

Welcome!

All of us at Lapeer Regional Medical Center appreciate your decision to entrust us with your medical care. We take pride in delivering high quality, compassionate care and want you to have an excellent stay. If there is anything we can do to improve your care or if you have a special request, please tell any member of your health care team. Our Patient Satisfaction Office also is available to help at (810) 667-5579.

We strive to be the comprehensive health care provider of choice for Lapeer County. You will receive a satisfaction survey following your discharge. We invite you to fill out the survey and share your thoughts about your visit. Your comments are important and help us to continually improve our care.

Thank you for choosing Lapeer Regional Medical Center to provide your health care needs. We are here to serve you.



Sincerely,

Barton P. Buxton, President/CEO
Lapeer Regional Medical Center

MISSION, VISION, AND VALUES

Introduction

Lapeer Regional Medical Center (LRMC), is a 222-bed, non-profit, acute care facility located in Lapeer, Michigan. We are committed to providing the highest quality health care services to our community. Please visit our website for additional information at <http://www.lapeerregional.org>.

Our Mission

McLaren Health Care Corporation, through its subsidiaries, will be Michigan's best value in health care as defined by quality, outcomes, and cost.

Our Vision

To become the comprehensive health care provider of choice for Lapeer County.

Our Values

Trust

Excellence

Accountability

Motivation

Welcoming

Organization

Respect

Kindness

OPEN ADMISSION POLICY STATEMENT

Open Admission Policy Statement

It is the policy of Lapeer Regional Medical Center to admit and treat all persons without regard to race, color, national origin, handicap or age. All persons and organizations that refer persons for services or recommend Lapeer Regional Medical Center are advised to do so without regard to a person's race, color, national origin, handicap or age.

Lapeer Regional Medical Center will provide access to qualified sign language interpreters and auxiliary aids to sensory-impaired persons at no cost to the patient.

Patients or responsible parties requiring an interpreter or auxiliary aid should contact Lapeer Regional Medical Center's Patient Access Department, Social Work Office, or nursing staff members.

In accordance with Section 504 of the Rehabilitation Act, the Patient Satisfaction Office at Lapeer Regional Medical Center will have available, upon request, a copy of the grievance procedure to be used if a patient believes that he/she has been mistreated, denied equal access to services or discriminated against in any aspect of services because of handicap.

PAIN MANAGEMENT

Are You in Pain?

As a patient at Lapeer Regional Medical Center, you can expect:

- Information about pain and pain relief measures.
- Compassionate staff who are committed to effective pain management strategies.
- Reported pain will be addressed in a timely manner.
- Physician and nurses who will work together to keep your pain under control.

Patient Responsibilities

We encourage you to:

- Speak with your health care team regarding your pain.
- Work with your health care team to develop a pain management plan.
- Let us know if your pain is not relieved.
- Share any worries you have about taking pain medication.

Choose the face that best describes how you feel.



0
Very Happy,
No Hurt



1-2
Mild Pain
Annoying
Nagging



3-4
Discomforting
Troublesome
Nauseating
Grueling
Numbing



5-6
Distressing
Miserable
Agonizing
Gnawing



7-8
Intense
Dreadful
Horrible
Vicious
Cramping



9-10
Excruciating
Unbearable
Torturing
Crushing
Tearing
(Don't have to be crying to feel this much pain.)

SPIRITUAL NEEDS

Spiritual Needs

Lapeer Regional Medical Center recognizes that spiritual expression and support are essential elements of healing, and can play a vital role in coping with illness and trauma.

Chaplain Services

The Medical Center Chaplain Program is made up of dedicated volunteers from around the community. They provide spiritual support to patients, families, visitors and staff Monday through Friday. You may request a visit from the chaplain from anyone on your health care team.

Chapel

The chapel is located on the ground floor of the hospital near the south elevator. The chapel is open 24 hours a day, seven days a week, to allow quiet reflection for visitors of all faiths.

FALLS – ARE YOU AT RISK?

We Care About Your Safety!

According to the National Safety Council, falls are a major problem for individuals age 65 and older. Falls are the number one cause of hospital trauma admissions, injuries and accident-related deaths in people age 65 and older.

Certain medical conditions make us more prone to falls and other accidental injuries. You may receive new medications while in the hospital that make you more vulnerable to falls than you were at home. Also, the amount of time that you spend in bed at the hospital may increase your risk for falls.

