

COVENANT HEALTHCARE

# Patient & Visitor Guide

---

Visitor Information,  
Patient Rights and Responsibilities



Extraordinary care for every generation.

# Inside This Guide

## VISITOR GUIDELINES

Circumstances that may limit visitation .....	3
When not to visit.....	3

## VISITING HOURS .....

Alternatives to visiting.....	4
-------------------------------	---

## SIMPLE RULES TO FOLLOW .....

## PATIENT AND VISITOR SAFETY

Clean hands prevent infection .....	6
Routine hand cleaning instructions .....	6

## PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights.....	7-12
Patient Responsibilities .....	12-13

## IMPORTANT PHONE NUMBERS.....

## SERVICES OFFERED.....

## CAFETERIA HOURS .....

## PIN NUMBER .....

Back page

# Visitor Guidelines

As our patient, we want to inform you and/or your Primary Support Person of the right to receive extraordinary care without discrimination due to age, sex, race, religion, sexual orientation, income, education, national origin, ancestry, marital status, culture, language, disability, gender identity or ability to pay. Covenant also does not restrict, limit or deny any visitor on the basis of these traits or circumstances.

Patients and their Primary Support Person (chosen by the patient) have the right to decide who may or may not visit.

## CIRCUMSTANCES THAT MAY LIMIT VISITATION

In order to give safe care and promote recovery, visiting may be limited by:

- Public health emergencies which may restrict visitation entirely.
- Patient's condition.
- Patient or their roommate's need for privacy or rest.
- Procedures or personal care.
- The risk of infection from visitor to patient or from patient to visitor.
- The visitor behavior posing a risk/threat to the patient, hospital staff or others.
- Other situations where it is necessary to limit visits.

Your Primary Support Person and visitors may be asked to briefly step out of the room to protect patient privacy.

## WHEN NOT TO VISIT

A person (child or adult) who is showing any symptoms of illness should *not* visit a patient in the hospital until the symptoms are gone. For the protection of patients, all family members and visitors are asked not to visit if they have any of these symptoms:

- Fever (>100.4°F)
- Rash
- Runny nose
- Cough
- Diarrhea
- Vomiting
- Sore throat
- Draining wound
- Sneezing

**NOTE:** Your child's immunizations must be current. Any child who has a cold, the flu, chicken pox, measles or mumps within the past week may not visit.

# Visiting Hours

---

- General visiting hours are 8:00 am – 8:00 pm daily.
- Specific unit visitation hours may vary. Please check at the nurses' station for times.
- If visiting after hours, please check in at the Security desk.
- No more than two visitors are permitted in a patient's room at any time.
- Children (12 and under) may visit with approval of the care team, under special circumstances.
- Please work with nursing staff to determine if child visitation is appropriate for you. Children visitors must be supervised by an adult, other than the patient.

## ALTERNATIVES TO VISITING

- **Send an online greeting** through our website at [covenanthealthcare.com](http://covenanthealthcare.com) by selecting "eGreeting Card" under the "For Visitors" tab in the Patient and Visitors section. Our volunteers will deliver your well wishes to them.
- **Help the family's food needs** by doing the grocery shopping, preparing and freezing meals or giving restaurant gift cards.
- **Help with daily home chores**, such as making lunches, carpooling children, collecting mail and newspapers, cleaning house, caring for pets or running errands.
- **Help with communications** by asking the patient if they have a website where they keep family and friends updated about their condition (i.e., [caringbridge.org](http://caringbridge.org) or [carepages.com](http://carepages.com)).

# Simple Rules To Follow

---

For the comfort and to aid in the recovery of your loved one and to respect the needs of all, we ask you to follow these simple rules:

- Items that may be brought for the patient's comfort include pillows, blankets, cards or photos.
- Respect staff when asked to step out of the room for patient or room care.
- Do not wear perfumes or colognes as patients may be sensitive to certain smells.
- Wear proper clothing—shirts and shoes required.
- For your health and patient privacy, please excuse yourself and take the next elevator when a patient is being transported.
- Visitor lounges on patient floors have limited space. Larger groups of visitors waiting for a long time may use the front lobby waiting areas or cafeterias located on the first floor at each campus.
- Use the public restrooms on each floor, not the patient's bathroom.
- Cell phones may be used in the waiting areas and cafeterias. Please follow these rules when using cell phones in patient care areas:
  - Be at least an arm's length away from medical equipment (to avoid equipment malfunction).
  - Keep ringer on vibrate/silent mode to maintain quiet.
  - Keep the conversation short or take the call outside the patient area.

