



HENRY FORD  
WEST BLOOMFIELD  
HOSPITAL

# PATIENT EXPERIENCE GUIDE



## OUR MISSION

To improve people's lives through excellence  
in the science and art of healthcare and healing.

## OUR VISION

We will be the trusted partner in health,  
leading the nation in superior care and value – one person at a time.

## OUR VALUES

We serve our patients and our community through our actions,  
which always demonstrate:

**Compassion:** We provide a heartfelt experience to  
every patient, member and each other.

**Innovation:** We continuously pursue what's possible through research,  
education, clinical and operational excellence.

**Respect:** We honor the commitment to our communities  
by acting with integrity, courage and inclusion.

**Results:** We reliably deliver on our promise to be leaders in  
safety and affordability, ensuring the health of our communities.

## OUR CULTURE OF CARING

As you will see during your visit at Henry Ford West Bloomfield Hospital, our culture is focused upon caring for our patients. Our team members will make every effort to meet your needs. In your room, you will see a whiteboard on the wall. Your healthcare team will use this whiteboard to write down their name, phone number and your plan or goals for the day.

Your care team will also introduce you to the hospital setting so you feel safe and secure during your stay.

When the time comes for you to move to the next phase of your care, you can count on the team to help you through the process.

If you have any questions or concerns during your stay, please speak to your nurse, nursing manager or house manager.

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Henry Ford Health System does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, national origin, religion, sex, height, weight, marital status, sexual orientation, gender identity, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits under any of its programs and activities.

## HENRY FORD HEALTH SYSTEM PATIENT RIGHTS AND RESPONSIBILITIES

The team at Henry Ford West Bloomfield Hospital is committed to helping patients and their families exercise their rights. At Henry Ford West Bloomfield Hospital, you and your family have the right to respect, quality health care, information you can understand, care that supports you and your family, participation in choices and decisions concerning your health and care, and emotional support.

All of these rights and responsibilities strengthen mutual confidence, affirm the importance of a strong relationship, and affirm the important role patients play in protecting their own health. Effective medical care requires a cooperative relationship between the patient (or his/her designated representative), and the healthcare team.

Please review the following patient rights and responsibilities and speak with your healthcare team if you have any questions or concerns.

### YOUR RIGHTS AS A PATIENT

#### Respectful Care

- You have the right to receive necessary care regardless of your race, sex, gender identity, gender expression, pregnancy status, national origin, marital status, sexual orientation, beliefs, values, language, age, disability or source of payment.
- You have the right to receive care in a safe setting.
- You have the right to privacy.
- You have the right to have health care information provided to you in a manner and form that you can understand.
- You have the right to sign language or foreign language services if you need them.
- You have the right to receive information about rules involving your care or conduct.
- You have the right to medically appropriate assessment and management of pain.
- You have the right to be free from restraints of any form that are not medically necessary.
- You have the right to be free from mental or physical abuse or harassment.
- You have the right to access protective and/or advocacy services in cases of abuse or neglect
- You have the right to an explanation of your bill and information on financial help.
- You have the right to an ethics consultation.

#### Involvement in Your Care

- You have the right to information about your condition, treatment and prognosis, including unexpected outcomes.
- You have the right to have one comfort person remain with you 24/7 for the duration of the hospitalization so long as their presence does not infringe on our ability to provide appropriate care for you or any other patients, or raise a safety concern.
- You have the right to know who is taking care of you and their role in your care.
- You have the right to education about the safe use of medications, medical equipment, potential food-drug interactions and counseling on nutrition and modified diets.
- You have the right to be involved in the development and review of your plan of care.
- You have the right to a plan for follow up care when you leave the hospital.
- You may refuse treatment to the extent permitted by law. It is our responsibility to discuss with you the possible results of your refusal.
- You have the right to provide your advance directives and have them followed.
- You may consent or refuse to participate in experimental treatment or research.
- Your right to make decisions about health care does not mean that you can demand treatment and services that are medically inappropriate or unnecessary.

## Access to Your Medical Record

- You have the right to see your medical record at a time suitable for both you and the staff. You may request and obtain a copy of your record.
- You have the right to request the disclosures we make of medical information about you.
- You have access to your medical record via your MyChart account.

## Privacy of Your Information

- You have the right to communicate with health care providers in private and to have your patient information protected. Records will not be released except as allowed by you or by law. You have the right to have a family member and your own physician notified of your admission to the hospital.

