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**My Handbook**  
*What I need  
to know in  
the hospital*



**Lakeland HealthCare**  
Medical Excellence. Compassionate Care.



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## Important phone numbers

Admitting/Registration .....	(269) 983-8808
Chaplaincy Services.....	(269) 983-8454
Compliments or Grievances .....	(269) 983-8624
Financial Counselor	
Last name beginning A to G .....	(269) 983-8320
Last name beginning H to O .....	(269) 985-4589
Last name beginning P to Z.....	(269) 983-8241
Patient & Visitor Information.....	(269) 983-8300
Room Service .....	(269) 983-1234
Safety & Security.....	(269) 983-8144

## Patient Satisfaction Survey

Lakeland is always looking for ways to enhance the patient experience. To do so, we need to know what we are doing right and which areas need improvement, so we depend on our patients to keep us informed.

You may be contacted a few days after you are discharged to discuss your satisfaction with your experience at our facilities. Please take a few moments to provide your honest feedback – it can make a difference.

## About Lakeland

Lakeland HealthCare provides leading-edge medical services, highly specialized healthcare professionals, and quality care. We're a not-for-profit, community-owned health system, which includes three hospitals, an outpatient surgery center, long-term care, and hospice care through over 40 access points in southwest Michigan.

The history of Lakeland dates back to the 1800s, when our hospitals first began meeting the needs of area residents. Today, we are proud to continue that tradition of service to our neighbors in the community with safe, high-quality, compassionate care.

## Your Room

- Your nurse will show you the many features of your adjustable bed. You will also learn how to use the hand-held call button near your bedside if you need immediate assistance.
- For your comfort, room temperature can be adjusted with the thermostat located in your room.
- Your room will be cleaned daily, and fresh linens will be provided by the nursing staff during your stay. If something is spilled or you have immediate need for a clean-up, please tell a member of your care team.

## Meals and Room Service

Lakeland HealthCare is proud to offer a restaurant-style menu and customized room service. For a complete list of meal options appropriate for your diet, see the menu provided by your care team. To order, call extension **1234** to reach a diet clerk, or ask your care team for assistance.

## Telephone Calls

- From your patient room, local calls may be made free of charge by dialing **9+ number**. To place a long-distance call you may do one of the following: **dial 9, wait for dial tone, then 0, area code and seven digit number**. Long-distance calls must be billed to a third number, calling card, or credit card, or you may call collect. If you experience problems with your telephone, please dial 0 and explain the problem to our operator or tell your nurse.
- Your family and friends may call you by calling the main hospital number at **(269) 983-8300**.
- There are no patient telephones in the Critical Care Unit.
- If you need a TDD/TTY (telecommunications device for the hearing impaired/teletypewriter), contact your nursing station. For TDD/TTY dial 8159.
- Cell phones can be used throughout the hospital.

## Internet Access

If you would like to use your personal computer or smart phone, Lakeland offers free wireless Internet (WiFi) that you can access if you have the appropriate wireless card. This is an open Internet connection and is not secure, so you must provide any needed security.

## Mail

Mail is delivered to patient rooms. If you need to mail a letter, ask your caregiver for assistance.

## Newspapers

If you would like to purchase a newspaper while a patient at Lakeland Regional Medical Center, St. Joseph, please call the Gazebo Gift Shop at **(269) 983-8205** or extension 8205. A volunteer will deliver the newspaper to your room.

## Television

Each patient room is equipped with cable television service free of charge. You may access channels by using the pillow speaker TV control or the black remote control. For a listing of available channels, see the last page of this guidebook.

## Upholding Patient Requests Concerning Visitors

Patients (or their designated support persons) have the right to limit their own visiting hours as well as the number of visitors they wish to receive at any time while in our care.

