



➤ Provider Resource Directory

Homecare · Palliative Care · Hospice Services
Medical Supplies & Equipment · Home Infusion
Pharmacy Services · Lifeline · Medical Laboratory





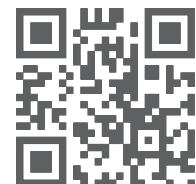
McLaren Homecare Group is a united, comprehensive home health care organization designed to serve our communities in the most efficient and compassionate manner possible. As a subsidiary of McLaren Health Care, we offer one of the broadest service and product offerings of any home care organization in Michigan.

McLaren Health Care Mission:

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

McLaren Homecare Group Vision:

McLaren Homecare Group will be recognized as the premier provider of home care services as measured by superior quality, dedicated and professional people, outstanding customer service, and financial strength.



Scan to visit
mclaren.org



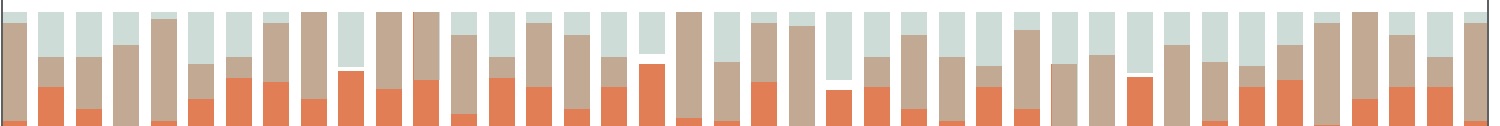
Homecare

A vital link to health care service, our team delivers clinically excellent, compassionate care to patients where they are most comfortable – at home. McLaren Homecare can be for anyone, including individuals of all ages who have health problems and wish to stay at home, but whose care can not be effectively provided solely by friends or family members.

People who want to live independent lives take advantage of home care to help improve their physical capabilities or to recover from illness or surgery. And, more and more, these people turn to a name they can trust – McLaren Homecare.



mclaren.org/homecare



Homecare Overview

When should McLaren Homecare be considered?

- › Recovering from an illness, accident or surgery
- › Monitoring and treatment of wounds
- › Administration or monitoring of medications
- › Education relating to a medical condition
- › A new health diagnosis, changes in medications or a health condition that is worsening at home
- › Frequent falls in the home
- › Recently discharged from a hospital or nursing home, but need additional care
- › Change in the home environment; new caregivers may require education on how to manage patients
- › Require assessment or screening to manage multiple, complex medical conditions and/or medications
- › Patients unable to stay home without assistance

Because it can be difficult to understand the variety of home care services available and the eligibility criteria, we will visit the patient to help develop a plan to meet their needs.

The McLaren Homecare Team

The McLaren Homecare team is well-trained, consistent, and experienced in providing excellent care under the direction of the patient's physician. Using a case management approach, the team provides care based on a developed care plan. In addition to primary care physicians, the team includes:

- › Nurses
- › Physical, Occupational and Speech Therapists
- › Home Health Aides
- › Medical Social Workers
- › Dietitians



General Services

- › Administer medications
- › Monitor and treat surgical and other wounds
- › Conduct nursing assessments
- › Provide intravenous (I.V.) nutrition
- › Physical, Occupational and Speech therapy
- › Medical social counseling
- › Nutritional counseling
- › Personal hygiene assistance

Specialty Programs

- › ADaPT (Advanced Disease and Palliative Transition)
- › Maximum Mobility
- › Chronic Care
- › Senior Sight
- › Stroke Care
- › Joint Express at Home
- › Nutrition Care

Referral Instructions

A physician referral is required to schedule an appointment.

Please call Customer Service toll-free at (866) 323-5974.

