You are Part of Your Care Team

Everyone here wants to provide you with the safest care possible and many safety precautions are in place. However, medical care is complex. Research shows that patients who are more involved with their care tend to have better results. Here’s how you can help:

- Be actively involved, including taking part in decisions
- Follow instructions closely
- Ask questions if you don’t understand what is going on
Welcome

To Our Patients,

Welcome to Munson Medical Center. Thank you for entrusting us with your health care needs. I want to assure you that we will do everything we can to make your stay as comfortable, safe, and pleasant as possible.

We expect your care to be excellent in every way. If you need anything while you are here, or you have any questions, please talk to your physician or nurse.

Your safety is our top priority and this guide includes a lot of information about what we’re doing to keep you safe. We’ve also included some tips about what you can do to stay safe while you are here.

We are proud of the outstanding care and service we provide to the people of northern Michigan. Thank you again for trusting us with your care.

Sincerely,

Al Pilong
President, Munson Medical Center
Chief Operating Officer, Munson Healthcare
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Patient Safety Information

Medical Response Teams

“I’ve been married to my husband for a long time, so I’ve seen him in all kinds of circumstances. I can’t pinpoint exactly what concerned me, but it just seemed something wasn’t right. I asked for a Medical Response Team, and when they evaluated him, they found he was in the early stages of cardiac arrest, even though he didn’t have recognizable symptoms. They intervened immediately. I’m so glad I knew that I could ask for an evaluation.”
- A grateful wife

How to Get Help Fast

Family members or the patient’s support person may be the first to notice a change in a patient’s condition. We encourage families or the support person to request a Medical Response Team if their loved one’s condition worsens or they are uneasy about the patient’s condition.

Talk to the nurse and explain why you are concerned. You know your loved one better than anyone, and may observe small changes that merit an evaluation by a Medical Response Team. We want families or the support person to ask questions and raise concerns.

About 60 percent of the time, the Medical Response Team will decide to move the patient to a higher level of care for intervention or closer monitoring. There are no “false alarms.” We’d rather check a patient’s condition before they get into trouble.

What Your Family or Support Person Can Do

Family members or the support person should speak with the patient’s nurse if they are concerned. They may also ask to speak with the charge nurse or any clinical staff member who can call for a Medical Response Team.

Facts: Medical Response Teams

- Munson Medical Center has two kinds of Medical Response Teams: a Medical Response Team for adults and a Pediatric Response Team for children. These teams help nurses evaluate whether more intensive treatment or monitoring is needed.

- Munson Medical Center has used Medical Response Teams since 2005 as part of a national campaign to prevent avoidable deaths in U.S. hospitals.
What You Need to Know

Checking Your Identification
All employees performing any service for you, such as transporting you to another department for a test or drawing your blood, will ask your name and birth date while checking your answer with your wristband ID to make sure they are delivering the care or service that has been ordered for you.

Designate a Family Spokesperson
Choose one person to act as a link between your health care team and your family. Pick someone who will share information with other family members or friends so that your nurses have more time to take care of you. Please give your nurse the name and phone number of your designated spokesperson.

Have an Advocate
Ask someone you trust to be with you at the hospital to help you remember instructions and ask questions you may not think of. Ask a family member or friend to go over consent forms with you to make sure you understand exactly what you are about to sign.

How to Get Food: Room Service for Patients
We believe it’s important for you to have the food you want, within your dietary restrictions, when you want it. Our Room Service Program allows you to choose your meals and dining times. You can order food by dialing 5-7080 between 7 am and 7 pm.

A Nutrition Assistant will take your order and help you make choices based on the guidelines given by your physician. If you need help phoning in meal orders, please let your nurse know. Your food will reach your bedside within 45 minutes of ordering. You also may order meals in advance if you know when you would like to eat.

How to Get Help: Use Your Call Button
Your call button should be close to you in bed. Your nurse will show you where it is located. When you press this button, your caregiver is alerted that you have a need. Your nurse or nursing assistant is never far away, and your call will be answered as quickly as possible.

Keeping You Comfortable and Safe
We are committed to providing you with the best care possible, which includes visiting you hourly. During those visits, we will:

• Encourage you to be as active as possible
• Assist you to the bathroom
• Check on your comfort and safety
• Turn you to protect your skin as needed

Managing Your Belongings
Munson Medical Center is not responsible for personal belongings, including loss or theft of money or valuables such as but not limited to cell phones, electronic devices, jewelry, and medication brought from home. Patients are encouraged to send or leave these items at home. When this is not possible, we offer storage with increased security service for some items, but we are not liable for the stored property.

If you wish to keep at bedside personal essentials such as clothing, eye glasses, dentures, hearing aids, wigs, prosthetics, and/or ambulatory equipment, ID labels, and distinctive containers, bags may be provided for use. REMINDER: do not put personal belongings on food trays, or in robe pockets or bedding.

