Welcome to Beaumont Hospital, Grosse Pointe

Our mission
We will provide the highest quality health care services to all of our patients efficiently, effectively and compassionately, regardless of where they live or their financial circumstances.

Our vision
The health care team at the Beaumont Health System, through innovations and daily improvement, will provide a patient experience that is a national model for exceptional outcomes, high consumer value and caring service, supported by progressive teaching and medical research.

The Beaumont standards
Service
We make those we serve our highest priority.

Ownership
We are positive ambassadors who take responsibility for creating the “Beaumont Experience.”

Attitude
We demonstrate and encourage positive behaviors with the highest degree of integrity.

Respect
We treat everyone with dignity and respect.
Welcome to Beaumont Health System,

We know this may be a difficult time for you and your family. Please rest assured we are dedicated to providing the highest quality, safest, most compassionate care. Our nurses set the standard for quality patient care and our physicians are among the very best, most experienced in the nation.

Your safety is our priority. We want you and your family to play an active role as a member of the care team. Here are a few things you can do to help us:

1. Participate in our patient identification process. Our staff should always verify your name and birth date or check your wristband before any tests or procedures, and prior to administering any medications.

2. Be involved with your care. Tell us what we can do to make you more comfortable. We need to listen carefully to you and your family and treat you with courtesy and respect.

3. Know your medications. You should know the medications you are being given and understand what they are for. We want to help manage your pain.

4. Ask questions. We want you to understand every aspect of your care. If you ever feel unsure or have questions, don’t hesitate to speak up. We want to explain things thoroughly.

5. Reach out. Our goal is to provide exceptional care. A nurse leader is always available upon request to assist. You may also contact our Service Excellence department at 313-473-6816 or Hospital Administration at 313-473-1900.

Thank you for choosing Beaumont Health System for your health care needs. It is our hope that should you require health care services in the future, that we have the opportunity to be of service to you.

Sincerely,

Rick Swaine  Donna Hoban, M.D.
President  Senior Vice President and
Beaumont Hospital,  Physician-in-Chief
Grosse Pointe  Beaumont Hospital, Grosse Pointe
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Important phone numbers at Beaumont, Grosse Pointe

Appointment Center ............ 800-328-8542
Billing Hotline ................. 800-582-1101
Care Management ............... 313-473-1781
Emergency Center .............. 313-473-1605
General Information .......... 313-473-1000
Lost and Found ................. 313-473-1728
Medical Records ............... 313-473-1625
Outpatient Pharmacy .......... 313-473-1700
Spiritual Care .................. 313-473-1656
Patient Information .......... 313-473-1000
Physician Referral Services .... 800-633-7377
Registration .................... 313-473-1540
Service Excellence ............. 313-473-6816
Social Work .................... 313-473-1781
Rehabilitation Services ....... 586-447-4070
Your rights and responsibilities

Your rights

Beaumont Health System does not discriminate against any person on the basis of race, color, gender, gender identity, sexual orientation, national origin, disability, socioeconomic status or age in admission, treatment or participation in its programs, services and activities, or in employment. For further information about this policy, contact our Human Resources Department of Diversity, Section 504 Coordinator at 248-273-6300.

You are entitled to receive understandable information regarding your condition and proposed treatment. If you do not understand something, ask for it to be explained.

The effectiveness and safety of care, treatment and services does not depend on your ability to pay.

We welcome family members or a designated contact to interpret information for you. Translation services will be provided as necessary. The hospital addresses the needs of those with vision, speech, hearing, language and cognitive impairments.

Depending on your condition, an experimental treatment may be your best option. Any experimental medical procedure that is recommended as part of your medical care must be fully explained to you prior to treatment. You may refuse the recommended treatment without fearing that your continuing medical care will be jeopardized.

If you have to be transferred to another hospital or health care facility, you will be given an explanation regarding why you are being moved. The choices that are available to you will be fully explained.

You are entitled to communicate privately with whomever you wish during your medical treatment unless your physician restricts you for
health or safety reasons. The hospital offers telephone and mail services. If you desire a private telephone conversation, the hospital will provide you access to space and a phone appropriate to your needs.

