

# ProMedica Charles and Virginia Hickman Hospital

## **PATIENT INFORMATION GUIDE**



This guide offers information that you, your family and your guests may need during your stay at ProMedica Charles and Virginia Hickman Hospital. We know that being in the hospital can be hard. But, we want to do our best to make it as easy as possible. Please ask for help at any time. Our goal is to provide you with the best medical and personal care. We want to help you recover and be as healthy as possible.

 **PROMEDICA**  
**CHARLES AND VIRGINIA**  
**HICKMAN HOSPITAL**

**517-577-0000**

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## IMPORTANT HOSPITAL NUMBERS

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|                                |              |                          |              |
|--------------------------------|--------------|--------------------------|--------------|
| MAIN NUMBER (INFORMATION)..... | 517-577-0000 | NUTRITION SERVICES ..... | 517-577-0398 |
| FINANCIAL COUNSELOR .....      | 517-577-1015 | SECURITY.....            | 517-577-5555 |
| GIFT SHOP.....                 | 517-577-0533 |                          |              |

## ABOUT OUR FACILITY

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### *Smoke-Free Policy*

All ProMedica campuses are smoke free, indoors and outdoors. The use of tobacco and marijuana, including electronic cigarettes and other combustible smoking products such as herbal cigarettes, is not permitted in our buildings, lawns, walkways, sidewalks, parking lots, parked cars in parking lots, or any other grounds that ProMedica maintains. As a courtesy, please also be considerate of our neighbors and avoid littering and loitering on properties that surround our campus.

### *Visitation Guidelines*

As part of our Mission to improve our patient's and visitor's health and well-being, we continuously work to ensure all visitations are safe.

### *Visitation/Quiet Time*

Visiting hours depend on the department and patient's level of care. Ask a staff member for more information.

Rest is an important part of your care. But, we know that family and guests help make your hospital stay more pleasant.

- It may be necessary for your doctor or nurse to limit the number of family/guests in the room.
- Your comfort and that of other patients is important to us.
- Quiet time is observed during the hours of 2 – 4 p.m. and 9 p.m. – 6 a.m. During those hours, we ask that you and your family/guests help us maintain the quiet, peaceful atmosphere necessary for our patients' well-being and healing.

## OUR COMMITMENT TO YOU

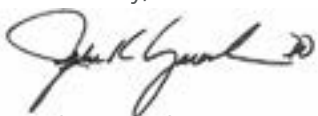
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The physicians and staff of ProMedica Charles and Virginia Hickman Hospital work to provide quality health care to our community. ProMedica Charles and Virginia Hickman Hospital combines advanced technology with a personal, caring touch to meet the needs of our patients. This Patient Services Guide is designed to familiarize you with the services available at ProMedica Charles and Virginia Hickman Hospital. If you have a need or question that is not addressed in this guide, please feel comfortable contacting any member of our health care team.

Additionally, if you wish to discuss your experience at ProMedica Charles and Virginia Hickman Hospital, please do not hesitate to contact me directly at 517-577-0265. During your stay with us, ProMedica Charles and Virginia Hickman Hospital staff will bring together their special talents to help restore your health. Please accept our sincere wishes for a swift recovery and return to your loved ones.



Sincerely,

A handwritten signature in black ink, appearing to read 'Julie Yaroch' with a stylized flourish at the end.

Julie Yaroch, DO  
President

ProMedica Charles and Virginia Hickman Hospital

## OUR MISSION is to improve your health and well-being.

### OUR VALUES

#### *Compassion*

We treat our patients and each other with respect, integrity and dignity. Because each of us is a caregiver, our actions, words and tone let others know we truly care about them.

#### *Innovation*

We continually search to find a better way forward. We seek and embrace changes that enable us to deliver high-quality care and the best possible outcomes.

#### *Teamwork*

We are an inclusive team of diverse and unique individuals who collaborate to meet the ongoing needs of our patients and communities. We partner with others because we are better together than apart.

