

# Welcome to Beaumont Health

## A GUIDE TO YOUR STAY



# Beaumont

## FREQUENTLY USED PHONE NUMBERS

Main Hospital  
248-898-5000

Care Management  
248-898-7590

Patient & Family Experience  
248-551-0500

Billing  
866-814-9177

Nutrition Services  
248-898-3463

Lost and Found  
248-551-5678

Discharge Medication Program/  
Outpatient Pharmacy  
248-898-4910

### Wi-Fi

Free wireless internet service is available in the hospital. The network to connect to is **BH-guest**.



If you or a family member are about to begin an inpatient stay, please visit [beaumont.org/your-stay](https://www.beaumont.org/your-stay)

# WELCOME TO BEAUMONT!

Providing you with compassionate, extraordinary care every day is our mission. While it is our privilege to care for you and provide a place for healing, we also know that hospitals can be places of unease and worry. We want to assure you that you are in good hands at Beaumont. Your care is being provided by a team of highly skilled professionals who are committed to providing you with the best care possible by truly listening to you, respecting and caring for you as a whole person and giving you the information you need to make informed decisions about your care.

We recognize that you know yourself better than anyone; therefore, you and whomever you define as family, are viewed as important members of your care team and part of everything we do. We call this patient and family-centered care and encourage you to become a partner in care by asking questions if you are unclear and sharing your thoughts, concerns and care preferences.

To help ease your stay, this welcome guide was created in collaboration with Beaumont patients and families to provide you with knowledge and support based on clinical expertise and personal wisdom. This guide includes information about your safety, hospital services and resources available to you and your family. By watching the Beaumont television channel, visiting the Beaumont website [beaumont.org](http://beaumont.org), or downloading the Beaumont App, you will find additional information about your care and stay at Beaumont.

**Thank you for placing your trust in us.  
We wish you peace and healing.**

A handwritten signature in cursive script that reads "Nancy".

Nancy Susick, MSN, RN  
President  
Beaumont, Royal Oak

Hospitals are busy places and there may be many people coming into your room during your stay. Doctors, nurses, therapists, technicians, transport staff and even students may be in to see you. If you have questions or concerns during your stay, please use the call button and your nurse will be able to help you.

## **UNDERSTANDING THE HOSPITAL ROUTINE**

Life is far from routine when you are in the hospital, but there are some regular practices you can expect that may help you adjust to the hospital routine.

### **Family Presence**

We know that your family and friends are an important part of your healing and we welcome them to spend time with you. For your comfort, we have a cafeteria, family lounges and a chapel. If you would like a family member to stay with you overnight or during certain procedures, please discuss this with your nurse.

Please keep in mind that providing safe care in a quiet and healing environment is our top priority. It is important to remember to be a good roommate in shared spaces and respect the needs of others by maintaining a restful and quiet environment. At times, we may need to limit the number of people at your bedside. To keep everyone safe, please remember that all visiting children must be under supervision by an adult who is not the patient at all times.

### **WHY IS IT IMPORTANT FOR YOU TO BE A PARTNER IN YOUR OWN CARE?**

Partnering with your care team establishes trust, effective communication and improves your health and experiences by creating a care plan that works for you.



## Medical Rounds

Medical Rounds are a time when members of your health care team talk with you about your health, test results and treatment plan. Your role is to carefully listen to what the team is saying, ask questions about medications, treatments or therapies, share your thoughts or concerns and take part in the care planning and decision making. Also, if incorrect information is stated, always make the correction.

## Bedside Shift Report

At the end of each nursing shift, your outgoing nurse will share information about your health status, plan of care and daily goals with you and your incoming nurse. We encourage you and your family to take part in this information sharing by asking questions, raising concerns and sharing health goals.

## Meal Service

Meals are served via Room Service upon your request. Family and friends may also order a meal; however, a guest charge will be added to your final patient bill. Keep in mind that meals typically arrive within 45 minutes of ordering, so remember to work around your treatment and therapy schedules. If you prefer a meal to meet religious or cultural preferences, please let us know. Our Nutrition Services team will do all they can to meet your meal choices. If you need help choosing food, please ask your nurse. If you don't order a meal, we will send a food tray that meets your nutritional needs.



## Spiritual Care

Spirituality and faith can be important to health and healing. Hospital chaplains are knowledgeable of many faiths and are able to support your religious and spiritual practices as well as help you cope during medical crises. If you would like to talk with a hospital chaplain, please ask your nurse to make a referral.