## YOUR RESPONSIBILITIES AS A PATIENT

- You, your family, and visitors are responsible for following the rules involving patient care and conduct.
- It is your responsibility to provide accurate and complete information about all matters related to your health, including medications, past or present medical problems and advance directives.
- You are responsible for following the agreed upon treatment plans. If you cannot follow the plan, please tell your health care team.
- If you refuse to receive the recommended care, we may need to end our relationship with you after giving you reasonable notice.
- You are responsible for being considerate of the rights of other patients and HFHS personnel and property.
- You are responsible for making it known whether you understand your health information and the things you are asked to do.
- You are responsible for making appointments and arriving on time. You must call us in advance when you cannot keep a scheduled appointment.
- You are responsible for providing us with correct information about your sources of payments and ability to pay your bill.
- You are responsible for providing a current and accurate list of medications, as possible, when requesting care at our health care facilities
- For patient and employee safety, additional testing may be required if a health care worker is exposed to your blood or body fluids.
- To ensure the safety of health care workers, patients and visitors HFHS, any patient or other customer who commits an act of violence including, but not limited to hitting, spitting, kicking and punching - can be held responsible to the full extent of the law.



**QUESTIONS OR CONCERNS?**

You and your family should feel you can always voice your concerns. If you share a concern or complaint, your care will not be affected in any way. The first step is to discuss your concerns with your doctor, nurse or other caregiver. If you have concerns that are not resolved, please contact the Care Experience Office:

**Henry Ford Allegiance Health and Medical Group: 517-205-4740**

**Henry Ford Hospital and Medical Group: 313-916-1602**

**Henry Ford Kingswood: 248-691-4953**

**Henry Ford Macomb Hospital: 586-263-2380**

**Henry Ford West Bloomfield Hospital: 248-325-2200**

**Henry Ford Wyandotte Hospital: 734-246-7108**

**Should your concerns remain after contacting the Care Experience Office.**

Patient safety concerns can be reported to The Joint Commission:

- At [www.jointcommission.org](http://www.jointcommission.org), using the "Report a Patient Safety Event" link in the "Action Center" [see Figure 2] on the home page of the website
- By fax: (630) 792-5636
- By mail: Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181

You also have the right to lodge a grievance with the State of Michigan Department of Community Health by calling (800) 882-6006 or writing Bureau of Health Services, P.O. Box 30670, Lansing, MI 48909-8170.

To file a complaint with Michigan Office of Civil Rights, call (313) 456-3700, (800) 482-3604 or TTY: (877) 878-8464; fax: (313) 456-3701 or email [MDCRServiceCenter@michigan.gov](mailto:MDCRServiceCenter@michigan.gov).

To file a complaint with the Michigan Department of Civil Rights, Division on Deaf, Deaf Blind and Hard of Hearing, call VP (313) 437-7035, toll-free voice/TTY at (887) 499-6232.

Send email correspondence to [DODDBHH@Michigan.gov](mailto:DODDBHH@Michigan.gov) or visit the MDCR - Division on Deaf, Deaf/Blind and Hard of Hearing website.

# HENRY FORD WEST BLOOMFIELD HOSPITAL CAMPUS MAP

## Wayfinding Map to Acorn, Birch, and Chestnut Lodge (A 1st Floor Destination)

**DIRECTIONS**

**(FOR A AND B LODGES)**

**START** Start by proceeding down MAIN STREET.

Turn RIGHT at the "HENRY'S" and continue down MAIN STREET.

Turn LEFT at the intersection of MAIN STREET and MICHIGAN AVE.

Proceed straight to the A and B LODGE entrance.

Pass through the A and B LOBBY and turn LEFT to enter the "A Lodge".

Turn RIGHT to enter the "B Lodge".

**(FOR C LODGE)**

Turn RIGHT at the intersection of MAIN STREET and MICHIGAN AVE.

Proceed down MICHIGAN AVE.

Turn LEFT at the QUIET ATRIUM ELEVATOR and proceed forward through the C Lodge entrance.

Pass through the LOBBY and turn RIGHT to enter the "C Lodge".

**(OR SURGICAL WAITING AREA)**  
Take the Main Elevators at the intersection of Main Street and Michigan Avenue to the second floor.



**HENRY FORD  
WEST BLOOMFIELD HOSPITAL**

## HELPFUL DEPARTMENTS AND PHONE NUMBERS

### IMPORTANT TELEPHONE NUMBERS

Note: If dialing from a hospital phone, USE ONLY THE LAST 6 DIGITS (e.g. 25-0000)

HOSPITAL OPERATOR .....	DIAL "0"
MAIN HOSPITAL NUMBER .....	248-325-1000
FOOD SERVICES/ROOM SERVICE .....	248-325-2525
CASE MANAGEMENT .....	DIAL "0"
HENRY FORD AT HOME (medical supplies) .....	248-661-7935
PASTORAL CARE .....	DIAL "0"
PHARMACY .....	248-325-3818
SECURITY/POLICE .....	248-325-1500
VOLUNTEER SERVICES .....	248-325-0250
INTERPRETER SERVICES* .....	313-916-1896
THE LIVEWELL SHOPPE (GIFTS) .....	248-325-3880

*\*All interpreter services are provided to patients and companions at no cost. Services include Deaf and Hard of Hearing assistance, and foreign language interpretation.*

### WE WELCOME YOUR FEEDBACK
















You are encouraged to share feedback or any concerns about your care with your nurse or nurse manager. If you are unable to resolve your concerns for any reason, please dial "0". We will direct your concern appropriately to ensure a prompt response.