Reports regarding lost items may be filed with the Lost and Found. Claims warranting investigation, repair, replacement, and/or reimbursement are managed by the Risk Management & Patient Relations Department.
Privacy Code
You were assigned, or given, a 5-digit number called a Privacy Code when you were admitted. If you give this 5-digit number to another person, they may phone the hospital and receive detailed medical information about your condition. Otherwise, a caller would be given a one word response about your condition, such as “stable.” We suggest you give the privacy code only to one or two others who can act as your representative for all family and friends, so that multiple people are not calling the nurses to get detailed medical information. If you prefer total privacy, meaning the hospital switchboard will not acknowledge your presence in the hospital to any caller, then you should ask for this option at time of registration. Munson Medical Center strives to protect your privacy by giving you the option to not have your presence in the hospital known. Please note that if you choose total privacy, by “Opting Out” of the facility directory, the hospital switchboard will not reveal your presence to any caller, and nurses will not acknowledge your presence in the hospital.

Protecting Your Privacy
Munson Medical Center implements all HIPAA privacy standards and safeguards your medical records and information. Policies are in place to protect and advocate for your privacy rights. The Notice of Privacy Practices lists all of your rights and is available to you for the asking. Copies are kept at our registration areas. You may also view or print a copy from munsonhealthcare.org. If you have any privacy questions, please contact Patient Liaison at 5-5051 or Munson Healthcare’s Privacy Office at 5-5765.
All concerns and complaints are thoroughly investigated.

Recognizing Your Caregivers
Every Munson Medical Center employee wears a hospital photo identification badge while on duty. Additionally, all nurses are identified with RN or LPN tags attached to their ID badge. If you are not sure who someone is, or what their role is in your care, please ask them.

Patient Pumps/Devices
For the safety of our patients, please do not connect a patient to, nor disconnect a patient from, any medical device or pump. Alarms on pumps/medical devices are meant to alert staff; please do not silence them.

Shift Changes
Nursing staff shift changes occur several times throughout the day. During those times, nurses going off duty report important patient information to nurses coming on duty.

Television
Free television service is provided to all patients at Munson Medical Center. You may choose from more than 50 channels, or you may tune in to the C.A.R.E. Channel, which provides beautiful scenery and soothing music to help you relax and heal. If you want to see the scenic view from the hospital roof, select “Bayview Channel.” A detailed television guide is available on page 24 of this guide. Headphones are available for your television and should be used any time you watch TV after 10 pm. Please ask your nurse if you would like to have a set during your stay.

WiFi Internet Access
Patients and visitors using laptop computers have free access to the Internet from anywhere within Munson Medical Center. Please note that personal medical information you may post on social media is not protected by HIPAA privacy laws. Once posted it is public information.
Information for Patients

Other Hospital Services

**Advance Directives: State Your Wishes**
You have the right to complete an Advance Medical Directive, a document that lets you choose the person who will speak for you if you are unable to tell us what you do or do not want. It helps you clearly describe your desires for medical care. You have the right to expect us to honor any medical directive that meets Michigan’s legal requirements. For more information, call Advance Care Planning at 5-6176.

**Behavioral Health Services**
Behavioral Health Services can help with mental health or substance abuse concerns. Ask your nurse for assistance or call 5-6382.

**Cardiac Rehabilitation**
Cardiac Rehabilitation is provided during hospitalization for patients recovering from a heart condition. Education on heart health is available for patients and their families. Activity guidelines are provided along with information on how to access community wellness programs. To request this service, ask your nurse or call 5-8565.

**Chapel and Spiritual Services**
Visitors of all faiths are welcome to use Munson Medical Center’s Chapel for prayer and meditation. The Chapel is located near the Emergency Department on the ground floor by Elevator Bank A. Your priest, pastor, rabbi, or spiritual leader is welcome to visit you at any time. Catholic Eucharistic Ministers come every morning to the hospital. If you would like to receive Communion, please call Registration at 5-6349 (or Admitting at 5-6340 if Registration is closed) and ask to be put on the Catholic list to receive Communion. We also have a staff chaplain who is available for prayer, counsel, pastoral support, or will help arrange for someone from your faith tradition to visit you. To contact the staff chaplain, call 5-7163 or ask your nurse to request a visit from the chaplain.

**Care Management**
The case manager helps organize your care while you are in the hospital. Your case manager works closely with your physician, nurse, the health care team, and your insurance company to ensure you receive the highest quality care in the right setting. We will make sure your post-hospital needs are addressed and that the transition is as smooth as possible. The case manager can help arrange services you need when you are ready to leave the hospital. Munson Healthcare provides many of the home-based services you may need.

Social workers are available to help with difficult care decisions during your hospital stay. Brief crisis-centered supportive counseling is available for you and your family. Ask a member of the health care team or call 5-6380 for assistance in obtaining any of these services.