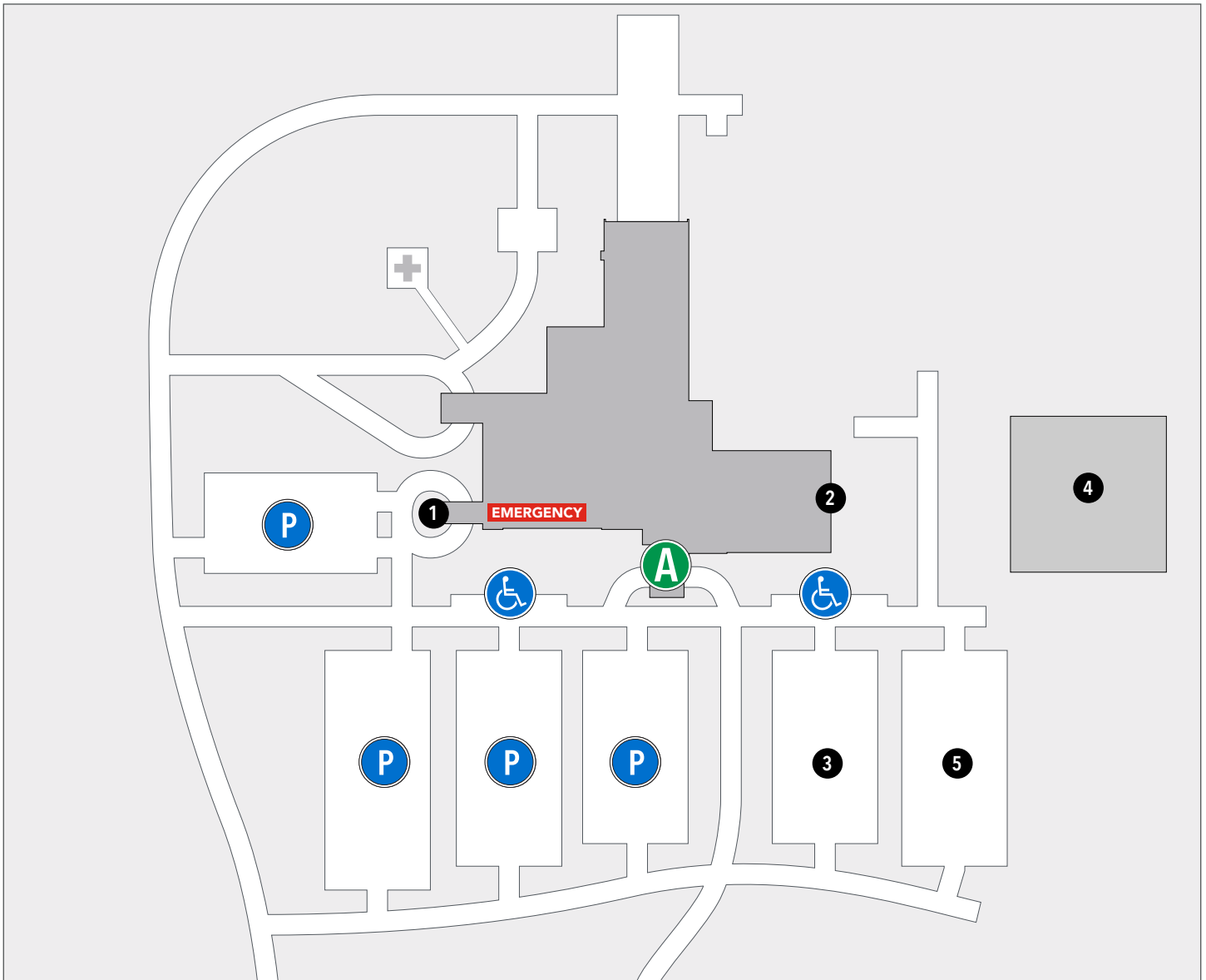
#### *Excellence*

We strive to be the best in all we do; we value lifelong learning, practice continuous improvement and provide exceptional service in living our Mission to improve your health and well-being.

#### *Learning*

We are committed to providing opportunities for lifelong learning, both personal and professional, to our employees and residents so they can provide superior care and service to those in our care. We are also committed to providing an atmosphere of clinical excellence to ensure valuable experiences to our medical residents and other learners.

## PROMEDICA CHARLES AND VIRGINIA HICKMAN HOSPITAL MAP – CAMPUS



Parking



Handicap Parking



Emergency Entrance



Employee Entrance



Physician Parking



Frank and Shirley Dick Family YMCA/Total Rehabilitation Center



Employee Parking

## PATIENT'S RIGHTS AND RESPONSIBILITIES

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ProMedica Charles and Virginia Hickman Hospital strive to provide the best level of health care for all patients and their representatives.

### *Patient Rights*

ProMedica Charles and Virginia Hickman Hospital value the basic rights of human beings for independence of expression, decision, action, and concern for personal dignity and human relationships. The following basic rights will apply to patients while they are at ProMedica Charles and Virginia Hickman Hospital.