## Who May Visit a Patient in the Hospital?

Patient visitors may include, but are not limited to, a spouse, a domestic partner (including same-sex domestic partner), another family member, or friend. Lakeland will not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

## Keeping in Touch Means So Much

If time or distance prevents visiting your loved ones in the hospital, there are other ways to let them know you are thinking about them:

- Call the patient: **(269) 983-8300** (Main Switchboard)
- Send flowers or other gifts through our gift shop -  
Visa and MasterCard accepted: **(269) 983-8205**
- Send a patient greeting -- your message will be personally delivered by a Lakeland volunteer: [www.lakelandhealth.org/patientgreeting](http://www.lakelandhealth.org/patientgreeting)

## Caringbridge

You can keep family and friends informed during a significant health challenge of a loved one by creating a private, personal website at [www.caringbridge.org](http://www.caringbridge.org)





*Lakeland HealthCare values families, friends, and support persons as important members of the patient care team. When someone you love is in the hospital, we understand your need to stay close. To promote health and healing, Lakeland encourages visitors for our patients.*

## General Visiting Guidelines

### Visiting Hours

Lakeland welcomes visitors 24 hours a day, seven days a week, unless otherwise noted below. Visitors may be limited to two at a time per patient. Accommodations for overnight stays are generally available for individuals over 18 years of age. Healthy children of the patient's immediate family must be accompanied and supervised by a parent or legal guardian at all times.

### Protecting our patients

To protect the health of each patient in the hospital, please do not visit if you have a respiratory infection (cold) or other communicable disease. Persons with signs or symptoms of respiratory disease or contagious infection will not be permitted to visit hospital patients without getting prior permission from Infection Control and Prevention. If necessary, you may be required to wear appropriate Personal Protective Equipment (gloves, mask, etc.).

Special care must be taken when visiting patients who are placed in isolation in the hospital. For their own protection against infectious germs, visitors are required to put on the Personal Protective Equipment shown on the door of an isolation patient's room before entering.

## Respecting our patients

- Visitors may be asked to suspend visitation during direct patient care.
- Individuals who appear to be under the influence or who smell strongly of alcohol will not be permitted visitation.
- Disruptive visitors will be asked to leave.

## Overnight Accommodations

Lakeland values families as an important part of the patient care team. When someone you love is in the hospital, we understand you may want to stay close. We will help make you as comfortable as possible with either our reclining chairs or sleeper sofas. Depending on the patient's condition, we encourage only one family member or friend to stay with the patient overnight.

## Evening Visitation

For our patients' protection, we have a few extra requests when you visit overnight. Visitors who arrive between 8:30 p.m. and 5:00 a.m. are asked to follow the instructions below.

- Except for Emergency Department patients, all visitors coming into the hospital between 8:30 p.m. and 5:00 a.m. must enter through the parking garage connector and into the Welcome Center.
- Visitors must be at least 12 years old. Visitors under 18 must be accompanied by an adult.
- Visitors must first register with Security Services in the Welcome Center, who will then call the patient care unit for safety and consent verification.
- If the visit is approved, the visitor will present appropriate photo identification and receive a visitor's ID pass. The visitor's ID pass includes the room number of the patient and the date issued. Passes are good only for the date issued.
- The visitor must display the visitor's pass in plain view at all times.

## Behavioral Medicine Unit Visitors

- Patients on the Behavioral Medicine Unit have the right to talk with their attorney or others about legal matters without any limitations and at any time.
- Visitors to the Behavioral Medicine Unit must be 16 years of age or older.



# The Campus at Lakeland Regional Medical Center, St. Joseph

Patients and visitors may use the following amenities while at the hospital:

- Free garage parking
- Free access to wireless Internet (WiFi) service
- Visitors may enjoy dining in our cafeterias or coffee shops, or the gift shop and vending machines located throughout the facility. Family members are welcome to bring meals or snacks to your room and eat with you.
- Family Retreats in the Patient Addition: each nursing unit includes a variety of small and large family retreat areas featuring comfortable seating, kitchenettes, televisions, and fireplaces.

## First Floor

**Welcome Center** Help desk and visitor information center

Hours: Monday through Friday, 6:00 a.m. to 8:00 p.m.

**Java City Coffee Oasis** Choose from made-to-order specialty coffees, juices, baked treats and more. Located near the Welcome Center.

Hours: Monday through Friday, 6:00 a.m. to 8:00 p.m.

**The Courtyard Café** Open seven days a week for breakfast and lunch.

Hours: Daily, 5:30 a.m. to 4:30 p.m.

## First Floor (continued)

**Hospital Chapel** Located near the Courtyard Café, our beautiful and private chapel provides a quiet place for meditation or spiritual reflection.

Open 24 hours a day

**The Lakeland History Wall** Take a moment to see the progression of modern health care in our area since 1899 in this elegant mural. Located near the Community Room at the Main Entrance.