**Ethics Consult Service**
There are times when you or your family may require help making a difficult medical decision. A member of the Ethics Consult Service can provide an open and respectful atmosphere for discussion, weighing the benefits and burdens of proposed treatment options, as well as assisting with a Bioethics Committee meeting should that be desired. Ask your nurse for assistance or call the hospital operator by dialing “0” from your room phone to ask for the ethics consultant on call.
Other Hospital Services

Financial Counselors
We do not want you to worry about your hospital bill. If you have any concerns or questions, a Financial Counselor can meet with you before you leave the hospital to discuss insurance coverage and explain payment options. Financial Counselors are available at 5-6160, Monday through Friday, 7 am - 5 pm.

Home Health
Munson Home Health is the largest, most comprehensive provider of home health services in northern Michigan. Our services include:

- **Munson Home Care**
  Skilled intermittent nursing or therapy services including physical, speech, and occupational therapy, home infusion, home health aide, and medical social work services.

- **Munson Private Duty**
  Short- or long-term care in the home or community including nursing, bathing, meal preparation, companionship, respite, light housekeeping, and transportation. Long-term care insurance is accepted.

- **Munson Hospice**
  Our community based, non-profit hospice provides compassionate end-of-life care in the home, hospital, other facilities, or at Munson Hospice House.

- **Munson Palliative Care**
  Helps patients with a chronic, life-limiting condition live as well and comfortably as possible. This service helps with pain control and easing or stopping other unpleasant symptoms. Emotional support and help with difficult decision-making are offered, as well as plans for care after leaving the hospital.

- **Munson Home Medical Equipment**
  Medical equipment and supplies are conveniently delivered to your home or you can visit walk-in retail offices located in Traverse City and Gaylord.

- **Munson Medical Alert System**
  Alert devices help maintain independence by allowing patients to feel safe in their home, 24 hours a day.

For more information about any of our Home Health services, call 1-800-252-2065 or visit munsonhomehealth.org.

Hospitalists
A Hospitalist may be assigned to you as you are admitted to the hospital. A Medical Hospitalist is an Internal Medicine physician who specializes in caring for hospitalized patients with medical conditions. A Surgical Hospitalist is a surgeon who cares for trauma patients, patients who do not have an assigned surgeon at the time of admission, and provides consultations as requested. The Hospitalists will work as your advocate with various hospital departments and specialty services and communicate with your primary care physician as needed. The Hospitalist services are available as often as your condition requires during your hospitalization. Should an emergency arise, the Hospitalist is never far away.

Interpreter Services
Munson Medical Center has access to interpreters for a number of foreign languages, as well as sign language interpreters for the hearing impaired. Telecommunication devices are available to assist hearing impaired patients, or to help patients communicate with a hearing impaired relative or friend. These services are provided free of charge. If you need an interpreter or telecommunications device, ask your nurse.

Phone Numbers: For a list of phone numbers you may need, please see page 16.
Information for Patients

Other Hospital Services

Prescriptions
The Discharge Pharmacy is available to patients being discharged from the hospital or any outpatient service of the hospital. This service is provided so you don’t have to make an extra stop to fill prescriptions on your way home. Contact the Discharge Pharmacy at 5-5678 or ask your nurse for assistance. Family members or friends can take your prescriptions to the Discharge Pharmacy located at the bottom of the stairs near the Information Desk in the Main Lobby. Every effort is made so your prescriptions are ready for you or your family to pick up before you leave the hospital. Ask your nurse to send your prescriptions and insurance information to the Discharge Pharmacy as soon as your prescriptions have been written. Cash, checks, and major credit cards are accepted. Prescription charges cannot be added to your hospital bill.

Prescriptions and refills may be filled at Munson Community Health Center Pharmacy, located in the lobby at 550 Munson Ave., Suite G-100, Traverse City (near Urgent Care), 935-8730; Sixth Street Drugs Inc., across the street from Munson Medical Center, 946-4570; or Bayshore Pharmacy in Suttons Bay, 271-6111.

How to Handle Your Concerns

We Want You to Be Satisfied
We expect each employee to make your stay as comfortable and pleasant as possible. It is our sincere desire to address and correct any issues that may arise. If you have a concern about any aspect of your care or service:

• First, talk to your nurse about it.
• If you still have concerns, ask to speak with the nurse manager on your unit.
• If your concern isn’t addressed to your satisfaction, call Patient Relations at (231) 935-5051 or 5-5051 from your room phone. On holidays, weekends, and after business hours, please call the switchboard at (231) 935-5000 or dial “0” from your room phone and ask to speak with a nursing supervisor.

Patient Liaison
Your comfort, safety, and peace of mind are important to us. If, after speaking with your nurse and unit manager, you have additional questions, suggestions, or comments about your hospital stay, contact our Patient Liaison at 5-5051. We expect your care to be excellent in every way and we want to know if you are not satisfied.

