



**BAY REGION**

1900 Columbus Avenue  
Bay City, Michigan 48708  
989-894-3000

[www.mclaren.org/bayregion](http://www.mclaren.org/bayregion)

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**Hospital  
Phone  
Directory**

**Ease the Transition from Hospital to Home!**

**Remember to Speak Up!**

**What Are Advance Directives?**

PatientPoint 

Patient Guide

“Other people may be there to help us, teach us, guide us along our path, but the lesson to be learned is always ours.”

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### Speak Up

*Take charge of your care.*



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### Stay Safe

*You can contribute to healthcare safety.*



### OUR ADDRESS

1900 Columbus Avenue  
Bay City, Michigan 48708



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# Welcome to McLaren Bay Region

## Welcome!

■ Thank you for entrusting your care to McLaren Bay Region.

We will do whatever we can to make your stay a healing experience. This Patient Guide contains most of what you will need to know about your stay. If you have additional questions, please ask. We want to keep you well-informed during your stay.

Your healthcare is our priority. To determine where improvements are needed, McLaren Bay Region takes part in the HCAHPS (Hospital Consumer Assessment of Hospital Providers and Systems) survey. The HCAHPS survey measures your satisfaction with the quality of your care. It is designed to be a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S.

After you are released from the hospital, you may be selected to participate in the HCAHPS survey. Please take the time to participate in the HCAHPS survey; your feedback is valuable!

From the physicians, staff, and volunteers of McLaren Bay Region, our best wishes for a positive experience and a healthy recovery.

Yours truly,

Clarence Sevillian

President/CEO, McLaren Bay Region



## Mission Statement

### OUR MISSION OF SERVICE

McLaren Health Care, through its subsidiaries, will be the best value in healthcare as defined by quality outcomes and cost.

### VALUES

We are committed to excellence in patient care and will strive for innovation and continuous improvement in our services and facilities.

We will promote teamwork, ongoing training and education, and encourage personal freedom and growth. Leadership and excellence in performance are sought and rewarded.

Each person is unique, is to be valued, and will be treated with dignity and respect. Our conduct reflects a commitment to excellence in our relationships with physicians, employees, purchasers, vendors and the public.

We are committed to improving the health status of our community through provision of health education, health promotion, early disease detection, and intervention services.



# About Us

## OUR ADDRESS

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Bay City, Michigan 48708  
[mclaren.org/bayregion](http://mclaren.org/bayregion)

## Hospital Compare

Hospital Compare is a government website that allows users to compare the quality of care provided by hospitals. The information provided on this website is based on HCAHPS survey results. [www.medicare.gov/hospitalcompare](http://www.medicare.gov/hospitalcompare)

## Joint Commission

The Joint Commission has created quality and safety standards for healthcare organizations. The Joint Commission reviews, accredits and certifies healthcare organizations that meet its high standards. Quality reports for all accredited organizations are available on its website. [www.qualitycheck.org](http://www.qualitycheck.org)



## A Commitment to Excellence

After merging four hospitals during the 1970s and 1980s, McLaren Bay Region developed a full continuum of health services. With acute care at McLaren Bay Region on the Main Campus and McLaren Bay Special Care on our West Campus, as well as home health services, medical equipment, pharmacy, women's health and rehabilitation services, and comprehensive cancer and cardiac programs, more than 2,000 employees provide quality care to nearly a half million people in the Great Lakes Bay Region.

## McLaren Bay Region services:

- Award-Winning Interventional Cardiology Services
- Neuroscience Center of Excellence including Brain and Spine Surgery
- Open Heart Surgery
- Primary Stroke Center
- Advanced Diagnostics including MRI and PET/CT
- Women's Health Services
- Award-Winning Orthopedic Services, including Joint EXPRESS
- Comprehensive Physical Rehabilitation & Sports Medicine
- CARF Accredited for Inpatient Medical Rehabilitation, Stroke Specialty Program and Amputation Specialty Program
- Home Health and Hospice Care
- Emergency Medical Service (Ambulance/Paramedics)
- 24-Hour Emergency Department
- Oncology/Radiation Therapy



# Telephone Directory

Ambulance/EMS .....	9-1-1
Admitting .....	989-894-6515
Behavioral Health Services .....	989-894-3911
Central Scheduling .....	989-667-6303
Childbirth Education Programs .....	989-894-3935
Diabetes Education .....	989-894-9528
Diagnostic Imaging/Radiology .....	989-894-3080
Emergency Department .....	989-894-3111
Medical Records .....	989-894-3873
Pain Management Center .....	989-667-3350
Pastoral Care/Chaplain .....	989-894-6055
Patient Experience Manager .....	989-894-3828
Patient Menu Assistance .....	989-894-3188
Physician Referral .....	877-411-2762*
Pre-Certification .....	989-667-6375
Preregistration .....	989-667-6326
Security and Lost & Found .....	989-894-3762

\*Please dial direct to the toll-free number.  
Please visit us at [mclaren.org/bayregion](http://mclaren.org/bayregion).

**Calling a Department WITHIN the Hospital?**  
*Dial the last five digits of the number.*

## MAIN NUMBER

989-894-3000

### Billing

989-894-3820

### Center for Rehabilitation

989-667-6600

### Discharge

989-894-3180

### Gift Shop

989-894-3198

### McLaren Bay Region Inpatient Rehabilitation Unit

989-667-6898

### McLaren Bay Special Care – Long-Term Acute Care

989-667-6810

### McLaren Homecare Group

866-323-5974

### McLaren Pharmacy (Bedside Delivery – Discharge RX)

989-894-3744

### Patient Information

989-894-3333

“Truth is what stands the test of experience.”

# Your Satisfaction

*We encourage your feedback to improve care.*

## **What is HCAHPS?**

The Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) survey is backed by the U.S. Department of Health and Human Services. The survey is used to improve the quality of healthcare. HCAHPS makes survey results public so hospitals are aware of where changes are needed. The results also enable healthcare consumers to review and compare hospitals before choosing a healthcare provider.

■  
The Leapfrog Group rates hospitals that take part in the Leapfrog Hospital Quality and Safety Survey. The survey measures how well hospitals meet the Leapfrog Group's quality and safety standards. Survey results are reported on Leapfrog's website for users to compare hospitals. [www.leapfroggroup.org/cp](http://www.leapfroggroup.org/cp)

## *You are part of the team*

**COMMUNICATE** It's your health; don't be afraid to ask your doctors and nurses questions.

**PARTICIPATE** You are the center of your healthcare team so ask questions, understand your treatment plan and medications, and communicate with your doctors and nurses.

**APPRECIATE** There are hundreds of people in the hospital who need help; please be patient as doctors and nurses attend to everyone.



# During Your Stay

■ We have policies and procedures in place to help you and your family work with our doctors, nurses, and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

**PLEASE DO NOT VISIT ANYONE IN THE HOSPITAL IF YOU ARE NOT FEELING WELL OR HAVE COLD OR FLU SYMPTOMS.**

## Visiting Hours

*(Quiet time on all units is observed from 2:00 p.m. to 4:00 p.m.)*

### General

8:30 a.m. to 8:00 p.m.

After 8:00 p.m., please enter through the Emergency Department to request a visitor pass.

### For Pediatric Patients:

Parents at all times; children under age 12, regular hours (must be accompanied by an adult).

### Family BirthPlace/Women's Health

8:30 a.m. to 8:00 p.m.

Fathers/birth partners may visit at any time.

Quiet time and family/friend visitation, as desired by patient.

### Mental Health/Behavioral Health Unit

Tues. 4:30 p.m. – 5:30 p.m.

Sat – Sun 1:00 p.m. – 2:30 p.m.

Holidays 1:00 p.m. – 2:30 p.m.

### Critical Care Units (ICU/CCU/NICU)

One to two family members for five minutes, each hour on the half hour. Other limitations may be in place depending upon the patient's condition.

***Please check with the nurses on the unit for up-to-date information.***

McLaren Bay Region allows family members, friends, or other individuals to be present with the patient for emotional support during the course of his or her stay.

Having family members and friends visit in the hospital is important to the patient's continuing recovery.

## Visiting Hours

Hospitalized patients need the support of family and friends, and visitors can help raise patients' spirits, a key to recovery. Following these guidelines can make these visits even more effective, safer and more worthwhile for you and the patient. Please follow these guidelines carefully. Thank you.

**You may receive calls and visitors including spouse, domestic partner, family members and friends. You may withdraw or deny consent to calls and visitors at any time. McLaren Bay Region 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.**





# During Your Stay

## AFTER HOURS

Visitors may enter through the Emergency Department between 8:00 p.m. and 5:00 a.m. Visitors will be screened by security personnel and approved by the Nursing Unit prior to visiting. **NO VISITOR WILL BE ADMITTED IF VISIBLY INTOXICATED.**

*Clergy may visit at any time the patient wishes.*

## Quiet Environment

A quiet environment promotes healing. To support this, we can provide a set of foam earplugs for your added comfort. Simply ask your nurse.



The hospital allows a family member, friend or other individual to be present with the patient for emotional support and to act as the surrogate during the course of the stay. The hospital allows for the presence of a support individual of the patient's choice, unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated (i.e. Infection Prevention, Court Ordered Restraint). The individual may or may not be the patient's surrogate decision-maker or legally authorized representative.