**Gazebo Gift Shop** Located near the main lobby, you'll find a wide selection of gift items and reading materials for all ages.

Hours: Monday through Friday, 9:00 a.m. to 8:00 p.m.

Saturday and Sunday, noon to 4:00 p.m.

**Van's Medical Equipment of Lakeland** Located near the Welcome Center, Van's Medical Equipment of Lakeland offers an extensive selection of home medical equipment, including respiratory equipment and products, aids to daily living, wheelchairs and components; and personal care items.

Hours: Monday through Friday, 9:00 a.m. to 6:00 p.m.

Saturday, 10:00 a.m. to 2:00 p.m.; closed Sundays

**Outdoor Gardens and Walking Path** Spend some time outdoors in any of the beautiful gardens on the hospital's campus. Or, follow the signs to take a stroll along our walking path. (See page 38 for campus map)

## Lower Level

**The Atrium Café** Accessible by "B" elevators, The Atrium Café – the hospital's main cafeteria - offers a wide variety of meals, snacks, and beverages.

Hours: Monday through Friday, 7:30 a.m. to 6:00 p.m.

(Hot meals available 11:00 a.m. to 2:00 p.m. and 4:00 p.m. to 6:30 p.m.)



## Spiritual and Emotional Care

Lakeland's Chaplaincy Services are dedicated to providing quality care which respects your dignity and recognizes the importance of body, mind, and spirit in the healing process. Chaplaincy Services are available 24 hours a day. Your nurse can contact Chaplaincy Services for you, or you can do so yourself by dialing 0. If you prefer, our Chaplain can notify a spiritual leader or communion minister for you. See your Health Journal to learn about our Parish Nursing Program.

## Hand Hygiene

To prevent the spread of infection, Lakeland HealthCare is committed to all staff members, patients, and visitors practicing proper hand washing. For your convenience, we offer sinks and hand foam in all patient rooms. Please be sure to wash your hands when entering and leaving a patient room. Please also know that we encourage you to remind your care team of our hand hygiene policy – it's okay to ask anyone you see at Lakeland if they have washed their hands.



## Your Healthcare Team!

Your healthcare team is made up of physicians, nurses, care managers, technicians, therapists and assistants. Each team member is committed to meeting your healthcare needs and providing exceptional care. For your safety, all Lakeland personnel wear identification badges that include the person's name, photo and department. If you're not sure who someone is, ask to see their identification badge.

Hospital doctors and intensivists give patients around-the-clock care during your hospital stay. The attending hospital doctor works with your primary care physician to ensure you receive the best possible care during the hospital stay and after you go home.

Intensivists provide leadership for the entire critical care team by providing continuous, consistent care and facilitating communication among primary care physicians, specialists, patients, and their families.

Lakeland HealthCare is committed to education and helping train the physicians and healthcare professionals of tomorrow. Medical students are directly supervised by attending physicians. We ask our patients' permission for our medical students to accompany your physicians in providing care.

## Medical Residents

Physicians completing their medical residencies may also visit you during your stay. Lakeland is a base hospital for Michigan State University's College of Osteopathic Medicine, and offers ***Osteopathic Residencies in Internal Medicine, Emergency Medicine and Family Medicine***. Residents are new doctors who are training in a chosen specialty. These physicians are responsible for direct patient care while working in collaboration with the attending physician.

## Nursing Students

You might also be cared for by a Nursing Student during your stay. Lakeland partners with area community college nursing programs to ensure that the next generation of nurses are well-prepared for their careers as caregivers.

## Rapid Response Team

Lakeland HealthCare is committed to providing safe, high-quality care for our patients. To help us meet this goal, Lakeland's Rapid Response Team is available 24 hours a day to address any sudden changes in a patient's condition. The Rapid Response Team allows Lakeland to bring critical care expertise directly to the patient.

Patients and their loved ones are an important part of the Rapid Response Team. You make a difference by alerting the Rapid Response Team in the event of an emergency, such as a serious change in the patient's condition, or if visitors feel that a patient's life-threatening condition is not being recognized.

*To get urgent help for you or your loved one, call your nurse right away for help. If you feel like you need help and are not getting it, then **dial 0** for the operator from any hospital phone and ask for the Rapid Response Team.*

*The Rapid Response Team will arrive within five minutes to assist you.*

# Understanding Your Health Record Information

## Protecting Your Privacy

During your hospital stay, you will receive a **Personal Identification Number (PIN)** on a printed card titled, "Protecting Your Privacy."