How to File A Complaint or Grievance
You may discuss your concerns with a Munson Medical Center Patient Liaison at any time. You may file a formal complaint or grievance with Patient Relations, and you can expect an initial response within seven business days. Or, you may also relay issues involving safety or quality of care directly to:

Michigan Department of Community Health Bureau of Health Systems Division of Operations, Complaint Investigation Unit PO Box 30664, Lansing, MI 48909 1-800-882-6006 | michigan.gov/lara

You also may notify The Joint Commission:

Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd.
Oak Brook Terrace, IL 60181 1-800-994-6610 | complaint@jointcommission.org
Patient Rights

As a patient, you have the right to:

**Access to Health Care**
- Impartial access for medical care or accommodations, regardless of age, race, national origin, religion, physical handicap, or source of payment.
- Treatment.
- Know what patient support services are available, including interpreter services if you do not speak English.

**Advance Directives**
- Receive information about advance directives during preadmission and admission to the hospital.
- Complete an Advance Medical Directive.
- Modify or change Advance Medical Directives.

**Clear Explanation of Care**
- An explanation of care in order to give informed consent or refuse treatment.

**Communication**
- Prompt and reasonable responses to questions and requests regarding all health care matters.
- Request notification of a family member or representative and your own physician promptly upon admission to the hospital.
- Receive health care information in your preferred language at no cost to you.

**Complaint Resolution**
- Express concerns and complaints regarding any violation of your rights through the grievance procedure and to be made aware of the grievance process through the State of Michigan, Department of Consumer Services.

**Confidentiality**
- Expect all communications and records pertaining to your health care to be treated as confidential.
- Request a hard copy of your medical record from Medical Records.

**Financial Information**
- Financial information about your care.
- Full information and necessary counseling on availability of known resources for your care, which includes a reasonable estimate of charges for medical care, a copy of a reasonably clear and understandable itemized bill and, upon request, have charges explained.
- Know that Munson Medical Center accepts the Medicare assignment rate.

**Know Names**
- Know the name of your caregivers.

**Pain Management**
- Appropriate pain management.
Patient Rights

Quality Care
• Quality care and treatment.
• Participate in decisions regarding your health care and treatment plan.
• Refuse treatment to the extent permitted by law and to be informed of the consequences of these actions.

Research Projects
• Know if the hospital or your physician(s) propose to engage in medical research affecting your care.
• Participate or decline research projects.

Respectful Treatment
• Be treated with dignity and respect.
• Be treated in a safe environment.
• Be free from restraint of any form or seclusion that is not medically necessary or as a means of coercion, discipline, convenience, or retaliation by staff.

Rules and Regulations
• Know what facility rules apply to patient and visitor conduct.

Visitors
• Receive visitors you designate including, but not limited to a spouse, domestic partner including same sex partner, another family member, or friend. You have the right to withdraw this consent at any time. Please note: visitation may be restricted based on clinical necessity; your health care team will inform you if visitation is restricted.

Patient Responsibilities
• Provide accurate and complete medical history about your current condition, including implant devices and past medical conditions and treatment.
• Ask questions when you do not understand what you have been told about your care, or what you are expected to do regarding your care.
• Follow instructions given by your physician, nurses, and other health professionals as they carry out your physician’s orders.
• Report your pain and, if you are uncomfortable, tell your nurse.
• Report any unexpected changes in your condition to your physician(s) and other health care providers.
• Report any safety issues related to your care or the physical environment to your health care team.
• Actively participate in planning and making decisions about your medical care.
• Accept responsibility for your actions should you refuse treatment or not follow your physician’s orders.
• Ensure that the financial obligations of your care are fulfilled as promptly as possible. Talk with a Munson Medical Center Financial Counselor if you have any concern about your hospital bill.
• Be respectful of the rights and property of other patients and of hospital personnel.
• Send valuables and sentimental belongings home. Label and closely watch items such as glasses, hearing aids, and dentures.
• Keep appointments or contact your provider if you are unable.
• Follow the guidance provided in this booklet, including the no-smoking policy.
ATM
An ATM is located in the cafeteria.

Cafeteria
Munson Medical Center’s cafeteria is located on the ground floor and is open daily for visitors and staff. Food and beverages are available 24 hours a day. Meals are served as follows:

- Breakfast: 6 - 9:30 am
- Lunch: 10:45 am - 1:30 pm
- Dinner: 5 - 7 pm
- Midnight specials: 2 - 4 am

Cell Phones
Cell phone use is permitted in most areas of the hospital. Personal cell phones are not permitted in some Critical Care areas which are posted. Please keep conversations quiet and private, and do not use where patients are resting or sleeping.

Please do not take any photo or video of a patient or staff member without their expressed permission.

Fire Safety
Our fire detection and fire drill system includes visual and audible alarms. If these alarms go off, remain where you are. Do not use the elevators. Do not open fire doors. The building is fire resistant and staff is trained in fire protection. If there is any danger, you will be directed by staff where to go.