**Check with the patient's nurse about their diet and restrictions before bringing in food, flowers, etc.**

# Patient and Visitor Safety

## CLEAN HANDS PREVENT INFECTION

For the health of our patients, it is important for *everyone* to clean their hands. The patient, healthcare providers, family and friends should clean their hands:

- Before entering and leaving the room.
- Before and after touching the patient.
- After covering a cough, sneeze or nose wiping.
- Before and after using the bathroom.

## ROUTINE HAND CLEANING INSTRUCTIONS

### SOAP AND WATER

- Wet hands and use soap to work up a good lather.
- Scrub all areas of fingers, hands, forearms and under fingernails for at least 20 seconds.
- Dry hands with paper towels completely.
- Turn faucet off with a paper towel.
- Wash your hands when entering and leaving the room.
- An adult should wash a child's hands.

### HAND SANITIZER

- Pump enough sanitizer into hands to cover them.
- Rub hands together for 20-30 seconds.
- Allow hands to dry without wiping them.

### OTHER SAFETY PRECAUTIONS

- Please do not sit on empty beds.

To protect yourself, patients, staff and other visitors, please follow all precautions. Read signs posted throughout our facilities and ask questions.

# Patient Rights and Responsibilities

## PATIENT RIGHTS

As our patient, you have the right to safe, respectful and dignified care at all times. You will receive services and care that are medically suggested and within the hospital's services, its stated vision, and required law and regulation.

### COMMUNICATION

*You have the right to:*

- Have a family member, another person that you choose, or your doctor notified when you are admitted to the hospital.
- Receive information in a way that you understand. This includes interpretation and translation, free of charge, in the language you prefer for talking about your health-care. This also includes providing you with needed help if you have vision, speech, hearing or cognitive impairments.

### INFORMED DECISIONS

*You have the right to:*

- Receive information about your current health, care, outcomes, recovery, ongoing healthcare needs and future health status in terms that you understand.
- Be informed about proposed care options including the risks and benefits, other care options, what could happen without care and the outcome(s) of any medical care provided, including any outcomes that were not expected. You may need to sign your name before the start of any procedure and/or care. "Informed consent" is not required in the case of an emergency.
- Be involved in all aspects of your care and to take part in decisions about your care.
- Make choices about your care based on your own personal and spiritual values.
- Request care. This right does not mean you can demand care or services that are not medically needed.
- Have your representative(s) receive informed consent of organ and tissue donation when appropriate.
- Refuse any care, therapy, drug or procedure against the medical advice of a doctor. There may be times that care must be provided based on the law.

*continued*

- Expect the hospital to get your permission before taking photos, recording or filming you, if the purpose is for something other than patient identification, care, diagnosis or therapy.
- Decide to take part or not take part in research or clinical trials for your condition or donor programs that may be suggested by your doctor. Your participation in such care is voluntary, and written permission must be obtained from you or your legal representative before you participate. A decision to not take part in research or clinical trials will not affect your right to receive care.

## VISITATION

*You have the right to:*

- Decide if you want visitors or not while you are here. The hospital may need to limit visitors to better care for you or other patients.
- Designate those persons who can visit you during your stay. These individuals do not need to be legally related to you.
- Designate a Primary Support Person who may determine who can visit you if you become incapacitated.
- Designate a Primary Support Person, if needed, to act on your behalf to assert and protect your patient rights.

