

ProMedica Monroe Regional Hospital

PATIENT INFORMATION GUIDE



We are pleased you selected our hospital for your care. Our Mission is to improve your health and well-being. This guide offers information that you, your family and your guests may need during your stay at ProMedica Monroe Regional Hospital.

 **PROMEDICA**
MONROE REGIONAL
HOSPITAL

734-240-8400

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IMPORTANT PHONE NUMBERS

MAIN NUMBER	734-240-8400	HOUSEKEEPING	EXT. 5844
GIFT SHOPS	734-240-8441	SECURITY.....	734-240-5445
MACOMB PHARMACY	734-240-4100	SPIRITUAL CARE	734-240-8910
LOST AND FOUND	734-240-4145		

OUR COMMITMENT TO YOU

The physicians and staff of ProMedica Monroe Regional Hospital work to provide high-quality health care to our community. ProMedica Monroe Regional Hospital combines evidence-based medical practice with advanced technology with a personal touch to meet the needs of our patients. This Patient Services Guide is designed to be used as a resource. 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.

During your stay with us, ProMedica Monroe Regional Hospital staff and physicians will bring together expertise and compassion to improve your health and well-being. Additionally, if you wish to discuss your experience at ProMedica Monroe Regional Hospital, please do not hesitate to contact me directly at 734-240-4550.

Please accept my sincere appreciation for trusting our hospital with your care.



Warmest regards,

A handwritten signature in black ink that reads "Darrin Arquette". The signature is fluid and cursive.

Darrin Arquette
President
ProMedica Monroe Regional 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.

