking Policy

For your safety and the safety of visitors and staff, no smoking is allowed in the hospital or on Henry Ford Macomb property. If you need help staying smoke-free during your hospital stay, talk with your doctor about your options.

Spiritual Care Services

Chaplains are available to provide support and counsel patients and family members of all faiths. Clergy of all religions are welcome to visit patients at any time.

The chapel is on the first floor across from the gift shop, toward the corridor that leads to the medical pavilion and is available 24 hours a day. Please call (586) 263-2330 for more information.



Telephone

- To make a local call, dial 9 + 1 + area code + the number. There is no charge for local calls made from your room.
- For long distance calls, you may use a calling card or dial 9 + 0 + area code + the number.
- Family members or friends can call you directly.
- If you are having trouble using your phone, call the hospital operator by dialing “0.”
- The hospital offers a wireless environment so you can use your cell phone.

Telecommunication devices for the deaf (TDDs) and Braille phones for the blind are also available. Ask your nurse for more information.

We want to give all of our patients a quiet and calm environment. Please remember that healing is in progress, especially while talking on cell phones.

TV (Television) Service

We provide you with TV services at no charge. There is a lot of programming, free movies, music, relaxation channels and spiritual audio choices. You can also access the interactive patient education system. We encourage you to view a welcome message from President and CEO Barbara Rossmann, find tips on how to become a true partner in your care and more.



Visiting A Loved One

- Visiting hours are from 10 a.m. to 8 p.m.
- Please limit the number of visitors to 2 people at a time. If the patient has a large family, please rotate visitors. Family and friends can come at different times or wait in waiting areas.
- Children under age 12 may not visit, unless it is in the best interest of the patient and is cleared with the nursing staff.
- Visitors may be asked to step out of the room or end their visit early for the safety or comfort of the patient.
- Anyone who is ill or has symptoms of illness should not visit.

Visiting after 8 p.m.

At the patient's or family's request, one "comfort" person may stay after hours or through the night in the patient's room unless there are medical reasons that don't allow it.

Exceptions for specialty areas*

- The Intensive Care Unit, the Birthing Center and the Pediatric Unit all have open visiting hours. Children should not visit ICU patients, unless there are special situations.
- Exceptions also will be made if a patient is dying, their condition changes severely or if the clinical staff allows it.

*Further visitor information available in specialty areas.

The Importance of Pain Control

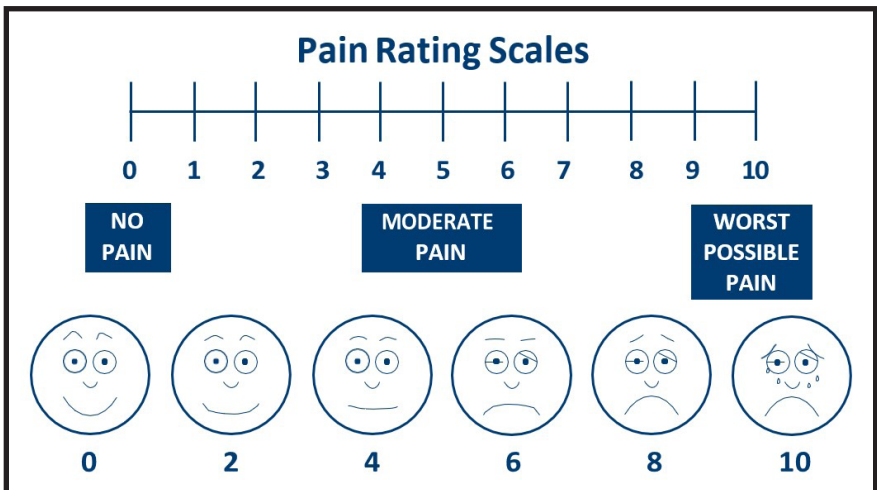
An illness or injury can cause moderate or severe pain. Our doctors and nurses will work with patients to help prevent or relieve pain. When your pain is in control, you can:

- Heal faster and feel better sooner.
- Begin walking and doing your breathing exercises, so you can get your strength back faster.
- Improve your results. People whose pain is well controlled seem to do better and may even avoid problems such as pneumonia and blood clots.