We will only provide information about you to those who give us the PIN. The PIN may be shared with close family members and friends. This number is only active during this visit. Please ask us if you have any questions about this process.

## Your Medical Record

Each time you visit a hospital, physician or other healthcare provider, the provider makes a record of it. Typically, this record contains your health history, current symptoms, examination and test results, diagnoses, treatment and a plan for future care or treatment. This information, often referred to as your medical record, serves as a:

- Basis for planning your care and treatment
- Means of communication among health professionals who care for you
- Legal document describing the care you received
- Means by which you or a third-party payer can verify that you actually received the services billed
- Tool in medical education
- Source of information for public health officials
- Tool to assess the appropriateness and quality of care you received
- Tool to improve the quality of healthcare and achieve better patient outcomes

## Understanding Your Health Record Information (continued)

### **Understanding what is in your health record and how your health information is used helps you to:**

- Ensure its accuracy and completeness
- Understand where, when, why and how others may access your health records
- Make informed decisions about authorizing disclosure to others
- Better understand the health information rights

### **We have a legal duty to safeguard your protected health information**

We are legally required to protect the privacy of your health information. We call this information “protected health information,” or “PHI” for short. It includes information that can be used to identify you, that we’ve created or received about your past, present, or future health or condition, the provision of health care to you, or the payment of health care.

We must provide you with this notice about our privacy practices that explains how, when, and why we use and disclose your health information. With some exceptions, we may not use or disclose any more of your health information than is necessary to accomplish the purpose of the use or disclosure. We are legally required to follow the privacy practices that are described in this notice.

See [www.lakelandhealth.org/PrivacyPolicy](http://www.lakelandhealth.org/PrivacyPolicy) for entire policy



## Advance Directives

You have the right to formulate an advance directive. While Lakeland supports and encourages your right to an advance directive, lack of an advance directive does not hamper access to care. Advance directive information is offered upon admission, and is available at any time during your stay. Examples of advance directives include: durable power of attorney for healthcare and living wills.

## We Care About Your Safety

Providing for the safety of our patients is one of Lakeland HealthCare's core values. Patients can expect state-of-the-art medical services, highly specialized healthcare professionals, quality care, and one of the highest levels of patient safety in this region.

Lakeland HealthCare works continuously to develop patient safety systems and apply them across our continuum of care. Those safety measures include: double checking patient identification before giving medications or beginning a procedure; reducing the rate of hospital-acquired infections; ensuring that surgical procedures are as safe as possible; and involving patients and their family members in every aspect of their care. These programs save lives.

Lakeland also participates in national programs designed to increase patient safety and improve patient outcomes. Lakeland's hospitals are certified by the Joint Commission, an accreditation organization recognized nationwide as a symbol of quality and state-of-the-art, performance-based standards.

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## We Care About Your Safety (continued)

The standards and performance expectations set by the Joint Commission evaluate if an organization is doing the right things for its patients and doing them well.

### **Be a Partner in Your Safety**

To improve patient safety, Lakeland encourages patients and their family members to be active participants in their care. Research has shown that patients who take part in decisions about their healthcare are more likely to have better outcomes. Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right healthcare professionals. Don't assume anything.

*Speak up if you have questions or concerns about your care. Your health is too important to worry about being embarrassed if you don't understand something your physician, nurse or other healthcare professional tells you. Tell your nurse or physician if something doesn't seem right.*

Expect your healthcare professionals to introduce themselves when they enter your room and look for their identification badges. A new mother, for example, should know the person to whom she is handing her baby. All healthcare professionals in the obstetrics and pediatrics units at Lakeland HealthCare wear red identification badges.

**Notice whether your caregivers have washed their hands.** Hand washing is the most important way to prevent the spread of infections. Don't be afraid to gently remind your caregiver to do this.

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## We Care About Your Safety (continued)

Make sure your nurse or physician confirms your identity by asking your name and date of birth before he or she administers any medication or treatment.

**Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.** Write down important facts your physician tells you, so that you can look for additional information later. And ask your physician if he or she has any written information you can keep.