Guidelines to Prevent Falls in the Medical Center

- Always follow your doctor's orders and nurses' instructions about whether you must stay in bed, or require assistance to go to the bathroom.
- When you need assistance, use your call light.
- Ask your nurse for help if you feel dizzy or weak getting out of bed. You may want to sit in bed awhile before standing; get up carefully, and slowly begin to walk.
- Wear non-skid slippers whenever you walk in the Medical Center.
- Walk slowly and carefully when out of bed. Do not lean on rolling objects such as IV poles, bedside tables or furniture.

PATIENT SUPPORT SERVICES

Bioethics Committee

There are times when difficult choices must be made regarding the course of medical treatment. Anyone who has a question about the ethics of treatment may contact this committee for assistance. Please call (810) 667-5578.

Insurance and Billing Information

At the time of patient registration, important insurance information is obtained. As services are provided, charges are accumulated. Those charges not covered by insurance are the direct responsibility of the patient. If you have concerns regarding your bill, please contact the Patient Inquiry Representative at (810) 667-5759.

Medicare Hospital Discharge Appeal

If you have Medicare, you have the right to appeal health care decisions with which you disagree.

You can request a Hospital Discharge Appeal if you believe you are not medically ready to leave the hospital. Please let your health care team members know if you have any concerns or need assistance regarding your discharge.

Telephone Interpreter Services

If English is not your first language, we do offer telephone interpreters who speak many different languages. Please ask your nurse if you need more information.

Patient Satisfaction

We want to make sure that you are comfortable and satisfied with your care. Your concerns are important to us. If you have any special needs, please share them with your health care team. Please contact the Nursing Manager or our Patient Advocate at (810) 667-5579 if you need assistance.

We pledge to work with you to make sure that all issues are resolved.

Reporting to regulatory agencies is an option if your concerns have not been appropriately addressed by our Patient Satisfaction Office.

- Joint Commission – (800) 994-6610

- Michigan Department of Community Health
 - Call toll-free (800) 882-6006
 - <http://www.michigan.gov/bhs>
 - Or, submit a letter:

Michigan Department of Community Health
Bureau of Health Services
Complaint Investigation Unit
P.O. Box 30664, Lansing, MI 48909
Fax: (517) 241-0093

MANAGING YOUR CARE

Managing Your Care

Your physician will direct the care provided to you at the Medical Center. You may also see a consulting specialist during your stay. Not all physicians in the community care for their patients when they are in the hospital. If your regular physician does not provide hospital care, you may be admitted to our Hospitalist service.

What is a Hospitalist?

The Hospitalist is a board-certified physician who specializes in the care of hospitalized patients. They direct care throughout your hospital stay. The Hospitalist checks on the patient daily, oversees the in-hospital care, and coordinates care with the patient's primary care physician and other physician specialists.

We receive many compliments from our patients related to the care they receive from our Hospitalists. It is important to note that our Hospitalists only provide care at the hospital. They do not have private office practices. Our Hospitalist physicians will provide a full report to your regular physician of the care you have received during your stay. When you see your primary care doctor after your discharge, you can be sure that they have the most up-to-date information regarding your health.

Case Coordination Services

This department reviews medical treatment plans to assure that care is being delivered in the most appropriate setting and that approval for care is obtained when required by insurance companies and/or the government (Medicare, Medicaid). We are committed to providing the highest quality and most efficient care to our patients. We know that your ultimate goal is to return to your home as quickly as possible. Our staff will work with your care team to coordinate a safe and timely discharge home.

Observation patients are outpatients who need additional testing in order to make clinical decisions regarding admission vs. outpatient treatment. This decision-making period is generally 24 hours. Our staff will give specific information regarding your care if you are in observation status.

Social Work

Staff provide information and referral assistance with: senior services, counseling, arranging financial assistance; and placement for nursing homes, rehabilitation services and adult foster care. Social Work can provide information regarding Advance Directives and Durable Power of Attorney for Health Care which help manage care should a patient become unable to express his/her desires. For information and assistance, call (810) 667-5578.

Transitional Care Unit

This unit at Lapeer Regional Medical Center is a link between hospital and home – an added level of care available within the hospital. The unit is for people who are well enough to leave the hospital but who are still unable to fully care for themselves at home. The unit is licensed by the State of Michigan Nursing Home Regulatory Department. Our staff will provide more information if you may benefit from the services of the Transitional Care Unit.