Gift Shop
The Gift Shop at Munson Medical Center is located on the ground floor near the hospital’s main entrance. It stocks a variety of gifts for all ages including magazines, cards, balloons, flowers, stamps, and snacks.

Gifts and Flowers for Patients
For health and safety reasons, check with the patient’s nurse before bringing food, beverages, flowers, plants, or gifts to the patient. Latex balloons are not allowed because of allergies.

Grateful Patient Program
Through our Grateful Patient Program, patients and families can honor a caregiver who provided memorable care and touched their lives. Your gift, in honor of a caregiver, helps provide the training, tools, technology, and surroundings staff members need to deliver outstanding, personal care to tomorrow’s patients. If you are inspired by your care or the care of a loved one and wish to express your gratitude through a gift, please contact Munson Healthcare Foundations at (231) 935-6482 or visit munsonhealthcare.org/foundation.
Mailbox
A mailbox is located in the Main Lobby. Stamps are available for purchase in the Gift Shop.

Medical Information
Public computers and printers are available for visitors who want to research medical information or want to sign onto their MyHealthInfo Patient Portal. These computers have links to reliable, quality medical websites and to the MyHealthInfo Patient Portal. Computer stations are located in the cafeteria, and in the lobby area of the Munson Professional Building. Additional information and help is available from the Community Health Library located at Munson Community Health Center on Munson Avenue. For more information about library services, call 5-9265 or email library-mchcommunityhealth@mhc.net.

No Smoking Policy
Munson Medical Center is a smoke-free environment. Smoking is not allowed anywhere in the hospital or on hospital grounds, including the parking lots. Visitors must leave the campus before smoking.

Overnight Lodging
Convenient, affordable lodging is available next to the hospital at Munson Manor Hospitality House. Munson Manor provides a “home away from home” with comfortable rooms, four kitchens for meal preparation, free laundry facilities, and helpful volunteers. For more information, call 5-2300 between 6:30 am and 8 pm. If you prefer to stay in a hotel, Munson Manor and nursing staff can provide information about discounted rooms in local hotels.

Parking
Free parking is available in the main parking lot – Parking Lot A – located off Sixth Street in front of the hospital, and in Parking Lot B located directly across from the hospital’s main entrance. Parking Lot C behind the Munson Professional Building is for patients going to the lab or physician offices in that building.

Please remember to lock your car. If you need help with your vehicle, call Munson Security at (231) 935-6700, or dial 5-6700 from a hospital courtesy phone.

Patient Pumps/Devices
For the safety of our patients, please do not connect a patient to, nor disconnect a patient from, any medical device or pump. Alarms on pumps/medical devices are meant to alert staff; please do not silence them.

Quiet Hospital
Munson Medical Center is dedicated to maintaining a peaceful, healing environment for patients. Please:
  • Keep conversations in hallways to a minimum, and at a low volume.
  • Do not slam doors or drawers.
  • Turn down ring tones or put electronic devices on vibrate.
  • Turn TVs off at 10 pm or use earphones.
  • Avoid any unnecessary noise.
  • Always be respectful of every patient’s need to rest.
Room Service for Guests
Visitors may order a guest meal by calling 5-7080. Meals may be purchased with guest meal coupons, available for $6 each from cafeteria cashiers or at the Munson Manor Hospitality House front desk. A guest meal coupon must be given to the Meal Service Attendant at the time the meal is delivered. Meal servers are not allowed to handle cash – please be sure to have the coupons in the patient room when meals are delivered. Patients are typically on restricted diets. Please be considerate of the patient when making your food selections.

Safety
For the safety of everyone, Munson Medical Center does not allow patients and visitors to bring any item forbidden by law, including weapons and illegal drugs into the hospital. All persons and their personal items are subject to a search when a concern is identified.

Security Escorts
If you leave the hospital after dark or would like a ride to Munson Manor, you may request a Security Escort by calling (231) 935-6700 or dialing 5-6700 from a hospital courtesy phone. We are happy to assist you.

Vending Machines
Beverages are available in the vending machines located in Family Lounges or in the Cafeteria near the tray drop-off area. Additional beverage machines are located throughout the hospital. Vending service is accessible 24 hours a day.

Visiting Guidelines
• Do not visit if you have a sore throat, fever, or feel as if you may be getting sick. Patients may easily catch colds, flu, or other illnesses from visitors.
• All children under 12 should be accompanied by an adult and never left unattended.
• Our patients want and need a quiet environment. Please be quiet.
• Dress appropriately, which includes wearing shirts and shoes.
• Throw away your empty beverage and food containers.
• The hospital will not accept responsibility for family or visitor belongings.

Visitation Policy
In order to provide a restful and secure environment for our patients, visitation hours at Munson Medical Center are from 6 am - 9 pm. Munson Medical Center’s main entrance is locked at 9 pm.

