Welcome to Beaumont Hospital, Royal Oak

Our mission
We will provide the highest quality health care services to all our patients safely, effectively and compassionately.

Our vision
We will rank among the nation’s leading institutions in the provision of health care services, patient safety, medical education, research and financial performance.

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,

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. As a Magnet-designated hospital, our nurses set the standard for quality patient care and our physicians are among the 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 248-551-0500 or Hospital Administration at 248-898-5400.

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

Sincerely,

Shane Cerone
President
Beaumont Hospital, Royal Oak

Leslie Rocher, M.D.
Senior Vice President
Physician-in-Chief
### Your rights and responsibilities

- Your rights ........................................ 2
- Your responsibilities .......................... 3
- Advanced Directives ............................ 4
- Durable power of attorney for health care .... 5
- Selecting a patient advocate .................. 5
- Duties/powers of a patient advocate ........... 6
- Acceptance of your patient advocate ......... 6
- Completing a durable power of attorney for health care ................... 7
- Living will ......................................... 7
- Providing your advance directive to others ...... 7
- Other considerations regarding your advance directive .................. 8
- Other information sources ..................... 8
- Your personal health information ............. 8

### Your medical care

- You and your caregivers: Partners in safety ............ 9
- Medical treatment decision options .................. 10
- Infection control .................................. 11
- Hand hygiene ...................................... 12
- myBeaumont Chart ............................... 12
- Privacy concerns .................................. 13
- Billing .............................................. 13

### Your accommodations

- Support .............................................. 14
- Nutrition Services ............................... 14
- Bedside safety ................................. 14
- Calling your nurse .............................. 15
- Linens ............................................ 15
- Your room ....................................... 15
- Your television ................................. 15
- Television channel directory .................. 15
- Your telephone ................................. 15
- Interpreter and TDD services .................. 16
- Personal electronic devices .................... 16
- Personal belongings ............................ 16

### Your health care team

- Your physician ................................... 17
- Hospitalist ....................................... 17
- Mid-level providers and physician extenders ................. 18
- Nurses and patient care unit staff ................ 18
- Other care providers ........................... 18
- Ethics consultations service ................. 18
- Rapid Response Team ....................... 19

### Palliative care

- Palliative care .................................... 19

### Leaving the hospital

- Care Management services .................... 20
- Prescriptions .................................... 21

### Visitor information

- Visitation ........................................ 21
- Smoking policy .................................. 21
- Parking .......................................... 21
- Photography ..................................... 22
- Your satisfaction ................................ 22
Important phone numbers at Beaumont, Royal Oak

Appointment Center .................................. 800-328-8542
Billing Hotline ........................................ 800-582-1101
Care Management ..................................... 248-898-7590
Cashier’s Office ....................................... 248-898-0421
Emergency Center ..................................... 248-898-2000
General Information .................................. 248-898-5000
Hospitality / Guest Services ....................... 248-898-8100
Integrative Medicine .................................. 248-551-9990
Lab ......................................................... 248-551-3647
Lost and Found ........................................ 248-551-5678
Medical Records ...................................... 248-597-2888
Outpatient Pharmacy .................................. 248-898-4097
Patient Information .................................... 248-898-7000
Physician Referral Services ......................... 800-633-7377
Registration ............................................. 248-898-5011
Service Excellence .................................... 248-551-0500
Social Work .............................................. 248-898-7595
Spiritual Care .......................................... 248-551-0239
Home Care Services .................................. 248-743-9500
Home Infusion .......................................... 248-208-4081
Home Medical Equipment ......................... 800-626-9631
Rehabilitation Services .............................. 248-655-3191
X-Ray Films Pick Up .................................. 248-551-3400
Your rights and responsibilities

Your rights

Beaumont Health System does not discriminate against any person on the basis of race, color, national origin, disability, or age in admission, treatment, or participation in its programs, services and activities, or in employment. This means you should not be treated differently because of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression. For further information about this policy, contact Jay Holden, Section 504 Coordinator, at 248-423-3852.

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

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.

We welcome family members or a designated contact to help explain information for you. Interpretive services will be provided as needed, at no cost to you. The hospital addresses the needs of those with vision, speech, hearing, language and cognitive impairments.

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.

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.

The hospital provides an atmosphere that supports personal dignity of patients through the provision 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 for health care**

An advance directive for healthcare 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. 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 purpose of an advance directive is to make sure your health care treatment choices are carried out when you do not have the capacity to participate in making your own treatment decisions.