You have the right to have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected. You are entitled to identify a support person to provide you with emotional support, give comfort and alleviate fear during the course of your hospital stay.

The hospital provides an atmosphere that supports personal dignity of patients through the provisions of spiritual care and access to religious/cultural activity, respect for the privacy of patients at all times, safety and security of patients and their property, and allowing patients to keep personal clothing and possessions (however, patients and families are encouraged to take all personal belongings home).

As a patient, you have a right to know who is responsible for providing your care. You are also entitled to be involved in determining how your continuing health care needs will be met after you leave.

You have the right to expect information about pain and pain relief measures from staff who are committed to pain prevention and management, who respond quickly to reports of pain and provide pain relief using state-of-the-art pain management.

You have the right to be informed on the extent to which the hospital is able, unable, or unwilling to honor your advance directive upon admission if you have one.

You are entitled to be free from exploitation, mental, verbal, sexual and physical abuse, as well as physical and chemical restraints, except those restraints ordered by a physician. Patients have a right to access protection and advocacy services. Your caregiver can assist you with these resources.
Your responsibilities

During your medical treatment, you are responsible for following Beaumont’s rules and regulations affecting patient care and conduct. You are responsible for providing a complete and accurate medical history.

You are responsible for letting us know if you clearly comprehend a planned course of action and the things you are expected to do. If you do not understand something, it is your responsibility to ask for it to be explained in a way you can understand.

You are responsible for following the recommendations and advice prescribed by the physician providing you care.

You are responsible for providing information about unexpected complications that arise during a course of treatment.

You are responsible for working with your caregiver to develop a pain management plan, asking for pain relief when pain first begins, telling your caregiver if your pain has not been relieved and sharing any worries you may have about taking pain medication with your health care team.

You are responsible for providing accurate and timely information concerning your source of payment and ability to meet financial obligations resulting from your stay.

You are expected to treat hospital staff, visitors and other patients with respect and to refrain from language or behavior (physical or non-physical) that is offensive, abusive or intimidating.

Advanced Directives

An advance directive for health care is a legal document that can be created by a patient at any time during their hospital visit as long as the patient is alert and oriented. Beaumont’s booklet, “My Instruction to Health Care Providers,” includes both a patient advocate section
and a section to specify a patient’s medical wishes. A patient advocate is someone that you would trust and value to make your health care decisions for you in the event that you are not able to express them yourself and only when you are not able to do so.

The staff will address your advanced directive with you at every admission to the hospital to ensure that we have your most up to date wishes on record. If you wish to complete an advance directive for health care during your hospital visit, we can assist you with this process. You may contact Spiritual Care at 313-473-1656 or a patient representative at 313-473-1540.

**Your personal health information**

We understand that health information about you is personal and we are committed to protecting your information. You have the following rights related to your health information:

- right to request restrictions
- right to inspect and copy
- right to amend
- right to an accounting of disclosures
- right to request confidential communications
- right to a paper copy of Beaumont’s Privacy Notice

For any questions, contact the medical records department at 313-473-1625.
Your medical care

You and your caregivers: Partners in safety

Everyone has a role in making health care safe: physicians, nurses, pharmacists, technicians…even you.

Patient safety is a top priority for Beaumont. As the patient, you also play a vital role in safe care by being active and informed.

People come to Beaumont for the excellence of the care – and for the staff who provide that care. In health care, many complex medical procedures are performed daily. Please help your caregivers provide the kind of care you expect from Beaumont.

Please tell us if you have questions or concerns about your care

If possible, bring a family member or friend with you. This person can help you feel comfortable and help you remember questions you may have or instructions you receive. Feel free to ask questions to clarify what a medication is for, what test is going to be performed or why something is being done. You may also ask for a manager or dial our Service Excellence department at 313-473-6816 from your bedside phone or call 6816.

Pay attention to the care you are receiving

At the time of admission, you were provided an ID wristband. As an additional patient safety precaution, Beaumont uses color-coded wristbands to identify certain medical risks:

- white – standard
- yellow – fall risk
- green – latex allergy
Some additional bands will be used for special needs:

- blue – nuclear medicine blood test in progress (removed at test completion)
- orange with “ICD Off” printed on band – patient’s Internal Cardiac Defibrillator has been turned off (removed when ICD is reactivated)

You’ll be asked your name, birth date and will have your wristband ID checked often during your stay. This will help us identify who you are as we provide care. Make sure your caregiver checks your wristband and asks your name and birth date before administering any medication or treatment.

