

# Visiting Bronson Methodist Hospital





# Welcome

Bronson's vision is to be a national leader in healthcare quality. That means our standards, like yours, are very high.

At Bronson, we use a patient and family-centered care approach. This means we involve both patients and their families in care. We believe that everyone should be treated with dignity and respect.

Please take a moment to read this guide. Ask questions and let us know your needs. We want to make your visit the best it can be.

## Frequently Called Numbers

Department	Phone Number
Bronson Main Phone	341-7654
Billing (including Patient Financial Counselors)	341-6120
Bronson HealthAnswers	341-7723
Concierge Services	341-6543
Emergency Department	341-6386
Inpatient Surgery	341-7985
Lost and Found	552-5678
Outpatient Surgery	341-6829
Outpatient Testing	341-8450
Pastoral Care	341-7444
Patient Information	341-7654
Patient Relations	341-8959
Pharmacy	341-6990
Physician Referral	341-7723
Security	341-7893
Social Work	341-7943
SkyCourt Café	341-8564

**Please note:** If you are calling from within Bronson, only dial the last four numbers of the phone number.

*Si Ud. habla español, llame al (269) 341-7654 or marque "0" desde cualquier teléfono del hospital para ayuda.*

## Table of Contents

ATMs .....	8
Bronson HealthAnswers .....	17
Bronson Health Foundation.....	19
Cancer Resource Center.....	17
Chapels .....	16
Concierge Services .....	15
Deaf and Hard-of-Hearing.....	6
Escort Service.....	9
Food/Dining .....	10-11
Gift Shops.....	14
Hand Washing .....	8
Information.....	5
Internet Access .....	15
Interpreters .....	6
Lost and Found.....	9
Newspaper and Bus Token Machines.....	9
Parking .....	20-23
Pastoral Care .....	16
Patient Relations .....	19
Personal Web Page .....	16
Pharmacy.....	17
Restrooms.....	8
Security.....	18
Shuttle Service .....	9
Smoking Policy.....	7
Staff Identification .....	18
Telephones.....	5
Visiting a Patient.....	7
Wheelchairs .....	8



## Information

**(269) 341-7654**

The Information Desk in the North Pavilion is located just inside the Main Entrance. The desk is staffed 24 hours a day. On the South Campus, it is located on the first floor of the Medical Office Pavilion. After hours, dial "0" on any hospital phone.

## Information Kiosks

Bronson has kiosks at each entrance that provide maps and directions. Use the touch screen to find a department or unit, a doctor's office or a service. Maps are near the kiosks or at the Information Desks.

## Telephones

Courtesy and pay telephones are available throughout the hospital. Dial 9-911 for emergencies or 7893 for security. Cellular phones and other electronic devices may be used on vibrate. Most patients heal best in a quiet setting. Please hold your conversations in public areas or waiting rooms so patients can rest.

## Deaf and Hard-of-Hearing

Amplified phones, TTYs, and website Text Relay are available for free. If you or your family need a sign language interpreter or any of these services, ask a staff person.

## Interpreters

**(269) 341-7654**

Bronson offers free interpreter services to our non-English-speaking patients and families. Up to 160 languages can be interpreted using an over-the-phone interpreter. On-site interpreters can be called for Spanish.

## No Smoking Policy

Bronson is a tobacco-free campus. There is no smoking, chewing or inhaling. No one may use tobacco anywhere on hospital grounds. Family, friends and visitors must leave the hospital campus to smoke. Patients may not leave the unit to smoke. Ask about other options. Families and visitors may also ask for help. Bronson has resources to help you quit.



## Visiting a Patient

At Bronson, patients choose their family/ support members. They may visit whenever it is best for the patient. Ask about overnight visits.

General visiting hours are from 8 a.m. to 10 p.m. An adult other than the patient should supervise children under 14 years old. This includes patient rooms and waiting areas. Infants and small children under the age of 18 months are discouraged from visiting adult areas.