Overnight stays by a support person are allowed in Maternity, NICU, Pediatrics, and in A-Tower rooms equipped with visitor beds. Accommodations on other units will be made on a patient-by-patient basis by the charge nurse.

Patient rest is an important part of the healing process. Please consider this as you plan your visit. Thank you for helping us provide a safe, private, quiet, healing environment for all of our patients.
Munson Medical Center is divided into four areas: From the Main Lobby, follow signs directing first to the area, then to your destination. Munson Professional Building (MPB) connects to Munson Medical Center. MPB is best accessed from Parking Lot C.

Remember Your Destination: _____   _____  _____  _____  _____  _____  _____

Area       Level     Room Number           Bed

---

Find Your Way: Munson Medical Center is divided into four areas: From the Main Lobby, follow signs directing first to the area, then to your destination. Munson Professional Building (MPB) connects to Munson Medical Center. MPB is best accessed from Parking Lot C.
Area/Elevator A and Webber Heart Center
- From the Information Desk, walk past the Purple Pillar.
- Take the Area A Elevators to the destination floor.
- Turn RIGHT and walk straight to the Reception Desk.

Area/Elevator B
- From the Information Desk, walk past Maternity/NICU.
- Turn RIGHT at the Purple Pillar, following signs to Area B.
- Turn RIGHT at the corridor to Elevator Bank B.

Area/Elevator C
- From the Information Desk, walk past Maternity/NICU.
- Turn RIGHT at the Purple Pillar, following signs to Area C.
- Go past the Cafeteria signs (do not take the LEFT).
- Look for the red wall. Elevator Bank C is straight ahead on your LEFT.

Area/Elevator D
- From the Information Desk, walk past Maternity/NICU.
- Turn RIGHT at the Purple Pillar, following signs to Area D.
- Turn LEFT at the first public corridor on your left.
- Walk directly ahead, Elevator Bank D is at the end of the corridor past the Cafeteria.

Cafeteria
- From the Information Desk, walk past Maternity/NICU.
- Turn RIGHT at the Purple Pillar, following signs to Area D.
- Turn LEFT at the first public corridor on your left. Look for the Cafeteria sign.

Munson Manor Hospitality House
- From the Cafeteria, walk toward Area D Elevators.
- Turn LEFT and walk up the ramp to the exit doors. Exit the building.
- Walking on the sidewalk, follow the signs to the Munson Manor Hospitality House.

Munson Professional Building (MPB)
- From the Information Desk, walk past Maternity/NICU.
- Turn RIGHT at the Purple Pillar.
- Walk past the Area B and Area C Elevators.
- Turn RIGHT at the end of the corridor.
- Turn LEFT at the Medical Procedure Room.
- Walk up the ramp to the MPB.
- NOTE: MPB is best accessed from Parking Lot C.

Finding a Room by Its Number
- Room numbers are identified by the Area, Level, and Room Number. For example, Room number C4601 is accessed by taking Elevator C to Level 4, Room 601.
Patient Information:
Name
Room Number
Privacy Code

Notes:

Questions I Want to Ask:

Patient Portal Username:

Using Your Phone
The main number at Munson Medical Center is (231) 935-5000. To make a local call, dial 9 and the number. To make a call within the hospital, dial the last five digits, as listed below.

Numbers You May Need
Advance Care Planning ....................... 5-6176
Behavioral Health ............................. 5-6382
Billing ............................................ 5-6160
Cardiac Rehabilitation....................... 5-8565
Chaplain ......................................... 5-7163
Ethics Consult .................................. “0”
Financial Counselor ......................... 5-6160
Gift Shop ........................................ 5-6561
Library Services ............................... 5-9265
Medical Records .............................. 5-2289
Medical Social Work ......................... 5-6380
Munson Manor Lodging ...................... 5-2300
Palliative Care Services ..................... 5-9131
Patient Liaison ................................ 5-5051
Patient Portal Content
Informational Needs .......................... 5-2026
Patient Portal
Technical Needs ......................... 1-877-621-8014
Pharmacy ...................................... 5-5988
Room Service ................................. 5-7080
Security ....................................... 5-6700
Switchboard ................................. “0”
Translators/Interpreters ..................... 5-5051
Improving the Experience: A Guide to Your Hospital Visit

Preventing Infections

Our goal is to decrease your risk of getting an infection while you are in the hospital. Every member of the hospital staff is responsible for keeping the number of infections as low as possible. You also play an important part in preventing infections by following the steps outlined below. If you would like to talk to someone from Infection Prevention, please call 5-7432 from your room, or (231) 935-7432 from outside of the hospital.