The hospital prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression. The patient has the right to withdraw or deny consent for visitation at any time.

## PIN

A personal identification number (PIN) may be assigned to a family member. This number identifies you as someone who can legitimately receive information about your family member. This system is used to safeguard patient confidentiality, a federal requirement under the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

## Visitor Lounges

Lounges are located on every floor except the fifth floor. Each lounge is equipped with computers for use in updating family and friends about your loved one's condition. The chapel is located on the fifth floor.

## Parking

Patient and visitor lots are located immediately to the west and south of the main campus. Please follow parking signs located throughout the campus. At West Campus, parking is available to the north and east of the building. *Please extinguish all smoking materials before exiting your vehicle.*

## Your Room

Your hospital bed is probably quite different from your bed at home. Each bed is equipped with a call button

*Visitors: For everyone's health and safety, please do not use patient bathrooms.*



connected to the nursing station. You will be provided with instructions on how to use the nurse call device, which also controls your television. When you press the nurse call button, someone will respond as quickly as possible.

Because your bed is higher and narrower than your bed at home, it is important for you to be especially careful. **Please do not attempt to get into or out of bed without assistance unless your physician or nurse has given you permission.** You may lose your balance, particularly if you are medicated or sedated in any way. Please wear nonskid slippers when not in bed, and if the lights are out, ask for assistance before getting out of bed.

### Interpreter Services

Interpreter services are available at no charge. If you require a sign language interpreter or foreign language translator, please contact our Admitting Office at 989-894-3930. All sign language interpreters are certified, and we have access to translators for over 200 languages.

Si Ud. necesita los servicios de un traductor favor de informarlo a la oficina de admisiones. Hay disponible interpretes de espanol, lenguaje por senas y otros muchos idiomas.

### For the Hearing Impaired

Telephone Devices for the Deaf (TDD), listening aids for the hearing impaired, and closed-caption television are available by calling the hospital operator. Just press 0 on your room phone, or dial 894-3000.

### Public Restrooms

Please do not use the bathrooms in patient rooms. They are reserved only for patients in order to protect their health. Public restrooms are located throughout the hospital.

### Telephone

Telephones are provided in all patient rooms. To place a local call, press 9 followed by the local number. Long-distance phone calls must be charged to your credit card, calling card, home phone number or made collect.

## Leave Your Valuables At Home

Please leave valuables at home, or send them home with someone you trust when you are admitted. If that is not possible, please deposit your valuables and money in our safe. These items may be retrieved when you are discharged.

**McLaren Bay Region cannot be responsible for replacement of personal belongings, or for items not secured in the hospital safe.** If you lose anything during your stay, please inform your nurse, or contact Security at 894-3762.

### Wireless Internet Service

Wireless internet service is available in many places throughout the hospital.

### Cellphones

Patients and visitors may use cellphones in non-restricted areas. Signs indicating restricted areas are posted throughout the hospital.



# During Your Stay

## Gift Shop

Gift shops are operated by the hospital auxiliary on the first floor of the Main and West Campuses. The proceeds from the gift shop are donated back to the hospital to assist with the needs of our patients. Cash, check and credit cards are accepted.

## Hours of Operation:

**Monday through Friday**

9:00 a.m. to 8:00 p.m.

**Saturday and Sunday**

10:00 a.m. to 6:00 p.m.

## Smoking

Smoking and/or the use of any tobacco product, *including electronic cigarettes*, is not permitted anywhere in the hospital or on hospital grounds.

For information about how to quit smoking, call Cardiac Rehabilitation at 989-667-6641. **Because the nursing staff is not able to care for you if you leave the building, patients may not leave the hospital to smoke. This rule is in place for your safety.**

## Fire Safety

We periodically conduct fire drills. If you hear an alarm, stay where you are. In the event of an actual emergency, hospital staff will notify you. The hospital is fire resistant, and our employees are well-trained in safety procedures.

## Electrical Appliances

For safety reasons, electrical items from home, such as televisions, radios, digital players and hairdryers, cannot be permitted.

## TV

Televisions are provided for each patient room. Please be considerate of others by keeping the TV volume down and turning off your TV at bedtime. Ear plugs or headphones are available; simply ask your nurse. The television can be operated using your nurse call device. Closed-caption TV is available through the hospital operator. For television repair service, call ext. 43755, or inform your nurse.

## Patient Meals

Your diet is very important to your recovery and overall health. Many patients are placed on special diets while hospitalized. If you have questions or concerns about your diet while you are hospitalized, please contact the dietary staff at ext. 43188. A “Catering to You” associate will talk with you and take your food order. For breakfast and lunch, you will have one chef special, and for dinner, you will have two chef specials. The “chef specials” are heart-healthy options of the day. However, a menu always is available with over 40 items to pick from for the day.

## Your Care Team

In addition to your personal physician and consulting physician, nurses, therapists and other hospital staff, you may receive care from a hospitalist, a physician who specializes in caring for patients while they are hospitalized. If you have any questions about your care, please ask your personal physician or nurse for further information.



## Cafeteria

Visitors are welcome in the cafeteria, located on the first floor next to the information desk in the main patient tower. Many food and drink choices are available. The cafeteria is open from 6:00 a.m. to 8:00 p.m. Vending machines offering beverages and snacks are located within the cafeteria and always are available.

## Guest Meals

If visitors would like a meal brought to a patient room, they can call the Dietary Department at ext. 43188. The meal will be charged to the guest, and payment can be discussed at the time the meal is ordered.

## EMMI Programs

McLaren Bay Region has contracted with EMMI Solutions to provide you with improved access to information about nearly 500 diagnoses or procedures that might affect you while in the hospital. EMMI is a collection of web-based, multimedia programs that educate patients and encourage them to take an active role in their care. EMMI programs supplement information patients receive during their office visits or hospital stays.

EMMI has been shown to help:

- Increase understanding among patients and families about procedures and care plans
- Add value to existing educational resources
- Improve customer service and patient satisfaction
- Increase quality of care and promote patient safety

Ask your caregiver or physician about EMMI programs for you and your family. You can learn at your own pace, watch as many times as you want, and even stop the program at any time to jot down questions for your physician. EMMI-trained patients are much more likely to understand and comply with their care plans. To view a demonstration video, go to [www.emmsolutions.com](http://www.emmsolutions.com).

## Pastoral Care and Chapel

McLaren Bay Region has volunteer clergy available to all patients and their families.

Please call the Clergy Office at ext. 46055 to request these services.

If you have indicated on admission that you want your parish clergy contacted, the hospital will do that for you. The hospital chapel is located on the fifth floor across from the visitor elevators. It is open at all times.

## Mail and Flowers

Hospital volunteers deliver mail and flowers directly to your room. Mail received after you are discharged will be forwarded to your home address.

## ATM

For your convenience, an automated teller machine (ATM) is located on the first floor, next to the visitor elevators.

“Who questions much, shall learn much,  
and retain much.”

# Speak Up!



## *Take charge of your care.*

**D**uring your stay, the doctors, nurses and staff of McLaren Bay Region will treat you and your family as partners in your own care. One important way that you can be involved is to speak up. Ask questions, voice your concerns, and don't be afraid to raise any issues relating not only to your care and treatment, but also to overall hospital services.

In the pages that follow, you'll find a step-by-step guide to making the most of your hospital stay—how to stay safe, get the information you need, ask the right questions and interact effectively with your doctors, nurses and hospital staff.

### STEP UP & SPEAK UP

**SPEAK UP:** Ask questions and voice concerns. It's your body, and you have a right to know.

**PAY ATTENTION:** Make sure you're getting the right treatments and medicines.

**EDUCATE YOURSELF:** Learn about the medical tests you get and your treatment plan.

**FIND AN ADVOCATE:** Pick a trusted family member or friend to be your advocate or support person.

**WHAT MEDS & WHY:** Know what medicines you take and why you take them.

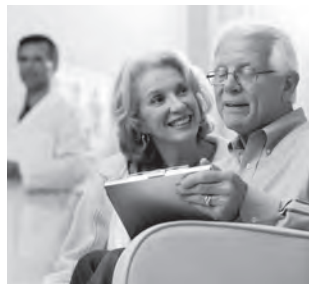
**CHECK BEFORE YOU GO:** Use a hospital, clinic, surgery center or other type of healthcare organization that meets The Joint Commission's quality standards.