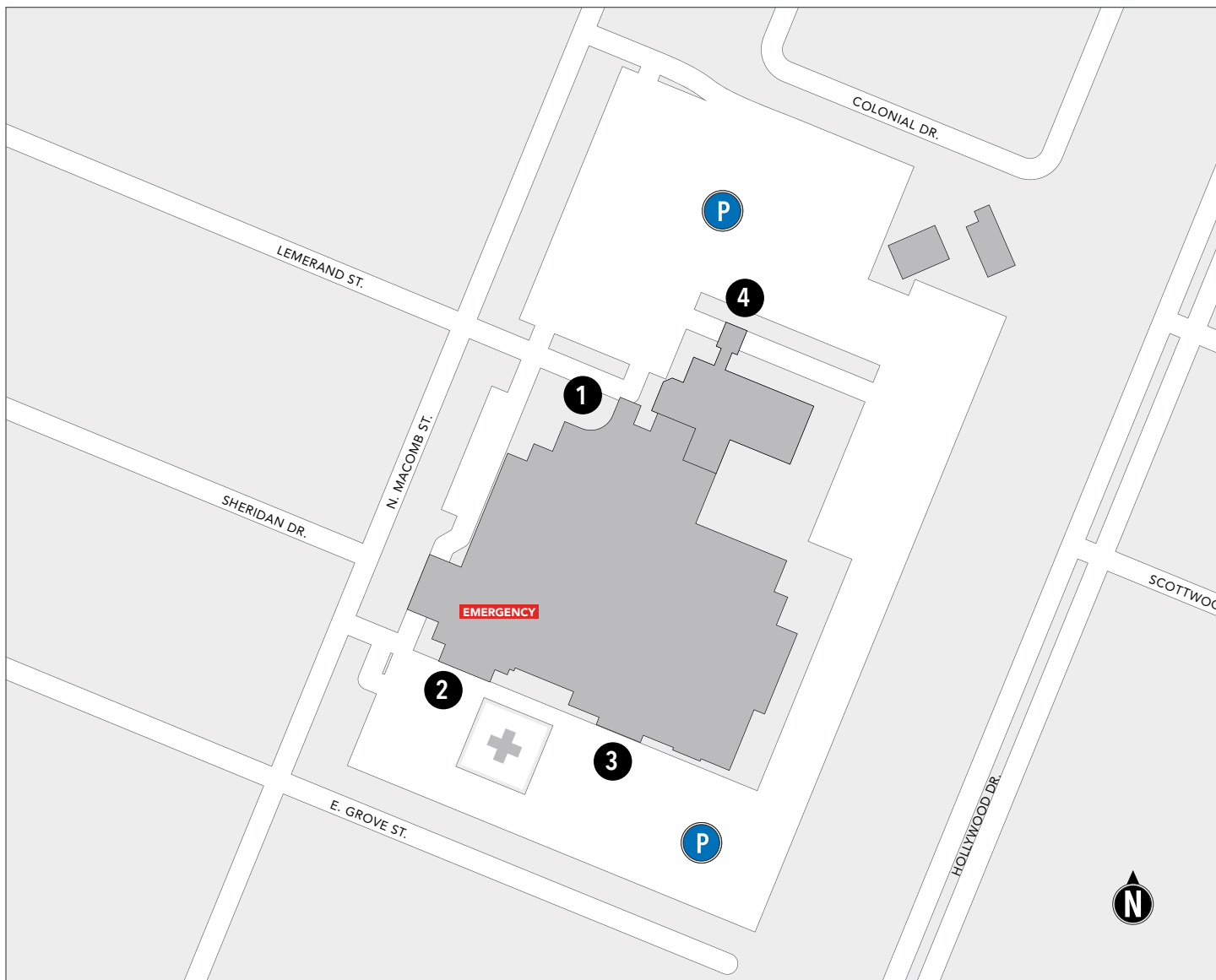
Excellence

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

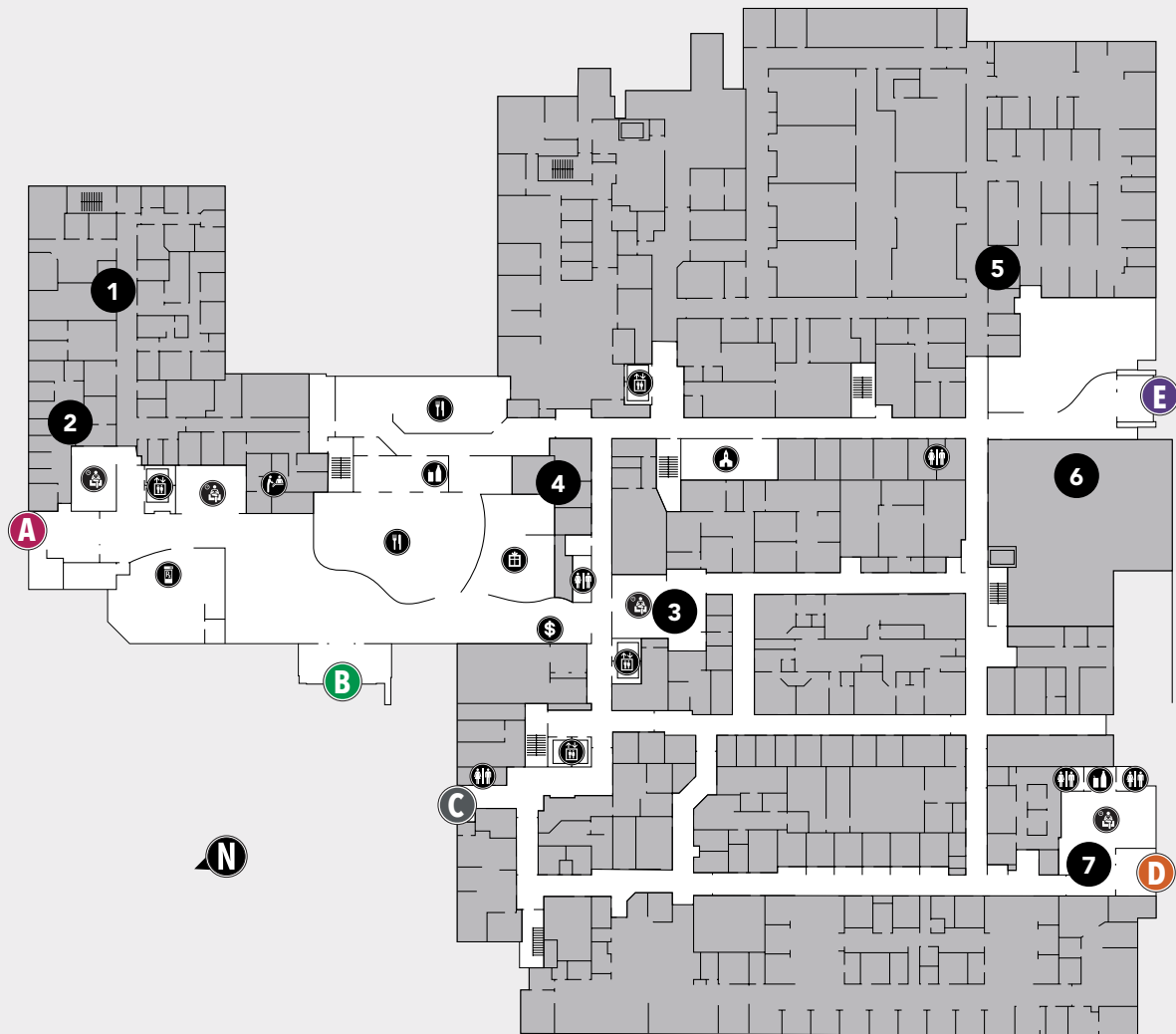
We are committed to providing opportunities for lifelong learning, both personal and professional, to our employees and residents so they can provide superior care and service to those in our care. We are also committed to providing an atmosphere of clinical excellence to ensure valuable experiences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