## Tips While Visiting

- Postpone visits if you are not feeling well.
- Wash your hands each time you enter or leave the room.
- Shirts and shoes are required.
- Due to potential allergic reactions, latex balloons are not allowed.
- Avoid wearing perfumes or cologne.
- Public waiting areas are designed to support comfort and privacy, but are not intended for overnight stays. Sleeper chairs or recliners are provided in most patient rooms. Ask about overnight options such as the Hospital Hospitality House of Southwest Michigan.
- Food may be bought or eaten in the SkyCourt Café, Garden Bistro or Terrace Café.
- Ask before bringing food for patients. Some are on special diets.
- Think of others when using cellular phones.
- A personal identification number (PIN) may be assigned to two family members for patient updates by phone.



## Hand Washing

Sinks and foam dispensers are located throughout Bronson. Please wash your hands or use the foam sanitizer. Remind staff to wash too. This prevents the spread of germs.

## Restrooms

Restrooms are located on each floor. Diaper changing stations are in both men's and women's restrooms.

## Automatic Teller Machines (ATMs)

There are two ATM locations. On the North Campus, an ATM is located on the first floor of the North Pavilion near the Terrace Café. On the South Campus, an ATM is located on the first floor of the Medical Office Pavilion.

## Wheelchairs

Wheelchairs are at each entrance. Ask hospital staff for help. If you cannot find a wheelchair, dial "0" from any hospital phone.

## Shuttle Service

**(269) 341-7581**

Guests traveling between the North Campus and South Campus can use the free shuttle service. It is available 24 hours a day from several stops. Phones and benches are located at each stop in the underground tunnel connecting the campuses.

## Escort Service

**(269) 806-1394**

For help getting from one location to the next, or back to your car, call Bronson's Escort Service Monday through Friday, 8 a.m. to 8 p.m. Or, dial "0" from any hospital phone after hours or on weekends for help.

## Newspaper and Bus Token Vending Machines

Newspapers and bus tokens are available from coin-operated machines on the first floor of the Medical Office Pavilion on the South Campus.

## Lost and Found

**(269) 552-LOST (552-5678)**

Leave valuables, such as jewelry and money, at home or give to someone for safe keeping. Before you leave the hospital, collect your belongings. Bronson is not responsible for lost or damaged personal property. If you lose something, tell your nurse right away. We will do our best to find it. Items are kept for 30 days.

## Dining

Bronson has cafés on both campuses. Ask staff for directions. You may bring your food or buy it there. There are microwaves.

Bronson is committed to using local farmers and food producers. All coffee is roasted locally. Many baked goods and menu items come from local bakers and businesses.

Look for the Positive Choice symbol in Bronson's cafés. This will help you select items that lead to a healthier lifestyle. The "Positive Choice" symbol means the items meet the following criteria:



- 750 calories or less
- 25 grams of fat or less
- 8 grams of saturated fat or less
- 750 mg sodium or less

## Dining on the North Campus

### Terrace Café

The Terrace Café is open seven days a week from 6:30 a.m. to 3 a.m. It is located on the first floor of the North Pavilion.



### Vending Machines

Vending machines near Concierge Services offer snacks and beverages 24 hours a day.

## Dining on the South Campus

### SkyCourt Café

The SkyCourt Café is located on the Garden Level of the Medical Office Pavilion.

#### **Breakfast:**

6:30 to 10:30 a.m.

#### **Lunch:**

11 a.m. to 2 p.m.

#### **Snack:**

2 to 5 p.m.

(Closed 4 to 5 p.m.  
Sat. and Sun.)

#### **Dinner:**

5 to 7 p.m.

#### **Late Night:**

11 p.m. to 3 a.m.



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### Garden Bistro

The Garden Bistro is open seven days a week from 6:30 a.m. to 10:30 p.m. It is located on the Garden Level next to the SkyCourt Café.



### Vending Machines

Vending machines near the SkyCourt Café offer snacks and beverages 24 hours a day.





## Gift Shops

**North Campus: (269) 341-8849**

**South Campus: (269) 341-6199**

There are two gift shops on Bronson's campus. The North Campus Gift Shop has new mother and baby items. It is located on the first floor of the North Pavilion. Hours are Monday through Friday from 9 a.m. - 4:30 p.m.