## ADVANCE DIRECTIVES

*You have the right to:*

- Create an “Advance Directive.” An Advance Directive (AD) is a legal document that allows you to name a “Patient Advocate” (person you want to make healthcare decisions for you if you cannot). Advance Directives may or may not include detail regarding your treatment wishes if desired. In the state of Michigan, a “Durable Power of Attorney for Health Care” (DPOAHC) is legally recognized as an Advance Directive.
- Receive information about Advance Directives. Ask a member of your care team about free services to assist with completing an Advance Directive.

*Your Patient Advocate:*

- Only has authority to make decisions after two physicians or one physician and a licensed psychologist determine you are not able to make your own decisions.
- Has authority to consent to, refuse or withdraw any medical care: diagnostic, surgical or therapeutic procedure, or other treatment.

- Has the right to access your medical records.
- Employ or discharge healthcare personnel.
- May or may not also serve as your Primary Support Person.

## PRIMARY SUPPORT PERSON

*You have the right to:*

- Have a familiar person involved in your hospital care. This person is referred to as a Primary Support Person. This individual can be a family member, friend or other person who supports you during your hospital stay.

*Your Primary Support Person:*

- Can ask questions you may not think of when you are stressed. They can help remember answers to questions you asked or write down information being discussed.
- Has more flexible visiting hours, based on patient needs.
- Can act as the contact person to update your family about your condition.
- Does not have authority to make medical decisions for you.

## CARE PLANNING

*You have the right to:*

- Receive care in a safe setting.
- Receive a medical screening exam to determine treatment.
- Participate in the care that you receive in the hospital.
- Receive instructions on follow-up care and participate in decisions about your plan of care after you are out of the hospital.
- Receive a prompt and safe transfer to the care of others within or outside the hospital when the hospital or provider is not able to meet your request or need for care or service. You have the right to know why a transfer to another healthcare facility might be required, as well as learning about other options for care. The hospital cannot transfer you to another hospital unless that hospital has agreed to accept you.

## CARE DELIVERY

*You have the right to:*

- Expect emergency procedures to be implemented without unnecessary delay.

*continued*

- I understand that I may request a chaperone to be present for any procedure, exam, or test involving a sensitive part of my body.
- Receive care in a safe setting free from any form of abuse, harassment and/or neglect.
- Receive kind, respectful, safe, quality care delivered by skilled staff.
- Know the names of doctors and nurses providing care to you and the names and roles of other healthcare workers and staff that are caring for you.
- Know the reason(s) for any proposed changes in the professional staff responsible for your care.
- Request a consultation by another healthcare provider.
- Receive proper assessment and management of pain, including the right to request or reject any or all options to relieve pain.
- Receive care free from restraints or seclusion unless necessary to provide medical, surgical or behavioral healthcare.
- Receive efficient and quality care with high professional standards that are continually maintained and reviewed.

## PRIVACY AND CONFIDENTIALITY

*You have the right to:*

- Limit who knows about your being in the hospital.
- Be interviewed, examined and/or discuss your care in places designed to protect your privacy.
- Be advised why certain people are present and to ask others to leave during sensitive talks or procedures.
- Expect all communications and records related to care, including who is paying for your care, to be treated as private.
- Receive written notice that explains how your personal health information will be used and shared with other healthcare professionals involved in your care.
- Review and request copies of your medical record (within a reasonable time frame), unless restricted for medical or legal reasons.

## HOSPITAL BILLS

*You have the right to:*

- Review, obtain, request and receive a detailed explanation of your hospital charges and bills.
- Receive information and counseling on ways to help pay for the hospital bill.

- Request information about any business or financial arrangements that may impact your care.
- Be informed ahead of time of separate billings by providers of healthcare services (i.e., pathology, anesthesiology, radiology, etc.).
- Be informed of the source of the hospital's reimbursement for your care and any limitations which may apply.

## COMPLAINTS, CONCERNS AND QUESTIONS

*You and your family/guardian have the right to:*

- Tell hospital staff about your concerns or complaints regarding your care. This will not affect your future care.
- Identify areas for improvement.
- Request an ethics consultation.
- Seek review of quality of care concerns, coverage decisions and concerns about your discharge.
- Expect a timely response to your complaint or grievance from the hospital. Complaints or grievances may be made in writing, by phone or in person. The hospital has a duty to respond to these complaints or grievances in a manner that you can understand.