What You Can Do

• Make sure all staff entering your room washes their hands before having contact with you.
• Always wash your hands before eating, after using the bathroom, and frequently throughout the day. You may use soap and water, hand sanitizer, or hand wipes. If you need more hand wipes, your nurse or nurse’s aide will be happy to get them for you.
• Tell relatives and friends not to visit you if they have an infection such as a cold, flu, etc.
• Ask visitors to wash their hands when entering your room and again when leaving your room.
• If you have an IV, tell your nurse if the dressing is loose. Every time a medication is given through the IV, make sure the nurse “scrubs” the medication port with a disinfectant wipe.
• If you have a tube to drain your urine, ask your nurse or doctor daily if it can be removed. These drains (catheters) are a risk for infection; the sooner it comes out, the less chance for infection.
• Do not share personal care items (razors, toothbrushes, hairbrushes, towels, etc.).
• If you have a surgical incision, call your nurse if the bandage becomes loose or wet. The dressing needs to be kept clean, dry, and intact. Alert your nurse if your incision becomes red, swollen, or has increased drainage.
• If you are on a regular diet, choose foods that help healing, such as fruit, vegetables, and lean meat. Avoid candy, pop/sodas, and other sweets. Your risk for infection increases when your blood sugar is higher.
• Periods of rest followed by periods of activity are important during recovery. Ask nurses about what type of activity is appropriate for you.

Fact: Hand Hygiene

The Centers for Disease Control says that hand washing or sanitizing of hands alone could prevent 20,000 patient deaths nationwide each year. It’s that important. So, go ahead – ask us if we’ve washed or sanitized our hands.
Patient Safety Information

Preventing Falls

“There isn’t anything I have to do that’s more important than keeping a patient safe – particularly safe from falling. I want my patients to ask for help – I would feel absolutely terrible if I found my patient on the floor after a fall.”
- A Munson nurse

Why You Are at Risk of Falling
• New medications can make you dizzy or need to use the bathroom frequently
• New sleep patterns, environment, and medical events can cause confusion
• Most patients who fall are in the bathroom or trying to get there
• Most hospitalized patients are at a high risk of falling

What a Fall Can Mean for You
A fall can result in:
• A minor or major injury, especially if you are over age 80, have weak bones, have just had surgery, or are taking blood thinners
• A longer hospital stay, surgery, pain, delayed recovery, fear of future falls

What We Will Do
• We will check on you frequently
• We will use a gait belt to help you with balance
• We may use a bed or chair alarm to remind you to call for help
• We may stay with you while you are in the bathroom; we will respect your privacy

What You Can Do
• Use your call light every time you want to get up and wait for our help
• Use your assistive device
• Wear your glasses or hearing aides
• Alert staff when your visitors are leaving

Please let us help you. Your safety is our priority.

Fact: Hospital Falls
On any given day, 40 to 50 percent of the patients at Munson Medical Center are at high risk of falling.
Improving the Experience: A Guide to Your Hospital Visit

“Healthy skin can begin to break down within hours when a patient is in the hospital. We keep a close eye on skin to prevent that from happening.”
- A B3 nurse

While you are in the hospital, we’ll check your skin every day to make sure you do not develop pressure ulcers (bed sores). When your nurses change shifts, the condition of your skin is one of the things they talk about.

Some people are more at risk for developing pressure ulcers. Risk factors include age, lack of mobility, incontinence, poor nutrition, sensory problems, circulatory problems, and dehydration.

**What You Can Do**
- Alert your nurse immediately if you notice any skin tenderness.
- Pay particular attention to areas where your bones may cause pressure on your skin while you are in bed.

**Interventions**
Pressure ulcers range from a patch of skin redness to thick tissue loss with exposed bone or muscle. There are many ways to help make sure this doesn’t happen. Patients who can’t move are turned at least every two hours, and are placed on pressure redistribution beds designed to protect their skin. Other resources include products to clean, moisturize, and protect skin. All nurses at Munson Medical Center have been specially trained in skin breakdown prevention.

**Fact: Skin Care**
Pressure ulcers – commonly known as bed sores – are one of the hospital conditions that can be reasonably prevented, according to the Centers for Medicare and Medicaid Services. We’ve made tremendous progress at Munson to make sure patients do not develop pressure ulcers while in our care.
Patient Safety Information

Medication Safety

“Patients are definitely safer because of barcoding. We are catching errors we didn’t catch before, and it is stopping errors from happening.”
- A Munson pharmacist

We’re going to ask you your name and birthdate a lot. It doesn’t mean we can’t remember it – checking your name is part of our practice to keep you safe.

Every time you receive a dose of medication on inpatient nursing units, your nurse will scan the barcode on your wristband ID, and then scan the barcode on the medication to make sure they match.

Anyone who gives you medicine should first check your wristband ID.

What You Can Do

- If you don’t recognize a medicine, ask your nurse to double-check that it is correct.
- Tell your caregivers about all medications you take at home, including supplements and over-the-counter medications.
- Remind caregivers about your allergies.
- Do not keep in your possession and/or consume any medication you have brought from home. There are times when your medication may be used, but your nurse will store these medications and administer them to you.
- When you leave the hospital, make sure you and a family member know what medication you should take, how and when to take it, and possible side effects.
- Speak up if you have questions.