PROMEDICA MONROE REGIONAL HOSPITAL MAP – CAMPUS



-  Parking
-  1 Main Entrance
-  2 Emergency Entrance
-  3 Surgery Entrance
-  4 Professional Office Building Entrance

PROMEDICA MONROE REGIONAL HOSPITAL MAP – GROUND FLOOR



- | | | | |
|----------------------------------|-----------|----------------------|--|
| 1 Medical Office Building | ATM | Patient Registration | A Professional Office Building Entrance |
| 2 Outpatient Lab | Chapel | Macomb Pharmacy | B Main Entrance |
| 3 Radiology | Dining | Restroom | C Infusion Entrance |
| 4 Preoperative Testing | Elevator | Vending | D Emergency Center Entrance |
| 5 Surgery | Gift Shop | Waiting | E Surgery Entrance |
| 6 Cath/Interventional Lab | | | |
| 7 Emergency Center | | | |

PATIENT'S RIGHTS AND RESPONSIBILITIES

Patient Rights

ProMedica Monroe Regional Hospital physicians, nurses and the entire staff are committed to providing you with quality medical care. We will respect your individuality and your dignity. We support your right to know about your medical condition and your right to participate in the decisions that affect your well-being. For this reason, we follow the patient rights listed below.

As a patient at ProMedica Monroe Regional Hospital, you have the right to:

- Have someone of your choice informed as soon as possible when you are admitted to Monroe Regional Hospital. Your private physician also may be contacted if you wish.
- Receive appropriate care regardless of race, creed, religion, national origin, language, color, age, disability, marital status, sex, sexual orientation, gender identity or expression, level of income or source of payment.
- Be involved in decisions about your care, treatment and services provided, including the right to refuse care, treatment and services in accordance with laws and regulations. You will be asked to consent to treatment or services that have been explained in terms you understand.
- Be informed of any experimental care and to have the right to refuse, without compromising access to and quality of services.
- Be informed about the outcomes of care, treatment and services provided, including unanticipated outcomes.
- Know the name, professional status and relationship to the hospital of any provider of care, treatment or services, and to know the reason for any proposed change in the professional staff responsible for your care.
- Question whether you are ready to be discharged or transferred to another facility.
- Be made aware of the reason for your transfer, either within or outside of the hospital.
- Have your pain assessed and managed. Receive respectful attention to confidentiality, privacy, dignity and security, and the right to exercise our religious practice within legal and safety guidelines.
- Have your wishes addressed relating to end-of-life decisions, including organ donation.
- Be free from mental, physical, sexual and verbal abuse, neglect and exploitation while at ProMedica Monroe Regional Hospital. Patients have the right of access to protective and advocacy services.
- A safe environment and to be free from restraints, except in emergency situations. Your doctor can order restraints only to protect you and others from injury.
- Confidentiality of your clinical record, to view your record and to obtain, within a reasonable time, a copy of your record. There may be a charge for this. You have the right to request an addendum to your record to correct any error you believe is present.
- Receive, within a reasonable period of time, an itemized bill of services rendered and to be informed of the source of payment for your services.
- Exercise your rights, which include receiving or refusing care or treatment, without coercion, discrimination or retaliation, or having someone of your choice exercise your rights if you are incapable of doing so.
- Assistance with communication needs, including translation/interpretation services to assure full participation in your plan of care.
- Know the relationship(s) of the hospital system to other persons or organizations participating in the provision of your care.
- Designate a support person who will provide you with emotional support during the course of your hospital stay unless the individual's presence infringes on others' rights, compromises safety, or is medically or therapeutically contraindicated.
- Receive and designate visitors of your choosing consistent with hospital policy.
- Select the provider for your post-hospital care, including the choice of home health agency, medical equipment provider or nursing home
- Be provided information about our policies and procedures of initiation, review and resolution of patient concerns.

- Voice complaints regarding the care received and to have those complaints reviewed and, when possible, resolved. You have the right to expect that by sharing a complaint you will not jeopardize either the way in which care is provided or your future access to hospital service.
- A medical chaperone is available upon request. Please let us know if you would like one present.