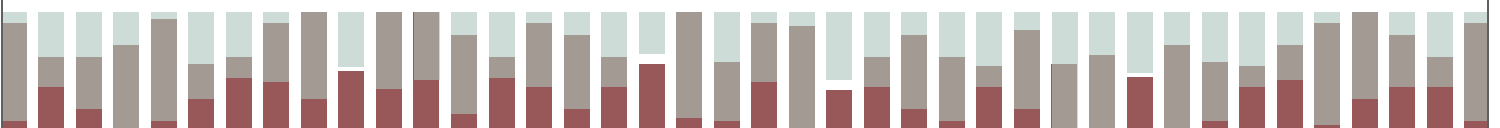


Hospice Services

Hospice is specialized care and knowledge for those nearing the end of their health care journey, focusing on the individual patient while supporting caregivers, family and friends. McLaren Homecare Group offers hope, comforting treatment, and help in guiding health care decisions at the end of life that are very important to patients and their loved ones.



mclaren.org/hospice



Hospice Services Overview

Hospice care is available to patients wherever they call home – in the home, in a nursing home or assisted living facility, or even during a short term hospital stay. Our focus is on quality of life by supporting patient choices and experiences, controlling pain and discomfort, and helping to maintain dignity. Whether the need is medical care or pain and symptom management for the patient, support services for family, or emotional support, we are available to come to your home – wherever “home” may be.

When should McLaren Hospice be considered?

In addition to meeting other disease specific criteria of life-limiting illness, hospice appropriate patients may have shown the following signs & symptoms in the past several months:

- › Decline/decrease in Activities of Daily Living (ADLs)
- › Weight loss or decreased appetite
- › Decrease in cognitive abilities
- › Observable changes in condition
- › Lack of response to treatment
- › Worsening symptoms/disease
- › Recurring infections/episodes of illness
- › Repeated trips to hospital/ER/physician
- › Patient/family desires “comfort care”



Benefits of McLaren Hospice

- › Nursing services with medical director backup, available 24 hours per day
- › Counseling services, including social work, spiritual support, and bereavement support for 13 months after patient death
- › Medications and medical supplies related to the palliation of the terminal phase of the illness
- › Physical, occupational, and speech therapies as indicated to facilitate the goals of care
- › Nutrition consults as needed
- › Respite care and acute in-patient care at McLaren affiliate hospitals
- › Volunteer support for companionship
- › Home health aide for assistance with activities of daily living

Referral Instructions

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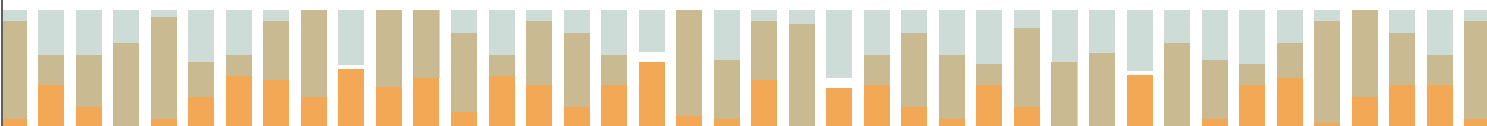


Medical Supplies & Equipment

McLaren Medical Supplies provides medical supplies and equipment through Hart Medical Equipment. We understand that personal independence is critical to quality of life. We offer a wide variety of medical supplies with the comfort, safety, and reliability patients expect. With free delivery, set-up, and assistance with how to use the equipment, we can make life easier when your patients return home to recuperate.



mclaren.org/medicalsupplies



Medical Supplies & Equipment Overview

McLaren Medical Supplies has the capability to order most any type of medical equipment through Hart Medical Equipment. With a qualified diagnosis and a physician order, most equipment can be billed directly to insurance to minimize patient out-of-pocket expense. We accept most insurances, including Medicare, Medicaid and Blue Cross Blue Shield.



