

Henry Ford Genesys Hospital

Patient guide



Important
information
about your stay

**HENRY
FORD
HEALTH®**

We are here for you

Welcome to Henry Ford Genesys Hospital

We want your stay with us to be as comfortable and convenient as possible. In our effort to assist you, this guide provides helpful information about our organization and the services that are available to you and your loved ones.

Our commitment to providing high-quality, safe care extends far beyond the walls of Henry Ford Genesys Hospital into every service we provide. Whether you or your loved ones require exceptional inpatient care, convenient outpatient treatment, or care provided right in your own home, our services are based on healing the body, mind and spirit of those we serve.

On behalf of our doctors, nurses, volunteers and the entire staff at Henry Ford Genesys, we thank you for putting your trust in us.



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About us

Your trust means the world to us. For over 100 years, the doctors, nurses, and caregivers at Henry Ford Health have been dedicated to providing expert medical care with compassion, dignity, and respect.

We encourage you to ask questions and welcome your suggestions so we can continually improve and support your healthcare journey.

Mission and vision

At Henry Ford Health, we improve people’s lives through excellence in the science and art of healthcare and healing. We will be your trusted partner in health, leading the nation in superior care and value – one person at a time.

Our values

- **Compassion:** We provide a heartfelt experience to every patient and team member.
- **Innovation:** We continuously pursue what’s possible through research, education, and clinical and operational excellence.
- **Respect:** We honor the commitment to our communities by acting with integrity, courage, and inclusion.
- **Results:** We reliably deliver on our promise to be leaders in safety and affordability, ensuring the health of our communities.

Accreditation/licensure

Henry Ford Genesys Hospital provides ongoing attention to safety, quality of care, treatment and services as our commitment to you. The hospital is licensed under all state of Michigan and federal statutes and regulations which govern public health institutions and organizations. We invite various organizations to evaluate our performance.

Henry Ford Genesys Hospital is accredited by:

- The Joint Commission (TJC)
- American College of Surgeons (Trauma and Oncology)

Patient rights and responsibilities

As a patient of Henry Ford Genesys Hospital, you have the following rights and responsibilities:

Patient rights

Henry Ford Genesys Hospital will:

- Respect, protect and promote patient rights.
- Inform the patient of his or her rights.
- Provide care in a safe setting.
- Treat the patient in a dignified and respectful manner that supports his or her dignity.
- Respect the patient's right to, and need for, effective communication in a manner that he or she understands, and that is tailored to the patient's age, language and ability to understand.
- Respect the patient's cultural and personal values, beliefs and preferences.
- Respect and accommodate the patient's right to religious and other spiritual services.

- Allow the patient to access, request amendment to, and obtain information on disclosures of his or her health information, in accordance with law and regulation.
- Inform the patient of his or her visitation rights. This includes the right to have visitors designated by the patient, including, but not limited to a spouse, a domestic partner (including same-sex), another family member, or a friend. This also includes the right to withdraw or deny such consent at any time.
- Allow a family member, friend or other individual to be present with the patient for emotional support during the course of stay, unless it infringes on other's rights, safety and medical treatment.
- Prohibit discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
- Provide information in a manner that meets the patient's needs if the patient has vision, speech, hearing or cognitive impairments.
- Respect the patient's right to participate in decisions about his or her care, treatment and services, including the right to have his or her own doctor promptly notified of his or her admission to the hospital.
- Respect the patient's right to refuse care, treatment and services, in accordance with the law.
- Honor the patient's right to give or withhold informed consent. This includes informed consent to produce or use recordings, films or other images of the patient for purposes other than his or her care.
- Protect the patient and respect his or her rights during research, investigation and clinical trials.
- Inform and provide information to the patient about the individuals responsible for, as well as those providing, his or her care, treatment and services. This includes informing the patient of the name of the doctor, clinical psychologist, or other practitioner who has primary responsibility for the patient's care.

- Address and respect patient decisions about care, treatment and services received at the end of life.
- Honor the patient's right to formulate or review and revise the patient's advance directive.
- Respect patient privacy.
- Respect the patient's right to pain management.
- Ensure the patient is free from neglect, exploitation, and verbal, mental, physical and sexual abuse.
- Promote and create an environment that preserves dignity and contributes to a positive self-image.
- Provide access to protective and advocacy services.
- Protect the patient from physical or mental abuse, and corporal punishment. This includes the right to be free from restraint or seclusion of any form, imposed as a means of coercion, discipline, convenience or retaliation. In addition, restraint or seclusion may be imposed only to ensure the immediate physical safety of the patient, a staff member or others, and must be discontinued at the earliest possible time.
- Review patient complaints and grievances.