**PARTICIPATE IN YOUR CARE:** You are the center of the healthcare team.

#### **Remember:**

- Write down any questions you have
- Choose a support person to communicate with the doctors and staff
- Keep a list of doctors you see and the meds they prescribe

#### **Don't Get Overwhelmed, Write It Down!**



*Courtesy of The Joint Commission.*



# Rights & Responsibilities

## Patients of McLaren Bay Region have the following rights and responsibilities:

1. You cannot be denied appropriate care on the basis of race, creed, religion, color, national origin, sex, age, handicap, marital status, sexual preferences, or source of payment.
2. You are entitled to inspect, or receive within a reasonable time frame and for a reasonable fee, a copy of your medical record upon request. A third party shall not be given a copy of your medical record without your prior authorization.
3. You are entitled to confidential treatment of personal and medical records, and may refuse their release to any person outside the hospital, except as required because of a transfer to another healthcare facility or as required by law or third-party payment contract.
4. You are entitled to personal privacy, to the extent feasible, in treatment and in caring for your personal needs with consideration, respect, and full recognition of your dignity and individuality.
5. You have the opportunity to request a transfer to a different room if another patient or visitor in the room is unreasonably disturbing you and if another room equally suitable for your care needs is available. Additionally, you have the right to know the reason(s) for your transfer either within or outside the hospital.
6. You are entitled to receive adequate and appropriate care, and to receive, from the appropriate individual facility, information about your medical condition, proposed course of treatment, and prospects for recovery in terms that you can understand, unless medically contraindicated as documented by the attending physician in the medical record.
7. You have the right to participate in the development and implementation of your plan of care.
8. You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
9. If you are 18 years of age or older, you have the right to establish a durable power of attorney for healthcare and designate a patient advocate to make informed medical treatment decisions for you in the event that you are unable to participate in your medical treatment decisions, and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
10. You are entitled to refuse treatment to the extent provided by law and to be informed of the consequences of the refusal. When a refusal of treatment prevents a health facility or its staff from providing appropriate care according to ethical and professional standards, your relationship with the hospital may be terminated upon reasonable notice.
11. You are entitled to exercise your rights as a patient and as a citizen, and to this end, may present grievances or recommend changes in policies and services on your behalf or others to the facility staff, to governmental officials, or to another person of your choice within or outside the facility, free from restraint, interference, coercion, discrimination, or reprisal. You are entitled to information about the facility's policies and procedures for initiation, review, and resolution of patient complaints.
12. You are entitled to be fully informed of and to consent to any experimental



# Rights & Responsibilities

procedure proposed as part of your care, and shall have the right to refuse to participate in the experiment without jeopardizing your continuing care. Your family has the right of informed consent of donation of organs and tissues.

13. You are entitled to access to the cost, itemized when possible, of services rendered within a reasonable period of time, and to receive and examine an explanation of your bill, regardless of the source of payment, and to receive, upon request, information relating to financial assistance available through the facility.
14. You have the right to be informed of the source of the hospital's reimbursement for your services and of any limitations which may be placed upon your care.
15. You are entitled to know who is responsible for and who is providing your direct care; you are entitled to know the professional status of any person who is providing your care or services; you are entitled to receive information concerning your continuing health needs and alternatives for meeting those needs, and to be involved in your discharge planning, if appropriate. Additionally, you have the right to know the relationship(s) of the hospital to other persons or organizations participating in the provision of your care.
16. You are entitled to associate and have private communications and consultations with your physician, attorney, or any other person of your choice, and to send and receive personal mail unopened on the same day it is received at the facility, unless medically contraindicated as documented by the attending physician in the medical record. Your civil and religious liberties, including the right to independent

personal decisions and the right to knowledge of available choices, shall not be infringed, and the facility shall encourage and assist in the fullest possible exercise of these rights. You may meet with and participate in the activities of social, religious, and community groups at your discretion, unless medically contraindicated as documented by the attending physician in the medical record.

You may receive calls and visitors including spouse, domestic partner, family members, and friends. You may withdraw or deny consent to calls and visitors at any time. McLaren Bay Region 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.

17. You are entitled to receive care in a safe setting, and to be free from all forms of abuse or harassment and from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff. The exception are those restraints authorized in writing by a physician for a specified and limited time, or as are necessitated by an emergency to protect you from injury to yourself or others, in which case the restraint may only be applied by a qualified professional who shall set forth in writing the circumstances requiring the use of restraints, and who shall promptly report the action to the attending physician. In case of a chemical restraint, a physician shall be consulted within 24 hours after the commencement of the restraint.
18. You are entitled to be free from performing services for the facility



that are not included for therapeutic purposes in the plan of care.

19. You are entitled to information about the facility rules and regulations affecting patient care and conduct.
20. You have the right to have your pain assessed and appropriately managed, and to receive education related to your pain and pain control measures. You can expect that your requests for pain relief will receive rapid response, that your reports of pain will be taken seriously, and that the staff will use state-of-the-art pain management techniques.
21. You may have access to protective services in this community. Protective services assistance/referrals for both children and adults can be reached by dialing 855-444-3911 at any time. The following organizations can be contacted by asking your caregiver or case manager or social worker to help. You also may contact them directly.
  - Bay Area Women's Center  
989-686-4551 or 800-834-2098  
(for Victims of Domestic Violence and Sexual Assault)
  - Bay City Domestic Violence Unit  
989-894-8181
  - State Wide Hotline 800-996-6228
  - Good Samaritan Rescue Mission  
(Men, Women and Children)  
989-893-5973

### **Patients of McLaren Bay Region have the following responsibilities:**

1. You are responsible for following the health facility rules and regulations affecting patient care and conduct.
2. You are responsible for providing a complete and accurate medical history.
3. You are responsible for informing healthcare providers if you have a durable power of attorney for

healthcare and if a patient advocate has been appointed.

4. You are responsible for making it known whether you clearly comprehend a contemplated course of action and the things you are expected to do.
5. You are responsible for following the recommendations and advice prescribed in a course of treatment by the physician. You are responsible for the outcomes if you do not follow the care, service, or treatment plan.
6. You are responsible for providing information about unexpected complications that arise in an expected course of treatment, and report any perceived risk in your care.
7. You are responsible for being considerate of the rights of other patients and health facility personnel and property.
8. You are responsible for providing the health facility with accurate and timely information concerning your sources of payment and ability to meet financial obligations.

*If you feel that any of your rights as a patient have been denied, contact:*

#### **Michigan Department of Community Health**

Bureau of Health Systems,  
Division of Operations,  
Complaint Investigation Unit  
P.O. Box 30664  
Lansing, MI 48909  
800-882-6006  
bhsinfor@michigan.gov

The public also may contact the following organization with concerns about patient care and safety in the hospital that you feel has not been addressed: Joint Commission's Office of Quality and Patient Safety; 1-800-994-6610 or [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org).





# Rights & Responsibilities

*The Ethics Committee can be convened at any time to deal with urgent patient care issues. Patients, families, nursing staff or physicians may request an Ethics Committee Review by contacting the nursing supervisor or chairman of the Ethics Committee.*

## Your Opinion Counts

We value your input in helping us provide the best care possible. Make sure to complete the HCAHPS survey you receive in the mail. We use the results to improve our care and reward our staff for excellent service.

If you have a concern or an idea of how we can improve our services, we ask that you let us know immediately. Please contact the patient experience manager at 989-894-3828, or ask to speak with a supervisor or manager.

If you are not satisfied with the response you receive, or would like to register a complaint with the State of Michigan, you may do so in one of the following ways:

- Call the toll-free Complaint Hotline at 800-882-6006
- Complete a Health Facility Complaint Form (BHS-OPS-361)
- Submit the BHS Online Complaint Form on the internet at <http://www.michigan.gov> by clicking "Health Systems and Licensing," "Featured Services" (buttons in left hand column)

**Submit a letter with the following information:**

- Complainant's name, address, and telephone number
- Facility name and location
- Patient name and location
- Nature of complaint
- Date of incident

## Mail written complaints to:

Michigan Department of Community Health, Bureau of Health Systems Complaint Investigation Unit  
P.O. Box 30664  
Lansing, MI 48909  
FAX: 517-241-0093

## Breast Imaging

Breast Imaging consumers may directly contact the ACR to report a serious complaint if they feel that their concerns have not been adequately addressed by the facility. All serious consumer complaints must be submitted to the ACR in writing and include the:

- Consumer's name, address and telephone number
- Consumer's signature (if reported by the consumer)
- Name and location of the ACR-accredited facility where the mammogram was performed
- Description of the complaint
- Copies of the supporting documentation that would be helpful in addressing the complaint

Consumer complaints may be faxed, emailed or mailed to:

Director,  
Breast Imaging Accreditation Program  
American College of Radiology  
1891 Preston White Dr.  
Reston, VA 20191  
703-648-9176  
[mamm-accred@acr.org](mailto:mamm-accred@acr.org)

The ACR will not follow up any complaint that is submitted verbally or anonymously.

“Fear is the father of courage  
and the mother of safety.”

# Stay Safe

*You can contribute to healthcare safety.*

**W**hile you are in the hospital, many people will enter your room, from doctors and nurses to aides and orderlies. The following information will help make your hospital stay safe and comfortable.



## Employee ID

All hospital employees wear identification badges. Feel free to ask any staff member for his or her name and job classification. If you do not see an ID badge on an employee, please call your nurse immediately.

## Don't Be Afraid to Ask...

A number of people may enter your hospital room. Be sure to:

- Ask for the ID of everyone who comes into your room.
- Speak up if hospital staff doesn't ask to check your ID.
- Ask if the person has washed his or her hands before he or she touches you.
- If you are told you need certain tests or procedures, ask why you need them, when they will happen and how long it will be before you get the results.

## PATIENT IDENTIFICATION

Any time staff members enter your room to administer medications, transport you or perform procedures and treatments, they must check your birth date and name before they proceed. At times, you may be asked the same questions repeatedly. We are aware that this may be annoying. Please understand, however, that this verification process is a critical component in our patient safety program in order to guarantee that all of our patients receive the correct medications and treatments.



# Fighting Infections

While you're in the hospital to get well, there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you—including your doctors, nurses, and visitors—washes his or her hands, too.