The South Campus Gift Shop is located just inside the Main Entrance. It has a large selection of items for babies, children and adults. It also has cards, fresh flowers, books, magazines, snacks and beverages. Gifts of food, fresh flowers and live plants are not allowed in the critical care units and burn unit. Check with a hospital staff member if you are unsure. Hours are:

Monday, Tuesday, Thursday and Friday  
7:30 a.m. - 5:30 p.m.

Wednesday  
7:30 a.m. - 7 p.m.

Saturday and Sunday  
10 a.m. - 4 p.m.

## Concierge Services

**(269) 341-6543**

Concierge Services can buy gifts, flowers or personal items such as a brush or toothpaste. They can get cards, books and magazines. Gift certificates to local restaurants and stores are also available. Ask them for maps or directions. Or, have them reserve a hotel or restaurant for your family. They can also fax, copy or mail. Patients and families can also borrow a laptop computer to use at the hospital. Reserve with your credit card.

There is no charge to use this service. Tips are not accepted. The only cost to you is the same charge you would pay for products or services if you purchased them yourself. Cash or credit card is the only method of payment. Call 6543 with your request or for more information. You may also visit the Concierge Services. There are two offices. One is on the North Campus. It is located off the main lobby in the North Pavilion by the vending room. Hours are Monday, Wednesday, Friday 8:30 a.m. - 12:30 p.m. The South Campus office is located on the Garden Level in room W-003. Hours are Monday through Friday 8:30 a.m. - 5 p.m. They may close for a short time to run errands.

## Internet Access

There is free wireless access in most areas. No password is required. Computers and laptops are available. Ask your nurse.

## Create a Personal Web Page

Create your own Web page to write journal entries, share photos, and keep family and friends updated. This secure, easy-to-use service is free. Visit CaringBridge™ at [caringbridge.org](http://caringbridge.org).

## Pastoral Care

**(269) 341-7444**

Hospital chaplains are available 24 hours a day. They give emotional and spiritual support to patients and families. They can help you contact your faith community. Dial 7444 or ask your nurse to page a hospital chaplain.



## Chapels

There is a chapel on the first floor of the North Pavilion and on the first floor of the South Campus. They are open 24 hours a day. Visitors of all faith backgrounds are welcome.

## Outpatient Pharmacy

**(269) 341-6990**

[bronsonhealth.com/pharmacy](http://bronsonhealth.com/pharmacy)

The Outpatient Pharmacy is located inside the South Campus Gift Shop on the first floor of the Medical Office Pavilion. Hours are Monday through Friday, 7:30 a.m. to 5:30 p.m. Most prescription insurance plans are accepted. Over-the-counter medications, as well as health, beauty and hygiene products, are available.

## Cancer Resource Center

Bronson has partnered with the American Cancer Society (ACS). Volunteers guide patients and their families through every step of the cancer journey. The Cancer Resource Center is located in the Bronson Center for Women. This is on the fifth floor of the Medical Office Pavilion. Hours are Monday through Friday from 2 to 4 p.m.

## Bronson HealthAnswers

**(269) 341-7723 or (800) 451-6310**

[answers@bronsonhg.org](mailto:answers@bronsonhg.org)

Bronson HealthAnswers is a free health information center for patients, their families and the public. It offers doctor referrals. The center is located on the first floor of the Medical Office Pavilion. It is across from the Gift Shop on Bronson's South Campus.

Call or visit in person Monday through Friday, 8 a.m. - 5 p.m.

Health information is also online at [bronsonhealth.com/healthinfo](http://bronsonhealth.com/healthinfo).



## Staff Identification

All Bronson employees wear name badges with their picture. Many also wear uniforms. For example, nurses wear white tops and white or green pants. Or, they have on blue scrubs. Physical therapists wear navy blue tops and bottoms. Patient care assistants are dressed in teal green. Environmental Services (housekeeping) wear maroon uniforms.

## Security

**(269) 341-7893**

Bronson's Security Department is available 24 hours a day. They can take you to your car. They can also unlock or jump-start cars.

Security also locks the hospital doors at night. To access the North Pavilion after hours, go to the Main Entrance. On the South Campus, use the intercom at the Garden Level Entrance of the Vine Street Ramp.