Patient responsibilities:

- Medical history — To provide honest and complete information about his/her current condition and about past medical conditions and treatments.
- Lack of understanding — To make it known if he/she does not understand the description of his/her condition or the description of the course of treatment proposed for his/her condition.
- Refusal of treatment — To refuse treatment, but if the patient refuses treatment, the patient is responsible for the results of the decision.
- Following instructions — To follow the treatment plan recommended by the patient's healthcare team, including doctors, nurses and therapists. This responsibility also includes keeping appointments and giving notice when unable to do so.
- Charges for treatment — Regardless of the type of insurance plan the patient is responsible for paying for, or for ensuring payment for, the medical treatment rendered at Henry Ford Genesys Hospital.
- Respect for others and for property — To be considerate of the rights of other patients and for Henry Ford Genesys Hospital personnel. This responsibility particularly recognizes that other patients may be harmed by noisy conversation or behavior. The patient is responsible for being respectful of Henry Ford Genesys Hospital property.
- Rules and regulations — To follow rules and regulations of Henry Ford Genesys Hospital regarding patient care and conduct. The patient and family need to communicate with the caregiver if they intend to leave the nursing unit.
- Reporting pain — The patient is responsible for telling Henry Ford Genesys Hospital about his/her pain; this includes:
 - Asking his/her healthcare provider (doctor, nurse or clinician) what to expect regarding pain and pain management



- Discussing pain relief options with his/her nurse
- Asking for pain relief when pain first begins
- Helping his/her healthcare provider measure pain
- Telling his/her healthcare provider about any pain that will not go away
- Discussing any worries or fears he/she has about taking pain medication

Any person may file a complaint or grievance with the Michigan Department of Licensing and Regulatory Affairs, Bureau of Health Systems, Division of Operations, Complaint Investigations Unit by calling [1-800-882-6006](tel:1-800-882-6006) or by sending a letter to Ottawa Building, 1st Floor, P.O. Box 30664, Lansing, MI 48909. The public may contact The Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaint about a Joint Commission-accredited healthcare organization by calling [800-994-6610](tel:800-994-6610) or emailing: jointcommission.org/report_a_complaint.aspx.

If you feel that your rights have not been respected, you may file grievance at Henry Ford Genesys Hospital by calling [810-606-6534](tel:810-606-6534), Monday through Friday, 8 a.m.-4 p.m. On holidays and weekends,

please call the hospital operator at [810-606-5000](tel:810-606-5000) and ask to speak with a house manager.

A culture of safety

An unwavering commitment to safety is part of the culture at Henry Ford Genesys Hospital. That means ensuring your safety is among our highest priorities. We encourage you to become an active, involved and informed participant on your healthcare team. The following simple steps allow you to take part in decisions about your healthcare, which in turn provide better outcomes.

- Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.
- Ask a trusted family member or friend to be your advocate.
- Ask us to explain if there's something you don't understand.
- Make sure caregivers ask you to identify yourself, as well as what they are doing, before they administer treatments and procedures.
- Know what medications you take and why you take them.
- Understand about the risk of falls and follow the safety rules to decrease your chance of falling.

Your safety concerns and questions are helpful, and may be directed to the nurse manager. Contact your nurse if you:

- Were injured
- Wish to report an unexpected event
- Want to discuss concerns you have with the quality of care you received
- Wish to offer suggestions for patient safety

Keeping our patients safe by practicing good hygiene is important to Henry Ford Genesys Hospital. Here are seven things that can help prevent the spread of infections and keep our patients safe:

- 1.** Clean your hands. Hand hygiene is the number-one way to prevent the spread of infections. You will find alcohol foam dispensers located throughout the hospital, including every patient room. Please use that alcohol foam or wash your hands with soap and water when entering and leaving a patient's room. You may also request a bottle of hand gel cleanser from your caregiver.
- 2.** Make sure healthcare providers clean their hands and wear gloves. Before they treat you, it's OK to ask doctors, nurses or other caregivers if they've cleaned their hands. They should also wear clean gloves when they perform tasks such as taking throat cultures, taking blood, or touching wounds or body fluids.
- 3.** Make sure you and others cover your mouth and nose when coughing and sneezing. Many diseases are spread through coughs and sneezes. When you cough or sneeze, cover your mouth and nose with a tissue or with the inside of your arm at the bend of your elbow.
- 4.** If your loved ones are sick, ask them to stay home. Henry Ford Genesys Hospital believes the presence and comfort of loved ones are important parts of the healing process for our patients. However, if a potential visitor is sick — even if it's just a cold or the flu — it is in the best interest of you and other patients for that person to stay away until he or she is no longer contagious.
- 5.** Get your shots (vaccinations) to avoid disease and fight the spread of infection. Even as an adult, you should make sure your vaccinations are current. Check with your doctor.
- 6.** No latex balloons.
- 7.** No live flowers in ICU and as determined for the needs of the patient.