## Personal Belongings

Having things that remind you of home may help make your stay in the hospital a little bit brighter. However, as a patient, you will often be away from your bedside for tests and procedures and it is not always possible to take your belongings with you. Therefore, please leave valuables, such as jewelry, money, credit cards and electronics at home. If this is not possible, please ask your nurse to have these items stored for you. Also, ask your nurse for a special container to hold your eyeglasses, dentures or hearing aids.

## SPEAKING UP FOR SAFETY

Your safety is at the center of all we do, and you and your family have an important role in keeping you safe. As a partner in care, please speak up if you see or hear something that concerns you or “just does not feel right.”



### **DON'T BE AFRAID TO ASK QUESTIONS.**

If you don't, your doctors and nurses may assume that you understand or that someone else is answering them for you.

## Fall Prevention

Things that were simple at home, like getting up to use the bathroom and walking down the hall, may be difficult while in the hospital. Even if you have never fallen before, you may be weaker than usual due to illness, medications, tests or procedures. Equipment and tubes may also make getting up and walking without assistance more difficult. When you do want to get up, ask us to help you and remember to move slowly and wear shoes or non-skid socks.

## Infection Prevention

Following infection prevention guidelines is an important step in helping to prevent the spread of germs while in the hospital.

### Clean Hands

It is important for everyone entering your room, including your care providers and your family and friends, to clean their hands with soap and water or hand foam each time they enter your room. If you're unsure if they have done so, please speak up.

### Colds, Flu and More

We understand that family and friends may want to spend time with you; however, please ask those who are sick to wait until they are feeling better before coming to see you.

## REACH: Recognize, Emergency, Activate, Call, Help

Remember that as a patient, your greatest resource is your own voice. If at any time the health of you or your family member has suddenly changed, please contact your nurse immediately. Sudden changes include:

- difficulty breathing
- sudden numbness or weakness
- a change in skin color
- new confusion, or
- if something "just does not feel right"

Contacting your nurse will most likely be all that you need to do. However, as one more safeguard, Beaumont created REACH to respond to a medical concern that you or your family may still have after talking with your doctor or nurse. Look for a sign posted in your room that describes how to activate REACH.

## MANAGING YOUR HEALTH

There are many ways to participate in your care and Beaumont wants you and your family to be involved in every step of the way.

### Recovering with Assistance

Discuss with your care team how to maintain movement and certain activity during your hospital stay. Many patients benefit from doing brief range of motion exercises, sitting up in a chair and sometimes walking in the hallway. Remember to always ask your nurse for help if you plan to move.

## Interpreters

To ensure effective communication with patients and their companions who are deaf, blind, hard-of-hearing or have limited English proficiency, we provide appropriate auxiliary aids and services free of charge, such as qualified sign language and oral interpreters, high definition video remote interpreting services, over the phone interpreting, note takers, written and translated materials, telephone handset amplifiers, assistive listening devices and systems, telephone compatible with hearing aids and televisions with captioning of most Beaumont facilities' programs. Please ask your nurse or other Beaumont staff.

## Whiteboards

You will find a whiteboard on your hospital room wall with the purpose of keeping you informed about your care plan.

## Health Records (Patient Portal)

With request, you may get printed copies of your health records. You and the people with whom you have given proxy access have secure access to your health record through Beaumont's patient portal, myBeaumontChart, allowing you to:

- view your medical information including immunizations, diagnoses, test results, treatment plans, medications and more
- request appointments or medication refills and send private messages to your doctor
- view insurance information and view and pay bills

## Photography and Audio/Videography

Recording life milestones, instructions from your health care team and demonstrations on how to care for yourself can be helpful. Please remember to be respectful of the privacy of other patients and staff by first talking with your health care team before taking photos or taping events, conversations and procedures. Staff will do what they can to help you understand important information and support your wishes to record important life moments.



## Advance Care Planning

Advance directives are an important part of health care. By completing an advance directive, you are making your goals, values and treatment preferences known. You will be asked to select a person, called a Patient Advocate, to uphold your decisions if you are in a position where you cannot speak for yourself. Ask your nurse for more information about how you may complete your advance directive.

## Discharge Planning

Your discharge planning starts from the moment you are admitted to the hospital. Throughout your hospitalization, your care team will update information in your discharge folder. Please ask questions to be sure that you understand what will be expected of you after discharge, including treatment plans, medication prescriptions, follow up appointments and any necessary medical equipment you may need. Be sure to ask the person who will be helping you after discharge to be present for discharge planning and education.