How to Talk About Your Pain

We ask that you help your doctors, nurses and other staff to measure your pain. They will ask you to rate your pain on a scale of 0 to 10. You can also choose a “face” on the scale below that best describes your pain. Giving your pain a number helps the doctors and nurses decide if treatment is working for you or needs to be changed.

Please do not worry about being a “bother.” Pain can be a sign of problems. The nurses and doctors want and need to know of any pain you have.



Patient Rights and Responsibilities

Patients and/or their designated representatives have the right to:

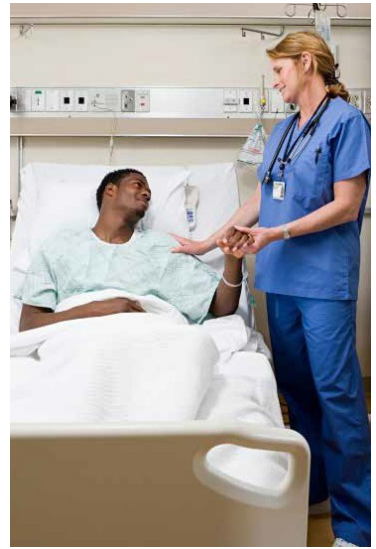
Access to Respectful Care

Considerate, respectful and compassionate care at all times in a safe setting regardless of age, gender, race, national origin, religion, culture, ethnicity, socioeconomic status, sexual orientation, gender identity or disabilities.

- Receive care in a safe environment, free from all forms of abuse, neglect or mistreatment.
- Be free from seclusion or restraints, of any form, that are not medically needed or are used as a means of bullying, discipline, convenience or revenge by staff.
- Appropriate assessment and management of pain.
- Every respect of privacy. Case discussion, consultation, exam and treatment should be done to protect each patient's privacy.
- Be provided a medical screening exam and stabilizing treatment upon entering an emergency department with an emergency medical condition.
- Receive information about policies, rules, regulations, business relationships and expected conduct.
- To be called by proper name and to be in an environment that keeps dignity and adds to a positive self-image.
- Access protective and advocacy services in cases of abuse or neglect.
- Request an ethics consultation. The ethics consultation is advisory and is meant to provide a space for the patient, family members, or his/her providers to address any ethical concerns or conflicts related to the patient's treatment.

Involvement in Care Decisions

- To have someone stay with them for emotional support during the hospital stay, unless the visitor's presence affects the patient's or others' rights, safety or health. The patient has the right to deny visitation at any time.
- Have a family member or representative of their choice and their own physician told quickly of their admission to the hospital.
- Participate in decisions about care, treatment and services provided. This includes the right to refuse treatment and get current information about diagnosis, treatment and prognosis. This also includes the right to be told about unexpected outcomes of care, treatment and services.
- Communication that the patient can understand. The hospital will provide sign language and language interpreters as needed at no cost. Information given will be appropriate to age, understanding and language. If the patient has vision, speech, hearing or other impairments, the patient will receive aids to make sure care needs are met.
- Know the identity and professional status of doctors, nurses and all health care team members directing or providing care.
- If the patient receives Medicare, they will Receive "An Important Message from Medicare" within 2 days of admission and in advance of discharge (but not more than two days before the discharge).
- Make decisions about the plan of care prior to and during the treatment and to give or withhold consent to any proposed intervention.
- Agree or refuse to take part in medical research studies. The patient may withdraw from a study at any time without impacting access to standard care.
- Create an advance directive (see page 18) concerning treatment or identify a backup decision maker. The patient can expect the hospital to honor that directive to the extent allowed by law and hospital policy. The patient has the right to information about hospital policy that may limit the ability to fully apply a valid advance directive.



- Give or refuse consent for recordings, photos, films or other images to be made or used for internal or external purposes other than identification, diagnosis or treatment. The patient has the right to withdraw consent up until a reasonable time before the item is used.
- Be informed when students or persons from outside the organization are involved in their care.
- Expect reasonable continuity of care and to be informed by caregivers of available and realistic patient care options when hospital care is no longer appropriate.