Types of Medical Supplies & Equipment

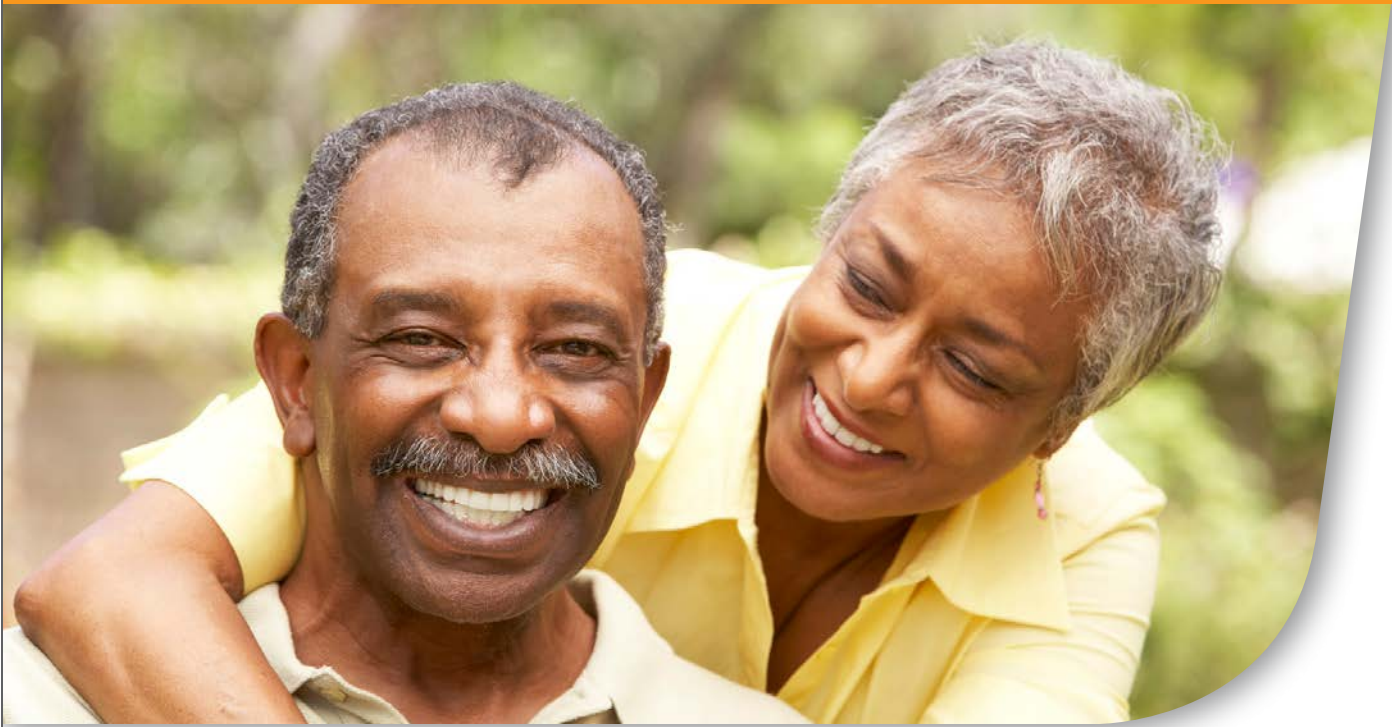
- Respiratory services and products – oxygen therapy and oximeters
- Sleep apnea products
- Braces and splints
- Bathroom safety equipment – commodes, raised toilet seats, grab bars, bath seats
- Manual wheelchairs, scooters and walkers
- Wound care supplies and wound care treatment
- Manual and semi-electric hospital beds – special hospital pads, sheets and gowns
- Diabetic monitoring equipment and supplies
- Patient lifts and lift chairs
- Physician therapy aids
- Ostomy supplies
- Continuous Passive Motion therapy
- Back, leg and wrist braces
- Compression stockings
- Support wedges and pillows
- Blood pressure monitoring equipment
- Diabetic shoes
- Equipment for daily living (grabbers, sponge scrubbers, lap trays)
- Enteral nutrition and supplies
- Rehabilitative exercise equipment

How to Order Medical Supplies & Equipment

Please call Customer Service toll-free at (800) 452-3174, or bring a prescription to one of our showrooms listed below.