## You, your family and friends should wash hands:

1. after touching objects or surfaces in the hospital room
2. before eating
3. after using the restroom or using a bedpan/urinal
4. Coughing or sneezing

If you can't get out of your bed to wash your hands, please ask staff to bring you some extra hand wipes to keep near your bed.

It also is important that your healthcare providers wash their hands with either soap and water or an alcohol-based hand cleaner every time, before and after they touch you.

Healthcare providers know to practice hand hygiene, but sometimes they forget. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.

If you have had a surgical procedure, do not pick at your dressing. The dressing must be secure at all times to prevent bacteria from getting in the wound. Also daily bathing before and after surgery is essential to prevent infections. Hospital staff will assist you if you cannot bathe yourself.

Doctors, nurses and other healthcare providers come into contact with a lot of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands.



## Happy Birthday to You!

Wash your hands with soap and warm water for 15 to 20 seconds.

That's about the same amount of time that it takes to sing the "Happy Birthday" song twice.



## No Soap? No Problem.

Alcohol-based hand cleaners are as effective as soap and water in killing germs. To use, apply the cleaner to the palm of your hand and rub your hands together. Keep rubbing over all the surfaces of your fingers and hands until they are dry.

# Know Your Meds



While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor:

- What is the name of the medicine?
- What is its generic name?
- Why am I taking this medicine?
- What dose will I be taking? How often, and for how long?
- When will the medicine begin to work?
- What are the possible side effects?
- Can I take this medicine while taking my other medications or dietary supplements?
- Are there any foods, drinks or activities that I should avoid while taking this medicine?
- Should I take my medicine at meals or between meals?
- Do I need to take the medicine on an empty stomach or with food or a whole glass of water?
- What should I do if I forget to take the medicine and miss a dose?

## Preventing Medication Errors

By taking part in your own care, you can help the members of your healthcare team avoid medication errors. Here's how:

Be sure that all of your doctors know what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.

Be sure that all of your doctors know of any allergies you may have—to medications, anesthesia, foods, latex products, etc. An allergy is not the same as a side effect. Make sure your caregivers explain the difference!

When you are brought medications or IV fluids, ask the person to check to be sure you are the patient who is supposed to receive the medications. Show that person your ID bracelet to double-check.

**Remember—you play an important role in helping to reduce medication errors.**

**KEEP A WALLET-SIZED NOTEBOOK OF ALL MEDICATIONS YOU ARE TAKING.**





# Stay Safe

## Hourly Rounding

The nursing staff will be rounding every hour during the day and at least every two hours at night to see if you need any assistance, such as help going to the bathroom, a change in position, pain control, or that all your possessions are in reach. If you need any help, just ask.

■ Our policy is to provide a safe environment that protects your health and safety and that of our staff, visitors and volunteers. If a patient demonstrates harmful behavior, for example, pulling IVs, tubes, medical equipment, etc., or risks a fall, it may become necessary to use restraints or seclusion to protect the patient and others. These techniques only will be used when other options have proven ineffective.

You and your family are important in helping us keep you safe. We may be asking you to help us identify tools or techniques that help you control your behavior. Your involvement is important.

Caring for patients is a team effort, and family members are an important part of that team. We encourage families to ask questions and help us meet the patient's needs in order to promote rapid recovery and a quick return home.

- Families and friends can help to ensure a safe environment.
- Make sure brakes on wheelchairs are engaged when assisting patients in and out of wheelchairs.
- Ask for assistance when you are unsure.
- Please do not untie a soft protective device unless you check with the nursing staff.
- Bring nonskid footwear to the hospital for your family member to use.
- Give the staff a list of medications that your family member is currently taking.
- Stay with your family member if he or she is confused.
- Bring things that are familiar to your family member, such as gowns, blankets or pillows.
- Hospital bed side rails can cause fall-related injuries as well as bed entrapment. Patients who are confused, restless, sedated or have a lack of muscle control are at risk.

*Let the staff know if there are any reasons why bed rails should not be used.*





## Falls: Are You At Risk?

Certain conditions make us more likely to fall, or have other injuries. Here are just a few:

### ■ Medications

The more medicines you take, the more likely you are to feel dizziness or have other risky side effects. Tell all of your caregivers about all of the drugs you are taking. Ask them about any side effects that might place you at risk for a fall. Get up slowly from a sitting or lying position.

### ■ Walking difficulties

Shuffling, weakness, stooped posture, inability to walk in a straight line, numbness or tingling of toes can make falls more likely. Ask your doctor about helpful devices such as canes or walkers, and learn how to use them correctly.

### ■ Chronic conditions that interfere with thinking, such as Alzheimer's Disease

### ■ Impaired vision or hearing

### ■ Two or more falls in the past six months

### ■ Fear of falling

If you feel unsteady on your feet, talk to your doctor about a cane or walker. You also may discuss McLaren Bay Region's Balance and Mobility Program. To learn more about the program, call the Center for Rehabilitation at 989-667-6600.

## Preventing Falls

- Always follow your doctors' orders and nurses' instructions about whether you must stay in bed or if you need help going to the bathroom.
- When you need help, use your call light and wait for the nurse or assistant to come and help you. Make sure to use the call light at the first sign of needing to use the bathroom.
- Ask the nurse for help if you feel dizzy or weak getting out of bed. If you must get up without waiting for help, sit in bed awhile before standing. Then get up carefully and slowly begin to walk.
- Wear nonskid slippers whenever you walk in the hospital. If you don't have any, tell your nurse.





# Stay Safe



- Remain lying or seated while waiting for assistance. Please be patient. Someone will answer your call as quickly as possible.
- Do not tamper with side rails that may be in use. Side rails are reminders to stay in bed and are designed to ensure your safety.
- Walk slowly and carefully when out of bed. Do not lean on rolling objects such as IV poles, bedside tables or furniture.

## Protecting Your Skin

### Diet

- Eat foods from all five food groups every day, unless your physician or dietitian has prescribed a special diet for you. Each food group provides you with different nutrients.
- Eat different foods from each group every day.
- Eat three to four times a day. Eat liquid meals with extra protein, vitamins and calories if you are unable to eat solid foods.

### Skin Care

- Look at your skin every day.
- Use lotion to keep your skin from getting dry.
- Raise your body across the sheets, rather than dragging yourself across.
- Do not use donut-shaped cushions to sit on.

### Positioning

- Change your position often (every hour while in a chair, every two hours while in bed).
- Clean your skin soon after urine or stool leaks on your skin. (If you use adult diapers or pads, use ointment on your skin as a moisture barrier.)

## For bed bound individuals

- Reposition every two hours. Use pillows or wedges to keep bony areas from direct pressure on the bed. Use pillows or a device to relieve pressure from the heels. Do not position directly on the hip bones. Elevate the head of the bed as little as possible and for the shortest time possible.





## For chair-bound individuals

- Reposition at least every hour.
- Shift your weight every 15 minutes, if able.

## Ask About

### Special Safety Considerations

#### Condition H

Condition H was created to address the needs of patients in case of emergency, or when patients are unable to get the attention of a healthcare provider. This call will provide our patients and families with a way to call for immediate assistance when they feel they are not receiving adequate medical attention in an emergency situation.

#### When To Call

- If a noticeable medical change in the patient occurs that needs immediate attention and the healthcare team is not recognizing the concern.
- If there is a breakdown in how care is being given and/or confusion over what needs to be done for the patient in an emergency situation.

To access Condition H, please call 894-6900 from a hospital phone. The operator will ask for caller identification, room number, patient name and patient concern. The operator will immediately activate a Condition H, and a team of medical professionals will be sent to the room to assess the situation. Additional personnel will be called as needed.

Condition H is proof that we want you to be partners in our care. If you have any questions, please discuss them with the nurses or other caregivers.







# What Are Your Advance Directives?



## Advance Directives

■ If you are at least 18 years old and able to handle your own affairs, you can establish a durable power of attorney for healthcare. This is a legal document that allows you to appoint someone (patient advocate) to make healthcare, custody and medical treatment decisions on your behalf **if you are unable to make such decisions on your own**. Your physician will honor decisions made by your patient advocate on your behalf if your physician deems such decisions to be medically appropriate. You can revoke the appointment of a patient advocate at any time, and your patient advocate cannot make any decision to withhold or withdraw medical treatment that would result in your death unless you have expressed, in a clear and convincing manner, that your patient advocate has authority to make such a decision. You are not required to have a durable power of attorney for healthcare or any other form of advance medical directive as a condition of providing medical treatment. Hospital employees cannot serve as witnesses when completing these forms. For further information, call Case Management at 894-3180.





# Your Privacy & Information

## Privacy & Your Health Information

■ You have privacy rights under a federal law that protect your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

### Who must follow this law?

- Doctors, nurses, pharmacies, hospitals, clinics, nursing homes and other healthcare providers and their vendors
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

### What information is protected?

- Information your doctors, nurses, and other healthcare providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer's computer system
- Billing information about you at your clinic
- Most other health information about you held by those who must follow this law

### You have rights over your health information

Providers and health insurers who are required to follow this law must comply with your right to:

- Ask to see and get a copy of your

health records

- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint

To make sure your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your healthcare and help run their businesses
- With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object
- To make sure doctors give good care and nursing homes are clean and safe
- To protect the public's health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds



# Your Privacy & Information

## Without your written permission, your provider cannot:

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions

*Adapted from U.S. Department of Health & Human Services Office for Civil Rights*

## Your Information

If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren't able to exercise your rights, you can file a complaint with your provider or health insurer. You also can file a complaint with the U.S. government. Go online to [www.hhs.gov/ocr/privacy/](http://www.hhs.gov/ocr/privacy/) for more information.