#### **As a patient at ProMedica Charles and Virginia Hickman Hospital, you have the right to:**

- Receive medical care and be informed of who is taking care of you.
- Be treated with dignity and respect.
- Have a family member/representative of your choice and your physician notified of your admission.
- Receive information about formulating an advance directive and to receive care in accordance to their wishes in the event they are unable to participate in medical treatment decisions.
- Refuse care, treatment and services.
- Decide who may provide you support and speak with you.
- Access religious and spiritual services.
- Participate in ethical issues and questions about your care.
- Receive private and confidential care in a safe and secure environment free from neglect, exploitation and physical and mental abuse, and corporal punishment.
- Access protective services including notifying a government agency of neglect or abuse.
- Have appropriate assessment and management of your pain.
- Know guest visitation restrictions or limitations.
- Obtain information or have an advance directive.
- Consent or refuse to participate in research studies or production of recordings, films or other images.
- Access the organization's formal process for handling complaints and have complaints addressed in a timely manner knowing that your care will not be affected.
- The right to access information contained in his or her clinical records within a reasonable time frame.
- Receive information regarding hospital charges, payment methods and financial assistance as needed.
- A medical chaperone is available upon request. Please let us know if you would like one present.

### *Patient/Patient's Representative Responsibilities*

- Provide information about health status to facilitate care, treatment and services.
- Follow the treatment plan, keep appointments and speak up when you do not understand the plan.
- Respect the rights of other patients and health care personnel.
- Follow organizational rules and regulations that support quality care and a safe environment.
- Fulfill financial obligations as promptly as possible.
- Obtain informed consent for organ and tissue donation.

## PRIVACY NOTICE

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Our Notice of Privacy Practices is posted at all admission/registration points throughout the hospital and is available on our web site, [promedica.org](http://promedica.org). If you would like a copy, please ask your caregiver.

### *Notice of Nondiscrimination and Accessibility*

#### **Discrimination is Against the Law**

ProMedica complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). ProMedica does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

ProMedica provides:

#### **Free aids and services to people with disabilities to communicate effectively with us, such as:**

- Qualified sign language interpreters (utilizing VRI and on-site resources).
- Written information in other formats (large print, audio, accessible electronic formats).

#### **Free language services to people whose primary language is not English, such as:**

- Qualified interpreters (utilizing VRI, OPI, and on-site resources).
- Information written in other languages.

If you require these services, contact ProMedica Customer Service at 844-810-1634 or go to the nearest registration area or information desk.

If you believe that ProMedica has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

#### **ProMedica Interpreter Services**

Mail: ProMedica  
100 Madison Ave., MSC-SWS-1034  
Toledo, Ohio 43604

Toll Free: 844-810-1633 (Customer Service)

TTY: 7-1-1 (National), or  
800-750-0750 (Ohio Relay Service)

Fax: 567-585-9494

Email: [interpreterservices@promedica.org](mailto:interpreterservices@promedica.org)

You can file a grievance in person or by mail, fax, or email. If you need assistance in filing a grievance, please reach us using the contact information listed above.

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](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or by mail or phone at:

#### **U.S. Department of Health and Human Services**

200 Independence Ave. SW  
Room 509F, HHH Building  
Washington, D.C. 20201

800-368-1019  
800-537-7697 (TDD)

Complaint forms are available at [hhs.gov/ocr/office/file/index.html](http://hhs.gov/ocr/office/file/index.html).



To ensure effective communication with patients and their companions who are deaf, hard of hearing, have limited English proficiency (LEP), or have other language barriers, ProMedica provides appropriate auxiliary aids and services free of charge. These services may include: American Sign Language and oral interpreters, foreign language interpreters, video remote interpreters, a video relay service, speech to text services, visual aids, written materials and closed captioned television. Please ask your nurse or other ProMedica personnel for assistance or contact the Americans with Disabilities Act (ADA) administrator at your facility.

**Japanese:** 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。1-844-810-1634 (TTY:711) まで、お電話にてご連絡ください。

**Vietnamese:** CHÚ Ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số 1-844-810-1634 (TTY: 711)

## FOR YOUR SAFETY AND SECURITY

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### *Putting Your Safety First*

We value your health and safety, and we want you to feel comfortable and secure during your stay. You may not be able to walk or move without help because of your health or medications. Our staff is here to help turn you in bed, move you from the bed to a chair and help to get you to and from the bathroom. In order to keep you safe during your stay we may use special equipment to help you.