<p>Flint Area 2284 S. Ballenger Hwy. Ste. G Flint, MI 48503 Phone: (810) 233-4900 Phone: (800) 451-1750 Fax: (810) 233-7307</p>	<p>Flint Area (In McLaren Medical Center Flint Lobby) 401 S. Ballenger Hwy. Flint, MI 48532 Phone: (810) 342-2880 Fax: (810) 342-2882</p>	<p>Lapeer Area 1254 N. Main St. Lapeer, MI 48446 Phone: (810) 664-7242 Fax: (810) 664-0661</p>	<p>Oakland Area 5701 Bow Pointe Dr. Ste. 105 Clarkston, MI 48346 Phone: (248) 922-6850 Phone: (877) 281-2557 Fax: (248) 922-6855</p>
<p>Lansing Area 6250 S. Cedar St. Ste. 17 Lansing, MI 48911 Phone: (517) 346-4777 Phone: (888) 405-8244 Fax: (517) 346-4770</p>	<p>Lansing Area (In McLaren Medical Center Greater Lansing Lobby) 401 W. Greenlawn Lansing, MI 48910 Phone: (517) 975-6880 Fax: (517) 975-6685</p>	<p>Bay City Area 1454 W. Center Rd. Ste. 3 Essexville, MI 48732 Phone: (989) 895-4500 Phone: (800) 452-3174 Fax: (989) 895-4501</p>	<p>Macomb Area (In McLaren Medical Center Macomb Lobby) 1000 Harrington St. Ste. 106 Mt. Clemens, MI 48043 Phone: (586) 493-3464 Fax: (586) 493-3471</p>



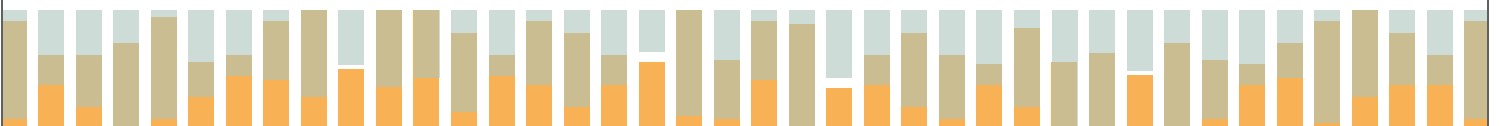
Home Infusion & Specialty Pharmacy

McLaren Home Infusion & Specialty Pharmacy allows patients to receive the vital medicines and fluids they need. Infusion therapy is safe and effective, affording patients more privacy, increased comfort, greater convenience, and individualized education. Infusion therapy also lowers the risk of infections and has shown to reduce re-hospitalizations.



HOME INFUSION &
SPECIALTY PHARMACY

mclaren.org/infusion



Home Infusion Overview

When is Home Infusion & Specialty Pharmacy appropriate?

Patients with many different illnesses or injuries such as infection, gastrointestinal disease or disorders, immune disorders, cancer, congestive heart failure, and many other conditions can be treated with IV therapy from McLaren.

Services Provided

- › Antibiotic Therapy (dosing service available)
- › Immunoglobulin (IVIG) and SubQ Therapies
- › Inotropic Therapy
- › Hemophilia Replacement Factors
- › Enteral Nutrition (Registered Dietitian on staff)
- › Total Parenteral Nutrition (dosing service available)
- › Steroid Therapy
- › Hydration Therapy
- › Pain Management (IV/SubQ) (dosing service available)

The clinical team includes the physician, pharmacist and dietitian, as well as nurses and pharmacy technicians. Together we monitor progress by reviewing labs, consulting with the physician, and communicating with the nurse and patient. Infusion therapy starts with a prescription from the physician, and the service includes highly trained and specialized nurses who monitor care and provide education and training related to IV therapy.



Quality Outcomes

More than 9 out of 10 people are highly satisfied with McLaren Home Infusion & Specialty Pharmacy and would recommend us to their family and friends. Our quality scores consistently exceed 99% in these categories:

- › Infection Avoidance
- › Medication Error Avoidance
- › Adverse Drug Reaction Avoidance
- › Hospital Readmission Avoidance

Referral Instructions

Please call toll-free at (800) 774-6999 or fax a referral form to (810) 496-8835.