FOOD SERVICES

Food and Nutrition

Balanced and nutritious meals are an important part of your recovery. Our Food and Nutritional Services staff are happy to be of service to you during your stay.

Meals are served to our patient rooms from
7:00 am - 7:00 pm.

Standard Patient Meal Times are:

Breakfast 7:00 am - 10:30 am

Lunch 11:30 am - 4:00 pm

Dinner 4:30 pm - 7:00 pm

We Offer 21 Different Specialized Diets.

If you have any questions regarding your diet, please ask the Nutritional Services staff and they will be happy to assist you. Our dietitians are also available for referrals and advice.

Please let us know if you have any special requests.

Guest trays are available to purchase from the Cafeteria if you would like an additional meal delivered with the patient meal.

The Stone River Cafe is located on the Ground Floor of the hospital.

Cafe Hours are:

Hot Breakfast 6:30 am - 10:00 am

Hot Lunch 11:00 am - 1:30 pm

Cold Lunch 11:00 am - 4:15 pm

Hot Dinner 5:00 pm - 7:00 pm

The Starbucks Coffee Shop is located on the 1st floor adjacent to the Waiting Area.

The Coffee Shop offers a selection of fresh brewed coffees, Espresso drinks, Lattes, Mochas, a large selection of Tazo Teas, cold beverages and snacks from 7:00 am to 3:00 pm Monday through Friday.

STANDARDIZED PATIENT WRISTBANDS

LRMC Proudly Supports Color-coded Patient Alert Wristband Standardization

Understanding the Color-coded Patient Alert Wristband Standardization

At Lapeer Regional Medical Center, patient safety is a top priority. One of the many ways we work to prevent potential errors is the use of standardized color-coded patient wristbands. The same colors for these specific alerts are used in more than 25 other states. The color-coded wristband is a visual “alert” for all staff members, and helps everyone provide the best care possible. The meaning associated with the specific color is written on the wristband to reduce the chance of confusion.

What do the different colors mean?

RED means ALLERGY ALERT

If you have an allergy to anything – food, medicine, dust, grass, pet hair, ANYTHING – tell us. It may not seem important to you but it could be very important in the care you receive.

YELLOW means FALL RISK

We want to prevent falls at all times. Your health care team will determine if you need extra attention in order to prevent a fall. Sometimes, a person may become weakened during their illness or because they just had a surgery. When a patient has this color-coded alert wristband, it indicates this person needs to be assisted when walking or they may fall.

PURPLE means “DNR” or Do Not Resuscitate

Some patients have expressed an end-of-life wish and we want to honor that.

PINK means Restricted Extremity

When a patient has this color-coded wristband, the health provider is saying this patient’s extremity should be handled with extreme care. Other care providers are alerted to check with the nurse prior to any tests or procedures.

GREEN means Latex Allergy

When a patient has this color-coded wristband, it indicates an allergic reaction to latex. This green wristband will alert the doctors, nurses, and other health care professionals about your allergy.

Patients and family members need to be involved.

Please share information about allergies with your caregivers. This includes foods and pollens, as well as medication allergies.

If you have a tendency to lose your balance, tell your nurse. If you feel faint or unsteady after a procedure or following sedation, inform your caregiver and do not try to get up without assistance.

If you have an Advance Directive, please tell your team of caregivers. An Advance Directive tells your doctor what kind of care you want, if you become unable to make medical decisions. If you want to complete an Advance Directive, talk to your nurse. We want to honor your wishes and documenting your preferences allows us to do so.

PATIENT RIGHTS AND RESPONSIBILITIES

Patients Rights

As a patient at Lapeer Regional Medical Center, you have the following rights and responsibilities:

- **Prompt Notification of Admission.** A patient is entitled to have a family member (or representative your choice) and your personal physician promptly notified of your admission. You may designate a representative to exercise your rights.
- **No Discrimination.** A patient will not be denied appropriate care on the basis on race, religion, color, national origin, sex, age, handicap, marital status, sexual preference, or source of payment.
- **Inspection of Medical Records.** An individual who is or has been a patient is entitled to inspect, or receive for a reasonable fee, a copy of his/her medical record upon request. A third party shall not be given a copy of the patient’s medical record without prior authorization from the patient.
- **Confidentiality of Records.** A patient is entitled to confidential treatment of personal and medical record. A third party shall not be allowed to access personal or medical records, without prior authorization from the patient, except as allowed or required by law. A patient or former patient may:
 - Inspect, or receive for a reasonable fee, a copy of his/her medical record upon request;