If you’re having surgery, you can expect your caregiver to ask you to mark the area that is being operated on.

Expect health care workers to introduce themselves when they enter your room. Look for their name badges.

Illness can spread in hospitals when health care workers do not wash their hands or wear gloves. It’s okay to ask anyone who touches you whether they have washed their hands.

Tell your caregiver if something doesn’t seem quite right.

**Know what medications you are taking and why**

Carry a list of all medications that you take and the amount you take. Include vitamins, herbal supplements and over-the-counter drugs. This information is important to your caregivers.

Tell your caregiver about any allergies, side effects or problems you have had with medications in the past or are currently experiencing.

Feel free to ask why a medication is being given or if it looks different or unusual to you.
Educate yourself about your diagnosis, the medical tests you are having and your treatment plan

Ask for information about your condition from your doctor or nurse. We often have written booklets, videos, educational TV programs and information about websites and support groups.

Make sure that information you will need is written down.

Make sure you know how to use any equipment needed for your care at home after you leave the hospital.

Be a part of all decisions about your treatment

Share all information about your medical condition and any special needs with your caregivers.

Be sure to provide details about your medical history, such as illnesses and operations, as well as symptoms you are having.

Make sure that you understand the information you receive. Ask questions as many times as you need.

Medical treatment decision options

While you are a patient in the hospital, many decisions will be made about your medical care. This notice explains your rights under Michigan law to participate in making these decisions and tells you how, under this hospital’s policies and procedures, to continue to exercise these rights should you become unable to make treatment decisions.

Informed consent means that you understand your treatment choices and their risks. Your caregivers should help you understand the treatment choices and risks, and what will happen if you are not treated. Informed consent is required if you are asked to try any experimental or investigational treatment.
How will treatment decisions be made while you are able to participate?
Beaumont wants to respect your decisions about whether to have medical treatment, what kind and how much. This includes, under most circumstances, your right as a competent adult to refuse or stop medical treatment. You have the right to decide ahead of time about the type of medical care you want, in the event you lose decision-making ability or the ability to communicate your decisions. This is called an advance directive. By expressing your choice, you help guide your loved ones in making difficult decisions for you if you lose your mental ability to make decisions for yourself or the ability to communicate them to others (see the advance directives section of this booklet for more details).

You have the right to know when something goes wrong with your care. If something goes wrong, you have the right to an honest explanation and an apology. These should be made in a reasonable amount of time. Please ask your caregiver or physician if you have any questions.

Pain management
You have the right to expect information about pain and pain relief measures. Our staff is committed to pain prevention and management. We will respond quickly to reports of pain and provide pain relief using state-of-the-art management procedures. Everyone feels pain in their own way and only you can describe your pain. You need to tell your nurses, therapist and doctors when you have pain, what kind of pain you have and all the places it hurts. We will ask you questions to understand how you are feeling and we will use one of several pain scales to help determine the extent of your pain. The pain scale below is an example:

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<th>7</th>
<th>8</th>
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<tbody>
<tr>
<td>No pain</td>
<td>Moderate pain</td>
<td>Worst possible pain</td>
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**Flu and pneumococcal vaccines**

Depending on your health condition, your caregiver may offer you a vaccine for the prevention of the flu and pneumonia. Please ask your caregiver or physician if you have any questions.

**Blood transfusions**

In Michigan, the incidents of disease transmission by a blood transfusion are one of the lowest in the United States. When you need a blood transfusion, the blood or components that you receive have usually been supplied by the American Red Cross. All blood is tested in accordance with Food and Drug Administration regulations.

Beaumont’s Blood Bank is fully accredited by the American Association of Blood Banks, College of American Pathologists. For more information please contact your bedside caregiver.

**Infection control**

Infection control is a top priority for Beaumont. As a patient, you play a vital role in the prevention and control of infections while you are hospitalized.