Care managers are nurses and/or social workers who work with you and other care team members to manage your care while in the hospital and plan for a safe discharge from the hospital. Care managers consider your medical, emotional and financial needs, which helps them determine the types of services for which you are eligible. Services may include home care, private nursing care, supplies and equipment, rehabilitation, infusion therapies and hospice care. Care managers may also help you sort through health insurance coverage and arrange transportation as needed.



## The Discharge Medication Program

Established to help you get your medication prescriptions before leaving the hospital. To participate, let your nurse know you want to have your discharge medication filled at the hospital pharmacy and be prepared to provide your prescription benefit information which is frequently different from your medical benefit card. Please note that you will be responsible for any copays, which will be the same as the copay you would pay at your local pharmacy.

## Medical Bills

Your insurance benefits are based on the contract that you or your employer holds with your insurance carrier. Each year, you should receive a booklet giving you updated information about your health benefits. Many insurance plans require referrals and/or authorizations for covered services. If your plan requires a referral, your doctor must write the referral before the service is provided. If an authorization is required, Beaumont will obtain the authorization from your health plan before you get the service. If you are unsure if something will be covered or if you need a referral or authorization for a specific service, always check with your insurance plan before having the service performed.

Beaumont will bill your health plan for services that are covered using the information you have provided to us. Bills will reflect charges for Beaumont professional services, hospital services and supplies. If you do not have medical insurance or if your coverage does not cover all of the costs of your care, Benefit Advisors are available to help you sort through your payment options, create a flexible payment plan, and if you qualify, connect you with financial assistance programs. If you would like to speak with a Benefit Advisor, please call the Billing department or ask your nurse or social worker to connect you.

## PATIENT RIGHTS & RESPONSIBILITIES

During your stay with us, our goal is to make your experience as supportive as possible by providing information and open channels of communication.

This booklet outlines guidelines for each patient's rights and responsibilities. Some exceptions or modifications may be required, depending on the patient's condition or circumstances.

At Beaumont, no patient shall be denied necessary and appropriate medical care because of race, color, age, national origin, marital status, religion, sex, gender identity, sexual orientation, physical or mental disability, handicap or source of payment.

### YOUR PATIENT RIGHTS

#### Informed decision

- You have the right to receive understandable information regarding your condition and proposed treatment. If you do not understand something, ask for it to be explained.
- You have the right to select a patient advocate, someone to make medical decisions for you, in the event you are unable to do so for yourself.

- An advance directive does not affect access to care, treatment or service.
- The hospital can help you with advance medical directive questions.

#### Information and participation in care

You are entitled to:

- know the names and roles of those providing care for you
- receive information about your condition, treatment options and expectations for recovery
- be involved in decisions and resolve disagreements about your care, treatment and services
- be informed when something unexpected happens with your care
- be involved in discharge planning as appropriate

#### Information about facility rules affecting care

You are entitled to information about the Beaumont facility rules and regulations affecting patient care and conduct.

#### Right to exercise civil and religious liberties

Patients' civil and religious liberties, including the right to independent personal decisions and the right to knowledge of available choices,

shall not be unnecessarily restricted. Beaumont will encourage and support the patients' exercise of these rights.

### Respect

You have the right to have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.

### Dignity

Beaumont provides an atmosphere that supports personal dignity of patients through the provision of spiritual care and access to religious/cultural activity.

- You are entitled to privacy, to the extent feasible, in treatment and in caring for personal needs with consideration, respect and full recognition of your dignity and individuality.
- Beaumont will protect confidential information and only share patient health information with the patient's approval, with other health care providers who are treating the patient, or as allowed by law.

### Treatment choices and refusal of treatment

- You have the right to participate in decisions regarding treatment planned by your doctor.
- You have the right to refuse care as allowed by law.

- You are entitled to make an informed decision regarding donation of organs and tissue under state law.
- You have the right to inform staff if there is anyone with whom you do not want information shared.
- You have the right to refuse performing services for the health facility that are not part of treatment purposes in your plan of care.

### Freedom from abuse/restraints

- Patients are entitled to be free from physical and medication restraints, except when ordered by a physician or advanced practice provider for a specific amount of time, or in the case of an emergency where restraints are used to protect the patient from injuring self or others.
- Restraints may only be applied by a qualified professional who shall document the reason for restraints in the patient's medical record and promptly report the use of restraints to the physician or advanced practice provider who ordered the restraints.
- If the patient is given a medication restraint, the physician or advanced practice provider who ordered the

restraint will be consulted within 24 hours after the patient is given the medication.

