



Guide

A resource for patients and families



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Welcome

Welcome to University Hospital and the Frankel Cardiovascular Center!

No one wants to be in a hospital, and we understand that a large facility like ours can feel particularly overwhelming. That's why we worked closely with patients and families to develop this guidebook. Our aim is to help ease the hospital journey by making you aware of services, policies, and amenities; answering commonly asked questions; and connecting you with resources.

We want you to focus on your care or your loved ones — not on wondering where to go, who to ask, or what is available.

You can feel confident that Michigan Medicine's hospitals are outstanding facilities with state-of-the-art services and a skilled community of compassionate faculty and staff who care for patients and their families. More importantly, every interaction is driven by our five core values:

Caring: Serving the needs of our patients and families is our first priority.

Teamwork: Needs are best met when we work together — patients and families are an important part of our team.

Integrity: Trust is built by treating everyone with respect and adhering to the highest ethical standards.

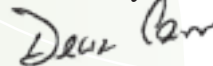
Innovation: We always strive to find new solutions.

Excellence: We provide the very best care available.

We're here to help make your stay at the University Hospital and the Frankel Cardiovascular Center as comfortable as possible. We're committed to you and your loved ones, and we will do our best to take care of them as well as you. Our concept of family is built on trust, acceptance, and support — and we hope you will consider us an extension of your family during your stay.

This guidebook is here for reference, but we encourage you and your family to interact with your care team and ask them questions about anything related to your care, our facilities, or available services and amenities. We are all here to help.

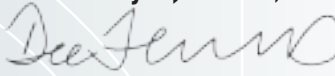
Sincerely,



Devin Carr, D.N.P., R.N., *Chief Nursing Officer*



Shon Dwyer, M.B.A., *Executive Director*



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Welcome

What is Patient & Family Centered Care?

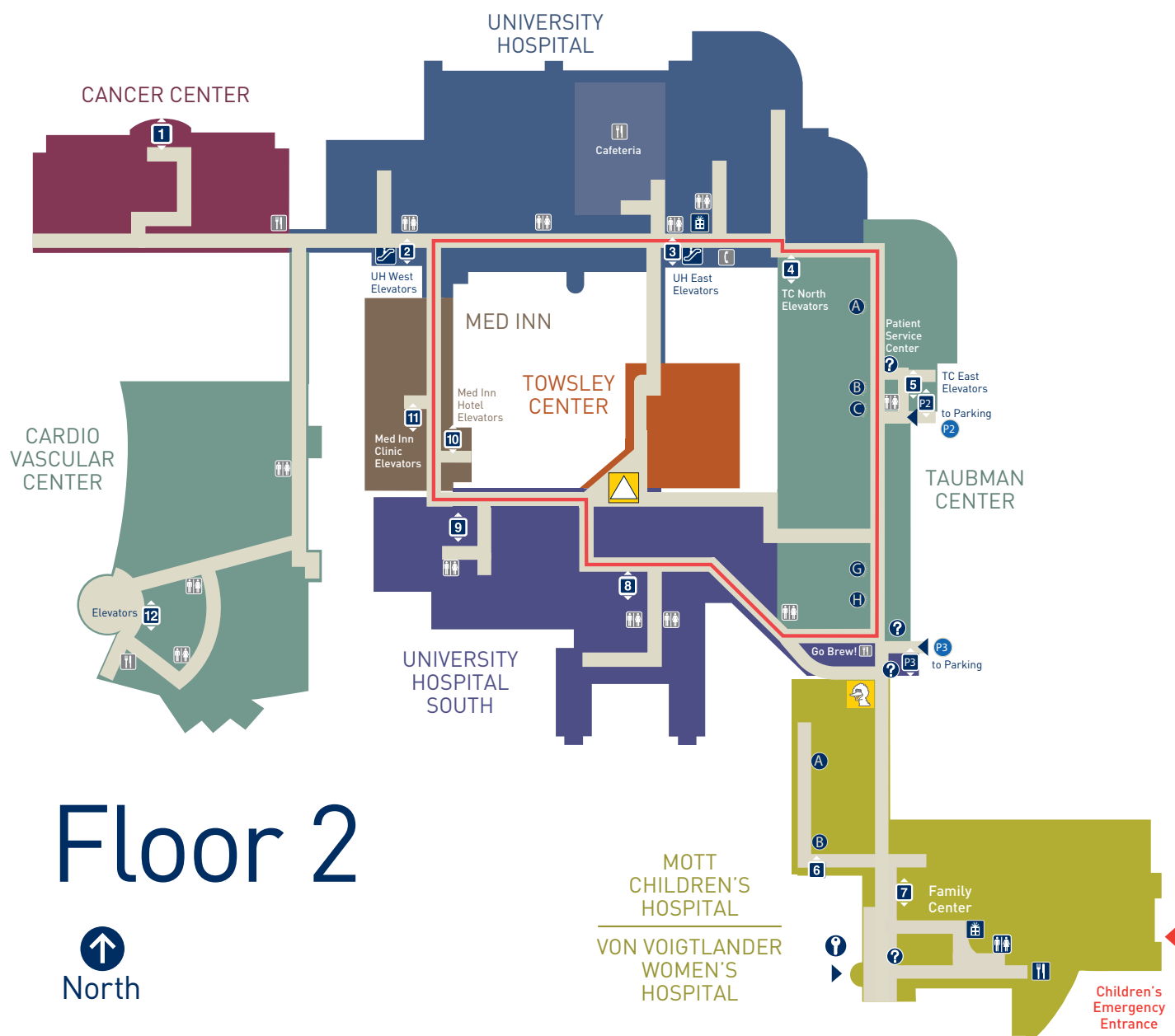
At Michigan Medicine, not only do we focus on the individual that is receiving medical care, but also their family. When a loved one becomes ill, the entire family needs care. In order to create a true healing environment, we must respect the uniqueness of each patient and family, keep family members included, communicate fully and often and ensure decisions are made together. Patients and families are partners in care. In other words, what we can do together is greater than what any one of us can do alone. This is Patient & Family Centered Care (PFCC).

The Core Principles of Patient & Family Centered Care are to:

- Provide dignified and respectful care by listening to and honoring your cultural and religious values, practices and beliefs throughout all phases of care.
- Communicate and share accurate and complete information in a timely manner.
- Encourage you to inform your care team of your needs and concerns while participating in decision making at the level you choose.
- Provide opportunities for you to collaborate with staff, faculty and students by sharing experiences, advice and expertise. This helps to shape policies, programs and services that are more satisfying for patients, families and staff.



Map



Communicating with your Health Care Team

What's a Teaching Hospital?

University Hospital is a teaching hospital. It is part of a larger academic medical center, that partners with health care education and research programs, including medical and nursing schools, residency programs, and scientists working to advance medical care through research. Teaching hospitals tend to provide many advantages, including:

- new treatments and cures;
- state-of-the-art technology;
- shorter hospitalizations for major illnesses and procedures;
- better outcomes and survival rates; and
- expertise of highly trained physicians and surgeons, available 24 hours/day.

You can expect a lot of discussion about the treatment you or your love one receives. Sometimes these discussions happen because there is more than one good option. Other times it's because students need to learn. This teaching method does not mean that the team is unsure of how to care for you or your loved one, rather it's a way to help students learn from our experts and you about which treatment plan is best. This is also a great opportunity to teach them about you personally — because you know more about yourself than anyone else! Share your experience and tell them about the life of a patient with your illness or the life of someone who has a loved one experiencing this particular illness.

Clinical Research Studies

Clinical research studies allow doctors to find the most effective methods of care with the ultimate goal being to cure disease and improve quality of life. Being part of a teaching hospital means that many of your care providers are also leaders in clinical research. In fact, there are hundreds of U-M researchers who are working hard to improve treatment, detect and prevent disease and educate families about many serious health conditions.

It's possible that you or your loved one is eligible to participate in a study. Participation offers hope for many people, as well as an opportunity to partner with researchers to find better treatments and advance medical knowledge around the world. If someone approaches you regarding a specific study, know that participation is always optional. Feel free to speak with your health care team about opportunities and concerns.

To learn more visit www.UMHealthResearch.org or by email UMHealthResearch@umich.edu.

Being part of a teaching hospital means that many of your care providers are also leaders in clinical research.

A Who's Who of Doctors and Nurses

Attending (MD/DO): an experienced physician in charge of the medical team and patient care.

Doctor of Osteopathic Medicine (DO): fully licensed physicians who practice in all areas of medicine.

Hospitalist (MD/DO): an experienced, staff physician that specializes in the care of patients staying in the hospital.

Fellow (MD/DO): a physician who has graduated from medical school, completed a residency and is specializing in one particular area of medical care.

Resident/House Officer (MD/DO): a physician-in-training who has graduated from medical school and completed an internship.

Intern (MD/DO): a physician-in-training who has graduated from medical school.

Medical Student: a student in the midst of medical school.

Physician Assistant (PA): although not physicians, PAs have advanced education and work under the supervision of physicians, performing some of the same functions as MDs.

Nurse Practitioner (NP): a registered nurse who has advanced training and education enabling them to provide a broad range of health care services under the supervision of a physician.

Nurse Manager (RN): a registered nurse with around-the-clock and ultimate responsibility for unit operations.

Nurse Supervisor (RN): a registered nurse responsible for daily supervision of unit employees, unit operations and clinical leadership; reports to nurse manager.