Make sure you are familiar with the operation of any equipment that is being used in your care. If you will be using oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use. Lakeland has a no-smoking policy on all of our campuses.

**Ask a trusted family member or friend to be your advocate during your hospitalization. He or she can ask questions you may not think of while you are under stress.** Consider executing a durable power of attorney so your preferences for care and your wishes concerning your health care are understood.

**Participate in all decisions about your treatment. You are the center of the healthcare team.** You and your physician should agree on exactly what will be done during each step of your care.

## Be a Partner in Your Safety – Don't Fall

Your safety is very important to us. By following these safety steps, you, your family and friends can help us to reduce your risk of a fall.

- Always follow your health care team's instructions about whether you should stay in bed or need help to go to the bathroom.
- Use your call button to ask for help when you need to get out of bed or cannot reach something that you need. Someone will respond as soon as possible, wait for them.
- When you get out of bed, sit on the side of the bed briefly before you stand up.
- Be sure to use your walker, cane or wheelchair if you have any of these.
- Wear non-skid footwear.
- Use the handrail while in the bathroom.
- Be sure to tell us about any dizziness, weakness, balance, or vision problems.
- Do not lean on your bedside table or IV pole. They are on wheels and may roll.
- Please let your health care team know as soon as possible about any spills or dangerous conditions.
- New medicines may have side effects. If you notice any symptoms after taking a medicine for the first time, tell your nurse.







## Be a Partner Your Safety - Don't Fall (continued)

### A Special Note for Family and Friends:

- While you visit and before you go, leave a light on in the bathroom, and make sure the floor is free from clutter.
- Before you leave, place necessary items within the patient's reach. These may include phone, tissue, water and the call button.
- Side rails and alarms are used to remind the patient to stay in bed. Please ask for help with these if necessary.
- Companionship may lower the risk of a fall. Ask the health care team when your loved one may find your company most comforting.

### Medication Safety

Medication errors are the most common health mistakes. To help prevent medication errors, it is important for you to know which medicines you take and why you take them.

- If you are taking a lot of medications, be sure to ask your doctor or pharmacist if it is safe to take those medications together. Do the same thing with vitamins, herbs, and over-the-counter drugs.
- Make sure you can read the handwriting on prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to read it either. If necessary, ask for a print-out of the prescription.
- Ask about the purpose of the medication and obtain written information about it, including its brand and generic names. Also inquire about the side effects of the medication.

## We Care About Your Safety - Medication Safety (continued)

- If you do not recognize a medication, verify that it is for you. Ask about oral medications before swallowing and read the contents of bags of intravenous (IV) fluids. If you're not well enough to do this, ask your advocate to assist you.
- Carry an up-to-date list of the medicines you are taking in your purse or wallet. Write down how much you take and when you take it. If you have any allergies to medications, foods, latex, bee stings, etc. record these as well. Go over the list with your doctor and other caregivers.
- Visit [www.lakelandhealth.org/medlist](http://www.lakelandhealth.org/medlist) to request a free medication safety card in the mail.

### Improving Patient Safety for the Future

All of the members of Lakeland HealthCare's team, administrators, physicians, and staff are constantly working together to make our facilities the safest place for patients. If you have questions about the information presented in this brochure or want to know more about how to be a partner in your safe care, talk to your physician or a member of your care team.

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**You have a right to have your complaint / grievance resolved promptly.**

Exercising this right will not compromise your care and can be done in a confidential manner, if you choose. Please call **(269) 983-8624** to file a grievance. You can also contact the following state agencies for unresolved concerns:

- Joint Commission Customer Service, 1 Renaissance, Oak Brook Terrace, IL 60181
- Michigan Department of Community Health, 201 Townsend St., Capitol View Bldg., 7th Floor, Lansing, MI 48913, Complaint hotline: **(800) 882-6006**
- Michigan’s Quality Improvement Organization MPRO, 22670 Haggerty Rd., Suite 100, Farmington Hills, MI 48335 Phone: **(248) 465-7300**
- Michigan Department of Civil Rights, 499 W. Main Street, Benton Harbor, MI 49022 Phone: **(269) 925-7044**

## Safety & Security

Lakeland HealthCare has a 24-hour Safety and Security Department to ensure the safety of our patients, visitors, and staff both inside and outside our facilities. Security officers are available around the clock to escort patients and visitors to parking lots.