Patient's Responsibilities

We expect patients to follow ProMedica Monroe Regional Hospital guidelines. Patients and the parents/guardians/designees/surrogate decision maker acting on a patient's behalf have the responsibility to:

- Provide physicians and hospital personnel with accurate information related to your/your child's/ your significant other's condition and care.
- Cooperate with and follow the care recommended by your physician, nurses or other healthcare professionals.
- Notify your physician or nurse if you do not understand your diagnosis, treatment or prognosis.
- Accept the financial obligations associated with your care.
- Use hospital property carefully so that it remains in good condition for others.
- Be considerate and respectful of other families, patients and hospital personnel.
- Take care of valuables and personal items. The hospital cannot assume responsibility for personal items.
- Advise the nurse, physician or patient representative of any concerns you may have in regard to your care so that we may resolve your concerns as early as possible.
- Observe the no-smoking policy.
- Accept responsibility for medical consequences that result from refusing any treatment or from not following the instructions of your physicians and hospital personnel.

Expressing Satisfaction and Concerns

We truly hope you are pleased with your care and safety at ProMedica Monroe Regional Hospital. There are a variety of ways to express your satisfaction and concerns:

- Mention any concerns or complaints to a nurse or nurse manager immediately so that the matter can be resolved to your satisfaction.
- Contact the administrative nursing supervisor by calling the hospital operator at 734-240-8400, or dial 0 if you are using a bedside phone.
- Contact the Patient Relations Department during business hours, Monday through Friday, 8 a.m. to 4:30 p.m. by calling 734-240-4504, or dial 4504 if using your bedside phone. If you wish to submit a written complaint, you may also write to:

ProMedica Monroe Regional Hospital
Patient Relations Department
718 N. Macomb St.
Monroe, Michigan 48162

- Concerns can also be submitted online at promedica.org by selecting "Contact" in the top right corner.

At any time, you may contact The Joint Commission or The Michigan Department of Health using the information provided below.

Michigan Department of Community Health, Complaint Investigation Unit, Bureau of Health Systems

Mail: P.O. Box 30664
Lansing, Michigan 48909

MDCH Complaint Hotline: 1-800-882-6006

Online: michigan.gov/bhs

The Joint Commission

Phone: 1-800-994-6610 (automated)

Web: jointcommission.org

Fax: Office of Quality 630-792-5636

Mail: Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oak Brook Terrace, Illinois 60181

Sharing your concerns in no way will affect the care you receive. If you would like a copy of our grievance policy, please ask either the unit director or administrative supervisor and one will be made available to you.

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.

If you have concerns about quality of care or premature discharge, you can also contact:

Livanta Medicare Beneficiary Help Line:

888-524-9900 • TTY: 888-985-8775

GENERAL VISITING GUIDELINES

Some situations require visitors to arrive at the hospital after 8:30 p.m. when the main doors are locked. After 8:30 p.m., visitors must use the Emergency Department entrance at the south end of the campus, where security officers will assist them.

Families and friends are an important part of the healing process. Please ask your visitors to be considerate of you and other patients on the unit by following these guidelines.

- Please do not visit patients if you are not feeling well, exhibit cold or flu symptoms or suspect you have an infection or a fever.
- Please supervise children visiting the nursing units at all times. For their health and safety, do not allow children to crawl on the floor or to touch items and equipment.
- Please be considerate of other patients on the floor by speaking in low tones and limiting the number of visitors to two people at a time.
- Hand sanitizer is available upon entering and exiting the patient's room to avoid the transmission of germs.
- ProMedica Monroe Regional Hospital is a tobacco- and smoke-free environment. The use of tobacco or smoking products in the buildings or anywhere on hospital system properties is not allowed.

- The nursing staff may ask relatives and friends to avoid visiting at certain times of the day so patients may rest.
- Visiting hours and restrictions may be adjusted due to seasonal restrictions and/or the safety of our patients.

PRIVACY NOTICE

Our Notice of Privacy Practices is posted at all admission/registration points throughout the hospital and is available on our web site, 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

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, 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.

Interpreter Services

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.

English ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-810-1634 (TTY: 711).

Albanian: KUJDES: Nëse flisni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-844-810-1634 (TTY: 711).

Arabic: لحوظة: إذا كنت تتحدث الإنجليزية ، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل على 1-844-810-1634 (للصم والبكم: 711).

Bengali: আপনি যদি বাংলায় কথা বলেন, তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবা উপলব্ধ রয়েছে। কল করুন 1-844-810-1634 (TTY: 711)।

Chinese: 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 1-844-810-1634 (TTY: 711)。

Cushite: XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-844-810-1634 (TTY: 711).

Dutch: AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-844-810-1634 (TTY: 711).

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-810-1634 (ATS : 711).

French Creole (Haitian): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-844-810-1634 (TTY: 711).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-810-1634 (TTY: 711).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-844-810-1634 (TTY: 711).

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。

- 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.
- 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.
- 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 manager or administrative nursing supervisor if:
 - There is any change in your condition that has not been recognized by the healthcare 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.

General Safety Tips

- Use the call system if you need help. Your caregiver will show you the locations of the call buttons and how to use them. Each bed and bathroom has one.
- 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.