- Restrict release of personal or medical records to a person outside the Medical Center, except as required for transfer of care to another health facility or provider, as allowed or required by law or third party payment contract;
- Request amendment of his/her personal or medical records; or
- Request an account of disclosures of his/her medical records as permitted by law.
- **Privacy.** A patient is entitled to privacy, to the extent feasible, in treatment and in caring for their personal needs, and to consideration, respect and full recognition of his/her dignity and individuality.
- **Pain Control.** A patient is entitled to adequate and appropriate pain control and should inform their physician or nurse if pain is not adequately relieved.
- **Transfer.** A patient is entitled to request a transfer to a different room if another patient or visitor in the room is unreasonably disturbing him/her and if another room is equally suitable for his/her care needs is available. A patient may not be transferred to another facility unless complete explanation of the need for the transfer is provided.
- **Appropriate/Safe Care.** A patient is entitled to receive adequate and appropriate care in a safe setting.
- **Plan of Care.** A patient is entitled to receive, from the appropriate individual with the Medical Center, information about his/her medical condition, proposed course of treatment and alternatives, and prospects for recovery, in terms that the patient can understand, unless harmful to the patient's medical condition, as noted by the patient's physician in the medical record. A patient is entitled to know who is responsible for providing his or her direct care and their professional status. The patient has the right to know the proposed change in professional staff responsible for their care. A patient is entitled to participate in decisions about his/her own plan of care.
- **Advance Directives.** A patient may formulate, review, or revise Advance Directives and may, as permitted by law, designate a representative decision maker if he/she is incapable of understanding a proposed treatment or procedure; is unable to communicate his/her wishes regarding care or has been determined incompetent in accordance with the law.
- **Organ Donation.** A patient is entitled to have the right to informed consent regarding organ donation.
- **Refusal of Treatment.** A patient is entitled to refuse care, treatment, or services, to the extent provided by law, and to be informed of the consequences of that refusal. However, when a refusal of treatment prevents the Medical Center or its staff from providing appropriate care according to ethical or professional standards, the relationship with the patient may be terminated upon reasonable notice.
- **Exercise of Rights.** A patient is entitled to exercise his/her rights as a patient and a citizen, free from resistance, interference, coercion, discrimination, or reprisal. A patient's civil and religious liberties, including the right to make independent personal decisions and the right to knowledge of available choices shall not be infringed, and the medical center shall encourage and assist in the fullest with possible exercise of these rights.
- **Experimental Procedures.** A patient is entitled to information concerning an experimental procedure or research/educational project proposed as a part of his/her care, and shall have the right to refuse to participate in the experiment or research without jeopardizing his/her continuing care.
- **Financial Concerns.** A patient is entitled to be informed of the source of the hospital's reimbursement for services and any limitations which may be placed upon care. A patient is entitled to receive and examine an explanation of his/her bill, regardless of the source of payment, and to receive, upon request information regarding a financial assistance available through the medical facility.
- **Bioethics.** A patient is entitled to participate in the consideration of ethical issues that arise in his/her care or treatment.
- **Private Communications.** A patient is entitled to associate and have private communications and consultations with his/her physician, attorney, or any other person of his/her choice and to send and receive personal mail unopened on the same day it is received at the Medical Center or agency, unless medically contradicted as documented by the attending physician in the medical record. A patient may meet with, participate in and the

activities of social, religious, and community groups at his/her discretion, unless medically contradicted as documented by the attending physician in the medical record.

- **Freedom from Restraint and Abuse.** A patient is entitled to be free from mental and physical abuse and from physical and chemical restraints, except those restraints authorized in writing by the attending physician for a specified and limited time, or as are necessitated by an emergency to protect the patient from injury to self or others.
- **No Services by the Patient.** A patient is entitled to be free from performing services for the Medical Center that are not an included form of therapeutic purposes in the plan of care.
- **Information about the Medical Center.** A patient or resident is entitled to information about the Medical Center's policies and procedures relating to patient care and the patient complaint process, and may use them for initiation, review and resolution of patient complaints. A patient is entitled to know the relationship of the hospital to other persons and organizations providing your care.