Your experience at Henry Ford Genesys Hospital

We want to ensure the best possible experience for you and your visitors. Our service to you is guided by our Values, which means that you will always be treated with the greatest respect, dignity and courtesy. Your caregivers will listen to your needs and thoroughly explain their care and services to you. And your physical, emotional and spiritual needs will always be addressed during your stay with us.

At Henry Ford Genesys Hospital we are committed to ensuring:

- Safe, effective, evidence-based clinical care
- A comfortable, convenient healing environment
- Compassionate, respectful care
- Communication and empowerment necessary for you and your loved ones to make informed decisions
- Responsiveness to all of your physical, emotional and spiritual needs

Your nurses and other caregivers will be visiting your room on a regular basis to ensure we are meeting your needs. If you have any concerns or questions that you feel are not being addressed, please feel comfortable directing them to the manager of your unit.

Following your discharge from Henry Ford Genesys Hospital, you may receive a phone call asking you to answer questions regarding your stay with us. If you do receive a call, please consider participating in the phone interview. We use your feedback to assist us in continually improving the quality of care and service to our patients, families and visitors.

Quiet, please—healing in progress

Rest is an important element of your recovery. At Henry Ford Genesys Hospital, we are striving to always provide a quiet environment that promotes healing. You may see signage reminding guests and staff to be quiet, and your caregiver may ask you if you'd like your door closed or other options that will help you rest. Please let your nurse know of anything you need to help promote a restful environment for your healing.

Room services and accommodations

Room accommodations

Patient rooms at Henry Ford Genesys Hospital are private (one bed) or semiprivate (two beds). Assignments are based on gender and type of medical problem. If a patient request creates a room charge greater than that covered by their health insurance plan, the patient is billed and is responsible to pay the additional charge.

Personal/lost items

Patients are encouraged to bring some personal items with them for their hospital stay such as basic toiletries, robe and slippers. Patients are asked not to bring any items of value such as:

- Electronic devices such as cameras, camcorders, phones and tablets
- Jewelry
- Large sums of money (more than \$10)
- Credit cards and checkbooks
- Medications

If you do bring a valuable item, Security can deposit your items in the hospital safe and provide you with a written receipt of all deposited items, with the exception of purses and clothing as those items are too large. Henry Ford Genesys Hospital does not accept responsibility for any missing personal items unless they are deposited in the hospital safe. If you lose a personal article, please notify your nurse immediately and we will make every effort to help locate it. To inquire about lost articles, contact Security at [810-606-5699](tel:810-606-5699). Lost articles will be held for 30 days.



Patient visiting hours

Henry Ford Genesys Hospital is open seven days a week during the following hours:

- Main Atrium — 5 a.m.-9 p.m.
- Laboring mothers should enter through the main entrance at all times.
- Visitors and support persons use the main entrance from 5 a.m.-9 p.m. After 9 p.m., use the emergency entrance.
- Emergency Services — 24 hours a day

Live flowers and latex balloons are not permitted in intensive or critical care areas.

Please ask your visitors to call you first before their visit. This assures that you have not gone home, or that you have no medical procedure pre-scheduled at the time of their visit. If you are not in a private room, please consider the comfort of other patients and limit your visitors to two at a time. Visitation rights can be removed if yelling, argumentative, derogatory comments or interruption of medical treatment of the patient and staff occur.

Henry Ford Genesys Hospital does not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. Visitation rights include the right to receive the visitors designated by the patient, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. Also included is the right to withdraw or deny such consent at any time.

Tobacco-free policy

In accordance with the state of Michigan's Smoke-Free Air Law, smoking is prohibited in any Henry Ford Health properties. We appreciate your support and compliance with this policy.

If you are a tobacco user, please talk with your doctor and caregivers about nicotine replacement and cessation options that are available to you during your stay at Henry Ford Genesys Hospital. You may also refer to the tobacco cessation resources listed below to assist you or someone you know in efforts to become tobacco-free.

- **American Cancer Society**
Visit cancer.org or call 1-800-227-2345.
- **American Heart Association**
Visit heart.org or call 1-800-242-8721.
- **American Lung Association of Michigan**
Visit ALAM.org for information on Freedom from Smoking.
- **Michigan Department of Community Health**
Visit michigan.gov/mdch to download a Quit Kit, or call 1-800-480-QUIT (7848).

Guest meals

In-room guest trays may be ordered from catering associates and paid for in the cafeteria. Guest meals are delivered with the patient's tray. Menus and delivery times are the same as for patients.

The retail area in the atrium provides a unique dining experience offering a variety of menu items including hot and cold deli items, salads, soups and desserts. Located just down the stairs from the atrium is the cafeteria, which is open every day. The cafeteria hours are: 6:45-10:15 a.m.; 11 a.m.-3 p.m.; 4-9 p.m.; and 1-2:30 a.m.

Telephone/television

Telephone and television are a complimentary service of Henry Ford Genesys Hospital.

