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    ☐ 515 North Michigan

Patient’s phone # _______________________

Patient’s PIN # _______________________

Covenant HealthCare
Extraordinary care for every generation.

Covenant HealthCare
1447 North Harrison
Saginaw, MI 48602
989.583.7000 Tel
covenanthealthcare.com

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What is a Primary Support Person?

Many of us are comfortable having a familiar person involved in our hospital care. At Covenant HealthCare, we call this person a Primary Support Person. A Primary Support Person can be a family member, friend or other person who supports you during your hospital stay. It can be the same or a different person than you have named in an Advance Directive (AD) or Durable Power of Attorney for Health Care (DPOA-HC). Choosing a different person as your Primary Support Person does NOT override the decision-maker named in the AD or DPOA-HC (ask your nurse if you want more information about Advance Directives or Durable Power of Attorney).

Another option is that you may wish to NOT have a Primary Support Person.

What is the role of the Primary Support Person?

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.

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• Has flexible visiting hours so they can be present during admission and physician visits to talk about your plan of care, consent for medical or surgical treatment and discharge instructions.
• Can act as the contact person to update your family about your condition.
• Will be informed about the type of care you will need when you get home, and what to look for and do if your condition should decline.
  • Needs to know who has authority to make healthcare decisions (per legal documents, like an Advance Directive) if you become unable to make these decisions for yourself. If you do not have an Advance Directive, they still may participate in healthcare decisions in these circumstances.

Who should I choose as a Primary Support Person?
The person you choose as your Primary Support Person should be someone who:
• Is an adult, 18 years of age or older, who is able to care for themselves.
• You trust with your personal medical information.
• Understands what you want and will respect and honor your wishes.
• Can communicate and work well with your healthcare providers regarding what is best for you.

How do I inform Covenant of my choice?
You will be asked to name one person as your main Primary Support Person. If desired, you may list an additional person in case your main choice is not available. It is also fine if you choose not to have a Primary Support Person.

Visiting Hours

General visiting hours are 10:00 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.
• Please – no more than two visitors in a patient’s room at a time.
• Children (12 and under) may visit at the patient’s requests with constant adult supervision (see Children’s Visits on page 4).
Visitor Guidelines

As our patient, we want to inform you and/or your representative(s) 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.

**Children visits**

If handled properly, a visit from a child can give great comfort to a patient. To avoid causing stress for the patient or the child, please follow these simple rules:

- The child’s visit should be:
  - Supervised by an adult other than the patient at all times.
  - Quiet: Ask child to keep his/her voice low and stay in the patient’s room.
  - Short: We suggest less than 15 minutes to lower the child’s contact with hospital germs. Hospital rooms and medical equipment are **NOT** child proof.

- Children need to be prepared for what to expect at the hospital. The purpose for their visit should be to see the patient. Suggestions include:
  - Preparing them for what they will see, such as medical staff, equipment and how the patient will look and act.
  - Before the visit, talking with the patient and nurse to decide about the best time to visit and how to handle “scary” details.

  - Watching the patient and child for signs that the visit has lasted long enough.
  - After the visit, listen for questions and respect the child’s feelings. Encourage drawing and writing to help the child express feelings.

**Circumstances that may limit visitation**

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

- 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)
- Sore throat
- Cough
- Runny nose
- Sneezing
- Diarrhea
- Rash
- Vomiting
- Sore throat
- Sneezing
- Rash
- Vomiting
- Draining wound

**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.

Alternatives to Visiting

You can give comfort and support for patients in ways other than visiting the hospital:

- **Send an online greeting** through our website at 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.** Ask the patient if they have a website where they keep family and friends updated about their condition (i.e., caringbridge.org or carepages.com).

Services Offered

- **Free Wi-Fi** access is available hospital-wide.
- **Gift Shops** are located off the main lobbies at Cooper, Harrison and Mackinaw.
  
  Cooper (583.6035) and Harrison (583.4560) hours: Monday-Friday, 8:30 am-8:00 pm; Saturday-Sunday, 11:30 am-4:00 pm.
  
  Mackinaw (583.5004) hours: Monday-Friday, 8:30 am-4:00 pm.

- **Pastoral Care** chapels 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 583.6042.
- **If you need overnight lodging** ask the nursing staff about local hotels, the McNally House or other accommodations.
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.

- **Waterless gel**
  - Rub hands together until gel covers them.
  - Allow hands to dry without wiping them.

- **Other safety precautions**
  - Please do not sit on empty beds.

**It’s important to follow all precautions. Read signs on doors and ask questions.**

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 clothes** – 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 Rights & 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 healthcare. 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 spiritual and personal values.
- Request care. This right does not mean you can demand care or services that are not medically needed.

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Patient Rights & Responsibilities

- 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.
- 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”. In the state of Michigan, a “Durable Power of Attorney for Health Care” (DPOA-HC) is legally recognized as an Advance Directive. A DPOA-HC form allows you to provide instructions related to your healthcare and to appoint a person to make your healthcare decisions if you become unable to make these decisions for yourself. The person you appoint is called your Patient Advocate.
- Ask about and discuss the ethics of your care, including resolving any conflicts that might arise such as deciding against, withholding or withdrawing life-sustaining care.

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.
- 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.

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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.
• 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.

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 Administrative Coordinator 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

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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 Healthcare Facilities Accreditation Program (HFAP) at:

Healthcare Facilities Accreditation Program
142 East Ontario, Chicago, IL 60611-2884
Tel: 312.202.8258 or toll-free 800.621.1773, ext. 8258

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.

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/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.

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.

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 healthcare professionals 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.