Fall Safety

Despite taking precautions, sometimes hospitalized patients do fall, regardless of their age or condition.

- Upon admission the nursing staff will ask questions about past falls you may have had, walking aids you may use, as well as your general physical condition and adjust precautions as necessary.
- We encourage your family to participate in your care.
- Remember to wear your hearing aids, contacts or eyeglasses as these items help to keep you safe.
- Patients may fall for many reasons such as the effects of pain or sleep medication or waking up in an unfamiliar place or because of your medical condition. If the nursing staff determines that you are at risk for falls, you will receive a yellow wristband to wear. You and your family will receive instructions to avoid falls.

Security Concerns

ProMedica Monroe Regional Hospital makes every effort to provide for your safety during your stay. Our security department operates 24 hours a day, seven days a week.

Clean Hands

It is essential for patients to prevent the spread of infection and maintain their own health and well-being. Hand hygiene is the single most important way to prevent the spread of germs. You can expect to see your caregivers cleanse their hands before and after caring for you. If they do not, please ask them to clean their hands before touching you.

Patients should wash their hands with soap and water regularly, especially after using the restroom, before eating, and after touching surfaces that may be contaminated. Use warm water and soap and scrub your hands for at least 15 seconds. Hand sanitizer is also available in every patient room. Ask your caregivers for a personal hand sanitizer to keep at your bedside. Apply enough to cover all surfaces of your hands and rub until dry.

In addition, because blood and other bodily fluids can carry infection, your doctors, nurses and other health care staff may use personal protective equipment such as gloves, gowns and masks to protect you and others.

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 or hand sanitizer. Keep yourself well by regularly seeing your primary care physician and keeping up to date with all age-appropriate vaccinations.

Isolation

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

Identification Band

For your safety, we place an ID band on your wrist when you are admitted. This 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, title and department. You may encounter a number of employees while staying at ProMedica Monroe Regional Hospital.

Medical Decision Making

Our health care professionals want to provide you with information and support to help you make good decisions. We are fortunate to be living at a time when medical technology can relieve pain, replace failing body organs and prolong life. However, undesirable effects may accompany the benefits of these marvelous medical advances. It is your right and your responsibility to take an active part in deciding your medical care. Doing so may be difficult for you if life-support systems are needed. Making such decisions also may be stressful for your family or loved ones.

Life Support Systems

We tend to think of life support systems as "machines" that keep people alive. Yet, such systems are used every day in many ways to aid people who are ill. Ventilators, for example, are frequently used after surgery to help the patient breathe until they are able to breathe on their own.

Unfortunately, situations that require a decision about "sustaining life" can occur during the course of a serious illness. Although life itself is sacred, a time may come when the undesirable effects of treatment outweigh the potential benefits. In some cases, continuing a procedure may merely mean extending the dying process.

You do not have to carry out a course of treatment that has been started if it becomes clear that the disadvantages are greater than the benefits. However, stopping treatment after it has begun requires medical and sometimes legal consultation.

Code or No Code (CPR or No CPR)

A "code" is a set of procedures carried out for a person whose heart or lungs have stopped functioning. These procedures may include compression over the breastbone to stimulate the heart (CPR), placing a tube in the windpipe and breathing into it, using drugs to restore blood pressure or applying electrical shock to start the heart pumping.

These are measures taken to save a life. In a hospital, "code" procedures are always followed unless the doctor has written a "no code" order. The doctor will write such an order only after talking with the patient. The closest relative or a designated person will be consulted if the patient is unable to make decisions.

A “no code” decision does not mean that medical care stops. Supportive medical care, which seeks to make the patient comfortable and free of pain, may even be increased at such a time.

If You Become Incapacitated

Ordinarily, a joint decision about your medical care by your physician, and your closest relative or person of your choice designated by you in a Durable Power of Attorney for Health Care will be honored if you become unable to express your desires.

Advance Directives

Formal advance directives are documents written in advance of an incapacitating illness that state your choices about treatment and name someone to make such choices about treatment, if you are unable to make decisions. Through advance directives such as a Durable Power of Attorney for Health Care you can make legally valid decisions about your future care, custody and medical treatment.

A living will, although it does not have legal status, provides those acting for you with a clear statement of your wishes for medical treatment.

Durable Power of Attorney for Health Care

The Michigan Legislature authorized the use of a Durable Power of Attorney for Health Care in our state. By creating a Durable Power of Attorney for Health Care, you can appoint another individual to make decisions concerning your care, custody and medical treatment when you are unable to participate in those decisions. The Durable Power of Attorney for Health Care ensures that your desire to accept or refuse medical treatment is honored when you are unable to participate in medical treatment decisions.