To make a call, dial 9 + 1 + area code and the number. If you have any problems with your television or telephone, please notify the staff.



Spiritual Care

Chaplains at Henry Ford Genesys Hospital provide spiritual support and assistance to patients and family members. This includes attendance at family/team conferences; support during end-of-life decisions and family crises; events and assistance with advance directive decisions.

Services provided through the Spiritual Care Department include:

- Assisting with contacting clergy of all faiths to meet specific religious needs of patients and families.
- Making Holy Communion available to Catholic patients, families and staff.
- Providing the Sacraments of the Sick and Reconciliation, often sources of strength in the healing process.
- Celebration of Mass on a biweekly basis in the chapel and on special occasions.
- Holding interfaith prayer services and rituals.

Bibles are available upon request; please ask your caregiver if you would like a complimentary Bible.

Angelus bells

Henry Ford Genesys recognizes and honors both the joyful moments and the times of suffering encountered by our patients and family members. At Henry Ford Genesys Hospital, the Angelus bell rings three times a day — 6 a.m., noon and 6 p.m. — to remind our staff, patients and families that God is with us to offer hope and strength in this ministry.



Chapel, Sanctuary Garden and Reflection Room

A chapel for quiet time or for worship is located in the atrium, next to the Maple elevators. The chapel is open 24 hours a day, seven days a week. Patients, family and friends of all faith traditions are welcome.

The Henry Ford Genesys Hospital Sanctuary Garden is located on the nature trails, and is an outdoor chapel which provides a place for reflection. On the north end of the second floor, our visitors and families can visit the Reflection Room, which is an area for tranquility and reflection.

Clergy

Clergy of all faiths are welcome to visit members of their religious family. Information that you have been admitted or discharged is made available to clergy unless you request it not to be. If you need assistance with contacting a member of the clergy or would like to talk with a chaplain, you may dial Spiritual Care at [810-606-5290](tel:810-606-5290).

Comfort services

Acorn Gift and Floral Shop

The Acorn Gift and Floral Shop is located adjacent to the atrium where volunteers sell personal care items, flowers, candy and gift items.

Pet therapy

If you would like a visit from one of our many therapy dogs, please ask your nurse to arrange a visit.

Mail delivery

United States Postal Service mail is delivered to your bedside by hospital volunteers. They will post outgoing mail at your request.



Discharge planning

Within two business days of your admission to the hospital, a nurse case manager or a social worker will meet with you to discuss your discharge plan. Your doctor will determine the date you are ready to leave the hospital. If you have special needs after discharge, the nurse case manager and/or social worker will assist you and/or your support person in making necessary arrangements. Special needs can include equipment needs, prescription assistance, arranging for help at home, or arranging for placement other than home.

Transportation after discharge from the hospital is the responsibility of the patient. There are some special circumstances where the transportation will be paid for by your insurance. The case manager or social worker is able to check to see if you meet the insurance qualifications for transportation. If you do not meet the insurance qualifications but need assistance with transportation the nurse, case manager or social worker can help. The cost of transportation, not covered by insurance, is the patient's responsibility.

Prescriptions

If you would like your prescriptions filled before you leave the hospital, tell your nurse you would like Bedside Prescription Delivery. Your nurse will send your prescriptions directly to the Henry Ford Genesys Pharmacy, located in the main lobby at Henry Ford Genesys Hospital. The pharmacy will deliver your prescriptions right to your room. Your copay will be the same as it would at your neighborhood pharmacy, and credit card payments are accepted over the phone. For those who are uninsured, the Dispensary of Hope provides free prescription medication to low-income individuals. To see if you qualify for this program, call the Henry Ford Genesys Pharmacy at [810-606-6366](tel:810-606-6366).

Patient accounts

Your hospital bill includes the cost of personnel, equipment, supplies, nursing care, meals, housekeeping, laundry, maintenance and many other services. Additional charges are made for diagnostic or therapeutic procedures when ordered by your doctor. Either your insurance company or you, personally, are responsible for payment of expenses incurred for your medical treatment.

If you anticipate any difficulty financing your healthcare charges, please contact the Financial Advisor at [810-606-7431](tel:810-606-7431). Visa and MasterCard are accepted, or we may be able to assist in arranging other payment methods. Uninsured patients will receive an uninsured discount. There are many programs available to assist patients with their healthcare needs; when these options have been exhausted a charity care program is available. Questions concerning your health insurance coverage may be directed to an administrative associate or the cashier. We cannot be responsible for information regarding insurance benefits obtained from any other source.

Although your hospital bill is due and payable at the time of discharge, any special services administered immediately prior to discharge or charges not covered by your insurance will be billed to you at a later date. Billing questions should be directed to Patient Accounting at [888-544-7737](tel:888-544-7737).