Your Medication Wallet Card

A “Know Your Medications” card is included in this folder that you can keep with you at all times. List your medications, all over-the-counter medications and supplements, and all drug allergies and sensitivities. Anyone who takes care of you needs this information.

Fact: Medications

More than 2 million doses of medication are dispensed at Munson Medical Center in a year’s time. Munson Medical Center was among the first hospitals in the nation to use barcoding on medications to make sure patients are being given the medication that was ordered for them.
Safe in Surgery

The goal of Munson Medical Center’s surgical team is to ensure you have the best and safest care possible during your surgical experience. We look forward to providing care to you and supporting your family during your hospital stay.

What We’ll Do
To ensure your safety, the same questions may be asked by different people prior to surgery, such as your name, date of birth, and type of surgery. You will be actively involved in marking your surgical site with your physician, if you are still awake.

In the operating room, the surgical team will take a “timeout” to run through a safety checklist before beginning your surgery. A last minute check is done by the team to make sure they have all the things needed and to talk about any concerns about your surgery.

What You Can Do
Before Surgery
- Tell your surgeon, anesthesiologist, or nurse about any allergies including latex or metal allergies, any symptoms of cold or flu, and any rashes or open areas on your skin.
- Tell your surgical team if you or a family member has ever had a bad reaction to anesthesia.
- Tell your anesthesiologist if you have a sleeping disorder, or sleep poorly.
- If you have diabetes, talk with your doctor about the best way to control your blood sugar during and after your hospital stay – high blood sugar increases your risk of infection.
- Make sure you or your advocate checks the surgical consent form to make sure it correctly states your surgical site and procedure.
- Follow your surgeons instructions for preparing for surgery, such as bathing or showering with a special soap.
- Please ask if you have any questions about what will happen before, during, or after your surgery.

After Surgery
- Wash your hands often and well – hand washing is key to preventing infections.
- If you have an incision or a dressing, make sure your hands are clean when checking the site or changing the dressing – you will be provided with information on how to take care of yourself, including any dressing changes and catheter care.
- Follow your nurse’s instructions carefully about breathing exercises and getting out of bed.
- Please ask for pain medication if you are having pain; we want you to be comfortable.
- Take your pain medication as ordered by your physician if you are going home after surgery.
- If there is anything about your care or discharge instructions you do not understand, please ask your nurse or surgeon before you leave the hospital.
“I can assure my patients that they’re in good hands and not to worry because it’s proven that this is a good place to come when you’re in distress.”
- A Munson Medical Center nursing assistant

Our Award-Winning Care
Quality and patient safety are always a top priority at Munson Medical Center. Our commitment to keeping patients safe is part of the reason we are repeatedly recognized as being one of the best hospitals in the nation.

- 100 Top Hospital* more times than any other hospital in Michigan, and among only three in the nation recognized 14 or more times
- Magnet Award for Nursing Excellence, designated since 2006, places nurses at Munson Medical Center among the top 6 percent in the nation
- American Hospital Association-McKesson Quest for Quality Prize™, sole winner in 2008 for outstanding quality

“Being ill is very personal. It’s emotional, physical, and psychological. Nurses at Munson are trained in all of those areas. They are so competent, you just feel secure and you know you are in such good hands. I feel like they are the best nurses in the world.”
- A former ICU patient
**MyHealthInfo** offers patients of Munson Medical Center personalized and secure online access to your health record.

It enables you to securely view information about your hospital visits. With **MyHealthInfo**, you can view:

- Clinical information from your electronic health record
- Your health profile which includes current medications, immunizations, health issues, and allergies
- Blood pressure
- Lab results
- Pathology results
- Procedures
- Radiology results
- Discharge instructions and patient education
- A summary of your hospital visit

**MyHealthInfo** also offers:

- A secure method to view, download, and transmit this health information
- The ability to enter and track your own health information, such as exercise, blood sugar, and blood pressure.

With three simple steps, you can start using **MyHealthInfo** today.

1. During registration, or at any time during your hospital visit, you may request to be issued a **MyHealthInfo** invitation. You will need to provide an email address to complete the process.

2. Look for an invitation in your email. Once you have received your **MyHealthInfo** invitation email, you must click on the **Claim My Invitation** link provided and follow the directions on the screen to activate your account. The step-by-step process will allow you to verify your identity and set your own username and password.

3. Log in to your **MyHealthInfo** account for 24/7 access to your health information.

The **MyHealthInfo** patient portal will continue to grow, offering additional features and information. We encourage you to log in to your portal account following your visit.

For more information, or to log in to your MyHealthInfo account, go to **munsonhealthcare.org/MyHealthInfo**.

For technical questions, or problems accessing your account, please call **1-877-621-8014**.

**Email used to register:**

**Username:**
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