### *How Does Our Safe Patient Handling Program Help You?*

- Improves your comfort, safety and dignity.
- Helps to prevent you from falling.
- Increased movement helps to keep your bowel and bladder working.
- Makes turns and moving to chairs and stretchers more comfortable.
- Moving more often while recovering speeds your return to home.

### *Become Involved and Informed About Your Health Care*

Patient safety is important to every employee at ProMedica Charles and Virginia Hickman Hospital. As the patient, you also help to make your care as safe as possible by becoming an active member of the health care team. We encourage you to:

- Be active in your care and care decisions. Discuss each step of your care with your doctor. Ask your doctor and health care team what you can do to improve your health and speed your recovery. Ask what tests have been ordered and why.
- Please ask if you have questions or concerns. If you don't understand something, ask again. Write down important facts the doctor or caregiver tells you. Ask if there is written information that may help you.
- Know the medicines you take. Give your doctor or nurse a list of all the medicines you normally take, including over-the-counter medicines, vitamins and herbal supplements. Learn about new medicines you may receive while in the hospital. If you don't recognize a medicine you are given, bring this to your nurse's attention.

- Tell your doctor and nurse about any allergies you have and the type of reaction they cause.
- Pay attention to the care you receive. Hospital employees wear photo ID badges and will introduce themselves to you. If you have questions about your treatment, medicine or procedure, ask your caregiver to double check.
- Expect your caregivers to wash their hands and/or use a hand cleaner often.
- Expect your caregivers to check your armband before administering medications or providing treatment.

### *General Safety Tips*

- Use the call system if you need help. A staff member will show you the locations of the call buttons and how to use them.
- Wear secure-fitting, non-skid soled shoes or slippers to avoid slips and falls.
- Let us know if you use a walker or cane. We'll keep it within easy reach.
- Make sure you have a clear path. Always ask for help if you must take medical equipment with you as you move about.
- Ask for help if you feel weak or dizzy.

### *Security Concerns*

ProMedica Charles and Virginia Hickman Hospital make every effort to provide for your safety during your stay. If you have concerns about security, please talk with your doctor or nurse.

### *Patient Concerns*

We truly hope you are pleased with your care and stay at ProMedica Charles and Virginia Hickman Hospital. However, should you have any concerns during your stay, please speak with your physician, the unit director (or his/her representative), or another staff member. If your questions or concerns are still not addressed, please contact the hospital operator by dialing 0, or 517-577-0000 from an outside line, and ask to speak with the administrator on call.



Additionally, because your loved ones know you best, they may notice changes that should be brought to the attention of your caregivers. Your family should contact the unit director or administrative supervisor if:

- There is any change in your condition that has not been recognized by the health care team.
- They have questions or concerns about care that have not been answered.
- They have reported a change in your condition that they feel is not being addressed.

You or your loved ones can also submit concerns online at [promedica.org](http://promedica.org) by selecting Patient Resources then Contact Us. At any time, you may contact the State of Michigan Complaint Hotline for Healthcare Facilities at 800-882-6006, website [michigan.gov/bhcs](http://michigan.gov/bhcs) or the Accreditation Commission for Health Care at [complaints@achc.org](mailto:complaints@achc.org) or call 855-937-2242.

After you go home, you may be asked to participate in a survey that asks questions about your hospital stay. Thank you for taking time to share your thoughts. Your responses will help us continue to improve our services and care.

### *Clean Hands*

Hand hygiene is the single most important way to prevent the spread of germs. You can expect to see your caregivers clean their hands before and after touching you. If they do not, please ask them to clean their hands before touching you.

In addition – because blood and other bodily fluids can carry infection – your doctors, nurses and other health care staff may use equipment such as gloves, gowns and masks to protect you and others. To get rid of germs, apply hand sanitizer and rub your hands together until dry.

Ask your caregivers for hand sanitizer to keep at your bedside. Hand sanitizer is available in every patient room. Hands can also be cleaned by washing with soap and water for 15 seconds.

### *Cover your Cough*

Serious respiratory illnesses like the flu are spread by coughing, sneezing or unclean hands. Even healthy people can spread germs. Follow these basic practices to help stop the spread of germs. Turn away from other people when coughing or sneezing. Cover your sneeze or cough with a tissue or your upper arm. Throw your tissue away, and clean your hands with soap and water.