### Research studies

Patients have the right to receive information about experimental procedures that are proposed as a part of their care. Patients have the right to refuse experimental treatment without affecting continuing care and provider relationships.

### Pain support

Patients have the right to receive appropriate pain and symptom management.

### Interpretive services

To ensure effective communication with patients and their companions who are deaf, blind, hard-of-hearing, or have limited English proficiency, we provide appropriate auxiliary aids and services free of charge, such as qualified sign language and oral interpreters, high definition video remote interpreting services, over the phone interpreting, note takers, written and translated materials, telephone handset amplifiers, assistive listening devices and systems, telephone compatible with hearing aids and televisions with captioning of most Beaumont facilities' programs. Please ask your nurse or other Beaumont staff.

### Right to associate with others

- Patients are entitled to associate and have private communications and consultations with health care providers, attorneys or any other person of their choice and to send and receive personal mail unopened. These rights may be limited when medically appropriate and documented in the medical record.
- Patients may meet with, and participate in, the activities of social, religious and community groups at their discretion. These rights may be limited when medically appropriate and documented in the medical record.

### After you leave

- You have the right to receive a copy of your medical chart.
- You may receive a copy of your physician's completed notes by asking your nurse to include these notes in the After Visit Summary printout.
- You have the right to refuse the release of your confidential information to a person outside Beaumont, unless you are being transferred or the release is allowed by law.

- You may access your health records for a reasonable fee upon request in accordance with HIPAA and Michigan’s Medical Record Access Act. You are also entitled to request amendment to and receive an accounting of disclosure of your health information as applicable by law.
- You are entitled to receive an explanation of your bill regardless of the source of payment and to receive, upon request, information relating to financial assistance available through the health facility.

## YOUR PATIENT RESPONSIBILITIES

During your medical treatment, you are responsible for the following rules and regulations affecting patient care and conduct. Please partner with us to achieve the best care possible.

- You are responsible for providing a complete and accurate medical history.
- Treat staff, visitors and other patients with respect and refrain from physical and non-verbal language or behavior that is offensive, abusive or intimidating.
- Tell your care providers about unexpected complications or side effects you may feel during treatment.
- Speak up to any of your caregivers if you do not understand your plan of care or the things you are expected to do.
- Follow recommendations according to the plan of care set by yourself, your doctor and staff.
- Provide accurate information about your source of payment for care and services. If you need financial help, you should ask a social worker for more information.
- Ask for pain relief when pain first begins and tell your nurse if your pain has not been relieved.
- Keep all weapons at home. Notify staff immediately if a weapon was brought into a Beaumont facility so that the weapon can be placed in a secure location.
- Be respectful of quiet hours and roommates while staying in shared spaces.
- Eliminate all alcohol, tobacco product, and/or nonprescription drug possession and use on hospital property. Ask a care provider if help is needed to eliminate any of these items while at a Beaumont facility.

## CONCERNS/QUESTIONS ABOUT SERVICE

You have the right to present a complaint or grievance about your care at Beaumont. If you have comments or concerns, you should contact a Beaumont patient representative.

You have the right to recommend changes in policy or services on behalf of yourself without fear of discrimination, intimidation, retaliation or that we will no longer provide care for you.

### Contact us

Contact information for each Beaumont hospital and other organizations that may be able to assist you is available at [beaumont.org/patient-rights](http://beaumont.org/patient-rights).

You may also contact:

#### Michigan Department of Health & Human Services

Bureau of Health Systems

P.O. Box 30664, Lansing, MI 48909

800-882-6006

KEPRO Beneficiary Hotline: 855-408-8557

#### The Joint Commission

To report a patient safety concern to The Joint Commission:

- go to [jointcommission.org](http://jointcommission.org), using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website
- fax your concern to 630-792-5636
- mail your concern to:  
The Office of Quality and Patient Safety (OQPS)  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181

### Corporate authority

Beaumont Health (BH) as the corporate parent to William Beaumont Hospital, Botsford General Hospital, and Oakwood Healthcare Inc., (Subsidiary Hospitals) establishes the standards for all policies related to the clinical, administrative and financial operations of the Subsidiary Hospitals. The Subsidiary Hospitals, which hold all health facility and agency licenses according to Michigan law, are the covered entities and the providers of health care services under the corporate direction of BH.



For more information about your stay,  
download the Beaumont Health App  
or *my*BeaumontChart.

### **CONNECT WITH US**

Information to live a smarter, healthier life.

**[beaumont.org/connect](https://www.beaumont.org/connect)**

# **Beaumont**

**[beaumont.org](https://www.beaumont.org)**