Charge Nurse (RN): a registered nurse who is responsible for the daily management of the unit, serves as a resource to other staff nurses and reports to the nurse manager; the charge nurse may change on a daily basis.

Registered Nurse (RN): a person who is educated and licensed by the state to provide nursing care.

Clinical Nurse Specialist (CNS): a registered nurse with advanced education who has clinical leadership responsibilities related to nursing care of patients, education and quality improvement.

Certified Registered Nurse Anesthetist (CRNA): advanced practice nurse who specializes in anesthesia care.

Nurse Aide Tech: unlicensed staff who assists registered nurses with patient care.

Nursing Assistant: a person who assists nurses and medical professionals.



Therapists and Other Caregivers

Artist in Residence: a professional artist who helps patients create and experience art at the bedside.

Art Therapist (ATR-BC): a professional who helps patients to express thoughts and feelings and learn to cope and problem-solve through the use of art.

Certified Pharmacy Technician (CPHT): a professional responsible for preparing and delivering medications and assisting pharmacists and nurses with administering medication.

Clinical Pharmacist (RPh or PharmD): a professional with advanced education in medication use who works with your physician on appropriate medications and dosing for you or your loved one.

Clinical Psychologist (PhD): a professional who provides mental, emotional and social health care.

Clinical Researcher: a professional who is involved in research studies aimed at improving health and medical care.

Dietitian (RD): a professional who assesses a person's special nutrition needs and designs diet plans to meet those needs.

Discharge Planner: a professional who coordinates equipment needs and ongoing treatments for patients returning home or entering long-term care facilities.

Environmental Services/Housekeeping: a person who cleans patient rooms and public spaces.

Music Practitioner: a professional musician who performs music live at the bedside to help relax and comfort patients.

Music Therapist (MT-BC): a professional who uses music to address the physical and psychosocial needs of patients and families.

Occupational Therapist (OT): a professional who helps maximize a person's ability to care for themselves with therapy and medical devices.

Physical Therapist (PT): a professional who treats injury or dysfunction with exercises, therapy, and medical equipment to improve movement and strength.

Respiratory Therapist (RT): a professional trained to evaluate and treat people who have breathing problems or other lung disorders.

Social Worker (MSW): a professional who provides counseling and identifies resources to help patients and families cope with issues related to illness.

Speech-Language Pathologist (SLP): a professional who evaluates and treats patients with speech, communication and swallowing disorders.

Spiritual Care Advisor: a clinically-trained chaplain who provides spiritual support throughout illness.

Study Coordinator: a professional who helps patients enter into and navigate research studies.

Unit Clerk: a staff member who can assist you with nonmedical needs, such as items and services requests and connecting you with resources.

Unit Host: a person who can assist you with all nonmedical needs such as finding your way around the hospital and connecting you with resources.



Patient Safety — Our First Priority

Patient & Family Centered Care works best when you are an active member of your health care team. Did you know that patients who are more involved with their care tend to get better results?

Safe, quality health care is a team effort, in which you play an important role! Your questions and feedback give your doctor and health care team important information about you, including your most important health care concerns.



What to Ask Your Doctors and Other Health Care Team Members

A hospital stay may feel overwhelming and frightening to you or your loved one. Asking questions and being informed about one's medical condition and treatment can make the hospital experience more manageable, resulting in safer care. Take notes and write down questions as you think of them so that you are prepared when health care providers come to your or your loved one's room. The following are questions that you may want to ask:

1. What are the names of my doctors and caregivers?
Can you write my main doctor's name on the whiteboard?
2. Who is in charge of my medical care?
3. What is the diagnosis or what diagnoses are being considered?
4. What does that diagnosis mean?
5. What are the recommended tests and treatments?
6. Of what benefit is it to have this test or treatment?
7. Why do you feel that the proposed treatment is the best choice?
8. What is likely to happen if I choose not to have the test or treatment?
9. What are the side effects or possible complications of any tests or therapies that are being recommended?
10. Who can I talk to if I am worried about some aspect of hospital care?
11. When will I get my results from any tests or procedures?
12. What are the possible complications?
13. When will I be able to go home?
14. Who is going to communicate with my personal/referring physician?
15. What are the names and dose of medications that I will be taking?
16. What are the side effects of these medications?
17. Will the prescribed medicine interact with medications that I'm already taking?
18. What special things will I need to do to prepare for discharge?
19. Are there any follow up tests or procedures that will be needed? How can these be set up?
20. Should I participate in a research study? What are the benefits and risks?
What is the purpose? How would participation differ from the usual care that I or my loved one received? How long does the study last?



Hand Hygiene

If you are in a hospital, consider asking any of your visitors or family members and all health care workers who will touch you if they have washed their hands. Handwashing can prevent the spread of infections.



PATIENTS AND VISITORS

CLEAN HANDS COUNT

ASK FOR SAFE CARE.
ASK FOR CLEAN HANDS.

Handwashing
prevents infections.
Ask your healthcare
providers and loved
ones to clean their
hands.

It's OK to ask for protection from infection.



This material was developed by CDC. The Clean Hands Count Campaign is made possible by a partnership between the CDC Foundation and MDaV.

Infection Control

The Importance of Staying Clean

Staying clean is one of the easiest and most effective things you can do to help protect yourself from getting infections while in the hospital. This includes taking a shower or bath, brushing your teeth and washing your hair. Michigan Medicine has many products and staff available to help you achieve cleanliness. If you are unable to perform these activities on your own, please feel free to ask for help.

Protect Yourself from Infections

What you can do	Why and how	Available resources
Shower or take a bath	<ul style="list-style-type: none">It is important to remove any germs that may be growing on the skin. This will help to prevent them from entering your body, especially if you have any medical devices or wounds that germs love to infect.Showers are available in most patient rooms if you are able to bathe yourself.If you need assistance bathing, a nurse or nurse aide will give you a bath in your bed using soap, water, and washcloths or wipes*.For certain high-risk patients, additional antimicrobial wipes* (called CHG) will be used to help kill germs on the skin. <p><i>* Wipes SHOULD NOT be flushed down the toilet. Please dispose of in trash.</i></p>	<p>Soap, washcloths, bath in bed</p> 
Brush your teeth	<ul style="list-style-type: none">The mouth is full of germs. It is important to brush your teeth so that those germs do not enter your lungs or get on your skin.	<p>Toothbrush, toothpaste</p> 
Wash your hair	<ul style="list-style-type: none">Overall cleanliness is important and often times the hair gets missed. If you are unable to wash your hair, your nurse or nurse aide will be able to assist.	<p>Shampoo and Rinse-free shampoo caps</p> 
Wash your hands	<ul style="list-style-type: none">Either washing your hands or using hand sanitizer before eating is important to not transmit germs from the environment into your mouth. It is important for families/visitors to also wash their hands to prevent bringing germs into your room.	

What to Expect: The Hospital Routine

Daily Routine

It is difficult to define routine in the hospital. Life is far from routine when you or your loved one is hospitalized. That said, here are some common hospital practices that will help provide relative structure during your stay.

Medical Rounds

Your health care team will visit you each day during rounds. Rounds are a traditional part of inpatient medical care. Doctors use this time to assess medical status, discuss treatment options, plan for discharge and teach students. Surgery teams typically round the earliest since they need to start operations on time. Since the Michigan Medicine is a teaching hospital, you will find a variety of doctors at different levels of training and many other health care professionals seeing you or your loved one each day. Though it is routine, it can feel intimidating to be the center of attention in this way. But we have learned from our patients and families that being included in the rounding helps to ensure their participation in care planning and decision making.

Nursing Care

In most situations, nurses will come into patient rooms to give medication; check vital signs (temperature, blood pressure, heart rate); provide physical and emotional comfort (bathing, linen changes and conversation); and change bandages. Most often you or your loved one will be assigned 2-3 different nurses in a 24-hour period. Since they are at the bedside many times each day, the nurse is often the best link between you and the many other services received while in the hospital.

Nurse-to-Nurse Reports at Change of Shift

Nurse-to-nurse handoff communication on patients often occurs at the bedside during shift change. The goal of shift change reporting is to provide a brief but accurate exchange of information to help ensure the delivery of safe care to you or your loved one. You are encouraged to join the discussion. This is a great way to meet the incoming nurse and to hear about progress and the plan of care. Staff will return after a report has been completed on all patients to answer further questions and provide care.

Blood Draws

Routine blood tests are fairly common in the early morning hours. Timely review of those laboratory tests during morning rounds is critical for safe and efficient patient care.

TIP

This is a time where you may want to ask specific questions about your care, or to share your concerns or priorities.

Your Room

Your room is designed to help health care team members provide safe care. If there is something else that you need to make you more comfortable, please let the unit staff or care team know.

Bathroom

Each room has a bathroom for your convenience. Please keep in mind that in some rooms, you might be sharing the bathroom with a roommate. Please be respectful of the space.

Bed

In most rooms, beds may be adjusted in many positions. Ask a nurse how to adjust the bed according to your medical or physical needs.

Call Button

A call button system lets you call your nurse if you need help. All call lights and alarms are connected to an automatic paging system that will alert nursing staff.



White Board

There is a white board in every room where a variety of information is listed including the names of medical care team, and important information about your treatment plan, medications and the next scheduled procedure or test.