If you have a disease that could be spread to health care workers or other patients, you will be placed in isolation precautions. The type of precautions will be based on your illness or condition and how it could possibly be spread to others. You may be assigned to a private room or you may be placed in a room with another person who has the same condition. In most cases, the door to your room will be kept open. A sign will be placed near your door explaining what protective attire must be worn by your caregivers (for example: gloves, gown, mask and or eye protection). Your diagnosis is kept confidential and is never displayed on the sign.

Beaumont keeps record of patients who have a known resistant organism. If you have a history of a resistant organism and are readmitted to our hospital, you will be placed in isolation precautions.
Your nurse may ask to take culture samples from you. Once the necessary criteria are met, you may be removed from isolation precautions and your record will indicate that you have been cleared. Only the department of Epidemiology (Infection Control) can remove or clear your isolation status.

Everyone has a role in controlling infections in the hospital setting: doctors, nurses, lab techs, housekeepers, transporters, infection control professional and even you.

If you have questions about your precautions, you may ask your caregiver or dial the department of Epidemiology at 1715 from your bedside phone.

**Hand hygiene**

Hand hygiene is the single most important and simplest thing you can do to prevent the spread of infection. If your hands are visibly clean, use an alcohol-based hand rub. Apply enough of the product to cover both sides of your hands, in between your fingers and on your fingertips. Allow your hands to air dry. If your hands are visibly dirty, or you do not have alcohol-based hand rubs, then use soap and running water. Rub your hands vigorously for 20 seconds. Wash all surfaces including backs of hands, wrists, between fingers and under nails. Rinse well. Dry your hands with a paper towel. Turn off the faucet using a paper towel instead of your bare hands.

Wash your hands after using the bathroom, urinal or bedpan or before any eating or snacking. If you are unable to use your bathroom sink for hand washing, the nursing staff will provide you with a wash cloth or hand wipes.

Members of your health care team have been extensively trained in proper hand washing technique and are required to wash their hands before and after all patient contact. Caregivers may also wear gloves if they anticipate contact with blood or other body fluids. It is okay to ask anyone who touches you if they have washed their hands.
**myBeaumont Chart**

Once you are home, you can view your medical information online from the comfort of your home any time of day through Beaumont’s **myBeaumontChart electronic medical record**. Some of the information includes test results, medications, immunization records, medical history, visit summaries and discharge instructions. If you would like more information, ask your nurse or call 248-597-2727 anytime you are hospitalized in the Beaumont Health System.

**Privacy concerns**

If you believe your privacy rights have been violated, you may file a complaint with the Beaumont Compliance Office by dialing 313-473-1821 or 888-495-1000. You can also submit your complaint in writing to:

Corporate Compliance Office
Beaumont Health System
3601 West 13 Mile Road
Royal Oak, MI 48073

You may also file a complaint with the Secretary of the Department of Health and Human Services. You will not be penalized for filing a complaint.

**Billing**

Beaumont provides medical services regardless of the patient’s ability to pay. If you currently have no health insurance, you may be eligible for financial assistance through government or private sources depending on your illness or the nature of your condition, or you may quality for Beaumont’s financial assistance program. If you would like more information about Beaumont’s financial assistances options, please call Patient Financial Services.
Beaumont participates in most major insurance plans, in addition to the government insurance plans, Medicare and Medicaid. Please contact your employer’s human resource representative or your insurance company to verify coverage eligibility. For an updated listing of participating insurance plans, visit our website, www.beaumont.edu. If you receive treatment for a worker’s compensation injury or an automobile accident, please contact Patient Financial Services within four days of receiving treatment.

Patient Financial Services can be reached by calling 248-577-9600 or toll-free at 800-582-1101.

Your accommodations

Support

The hospital allows a family member, friend or other individual of your choice to be present with you to provide emotional support during your stay. If this is something you wish, please identify the person to your caregiver.