Complaints must be in writing, submitted by mail, electronically or fax.



# My McLaren Chart

McLaren Bay Region believes in empowering patients to manage their health by providing convenient access to their health information. That's why we've created My McLaren Chart, a secure online portal where patients can access their medical information 24 hours a day, seven days a week. With a free My McLaren Chart account, patients can:

- Access their medical information 24 hours a day, seven days a week
- Review clinical summaries and care instructions about recent visits
- Get lab and test results

All you need to create a My McLaren Chart account is to provide a valid email address during registration at the hospital or your next visit to a McLaren physician office or outpatient facility.

“Healing takes courage, and we all have courage, even if we have to dig a little to find it.”

# Do You Have Pain?

*Manage your pain so your hospital stay is as comfortable as possible.*

You are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain. Be sure to tell us at admission what a tolerable level of pain is so we can tailor your medications to keep your pain at or below your goal. Everyone experiences pain differently, and we need to understand what is best for your care.

## To help describe your pain, be sure to report:

- When the pain began.
- Where you feel pain.
- How the pain feels—sharp, dull, throbbing, burning, tingling.
- If the pain is constant, or if it comes and goes.
- What, if anything, makes the pain feel better.
- What, if anything, makes the pain feel worse.
- How much pain, if any, your medicine is taking away.
- If your medicine helps with the pain, how many hours of relief do you get?



**USE THE PAIN RATING SCALE BELOW TO TELL YOUR DOCTOR OR NURSE HOW YOUR PAIN IS AFFECTING YOU.**

### Wong-Baker **FACES**® Pain Rating Scale



©1983 Wong-Baker FACES® Foundation. Visit us at [www.wongbakerFACES.org](http://www.wongbakerFACES.org). Used with permission.

# Medications for Pain

Pain medication may be given in different forms:

- Tablet or liquid
- Injections into your skin or a muscle (IM)
- Injections into a vein (IV)
- Through a small tube in your back (an epidural)
- Via Patient-Controlled Analgesia (PCA): A method of giving medicine into the vein with a pump that you control so you receive medicine when you need it

## What You Can Do

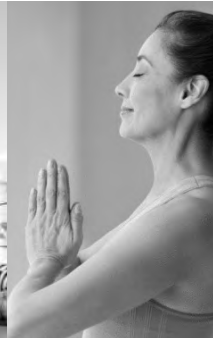
If your current pain treatment is not working, talk with your caregiver about finding other methods that will help reduce or relieve your pain. Some things you can do:

- Hold the incision or painful area with a blanket or pillow when coughing or moving
- Walk if your doctor allows
- Take your mind off the pain by watching a movie, reading, or playing a game



Are you afraid that you'll become addicted to pain medicine?

This is a common concern of patients. Studies show that addiction is unlikely, especially if you have never had a history of addiction to drugs or alcohol. Talk to your doctor or nurse about your fears.



In addition, there are other non-medicinal ways to relieve pain. Speak with your doctor about whether any of these treatments may be right for you:

- Acupuncture, which uses small needles to block pain
- Electrical nerve stimulation, which uses small jolts of electricity to block pain
- Exercise
- Hypnosis
- Physical therapy
- Massage
- Heat or cold
- Relaxation

“In the field of observation,  
chance favors only the prepared mind.”

# Don't Leave Until...

*6 things to know before you walk out that hospital door.*



**Be sure to meet** with the hospital's **case manager** early in your stay to ensure a smooth discharge process later on.

**W**hen it's time to be released from the hospital, your physician will authorize a hospital discharge. This doesn't necessarily mean that you are completely well—it only means that you no longer need hospital services. If you disagree, you or your caregiver can appeal the decision (see *If You Disagree*, right).

On the other hand, you may be pleased to learn that your doctor has approved your discharge. But before you can leave the hospital, there are several things that you or your caregiver must attend to.

The first step is to know who will be involved in your discharge process. This starts with the hospital's case manager, who may be a nurse, social worker, or administrator, or may have some other

title. You and your caregiver should meet this person relatively early in your hospital stay; if not, find out who this person is and be sure to meet with him or her well before your expected discharge date.

## **If You Disagree**

You or your support person can appeal your doctor's discharge decision. If you are a Medicare patient, be sure you are given "An Important Message from Medicare" from the hospital's discharge planner or caseworker. This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.

**Make sure you have the following information before you leave the hospital:**

**1. Discharge summary.**

This is an overview of why you were in the hospital, which healthcare professionals saw you, what procedures were done, and what medications were prescribed. You will be given a special envelope containing your discharge and home care information. Please keep it close to the phone after you go home.

**2. Medications list.** This is a listing of what medications you are taking, why, in what dosage, and who prescribed them. Having a list prepared by the hospital is a good way to double-check the information you should already have been keeping track of.

**3. Rx.** A prescription for any medications you need. Be sure to fill your prescriptions promptly so

**Be sure to ask what foods to stay away from while on your medications.**



you don't run out of needed medications. For information about the McLaren Pharmacy DischargeRx Bedside Delivery program, call 894-3744.

**4. Follow-up care instructions.**

Make sure you have paperwork that tells you:

- what, if any, dietary restrictions you need to follow and for how long
- what kinds of activities you can and can't do, and for how long
- how to properly care for any injury or incisions you may have
- what follow-up tests you may need and when you need to schedule them
- what medicines you must take, why, and for how long
- when you need to see your physician
- any other home-care instructions for your caregiver, such as how to get you in and out of bed, how to use and monitor any equipment, and what signs and symptoms to watch out for
- telephone numbers to call if you or your caregiver has any questions pertaining to your after-hospital care

**5. Other services.** When you leave the hospital, you may need to spend time in a rehabilitation facility, nursing home or other institution, or you may need to schedule tests at an imaging center, have treatments at a cancer center, or have in-home therapy. Be sure to speak with your nurse or physician to get all the details you need before you leave.

**6. Community resources.** You and your caregiver may feel unprepared for what will happen after your discharge. Make sure your case manager provides you with information about local resources, such as agencies that can provide services like transportation, equipment, home care, patient care and respite care.



# Preparing to Leave the Hospital

■ **Case Management staff will work with your doctor to decide the best time and conditions for your discharge. Our goal is for patients to be discharged by 11:00 a.m. We understand there may be exceptions to this time. The usual process works as follows:**

- Your physician will write a discharge order and probably discuss your release with you.
- Tell your nurses if you need transportation.
- Contact McLaren Pharmacy at ext. 43744 to receive your discharge medications. DischargeRx Bedside Delivery is available.
- It is important that you follow your discharge instructions carefully, take your prescribed medication, and perform your rehabilitation exercises faithfully.

If you have questions after you are home, contact your physician. You also may call your nursing station by dialing 894-3000 and asking for the correct nursing unit.

## Billing

### What a Hospital Bill Covers

The hospital bill covers the cost of your room, 24-hour nursing care, laboratory work, X-rays, procedures, surgeries, medications, therapy and the services of hospital employees. You will receive a separate bill from your physicians for their professional services. If you have questions about these separate bills, please call the number printed on each statement.

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. Please keep in mind that your policy is a contract between you and your insurance company, and you have the final responsibility for payment of your hospital bill. You may be asked to pay out-of-pocket expenses prior to service.

### Coordination of Benefits (COB)

Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when spouses or partners are listed

## Commercial Insurance

As a service to our customers, we will forward a claim to your commercial insurance carrier based on the information you provide at the time of registration. It is very important for you to provide all related information such as policy number, group number and the correct mailing address for your insurance company.

## Inpatient vs. Outpatient vs. Observation Stays

Insurance companies have specific medical criteria that must be met to qualify as either an inpatient, outpatient, or observation stay. Just because you spent the night or were here more than 24 hours, does not automatically qualify as an inpatient stay. Insurance coverage and reimbursement may vary depending on the type of admission.





# Preparing to Leave the Hospital

## Financial Assistance

McLaren Bay Region provides financial assistance to those individuals who do not have the ability to pay. If you are not able to pay for all or part of your medical care, please contact a patient financial counselor at 989-894-3109 to see if you qualify for a full or partial adjustment.

## Medicaid

We will need a copy of your Medicaid card for the current month. Medicaid has payment limitations on a number of services and items. Medicaid does not pay for the cost of a private room unless medically necessary.



on each other's insurance policies, when both parents carry their children on their individual policies, or when you carry a supplemental policy to your Medicare. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. If necessary, you must resolve discrepancies with your insurance carriers in order for the claim to be paid.

## Medicare

This hospital is an approved Medicare provider. All services billed to Medicare follow federal guidelines and procedures. At the time of service, you will be asked to answer questions to help determine the primary insurance carrier paying for your visit. This is referred to as an MSP (Medicare Secondary Payor) Questionnaire and is required by federal law. Your assistance in providing accurate information will allow us to bill the correct insurance company.

Medicare deductibles and coinsurance may be covered by your secondary insurance. If you do not have secondary insurance, you will be asked to pay these amounts or establish a payment plan. If you are unable to pay these amounts, we can help you determine if you qualify for a state-funded program.