If there is information you'd like to see added, such as your preferred name, that you're hard of hearing, or any language barriers, it's absolutely fine to ask that be added. You may even want to share your goal of the day. Your nurse or physician would be a great partner to help you determine a good goal for your health progress.

Television

Each room is equipped with a television. Headphones (or ear buds) are encouraged and available upon request. Using them helps keep the room quiet if you have a roommate.



Dining Services

Inpatient Tray Delivery

Patients are able to order room service between 6:30 a.m. and 8 p.m. daily. To place a meal order, dial 2-FOOD (2-3663) from a hospital phone or (734) 232-3663 from an outside line. Family members can place an order in advance for a preset delivery time on behalf of the patient. Meal trays are delivered within 45 minutes of your call.

Breakfast items are available all day, and lunch/dinner selections begin at 10:30 a.m.

Guest Trays

Patient's visitors may also request a room service guest tray for a fee. These meals are billed directly to the patient's hospital account. Please note that most insurance companies do not cover the cost of this meal.

Nourishment Rooms

Located on each inpatient unit, nourishment rooms are available to patients and families and are stocked with juice, crackers, milk and other items.

Retail Food Dining/Coffee Shops

Getaway 'n Play Cafe

Located in Mott Level 2, the Getaway 'n Play Cafe offers a variety options including a Subway, assorted grilled items, prepared foods, rotating options from local Ann Arbor restaurants; and assorted beverages. The cafe serves adult- and child-sized portions as well as family-sized meals "to go." Open: 6 a.m. – midnight (limited menu 9 p.m. – midnight).

UH Café

Located in University Hospital, Level 2 UH Cafe offers a trans-fat-free, full menu including wraps, made-to-order deli sandwiches, pizza, a salad bar, grilled items, American and international meals, kids' meals, and healthy choices. The cafeteria also offers a minimum of two value meals each day. Additionally, gluten-free and kosher meals are available for purchase. Open: 24/7.

Atrium Healthy Heart Café

Located in the Cardiovascular Center, Level 2, the Healthy Heart Cafe offers coffee, espresso drinks, smoothies, heart healthy sandwiches, salads and snacks. Open: M-F 6:30 a.m. – 4 p.m.

Einstein Brothers Bagels

Located in University Hospital, Level 2, Einsteins offers milk shakes, soups, sandwiches, salads, pastries, bagels, coffee, espresso drinks and to-go items. Open: M-F, 6 a.m. – 8 p.m. and S/S, 6 a.m. – 2 p.m.

Taubman Java Spot

Located in Taubman Center Floor 2- near P2 entrance. Offers tea, coffee, espresso drinks, muffins, bagels and pastries. Open: M-F, 6 a.m. – 3 p.m.



Inpatient Tray Delivery

2-FOOD (2-3663) from a hospital phone, or (734) 232-3663

Subway

Subway Restaurant is located in the UH Café, and offers a variety of sandwich and salad options. Open:

M-F, 6:30 a.m. – 8 p.m., closed S/S

Victor's Way Café

Located near Cancer Center, Level 2 and Cardiovascular Center, Level 1, Victor's Way Cafe offers coffee, espresso drinks, smoothies, sandwiches, salad and pastries.

Open:

M-F, 6:30 a.m. – 4:30 p.m.; closed S/S.

For a complete menu, updated hours, café options, nutritional information, or other general questions, visit www.med.umich.edu/food/.

Vending Machines

Available 24/7 Michigan Medicine has vending machines conveniently located within all of its hospitals and health centers. There are several vending machines located outside the UH Cafeteria on Level 2 with a variety of healthy beverages and food options.

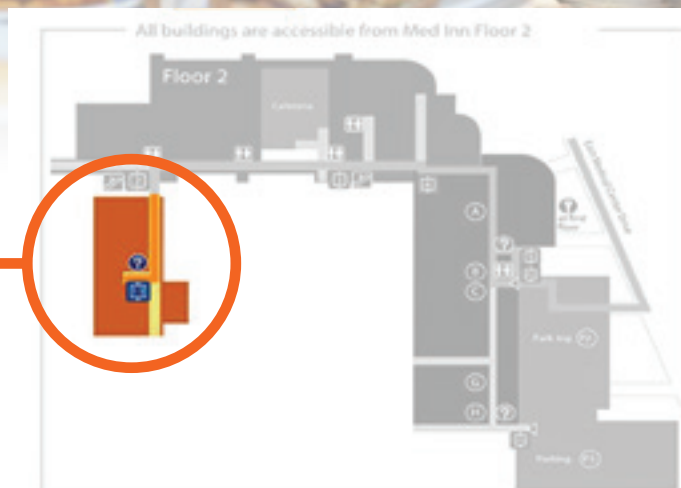
Ordering from Local Restaurants

There are a variety of restaurants that will deliver to Michigan Medicine. Ask your unit host or guest service specialist for a list of some of these restaurants. All food deliveries must be delivered to Med Inn, Level 1, located near the University Hospital.

Healthy Beverage Initiative

As part of Michigan Medicine's efforts to provide healthier options to patients, visitors, faculty and staff, sugar sweetened beverages have been removed from vending machines, coffee kiosks and cafeterias throughout the medical campus. This includes carbonated soft drinks with sugar, sports drinks, energy drinks, and presweetened teas and coffees. Water, milk, juice and diet beverages are available, as well as nonsweetened coffee and tea.

All food deliveries must be delivered to the Med Inn, level 1, located near the University Hospital.



Family and Visitor Presence

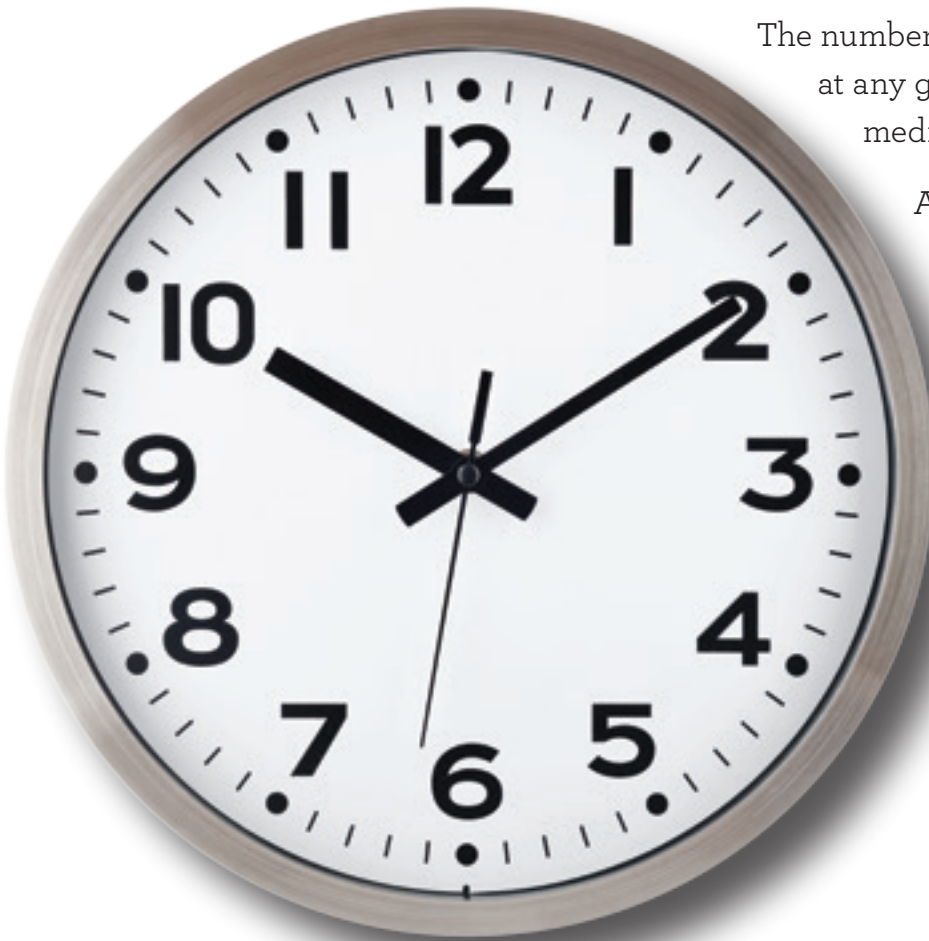
The term “family” is broadly defined at Michigan Medicine — because only you can determine who is closest to you or your loved one. Be sure to share with your care team who your family members are and how they will be involved in care and decision-making process. You may be asked to identify family members who should or should not be included in these discussions. Family members are welcome at your bedside 24 hours/day.

Visitors, nonfamily adults and children under 18, are welcome between 9 a.m. and 9 p.m. Unlike family members, visitors may not be present during procedures, rounds or when care is being provided

For your safety, people with symptoms of a communicable disease are not allowed to visit.

The number of family members and visitors at any given time is dependent upon your medical needs and available space.

At times, we may ask your family members and/or visitors to leave your room in order to preserve the privacy of a roommate if you are in a semiprivate room.



Patient and Visitor Accommodations

This service is available 24/7 to help you find a room in Ann Arbor at a lower cost. At the request of these hotels and motels, all questions and room requests must go through Patient and Visitor Accommodations. Michigan Medicine is proud to offer onsite accommodations for your convenience:

Med Inn

The Med Inn building is attached to the U-M Hospitals. Within the Med Inn building is a 30-room hotel which offers comfortable, convenient rooms equipped with a microwave and mini-refrigerator. Rooms are limited; therefore, families of surgery and intensive care patients receive priority.

