



Welcome to the Medical Short Stay Unit (MSSU) - Gold

Welcome to MSSU Gold!

On behalf of the team, we welcome you, your family, friends and visitors!

- MSSU Gold phone number: (734) 232-1000
- Patient room number: _____
- Patient phone number: _____

What is the Medical Short Stay Unit (MSSU)?

Our team specializes in the care of patients who come to us from the Emergency Department, from in-hospital surgery and procedure areas, and from home (for infusions or overnight preparations for an upcoming surgery). During your stay, we provide focused care, monitoring, exams and tests, and education with a goal of getting you back home in 24-48 hours (1-2 days).

The MSSU at Michigan Medicine is a 68-bed unit, divided into 3 sections:

- **MSSU Maize:** 18 beds located in Taubman Center on level B1
- **MSSU Blue:** 24 beds located in University Hospital (UH) South on level 4
- **MSSU Gold:** 26 beds located in UH South on level 5

How can I stay safe while in the hospital?

In the hospital, you are at increased risk for falls. Your nurse will review your specific risk factors with you and ask you to sign an agreement to follow certain guidelines to reduce your fall risk during your hospital stay. Scan the QR code with your phone camera or visit this online link to watch a video about fall prevention in the hospital and how you can stay safe: careguides-videos.med.umich.edu/media/t/1_w054dxip



How can I stay involved with my care plan?

It is important to us that you are an active partner in your plan for recovery. Two ways you can stay involved include accessing the MyUofMHealth patient portal for more information and participating in nursing shift handoff and rounds.

Accessing the MyUofMHealth patient portal

Please access the MyUofMHealth patient portal to:

- Learn about your diagnosis, medications, and hospital safety
- Review your test results
- See the providers, nurses, and other members of your care team
- See your upcoming schedule of tests, procedures, and therapies
- Answer questions to help your care team give you personalized care

You can access the patient portal online at MyUofMHealth.org or scan the QR code to download the MyUofMHealth app:

For Apple (iOS) users:



For Android users:



Participating in nursing shift handoff and rounds

MSSU nurses do shift reports, or “handoff,” at your bedside around 7:00 AM, 3:00 PM, 7:00 PM, and 11:00 PM (or at times when your primary nurse changes). During these times, they review standard safety checks and talk about your plan of care. Listen to the nurse handoff to check the information and ask questions as necessary.

As a team, we do something called **interprofessional rounds** each day to talk about your care plan and coordinate patient care on this unit. These rounds help the team work together to provide high-quality patient care. Rounds include the charge nurse (the nurse leading the unit during that shift), case manager, clinical assistant, social worker, bedside nurse, attending, and advanced practice provider. One or more members of your care team will update you after these rounds.

How can I thank my care team?

If you'd like, you can show your appreciation by submitting a "Making a Difference Award" if a member or members of your care team provided amazing care. Scan the QR code to submit an award online.



How can family and friends get updates on me while I'm in the MSSU?

Your privacy is important to us, and we want to protect it as much as possible. Make sure to fill out the "Family and Friends" form when you're admitted to the MSSU so your healthcare team knows who they can talk with about your health status. By law, we will only give information about your condition to those who you listed on this form.

How does the hospital support good sleep?

Getting enough sleep is an important part of the healing process for you or your loved one. Hospitals can be a very loud place. Your care team is available to help if noise levels around you are too high or if you are having trouble resting. You can ask a member of your care team for items to help you rest, such as eye masks, ear plugs, or headphones.

What are the visitor guidelines and responsibilities?

We are committed to providing a safe, quiet, and healthy environment for our patients and their family and friends. We also recognize how important it is for our patients to have the support and comfort of visitors during a hospital stay. To meet both these goals, we ask you to follow the visitor guidelines and responsibilities listed below:

- Check in with the clerk at the start of each visit before entering a patient room.
- Wash your hands or use hand sanitizer when entering and leaving a patient room.
- Stay inside the patient room and use the call light if you or your loved one needs help while you are visiting. This helps our patients to rest and recover by keeping voices low and not crowding hallways.
- Check with the nurse before providing any food or drinks to patients. They may be on a special diet during their hospital stay.
- Do not use the bathrooms in the patient rooms. Family members and visitors should use the public restrooms.
- Do not visit if you aren't feeling well.

How do I keep my personal belongings secure?

We recommend you bring only essential items to the hospital. At Michigan Medicine, patients and visitors are responsible for their belongings and valuables. To prevent loss or damage to your things:

- Leave all valuables (like jewelry, large amounts of money, computers, etc.) at home. The hospital is not responsible for lost or misplaced valuables. If no one can take your things home, we'll send them to our security team to be stored in the hospital safe until you are ready to go home.
- Send your personal medications home. While you are in the hospital, your doctor will prescribe the medications you need, and your nurse give them

to you. We'll store any medications not sent home in the hospital safe until you are ready to go home.

How do I prepare for discharge (leaving the hospital)?

To speed up your discharge from the hospital:

- Start thinking about how you will get a ride home.
- Ask a family member or friend to join you for your discharge teaching session and to help you review your final discharge instructions with you and your nurse.

What support services does Michigan Medicine offer?

Michigan Medicine offers many different special services. If you have any questions about the following, please ask your nurse for more information.

Visitor waiting areas

We have several visitor waiting areas available:

- The MSSU Gold waiting room is located near the unit entrance.
- A visitors lounge is located near the level 1 hospital entrance.

Dining services

In the University Hospital, there are these dining options on level 2:

- UH Cafeteria
- Einstein Brothers Bagels (located directly in front of the UH Cafeteria)
- Vending machines with many healthy food and drink options (in the MSSU Blue waiting area and outside the UH Cafeteria)

Gift shop

The FRIENDS Gift Shop is located on level 2 of University Hospital near the UH Cafeteria. You can buy gifts, magazines, cosmetics, candy, toys, games, books, cards, clothing, and more.

Spiritual care

We have caring and experienced chaplains who can provide spiritual support to you and your family. They are available 24 hours a day, 7 days a week. You can request a chaplain visit by asking your nurse or by calling (734) 936-4041.

Chapels and quiet rooms are also available for reflection, meditation, or prayer.

Social work

As members of the care team, social workers are familiar with the many kinds of stress that your family may experience, and they are available to help you. They can talk with your health care team, helping you gain a better understanding of your healthcare plan. They can also help find lodging (a place to stay) if needed. You can request a social worker visit by asking your nurse or by calling (800) 888-9825 on Monday through Friday from 9:00 AM – 4:30 PM.

Who can I contact if I have more questions or need something else?

We are continually working to improve the care we provide. Please let us know if there is anything we can do to make your stay with us more pleasant.

If you have any questions, concerns, or suggestions, please ask to speak with the charge nurse or unit clinical nurse director.

- Dawn Blackwood, MHA BSN RN, Clinical Nurse Director, (734) 936-3655
- Matthew Luzum, MD, Medical Director

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