If an ABN (Advanced Beneficiary Notice) is presented to you, it means that Medicare is likely to deny services based on medical necessity. You will be given the option to refuse service or proceed and be responsible if they do not pay. You will have the ability to appeal to Medicare with medical documentation.

Medicare does not pay for most medications provided in an outpatient setting (i.e. ER, Observation). They consider these to be self-administered drugs, meaning the patient or family member can administer them.

“In compassion lies  
the world’s true strength.”

# For the Caregiver

*Your role as a patient advocate.*



**W**hile your loved one is in the hospital, who will speak up for him or her? You can, by being the patient’s advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about his or her care and treatment, follow the advice in the caregiver list at right.

While you are making sure that your loved one’s needs are being met, don’t neglect your own. Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise routine and your sleep needs. You may find that you have little or no time to spend with friends, to relax or to just be by yourself for a while. But downtime is important. Don’t be reluctant to ask for help in caring for your loved one. Take advantage of friends’ offers to help and look into local adult daycare programs. Find out more about how you can ease the stress of caregiving at [www.caregiver.org](http://www.caregiver.org).

## **CAREGIVER...**

**know what condition your loved one is being treated for.**

### **patient’s rights**

**Know your patient’s rights and responsibilities (See page 13).**

### **advance directives**

**Know whether or not your loved one has an advance directive and if so, what it specifies (See page 24).**

### **ask questions**

**If your loved one is too ill or reluctant to ask questions, make note of his or her concerns and any you may have, and don’t be afraid to speak up (See *Speak Up!* on page 12).**

### **help track medications**

**Your loved one may be prescribed medications while in the hospital and may be seen by several doctors. Keep track of it all with *My Medications* on page 44.**

### **what’s next?**

**Will your loved one need home care or care at another facility? Ask to speak with a case manager to find out what your options are.**

“Love begins by taking care of the closest ones  
—the ones at home.”

# After-Hospital Care

*Know what your healthcare options are after you leave the hospital.*

**W**hen you leave the hospital, you may need to spend some time in a rehabilitation facility, nursing home or other institution. Or you may be able to stay home and receive healthcare services there. Be sure that you and your caregiver understand the plan for your care before you are discharged from the hospital.

Here's a brief explanation of the various services that you may use during your recovery.

## **Inpatient Rehabilitation**

Inpatient rehabilitation units promote special rehabilitative healthcare services by providing intensive therapy services and medical management. An inpatient rehab program utilizes an interdisciplinary team approach that involves rehab nursing care and a minimum of three hours of physical, occupational and speech therapy services at least five out of seven days per week.

## **Outpatient Physical Medicine & Rehab**

Outpatient physical, occupational and speech therapies improve functional ability and reduce pain.

## **Home Healthcare**

Part-time healthcare provided by medical professionals in a patient's home to maintain or restore health. It includes a range of skilled and non-skilled services, including part-time nursing care, therapy, and assistance with daily activities and homemaker services, such as cleaning



**Be sure that you and your caregiver understand your care plan before you are discharged from the hospital.**

and meal preparation. Medicare defines home healthcare as intermittent, physician-ordered medical services or treatment. Most insurance does not pay for homemaker services, cleaning or activities of daily living. A family member would need to contact a private duty agency.

## **Durable Medical Equipment (DME)**

Medical equipment that is ordered by a doctor for use in a patient's home. Examples are walkers, crutches, wheelchairs, and hospital beds. DME is paid for under both Medicare Part B and Part A for home health services.



After-hospital care that is tailored to your needs can speed your recovery and help you get back to your normal routine.

### **Independent Living**

Communities for seniors who are very independent and have few medical problems. Residents live in private apartments. Meals, housekeeping, maintenance, social outings and events are provided.

### **Assisted Living**

An apartment in a long-term care facility for elderly or disabled people who can no longer live on their own but who don't need a high level of care. Assisted living facilities provide assistance with medications, meals in a cafeteria or restaurant-like setting, and housekeeping services. Nursing staff is on-site. Most facilities have social activities and provide transportation to doctor's appointments, shopping, etc.

### **Nursing Home**

A residential facility for people with chronic illness or disability, particularly elderly people who need assistance for

most or all of their daily living activities, such as bathing, dressing, and toileting. Nursing homes provide 24-hour skilled care, and also are called long-term care facilities. Many nursing homes also provide short-term rehabilitative stays for patients recovering from an injury or illness. Some facilities also have a separate unit for residents with Alzheimer's disease or memory loss.

### **Hospice**

A licensed or certified program that provides care for people who are terminally ill and their families. Hospice care can be provided at home, in a hospice or other freestanding facility, or within a hospital. Hospice care emphasizes the management of pain and discomfort and addresses the physical, spiritual, emotional, psychological, financial, and legal needs of the patient and his or her family.



# Resources

While you are a patient at McLaren Bay Region, you will come into contact with several departments and staff members. Hospital procedures, tests, and schedules may be new and unfamiliar. Everyone involved with your care is dedicated to keeping you informed, and we welcome questions at any time. The better informed you are, the more active you can be in your recovery.

Hospital employees can be clearly identified by their name badges. If you are not sure who is treating you, or you have a question about your care, a procedure, or when test results will be available, please ask. There is a notepad next to your bed to write questions as you think of them.

## Hospital Resources

### Anticoagulation Clinic

For patients using Coumadin®/warfarin. Physician referral only. 989-667-2871

### Bay Diagnostic Center

Breast health, mammography, ultrasound, bone density testing. High-risk breast cancer clinic. 989-667-6350

### Cardiac Rhythm Device Clinic

Provides follow-up and monitoring for implanted cardiac rhythm devices, including pacemakers and defibrillators. 989-894-6058

### Diabetes Education and Management

In addition to a variety of regularly scheduled outpatient education classes, our diabetes educators offer continuing management of diabetes with advanced technology, including state-of-the-art blood glucose monitoring. 989-894-9528

### Family Health and Wellness Center

Thomas Reeths, DO  
Michelle Scharnott, DO  
989-895-4625

### Helen M. Nickless Volunteer Clinic

Provides free care to residents with no health insurance who are unable to afford medical care. Patients are seen every Wednesday evening and must sign in between 4:00 and 6:30 p.m. There are no appointments. 989-895-4830

### Infectious Diseases

Darrell Stuart, MD 989-667-3185

### Jeppesen Radiation Oncology Center

State-of-the-art radiation oncology services in a caring and compassionate environment. James F. Littles, MD 989-667-6670

### Karmanos Cancer Institute at McLaren Bay Region

*Medical Oncology, Gynecologic Oncology, Karmanos Oncology Clinical Trial Site*  
Jonathan Abramson, MD 989-667-2370  
Guy Boike, MD 989-667-2325  
David Cook, MD 989-667-2370  
Sharon Levandowski, MD 989-667-2338  
Shalini Thoutreddy, MD 989-667-2330

### McLaren Bay Breast Surgery

Breast oncology breast surgeon; High-risk breast cancer clinic. Tari Stull, MD 989-667-6349

### McLaren Bay Endocrinology

Locations in Bad Axe, Bay City, Caro, and West Branch. Mohamad Al-Sayed, MD 989-316-4310

### McLaren Bay Family Medicine

Comprehensive care for the adult patient. Drs. Orow and Sabouri. 989-893-9705

### **McLaren Bay Freeland Family Medicine**

W. Thad Rathkamp, MD 989-695-8014

### **McLaren Bay Heart & Vascular**

*Interventional Cardiology; Cardiovascular, Electrophysiology, Vascular, and Thoracic Surgery.* Locations in Bad Axe, Bay City, Gladwin, Hale, Midland, Prudenville, Standish, West Branch. Drs. Alaouie, Bader, Cherukuri, Holmes, Lee, Levin, Mahmud, Masri, Mouawad, Obeid, Sierra, Ternes, Thors. 989-894-3278

### **McLaren Bay Neurology**

Locations in Bay City and West Branch. Khalil Nasrallah, MD 989-667-3410  
Amy Couture, NP

### **McLaren Bay Neurosurgery Associates**

Treating disorders and injuries to the brain, spine, and nervous system. Locations in Bad Axe, Bay City, Mt. Pleasant and West Branch. Timothy Gates, DO 989-667-3400  
Sunil Manjila, MD  
Thomas O'Hara, MD  
Daryl Damron, PA-C  
Cheryl Masud, PA-C  
Sheila Wing, PA-C

### **McLaren Bay Orthopedic Surgery**

Ramy Kurdi, DO 989-393-2777  
Shaun Eisengruber, PA-C  
Robert Render, DO  
Stephanie Wilson, PA-C

### **McLaren Bay Physical Medicine and Rehabilitation**

Locations in Bay City and West Branch. Sheshu Etha, MD 989-667-6650

### **McLaren Bay Plastic and Reconstructive Surgery and Medical Spa**

David Yonick, MD 989-316-4110

### **McLaren Bay Primary Care**

Located in Bay City. Drs. Akbar, Guigelaar, Struble and Caszatt, NP, Lampka NP 989-377-4400