Michigan Transplant House

Transplant patients who are ready to be discharged from the hospital but still require close monitoring may stay with their families at this six-bedroom facility. Located at 1011 Cornwall Place, the Transplant House provides a comfortable, home-like setting for recovery. If space is available, nontransplant patients are welcome.

For more information, visit www.med.umich.edu/hotels/ or call Patient and Visitor Accommodations at **800-544-8684** or **734-936-0135**.

Quiet Hours

Getting enough sleep is part of the healing process for you or your loved one. Every attempt is made to create a healing environment and promote a normal sleep-wake cycle for you or your loved one. Therefore, we have established quiet hours:

- Overnight: 9 p.m. – 5 a.m.
 - Daytime: 1 p.m. – 3 p.m.
- May vary based on your area*

Hospitals can be very loud places. Your care team is available to assist if noise levels are too high or you are experiencing difficulty resting. Items to help you rest, such as eye masks, ear plugs or headphones are available. Requests can be made to unit staff or care team members.



Patient and Visitor Accommodations

**800-544-8684 (toll-free) or
734-936-0135**

Parking

The P2 Parking Structure is located next to the front entrance of University Hospital on East Medical Center Drive. Parking in this structure is intended for use by patients and the family/friends who accompany them to University Hospital and the Taubman Center. Overflow parking for C.S. Mott Children's Hospital and Von Voigtlander Women's Hospital is also available here. This parking structure is open 24/7.

Parking Rates

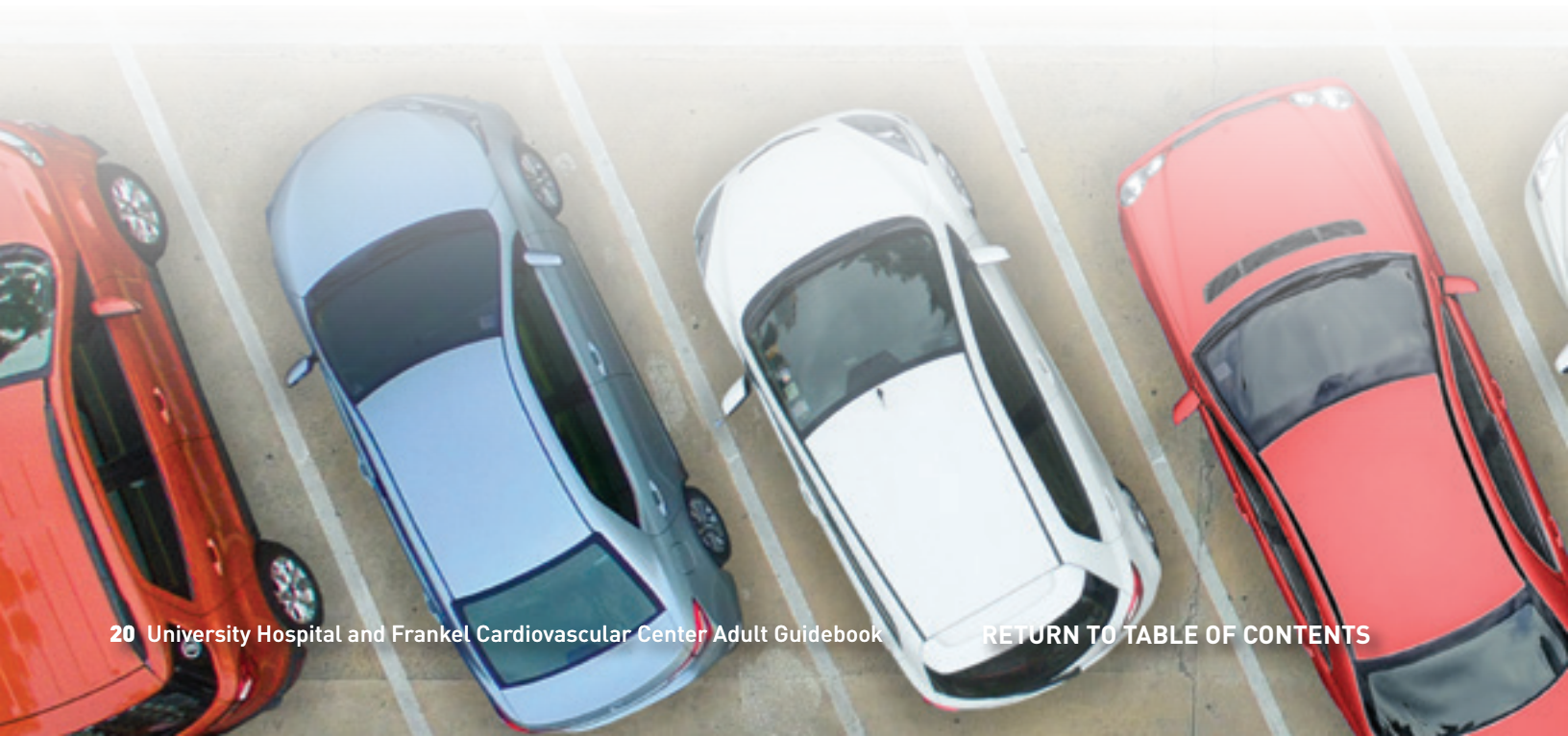
Parking rates are as follow:

Unstamped Tickets (For general public, sales reps, etc.)

Up to 4 hrs.	\$2.00
4-6 hrs.	\$3.00
6-8 hrs.	\$5.00
8 or more hrs.	\$20.00 (Per day)

Stamped Tickets/Reduced Rate (For patients, visitors)

Patients and inpatient visitors can pay a lower parking fee by having their parking tickets stamped. Validation is not necessary if you have parked for 4 hours or less. Please remember that validated parking does not mean free parking. Patients and visitors from University Hospital can get their parking tickets validated at the front entrance information desk, located in University Hospital. Additional parking ticket validation stations exist at other locations within the health system, including Mott Children's Hospital, Taubman Center, Cardiovascular Center and Cancer Center information desks.



Outpatient Day Parking Pass

The Outpatient Day Parking Pass allows outpatients with multiple appointments on the same day to leave the medical campus between appointments and pay only once for parking. This pass is available to those parking in patient/visitor parking structures. If you'd like an Outpatient Day Parking Pass, ask the parking attendant during your first exit from the parking structure. The attendant will attach the first exit payment receipt to the pass and give it to you to present along with a validated ticket stub for all other charge-free exits that day.

Inpatient Visitor Parking Pass

Inpatient family members whose loved one is in the hospital for a lengthy time may qualify for an Inpatient Visitor Parking Pass. For those that qualify, this pass provides two services: pre-authorization for the lower parking fee; and payment of only one fee per calendar day. Passes are issued at security welcome desks and may be used for up to 14 calendar days. After 14 days, a new pass will be required. You must present the pass with your parking ticket to the parking structure cashier attendant. For the first exit, payment of the reduced rate fee is required. Additional exits on the same calendar day are free when the parking ticket, pass, and payment receipt (provided by the cashier-attendance) are presented.

Valet Services

Valet parking is available for a fee at the following locations:

University Hospital

Main entrance: 7 days/week. Hours vary.

Emergency Department

24/7 (no charge)

C.S. Mott and Von Voigtlander

Main entrance: 7 days/week. Hours vary.

Children's Emergency Department:

24/7 (no charge)

Cancer Center

Main entrance: M-F during clinic hours.

Cardiovascular Center

Main entrance: 7 days/week. Hours vary.



Support Care Team Members

Social Work

Hospitalization or illness can greatly disrupt your family's normal routine. As members of the health care team, social workers are familiar with the many kinds of stress that your family may experience and are available to assist you.

The social worker can help you:

- Communicate with your health care team, helping you gain a better understanding of your health care plan.
- Sort out your worries and fears and identify ways to cope with the feelings that you and your family may be experiencing surrounding the diagnosis, treatment, discharge, and/or transfer to another healthcare institution.
- Provide guidance on how to explain you or your loved one's condition to friends and relatives.
- Find out if you qualify for financial assistance for transportation, lodging, food, clothing, home utilities, medical equipment, medications, and other financial challenges you may experience as a result of medical care costs.
- Arrange a family meeting with your health care team during times of difficult decision making.
- Find the answers to questions surrounding who has the legal right to information about your medical care.
- In completing an Advanced Directive, but cannot sign it for you.



Guest Assistance Program (GAP)

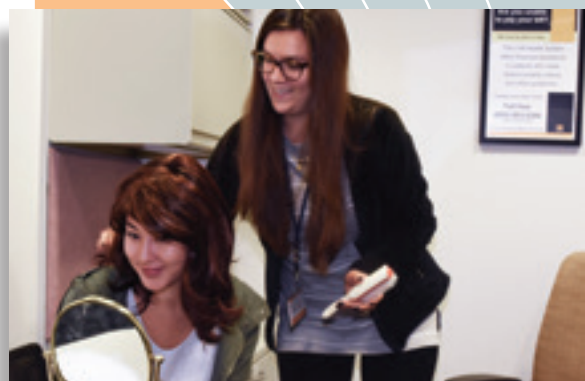
Needs often extend beyond medical care. The Guest Assistance Program (GAP) is there to assist you with a wide range of these unplanned and often unexpected needs. GAP is staffed by social work assistants who will consult with you, research community resources and assist in coordinating appropriate services.