## GRIEVANCE PROCESS

If at any time you feel you are not being treated in a fair and caring manner, share your concerns with any Covenant HealthCare employee. You may also notify the Patient Advocate at 989.583.4317 concerning the complaint. The Patient Advocate can be contacted Monday through Friday during regular business hours. On evenings, weekends and holidays, please contact the Covenant operator at 989.583.0000, who will contact the Shift Administrator to assist you. You may also mail your concern or complaint to:

*Covenant HealthCare Patient Advocate  
1447 North Harrison, Saginaw, MI 48602*

Any person may file a complaint about a health facility with the Department of Licensing and Regulatory Affairs. Please send a detailed, written complaint which includes as many facts as possible. Please mail your complaint to:

*Department of Licensing and Regulatory Affairs  
Bureau of Community and Health Systems –  
Health Facility Complaints  
P.O. Box 30664, Lansing, MI 48909  
Tel: 800.882.6006, Fax: 517.335.7167  
Email: BCHS-Complaints@michigan.gov*

*continued*

If you need assistance or wish to make an oral complaint, you may call the Department of Consumer and Industry Services at 1.800.882.6006.

You can also contact the Accreditation Commission for Health Care (ACHC), previously the Healthcare Facilities Accreditation Program (HFAP), at:

*Accreditation Commission for Health Care  
139 Weston Oaks Court, Cary, NC 27513  
Tel: 919.785.1214 or toll-free 855.937.2242*

## **PATIENT RESPONSIBILITIES**

As a patient, family member or guardian, you have the right to know all hospital rules and what we expect of you during your hospital stay.

### **PROVIDE INFORMATION**

*As a patient, family member or guardian, we ask that you:*

- Provide accurate and complete information about current healthcare problems, past illnesses, hospitalizations, medications and other matters relating to your health.
- Report any condition that puts you at risk (i.e., allergies or hearing problems).
- Report unexpected changes in your condition to the healthcare professionals taking care of you.
- Provide a copy of your Advance Directive, Durable Power of Attorney for Health Care (DPOA-HC), Living Will and/or any organ/tissue donation permissions to the healthcare professionals taking care of you.
- Let us know if you wish to have your visitors restricted.

### **RESPECT AND CONSIDERATION**

*As a patient, family member or guardian, we ask that you:*

- Recognize and respect the rights of other patients, families and staff. Threats, violence or harassment of other patients and hospital staff will not be tolerated.
- Comply with the hospital's no smoking policy.
- Refrain from conducting any illegal activity on hospital property. If such activity occurs, the hospital will report it to the police.

### **REFUSING CARE**

*As a patient:*

- You are responsible for your actions if you refuse care or do not follow care instructions.

## **CHARGES**

*As a patient:*

- You are responsible for paying for the healthcare that you received as promptly as possible.

## **SAFETY**

*As a patient, family member or guardian we ask that you:*

- Promote your own safety by becoming an active, involved and informed member of your healthcare team.
- Ask questions if you are concerned about your health or safety.
- Make sure your doctor knows the site/side of the body that will be operated on before a procedure.
- Remind staff to check your identification before medications are given, blood or blood products are administered, blood samples are taken or before any procedure.
- Remind caregivers to wash their hands before taking care of you.
- Be informed about which medications you are taking and why you are taking them.
- Ask all hospital staff to identify themselves.

## **COOPERATION**

*As a patient:*

- You are expected to follow the care plans suggested by the healthcare professionals caring for you while in the hospital. You should work with your care team to develop a plan that you will be able to follow while in the hospital and after you leave the hospital.

Please feel free to ask questions about any rights or responsibilities you do not understand. If you have questions, please discuss them with your doctor, nurse or the Patient Advocate.

## **IMPORTANT PHONE NUMBERS**

Patient Advocate .....	989.583.4317
Customer Service .....	989.583.7491
Case Management/Social Work .....	989.583.6354
Pastoral Care .....	989.583.6042
Housekeeping.....	989.583.6522
Meal Service .....	989.583.6054
Security.....	989.583.6149

# Services Offered

## WI-FI

Free Wi-Fi access is available hospital-wide.

