

Transfer Guide for Mothers, Infants, and Children in Northern Michigan



Welcome to Munson Medical Center

Dear Parents and Family Members,

Your child is being transferred to Munson Medical Center in Traverse City to receive the specialized and intensive care he or she needs at this time.

Please be assured that your child or loved one is receiving excellent care during their trip to Traverse City and while at the hospital from specially trained members of our Health Care Team. Each member of our team has chosen this field of work because they are dedicated to providing the best care they can in as gentle a manner as possible. Rest assured that your loved one is in very good hands at all times.

This brochure provides information and resources to help you each step of the way as your loved one receives care. At Munson Medical Center, we believe that family and close friends are the primary source of strength and support for your loved one and we want to help and support you in any way we can.

You can find driving directions to Munson Medical Center and information about what to do when you arrive on the following pages.

We understand this is a stressful time and you are eager to be reunited with your loved one. However, please drive carefully on your way to Munson Medical Center and do not try to follow the ambulance. You are an important part of your loved one's care team and we want you to arrive safely.

Our patients and their loved ones are at the center of everything we do. Munson Medical Center has a national reputation for excellence based on high quality, specialized care. Our highly experienced obstetric, neonatal and pediatric providers and nurses are in the hospital around the clock and will keep you informed and involved in your loved one's care as much as possible.

If you have any questions at any time, please do not hesitate to ask a member of your loved one's care team. We are here to help and support you as well as your loved one.

Sincerely,



Mary Schubert, Executive Director
Women's and Children's Services
Munson Healthcare

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About Munson Medical Center



Munson Medical Center
1105 Sixth St.
Traverse City, MI 49684
231-935-5000

Munson Medical Center is a 391-bed nonprofit hospital serving as northern Michigan's regional referral center. It is the largest of the nine Munson Healthcare system hospitals located throughout northern Michigan. Munson Medical Center is nationally recognized for superior quality care and operational performance. It is home to an award-winning heart program, is the only Level II Trauma Center north of Grand Rapids, and has the only Neonatal Intensive Care Unit in northern Michigan. Additionally, Munson Medical Center is proud to be recognized by the American Nurses Credentialing Center as a MAGNET Hospital since 2006. MAGNET designation recognizes excellent in patient care standards, respect of cultural and ethnic diversity, leadership of the nurse administrator in supporting professional nursing practice and the management and philosophy of nursing services. Munson Medical Center is one of just two percent of hospitals in the world, and one of two hospitals in Michigan that has been re-designated three times.

Arriving at Munson Medical Center

Munson Medical Center is located at 1105 Sixth St., Traverse City, MI. We are one block west of US 31 (Division Street) and about ½-mile south of West Grand Traverse Bay.

When you arrive at Munson Medical Center, your loved one will likely already be receiving care from our health care team. Please park outside our main hospital entrance and proceed to the main lobby reception desk. If you are arriving between 9 pm and 5am, please enter the hospital through the Emergency Department. A hospital representative will be available to direct you to the department where your loved one is being cared for.

Driving Directions

Coming from the North

From the Upper Peninsula
Follow I-75 South to Exit 259. Follow M-72 through Grayling and Kalkaska to Traverse City. Turn left onto M-72/US-31. Follow US-31. Turn right onto Sixth Street.

From Charlevoix-Petoskey Area
Follow US-31 South through Traverse City. Turn right on Sixth Street.

From Alpena
Follow US-23 to M-65. Take M-65 to M-72. Follow M-72/US-31. Continue to follow US-31 South. Turn right onto Sixth Street.

From Cheboygan
Follow M-27 south to I-75. Take I-75 South to exit 259. Follow M-72 through Grayling and Kalkaska to Traverse City. Turn left onto M-72/US-31. Follow US-31. Turn right onto Sixth Street.

Coming from the East

From Gaylord
Follow I-75 South to Exit 259. Follow M-72 through Grayling and Kalkaska to Traverse City. Turn left onto M-72/US-31. Follow US-31. Turn right onto Sixth Street.

From Grayling-Kalkaska
Follow M-72 through Grayling and Kalkaska to Traverse City. Turn left onto M-72/US-31. Follow US-31. Turn right onto Sixth Street.

Coming from the South

From Manistee-Beulah Area
Follow US-31 North. Turn left onto US-31/M-37. Turn left onto Sixth Street.

From Frankfort
Follow M-115 to US-31 North. Turn left onto US-31/M-37. Turn left onto Sixth Street.

From Cadillac
Follow US-131 to M-113 and turn left onto M-113. Stay on M-113 through Kingsley to US-31/M-37. Turn right. Stay on M-37. Turn left onto Sixth Street.

Arriving at The Family Birth Center

Once you've arrived at the Family Birth Center, proceed through the first set of double doors where you will find the family waiting room and a set of locked doors. Press the call button on the wall on your right labeled Maternity. When a member of our nursing staff comes on the line, explain that your loved one was transferred to the Family Birth Center, and provide their name. A member of our Health Care Team will help you find a place to rest and will provide updates on your loved one as information is available.

About the Family Birth Center

Birth is a very important event in a family's life and it is a time for establishing bonds that will last a lifetime. Munson Medical Center's Family Birth Center provides expert maternal care in an environment that encourages family bonding. We offer warmly-decorated private, home-like birthing rooms that are fully furnished with all of the equipment needed to support mothers through labor, delivery and recovery.