Examples of GAP services include:

- Arranging transportation, both local (buses, cabs and other services) and long-distance (trains, air travel and lodging accommodations).
- Coordinating with Children's Special Health Care Services of Michigan (CSHCS) to provide cash assistance for transportation, meals and lodging for eligible patients.
- Identifying eligibility for local and county health programs and other agencies that assist with emergency needs and situations.
- Providing emergency financial assistance for getting to and from the hospital and clinic appointments, parking, lodging, medications or other unanticipated situations.
- Providing emergency items such as car seats, clothing, certain medical equipment and gift cards.
- Arranging for notary services.
- A wig bank offering a variety of hair piece options.

GAP is open Monday through Friday and is located at University Hospital Level 2, near the Gift Shop and Cashier's Office. You can also call the GAP by dialing **800-888-9825** (toll-free) or **734-764-6893**.

On Saturdays and Sundays, a GAP staff member is available during the day. You may ask any hospital staff member to contact the GAP office for you.



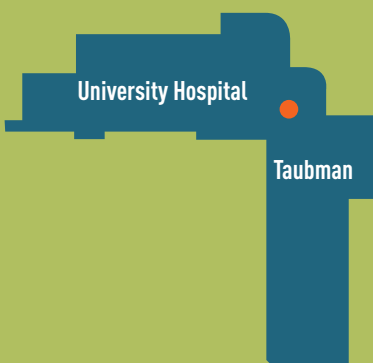
Guest Assistance Program
800-888-9825 (toll-free) or
734-764-6893

University Hospital

Main Chapel

Level 2, Room 2A215

(near the Ford Amphitheater)

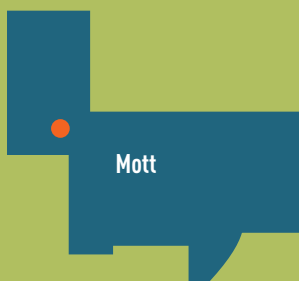


Vlasic Spiritual Center

Mott Hospital

Level 2, Room 2-7808

(north of Main Lobby)



Spiritual Care Providers

Chaplains are clinically trained clergy/religious leaders who specialize in offering spiritual and emotional care and support to patients and families. Chaplains listen to what is important to you and remain sensitive to differences in culture, religion and lifestyles. Chaplains at Michigan Medicine represent a variety of religions and faith traditions. They have a list of local congregations and can arrange a visit from a religious leader of your choosing.

There is a chaplain in the hospital 24/7. Ask your nurse or the hospital operator to page the on-call chaplain.

Chapels and Quiet Rooms

When you need a quiet space for prayer, meditation and/or reflection, two chapels and multiple quiet rooms are available to you 24/7. All faiths are welcome.

- University Hospital Main Chapel *(see map at left)*
- Vlasic Spiritual Center *(see map at left)*
- Quiet rooms and spaces (can be found throughout the health system)

Worship Services

Catholic Mass

Held in the University Hospital Chapel, Room 2A215

- Sunday at 11 a.m.
- M–F, noon

Communion Service Th–F, noon

Holy Days: Please consult staff for service schedule.

Islamic Prayers

University Hospital Chapel Level 2, Room 2A215

- Daily: 12:35 p.m.
- Friday: 1:30 p.m. – 2 p.m.

15 Minutes of Peace

Guided meditation led by one of our spiritual care providers:

- Wednesdays at noon — Mott Floor 2 Spiritual Care Center

Observance Items

Devotional and other items for the observance of a variety of religions may be obtained by calling spiritual care at **734-936-4041**.

Additionally, families of the Jewish faith may obtain electric candles for Shabbat and holiday observance.

Interpreter Services

If you are more comfortable speaking a language other than English, or if you are deaf, deaf/blind or hard of hearing, Interpreter Services is available, free of charge, to both patients and care providers. Ask your nurse or social worker for help or call **734-936-7021**.

If your appointment is more than 48 hours away, you may use the online request form found at www.med.umich.edu/interpreter/.

Palliative Care Team

The Palliative Care Consultation Service is a team of doctors, nurses, social workers and spiritual care providers who are available to help you make difficult decisions about complex, chronic or terminal condition. One of their goals is to guide you as you make medical care choices, including pain management and symptom control, that are consistent with the quality of life that you desire. Palliative Care can be provided at any point throughout an illness, which is different from hospice care. If you feel that Palliative Care may be beneficial, ask your doctor to request a Palliative Care Team consult.

Michigan Medicine also has options for patients interested in Palliative and Supportive Care appointments. There are a number of Palliative and Supportive Care outpatient clinic locations where these patients can be seen.

For a list of these locations please visit:

<http://www.uofmhealth.org/conditions-treatments/home-care/palliative-care>.

Office of Decedent Affairs

The Office of Decedent Affairs strives to help Michigan Medicine become the center for excellence in providing end-of-life care for patients. They are the designated point of contact at Michigan Medicine for ongoing questions or concerns and/or support before, during and after the death of a family member or friend.

The Office of Decedent Affairs can be reached directly at **734-232-4919**.

They are also available via pager 24/7. Please ask your health care professional to page them if needed.

Hospice Care

Hospice care provides medical services, emotional support, and spiritual resources for people who are in the last stages of a serious illness, such as cancer or heart failure. Hospice care also helps family members manage the practical details and emotional challenges of caring for a dying loved one.



Interpreter Services

734-936-7021

Office of Decedent Affairs

734-232-4919

Managing Health Care Finances

Billing Questions and Financial Assistance

While Michigan Medicine welcomes patients with all types of insurance, it is very important to understand your health plan regarding benefit coverage information (i.e., covered and noncovered services).

Your insurance benefits are based on the contract that you or your employer holds with the insurance carrier. If Michigan Medicine is a participating provider with your health plan, your out-of-pocket costs are usually limited to copayments, co-insurances, and/or deductibles if the services are included in your policy. If your insurance plan does not participate with Michigan Medicine, your insurance company will be billed as a courtesy, but any amounts unpaid by your plan will be your responsibility.

Payment for many services is usually required at the time of check-in.

If you have questions regarding any of your out-of-pocket expenses, we invite you to please contact a patient financial counselor at **877-326-9255**. Patient financial counselors are also available to meet with you at the hospital and at some of our Michigan Medicine off-site clinics from 8 a.m. – 4:30 p.m. Please call **855-855-0863** or **877-326-9155** for a list of locations.

If you do not have medical insurance, you may be eligible for a government support program or for the Michigan Medicine financial assistance program (MSupport). For more information, contact an MSupport Coordinator, toll-free at **855-853-5380**, 8 a.m. – 8 p.m. ET, Monday through Friday or email M-Support@med.umich.edu.

Referrals and Authorizations

Many insurance plans require referrals and/or authorizations in order for services to be covered.

A referral is permission from your primary care physician and your health plan to see a particular provider or to have specific procedures done. If your plan requires a referral, your primary care physician must provide the referral prior to services being rendered. If you arrive for services without a referral in place, you may be asked to sign a waiver that holds you financially responsible for the services you receive.

Authorizations are often required for procedures such as surgery or MRI. If an authorization is required, clinic staff will obtain the authorization from your health plan prior to the service. If you have questions about whether a service will be authorized, please call your health plan.

Patient and Family Amenities

Laundry

Family members that need to do laundry while staying at University Hospital with their loved one may use the limited machines located on the 6th floor, in Room 6201 during the following times: M–F, 5 p.m. – 10 p.m. S/S, 10 a.m. – 10 p.m. Laundry soap provided. Please check in with the clerk when you arrive. Occasionally the machines will be inaccessible due to unit activities. Call the clerk's station to check availability at 734-936-6256.

Showers

Family members who need to shower while staying at University Hospital with their loved one may use the guest showers located on the 7th floor, room 7007T, by the east elevators.

Wayne and Shelly Jones Family Center

Designed by families and health care professionals, the Family Center is located in the main lobby of Mott Children's Hospital on the 2nd floor.

The Family Center offers:

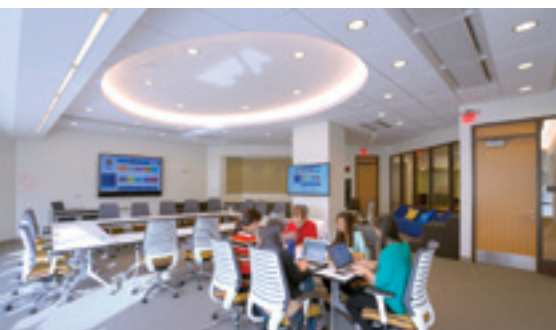
- a comfortable environment where a family can take a break, think and relax;
- a consultation room for private conversations and meetings;
- books and magazines for adults, teens and children;
- educational materials, pamphlets and audio/visual recordings;
- family education room;
- internet access and computer assisted instruction,
- kitchenette;
- scheduled and specially-arranged classes;
- special events;
- sibling support programs (seasonal);
- Guest Assistance Program services; and
- information about joining the PFCC volunteer program.

Family Quiet Rooms

Family Quiet Rooms are available for families who need a quiet space to collect their thoughts, rest or make phone calls. Family Quiet Rooms are on University Hospital 5th Floor – 5011 and 6th Floor – 6011.



**Check availability of
laundry machines by
calling the clerk's station:
734-936-6256**



Health and Wellness Resource Centers

For help in getting information about disease treatment, coping and resources, survivorship and healthy lifestyle choices, visit one of Michigan Medicine's health and wellness resource centers.