### PATIENT SATISFACTION SURVEY

A few days after you arrive home, you may receive a paper or email survey asking you about your care at Henry Ford West Bloomfield Hospital. Your comments help us to continually improve our services. If you have any questions or concerns regarding your stay in the hospital, please speak with your nurse or ask to speak with a nurse manager. Please remember to complete the survey based on the unit you were discharged from.



## UNIFORM STANDARDIZATION COLOR CHART

POSITION	SCRUB COLOR	PICTURE OF COLOR
CAT/NA/MA/ER Techs Paramedic	Burgundy	
Culinary Wellness Staff	Green top / Black slacks	
Housekeeping	Green	
Mammography Technologist	Pink	
Nurse Extern	White	
Patient Transporter	Royal Blue	
Plant Operations/Facilities <i>Skilled trades, electricians, engineers, painters, plumbers, life safety, etc.</i>	Medium blue shirt / black slacks <i>Painters will wear the traditional painter's shirts and trousers, with logo.</i>	
Registered Nurse	Ceil Blue	
Respiratory Therapist	Black	
Sitter	Tan	
Supply Chain Staff <i>Shipping, receiving, distribution</i>	Purple shirt / black slacks	
Technician/Technologist <i>Outpatient procedural settings: Vascular, Radiology, Cardiac Cath, Pharmacy, etc.</i>	Navy Blue	
Unit Secretary	Dark Gray	
Valet Staff	Blue shirt / black slacks	
Volunteers	Blue shirt / black slacks	

## YOUR HEALTHCARE TEAM

Henry Ford West Bloomfield Hospital's healthcare team is here to provide you the finest in hospital and at-home care. Below you will find a summary of the dedicated team members that may be involved in your care. As you can see, you will meet a variety of professionals who will ensure a positive healthcare experience for you. Please don't hesitate to contact any member of your care team for assistance. Below is a definition of the roles of the experts with whom you and your family may come into contact, and how to recognize them.

### KEY TERMS YOU SHOULD KNOW WHILE YOU ARE IN THE HOSPITAL

**Care Plan:** The steps we are taking in your care (tests, procedures, changes in medications, etc.) The care plan tells you the "what", "why" and "how" of your plan.

**Daily Schedule:** The tasks and activities that occur each day as part of achieving your care plan (the times tests and procedures are happening, eating, bathing, etc.) The daily schedule is "when" the items of the care plan are going to happen.

**Multidisciplinary Rounding:** Daily meeting for your care team to meet and discuss your care plan, daily schedule, and address any concerns you may have.

**Bedside Shift Report:** Your care team performs this twice a day, around shift change, to keep you safe and informed about your plan of care, medications, upcoming tests, and health status while you are in the hospital.

**MyChart Bedside:** This program allows you to be more involved in your plan of care. You can easily access your medical records, learn about your diagnoses, medications and lab results, get to know your care team, and view your upcoming appointments. Download this app for free on your smartphone or tablet from the App Store and Google Play.

### Care Providers

**Attending Physician:** This is the doctor in charge of your care while you are here. It may or may not be the same physician that sees you outside the hospital. The attending physician is in charge of your care while you are here and works with other physicians (including your primary care physician) as necessary to coordinate your care.

**Physician Assistant (PA) and Nurse Practitioner (NP):** The PA and NP are licensed to care for patients under supervision of a physician. Your attending physician may have them as assistants to help manage your care during your stay.

**Consulting Physician:** This is a doctor (usually a specialist) who has been asked by your attending physician to provide an opinion in your diagnosis and/or treatment.

### Nurses

**Registered Nurse (RN):** At Henry Ford West Bloomfield Hospital, RNs are the "front line" of patient care and your primary healthcare contact during your stay. RNs perform assessments on every patient during every shift and ensure that the Care Plan determined by your physician is followed. RNs also provide patient and family education and monitor and dispense the medications you take while in the hospital. RNs at Henry Ford West Bloomfield Hospital wear teal blue scrubs and have RN on their badges.

**Nurse Assistant (NA):** NAs are invaluable care team members who assist patients with all aspects of daily care including hygiene, mobility, nutrition, monitoring of vital signs and patient safety. NAs work under the direction of RNs and wear burgundy scrubs.

## Additional Support

**Case Manager:** You may receive a visit from a case manager, also known as a discharge planner, during your hospital stay. This team of social workers and nursing specialists help to coordinate logistics related to insurance, home health care and discharge needs including transportation and possible continuation of care at another facility.

**Physical Therapist/Occupational Therapist (PT/OT):** These rehabilitation professionals perform ability and mobility assessments, working with you and your family to determine the safest and most therapeutic way to continue your recovery after you leave the hospital. Our PT and OT professionals wear navy blue scrubs.