Required information: Patient demographics, diagnosis, route, frequency, length of therapy, allergies, and labs.

Our Intake team provides insurance checks for details on co-pays and deductibles. We prefer McLaren Homecare nurses, but we will work closely with your chosen agency. We schedule and deliver all medications and formulas. **Coverage may vary depending on insurance plan.**



Lifeline Emergency Response

With Lifeline from McLaren Homecare Group, help is just the press of a button away. For more than 30 years, Lifeline has enabled millions of people to live with greater independence, peace of mind and dignity in the comfort of their homes. As America's most trusted medical alert service, Lifeline also helps family caregivers balance the needs of their loved ones with the demands of their own busy lives.



mclaren.org/lifeline

Lifeline Emergency Response Overview

This year, 13.5 million people aged 65 and older will fall. If a patient or a loved one experiences a medical emergency, time is of the essence. Lifeline from McLaren Homecare Group can help connect patients to the right help for the situation, 24 hours a day, 365 days a year.

Whether a patient needs emergency services or just the assistance of a family member or friend to help get back on their feet, help is just the press of a button away. Lifeline service also helps family caregivers balance the needs of their loved ones in addition to the demands of their own busy lives.

**AutoAlert
Now
Available**

Helping Patients Live More Independently

- › Continued living in the comfort of the patient's home
- › Prompt caring assistance - 24 hours a day, 365 days a year
- › Peace of mind for patients and their families

How the Lifeline Medical Alarm Works

- › Summon help at the push of a button
- › Hear a reassuring voice
- › Get assistance or medical help

Lifeline Standard Medical Alert Service

- › Classic Personal Help Button - Waterproof pendant-style device with classic medical help button
- › Slimline Personal Help Button - Low-profile, waterproof wristband accessible by either hand
- › Lifeline with AutoAlert - Lifeline with AutoAlert features the most widely adopted, proven fall-detection technology and can automatically place a call for help if it detects a fall.
- › CarePartner Communicator -
 - Answer calls remotely by just pressing the Personal Help Button
 - Get a monthly test call reminder
 - Hear conversations more easily with voice amplification on the speaker phone
 - Use with all personal help buttons, including Lifeline with AutoAlert
 - 15-hour battery back-up in the event of a power outage
- › Medication Dispensing Service - Hear a simple audio reminder and at the push of a button, get your medications at the pre-programmed times



Referral Instructions

For more information, or to refer a patient to begin Lifeline service, please call at (866) 674-9900, extension 4427.



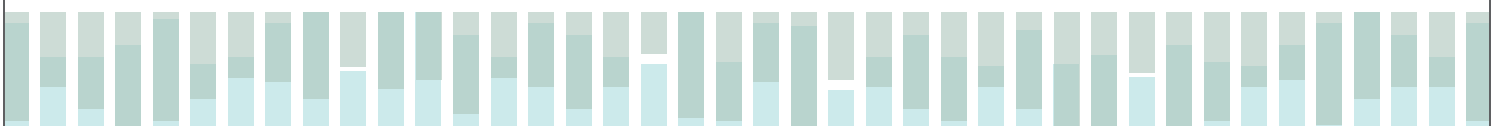
Medical Laboratory

McLaren Medical Laboratory provides our area medical community with an accurate, timely, and convenient diagnostic resource. Our full-service, state-of-the-art laboratory performs comprehensive clinical and anatomical pathology services, including microbiology testing, outpatient testing, testing currently sent to reference laboratories.

We pride ourselves on responding to our clients' needs and customizing our services to ensure client and patient satisfaction.



mclaren.org/lab



Medical Laboratory Overview

Having consolidated system resources into one centralized lab, McLaren Medical Laboratory is able to perform testing with greater efficiency, more cost effectiveness, and ultimately to provide more timely results, helping to improve patient care. All McLaren hospitals continue to offer in-house laboratories to conduct stat testing needed for inpatient treatment decisions as well as a full-service blood bank and surgical pathology services.