Mardigian Wellness Resource Center

www.med.umich.edu/cvc/pat_vis/wrc.html

Location: Cardiovascular Center, Level 2, Room 2101

Open: M-F, 9 a.m. – 4:30 p.m.

For more information CVC-WRC@med.umich.edu.

Women's Health Resource Center

www.umwomenshealth.org

Location: Von Voigtlander Women's Hospital, Level 9, Reception B

For more information email, umhs-whrc@med.umich.edu

Cancer Patient Education Resource Center

www.cancer.med.umich.edu/support/patient_education_resource_center.shtml

Location: Cancer Center, Level B1, Room B1-361

Health Sciences Libraries

The Taubman Medical Library and Public Health Library are available for use by the public, including hospital patients and families. In fact, all 18 campus libraries are open to the public. Public users have access to computers (using a guest login), print and electronic collections, and photocopying (10 cents/page) with a purchased copy card. The library also offers a quiet space away from the hospital environment. Visit the Health Sciences Libraries website at www.lib.umich.edu/hsl.

Office of Patient Experience HOPE Ambassador Program

Ambassadors are volunteers trained to help you navigate the medical campus safely and efficiently. Volunteers are available to escort you to your appointment or inpatient room or to provide directions. Available M–F, 7:30 a.m. – 6 p.m.

Nichols Arboretum

Michigan Medicine is fortunate to be located across the street from U-M Nichols Arboretum (sometimes called “the Arb”). Many patients and families have found peace and balance in the Arboretum — especially when dealing with an illness or facing the illness of a loved one.

Gift Shops

If you’d like to purchase gifts, magazines, cosmetics, candy, toys, games, books, cards, clothing, flowers, postage stamps and more, please visit one of these Michigan Medicine volunteer-staffed gift shops.

The Carousel Gift Shop at C.S. Mott Children’s Hospital & Von Voigtlander Women’s Hospital — located on Level 2, Main Lobby. Open: M–F, 9 a.m. – 7 p.m.

The FRIENDS Gift Shop at University Hospital/Taubman Center—located on Level 2, near UH Cafeteria is open:
M, T, Th, & F, 9 a.m. – 7 a.m.
W, 7 a.m. – 7 p.m.
S/S, Noon–5 p.m.

The FRIENDS with a Heart Gift Shop at the U-M Cardiovascular Center—located on Atrium level, near the food court. Open: M–F, 9 a.m. – 4:30 p.m., S/S, closed.

Proceeds from gift shop purchases support FRIENDS, which funds a number of patient education initiatives.



ATMs

There are two ATMs located on Level 2 of University Hospital. One is located at the triangle intersection in University Hospital (commonly referred to as “The Triangle”). The other is located in University Hospital next to the cashier’s office, just down the hall from the Gift Shop. There is also an ATM located on Level 2 of Mott/Von Voigtlander behind the Welcome Desk.

Gifts of Art

Michigan Medicine believes the arts play an important role in the healing process. The Gifts of Art program brings the world of arts to patients, visitors and staff in our environment of care. It supports and enhances the hospital experience by helping calm and comfort, reducing stress, supporting human dignity and renewing the spirit. For patients and families, the arts can provide a welcome and refreshing focus during a hospital stay. To access the following services, ask your clerk or nurse, email GiftsofArt@med.umich.edu or call **734.936.ARTS (2787)**.



Art and Music at the Bedside

Bedside Music: Listen to live music provided by Certified Music Practitioners at your bedside.

Bedside Art: Make art in your room with a Gifts of Art artist. It’s a chance to try something new, enjoy something artistic with friends or family or simply have fun.

Art Cart: The Art Cart makes regular rounds to patient units and allows you to change framed art prints in your room.

Story Studio: Record a personal story for someone special in your life. The writer in residence is available one evening a week.



Art, Music and Gardens in the Hospitals

Public Concerts: Gifts of Art presents weekly performances in music, theater and dance every Thursday at noon in the University Hospital Main Lobby or in the hospital courtyard in the summer, www.med.umich.edu/goa/performances.htm. You can watch the concerts on Gifts of Art Facebook: www.facebook.com/UMHSGiftsofArt.

Gifts of Art Galleries: Nine galleries throughout the health system have rotating art and exhibits on display year round, www.med.umich.edu/goa.exhibits.htm.

Friends Meditation Garden: A garden in the hospital courtyard specifically designed to provide an outdoor space of comfort and respite for patients, families, visitors, faculty, students and staff. Learn more at www.med.umich.edu/goa/programs.htm#garden.

For more information, visit www.med.umich.edu/goa/.

Internet Access

Michigan Medicine is completely wireless; therefore, with your personal computer, you have free access to the internet anywhere throughout the hospital. Select **MGuest-UMHS** from your computer or mobile device's Wi-Fi options.



Safety and Security

Identification Badges

Patient Identification Band

As a patient, you will be provided an identification band when admitted to the hospital. The ID Band contains your name, date of birth, gender and medical record number. The ID band is used as an important safety measure. It is required during your hospitalization. Hospital staff will check your ID band to verify your identity with the medical records prior to any medical interventions like administering medicines.

You can help keep yourself or your loved one safe by:

- letting your nurse know if the ID band falls off, loosens or becomes uncomfortable.
- making sure that all staff members check your ID band before every dose of medication, blood draw, test or procedure, and/or transport throughout the hospital.

Employee and Volunteer Identification

All staff, faculty and volunteers must wear an ID badge identifying them by name, photo and department. If someone other than a friend/family member or an identified employee or volunteer enters your room, please push the nurse call button. It is important that you ask to see identification and that only approved people enter your room. You can feel confident that you and your loved ones will be secure at Michigan Medicine.

Security Staff

It is comforting to know that Michigan Medicine has high standards and hires well-educated security officers. The majority of security staff have college degrees and must pass a comprehensive background check. In addition, security officers must pass a psychological evaluation and physical and drug screening tests. Once hired, security staff training includes Red Cross adult CPR certification, child and infant first aid and CPR, non-violent crisis intervention and defensive tactics.



Security officers and guest services specialists work together to offer many services. Among the most requested are:

- Identification badges
- Parking passes and validation
- Escorts to your car
- Assistance in finding your way around the medical campus
- Help with vehicle jumpstarts
- Assistance with family-requested visitor restrictions
- Help finding family wait space during crisis situations
- Assistance with public transportation (taxi, bus)

Your Valuables

We advise against bringing any valuable items with you to the hospital. Please leave valuables (i.e., jewelry, large sums of money, computers, etc.) at home. The hospital cannot assume responsibility for lost or misplaced valuables. If you must bring any of these items, we ask that you place them in the hospital safe for the duration of your stay. This includes:

- purses and wallets.
- personal electronic devices such as laptops, iPods, MP3 plays, etc.
- any other valuables.

Lost and Found

If you lose anything during your stay, please contact security. Likewise, if you find something, please give it to your nurse or call security to come and get it from you.



**Lost and Found
contact Security Services
734-647-8448**

Patient Relations and Clinical Risk

At Michigan Medicine, our goal is to provide the best experience possible, so when we fall short of your health care expectations we want to know about it.

If you have concerns about any aspect of your or your loved one's care while at Michigan Medicine, please talk to your nurse and medical team. If your health care providers are not able to promptly resolve your concerns, Patient Relations and Clinical Risk is available to assist. Open: M-F, 8 a.m. – 4 p.m. **(877-285-7788 or 734-936-4330)**.

After hours, the House Manager is available upon request and may be contacted by your nurse or the unit charge nurse.

If at any time you feel that your loved one's medical condition is rapidly getting worse and you don't feel you are being heard, pick up any hospital phone and call the Family Initiated Rapid Safety Team (FIRST) by dialing 141. Tell the operator:

- "I want to activate the Rapid Safety Team."
- Your name and relationship to the patient
- Patient's name
- Room number

For more information or to submit an online comment/concern, visit <http://www.uofmhealth.org/contact-us/feedback>.

*Patient Relations
and Clinical Risk
is open Monday
through Friday
during regular
business hours
(877-285-7788 or
734-936-4330)*





Discrimination is Against the Law!

Michigan Medicine complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Michigan Medicine does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Michigan Medicine provides free aids and services to people with disabilities to help communicate effectively while receiving care, such as:

- Qualified sign language interpreters; and
- Written information in other formats (large print, audio, accessible electronic formats and other formats).

Michigan Medicine provides free language services to people whose primary language is not English, such as:

- Qualified language interpreters; and
- Information written in other languages.

If you need these services while at Michigan Medicine, contact Interpreter Services at 734-936-7021.

If you believe that Michigan Medicine has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Patient Civil Rights Coordinator
Michigan Medicine
2901 Hubbard
Ann Arbor, Michigan 48109-2435
Phone - (734) 936-6439
Fax - (734) 615-0979
Email - MichMed_patients_rights@med.umich.edu

You can file a grievance in person, by mail, fax, or email. If you need help filing a grievance, the Patient Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. This can be done electronically, through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 800-537-7607 (TDD)

Complaint forms are available at:

<http://www.hhs.gov/ocr/office/file/index.html>.



If you speak a language other than English, language assistance services, free of charge, are available to you. Call our Interpreter Services office at **734-936-7021** and identify your language. If you would like information regarding your rights and responsibilities

as a patient, please ask your Michigan Medicine care provider.