**Respiratory Therapist:** Respiratory Therapists work with patients who require oxygen support and respiratory medications while in the hospital, and perform evaluations, if necessary, for continued respiratory services after discharge. Our Respiratory Therapists wear black scrubs.

**Volunteers:** Many smiling volunteers help to deliver cards, balloons and flowers to patient rooms, as well as escort visitors to areas throughout our hospital campus. Some volunteers provide spiritual support as requested, while others circulate our patient book cart, handle our therapy dogs, and deliver medications from our pharmacy prior to discharge. Volunteers wear bright blue vests and jackets. To request visit from a therapy dog, call 248-325- 0091. Interested in becoming a volunteer? Visit [HenryFord.com/WestBloomfield](http://HenryFord.com/WestBloomfield) and click Volunteering under the Helpful Links section at the bottom of the page.



## DURING YOUR STAY

During your stay with us, we will provide you with an array of services including a private, clean and comfortable room in which to recuperate.

### Your Room

Your room assignment is based on your diagnosis and bed availability on the day of your admission. A healthcare team member will help you become familiar with your room, as well as how to use your call light, telephone, television and bed controls.

### Your Hospital Bed

Hospital beds are adjusted electronically and controls are located on the side rails. Your hospital bed is probably higher and narrower than your bed at home. Bedside rails are for your protection and may be raised at night or during the day if you're resting, recovering from surgery, or taking certain medications. Please ask your caregivers for further assistance.

### Nurse Call System

A button to call your nurse is located on your pillow speaker (remote control). When you press the button, the nursing station is alerted and a light flashes above your door. The nursing team members will assist you by either answering over a speaker or coming into your room. If you need help while you are in the bathroom, pull the emergency cord or press the emergency button.

### Room Service

Our Room Service Menu is available 6:30 a.m. – 8 p.m., seven days a week. Please call 25-2525 to place your order or speak with a member of the Food & Nutrition Services staff. Certified kosher meals are available on request, with meal and snack options that meet the dietary needs of the Jewish community, as well as those who practice halal.

### Telephones

Telephone services are free for local calls. To report telephone service problems, please contact the staff on your unit.

#### **Patient Telephone Dialing Instructions**

**Outside local & long distance:** Dial 9 + 1 + Area code + 7-digit number

**For hospital operator:** Dial "0"

**To call numbers within the hospital:** Dial the last 6 digits

### Television

Television services are free, and we offer Henry Ford TV, which will help you become a more active participant in your care. Use the pillow speaker for access to communication tools and education materials, as well as entertainment, such as movies and games. You may also choose the relaxation channel, with scenery and relaxing music, or spiritual content. A list of television channels is located on page 21.

### Internet Access

Internet access/Free WiFi is available throughout the hospital. Laptops and wireless devices can connect to the WiFi system through the HFHS Guest account. Please inform a staff member if you have any difficulties accessing the Internet services.

## Deliveries/Mail

Daily mail delivery is provided, and flowers and gifts sent to you will be brought to your room. In order to provide you the safest care possible, these items are not allowed in the Intensive Care Unit. If your family would like to send you a gift, they may contact The LiveWell Shoppe at 248-325-3880. For mailed items, the address to the hospital is:

Henry Ford West Bloomfield Hospital  
6777 West Maple Road  
West Bloomfield, Michigan, 48322

## Interpreters

Active patient and family participation is critical to ensure safe, quality care. Henry Ford Health System provides, at no charge, qualified interpreters for our Deaf, hard of hearing, and limited English-proficient patients and their companions. Please contact any team member for assistance or dial 313-916-1896. These services are available 24 hours a day and seven days a week.

## Identification

A wrist identification band is given to all patients. Please keep it on while you are here. The team members will check the wristband at key times during your stay, such as administering medications, specimen collection, or prior to procedures.

## Leaving the Unit

Our hospital offers beautiful landscaped atriums with walking paths, a unique shopping area and many other attractive destinations for patients and their families.

If you want to leave the unit, please check first at the nurse's station. It is important to stay in your room until your doctor has made rounds and treatments have been completed.

## Quiet Time

At Henry Ford West Bloomfield Hospital, we believe getting a good night's rest is an important part of your recovery. Therefore, during your stay we will not disturb you between the hours of 10:00 p.m. and 6:00 a.m. (unless medically necessary). Please inform us if we can assist you in resting more comfortably at any time.

## Pastoral Care

Pastoral Care provides spiritual support of patients and their family and friends. Whether or not you are part of a faith community, we will strive to meet you at your point of need with services and resources to bring you comfort and hope. Henry Ford West Bloomfield Hospital respects the diversity of our patients and families and will try to accommodate any request related to your religious beliefs to make your experience with us as comfortable as possible.

**To assist you in your recovery, the following services are available:**

- A visit with someone from Pastoral Care or your faith community
- Prayer
- Communion
- Anointing for the sick
- Shabbat kit
- Kosher/halal food

To request Pastoral Care, contact your nurse, physician, call 248-325-0175, or email [Chaplain@hfhs.org](mailto:Chaplain@hfhs.org).