Staff recognition

We understand that on occasion patients or family members may want to thank a staff member with a modest gift. However, our staff is prohibited from accepting gifts, gratuities or tips from patients or vendors. If you would like to recognize one of our staff members for their customer service excellence, rather than offering a gift, tip or gratuity, consider nominating the staff member for our Living Our Values (LOV) recognition program. The program honors staff who best demonstrate the values of our health system. If you would like to nominate a member of the Henry Ford Genesys Hospital staff, please call the Patient Liaison at [810-606-6534](tel:810-606-6534).

Patient privacy

You are entitled to keep your hospital stay private. Tell your caregiver if you do not wish your presence to be acknowledged, and if you do not wish to receive phone calls, visitors, mail or other deliveries. However, having so advised, if you intentionally or unintentionally identify your own presence to persons outside the hospital, you immediately jeopardize your anonymity, and Henry Ford Genesys Hospital can no longer be held responsible.

For more details on how Henry Ford Genesys Hospital uses your health information and your privacy rights under Health Insurance Portability and Accountability Act (HIPAA) of 1996 Privacy Regulations, please ask for a copy of the Henry Ford Genesys Hospital Notice of Privacy Practice.



Advance directives

A formal advance directive is a document, prepared in advance of serious illness, that states your choices for healthcare, or names someone to make those choices if you become unable to make decisions.

The federal Patient Self-Determination Act of 1990 requires healthcare facilities to inform patients about advance directives.

Michigan Public Act 312 of 1990 allows Michigan citizens to establish a durable power of attorney for medical decisions in the event they become unable to make those decisions themselves. This law legally authorizes a person you choose (called a patient advocate) to make decisions about your medical care, custody and treatment should you become incapacitated. The person you choose as your patient advocate has a duty to follow your wishes.

Based on your judgment and your ethical and moral values with the input of your doctor, we recognize your right to direct the course of your own treatment. We encourage you to consider advance directives in your healthcare planning.

- Know your rights.
- Discuss your wishes with your family and doctor.
- Review your advance directives to make sure they express your wishes clearly.

Henry Ford Genesys Hospital participates in the community-wide advance care planning initiative Your Health Your Choice. Henry Ford Genesys Hospital is prepared to discuss advance directive concerns and decisions with you and your loved ones. Please ask your nurse to contact Spiritual Care or Social Work to request assistance.

Gift of Life

Anyone can be an organ or tissue donor just by making your wishes known to your family. Old age or a history of disease does not mean you can't donate. Organs and tissue which cannot be used for transplants often can be used to help scientists find cures for serious illnesses.

To become a donor, discuss organ and tissue donation with your family. It is important that your loved ones know of your decision. Then sign a donor card in the presence of two witnesses and carry it with you at all times. To obtain a donor card, call Gift of Life at [800-482-4881](tel:800-482-4881) or visit giftoflifemichigan.org.

Filing a grievance

As our patient, your comfort and well-being are our primary concerns. Each associate is to make your stay as pleasant as possible. However, if you or your family members have a concern about the care you are receiving, please speak with your nurse or ask to speak with the manager of the unit or department where you are receiving care. If you are not satisfied with the response you receive, please contact the Patient Representative at [810-606-6534](tel:810-606-6534), or toll-free at [888-606-6556](tel:888-606-6556). On holidays and weekends, please call the operator ([dial 65000](tel:dial65000)) and ask to speak with a nursing supervisor.

Any person may file a grievance (complaint) about a health facility with the Michigan Department of Licensing and Regulatory Affairs, Bureau of Health Systems, Division of Operations, Complaint Investigations Unit, P.O. Box 30664, Lansing, MI 48909. If you need assistance or wish to make an oral complaint, you may call the Department of Community Health at [800-882-6006](tel:800-882-6006).

The public may contact The Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaints about a Joint Commission-accredited healthcare organization by calling [800-994-6610](tel:800-994-6610); mailing The Joint Commission, Office of Quality and Patient Safety, One Renaissance Blvd., Oakbrook Terrace, IL 60181; or emailing jointcommission.org/report_a_complaint.aspx.

Henry Ford Genesys services

Allied health services

Henry Ford Genesys Diabetes and Nutrition Learning Center

The Henry Ford Genesys Diabetes and Nutrition Learning Center provides education and support to patients with diabetes or other nutritional needs. Diabetes nurse educators and specialty-trained dietitians offer group and one-to-one consultation, on an outpatient basis, to patients to promote self-management of their disease. The staff provides education and continuing support with diet, exercise, medication and monitoring.

**One Genesys Parkway, Grand Blanc, MI 48439
810-606-7720**

Henry Ford Genesys Sleep Disorder Center

Sleep disorders are medical conditions that disturb sleep patterns and can greatly affect one's quality of life as well as increase the risk of disease or injury. These conditions include difficulties falling or staying asleep, difficulties staying awake or abnormal sleep. A sleep disorder can be characterized by insomnia, increased use of sleeping aids, irregular breathing, snoring, unintentional or unexplained dozing, heart disease/hypertension, morning headaches, body discomfort or abnormal behavior while sleeping. At the Henry Ford Genesys Sleep Disorder Center, conditions can be treated once you are evaluated by a doctor, which may include taking a sleep test.