Si usted habla **español** tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **877-810-4719** y pida que le conecten con la oficina de los Servicios de Interpretación al 734-936-7021. Si desea usted obtener información con respecto a sus derechos y responsabilidades como paciente consulte, por favor, con su proveedor de atención médica de *Michigan Medicine*.

إذا كنت تتحدث **اللغة العربية**، فخدمات المساعدة اللغوية متوفرة مجاناً لك. اتصل على **855-800-9252** واطلب التواصل مع مكتب خدمات الترجمة الشفوية على الرقم **734-936-7021**. إذا كنت ترغب في معلومات متعلقة بحقوقك ومسؤولياتك كمريض، يرجى أن تطلب من مقدمي رعايتك في "طب ميشيغان".

如果您说 **中文**，您可以获得语言协助的免费服务。请拨打 **877-810-4720**，请求连接到翻译服务办公室（734-936-7021）。如果您想获得关于病人权利和责任的信息，请向您的密西根医学部的提供者咨询。

Nếu bạn nói tiếng **Việt**, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi đến số **844-590-8944**, và yêu cầu được kết nối với văn phòng Dịch Vụ Thông Dịch theo số 734-936-7021. Nếu bạn muốn thông tin về quyền và trách nhiệm của mình với tư cách là bệnh nhân, vui lòng hỏi bác sĩ chăm sóc Michigan Medicine của bạn.

Nëse ju flisni **shqip**, atëherë ju ofrohen shërbime gjuhësore, pa pagesë. Thirrni numrin **844-562-3982** dhe kërkoni që t'ju lidhin me zyrën e përkthyesve në numrin 734-936-7021 dhe tregoni se cilën gjuhë e flisni. Nëse dëshironi informacion në lidhje me të drejtat dhe përgjegjësitë tuaja si pacient, ju lutemi kontaktoni dhe pyesni ofruesin e kujdesit shëndetësorë të Michigan Medicine.

한국어를 하시는 분들께 통역 서비스가 무료로 제공됩니다. **855-938-0571** 로 전화하셔서, 통역 서비스 사무실 전화 번호인 734-936-7021 로 연결해 주도록 요청하십시오. 환자로써의 권리와 책임에 관한 정보를 원하시면, 미시간 메디신 (Michigan Medicine) 의 의료진에게 문의하십시오.

আপনি **বাংলায়** কথা বললে, বিনামূল্যে দোভাষী পরিষেবা পাবেন। **734-936-7021** নম্বরে আমাদের দোভাষী পরিষেবার অফিসে ফোন করে আপনার ভাষার (Bengali) নাম বলুন। অংশগ্রহণকারী হিসাবে আপনার অধিকার ও কর্তব্যের সম্পর্কে জানতে চাইলে আমাদের মিশিগান মেডিসিন কেয়ার প্রোভাইডারের সঙ্গে যোগাযোগ করুন।

Jeśli mówisz **po polsku**, możesz skorzystać z bezpłatnych usług tłumaczeniowych. Zadzwoń pod nr **844-562-3986** i poproś o połączenie z biurem usług tłumaczeniowych pod nr 734-936-7021. W przypadku chęci uzyskania informacji dotyczących praw i obowiązków pacjenta zwróć się do dostawcy usług medycznych Michigan Medicine.

Wenn Sie **Deutsch** sprechen, stehen für Sie kostenlos Sprachassistentendienste zur Verfügung. Rufen Sie **844-562-3984** an und lassen Sie sich mit dem Dolmetscherdienst unter der Rufnummer 734-936-7021 verbinden. Informationen über Ihre Rechte und Pflichten als Patient erhalten Sie über Ihren Gesundheitsdienstleister bei Michigan Medicine.

Si parla **italiano**, avrà gratuitamente a disposizione servizi gratuiti di assistenza linguistica. Chiami il numero **844-562-3985** e chieda di essere messo in contatto con l'ufficio per i servizi di interpretariato (Interpreter Services) al numero 734-936-7021. Se desidera informazioni sui suoi diritti e responsabilità come paziente, consulti il suo referente sanitario Michigan Medicine.

日本語をお話になる方は、無料で言語支援サービスをご利用になれます。**855-322-5032** に電話をかけ、通訳サービス課 734-936-7021 につなぐようお願いください。患者としての権利と責任に関する情報をお望みの場合は、ミシガン・メディシンの医療提供者にお問い合わせください。

Если Вы говорите **по-русски**, услуги переводчиков будут предоставлены Вам бесплатно. Звоните по телефону **855-938-0572** и попросите, чтобы Вас соединили со службой переводчиков по телефону 734-936-7021. Если Вы хотите получить информацию о правах и обязанностях пациента, попросите об этом Вашего врача из системы Мичиганской Медицины.

Ako govorite **hrvatski/srpski**, dostupna Vam je besplatna podrška na Vašem jeziku. Kontaktirajte našu prevoditeljsku službu na broj **734-936-7021** i recite kojim jezikom govorite (Serbo-Croatian). Ako se želite informirati o svojim pravima i obvezama kao pacijenta, molimo Vas da se obratite pružatelju skrbi u sklopu Sveučilišta Michigan.

Kung nagsasalita ka ng **Tagalog**, may mga magagamit kang libreng serbisyo sa tulong sa wika. Magtanong sa tanggapan ng aming Mga Serbisyo ng Interpreter sa **734-936-7021** at tukuyin ang iyong wika (Tagalog). Kung gusto mong makakuha ng impormasyon tungkol sa iyong mga karapatan at responsibilidad bilang isang pasyente, mangyaring tumawag sa iyong provider ng pangangalaga sa Michigan Medicine.

Si vous parlez **français**, les services d'aide pour les langues sont à votre disposition et sont gratuits. Appelez le **855-800-9253** et demandez à être mis en relation avec le bureau du Service des interprètes au 734-936-7021. Si vous souhaitez des informations concernant vos droits et responsabilités en tant que patient, veuillez les demander à votre professionnel de santé de Michigan Medicine.

اگر شما به زبانی غیر از انگلیسی صحبت میکنید. سرویس ترجمه ی رایگان با شمار **844-562-3983** ه در دسترس سان میباشد. بعد از اینکه با این شماره تماس گرفتید. بلافاصله با شماری ه دفتر ترجمه ی ما با **734-936-7021** تماس بگیرید و زبانی که صحبت میکنید را با ما در میان بگذارید. اگر میخواهید اطلاعات مربوط به حقوق و تکالیف خود را به عنوان یک بیمار دریافت کنید. لطفاً از کسی که شمارا معالجه میکند در Michigan Medicine آنها رقته اضا کنید.

अगर आप **हिंदी** बोलते हैं, तो भाषा सहायता सेवाएँ आपके लिए निःशुल्क उपलब्ध होंगी। **734-936-7021** पर हमारे व्याख्याकार सेवा अधिकारी को कॉल करें और अपनी भाषा (Hindi) की पहचान करें। अगर मरीज़ के रूप में आपको अपने अधिकारों और ज़िम्मेदारियों के बारे में जानकारी चाहिए, तो कृपया अपने मिशिगन चिकित्सा देखभाल प्रदाता से पूछें।

Going Home

Care Management

What is care management and who is on my care management team?

The care management team is led by a registered nurse, case manager and a social worker. They will partner with you and your family as needed, working with care providers to improve the coordination of your hospitalization (or that of a loved one) and ensure a safe discharge. We will begin to work on your transition to a safe discharge upon admission to the hospital.

What services does the care management team help to coordinate?

The care management team is available to connect you with services and agencies that can support you and your loved one during the hospital stay and after discharge, including:

- Working with your insurance carrier for coordination of your benefits and obtaining authorizations for your hospital stay and post-acute care needs.
- Counseling related to how illness, disability and grief can impact you and your family.
- Problem-solving social and financial barriers that impact medical care.
- Providing community resources information and referrals.
- Hospice.
- Home Care (visiting nursing, physical therapy, occupational therapy, speech therapy and private duty nursing).
- Out of Hospital Placement Referrals (skilled nursing facilities, acute rehab facilities).
- Post Hospital Infusions (IV's and Tube Feeding).
- Durable Medical Equipment (wheelchairs, oxygen, medical supplies).

Please share any concerns or questions you may have with your care team so that we can connect you with the appropriate resource to get you the answers you need. It is important to remember that the team is not complete without your voice!



Share any concerns or questions you may have with your care team so that they can connect you with the appropriate resource and get the answers you need.

Outpatient Pharmacy

Discharge prescriptions may be filled at your local pharmacy or at one of the Michigan Medicine outpatient pharmacies listed below. Outpatient pharmacies are open every day. Hours vary by location.

- Taubman Center Pharmacy
located in the Taubman Health Center, Level 1, Reception F
- Comprehensive Cancer Center Pharmacy
located on Level B-1 in the Cancer Center
- The East Ann Arbor Health Center Pharmacy
located at 4260 Plymouth Road

If you choose to have your prescription filled at a Michigan Medicine outpatient pharmacy, inform your nurse or doctor. The prescription will be sent to the pharmacy which will check to ensure you have the appropriate coverage, fill the prescriptions, then page your nurse when the prescriptions are ready for pickup. Because

most hospitalization insurance plans do not cover the medications taken at home, the outpatient pharmacies cannot charge discharge medications to your hospital bill. Please expect to pay for the prescriptions or copay when you pick up the medications. The outpatient pharmacies accept cash, check and credit cards. Of note, over-the-counter (OTC) medications, even if written as a prescription, are not covered by most insurance plans; however, you may purchase them at a Michigan Medicine outpatient pharmacy.