### **McLaren Bay Psychiatric Associates**

*Comprehensive Mental Healthcare: psychiatry, therapy and case management*

Drs. Ingram, Lathia, Nicholas, and Lorden, PA-C 989-922-4900

### **McLaren Bay Region Family Medicine**

Located in AuGres. Rebecca Britt-Dewyer, DO 989-532-4100

### **McLaren Bay Region Family Medicine**

Located in Auburn. Mary Anne Putt, FNP-BC 989-416-5200

### **McLaren Bay Region Pediatrics**

Caring for children from birth through adolescence. Drs. Balinska and Balinski. 989-895-4840

### **McLaren Bay Region Pulmonology**

Ali Soueidan, MD 989-893-7460

### **McLaren Bay Special Care**

Acute care for patients who need extended hospitalization. Patients may have chronic diseases that require specialized nursing and rehabilitation in a hospital specifically designed for such care. Bay Special Care is a separate, licensed facility, located on the West Campus of McLaren Bay Region. Patients may be transferred from McLaren Bay Region or other facilities. 989-667-6810

### **McLaren Bay Valley Gastroenterology**

Drs. DeGayner, Ingles, Larkin, Singh, and Jeanne Bender, NP 989-791-9133

### **McLaren Bay Woodland Healthcare – Family Practice, West Branch**

Drs. Beasley and Williams; PA's MacAuley and Moeggenborg; NPs Brindley, Hodgins, Nixon. 989-345-0100; 989-345-7000



# Resources

## McLaren Bay Wound and Hyperbaric

Leonard Benitez, MD 989-377-4570

## McLaren General Surgery

Stephen Komara, DO  
Yuriy Zhurov, MD 989-892-4591

## McLaren Gladwin Family Medicine

989-426-0810

## McLaren Home Medical

Medical and health products and home IV infusion services for your continuing care at home. Includes home delivery and setup. 989-895-4500, or toll free 800-452-3174

## McLaren Occupational and Convenient Care

Uptown Bay City  
4 Columbus Ave., Bay City  
989-393-2850

## McLaren Pharmacy

Community-based pharmacy with five area locations, DischargeRx program for hospitalized patients. 989-894-3744

## McLaren Homecare Group

Home care, hospice, home infusion, Lifeline emergency response system and pharmacy services. Toll free 866-323-5974

## McLaren Standish Family Medicine

Brenda Kargel, NP 989-846-2600

## Pain Management

Comprehensive diagnosis and treatment for chronic and acute pain. Sam Morkos, MD 989-667-3350

## Physical Medicine and Rehabilitation

Comprehensive inpatient and outpatient rehab services including physical, occupational, and speech therapy, recreational therapy, sports medicine, aquatic therapy, ergonomics and injury prevention, balance and mobility program, and support groups. 989-667-6600

## Primary Care

Family Practice clinics in Ogemaw, Oscoda & Roscommon Counties.

558 Lockwood Lane, Mio

989-826-3271

5170 Rifle River Trail, Alger

989-873-5323

2990 Campbell Rd., Rose City

989-685-2333

1360 N. St. Helen Rd., St. Helen

989-389-4944

2331 Progress St., West Branch

989-345-1184

## Sleep Center

Diagnosis and treatment of sleep apnea, narcolepsy, and other sleep-related disorders. Certified by the American Sleep Disorders Association. Drs.

Ahmad, Buday. 989-895-4825

## Laboratory & Radiology Service Locations

### McLaren Bay Region Main Campus

1900 Columbus, Bay City, MI 48708

Lab 989-894-3753

Mon. – Fri., 6:00 a.m. – 6:00 p.m.

Saturday, 6:00 a.m. – 2:00 p.m.

Radiology 989-894-3080

Mon. – Fri., 6:00 a.m. – 6:00 p.m.

Saturday, 6:00 a.m. – 3:00 p.m.

Radiology and Inpatient Lab are open 24/7/365 for emergencies.

**For STAT laboratory services, including Sundays and holidays, please go to the Outpatient Admitting or Emergency Department Admitting areas, which will contact lab staff.**

### Allen Medical Building

200 S. Wenona, Bay City

Lab 989-667-6255

Mon. – Thurs., 7:00 a.m. – 4:45 p.m.



Fri., 7:00 a.m. – 3:15 p.m.  
(closed 12:30 – 1:00 p.m.)  
Radiology 989-667-6240  
Mon. – Thurs., 8:00 a.m. – 4:30 p.m.  
Fri., 8:00 a.m. – 4:00 p.m.

### **Auburn Clinic**

312 E. Midland Rd., Auburn  
Lab 989-662-6362  
Mon. – Fri., 7:30 a.m. – 4:30 p.m.  
(Closed from 12:30 p.m. – 1:30 p.m.)

### **AuGres**

401 E. Huron Rd. , AuGres  
Lab 989-532-4108  
Tues., 8:00 a.m. – 5:00 p.m.  
Closed noon to 1:00 p.m. for lunch

### **Health Pavilion, West Campus**

3175 W. Professional Dr., Bay City  
Mammography and Ultrasound  
by appointment. 989-667-6350

### **Karmanos Cancer Institute**

3140 W. Campus Dr., Bay City  
Lab 989-667-2361  
Mon. – Fri., 8:00 a.m. – 4:45 p.m.

### **Katalin Court**

3720 Katalin Ct., Bay City  
Lab 989-684-4520  
Mon. – Fri., 8:00 a.m. – 4:45 p.m.  
Closed 12:30 p.m. – 1:30 p.m.  
Radiology 989-684-4520  
Mon. – Fri., 8:30 a.m. – 12:30 a.m.

### **Medical Mall-East**

1456 W. Center Rd., Essexville  
Lab 989-895-4611  
Mon. – Fri., 8:00 a.m. – 4:15 p.m.  
(closed from 1:00 p.m. – 1:30 p.m. daily)

### **Pinconning**

4293 N. Huron Rd. (M-13), Pinconning  
Lab 989-879-1593

Mon. – Thurs., 7:30 a.m. – 12:00 p.m.  
and 1:00 p.m. – 5:00 p.m.  
Fri., 7:30 a.m. – 11:45 p.m.

### **Riverview Medical Associates**

902 S. Henry , Bay City  
Lab 989-894-5861  
Mon. & Wed., 8:00 a.m. – 4:45 p.m.  
Tues. & Thurs. 8:00 a.m. – 5:15 p.m.  
Closed 12:30 p.m. - 1:30 p.m. (M-Th)  
Fri., 8:00 a.m. – 12:15 p.m.  
Radiology 989-894-2546  
Mon. – Thurs., 9:00 a.m. – 12:30 p.m.  
and 1:30 p.m. – 5:00 p.m.  
Fri., 9:00 a.m. – 1:00 p.m.

### **Tuscola Medical Building**

714 S. Trumbull, Bay City  
Lab 989-891-8800  
Mon. – Fri., 7:00 a.m. – 3:45 p.m.  
(Closed 12:00 p.m. – 1:00 p.m.)

### **Uptown Bay City**

4 Columbus Ave., Bay City  
Lab 989-393-2892  
Mon. – Fri., 8:00 a.m. – 4:45 p.m.  
Closed 12:30 p.m. – 1:30 p.m.  
Radiology 989-393-2895  
Mon. – Fri., 8:00 a.m. – 7:45 p.m.

### **West Side Medical Mall**

4175 Euclid, Bay City  
Lab 989-667-3195  
Mon. – Thurs., 7:00 a.m. – 5:00 p.m.  
Fri., 7:00 a.m. – 3:00 p.m.  
Closed 1:00 p.m. – 1:30 p.m.  
Radiology 989-667-2870  
Mon. – Fri., 7:00 a.m. – 9:00 p.m.





# Resources

## Physician Referral

To learn more about our physician staff, go to [mclaren.org/bayregion](http://mclaren.org/bayregion) and click on “Find a Physician.” For a referral to a McLaren Bay Region physician, call toll free 1-877-411-2762 anytime.

## Wellness Classes and Screenings

For a complete list of classes, screenings, and support groups, go to [mclaren.org/bayregion](http://mclaren.org/bayregion).

To register for classes and screenings, call toll free 1-877-411-2762 anytime.

## Childbirth Education

989-894-3935

Classes include:

Childbirth four-week series, weekend cram session, Breastfeeding class, Baby Class for Big Kids (sibling preparation class), Infant/Child CPR and First Aid class (for parents and a separate class for grandparents), and Boot Camp for New Dads.

## Support Groups

### Amputee Support Group

989-667-6736

### Bay Area Cancer Support Group

989-894-3180

### Bay Area Stroke Support Group

989-667-6736

### Breast Cancer Support Group

989-667-6357

### Caring for Others Support Group

989-667-6636

### New Tomorrows

### Adult Grief Support Group

989-667-2320

## Precious Reflections Support Group

A pregnancy and infant loss support group. 989-894-3018 or 989-894-3015

## Diabetes Support Groups

989-894-9528

## Mental Health Services

McLaren Bay Region  
Behavioral Health Unit - Inpatient  
989-894-3911  
Bay Arenac Behavioral Health -  
Outpatient 800-327-4693  
McLaren Bay Psychiatric Associates  
989-922-4900

## Physical Medicine and Rehabilitation Locations

### McLaren Bay Region

Main Campus – Acute Care  
1900 Columbus Ave.  
Bay City 989-894-3144

### Center for Rehabilitation

West Campus  
3190 E. Midland Rd.  
Bay City 989-667-6600

### Medical Mall Physical Therapy Center

1454 W. Center Rd.  
Essexville 989-895-4640

### West Side Medical Mall Physical Therapy

4175 N. Euclid Ave.  
Bay City 989-667-3646

### Pinconning Rehabilitation Center

4293 Huron Rd. (M-13)  
Pinconning 989-879-5500

### Auburn Rehabilitation Center

312 Midland Rd.  
Auburn 989-662-6387



### Riverview Physical Therapy

(located in the Dow Bay Area Family Y)  
225 Washington Ave.  
Bay City 989-895-4340

### Caregiver Resources

[www.aoa.gov](http://www.aoa.gov)

Caregiver resources from the Administration on Aging

[www.caregiving.com](http://www.caregiving.com)

Online support groups and articles on caregiving

### Eldercare Locator

800-677-1116

[www.eldercare.gov](http://www.eldercare.gov)

Help with locating aging services throughout the U.S.