## **BE INVOLVED IN YOUR HEALTH CARE**

At Henry Ford Health System, we are all working together to make your care safe. You can help by becoming a **PARTNER** in your own care.

### **PARTICIPATE IN ALL DECISIONS ABOUT YOUR TREATMENT.**

- You are the center of the healthcare team.
- Expect health care workers to introduce themselves and look for their name badges.

### **ASK QUESTIONS IF YOU HAVE DOUBTS OR CONCERNS.**

- If you don't understand something, don't be afraid or embarrassed to ask again.
- You have a right to ask questions of anyone who is involved with your care.
- Don't be afraid to remind doctors and nurses to wash their hands.

### **REVIEW YOUR HEALTH INFORMATION WITH THE MEDICAL TEAM INVOLVED IN YOUR CARE.**

- Keep a list that includes your health conditions, hospital visits, surgeries, immunizations, and allergies.
- Sign up for a MyChart account so you can participate in MyChart Bedside. MyChart offers patients personalized and secure online access to portions of their medical records. It enables you to securely use the Internet to help manage and receive information about your health, request and schedule appointments, request prescription renewals, see test results, see billing information, make a payment, communicate with your medical team, and much more. To create your own MyChart account, visit [henryford.com](http://henryford.com) and click on "MyChart" at the top of the home page.
- MyChart Bedside is a free smartphone and tablet app you can use to be more involved in your care while you're in the hospital. See what medications you're taking, your schedule for the day and read up on your treatment. You can also see information about your hospital stay with the MyChart Mobile app. This app is available for free on your mobile device from the App Store and Google Play.

### **TAKE A LIST OF ALL YOUR MEDICINES WITH YOU WHEN GOING TO THE HOSPITAL AND DOCTOR VISITS, INCLUDING OVER-THE-COUNTER DRUGS, VITAMINS, AND HERBAL SUPPLEMENTS.**

- Tell your caregivers about any drug allergies you have.
- Know what the medications are and why you take them.
- Ask about side effects and what to avoid while taking new medicines.

### **NOTIFY THE NURSE OR DOCTOR IF SOMETHING DOESN'T SEEM QUITE RIGHT.**

- Pay attention to the care you are receiving.
- Make sure you're getting the right treatments and medications by the right health care professionals.
- Make sure all team members ask your full name and read your wristband before giving any medications or treatments.

### **EDUCATE YOURSELF ABOUT YOUR DIAGNOSIS, MEDICAL TESTS, TREATMENT PLAN AND TEST RESULTS.**

- Learn about your condition and treatments by asking your healthcare professionals and by using other reliable sources.
- Get the results of any test or procedure and ask what the results mean for your care.

### **REQUEST A FAMILY MEMBER OR FRIEND TO BE THERE WITH YOU AND BE YOUR ADVOCATE.**

- An advocate is someone who can help get things done and speak up for you if you can't.

### **SPEAK TO YOUR HEALTHCARE TEAM BEFORE YOU LEAVE THE HOSPITAL ABOUT FOLLOW-UP CARE.**

- This includes medications, appointments, home care and equipment.
- Make sure you understand all of the instructions. If you don't, ask again.

## GOING HOME

Your health is very important to us. Your physician will make the final decision as to when you are ready to go home, and we are dedicated to making sure the transition goes as smoothly as possible. Some practical details to consider as you make your departure plans:

### Discharge

We will begin planning for your discharge upon admission. Your physician and nurse will give you instructions about post-hospital care. If you have questions about your diet, activities, or other matters, please ask.

### Personal Belongings

Be sure to double-check your closets, drawers and room safe. If you think you may have left something in your room upon leaving, please contact the hospital at 248-325-1000. Please note, Henry Ford West Bloomfield Hospital is not responsible for any lost, stolen or misplaced items.

### Insurance and Billing

Our talented team of clinical specialists will work with your insurance company to secure benefits for your hospital stay.

If your visit is a scheduled arrival, your physician provided the necessary information to secure insurance authorization prior to your admission.

In an unplanned hospital stay, your insurance information was collected at your time of arrival; therefore, we will only contact you if we need additional information from you.

If you have questions regarding this process, please feel free to contact us by calling (internal) 25-0210 or (external) 248-325-0210.

### Community Referrals/Resources

Your case manager can provide information about services and support available in your community.



## VISITOR INFORMATION

We recognize that the support of family and friends is a very important part of your healing process. That is why we do not have set visiting hours for friends and family. Visitors are welcome in the patient room 24 hours a day, unless it is medically necessary to clear the room.

### Visiting Policy Information

Henry Ford West Bloomfield Hospital recognizes the importance of the support of family and friends in the healing process. However, patients need time to rest and recuperate. The hospital has established a visitor policy which embraces a family-centered care philosophy, while providing a safe and healing environment for our patients.