We make every effort to ensure consistent quality throughout the laboratory – high standards for personnel, the latest instrumentation, automation, and methodologies, providing the highest-quality testing services for physicians and patients.

Getting Your Test Results

McLaren Medical Laboratory sends lab results directly to the physician who ordered the test. For more information on your test results and their significance, please contact your physician.

You may also request a copy of your test results from the Health Information Management department at the appropriate McLaren Medical Center listed below:

- McLaren Bay Region..... (989) 894-3866
- McLaren Central Michigan.....(989) 772-6754
- McLaren Flint (810) 342-2000
- McLaren Greater Lansing..... (517) 975-7600
- McLaren Lapeer Region (810) 667-5500
- McLaren Macomb.....(586) 493-8400
- McLaren Northern Michigan (800) 248-6777
- McLaren Oakland..... (248) 338-5626

Understanding Your Test

For the best explanation of a laboratory test and your results, please contact your physician or healthcare provider. They can provide medical advice, diagnosis and treatment options by taking into consideration your medical history, physical examination and other test results.

For online reference, McLaren Medical Laboratory refers to Lab Tests Online, a website designed to help you, as a patient or family caregiver, to better understand the many clinical lab tests that are part of routine care as well as diagnosis and treatment of a broad range of conditions and diseases. Lab Tests Online is a single resource where people can find up-to-date lab testing information vital to the understanding and management of their health or the health of someone close to them.

**McLaren Medical Laboratory is located at 4000 S. Saginaw Street Flint, MI 48507.
Please call us toll-free at (855) 769-7030.**

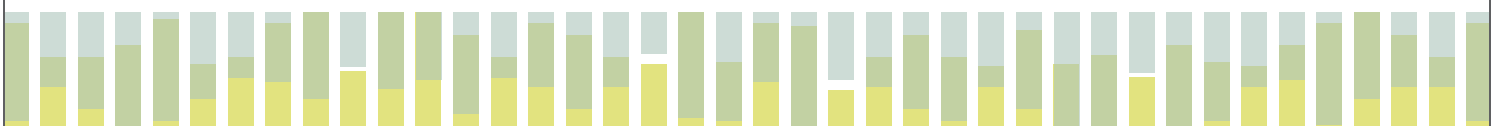


Pharmacy Services

Medication safety is our first priority. With multiple retail sites and locations in most McLaren affiliate hospitals, McLaren Pharmacy dispenses over 25,000 prescriptions monthly. Our clinical pharmacists work in multiple practice settings – including hospital, retail, ambulatory care, and nursing homes – so we can stay abreast of our patients' complete medication history.



mclaren.org/pharmacy



Pharmacy Services Overview

McLaren Pharmacy offers a variety of medication management services to meet the needs of patients throughout the continuum of care and across the McLaren Health Care system. At the time of discharge, we access medication history to help patients transition home safely with medications. At home, we assist nursing agencies and patients with our compliance packaging system, Dispill®. We also provide comprehensive pharmacy services to contracted Skilled Nursing, Assisted Living, AFC, and Hospice homes.

DischargeRx Provided by McLaren Pharmacy

Filling prescriptions after a hospital stay can be a challenge. DischargeRx takes the hassle out of getting prescriptions filled. A simple order form is completed and McLaren Pharmacy fills and delivers the prescription to patients' bedsides before they leave the hospital.

Dispill® Medication Packaging

McLaren Pharmacy offers Dispill®, a multi-dose packaging system to help patients manage multiple medications with safety and convenience. Dispill® allows patients to keep track of Morning, Midday, Evening and Bedtime medications in an all-inclusive blister pack that is color-coded, detachable and portable.

McLaren Long-Term Care Pharmacy

McLaren Long-Term Care Pharmacy currently provides pharmacy services to over 1,000 residents living in Adult Foster Care, Assisted Living Facilities and Skilled Nursing Facilities. We also have contracts with several hospice agencies. Our mission is to provide quality medication management for residents at a competitive price.