## PASTORAL CARE

Covenant offers two (2) chapels, located on the first floors of both Cooper and Harrison campuses, which offer a quiet place for prayer and meditation for anyone of any faith, 24 hours a day, with the exception of scheduled private services. A chaplain is always on call for comfort and counsel. If we can help you in any way, please let us know. For more information, please contact Pastoral Care Services at 989.583.6042.

## OVERNIGHT LODGING

If you need overnight lodging, ask the nursing staff about local hotels, the McNally House or other accommodations.

## RONALD MCDONALD FAMILY ROOMS

The Ronald McDonald House Family Room provides a comforting space for Pediatric and RNICU families to rest and recharge, featuring sleep rooms, warm showers, and refreshments. Located on the 2nd floor of Harrison and here when families need it the most.

## GIFT SHOPS

Gift Shops are located off the main lobbies at Cooper, Harrison and Mackinaw.

- **Cooper (989.583.6035) and Harrison (989.583.4560) hours:**  
Monday – Friday, 10:00 am – 7:00 pm and  
Saturday – Sunday, 10:00 am – 3:00 pm
- **Mackinaw (989.583.5004) hours:**  
Monday – Friday, 9:00 am – 3:00 pm and  
Saturday – Sunday closed

# Cafeteria Hours (SUBJECT TO CHANGE)

LOCATION	COOPER CAFÉ	HARRISON CAFÉ	MARY FREE BED AT COVENANT CAFÉ
<b>Cafeteria Open</b>	5:45 am – 7:00 pm: <i>M-F</i> 6:30 am – 7:00 pm: <i>S-S-H</i>	6:30 am – 6:30 pm: <i>M-F</i> 6:30 am – 1:30 pm: <i>S-S-H</i> <i>Seating open 24 hours</i>	6:30 am – 4:00 pm: <i>M-F</i> <i>Caffeine &amp; Things</i>
<b>Hot Meal Service</b>	11:00 am – 6:00 pm: <i>D</i>	11:00 am – 1:30 pm: <i>D</i>	
<b>Grill Service</b>	6:30 am – 10:00 am: <i>D</i> 11:00 am – 4:00 pm: <i>D</i> Closes 1:00 pm: <i>S-S-H</i>	6:30 am – 4:00 pm: <i>M-F</i> 6:30 am – 10:00 am and 11:00 am – 1:30 pm: <i>S-S-H</i>	
<b>On The Go Bistro / Sandwich Shop</b>	11:00 am – 6:30 pm: <i>M-F</i>	11:00 am – midnight: <i>M-F</i> 11:00 am – 2:00 pm: <i>S-S</i> 3:00 pm – midnight: <i>S-S</i>	
<b>Salad Bar</b>	11:00 am – 6:45 pm: <i>M-F</i>		
<b>Coffee Clinics</b> <i>located in the Cooper and Harrison Gift Shops</i>	7:00 am – 7:00 pm: <i>M-F</i> 10:00 am – 3:00 pm: <i>S-S</i>	7:00 am – 7:00 pm: <i>M-F</i> 10:00 am – 3:00 pm: <i>S-S</i>	

*D* = Daily • *M-F* = Monday-Friday • *S-S-H* = Saturday, Sunday & Holidays • Cafeteria vending machines available 24/7

# PIN Number

---

In order to respect privacy and confidentiality, all patients are assigned their own unique four-digit PIN number, which at Covenant stands for **PRIVACY IS NECESSARY**. Patient health information will only be given to those whom the patient has given their PIN number. We recommend the patient only give this number to their Primary Support Person.

Patient's room # \_\_\_\_\_

- 700 Cooper
- 1447 North Harrison
- 900 Cooper
- 1100 Cooper (Mary Free Bed at Covenant)

Patient's phone # \_\_\_\_\_

Patient's PIN # \_\_\_\_\_



Extraordinary care for every generation.

1447 North Harrison  
Saginaw, MI 48602  
989.583.7000  
[covenanthealthcare.com](http://covenanthealthcare.com)