What Makes Munson Medical Center's Family Birth Center Exceptional

- Our Family Birth Center includes both our Neonatal Intensive Care Unit (NICU) and our Maternity department, allowing new mothers easy and frequent access to their NICU babies
- Excellent nurse/patient ratios to ensure exceptional care
- High quality, specialized care, close to home
- Level 3 NICU and the only NICU in northern Michigan
- In-house or on-campus lodging may be available for mothers who have been discharged but still have a baby in the NICU
- Inpatient and outpatient lactation support for all mothers

NICU Transport Team

Your infant will begin receiving the highly specialized care that he or she needs as soon as the Munson Medical Center's neonatal transport team arrives. The transport team is comprised of nurses, respiratory therapists and nurse practitioners who are highly experienced and specifically trained in neonatal medicine. Their job is to continuously monitor and treat your baby throughout the transfer process, ensuring that your baby arrives at our NICU safely.

About our NICU

The NICU at Munson Medical Center is a Level 3 regional referral center and the only NICU in northern Michigan. Your baby will be cared for 24 hours per day, seven days a week by specially trained Neonatal Nurses, board-certified Neonatologists and/or Neonatal Nurse Practitioners. A neonatologist is always on call and available as needed.

Munson Medical Center's NICU is committed to providing holistic care, blending expert medical treatment with advanced therapies that address the developmental needs of our littlest patients. Many of our infants have been born early and require additional time to grow and develop. With this in mind, we incorporate evidence-based techniques that create a calm, womb-like environment.

- Circadian Time Lighting - The lighting within our NICU is timed to match the 24-hour light-dark cycle, helping your infant establish regular rest-activity patterns that encourage neurologic and physical development.
- Music Therapy - Music Therapy has been proven to deepen infant sleep, stabilize breathing and heart rates, increase oxygen saturation, enhance bonding, soothe irritability, increase non-nutritive sucking and increase weight gain.
- Kangaroo Care - Kangaroo care is a form of developmental care that has benefits for all newborns, especially those who are in the Neonatal Intensive Care Unit. Also known as skin-to-skin contact, kangaroo care involves direct contact when a newborn is placed on mom or dad's bare chest. Your baby will find comfort in the sound of your heartbeat and voice as you gently hold, rock, and cuddle him or her. Even in the busy environment of the NICU, you can quietly bond and get to know one another.
- Development positioning techniques - Our NICU team has been specially trained in positioning techniques that encourage normal growth and development for your infant.
- Infant Massage - Infant Massage may be available as an on-call service in our NICU. Infant massage is an evidence-based therapy that is shown to facilitate weight gain, reduce stress by lowering levels of cortisol, increase muscle tone, and improve rest-activity patterns.



Improving Your Child's Hospital Experience

A trip to the hospital can be upsetting for anyone, but it can be especially scary and confusing for a child. That's why Munson Medical Center provides child life services to assist our youngest patients and their parents and siblings.

Our Certified Child Life Specialist is trained to help reduce any stress and anxiety felt by hospitalized children and their families. Through play, age-appropriate explanations, and emotional support, a child's stay at Munson Medical Center can be a pleasant and positive experience.

A child life specialist is available Monday through Friday from 8 am - 4:30 pm and will typically visit each pediatric patient during these hours. If the child life specialist is not available, please ask your nurse about toys and activities for your child.

Thank you for trusting us with your child's care. If there is anything we can do to improve your child's hospital stay, please let us know.

About Our Pediatric Unit

Munson Medical Center is northern Michigan's regional referral center for general and intermediate pediatric care. Intermediate care is a higher level of care than a community hospital provides, but is less intensive care than is provided at a children's hospital. Our highly-trained pediatricians and certified pediatric registered nurses provide 24/7 in-house care for children requiring treatment for conditions such as respiratory disease, trauma, ingestion, infection or other childhood illnesses.

We're Here For You

In addition to caring for your loved one, our pediatric nurses are available to talk with you and answer questions. If you are not able to be at the hospital, you may call our Nurse's Station to receive updates on your child's care. Please have your privacy code ready when you call. We ask that you try to avoid calling the Nurse's Station between 7 - 8 am, 7 - 8 pm, and 11 pm - midnight, as the nurses are changing shifts at these times.

At Munson Medical Center, our patients and their families are at the center of all we do. Parents and family members are encouraged to spend time with their loved ones and participate in care as appropriate. The experience of having a loved one hospitalized can be a very stressful experience, so we have compiled general hospital information and available resources to help reduce the burden on your family. If you have any questions or need assistance, please do not hesitate to speak with your nurse.

Lodging



Comfortable, convenient and affordable accommodations may be available on the hospital campus at the Munson Manor Hospitality House. For more information, please call **231-935-2301** or speak with your nurse.

Chaplain and Chapel

The family's pastor, priest, rabbi or spiritual leader is welcome to visit any time, but must be accompanied by a parent. A Munson-employed chaplain is also available 24 hours a day. The chapel is located on the ground floor near the Emergency Department and the A elevators.

Café and Room Service

The Munson Medical Center Café is open for visitors and staff. We also offer room service for family members or guests who would like to eat in the patient's room. Meal tickets may be purchased in the hospital Café and be used as payment when ordering meals from a patient room. To place an order, please call **5-7080**.

Café hours are:

- Monday - Friday, 2 - 4 am and 6 am - 8 pm
- Saturday - Sunday, 2 - 4 am and 6 am - 7 pm

Gift Shop

The Munson Medical Center Gift Shop is located in the main lobby and is typically open:

- Monday, Tuesday and Thursday, 9 am - 7:30 pm
- Wednesday and Friday, 9 am - 5 pm
- Saturday and Sunday, 10 am - 3 pm

Hours are subject to change. The shop carries gift items, jewelry, candy, toiletries, magazines, greeting cards, stuffed animals, and flowers. All proceeds are donated to support Munson Manor, the Munson Family Practice Residency program, and scholarships for area students.



MUNSON MEDICAL CENTER

MUNSON HEALTHCARE

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1105 Sixth St.
Traverse City, MI 49684
231-935-2591
munsonhealthcare.org