### 800-MEDICARE

[www.medicare.gov](http://www.medicare.gov)—then search for caregivers

Official U.S. government site for people with Medicare

### National Alliance for Caregiving

[www.caregiving.org](http://www.caregiving.org)

Support for family caregivers and the professionals who serve them

### Caregiver Action Network

202-454-3970

[www.caregiveraction.org](http://www.caregiveraction.org)

Support for caregivers of chronically ill, aged or disabled loved ones

### American Cancer Society

[www.cancer.org](http://www.cancer.org)

### American Heart Association

[www.heart.org](http://www.heart.org)

### American Red Cross

[www.redcross.org](http://www.redcross.org)

### American Diabetes Association

[www.diabetes.org](http://www.diabetes.org)

### March of Dimes

[www.marchofdimes.com](http://www.marchofdimes.com)



## Giving Back

### Helping Us Help Others

Without the charitable gifts of patients, families, and friends, many services at McLaren Bay Region could not be offered. Your contributions to McLaren Bay Medical Foundation enable us to continue providing excellent medical care. There are many giving opportunities that can benefit you financially, as well as support your local health system and the patients we serve. If you would like to discuss a gift to the foundation, please call 989-895-4725.

### Volunteers

Hospital volunteers staff the information desk, drive the Courtesy Van, transport patients, work in the surgery lounge, operate the gift shop, and serve in a variety of other ways. If you or someone you know would like to experience the satisfaction of serving others, please call the Volunteer Office at 989-894-3540.



“A healthy attitude is contagious but don't wait to catch it from others. Be a carrier.”

# Power Food Recipes

*Give Your Recovery a Boost with These Simple, Nutrient-Rich Dishes.*

## Creamy Sweet Potato Soup

(serves 4)

1. Melt 2 tablespoons unsalted butter in a pot over medium-high heat.
2. Add ½ cup diced red onion and 3 cloves of minced garlic.
3. Season with salt and pepper and sauté for about 4 minutes.
4. Add 2 medium sweet potatoes, peeled and cut into ¼-inch pieces; fresh rosemary leaves from 1 stem, chopped; and 4 cups of low sodium chicken broth.
5. Bring to a boil then simmer for 30 minutes.
6. Turn off heat and blend the mixture (either in a food processor or using an immersion blender) until smooth.
7. Whisk in ½ cup mascarpone cheese at room temperature.
8. Serve warm.



### POWER FOOD: SWEET POTATO

Vitamin A for a healthy immune system.

### BONUS TIP!

For baked sweet potatoes, mix in applesauce or pineapples for extra moisture and sweetness.

## Wrapped Asparagus

(serving = 1 to 2 bundles)

1. Preheat oven to 450° F.
2. Spread 1 to 2 slices of prosciutto or ham with reduced-fat cream cheese.
3. Wrap meat around 2 to 3 asparagus spears, so the tips and ends aren't covered. Repeat to reach desired number of servings.
4. Lay asparagus bundles on a baking sheet and cook for 15 minutes, or until the asparagus is tender.

### POWER FOOD: ASPARAGUS

More folic acid than any other vegetable to help your body make new cells



### Bonus Tip!

Cook asparagus so it's tender enough to be poked by a fork but still bright green.

“The more you use your brain, the more brain you will have to use.”

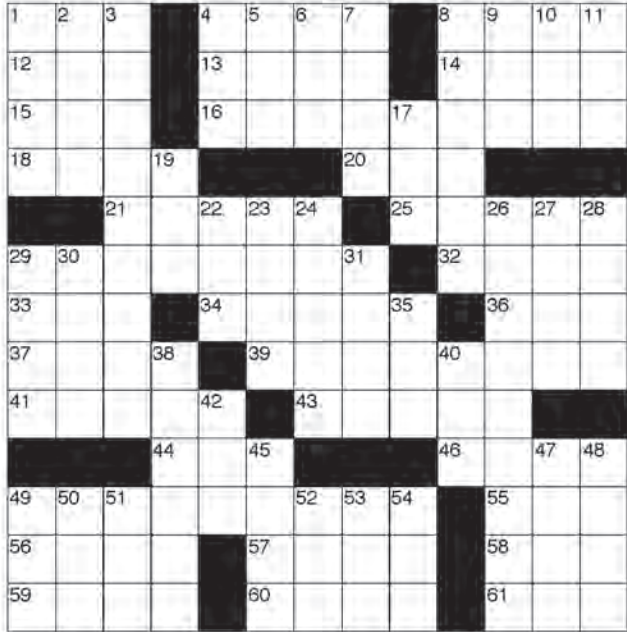
# Crossword

**ACROSS**

- 1 Israelite tribe
- 4 Biblical giants
- 8 Universe (pref.)
- 12 Stitchbird
- 13 Synthetic rubber
- 14 Table scraps
- 15 Eg. god of pleasure
- 16 Tallow (2 words)
- 18 Madame Bovary
- 20 Commotion
- 21 Padded jacket under armor
- 25 Son of Zeus
- 29 Dish (2 words)
- 32 Ganda dialect
- 33 Agent (abbr.)
- 34 Indian sacred fig
- 36 "Blue Eagle"
- 37 Ravine
- 39 Immense
- 41 Swelling
- 43 State (Ger.)
- 44 Medieval shield
- 46 Before (Lat.)
- 49 Culm (2 words)
- 55 Fiddler crab genus
- 56 Snake (pref.)
- 57 Unfledged bird
- 58 Centers for Disease Control (abbr.)
- 59 Love (Lat.)
- 60 Tooth (Lat.)
- 61 Exclamation

**DOWN**

- 1 Deride
- 2 Attention-getting sound
- 3 Raze
- 4 Amer. Bar. Assn. (abbr.)
- 5 Pigeon
- 6 Black cuckoo
- 7 Hindu god of love



Source: www.satorimedialworks.com

- 8 Banner
- 9 Yellow ide
- 10 As written in music
- 11 Mountain standard time (abbr.)
- 17 Amer. Dental Assn. (abbr.)
- 19 Pointed (pref.)
- 22 End
- 23 Auricular
- 24 Rom. historian
- 26 Build
- 27 Irish sweetheart
- 28 Hall (Ger.)
- 29 Created
- 30 Old-fashioned oath
- 31 Beer ingredient
- 35 Afr. worm
- 38 Vomiting
- 40 Drain
- 42 Amer. Cancer Society (abbr.)
- 45 Habituated
- 47 Alternating current/direct current (abbr.)
- 48 Apiece
- 49 Tibetan gazelle
- 50 Revolutions per minute (abbr.)
- 51 Exclamation
- 52 Nautical chain
- 53 Belonging to (suf.)
- 54 Manuscripts (abbr.)

**ANSWER KEY**



“Science is organized knowledge.  
Wisdom is organized life.”

# My Medications

*Keep track of all medications you are prescribed while in the hospital.*

**W**hen you get home, add all other medications—including over-the-counter, vitamins and herbs—to this list. Update your list as needed.

---

**Medication:** \_\_\_\_\_

*(include brand and generic names)*

Dose: Take \_\_\_\_\_ times per day at *(circle all that apply)*: 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.  
8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: \_\_\_\_\_

Prescribed by: \_\_\_\_\_ Date started: \_\_\_\_\_

Pharmacy name and number: \_\_\_\_\_ / \_\_\_\_\_

---

**Medication:** \_\_\_\_\_

*(include brand and generic names)*

Dose: Take \_\_\_\_\_ times per day at *(circle all that apply)*: 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.  
8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: \_\_\_\_\_

Prescribed by: \_\_\_\_\_ Date started: \_\_\_\_\_

Pharmacy name and number: \_\_\_\_\_ / \_\_\_\_\_

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**Medication:** \_\_\_\_\_

*(include brand and generic names)*

Dose: Take \_\_\_\_\_ times per day at *(circle all that apply)*: 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.  
8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: \_\_\_\_\_

Prescribed by: \_\_\_\_\_ Date started: \_\_\_\_\_

Pharmacy name and number: \_\_\_\_\_ / \_\_\_\_\_

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**Medication:** \_\_\_\_\_

*(include brand and generic names)*

Dose: Take \_\_\_\_\_ times per day at *(circle all that apply)*: 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.  
8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: \_\_\_\_\_

Prescribed by: \_\_\_\_\_ Date started: \_\_\_\_\_

Pharmacy name and number: \_\_\_\_\_ / \_\_\_\_\_