**8220 S. Saginaw St., Suite 700, Grand Blanc, MI 48439
810-695-0532**

Henry Ford Wound and Hyperbaric Center - Grand Blanc

The Henry Ford Genesys Wound and Hyperbaric Center, along with a team of trained doctors and nurses, utilizes sophisticated wound care protocols and advanced clinical approaches, including hyperbaric oxygen therapy. These approaches are designed to improve healing time and prevent possible limb loss. Services are available to infants through older adults.

**600 Health Park Blvd., Suite 1, Grand Blanc, MI 48439
810-603-8250**

Behavioral medicine

Henry Ford Genesys Hillside Center for Behavioral Health

Henry Ford Genesys Hillside Center for Behavioral Health is an outpatient treatment clinic offering a full array of behavioral health services to children, adolescents, adults and seniors. A staff of psychiatrists, psychologists, clinical social workers, and professional counselors provide individual, family and group therapy to clients experiencing emotional or psychological problems. In addition to traditional outpatient therapy, we offer an intensive outpatient treatment program for adults who are severely depressed and require a daily, structured and supportive program. Confidential treatment is provided in a comfortable, private setting, and is tailored to the individual needs of the client and/or family.

**8435 Holly Road, Grand Blanc, MI 48439
810-603-8800**

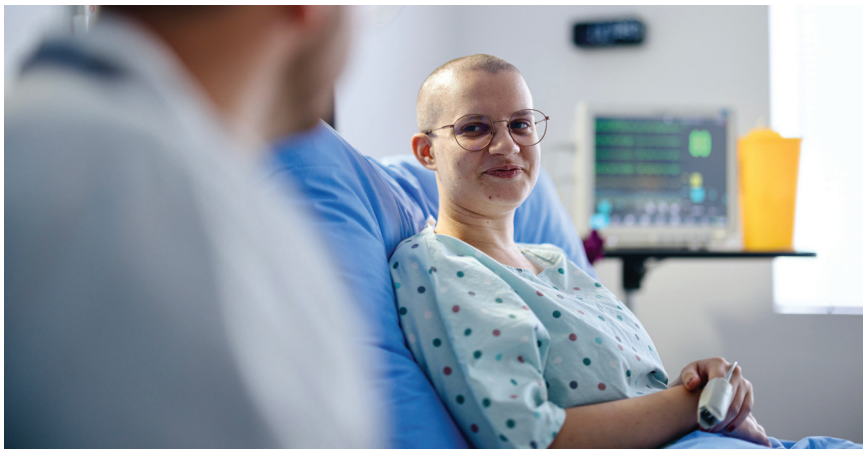
Cancer care

Your care at Henry Ford Genesys Hospital is guided by a variety of highly trained professionals including doctors, oncology-trained nurses, social workers, dietitians, pharmacists and Spiritual Care chaplains. Each week, cases are reviewed by the entire care team to ensure every aspect of care is being met. Our patients are able to benefit from our teaching facility status as oncology rounds are conducted throughout the unit. In addition, patients will have the most up-to-date information about ongoing cancer clinical and prevention trials, and new treatment options. The clinical staff at Henry Ford Genesys Hospital are trained in all aspects of oncology patient care.

Henry Ford Genesys Hurley Cancer Institute

The Henry Ford Genesys Hurley Cancer Institute is a comprehensive outpatient cancer treatment center providing high quality, customer-focused services to the Mid-Michigan region. Established as a joint venture between Henry Ford Genesys Hospital and Hurley Medical Center, the Cancer Institute offers prevention programs, early detection services, diagnosis, treatment and follow-up care at one convenient location.

Henry Ford Genesys Hospital Hurley Cancer Institute
302 Kensington Ave., Flint, MI 48503
810-762-8226 toll-free 888-762-8675



Laboratories

Henry Ford Genesys offers multiple lab sites for patient testings. Office hours vary; call for times.

Henry Ford Lab Services
1460 N. Center Road, Burton, MI 48509
810-715-4324

Henry Ford Lab Services
600 Health Park Blvd. Grand Blanc, MI 48439
810-603-8350

Henry Ford Lab Services
One Genesys Parkway, Grand Blanc, MI 48439
810-606-7361

Emergency services

Emergency Services at Henry Ford Genesys Hospital provide expert professional care for all emergency medical needs. Henry Ford Genesys Hospital's full-time emergency department doctors are trained in emergency medicine and have completed certification training in Advanced Trauma Life Support (ATLS) and Advanced Cardiac Life Support (ACLS). Our highly trained emergency department nursing staff is certified in Basic Life Support (BLS), Advanced Cardiac Life Support (ACLS), and emergency and trauma nursing.