Patients have the right to choose who may visit them, and who may not - regardless of whether the visitor is a family member, spouse, domestic partner (including same-sex domestic partner), or another type of visitor. Patients also have the right to withdraw consent to visitation at any time.

In addition, patients have the right to identify/choose an individual who will be allowed to be present for emotional support during hospitalization. The support person may remain with the patient, unless his/her presence infringes on rights of other patients or is medically or therapeutically contraindicated.

Visitation guidelines vary, depending upon the patient's condition and family situation. Exceptions for visitations are made for critically ill, laboring, and emergency surgery patients.

### Visiting Guidelines

- Visitors may not smoke anywhere on Henry Ford Health System properties, including the grounds/parking lots.
- Visitors should dress appropriately and must wear shirts and shoes.
- Visitors with colds, sore throats, and/or any contagious disease should not visit patients.
- Visitors should maintain a quiet environment and avoid unnecessary noise.
- Photography is prohibited without prior approval by the nurse manager.
- Children under 12 years old wishing to visit must be accompanied by an adult other than the patient and obtain permission in advance from a nurse. Children must not be left unattended at any time.
- In order to protect patient confidentiality, visitors may be asked to leave the room during tests and treatments or when the doctor or nurse needs to see the patient
- To protect yourself and your family, especially during cold and flu season, wash your hands with soap and water or use hand sanitizer after going to the bathroom, before meals, and after touching contaminated surfaces (grocery carts, door handles, etc.)
- Brief support visits by a patient's own dog are supported under special circumstances, however safety conditions must be met. Please contact the nurse manager of the unit to make these arrangements before bringing in a dog.
- Due to latex allergies, Henry Ford West Bloomfield Hospital does not allow latex balloons. Mylar balloons are acceptable.

Visitors may request a security escort when leaving the hospital during late night hours. To request an escort, call Security at 248-325-1500.



## Sleep Rooms

While family and guests are welcome to sleep in patients' rooms during their stay, there may be factors that make this difficult or impractical. We have a limited number of private Sleep Rooms, based on availability, for family members and guests who wish to stay close to patients overnight. Ask your nurse if you are interested in reserving a Sleep Room.

## Out of Town Accommodations

For information on local lodging and discounts offered to Henry Ford West Bloomfield Hospital patients and families, please dial "0".

## CAMPUS INFORMATION

Henry Ford West Bloomfield Hospital team members are available to assist you at all times. We typically maintain designated hours for our entrances and parking services to help create the best healing environment for our patients.

Below is information on the many offerings, including our Main Street shops, Henry's Cafe, the Pharmacy, Greenhouse, Demonstration Kitchen and other unique features, such as the Ravitz Foundation Main Atrium, and the Sahney Quiet Atrium, including the Valade Interfaith Sanctuary.

### Entrance Hours

#### Main (Maple Road)

Monday - Sunday: 5:00 a.m. - 10:00 p.m.

#### Emergency: 24 hours

### Parking

All self-parking at Henry Ford West Bloomfield Hospital is free. If you choose to use our Valet Services, located at the Main Entrance, there is a \$4.00 charge.

The self-park area is available near the Main Entrance and at the Henry Ford Cancer Institute entrance.

Wheelchairs are provided at all of our entrances. Handicapped-designated parking spaces are located in the front of the Main Entrance, the Henry Ford Cancer Institute Entrance, and the Emergency Entrance.

### Valet Services

#### Main Entrance:

Monday - Friday: 6:30 a.m. - 7:00 p.m.

#### Emergency Entrance

Monday - Friday: 7:00 a.m. - 10:00 p.m.

Saturday and Sunday: 10:00 a.m. - 6:00 p.m.

If you are picking up your vehicle from Valet Services after 9:30 p.m., please see an officer at the Emergency entrance for assistance.



## WELLNESS – ALLOW US TO ENLIVEN YOUR SENSES

### Main Street

Along our Main Street corridor (through the Main Entrance), we provide a shopping experience like no other. Retail offerings include Henry Ford at Home, featuring home healthcare products, and The LiveWell Shoppe, which offers unique gifts. Also enjoy our dining destination on Main Street, Henry's Café, offering delicious, healthy food full of herbs and vegetables from our organic Greenhouse. Stop by for a visit and learn about how easy it is to incorporate more produce into your life.

### Henry Ford at Home

The Henry Ford at Home West Bloomfield team helps make the transition for patients from hospital to home as easy and as safe as possible.

Henry Ford at Home offers services, such as Home Health Care, Home Infusion, Hart Medical Equipment, Hospice, e-Home Care (Lifeline, Telehealth, and medication dispensing services), Extended Care (private duty). Each patient will receive a one-on-one consultation to answer questions and help ease concerns.

Many patients will go home with medical equipment as a part of their recovery at home. Hart Medical Equipment proudly carries thousands of home medical products, including respiratory equipment, patient room equipment, bathroom and safety aids, wheelchairs, ostomy, diabetic testing supplies, and more to best service you and your loved ones.