Should you need assistance from our security officers during your stay, please dial **(269) 983-8144** or extension 8144 or ask any staff member to contact them for you.

Please leave as many personal belongings as you can at home or with a family member. Lakeland is not responsible for lost or stolen items. If you have valuables that need safekeeping, ask a staff member to contact Safety & Security so that the items may be placed in the hospital's safe.

To help locate any lost items, please ask your care team for assistance or call Safety & Security at **(269) 983-8144** or extension 8144, or ask any staff member to contact them for you.

### **Fire Drills & Emergency Codes**

Our hospital has a safe and effective fire safety program, and we are required to frequently perform fire drills. If you hear a fire alarm, do not panic. If a concern arises over your safety, hospital staff will evacuate you to a safe place. We have posted fire escape routes on the walls of our facilities to help with evacuation when necessary. Please remain calm in the event of an emergency and listen for directions from hospital staff.

### **Non-Smoking Policy**

Lakeland HealthCare has a totally tobacco-free policy to demonstrate our commitment to health and wellness. Smoking is not permitted in any building or outdoor area on our campuses, including the parking lots.

## Patient Bill of Rights

At Lakeland, we pledge to treat all of our patients fairly and in accordance with the following principles:

### **Access to Care**

You have the right to know the names of your caregivers.

You have the right to get a list of your current medications.

You will not be denied appropriate care on the basis of race, religion, color, national origin, age, sex, sexual preference, marital status, handicap, or source of payment.

You are entitled to adequate and appropriate medical care and the right to expect reasonable continuity of care during your hospital stay, including help planning for your discharge.

We will inform you if you need care or services that Lakeland is unable to provide. We will then provide you with alternatives, including transfers to other care providers if that is necessary and medically advisable.

You have the right to have your pain assessed, managed and controlled.

### **Respect and Dignity**

You have the right to considerate, respectful care which recognizes your individuality and personal dignity.

You are entitled to privacy, to the extent possible, in treatment and in caring for your personal needs.

The hospital can not ask you to perform services unless it is part of your therapy.

## Patient Bill of Rights (continued)

### **Decision Making**

You and your family, where appropriate, have the right to be informed about and participate in decisions regarding your care.

You have the right to participate in ethical questions that arise during the course of your care, including issues of conflict resolution, withholding resuscitative services, forgoing or withdrawal of life-sustaining treatment, and participation in investigational studies or clinical trials.

You have the right to refuse treatment and to be informed of the consequences of refusal.

### **Privacy and Confidentiality**

Your medical care and treatment records will be kept strictly confidential and will only be used or disclosed as permitted by law. You may inspect or, for a fee, receive a copy of your records.

You may request transfer to another room if another patient or visitors in your room are disturbing you.

Anyone not directly involved in your care must have your permission to be present.

You may meet privately with your family and consult with a specialist, an attorney, or any other person of your choice according to hospital policies. You have the right to access protective services and our care managers can assist you with this.

## Patient Bill of Rights (continued)

### Grievances

You have the right to know if something goes wrong with your care.

You are entitled to pursue your rights and may present grievances or recommend changes in policies and services to our staff, or to another person of your choice. You are entitled to information about Lakeland's policies and procedures on how to start, review and resolve complaints.

Lakeland encourages you to submit your concerns or complaints directly to them by calling **(269) 983-8624**. Efforts will be made to resolve your concerns promptly. Additionally, a Citizen's Guide to Filing a Complaint Against a Licensed Health Care Facility pamphlet is available in the lobbies of Lakeland hospitals.

### Personal Safety

You have the right to safe care.

You have the right to expect security, personal privacy and confidentiality while being treated.

You are entitled to be free from mental and physical abuse and chemical and physical restraints. Exceptions to those restraints must be authorized in writing by your doctor for a specified and limited time, or as necessitated by an emergency to protect you from hurting yourself or others.



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Patient Bill of Rights (continued)

**Information and Communication**

If you do not speak or understand English, we will provide you with an interpreter.

You are entitled to send and receive mail, unopened, on the same day it is received at Lakeland. You may make and receive telephone calls. Any restrictions on your ability to communicate will be made by your doctor, with your participation, and will be fully explained to you.

You or your family, where appropriate, will be informed about the outcomes of care, including any unanticipated outcomes.