There are two main forms of advance directive: 1) durable power of attorney for health care and 2) living will. Both are written documents.
The type of advance directive recognized by Michigan law is the durable power of attorney for health care.

**Durable power of attorney for health care**

Under Michigan law, you have the right to designate another person to make decisions regarding medical and mental health treatment, continuing care, custody and organ donations when you are unable to make those decisions for yourself. The person you designate is called your patient advocate. The durable power of attorney for health care is the document used to make the designation and describe your wishes and the treatment you would choose or refuse, if able to express them. If you do not specify your wishes, your patient advocate makes decisions based upon his or her knowledge of your wishes, beliefs and values and what your patient advocate determines to be in your best interest. Your patient advocate will work with your physician and health care team to make the same kinds of decisions you would make for yourself.

The decision to create a durable power of attorney for health care is purely voluntary. No family member, hospital or insurance company can require you to have one, or tell you what the document should say. If you do not have a durable power of attorney for health care and are unable to make or communicate your health care wishes, Beaumont’s policies call for physicians and hospital staff to consider all available information. This would include your past reliable oral statements, information about your wishes provided by family or friends and any other written instructions from you. The hospital will look to your closest next of kin to make decisions. If there is a disagreement among family members or between family members and your physicians about your wishes or medical treatment, appointment of a guardian by the probate court may be necessary.

**Selecting a patient advocate**

Your patient advocate must be:

- competent
- at least 18 years old
Your patient advocate should be someone:

- you can trust such as a spouse, family member or close friend with whom you can discuss your wishes and on whom you can rely on to make sure your wishes are honored
- who can be contacted quickly when a decision is needed

You may also designate a successor patient advocate who will make decisions for you if the primary patient advocate is unavailable or unable to act.

**Duties/powers of a patient advocate**

With your authorization, a patient advocate can:

- Have access to and authorize release of information from your medical record.
- Hire and discharge health care providers, and pay them from your funds.
- Give informed consent or informed refusal for medical and mental health treatment on your behalf.
- Authorize the withholding or withdrawal of life-sustaining treatment, which could then allow you to die. If you want your patient advocate to have this specific authority, your durable power of attorney for health care must specifically include a statement such as, “I authorize my patient advocate to make a decision to withhold or withdraw treatment that could or would allow me to die and I acknowledge such a decision by my patient advocate could or would allow me to die.”
- Donate your organs, tissues or body for transplantation, research or education, provided you have not already made a donation or expressed an unwillingness to do so. Your patient advocate may only exercise this authority immediately before or upon your death.

**Acceptance of your patient advocate**

It’s important that your patient advocate understands and accepts the responsibility of making decisions on your behalf. You should make sure the person you name as patient advocate is willing to carry out your
wishes. Your patient advocate must sign the acceptance portion of the durable power of attorney for health care form.

**Completing a durable power of attorney for health care**

You do not need to contact an attorney to prepare a durable power of attorney for health care. Forms are available from several sources, including Patient Registration at extension 8501 from a hospital phone or 248-898-5011. The forms generally provide instructions for completing a durable power of attorney for health care. It is important to note that your durable power of attorney for health care must be in writing, dated, signed by you and witnessed by two people. The witnesses cannot be your physician, any hospital employees or anyone in your immediate family.

**Living will**

A second type of advance directive is a living will. A living will allows you to state in writing the health care treatment you would want if you become terminally ill or permanently unconscious. However, with a living will you do not name anyone to make decisions for you. No specific Michigan law recognizes or defines the form, content or permissible scope of a living will. Despite this, Beaumont recognizes that a living will made by a competent adult should be considered when it has been appropriately written and executed. If you are unsure of how to complete your living will, consult an attorney and/or physician.

**Providing your advance directive to others**

Beaumont must have your advance directive on file in order to rely on it. Give a copy of your advance directive to your patient advocate, successor advocate, family members, clergymen, physicians and hospitals where you intend to receive care. Keep the original with your other legal documents.

Beaumont will maintain a copy of your advance directive with your medical record. We also recommend that you bring a copy with you whenever you are admitted to the hospital.
Other considerations regarding your advance directive

You should discuss your advance directive with your physician to be sure he or she understands your wishes. You should review your advance directive annually or whenever your medical needs change to be sure it accurately reflects your current wishes. If you change or revoke your advance directive, send a copy of this written change or revocation to the hospital for inclusion in your medical record.