#### Henry Ford at Home (248-661-7935)

Monday - Friday: 8:30 a.m. - 5:00 p.m.

Saturday and Sunday: Closed

### The LiveWell Shoppe

The LiveWell Shoppe, in the main lobby, offers a wide variety of seasonal and healthy living/cooking related items as well as clothing, jewelry and gifts for children.

The LiveWell Shoppe offers complimentary room delivery to all guests staying at Henry Ford West Bloomfield Hospital. Flowers cannot be delivered to patients who are being treated in the ICU (intensive care unit). We are pleased to offer complimentary gift packaging, which includes a gift bag and tissue paper. Breakable items will be bubble-wrapped.

The LiveWell Shoppe is open 7 days a week. Please call 248-325-3880 for hours.

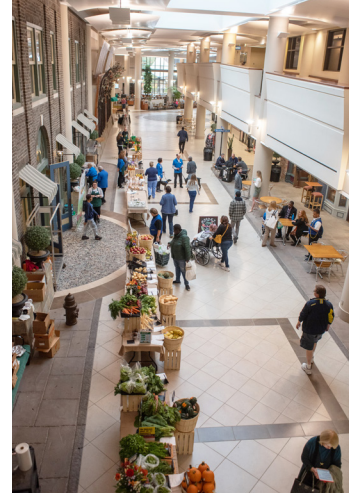
### Demonstration Kitchen

Learn to create delicious, healthy food for your family in the Demonstration Kitchen (DK) - the ideal destination for adults and children to explore healthy cooking, nutrition and accommodating special diets. By sharing culinary knowledge and user-friendly tips, the results are flavorful, healthy dishes.

DK classes are engaging, include tasty samplings, and are filled with educational information, and advice from Henry Ford physicians and dietitians. There is something for everyone at the Demonstration Kitchen, from those who are transitioning to a healthier way of living, to those already on track and looking to learn more.

For more information, or to register for classes, call 248-325-3890 or e-mail [dk@hfhs.org](mailto:dk@hfhs.org).

You may also visit at [www.henryford.com/dk](http://www.henryford.com/dk) to register online.



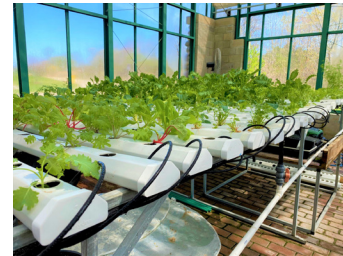
## Greenhouse

Discover the rewards of a healthier way of life. At Henry Ford West Bloomfield Hospital, we believe that small changes in what you eat can have a big impact on how you feel. That's why our greenhouse – Michigan's first hospital-based hydroponic, organic greenhouse– is full of healthy herbs and vegetables, many of which are used in our café and patient meals.

We offer a variety of resources, such as tours and cooking demonstrations, to help you understand the healing power of food. Our goal is to not only create a better quality of life, but to also set a new standard in wellness education.

With a variety of interesting and innovative programs, patients and community members can visit the Greenhouse to learn about the importance of growing and eating organic, healthy, nutritious produce.

For more information on tours, demonstrations, and bookings, please call 248-325-2092.



## Bloomfield Coffee Lodge

The Bloomfield Coffee Lodge serves Starbucks coffee and is open 7 days a week. Please call 248-325-3887 for store hours.

## Henry's Café

Henry's Café is open 6:30 a.m. – 7 p.m. on Main Street for grab-and-go meals. During the day and early evening hours, a variety of food stations are open serving healthy, freshly cooked food. SushiDo is an offering in Henry's Café, with fresh, daily sushi specials and poke bowls.



## ON-SITE PHARMACY

### Henry Ford Pharmacy: (248-325-3820)

Henry Ford Pharmacy, located on Main Street, can help with your prescriptions, with delivery to your room before discharge and free delivery to your home following discharge. Our pharmacy stocks many hard-to-find medications, as well as a wide variety of over-the-counter medications and products. For prescriptions requiring refills, our convenient refill reminder service is available upon request.

#### Pharmacy hours:

Monday - Friday: 7:00 a.m. - 7:00 p.m.

Saturday: 8:00 a.m. - 4:00 p.m.

Sunday & Holidays: 10:00 a.m. - 3:00 p.m.

Curbside delivery of prescription refills is available by calling 248-214-9888 during business hours. No need to leave your car. A team member will bring your prescription refill to your car at the Main Entrance, where you can pay by credit card.

### The Ravitz Foundation Main Atrium

The Ravitz Foundation Main Atrium is located off Main Street, just past Henry's, on the Garden level. The atrium offers a relaxed garden environment to rejuvenate and refresh, and includes a Little Library, courtesy of the West Bloomfield Library. Take a book, leave a book, it's for your enjoyment.

### Sahney Quiet Atrium and Valade Interfaith Sanctuary

The Sahney Quiet Atrium and Valade Interfaith Sanctuary are located on the Garden Level, adjacent to the Ravitz Foundation Main Atrium, and are available for quiet reflection and prayer.