You have the right to receive a full explanation of any proposed treatments or procedures including: potential benefits and drawbacks, potential problems related to recuperation, the likelihood of success, the possible results of non-treatment and any significant alternatives.

## Educational Videos

During your hospital stay, we encourage you and your family to learn as much as you can about the health issues that are important to you. To view educational videos on-demand, 24-hours a day, simply pick up the phone and dial 8040, follow the voice prompts that direct you to enter your room's phone extension (you will find this listed on your bulletin board).

Please ask your nurse if you need assistance obtaining any videos.

You can also visit [www.lakelandhealth.org](http://www.lakelandhealth.org) to view our A-Z health library which features many educational videos and animations.

## Going Home

As you prepare for discharge, a case manager or social worker will be available to help you and your family with any special needs or concerns. After your physician has given the discharge order, a hospital associate will explain the discharge procedure to you or your guardian. The discharge instructions will cover information about your diet, medications, activity, wound care, special instructions, follow-up care, and when and where to see your physician. A hospital associate will escort you in a wheelchair to the appropriate exit.

Some patients require special, more involved plans to meet their needs following hospitalization. Services include arrangements for skilled nursing and rehabilitation facilities, acute-care transfers, community referrals, home healthcare, equipment and medical supplies. Care managers arrange for these services based on patient needs and physician orders.

## Your Hospital Bill

For all non-emergency and elective treatments, tests and procedures, payment must be made at the time of service or you must make arrangements to pre-pay prior to discharge. For your convenience, we accept cash, personal checks and traveler's checks, Visa, MasterCard or Discover cards. We will work with you to arrange payment for your treatment.

If you are a Medicare patient, we ask that you pay the Medicare Part "A" deductible at the time of admission only if you have not yet met the deductible and have no Medicare supplemental insurance. Insurance coverage often has limitations and does not pay in full. You may be responsible for balances such as deductibles, co-pays, and penalties for pre-existing conditions or pre-certifications.

### **Ancillary Charges**

You may receive separate bills from one or more physician's office. These bills may cover such expenses as physician services and/or professional interpretation of tests or X-rays. Questions concerning such bills should be directed to your physician's office.

## Financial Arrangements

Lakeland has financial advisors in Patient Access to offer advice on what your insurance policy will cover. Our advisors have been trained in Medicare, Medicaid, and private insurance company coverage. If your insurance company does not cover all expenses and your bills become excessive, our counselors will work with you to set up a payment plan. When you are admitted to Lakeland and do not have insurance coverage, our counselors provide advice to assist you in qualifying for coverage.

If you have questions, please call one of the following numbers:

Last name beginning A to K **(269) 983-8320** (extension 8320 in the hospital)

Last name beginning L to Z **(269) 983-4589** (extension 4589 in the hospital)



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# Caring about the community in millions of ways

Lakeland HealthCare returns millions of dollars back to the community through programming and direct support of our patients

Visit [www.lakelandhealth.org/annualreport](http://www.lakelandhealth.org/annualreport) to learn more



## How You Can Help

### ***Volunteer Services and Opportunities***

You may see volunteers working throughout the hospital, delivering flowers and mail and supporting our staff members. If you are interested in volunteering, we have many opportunities throughout southwest Michigan to fit your schedule, abilities, and interests. To learn more, dial Volunteer Services at 1433 in Niles or 8102 in St. Joseph, or visit [www.lakelandhealth.org/volunteer](http://www.lakelandhealth.org/volunteer)