### *Isolation*

Some germs can be passed from person to person. For this reason, some patients may be placed in isolation. When a patient is in isolation, a sign will be posted on the door showing what equipment is needed for people who enter the patient's room. Family/guests should check with nursing for any questions about isolation equipment. The reason for the isolation is not listed on the sign.

### *Identification Band*

An ID band was put on your wrist when you were admitted. It provides a way for health care providers to identify you. It is very important that you wear your band at all times while you are in the hospital. Caregivers will check your ID band prior to administering medications, before any tests or procedures and at other times during your care.

## Identifying Your Caregivers

1. You may see more than one doctor while you are in the hospital. The doctor who admitted you may seek consults from other doctors about your care.
2. All employees wear picture ID badges that include their name and department. You may encounter a number of employees while staying at ProMedica Charles and Virginia Hickman Hospital.

### Our team wears many colors and we're all here to help you!

See the color listing below to find out who's who on our team and how they will help you:



– The **NURSE** is your primary caregiver and will check you over, give you your medications, help you get up to the chair or to the bathroom, along with assisting with whatever else you may need. They will answer your call light as well.



– The **PATIENT CARE TECH'S** will be in to check your Vital Signs (blood pressure, heart rate, breathing rate and temperature). They will also help you get cleaned up for the day, help you to the bathroom, help you move from the bed to the chair and vice versa and get you set up to eat your meals. They will answer your call light and assist you with anything that you need.



– **RESPIRATORY THERAPY** wears gray. They will give you your breathing treatments if they are ordered and monitor your oxygen status.



– The **RADIOLOGY** staff wear gray. They may come to your room or take you down to do X-ray's or CT scans.



– Those that work in the **LABORATORY** and come to draw your blood will be wearing green.



– The **DIETARY/KITCHEN** personnel wear black. They may enter your room to deliver your meal trays.



– The **PHYSICAL THERAPY/OCCUPATIONAL THERAPY** also wear black. They will help you do exercises in or out of bed to help you keep your strength while you're in the hospital. They may help you to get out of bed and walk around your room/hallway.



– The **ENVIRONMENTAL SERVICES** (housekeeping) staff wear bright blue. They will clean and disinfect your room to provide you and your visitors with a safe environment during your stay.



– The **PHARMACY** staff wear purple. They may come to your room and talk to you about your medications.

Please do not hesitate to ask anyone who enters your room if you need something. Any member of our team is willing to help you or get you the right person to assist you!

## Your Care Transitions

During your hospital stay, your attending physician will be responsible for coordinating and directing your care. He/she will work with any other physicians and clinicians your condition may require to ensure that you receive the care you need. Your attending physician will also be responsible for coordinating any transfers to different levels of care and your discharge from the hospital.

Additionally, at the beginning of your stay, we will provide you with an estimated date of discharge. This will help you and your loved ones plan for the next steps in your care. You will receive ongoing updates about your expected discharge timeline throughout your stay.

## *Medical Decision Making*

We ask each adult patient when admitted if he or she has advanced directives. An advanced directive identifies someone you have chosen to make medical decisions for you if you are unable to do so (Durable Power of Attorney for Healthcare) or states your wishes if you were to become permanently unconscious or terminally ill and unable to communicate what life-sustaining treatments you want to receive (Living Will). Patients who have an advance directive should bring a copy to the hospital so they can be added to his or her medical record.

If you have questions or need assistance with formulating or completing an advance directive please ask to speak with discharge planning/social work.

## *Medications*

Usually all medication needed during your hospital stay will be supplied by the hospital pharmacy. If you have your medications with you, we will use them to complete your medication history. After that review, it is preferred you send all medications home. Alternatively, we will store your medications securely at the hospital until you are discharged.

Additionally, our hospital policy restricts our patients from taking most herbal supplements while in the hospital. Our intention is for you to have the maximum effects of your medications, without potential interactions from herbal supplements. Please make sure to let the nurse know on admission if you take any herbal supplements so we may properly monitor you during your stay.

## *Pain Control*

Our goal is to provide the safest and most effective method of pain control. Your nurses and doctors want and need to know about your pain, so please tell them whenever you are in pain. There are many treatments for pain beside medications. Your health care provider will try treatments such as ice packs and repositioning, calming exercises such as deep breathing and guided imagery. Work with the health care team to see if any of these treatments help manage your pain.

- Ask for pain medication when the pain first starts. It is harder to ease pain once it becomes severe.
- Ask for pain medication before getting out of bed or walking.