Medical Records

- All communications and records about care are confidential.
- Have access to your medical records in a reasonable time frame and have it interpreted if needed. The patient can get a copy of their medical records for a fee.
- Request a revision to protected health information if it is believed to be incorrect.
- Receive a record of where protected health information has been shared, as required by public health regulations or legal mandate.
- Request restrictions on certain uses and disclosures of protected health information to carry out treatment, payment or health care operations or to prohibit such disclosure. The hospital will consider the request, but is not required to agree.
- Receive a “Notice of Privacy Practices” that describes how the hospital may use and disclose medical information.
- To agree or not to have their name listed in the facility directory, share a religious affiliation with a member of the clergy, discuss their medical information with a family member or friend involved in care, or in case of a disaster, have their name given to a relief agency so that family can be notified.
- Have their name removed from the mailing list if they do not wish to receive advertising or fundraising requests.

Concerns about Billing

- Know the immediate and long-term financial costs of treatment alternatives as they are known.
- Be informed of the hospital's charges for procedures and treatments, available payment methods and what is available to resolve disputes, patient concerns, grievances, conflicts and ethical issues.

A patient is responsible to:

- Give complete information about their health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products and any thing else that involve their health, including safety risks.
- Actively participate in the pain management plan and tell doctors and nurses how well treatment is working.
- Treat all hospital staff, other patients and visitors with respect.
- Follow by all hospital rules and safety regulations, and be mindful of noise levels, privacy and number of visitors.
- Keep appointments, be on time and call the health care provider if they can't keep an appointment.
- Provide the hospital or doctor with a copy of their advance directive if they have one.
- Ask questions when they do not understand information or instructions. If they believe they can't follow through with the treatment plan, they are responsible to tell the doctor. The patient is responsible for outcomes if they do not follow the care, treatment and service plan.
- Leave valuables at home and bring only needed items for the hospital stay. The hospital is not responsible for any lost or stolen valuables.
- Provide complete information about sources of payment, including any health insurance coverage, and to pay their bills in a timely manner.
- Keep a list of all medicines that they take and give it to the health care providers when getting care.
- Make the hospital staff aware of any problems they come across in their care and treatment.

Your Right to Make Medical Treatment Decisions

You have the right to ask for or turn down any medical treatment. Decision-making capacity means you can understand your medical condition and the medical treatments for it, you can weigh the possible benefits and risks of each treatment and then decide whether or not you want to have the treatment or not.

Advance Directive

As long as you have decision-making capacity, you are the only person who can decide what medical treatment you want or not. You will be given information and advice about the different kinds of treatment and you can ask questions. But only you can say “yes” or “no” to any treatment. You can say “no” even if the treatment you refuse might keep you alive longer and even if others want you to have it.

If you become unable to make your own decisions about medical care, decisions will have to be made for you. It is suggested that while you are able, you name someone to make medical treatment decisions for you if you are unable to make them for yourself. To be certain that the person you name has the legal right to make those decisions, you must fill out either a Durable Power of Attorney for Health Care or a Patient Advocate Designation form. The person named in the form to make or carry out your decisions about treatment is called a Patient Advocate.

You have the right to give your Patient Advocate, your caregivers and your family and friends written or spoken instructions about what medical treatment you want and do not want to receive.

Ethics Consultation

Henry Ford Macomb Hospital knows that complex ethical questions often come up in the health care setting. Our Ethics Committee supports patients, families and caregivers as they work together to find solutions to these difficult problems.

If an ethical question arises at any time, anyone involved may request a case consultation. The consultation usually occurs within 24-48 hours. A request for an Ethics Consultation may be made by dialing “0” for the hospital operator.

Key Contacts

Main Hospital Number (586) 263-2300

Code Assist 544357 from your room phone

**Culinary Wellness (586) 263-2440 or call
ext. 544000 from your
room phone**

Discharge Planning (586) 263-2200

Patient Advocate (586) 263-2380

Pharmacy (586) 263-2677

**Patient Billing (800) 999-5829 or
(248) 641-4400**

Physician Referral (800) 532-2411

**For detailed information on our services, doctors,
and more, please visit our website at
www.henryfordmacomb.com.**

**Our website also includes information about free
health education programs and screenings.**



**HENRY FORD
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www.henryfordmacomb.com