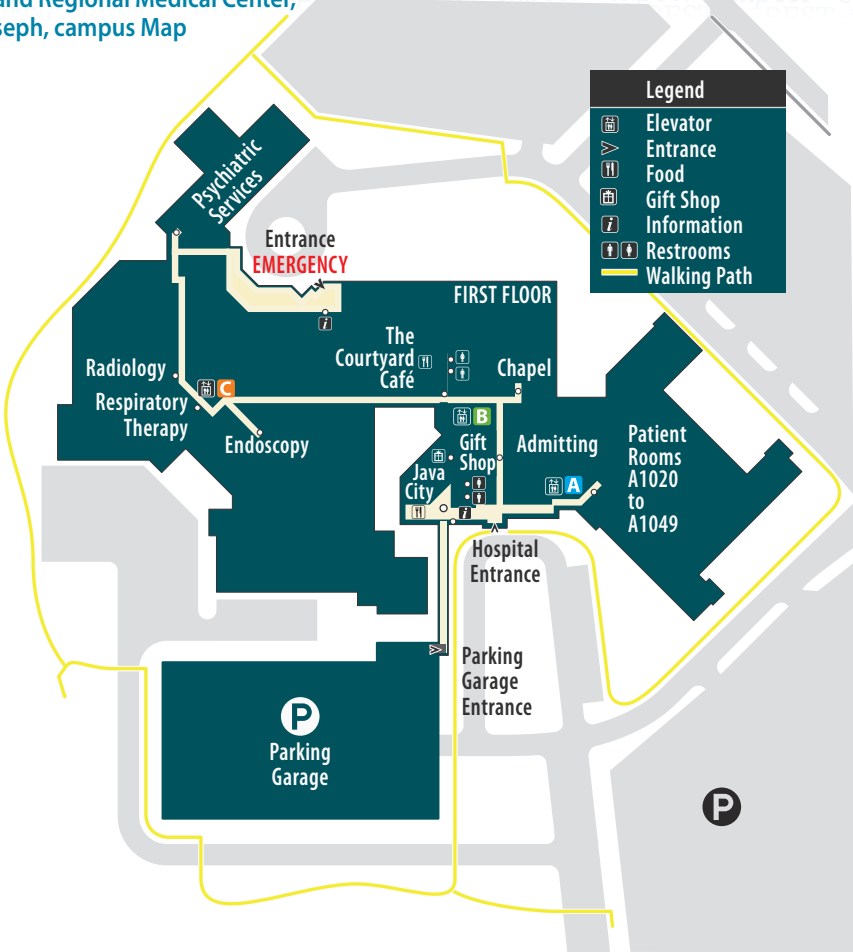
### ***Lakeland Health Foundations***

The Lakeland Health Foundations support Lakeland HealthCare in our mission to enhance health in the community. Philanthropy is very important to our organization, and every contribution enhances patient care and other community programs. For more information about giving opportunities, call the Lakeland Health Foundations at **(269) 927-5143**, or visit [www.lakelandhealth.org/foundation](http://www.lakelandhealth.org/foundation)

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**Lakeland Regional Medical Center,  
 St. Joseph, campus Map**





## TV Channels

<b>2</b> NBC WNDU -16	•	<b>32</b> ESPN2	•	<b>45</b> XM Radio
<b>3</b> ABC WBND -57	•	<b>25</b> History	•	<b>46</b> XM Radio
<b>4</b> CBS WSBT-22	•	<b>26</b> Oxygen	•	<b>69</b> Newborn Channel
<b>5</b> PBS WNIT- 34	•	<b>27</b> A & E	•	<b>70</b> CARE Channel
<b>6</b> FOX WSJV 28	•	<b>28</b> AMC	•	<b>71</b> Spanish Language Program
<b>7</b> CW WCWW 25	•	<b>29</b> Comedy Central	•	<b>72</b> Spanish Language Program
<b>8</b> Nickelodeon	•	<b>30</b> Spike TV	•	<b>73</b> GE Tip-TV/VHA Education
<b>9</b> Animal Planet	•	<b>33</b> ESPN Classics	•	<b>74</b> Lakeland Information
<b>10</b> Cartoon Network	•	<b>34</b> ESPN News	•	<b>75</b> Education Channel
<b>11</b> TV Land	•	<b>35</b> NFL Network	•	<b>76</b> Education Channel
<b>12</b> ABC Family	•	<b>36</b> CNN	•	<b>77</b> Education Channel
<b>13</b> Lifetime	•	<b>37</b> WGN	•	<b>78</b> Education Channel
<b>14</b> USA	•	<b>38</b> CNBC	•	<b>79</b> Education Channel
<b>15</b> TBS	•	<b>39</b> MSNBC	•	<b>80</b> Education Channel
<b>16</b> TNT	•	<b>40</b> FOX News	•	<b>81</b> Education Channel
<b>22</b> FX	•	<b>41</b> Weather Channel	•	<b>82</b> Education Channel
<b>23</b> Court TV	•	<b>42</b> Univision	•	
<b>24</b> Discovery	•	<b>43</b> Galavision	•	
<b>31</b> ESPN	•	<b>44</b> XM Radio	•	

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