You may continue to have your medications filled at a Michigan Medicine outpatient pharmacy after discharge or you may choose to have the prescription transferred to your local pharmacy. You do not need to have the doctor write a second prescription for your local pharmacy. Your local pharmacy will call Michigan Medicine to have the prescription and remaining refills transferred to them.



University of Michigan Home Care Services

U-M Home Care Services is made up of a team of medical professionals who will work with your or your loved one's health care team to determine their needs after discharge, deliver the appropriate supplies and equipment, and teach you how to care for yourself or your loved one at home. They will also work with your insurance provider to determine your home care benefits. For details and contact information, visit <https://homecare.med.umich.edu/>.

HomeMed

HomeMed is a home infusion provider and licensed pharmacy. Services include compounded solutions for IV antibiotics, chemotherapy, pain medications, IV nutrition, tube feedings and specialty drugs that are administered in your home. An experienced team of nurses, pharmacists, pharmacy technicians and dietitians will assess and monitor your health and response to treatment.

Michigan Visiting Nurses

Provider of skilled in-home health care professionals including nurses, nurse practitioners, physical, occupational & speech therapists, social workers and home health aides. Services are intermittent with the goal of providing treatment for an illness or injury to help you get better and to become independent.

Michigan Visiting Care

Provider of private-duty nurses and home health aides who help with respiratory care and daily living (i.e., bathing, cooking, light housekeeping, transportation to doctor's appointments) and provide companionship. Services range from single visits to around-the-clock care.





Wheelchair Seating Service (WSS)

Wheelchair Seating Service is a provider of Complex Rehabilitation Technology (custom power and manual wheelchairs, scooters and strollers). WSS also provide Gait Trainers, Standing systems, custom pediatric safety bed/cribs, and bathroom safety equipment, along with a full repair facility. WSS serves both inpatients and outpatients and conducts clinics within many of the intermediate school districts. WSS is an ambulatory care unit within the Department of Physical Medicine & Rehabilitation.

Opportunities After Discharge

Patient & Family Centered Care Program

The Patient & Family Centered Care Program offers a variety of volunteer opportunities to Michigan Medicine patients and their families. Volunteer advisors collaborate with staff to work toward the ideal patient and family experience. Volunteer opportunities range from onsite committee membership to personal story-telling in an educational setting to online survey completion and materials review. To learn more, email

UMHS-PFCC@med.umich.edu.



References

Glossary of Acronyms

ABG — Arterial Blood Gas	HTN — Hypertension
ADHD — Attention Deficit Hyperactivity Disorder	Hx — History
ADL — Activities of Daily Living	ICU — Intensive Care Unit
AIDS — Acquired Immune Deficiency Syndrome	ID — Identification or Infectious Disease
ALL — Acute Lymphocytic Leukemia	IDDM — Insulin Dependent Diabetes Mellitus
Amb — Ambulating/Ambulatory	IEP — Individualized Education Plan
ANC — Absolute Neutrophil Count	I/O — Intake/Output
A/O — Alert and Oriented	IV — Intravenous (into a vein)
ASAP — As Soon As Possible	LD — Learning Disability
ASD — Autism Spectrum Disorder	LOC — Loss of Consciousness/Level of Consciousness
BP — Blood Pressure	LPN — Licensed Practical Nurse
BPM — Beats Per Minute (heart rate)	MD — Muscular Dystrophy
Bx — Biopsy	MD — Doctor of Medicine
CAT/CT — Computerized Tomography	MI — Myocardial Infarction
CBC — Complete Blood Count	MRI — Magnetic Resonance Imaging
CF — Cystic Fibrosis	MS — Multiple Sclerosis
CHD — Congenital Heart Defect/Disease	NP — Nurse Practitioner
CHF — Congestive Heart Failure	NPO — Nothing by mouth
CHL — Conductive Hearing Loss	OR — Operating Room
CLL — Chronic Lymphocytic Leukemia	OT — Occupational Therapist/Therapy
CNS — Central Nervous System	OTC — Over-The-Counter
c/o — Complaints Of	PA — Physician's Assistant
CP — Cerebral Palsy	PACU — Post Anesthesia Care Unit
CPAP — Continuous Positive Airway Pressure	PDD — Pervasive Developmental Delay
CPR — Cardiopulmonary Resuscitation	PHI — Personal Health Information
CSF — Cerebral Spinal Fluid	PT — Physical Therapist/Therapy
CVA — Cerebral Vascular Accident	RBC — Red Blood Cell/Red Blood Count
DD — Developmental Disabilities	RD — Registered Dietitian
Dx — Diagnosis	RN — Registered Nurse
ED — Emergency Department	RT — Registered Technician/Respiratory
EEG — Electro Encephalogram	Rx — Prescription
EKG — Electro Cardiogram	SLP — Speech and Language Pathologist
ENT — Ear, Nose and Throat	SOB — Shortness of Breath
EVAL — Evaluation	STAT — Immediately
FAS — Fetal Alcohol Syndrome	SW — Social Work
FHx — Family History	Tb — Tuberculosis
GI — Gastrointestinal	TBI — Traumatic Brain Injury
GI — Glycemic Index	Tx — Therapy, Treatment
H/A — Headache	VS — Vital Signs
Hb, Hgb — Hemoglobin	wbc, WBC — White Blood Cells, White Blood Count
HIV — Human Immunodeficiency Virus	Wt — Weight
h/o — History of	
HOH — Hard of Hearing	
HR — Heart Rate	
Ht — Height	

For a more comprehensive list, please visit

MediLexicon:[www.medilexicon.com/
medicalabbreviations.php](http://www.medilexicon.com/medicalabbreviations.php).

Important Phone Numbers



General Information

Hospital Operator: 734-936-4000

M-Line: 734-936-3856

Patient Locator: 734-936-6641

Patient and Visitor Information: 800-742-2300

Poison Control: 800-222-1222

Compliments/Comments/Complaints

Patient Relations and Clinical Risk: 734-936-4330 / 877-285-7788

Patient and Family Centered Care: 734-764-1202

Business and Finances

University Hospital Admissions: 734-936-6637

Billing- Patient Customer Services: 734-615-0863 / 855-855-0863 / FAX: 734-998-0054

Cashier's Office: 734-936-6906

Financial Counselors: 734-615-3218 / 734-647-5104

Guest Assistance Program: 734-764-6893 / 800-888-9825

Medical Records (release of info): 734-936-5490 / FAX: 936-8571

MSupport Coordinators: 734-936-6939 / 800-992-9475

Medical

Clinical Research Studies: 877-536-4243

Family Initiated Rapid Safety Team: 141

Home Med (homecare): 734-936-4663

Pharmacy (outpatient): 734-936-8260

Physical and Occupational Therapy: 734-763-2554

Psychiatric Emergency Services: 734-936-5900

Radiology: 734-763-2573

Respiratory Therapy: 734-763-2420

Speech and Language Pathology: 734-232-7346

University Hospital Pharmacy: 734-936-8260

Services and Amenities

Cancer Resource Center: 734-647-8626

Cardiovascular Center: 734-232-4120

Environmental Services (CLEAN line): 734-232-5326

Food Room Service Call Center: 734-763-8080

Gift Shops

Mott: 734-232-7335

Cardiovascular Center: 734-232-4118

University Hospital: 734-936-7021

Interpreter Services: 734-936-7021
Hearing Impaired TTY: 734-615-5840
Lost and Found: 734-647-8448
Massage Therapy: 734-232-5029
Mott Family Center: 734-764-6874
Med Inn: 734-936-0100
Parking (Valet): 734-936-8291
Patient and Visitor Accommodations: 734-936-0135
Ronald McDonald House: 734-994-4442 / 734-994-4521
Security Services: 734-936-7890
Surgery Waiting Area: 734-615-5116
Survival Flight: 734-936-6045
Wheelchairs: 734-936-4610
Women's Resource Center: 734-936-8886

Spiritual and Emotional Care

Ethics Help Line: 888-296-2481
Gifts of Art: 734-936-27-87
Organ Donation: 734-764-4359
Palliative Care: 734-936-8357
Pet Therapy: 734-936-4327
Smoking Cessation: 734-998-6222
Social Work: 734-764-3140
Spiritual Care: 734-936-4041



Notes

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Get to Know Me Worksheet

Complete and share this with your care team

Name: _____

I like to be Called: _____

Current/Former Occupation: _____

Important People: _____

Things I am proud of

Favorites

Movie: _____

Color: _____

TV Show: _____

Foods: _____

Book: _____

Activities/Hobbies: _____

Music: _____

Quote or Saying: _____

Sport: _____

Pets: _____

At home I use:

- ☐ Glasses or Contact Lenses
- ☐ Walker or Cane
- ☐ Hearing Aid (left or right)
- ☐ Dentures
- ☐ Other: _____

Worries:

- ☐ Falling
- ☐ Pain
- ☐ Finances
- ☐ Other: _____

I understand information best when: _____

Where I live (home, apartment, assisted living, etc.): _____

Things that stress me out: _____

Things that cheer me up: _____

I do not like: _____

Other things I'd like you to know about me: _____

[illegible]

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Notes