Henry Ford Genesys Hospital is a teaching and training site for EMTs and paramedics. The Emergency Department at Henry Ford Genesys Hospital is verified as a Level II Trauma Center by the American College of Surgeons' Committee on Trauma, which means Henry Ford Genesys Hospital provides an extremely high standard of trauma care.

Henry Ford Genesys Hospital Emergency Services
One Genesys Parkway, Grand Blanc, MI 48439
810-606-5933 toll-free 888-606-5710

Health centers

The health centers offer healthcare close to home for you and your family. Both locations provide family practice care as well as specialty care, such as prenatal care and delivery. Both locations place an emphasis on illness prevention through periodic exams, health screenings and wellness education.

Henry Ford Family Health Center
1460 N. Center Road, Burton, MI 48509
810-715-4300

Henry Ford Genesys Health Center
420 S. Saginaw St., Flint, MI 48502
810-232-3522

Home health and hospice

Compassus coordinates a patient's care with the doctor to provide the continuing services they need at their place of residence. Compassus provides skilled nursing; physical, occupational and speech therapies; medical social work; nutritional guidance; home health aide services; and pediatric care as prescribed by the primary care doctor.

Our hospice services include comprehensive, home-based hospice care and support for terminally ill patients — 24 hours a day, seven days a week. We involve the patient and their loved ones in the care planning process to provide personalized services based on the patient's individual needs and symptoms, with a special emphasis on managing a patient's pain and discomfort.

Compassus
5445 Ali Drive, Grand Blanc, MI 48439
888-606-6661



MRI Center

In addition to our in-house hospital MRI, the Henry Ford Genesys MRI Center provides the region's leading MRI diagnostic imaging of the head, spine, body, breasts, extremities and soft tissue organs to evaluate a range of diseases and conditions such as cancer, disc disease, disc herniation, neurological problems and alignment, as well as injuries related to bones and tendons.

Henry Ford Genesys Hospital MRI Center
981 Health Park Blvd., Grand Blanc, MI 48439
810-953-6100

Orthotics and prosthetics

Henry Ford Genesys Orthotics and Prosthetics specializes in the assessment, fabrication and fitting of orthotics and prosthetic devices. Designed to improve and enhance the quality of life for patients, Henry Ford Genesys Orthotics and Prosthetics provides a comprehensive array of assistive devices, and works closely with rehabilitation and physical medicine specialists as well as neurosurgeons to ensure a smooth transition to ambulatory and outpatient care.

Henry Ford Genesys Orthotics and Prosthetics
2598 Genesys Parkway, Grand Blanc, MI 48439
810-606-6570

Inpatient care

Henry Ford Genesys Hospital is one of the first hospitals in the country to be designed clinically and architecturally around patient care and comfort. Henry Ford Genesys Hospital is a 400-bed full-service hospital with an integrated medical office building, ambulatory care centers, retail shops and other medical amenities in a beautiful four-story skylit atrium which hosts many community events and activities throughout the year.

Located inside Henry Ford Genesys Hospital is a Level II Trauma Center; minimally invasive surgical procedures; orthopedics care with accredited joint replacement and hip repair programs; a Women & Children's Center with the Henry Ford Genesys Family Birthing Center; well and special care nurseries and pediatrics care; and inpatient rehabilitation and short-term rehabilitation. Our quality of patient care is demonstrated through Blue Distinction Centers by Blue Cross Blue Shield of Michigan for cardiac care, hip and knee replacement and spine surgery; and a Center of Excellence designation for the stroke program by The Joint Commission.

Henry Ford Genesys Hospital
One Genesys Parkway, Grand Blanc, MI 48439
810-606-5000 toll-free 888-606-6556

Medical equipment

Hart Medical Equipment provides a complete line of home healthcare products and accessories. Home respiratory products, durable medical equipment, IV therapy, and a wide variety of home health aids are available either on a rental or purchase basis. Specialists deliver, assemble and demonstrate proper use to ensure all equipment is in good operational order and to provide further training when needed.

Hart Medical Equipment
8220 S. Saginaw **1432 Genesys Parkway**
Grand Blanc, MI 48439 **Grand Blanc, MI 48439**
810-694-4391 **810-866-9435**



Henry Ford Genesys Health Club

When you join Henry Ford Genesys Health Club, you get more than just a great facility — you get a team of health and fitness professionals dedicated to help you achieve your goals. Members receive a fitness assessment, customized workout program, classes on fitness, nutrition and cooking through Wellness University; and ongoing support while they work toward meeting their goals. The best part is — it's all included in your membership!

Take the first step toward a healthier future today. Stop in and receive a free tour and day pass. For questions about membership, programs or services, contact Membership Services at 810-606-7523 or visit us on the web at HenryFordGenesysHealthClub.com.