- You may need to ask for pain medicine before dressing changes or other treatments that cause you pain.
- Tell your doctor or nurse how the pain control is working.

By treating your pain, you will not only be more comfortable, you will be more active and your strength will return faster. In addition, patients whose pain is well controlled tend to do better after surgery and have fewer problems.

Your nurse or doctor will ask you to describe your pain – where it is and how it feels. They will ask you to rate your pain by using a word scale or picture chart. Don't assume doctors and nurses know you are having pain. By working together, you and your caregivers can manage and treat pain. Please talk with your doctor or nurse about the best options for you.

## *Personal Items*

While not necessary, you may prefer to bring a few items from home such as pajamas, robe, slippers, and personal care items for use during your stay in the hospital. We recommend that you do not keep any valuables with you at the hospital and ask that you send all valuables home with family or guests, as the hospital is not responsible for lost or broken patient belongings. If you choose to keep your valuables with you, the hospital has safety deposit boxes for your use. Dentures, glasses and hearing aids are vital for many patients. Ask your nurse to provide you with a container to store your dentures, hearing aids and glasses when not in use. When not in use, storing these items in a properly labeled container will help prevent them from becoming lost. Please be sure to have them with you when you are transferred from one location to another. The hospital is not responsible for replacing lost or broken dentures, glasses or hearing aids.

Please inform your nurse if any of your personal items are lost or broken during your hospitalization. Personal items left at the hospital after your discharge will be sent to the environmental services department. Please call 517-577-1200 for help locating lost items.

## *Bedside Shift Report*

We want to make sure our nurses listen carefully to you. That's why we invite you to take part in the bedside shift report. The report usually lasts about five minutes at your bedside. During this time, we encourage you to listen, ask questions and share your concerns. Nurses will explain things in a way you can understand. You may invite family to be present.

If you have any questions about the bedside shift report, please ask. We value your participation. In fact, this is our pledge to you: Nothing about You without You!

## *Hourly Rounding*

At ProMedica Charles and Virginia Hickman Hospital, it is our goal to keep you safe and comfortable during your stay with us.

During hourly rounding, a member of our team will come to your bedside to make sure that you are safe, comfortable, and that your needs are met. Hourly rounding may be slightly different based on patient needs from unit to unit, and any changes would be discussed with you upon admission.

Rest is a very important part of the healing process. For this reason, we will try not to disturb you if you are sleeping. But, feel free to use your call light if you need assistance.

If at any time you do not wish to have hourly rounding or receive a bedside shift report, please notify your nurse and we will do our best to accommodate your request.

## *Smoke-Free Policy*

All ProMedica campuses are smoke free, indoors and outdoors. The use of tobacco and marijuana, including electronic cigarettes and other combustible smoking products such as herbal cigarettes, is not permitted in our buildings, lawns, walkways, sidewalks, parking lots, parked cars in parking lots, or any other grounds that ProMedica maintains. As a courtesy, please also be considerate of our neighbors and avoid littering and loitering on properties that surround our campus.

## **AVAILABLE SERVICES**

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### *Interpreter Services*

To ensure effective communication during your stay, ProMedica Charles and Virginia Hickman Hospital are pleased to provide interpreter services and other auxiliary aids to you or your companions who may be deaf, hard of hearing, have limited English proficiency (LEP) or another language barrier free of charge. Services available include sign language and oral interpreters, foreign language interpreters, video remote interpreters, speech to text, visual aids, written materials, and closed caption television. To request an interpreter or other aids, please speak with a member of your care team, or contact the Americans with Disabilities Act (ADA) administrator at 419-291-4000 (voice)/419-291-5579 (TTY).

If you have a complaint or concern regarding our interpreter services, please talk to a member of your care team. You may also contact the ADA administrator at the number listed above.

### *Phone Service*

Each room has a direct line that can be reached by dialing the room number preceded by 577-0\_\_ at ProMedica Charles and Virginia Hickman Hospital.

Outgoing calls can be made at any time. To place a call outside the hospital:

- Dial 9.
- Listen for the dial tone.
- Then, dial the telephone number.

### **Phone Charges**

You will not be charged for local, outgoing calls. You can charge long-distance calls to a credit card, calling card or your home telephone number.

### **Cell Phones**

You may use a cell phone in all public areas of the hospital. This includes hallways, lobbies, public waiting areas, and the cafeteria.

Do not use a cell phone within six feet of medical equipment or in non-public restricted areas such as intensive care, surgery, recovery, and the lab.