Patient Responsibilities

- **Medical History.** A patient is responsible to provide, as appropriate, to the best of their knowledge, accurate and complete information about his/her present complaints, past illnesses, hospitalizations, medications, or other matters relating to their health. Patients and their families must report perceived risks in their care and unexpected changes in their condition. They can help the hospital understand their environment by providing feedback about service needs and expectations.
- **Lack of Understanding.** A patient is responsible to speak up and ask questions, when he/she does not understand the care, treatment, service or what he/she is expected to do.
- **Following Instructions.** A patient must follow the care, treatment, and service plan developed. He/she should express any concerns about his/her ability to follow the proposed care plan or course of care, treatment, and services. The Medical Center makes every effort to adapt the plan to the specific needs and limitations of the patient. When such adaptations to the care treatment, and service plan are not recommended, patients and their families are informed of the consequences of the treatment, and service alternatives and not following the proposed course.
- **Accountability for Outcome.** A patient and their family are responsible for the outcomes if they do not follow the care, treatment and service plan.
- **Medical Center Rules and Regulations.** A patient and their families must follow the hospital's rules and regulations. A patient or resident and their families must be considerate of the Medical Center's staff and property, as well as other patients and their property.
- **Billing Information.** A patient is responsible for providing the Medical Center with accurate and timely information concerning his/her sources of payment and ability to meet financial obligations.

NURSING UNITS

The Nursing Staff of Lapeer Regional Medical Center Welcomes You...

We are honored that you chose LRMC to provide your health care. Our nursing staff is committed to quality care and service excellence. We hope you have a healing stay and return to good health soon.

During your stay with us, it is very likely that you will receive care in more than one nursing unit.

Below is a listing of all of our patient care areas and the telephone number of the Nurse Manager. Our Nurse Managers and Nursing Supervisors are happy to be of service to you should you need assistance or want to share your thoughts regarding your care.

Unit	Service	Location	Closest	Nurse Manager
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			Elevator	
Emergency	Emergency	1st Floor	North	(810) 667-5954
1 South Joint Express	Orthopedics	1st Floor	South	(810) 667-5506
Transitional Care*	Extended Care	1st Floor	Central	(810) 667-5513
2 North Wing	Medical/Surgical	2nd Floor	Central	(810) 667-5763
2 East Wing	Medical/Surgical	2nd Floor	Central	(810) 667-5763
ICU/CCU	Intensive Care	2nd Floor	Central	(810) 667-5966
Behavioral Health	Mental Health	2nd Floor	South	(810) 667-5610
PCU-Progressive Care	Cardiac Monitoring	2nd Floor	Central	(810) 667-5966
Birth Center	Obstetrics	2nd floor	North	(810) 667-5506

***The Transitional Care Unit** is a link between hospital and home – an added level of care available within the hospital. The unit is for people who are well enough to leave the hospital but who are still unable to fully care for themselves at home. The unit is licensed by the State of Michigan Nursing Home Regulatory Department.

Placing Phone Calls

To place a local call, dial 9 + phone number.

To place a long-distance call, dial 0. Patients must call collect, reverse the charges, or use a pre-paid calling card when making long-distance calls. For the hospital departments listed below, simply dial the 5-digit number listed.

Billing information.....	75759
Cashier	75762
Cardiac Rehab.....	75757
Case Coordination.....	75593
Food Services.....	75711
Gift Shop.....	16120
Housekeeping.....	75554
Hospital Operator.....	0
Information Desk	75727
Patient Relations	75579
Physical Therapy.....	75514
Security	75608

Hand Hygiene Saves Lives!

1. **Wash your hands:** Use soap and water. Rub hands really well for at least 15 seconds. Please ask your caregiver for a wet washcloth and soap to clean your hands if you are not able to get up go to the bathroom.
2. **Make sure your caregivers wash their hands, or use alcohol-based hand rub (available in each patient room) and wear gloves when appropriate:** Do not be afraid to ask any member of your health care team if they have washed their hands and to put on gloves.
3. **Cover your mouth and nose when you sneeze or cough:** Germs can travel 3-6 feet.
4. **Ask visitors to wash their hands on arrival and before they leave your room:** Ask sick visitors to stay home.