801 Health Park Blvd., Grand Blanc, MI 48439
810-606-7300

Henry Ford Genesys Physician Access

Henry Ford Genesys Physician Access matches patients with doctors. Whether you are seeking a family practice doctor, a cardiologist, a pediatrician, a gynecologist, obstetrician, internist, oncologist or any other medical specialty, a phone call can help you find the best match to meet your needs. The Henry Ford Genesys medical staff of over 800 doctors continues to grow as doctors look to supply their patients with the most advanced technology and patient-focused care.

810-424-2270 toll-free 800-327-6262

Senior services

Program of All-Inclusive Care for the Elderly

Sometimes as we age, we may need extra assistance to stay healthy and remain in our own homes. PACE (Program of All-Inclusive Care for the Elderly) is a complete health service and long-term care program, which allows older adults to remain in their own homes as long as possible. PACE offers a range of medical and supportive services that can be provided at the PACE center or in the comfort of home 24 hours a day, seven days a week, 365 days a year. Our many relationships with specialists and providers in the community ensure participants of PACE will get the care they need, including social and recreational services, in our PACE center located in downtown Flint.

Henry Ford Living PACE Michigan
412 E. First St., Flint, MI 48502
810-236-7500 tty 810-236-7554

Gifts and contributions

Henry Ford Genesys Hospital is a nonprofit organization dedicated to excellence in patient care. Outside support through both large and small contributions enables continuation of our mission. The Henry Ford Genesys Foundation supports the mission of Henry Ford Genesys Hospital through the development of charitable gift programs to enable the community to direct gifts to Henry Ford Genesys in support of patient services, purchase of new equipment, development of new facilities and programs; and support educational scholarship opportunities for both Henry Ford Genesys and the community. For more information or for assistance in making a gift, call the Genesys Foundation at 810-606-6278. Donations can also be made online at genesyshealthfoundation.org.

Notice of nondiscrimination

Henry Ford Genesys Hospital complies with applicable federal civil rights laws. Henry Ford Genesys Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Henry Ford Genesys Hospital:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats and other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact 1-810-606-5000 (TTY: 844-907-8000).

If you believe that Henry Ford Genesys Hospital has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Patient Relations Coordinator
One Genesys Parkway, Grand Blanc, MI 48439
810-606-6534

You can file a grievance in person or by mail or fax. If you need help filing a grievance, our Patient Relations Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building, Washington, DC 20201
1-800-368-1019 tdd 1-200-537-7697 (TDD)

Complaint forms are available at hhs.gov/ocr/office/file/index.html.

ATTENTION: If you speak any of the languages below, language assistance services, free of charge, are available to you. Call 1-810-606-5000 (TTY: 844-907-8000).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-810-606-5000 (TTY: 844-907-8000).

مقرب لصتا .ناجملاب كل رفوتت قيوغلا دعاملا تامدخ ناف ،ةغلا ركذا ثدحتت تنك اذا :فظوحلم 1-810-606-5000 (مقر مكيلاو مصلا فتاه: 844-907-8000-1)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-810-606-5000 (TTY: 844-907-8000)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-x-810-606-5000 (TTY: 844-907-8000).

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-810-606-5000 (TTY: 844-907-8000).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-810-606-5000 (TTY: 844-907-8000)번으로 전화해 주십시오.

লক্ষ্য করুনঃ যিদ আপনি বাংলা, কথা বলতে পারেন, তাহেন নিঃখরচায় ভাষা সহায়তা পিরেষবা উপলব্ধ আছ। ফোন করুন ১-1-810-606-5000 (TTY: ১—844-907-8000).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-810-606-5000 (TTY: 844-907-8000)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-810-606-5000 (TTY: 844-907-8000).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-810-606-5000 (TTY: 844-907-8000).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-810-606-5000 (TTY: 844-907-8000) まで、お電話にてご連絡ください。

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-810-606-5000 (телерайн: 844-907-8000).

OBAVJESTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam Besplatno. Nazovite 1-810-606-5000 (TTY – Telefon za osobe sa oštećenim govorom ili sluhom: 844-907-8000).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-810-606-5000 (TTY: 844-907-8000).

Frequently called numbers

Cashiers Office..... 1-810-606-6845

Housekeeping 1-810-606-5770

Patient Accounting.....888-544-7737

Patient Information..... 1-810-606-5000

Patient Portal customer support.....888-670-9775

Patient Representative..... 1-810-606-6551

Pharmacy 1-810-606-6366

Security 1-810-606-5699

Social Work k1-810-606-6050

Spiritual Care..... 1-810-606-5290

Volunteer Department 1-810-606-5100

Local calls..... dial 9

Long-distance callsdial 9+1+ area code



Henry Ford Genesys Hospital
1 Genesys Parkway
Grand Blanc, MI 48439
810-606-5000