### *Internet Access*

Wireless Internet access is available throughout the hospital. If you do not have a portable computer, ProMedica Charles and Virginia Hickman Hospital have computers in the surgery waiting areas.

### *Television Service*

Television service at ProMedica Charles and Virginia Hickman Hospital is free of charge to patients. Channel guides are available in each room.

### *Mail and Postage Stamps*

Your mail and flowers will be delivered to your room. Any mail received after you leave will be forwarded to your home or returned to the sender. All flowers received after discharge will be returned to the florist. Stamps are available for purchase in the gift shop.

### *ATMs*

An ATM is located on the first floor, next to the gift shop in the main lobby.

### *Food Service*

ProMedica Charles and Virginia Hickman Hospital are proud to offer At Your Request – Room Service Dining.® This innovative service allows you to pick from a restaurant style menu, located inside the room, and select what you want when you want it. You may order meals by calling 6368 (MENU) on the room phone from 7 a.m. – 6:30 p.m.

### *Dining*

ProMedica Charles and Virginia Hickman Hospital feature a variety of options. The Jan and Rick Gurdjian Café is located on the first floor. Hours are as follows:

#### **Breakfast:**

- Daily 7 – 10:00 a.m.

#### **Lunch:**

- Daily 11 a.m. – 2 p.m.

### **Charles and Virginia Hickman Hospital**

The Jan and Rick Gurdjian Café Micro-Market is open 24hr/7days a week offering freshly made grab and go items. (Cash only Monday - Friday, 7 a.m. - 2 p.m.).

- The everyday application can be used to order

food for pick up in the café from 7:30 a.m. - 5:30 p.m.

- Vending machines are available in the Emergency Department waiting area.

### *Family and Guests Food Trays*

If you are unable to visit one of our cafés on the lower level, visitors may purchase a guest tray that will be delivered to the patient room via Room Service. Payment can be made by using credit or debit cards. To order, or for more information, please call 6368.

### *Gift Shops and Carts*

A gift shop is located on the first floor of each hospital, offering a wide selection of gifts, cards and candy. Most major credit cards are accepted.

#### **Gift Shop Hours**

- Monday - Thursday: 9 a.m. - 3:30 p.m.
- Friday: 6 a.m. – 1 p.m.
- Closed Saturday and Sunday

### *Spiritual Care*

The pastoral care department is serviced by a ProMedica Chaplain and by a group of clergy from the community who volunteer their time and services to the hospital. They strive to provide spiritual and emotional support to patients, their families and hospital staff. If you would like to meet with a visiting chaplain, ask your nurse to call one for you.

The chapel is on the third floor. With your nurse's permission, feel free to use the chapel at any time for devotion or prayer.

### *Valet Services*

Offered at the main entrance, valet services are free to anyone with a handicap placard and \$4 (cash only) to everyone else.

Valet hours:

- Monday - Friday: 8 a.m. to 2:30 p.m.

Main entrance hours:

- Monday - Friday: 6 a.m. to 7 p.m.
- Saturday: 6 a.m. to 12:30 p.m.
- Sunday: closed

(During closed times-please utilize the ED entrance.)



## PREPARING FOR DISCHARGE

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We realize that one of the first things most people think about when they are admitted to the hospital is going home. Getting you well enough to go home is our goal, too. During your stay, your doctor(s) and discharge planning team (registered nurse, care navigators and social workers) will help you plan for discharge. You and your caregivers (a family member or guests) are important members of your team. Please take an active role in your care. Be sure to ask your discharge planning team for resources you may need for a successful transition from the hospital to your home.

## REHABILITATION AND POST-HOSPITAL CARE

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ProMedica offers many options for post-hospital care. Your doctor, along with our staff of social workers, nurses and care navigators, will connect you with services to help you continue your recovery following your hospital stay. If you would like a list of facilities that serve our geographic area, please ask your nurse.

Outpatient Cardiac and Pulmonary Rehab is offered on-site.

Cardiac Rehab hours:

Monday - Thursday: 7 a.m. to 5:30 p.m.

Pulmonary Rehab hours:

Tuesday - Friday: opens at 8 a.m. (closing times vary-appointment required)

Physical, Occupational and Speech therapies are offered on campus at the Frank and Shirley Dick Family YMCA.

\*Patients using our rehab services are offered a discount on membership.