Where to get more information

While at Beaumont, Royal Oak: Please ask your nurse, attending physician or another staff member to have one of our social workers visit you, or contact the Social Work department by dialing 13160 from your bedside phone or call 248-551-3160.

Other information sources

• American Association of Retired Persons (AARP) . . . 800-424-3410
• Partnership for Caring . . . . . . . . . . . . . . . . . . . . . . . . . 800-989-9455 (a non-profit educational organization)
• Michigan State Medical Society, Patient Advocates . . 517-337-1351

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 Pastoral Care at 10239 or social work at 13160 from your bedside phone.

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 248-597-2888.

Your medical care

You and your caregivers: Partners in safety

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 10500 from your bedside phone or call 248-551-0500.

Pay attention to the care you are receiving
At the time of admission, you were provided with 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, your 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.

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.

**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 to other patients, you will be placed in transmission 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 transmission precautions. Your nurse may ask to take culture samples from you. Once the necessary criteria are met, you may be removed from transmission 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 14040 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 and 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. If at any time you have concerns about hand washing by your caregivers, you may speak to a Service Excellence representative by dialing 10500 from your bedside phone.

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 248-551-5006 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 qualify for Beaumont’s financial assistance program. You can call a financial representative by dialing 83558 from your bedside phone or call 248-898-3558.

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, 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 83463 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: you may be affected by your medical condition, procedures that you undergo, certain medications may make you feel weak and the hospital is an unfamiliar place, 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 from your bedside phone, dial 81582 or call 248-898-1582.

**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. There is a $5.75 daily charge for television that is not covered by your insurance. You may dial 79600 from your bedside phone or call 248-577-9600 if you have questions regarding this 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.

**Your telephone**

Your bedside telephone number is “248-898” plus your four digit bed number. Phone service is automatically provided and charged for upon admission to your room. The daily telephone charge applies, even if
no one calls you and you do not use the telephone. If you do not wish to have telephone service, please call the operator by dialing “0” or 248-898-5000 upon admission to your room. To change your telephone service during your stay, dial “0” to contact the hospital operator. You can receive calls between 7 a.m. and 9 p.m. After 9 p.m., the telephone system restricts incoming telephone calls. However, you can still dial out after 9 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 by contacting your caregiver or by calling the Nursing Resource Office. Dial 80933 from your bedside phone or call 248-898-0933.

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**

All areas within the hospital are safe for cell phone use except for patient rooms in the intensive care units. Signs identify areas where cell phone use is restricted. The only safe setting in these areas is “off.”

Beaumont provides free wireless Internet access. Users must agree to the terms and conditions of usage before accessing our network. Customers are responsible for their own equipment. Beaumont is unable to provide support for equipment.

**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 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 Cashier’s office safety deposit box.

Beaumont’s Hospitality/Guest Services department operates a Lost and Found service as a courtesy to our customers. Business hours for the Lost and Found are 9 a.m. to 1 p.m., Monday through Friday. To report lost items or inquire about items found, dial 15678 from your bedside phone or call 248-551-5678.

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 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 Pastoral 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 10239 from your bedside phone or call 248-551-0239. During non-business hours, your caregiver can assist you in contacting Pastoral 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 87595 from your bedside phone or call 248-898-7595.

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 Spiritual 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 ensure 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 83894.

**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 248-898-6004 or 86004 from your bedside phone.
Leaving the hospital

Care management services

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

Care coordinators and/or social workers work with other members of the health care team to evaluate your health status and to 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 248-898-7590 or dial 87590 from your bedside phone.
Prescriptions
The hospital has a bedside pharmacy service 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 apply according to your insurance provider guidelines. For more information ask your bedside nurse.

Visitor information
It is our pleasure to care for your friends or family members. 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 at one time and ask family or friends to refrain from visiting if they are feeling ill. 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, electronic cigarettes and pipes.

Parking
Convenient, free parking is available throughout the Royal Oak campus. There are two visitor parking decks equipped with elevators for wheelchair access. Valet parking is also available for a fee at the East, North and South entrances. Handicapped parking with access ramps are available in the parking deck.
Photography

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

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 or 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 10500, or 248-551-0500. 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 may write to:

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

You can call also call toll-free to 800-882-6006. 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.

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.