Nutrition services

Beaumont currently offers our patients a complimentary food service system that allows you to order your meal when you are ready to eat. Our room service is a restaurant concept that gives you control over your meals by allowing you to select food that sounds good when you are hungry. Our goal is to provide very good quality of food delivered to your room within 45 minutes of your call. As always, your food selections must match your diet as prescribed by your physician. Call extension 6368 to place your order or talk with your nurse.
**Bedside safety**

While you are at Beaumont, we will do everything we can to provide you with a safe environment. There are reasons why you may be at risk for falls while you are here in the hospital that may not be present when you are at home including:

- your medical condition
- procedures that you undergo
- certain medications that may make you feel weak
- being unfamiliar with the hospital, especially at night

You can help prevent falls while in the hospital by using your call light to get assistance to get up whenever you feel the need, but especially if you have been advised not to get up without assistance. Additionally, it is important to follow all of the guidelines that your care team provides you. Please ask your caregiver for assistance at any time, day or night.

**Calling your nurse**

One of the most useful pieces of equipment in your room is the patient handset built into your bed. Be sure to ask your caregiver to explain how it operates. You can use it to call staff for assistance.

**Linens**

Beaumont cares about you and our environment. We are concerned for your comfort. Your bed linens will be changed every other day and straightened before bedtime, or as requested. If you have any special needs or requests, please ask your caregiver – it would be our pleasure to accommodate you.

**Your room**

Your room will be cleaned daily. If you have any concerns regarding the cleanliness of your room, please call Environmental Services by dialing 1517 from your bedside phone, or call 313-473-1517.
Your television

You may use the TV control button on your bed rail or the TV controls on your nurse call box to view your favorite TV shows and patient education programs. Please be sure the volume is at a level that does not disturb your roommate or other patients. Headsets are available for no charge.

Television channel directory

Tune your television to channel 3 for a complete guide listing. We offer specialty channels for movies and patient education videos.

Television channel directory

2  Channel 2 FOX - WJBK
3  TV Guide w/ Music - WNIC
4  Channel 4 NBC - WDIV
5  Channel 20 MyTV - WMYD
6  Channel 38 - WADL
7  Channel 7 ABC - WXYZ
8  Channel 50 CW - WKBD
9  Channel 9 CBC - CBET
10 Channel 56 PBS - WTVS
11 Channel 62 CBS - WWJ
12 The Weather Channel
13 Nickelodeon
14 Cartoon Network
15 The Disney Channel
16 ABC Family Channel
17 AMC Movie Classics
18 A&E
19 USA Network
20 TNT Turner Network
21 TBS Superstation
22 Syfy
23 Lifetime Movies
24 Food Network
25 TV Land
26 The Travel Channel
27 National Geographic
28 Animal Planet
29 The History Channel
30 The Learning Channel
31 Discovery Channel
32 Science Channel
33 The Military Channel
34 FX Channel
35 ESPN
36 Fox Sports Detroit
37 Speed
38 Golf
39 CNN
40 Fox News
41 C-Span2
42 Home & Garden - HG TV
43 N/A
44 Chapel Channel
45 Relaxation
46 N/A
47 N/A
Television channel directory (cont.)

<table>
<thead>
<tr>
<th>Channel</th>
<th>Description</th>
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<tr>
<td>48</td>
<td>N/A</td>
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<tr>
<td>49</td>
<td>N/A</td>
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<tr>
<td>50</td>
<td>N/A</td>
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<tr>
<td>51</td>
<td>Cardiac Education</td>
</tr>
<tr>
<td>52</td>
<td>Latino</td>
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<tr>
<td>53</td>
<td>ESPN Classic</td>
</tr>
<tr>
<td>54</td>
<td>ESPN News</td>
</tr>
<tr>
<td>55</td>
<td>ESPN2</td>
</tr>
</tbody>
</table>

Your telephone

Your phone number is listed on your white board. Phone service is automatically provided upon admission to your room. You can receive calls between 7 a.m. and 10 p.m. After 10 p.m., the telephone system restricts incoming telephone calls. However, you can still dial out after 10 p.m. If your telephone does not work, please contact your caregiver using your bed handset/intercom. To make a local call, dial 9 and the area code plus the number of the person you are trying to reach. For all other calls, including long distance, please dial “0” for the operator.

Interpreter and TDD services

Interpreter services are available through Nursing Administration. Dial 1704 from your bedside phone or call 313-473-1704.