Durable Power of Attorney for Health Care: Questions & Answers

How does it work?

The creation of a Durable Power of Attorney for Health Care is a simple matter. A person who wishes to create a Durable Power of Attorney for Health Care is called the patient. The patient appoints another individual to act as the patient’s advocate. To appoint an advocate, the patient fills out a written document called a Designation of Patient Advocate Form and Durable Power of Attorney for Health Care.

What does it do?

The Durable Power of Attorney for Health Care provides many benefits for you and your family. When you are unable to participate in medical treatment decisions, a patient advocate is authorized to make any medical treatment decision that you could make on your own behalf, subject to the limitations set forth in your Durable Power of Attorney for Health Care and as limited by law. A patient advocate’s powers are not limited to decisions concerning medical treatment itself but also extend to any determination concerning your care and custody.

What is the physician’s role?

Your attending physician plays an important role in the implementation of the Durable Power of Attorney for Health Care. The document is made part of your medical records upon admission to ProMedica Monroe Regional Hospital and your attending physician and another physician or licensed psychologist determine whether you are able to participate in medical treatment decisions. While you are unable to participate in medical treatment decisions, the physician obtains informed consent from the patient advocate.

What are the limits of a durable power of attorney for health care?

The Durable Power of Attorney for Health Care has several limitations. A designation form can be filled out only when you are 18 years of age or older and of sound mind. In addition, a patient advocate’s powers become effective only while you are unable to participate in medical treatment decisions. Therefore, planning prior to your possible inability to participate in medical treatment decisions is extremely important.

A patient advocate may decide to withhold or withdraw life-sustaining treatment, but only if you have expressly authorized this in a clear and convincing manner and have acknowledged that death could result. This power is always subject to your current desire to be provided life-sustaining treatment, and it cannot be exercised on behalf of a pregnant patient whose death would result. Although under these limited circumstances a patient advocate may decide to withhold or withdraw life-sustaining treatment, it should be clearly understood that the legislature has neither approved nor authorized any form of suicide or homicide, including medically assisted suicide and euthanasia.

A patient advocate's powers are limited in other ways as well. You have the right to revoke a designation at any time.

Even if you are unable to participate in medical treatment decisions, you may still revoke the designation at any time and in any manner by which you are able to communicate an intent to revoke the designation.

Do I have to appoint a patient advocate?

You have the option to appoint a patient advocate but cannot be required to do so. Health and life insurers cannot discriminate against individuals who complete or do not complete a designation form. In addition, physicians and other health care providers cannot require you to appoint a patient advocate as a precondition to providing health care services.

Is a durable power of attorney for health care different than a "living will" or "medical directives"?

A designation form is not a "living will" or a "medical directive." Both a "living will" and a "medical directive" permit you to state your wishes not to receive life-sustaining treatment if you are terminally ill and the treatment would only artificially prolong the dying process. However, Michigan statutory law does not recognize the so-called "living will" or "medical directive," and they thus provide little assurance that your wishes will be carried out. There are no special legal protections for doctors who voluntarily choose to follow your instructions as stated in the "living will" or "medical directive."

A properly implemented Durable Power of Attorney for Health Care under Michigan law gives physicians legal protection for their actions. Unlike either the "living will" or "medical directive," the Durable Power of Attorney for Health Care applies in all situations in which you are unable to make health care decisions for yourself, not just when you are terminally ill. A Durable Power of Attorney for Health Care allows you to state any desires you may have concerning care, custody and medical treatment decisions, including a desire that you receive maximum treatment when you are terminally ill or desires concerning health matters unrelated to terminal illness. Only a Durable Power of Attorney

for Health Care allows you to choose someone you trust and who knows you well enough to make health care decisions for you. By discussing your health care desires with the person you have selected, you can best ensure that your wishes will be respected if any unforeseen illness or injury leaves you unable to decide for yourself.

Living Wills

You may also want to make your wishes regarding medical treatment known in writing in the form of a "living will." While this document does not have legal status, it provides those acting for you with clearly stated wishes about matters such as the use of "life support systems."

Who can you appoint to make health care decisions for you?

You may appoint almost any adult to be your patient advocate. You may select a member of your family such as a spouse or adult child, a friend or someone else you trust. However, before you fill out a designation form, you should discuss the matter with the person you have chosen and make sure that person understands and agrees to accept the responsibility by signing the acceptance of patient advocate portion of the designation form.

You may identify more than one person who is willing to make health care decisions for you. If the person you select as your patient advocate is unable or unwilling to act on your behalf, your physician may rely on decisions made by one of your Successor patient advocates. You should not choose a person who is reluctant to participate.