### Healing Arts

The Henry Ford Healing Arts Program was established to create a soothing and calming environment for patients, visitors, and staff by integrating the creative arts and aesthetic experiences into the healing process. The program uses visual, hands-on, and performing art experiences to celebrate the cultural diversity of the communities it serves.

Healing Arts enhances the patient experience by utilizing the arts as a positive distraction to reduce pain, anxiety and stress. This includes art therapy and music.

The Healing Arts Program opened its first gallery space in 2009 on Artist Avenue (on the first floor, near the Ravitz Foundation Main Atrium) at Henry Ford West Bloomfield Hospital. Local and regional artists, as well as an annual employee exhibit, are featured. Artwork is rotated regularly and displays various styles, subjects, and media. Artwork is for sale and 35% of the proceeds support the Healing Arts Program.

A free monthly gallery talk is presented by a docent from the Detroit Institute of Arts, followed by an optional tour of the hospital's art collection – all by Michigan artists – on the Debra Saber-Salisbury Art & Wellness Walk.

To request a visit by a volunteer musician, please call 248-325-0091.



## TV CHANNEL LISTING

<b>1</b>	HOSPITAL INFO	<b>32</b>	DISHD	<b>63</b>	CNN
<b>2</b>	FOX WJBKD	<b>33</b>	NICHD	<b>64</b>	msnbc
<b>3</b>	CBS WWJ-HD	<b>34</b>	TVLAND	<b>65</b>	CNBC
<b>4</b>	NBC WDIV-DT	<b>35</b>	TNTHD	<b>66</b>	FNC
<b>5</b>	CW WKBDD	<b>36</b>	FRFHD	<b>67</b>	TLC
<b>7</b>	ABC WXYZD	<b>37</b>	TBSHD	<b>68</b>	DSC
<b>8</b>	MNT TV20HD	<b>38</b>	LIFEH	<b>69</b>	USA
<b>10</b>	UNIHD	<b>39</b>	AMCHD	<b>70</b>	FOOD
<b>11</b>	ACCU-WX	<b>40</b>	TCMHD	<b>71</b>	ANIMAL
<b>12</b>	PBS WTVSH	<b>41</b>	BRAVOD	<b>72</b>	AE
<b>13</b>	INDWADL-DT	<b>42</b>	E HD	<b>73</b>	HIST
<b>14</b>	IONION HD	<b>43</b>	HGTVD	<b>74</b>	DISNEY
<b>15</b>	NGCHD	<b>46</b>	FOX WJBK	<b>75</b>	NIK
<b>16</b>	HALLHD	<b>47</b>	CBS WWJ	<b>76</b>	TVLAND
<b>17</b>	BSDHD	<b>48</b>	NBC WDIV	<b>77</b>	TNT
<b>18</b>	BTNHD	<b>49</b>	CW WKBDD	<b>78</b>	FREFM
<b>19</b>	ESPNHD	<b>50</b>	ABC WXYZ	<b>79</b>	TBS
<b>20</b>	ESPN2HD	<b>51</b>	MNT WMYD	<b>80</b>	LIFE
<b>21</b>	CNNHD	<b>52</b>	LOCAL Univision Network	<b>81</b>	AMC
<b>22</b>	msnbcH	<b>53</b>	ACCWTH	<b>82</b>	TCM
<b>23</b>	CNBCH	<b>54</b>	PBS WTVS	<b>83</b>	BRAVO
<b>24</b>	FNCHD	<b>55</b>	INDWADL	<b>84</b>	E
<b>25</b>	TLCHD	<b>56</b>	LOCAL ION WPX	<b>85</b>	HGTV
<b>26</b>	DSCHD	<b>57</b>	NGC	<b>86</b>	Digital HOC Noise Suppression
<b>27</b>	USAHD	<b>58</b>	HALMRK	<b>87</b>	Digital HOC 2 Relaxation
<b>28</b>	FOODHD	<b>59</b>	BSD	<b>88</b>	LOCAL HDMI-I
<b>29</b>	APHD	<b>60</b>	BTN	<b>98</b>	Accessing
<b>30</b>	AEHD	<b>61</b>	ESPN	<b>99</b>	Welcome VIW
<b>31</b>	HISHD	<b>62</b>	ESPN2	<b>100</b>	Welcome

**Closed captioning** is available on your TV by pressing the “CC” button.

*Note: closed captioning may take up to 30 seconds to display and will need to be reset each time the TV is turned off/on.*

Please contact your nurse if you need any assistance.







**HENRY FORD WEST BLOOMFIELD HOSPITAL**

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West Bloomfield, MI 48322

**(248) 325-1000**

**[HenryFord.com/WestBloomfield](https://www.henryford.com/WestBloomfield)**

This guidebook was approved by the  
Henry Ford West Bloomfield Hospital Patient and Family Advisors.

Updated June 2021