Long-Term Care Pharmacy services include:

- › Medication management for residents
- › Various dispensing packaging systems
- › 24/7 on-call pharmacists
- › Routine and emergency deliveries
- › Medication documents (electronic or paper-copy)
- › Medication in-services
- › Automatic or on-demand reorder of chronic medications
- › Same-day turnaround on new medication orders
- › Prescription refill service
- › Dedicated billing specialists
- › Monthly billing invoices sent directly to payee
- › State-of-the-art information system (FrameworksLTC™)
- › Fax server with document tracking (DocuTrak™)
- › Web portal communication link to medication profiles (FacilityLink™)

McLaren Long-Term Care Pharmacy is located at 1454 West Center Rd., Suite 2, Bay City, MI 48732.



Retail Pharmacy Locations

McLaren Pharmacy has retail storefronts in seven McLaren affiliate hospitals and in four standalone locations throughout our service area.

Flint Area

McLaren Flint

401 South Ballenger Highway
Flint, MI 48532
(810) 342-3400
Monday-Friday 8 a.m.-8 p.m.
Saturday 9 a.m.-4 p.m.

Lapeer Area

McLaren Lapeer Region

1375 North Main St.
Lapeer, MI 48446
(810) 667-5970
Monday-Friday 9 a.m.-7 p.m.

Oakland Area

McLaren Oakland

50 North Perry St.
Pontiac, MI 48342
(248) 338-5016
Monday-Friday 8 a.m.-6 p.m.

Macomb Area

McLaren Macomb

1000 Harrington St., Suite 106
Mount Clemens, MI 48043
(586) 493-2800
Monday-Friday 7 a.m.-6 p.m.

Lansing Area

McLaren Greater Lansing

401 West Greenlawn Ave.
Lansing, MI 48910
(517) 975-6675
Monday-Friday 8 a.m.-6 p.m.
Saturday 9 a.m.-1 p.m.

McLaren Orthopedic Hospital

2727 South Pennsylvania Ave.
Lansing, MI 48910
(517) 975-2290
Monday-Friday 9 a.m.-6 p.m.

Bay City Area

McLaren Bay Region

1900 Columbus Ave.
Bay City, MI 48708
(989) 894-3744
Monday-Friday 7:30 a.m.-8 p.m.
Saturday 9 a.m.-4 p.m.

Medical Mall East

1454 West Center Road, Suite 1
Essexville, MI 48732
(989) 895-4570
Monday-Friday 8:30 a.m.-5:30 p.m.

Allen Medical Building

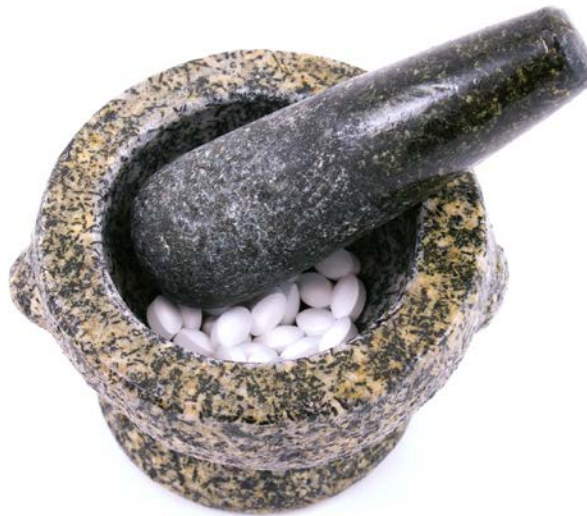
200 South Wenona St.
Bay City, MI 48706
(989) 892-2561
Monday-Friday 8:30 a.m.-6 p.m.

West Side Medical Mall

4175 North Euclid Ave., Suite 1
Bay City, MI 48706
(989) 667-2940
Monday-Friday 8 a.m.-6 p.m.

Vassar Drug Shop

181 West Huron Ave.
Vassar, MI 48768
(989) 823-9200
Monday-Friday 9 a.m.-6 p.m.
Saturday 9 a.m.-1 p.m.





tel: (866) 323-5974
fax: (866) 571-9636

mclaren.org/homecaregroup