Beaumont offers special Telecommunication Devices for Deaf (TDD) for patients who are deaf or hearing impaired. Notify your caregiver if you require this device. Electronic interpreter services are also available upon request.

Personal electronic devices

You are welcome to use your cell phone or wireless device at Beaumont. We also offer free wireless internet service for patients and visitors throughout the hospital. An instructional brochure outlining Wi-Fi use has been provided to those areas, with a caution that Beaumont is not responsible for lost or stolen equipment.

Signs identify areas where cell phone use is restricted. The only safe setting in these areas is off.
**Personal belongings**

Because the hospital is essentially a public place, we cannot be responsible for patients’ personal belongings. We request that you send your personal belongings home for safekeeping. Only keep those necessary for your medical care. For safekeeping, please ask your caregiver for a labeled container to place your dentures and hearing aids in when you are not wearing them.

Please send home your valuables such as jewelry, money and credit cards. If this is not possible, ask your caregiver to arrange for storage in our safety deposit box.

Beaumont operates a Lost and Found service as a courtesy to its customers. To report lost items or inquire about items found, dial 1728 from your bedside phone or call 313-473-1728.

**Your health care team**

**Your physician**

Beaumont is a teaching hospital where physicians and other health professional are trained under medical supervision. Medical students and resident physicians will be assisting in your care, under the direction of the physician who is coordinating your care. Your personal physician may be a private-practice physician and not an employee of Beaumont.

**Hospitalist**

While you are hospitalized, your primary care physician may refer you to a specialist in hospital care, called a hospitalist. The hospitalist is a board-certified internal medicine physician who does not have an official practice, but instead focuses solely on patients in the hospital. Your hospitalist will work closely with your primary care doctor and assist in coordinating your medical care with other specialty physicians.
as needed. When you are discharged, your hospitalist will inform your primary care physician about any changes in medication, follow-up care and other needs you may have.

**Mid-level providers and physician extenders**

Nurse practitioners, physician assistants, midwives and certified registered nurse anesthetists work in conjunction with your physician to provide your daily care. These individuals do not replace your physician, but aid him or her in providing you optimal care while you are hospitalized.

**Nurses and patient care unit staff**

To help you more easily identify the people caring for you, licensed nurses wear ceil blue (sky blue) uniforms and nurse technicians and nurse assistants wear dark green uniforms. Nursing students will also be assisting in your care under the supervision of your nurse.

**Other care providers**

During your stay at the hospital, we encourage you to explore the services offered through Spiritual Care. Our clinically and professionally trained chaplains are available 24 hours a day, seven days a week to help you and your family with your spiritual needs. If you wish to speak with a chaplain, dial 1656 from your bedside phone or call 313-473-1656. During non-business hours, your caregiver can assist you in contacting Spiritual Care.

A staff of social workers is available to help you and your family manage the stress that often accompanies illness, disability and hospitalization. To request a consultation with a social worker, contact the Social Work department by dialing 1781 from your bedside phone or call 313-473-1781.
**Ethics consultations service**

To assist patients and their families who are facing difficult medical decisions, Beaumont has established the Ethics Consultation Service. The service offers patients, family members, physicians and other members of the health care team an opportunity to work together to help develop a plan of care that best serves the patient’s needs within the framework of the hospital’s values and policies. For more information, ask your caregiver or a representative of Pastoral Care.

**Rapid Response Team**

Members of the Rapid Response team include experienced clinicians who are available 24 hours a day to respond to urgent care issues affecting hospitalized patients. Their goal is to provide early assessment, intervention and resolution of urgent medical issues, in partnership with the patient’s physician.

If you or your family member is concerned about a change in medical condition, speaking with the nurse is the first step to ensuring that you receive the best care. If you or a family member feels that your condition is getting worse or you have a feeling that something is wrong, we want to know. You or your family member may call the Rapid Response team from your bedside phone at 55.

**Palliative care**

Palliative care is for people of any age, and at any stage in an illness, whether that illness is curable, chronic or life-threatening. Palliative care may be used at any stage of an illness, along with curative treatments.

