Welcome to Beaumont Hospital, Troy

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

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.
Dear Patient and Family Members,

Welcome to Beaumont Hospital, Troy. Thank you for choosing our hospital for your health care needs. The entire Beaumont team is dedicated to always provide you the highest level of quality care and service. We are caring people, caring for people and it is our goal to do more than just meet your expectations — we will work to exceed them! We want to provide you with a patient experience that is unsurpassed in clinical safety, professional quality and compassionate care.

At Beaumont, the patient is the focus of all we do. Our physicians, nurses, technicians and support staff each play a specific role in your personal care plan. We believe your input is a very important part of this plan, so we will work closely with you to create daily goals for treatment, pain control, education and activities you can accomplish. After all, it is very important for you to understand and participate in your care every step of the way.

If at any time you would like to discuss your care, please reach out to a member of your health care team. Your nurse manager is a key member of that team and available to you, or you may choose to contact our Service Excellence department at 248-964-1800 (in-house ext. 41800) to discuss your concerns or share a compliment.

Again, thank you for entrusting your care to Beaumont Health System. Should you or someone in your family require health care services in the future, it is our hope your patient experience here will lead you to choose Beaumont again.

Committed to your health and wellness,

Nancy A. Susick, MSN, RN, NE-BC
President
Beaumont Hospital, Troy

James P. Lynch, M.D., M.B.A.
Physician-In-Chief
Beaumont Hospital, Troy
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Billing Hotline .................................. 800-582-1101
Care Management ............................... 248-964-8900
Cashier’s Office ................................. 248-964-5147
Emergency Center ............................... 248-964-8787
Hospital Operator ............................... 248-964-5000
Integrative Medicine ............................ 248-964-9200
Lost and Found ................................. 248-964-5678
Medical Records ............................... 248-964-8666
Outpatient Pharmacy ......................... 248-828-8090
Pastoral Care .................................... 248-964-3405
Physician Referral Services ................... 800-633-7377
Registration ...................................... 248-964-0840
Service Excellence ............................. 248-964-1800
Social Work ....................................... 248-964-8900
Home Care Services ............................ 248-743-9500
Home Infusion .................................... 248-743-6500
Home Medical Equipment .................... 800-626-9631
Rehabilitation Services ....................... 248-655-3191
Your rights and responsibilities

Your rights

Beaumont 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.

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 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

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 Pastoral Care at extension 43405 or a patient representative at extension 41800.

**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 248-964-8600.
Your medical care

You and your caregivers: Partners in safety

Patient safety is a top priority for Beaumont and everyone has a role in making health care safe: Physicians, nurses, pharmacists, technicians, and even you. 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 why you are receiving a certain medication, 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 extension 41800 from your bedside phone or call 248-964-1800.

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, 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 that 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>8</th>
<th>9</th>
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<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, or FDA.

Beaumont’s Blood Bank is fully accredited by the American Association of Blood Banks, College of American Pathologists and the FDA. For more information, please dial extension 48020 from your bedside phone, call 248-964-8020, or request the hospital brochure “You May Need a Blood Transfusion” from your 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 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 extension 47144 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. If at any time you have concerns about hand washing by your caregivers, you may speak to a Service Excellence representative by dialing extension 41800 from your bedside phone.

**myBeaumont Chart**

Once you are home, you can view your medical information online from the comfort of your home anytime 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. If you would like more information about Beaumont’s financial assistance 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 Customer Call Center can be reached by calling 248-577-9600 or toll-free at 800-582-1101. You might also consider making payment online at www.beaumont.edu.

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 42433 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 extension 48330 or call 248-964-8330.

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 extension 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 “248-964” 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 248-964-5000 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 to enhance communication with non-English speaking and deaf or hearing impaired patients. Notify your caregiver if interpreter services are needed.

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 Service Excellence department operates a Lost and Found service as a courtesy to our customers. Business hours are 8 a.m. to 4:30 p.m., Monday through Friday. To report lost items or inquire about items found, dial extension 45678 from your bedside phone or call 248-964-5678.
Your health care team

Your physician

Beaumont is a teaching hospital where physicians and other health professionals 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 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 extension 43405 from your bedside phone. 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 extension 48900 from your bedside phone or call 248-964-8900.

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 extension 48081.

**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 248-964-8798 or extension 48798 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 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 and transportation assistance.

For more information about Care Management services, please call 248-964-8900 or dial extension 48900 from your bedside phone.

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 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 and pipes.
Parking

Convenient, free parking is available in the parking deck and in a parking lot near the West Entrance. Valet parking is also available for a fee at the Main and West 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.

Beaumont Outpatient Services

Beaumont Medical Center, Lake Orion
1455 S. Lapeer Road
Lake Orion, MI 48360

Beaumont Medical Center, Macomb Township
15979 Hall Road
Macomb, MI 48044

Beaumont Medical Center, Rochester Hills
6700 North Rochester Road
Rochester Hills, MI 48306

Beaumont Medical Center, Sterling Heights
44250 Dequindre Road
Sterling Heights, MI 48314

Beaumont Health & Wellness Center
1555 East South Blvd.
Rochester Hills, MI 48307

For information regarding the services provided at any of the above facilities, please contact the main hospital operator at 248-964-5000.
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 41800 (248-964-1800). 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

Or, you can 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.