## FINANCIAL SERVICES

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### *About Your Hospital Bill*

PROMEDICA HOSPITALS ACTIVELY WORK TO CONTAIN COSTS WHILE PROVIDING QUALITY CARE. PLEASE FAMILIARIZE YOURSELF WITH YOUR HOSPITAL INSURANCE BENEFITS AND BE AWARE OF INSURANCE REQUIREMENTS, SUCH AS PRIOR AUTHORIZATION. WE WILL BILL YOUR INSURANCE WITH THE INFORMATION YOU PROVIDE. PROMEDICA REQUESTS ALL COPAYS, DEDUCTIBLES AND/OR A DEPOSIT TOWARDS OUT-OF-POCKET EXPENSES BE PAID AT THE TIME OF OR PRIOR TO SERVICE. HOSPITAL REGISTRATION STAFF CAN ACCEPT YOUR PAYMENT BY CHECK, DEBIT CARD OR CREDIT CARD. IF YOU DO NOT HAVE INSURANCE, PROMEDICA OFFERS FREE OR DISCOUNTED CARE FOR EMERGENCY AND MEDICALLY NECESSARY SERVICES AT ALL OF OUR HOSPITALS BASED ON YOUR INCOME AND FAMILY SIZE. A FINANCIAL ASSISTANCE APPLICATION MUST BE COMPLETED TO DETERMINE YOUR ELIGIBILITY. APPLICATIONS ARE AVAILABLE AT HOSPITAL REGISTRATION, AT [promedica.org/financialassistance](https://promedica.org/financialassistance) OR BY CALLING 800-477-4035 MONDAY – FRIDAY DURING NORMAL BUSINESS HOURS. IF YOU HAVE QUESTIONS OR CONCERNS ABOUT PAYING YOUR HOSPITAL BILL, PLEASE CONTACT OUR CUSTOMER SERVICE DEPARTMENT AT 800-477-4035 MONDAY – FRIDAY DURING NORMAL BUSINESS HOURS.



## EMPLOYEE RECOGNITION

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Do you know a ProMedica employee who goes above and beyond the call of duty and makes a positive impact on the people around them? If so, now is the perfect time to let them know! ProMedica Charles and Virginia Hickman Hospital is accepting nominations for the ROSE and DAISY Awards!

**The DAISY Award** is presented to a deserving nurse to celebrate the extraordinary compassion they provide patients and families every day. The award began in 1999 and is dedicated to the life of Patrick Barnes, who was hospitalized for eight weeks after having a dangerously low platelet count. His family appreciated the compassionate care Patrick received and wanted to do something to recognize those who provide care on a day-to-day basis.

Just days after he passed, Patrick's family began talking about what they would do to help fill Patrick's void. His wife, Tena, came up with the acronym, DAISY, standing for Diseases Attacking the Immune System (DAISY). Through this award, the hope is that each nurse who receives the award truly recognizes the positive impact they have on the patients in their care.

**The ROSE Award** was established in 2020 by the ProMedica Metro Hospitals to recognize outstanding employees in all roles in the hospital, not just registered nurses (RNs). This award celebrates the extraordinary efforts of the non-nursing employees who provide outstanding patient services in any position.

Anybody can nominate a nurse or ProMedica employee for a ROSE or DAISY Award! At the end of each quarter, the hospital will announce one winner of the ROSE Award and one winner of the DAISY Award.

**The Bouquet Award** was established in 2023 by ProMedica as a way to recognize outstanding teams that work together, directly or indirectly, to provide excellent service to our patient population. This team award is to recognize outstanding collaboration, achieving positive outcomes, providing high quality service and overall excellence to our patients. The Bouquet recipients personify ProMedica's mission to play a critical role in the health and well-being of every individual in our community. No matter your job responsibilities, a team is part of something bigger.

To nominate someone, please click on the links below.

[DAISY Award](#)

[ROSE Award](#)

[Boutique Award](#)

## GRATEFUL PATIENT PROGRAM

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The Grateful Patient Program is an enterprise wide initiative that includes all 11 ProMedica hospitals along with our provider division. This program provides an opportunity for individuals served by our ProMedica Health System to say "thank you" for the exceptional care they received by sharing their story or making a financial gift of impact.

The program also includes the opportunity for individuals and their families to honor or recognize a caregiver/care team which we all know is so very special to our colleagues.

If you are grateful for the care and compassion you or a loved one have received from ProMedica, consider giving a donation in honor of a special caregiver in your life, and they will be recognized with a champion of philanthropy pin.

Please visit [giving.promedica.org/gratefulpatient](https://giving.promedica.org/gratefulpatient) to pledge your gift!



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