At Beaumont, we use a team approach to palliative care. We emphasize the quality of life and the management of symptoms along with other medically appropriate treatments. We offer compassionate care at any stage of an illness. We strive to provide the patient with
decision-making assistance, pain relief, easing of disease symptoms and emotional and spiritual support. Our care focuses on relief from suffering, promotion of function, clarifying the goals of care and support for the patient and family caregivers. Our aim is the best possible quality of life as determined by the patient and the family.

For more information, dial 313-473-6222 or 6222 from your bedside phone.

Leaving the hospital

Care Management services

Care coordinators are registered nurses from the Care Management department who will assist in managing your care in the hospital. If necessary, the care coordinators will also prepare a plan of care for when you leave the hospital. You and your family’s medical, emotional and financial needs and capabilities are considered in this planning.

Care coordinators work with other members of the health care team to evaluate your health status and anticipate what types of services you may need. Their goal is to help you return to independent living as much as possible.

Assistance in obtaining the following services is available:

- nursing care facility/rehabilitation placement
- skilled home nurse care
- private-duty nursing
- home infusion
- public health referral
- home medical equipment
- hospice care
• community resources
• guardianship assistance
• transportation assistance

For more information about Care Management services, please call 313-473-1781 or dial 1781 from your bedside phone.

**Prescriptions – Grosse Pointe**

The hospital has an outpatient pharmacy available to provide a 30-day supply of new prescriptions before you leave the hospital. This service is available for inpatient admissions only. Co-pays and deductibles are applied according to your insurance provider guidelines. For more information ask your bedside nurse or contact the pharmacy at 313-473-1700 or from your bedside phone 1700.

**Visitor information**

**Visitation**

It is our pleasure to care for your friend or family member. Our suggested visiting hours are 8 a.m. to 10 p.m. for family and friends. Special accommodations can be made by speaking with your caregiver or support person. We ask that you limit the number of visitors in the room to no more than two at a time and ask family or friends to refrain from visiting if they are feeling ill. Patients have the right to have a support individual of their choice, during the course of stay, unless the individual’s presence is contraindicated. There may be other guidelines for each nursing unit; please speak with a caregiver for details.

All visitors are expected to treat hospital staff, other visitors and patients with respect and to refrain from language or behavior (physical or non-physical) that is offensive, abusive or intimidating.
Smoking policy

For the safety of all patients, Beaumont is a smoke-free campus and tobacco use is not permitted within any building or on the grounds. This includes all forms of cigarettes, cigars, chewing tobacco and pipes.

Parking

Convenient, free parking is available in the Main parking deck. Valet parking is also available for a fee at the Main Lobby entrance. Handicapped parking is available just as you enter our property from Cadieux Road, on the right.

Photography

Please respect the privacy of other patients and families by only taking photos of your family member in authorized areas.

Outpatient services

For information regarding the services provided at any Beaumont Outpatient location, please contact the main hospital operator at 313-473-1000 or go to www.beaumont.edu.

Your satisfaction

If you have any concerns about the medical treatment or service you are receiving, we ask that you please tell us right away. We believe that good communication is essential to providing our patients the very best medical care.

Normally, the best person to tell is the person providing the service or care. If this action fails to resolve your concern, we ask that you then contact the employee’s supervisor or manager.

If the supervisor/manager is unable to resolve your concern, or you feel you need the help of a person who is not directly involved with
your care, you may call Service Excellence at extension 6816 (313-473-6816). If it is after business hours or a holiday, please dial 0 and ask the operator to page the nursing administrative supervisor who can also assist you.

If you feel the issue has not been resolved through internal channels, you can contact the State of Michigan Department of Community Health by calling 800-882-6006. You can also submit your concerns in writing to:

State of Michigan  
Department of Community Health  
Bureau of Health Systems  
P.O. Box 30664  
Lansing, MI 48909-8170

You may also contact the Joint Commission’s Office of Quality Monitoring by phone toll-free at 800-994-6610 or visit [www.jointcommission.org](http://www.jointcommission.org) or to MPRO-Beneficiary Helpline at 800-365-5899.

At any time, you may proceed directly to a higher level of the concern-handling process described above without fear of reprisal or discrimination. You may also withdraw your concern at any time during the process.