Conclusion

When you are ill, many health care decisions have to be made; some are easy, others may be difficult and discomforting. We hope that this information about Medical Durable Power of Attorney for Health Care will be helpful in making medical decisions.

Questions

If you would like additional information about Medical Durable Power of Attorney, please contact the Patient Relations Department at 734-240-4504.

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 healthcare provider will try treatments such as ice packs and repositioning, calming exercises such as deep breathing and guided imagery. Work with the healthcare 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.
- 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/number 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. 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.

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 kept on the nursing unit for up to 30 days following your discharge. Please call 734-240-8400 to be connected to the unit you were discharged from for help locating lost items.

Tobacco-Free Policy

All ProMedica campuses, including ProMedica Monroe Regional Hospital, are tobacco and smoke free, indoors and outdoors. The use of tobacco or smoking products, including electronic cigarettes, marijuana 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.

If you use tobacco or smoking products and become uncomfortable during your hospital stay, contact a member of the nursing staff or the respiratory care department to assist you with products and educational materials to help you reduce your dependence on tobacco or smoking products. For information on smoking cessation classes or other types of assistance, please call 734-240-8844.

AVAILABLE SERVICES

Interpreter Services

Communication is very important. Foreign language interpretation and sign language services are available. Portable telecommunication devices (TDDs), amplified handsets for the patient telephones and closed captioning on the television screen are available. Please contact the nursing station if any of these services are required.

Phone Service

ProMedica Monroe Regional Hospital provides local telephone service for each patient. Each patient is given a direct-dial telephone number in order to receive calls. To place a local call, you must first dial '9' and then the seven-digit number.

Internet Access

ProMedica Monroe Regional Hospital has free guest wireless internet service throughout its facility. Patients and their guests may access this service.

The SSID is: ProMedica Guest

Please secure laptop computers and other devices when not in use. ProMedica Monroe Regional Hospital does not provide technical support for this service, nor is it responsible for the accuracy of the content found on the internet.

The behavioral health services unit has specific guidelines for patients placing calls and using electronic devices. Please contact staff for details.

Television Service

Televisions with remote controls are located in each patient room. Please be considerate of others when setting the volume level. Ear buds and headphones are available upon request.

MyChart Patient Portal

Ask us how you can register online for your FREE private and secure access to your ProMedica Monroe Regional Hospital record and have 24-hour availability to: medical information, complete forms, quick links and more. Access your account anywhere, anytime using a computer, smart phone or tablet. Create your FREE online access today by visiting mychart.promedica.org

Mail, Flowers and Gifts

Mail, flowers and gifts are delivered to the units daily. Cards or letters arriving after discharge will be forwarded to your home. Ask a staff member to take any outgoing mail to the hospital mail room for you.

Some nursing units of the hospital, such as the Intensive Care Unit, do not allow flowers on the unit for the health and safety of our patients. Please check at the nursing station if you are unsure of the policy. Due to latex allergies, only mylar balloons are allowed on nursing units and in patient rooms.

Newspapers

The Monroe News may be purchased from the boxes located outside of the hospital's north entrance.

ATM Machines

ATM Machines are conveniently located on the first floor of the hospital across from the gift shop.

Housekeeping

We strive to provide a clean and disinfected environment for our patients. If you have any housekeeping needs, please call Ext. 5844 from your room phone.

Patient Dining

ProMedica Monroe Regional Hospital is proud to offer At Your Request Room Service Dining® to our medical/surgical patients. 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 Ext. 5320 from your room phone between the hours of 7 a.m. and 6:30 p.m., 7 days a week.

Meals are served on the behavioral health services unit at predetermined times.

Guest Dining

The ProMedica Monroe Regional Hospital Café is located on the first floor of the hospital, adjacent to the main lobby and the gift shop. The Café dining area is a welcoming place to eat and relax. A wide variety of freshly prepared entrées, baked goods and 'Grab 'n Go' items are offered daily. The Café accepts most major credit and debit cards. The Café does not accept cash.

Café Hours:

Monday – Friday, 7 a.m. – 6:30 p.m.

Saturday, Sunday and holidays: 7 a.m. – 2 p.m.

Vending machines are available in the first floor ambulatory surgery waiting area, the first floor emergency department waiting area and the third floor waiting area.

Family and Guests Food Trays

As an added benefit, your guest can enjoy our room service experience. Your guest may order from our patient room service menu and have the tray delivered to your room. We accept most major credit and debit cards for guest trays. Call 734-240-5320 or Ext. 5320 from an in-house phone to place the order.

Gift Shop

The ProMedica Monroe Regional Hospital Auxiliary and volunteers operate our gift shop on the first floor of the hospital, near the main lobby. The shop is stocked with greeting cards, candy, personal hygiene products and a variety of gift items for infants to adults.

The Gift Shop Hours:

Monday – Friday, 10 a.m. – 3:30 p.m.

Closed Saturday and Sunday

Hours may vary depending on holidays and weather conditions.

Chaplaincy/Spiritual Care

Chaplains round on each floor daily to provide a welcoming presence as well as identify the support that would be meaningful to you and your family. The spiritual diversity of each person is honored. Understanding that some may not desire spiritual care, chaplains are trained to provide a listening ear as well as emotional and grief support. They are also available to assist with processing medical decisions, providing religious materials or contacting your personal clergy/spiritual leader. If you do not desire a visit from a chaplain, please notify your nurse, let the chaplain know as they make their rounds or directly contact the pastoral care office at 734-240-8910. The chapel is located on the first floor and is open 24 hours a day for people of all faiths.

Pharmacy

ProMedica Monroe Regional Hospital operates a retail pharmacy on the first floor of the hospital. The pharmacy stocks a full line of prescription medications, over-the-counter medications and personal hygiene products. Your family or a member of the hospital staff can arrange to have your prescriptions filled and waiting for you upon discharge from the hospital. For more information, call 734-240-4100.

Macomb Pharmacy hours:

Monday – Friday, 8 a.m. – 6 p.m.

Saturday, 9 a.m. – 2 p.m.

A pharmacist is always on duty to answer questions. After hours, please call 734-240-5280.

Visitation/Quiet Time

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

Please note the following information about visitation/quiet time:

- 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. It is for this reason we have implemented quiet time.
- Quiet time is observed during the hours of 1 – 3 p.m. and 8:30 p.m. – 7:30 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.
- Visiting hours may vary dependent upon patient condition and/or department specific guidelines.

Some situations require visitors to arrive at the hospital after 8:30 p.m. when the main doors are locked. After 8:30 p.m., visitors must use the emergency department entrance at the south end of the campus, where security officers will assist them.

Families and friends are an important part of the healing process. Please ask your visitors to be considerate of you and other patients on the unit by following these guidelines.

- Please do not visit patients if you are not feeling well, exhibit cold or flu symptoms or suspect you have an infection or a fever.

- Please supervise children visiting the nursing units at all times. For their health and safety, do not allow children to crawl on the floor or to touch items and equipment.
- Please be considerate of other patients on the floor by speaking in low tones and limiting the number of visitors to two people at a time.
- Clean your hands upon entering and exiting the patient's room to avoid the transmission of germs.
- ProMedica Monroe Regional Hospital is a tobacco-free environment. The use of tobacco products in the buildings or anywhere on hospital system properties is not allowed.
- The nursing staff may ask relatives and friends to avoid visiting at certain times of the day so patients may rest.
- Visiting hours and restrictions may be adjusted due to seasonal restrictions and/or the safety of our patients.

PREPARING FOR DISCHARGE

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. For more information, please call the care management department at 734-240-5880.

OBTAINING COPIES OF YOUR MEDICAL RECORDS

To obtain a copy of your medical records you must fill out a release of information form. Forms are available online or at the welcome center in the main entrance of the hospital. Bring completed forms along with a picture ID to the welcome center Monday – Friday, 8 a.m. – 4 p.m.

Requests for paper copies will be taken to the medical records department for evaluation. Whenever possible the medical records are printed

on demand. If immediate printing is not possible the staff will consult with the person about their options. Medical records is open Monday – Friday, 8 a.m. – 4:30 p.m.

Requests for CDs will be taken to the radiology department. Please allow for at least 24 hours or one business day to process these requests. The person making the request can go directly to radiology to pick up the requested CD Monday – Friday, 6:30 a.m. – 6:30 p.m.

REHABILITATION AND POST-HOSPITAL CARE

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.

FINANCIAL SERVICES

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. A financial assistance application is available at hospital registration, at promedica.org/financialassistance or by calling 734-240-8440 Monday – Friday during normal business hours. If you have questions or concerns about paying your hospital bill, please contact our customer service department at 734-240-8440 Monday – Friday during normal business hours.

EMPLOYEE RECOGNITION

Did you receive care from someone who went 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! Patient comment cards are available on each floor to recognize an employee. You can also nominate employees 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 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.

To nominate someone, please click one of the links below:

[DAISY Award](#)

[ROSE Award](#)

GRATEFUL PATIENT PROGRAM

The Grateful Patient Program provides an opportunity for individuals served by ProMedica hospitals and physicians to say "thank you" by sharing their story or making a financial gift.

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 to pledge your gift!



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and sign up or ask how today!

ProMedica MyChart is complete access
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one spot:

- Send messages to your ProMedica provider.
- Review your health summary.
- See test results.
- Refill medications.
- View and pay your bill.

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