## Patient Relations

**(269) 341-8959** M-F 8 a.m. - 4:30 p.m.

Pager (269) 388-1374 (urgent requests)

Online Patient Feedback Form at  
bronsonhealth.com.

Copies of patient rights and responsibilities are given at check in and by request. Patient Relations can help with any concerns. If you need help with informed choices about difficult decisions, call the Ethics Committee at (269) 341-7654.



Mural painting for Pediatric Sedation room made possible by donations through the Bronson Health Foundation.

## Bronson Health Foundation

**(269) 341-8100**

healthfoundation@bronsonhg.org

Bronson appreciates the support of the community and people like you. Your donations make it possible for us to help others

Call for more information or send your gift to:  
Bronson Health Foundation, 301 John Street, Kalamazoo, MI 49007. Visit us online at bronsonhealth.com/foundation.

# Parking

Parking at Bronson is always free. If you are not sure where to park, call (269) 341-7654. You can also visit [bronsonhealth.com](http://bronsonhealth.com) for more maps.

## North Campus Parking

### North Pavilion

Parking for the North Pavilion is in the Jasper Street Ramp. The Adult Medical Unit, Neonatal Intensive Care Unit, Labor and Delivery, and Obstetrics (OB) patient rooms are located here. The John Street Lot is available for those with outpatient appointments.



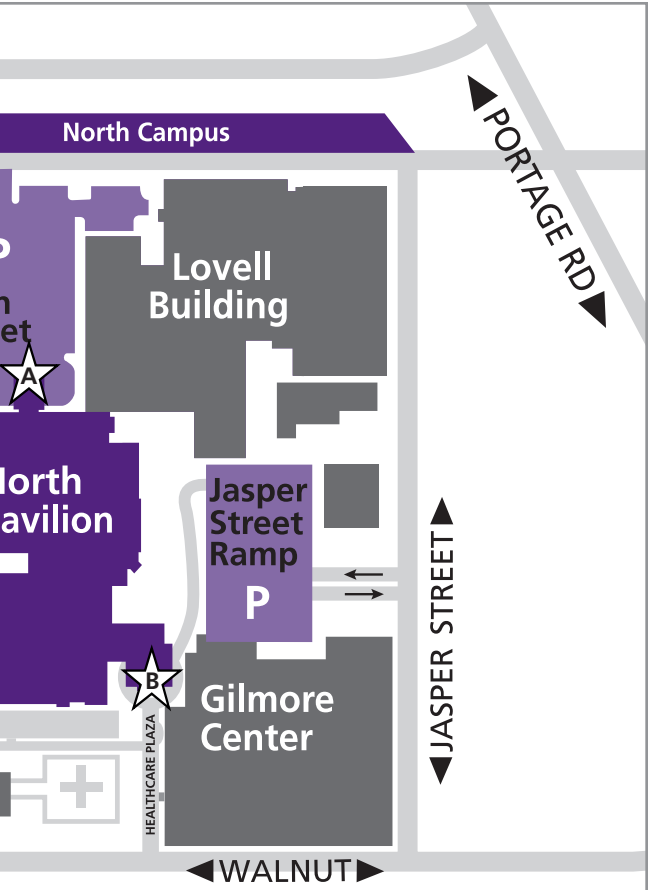
## Human Resources Department

The Human Resources department is in the Lovell Building. Parking is available in the John Street Lot.

## Gilmore Center for Health Education

Parking for classes and events in the Gilmore Center is available. Park in the Jasper Street Ramp next to the Gilmore Center. Enter from Jasper Street.

Visit [bronsonhealth.com/classesandevents](http://bronsonhealth.com/classesandevents) for schedule of classes and events.



## South Campus Parking

Most people park in the Vine Street Ramp at the corner of Burdick and Vine Streets. Access the ramp from Vine Street or Dutton/John Streets. There are also three small lots along Jasper Street, near the East Pavilion.

### Emergency Entrance

Parking for the Emergency Entrance is south of Walnut Street. The lot is at the corner of Walnut and John Streets.

### Medical Office Pavilion

Park in the Vine Street Ramp at the corner of Burdick and Vine Streets. Access the ramp from Vine Street or Dutton/John Streets. You may park and enter on the same level as your doctor's office.



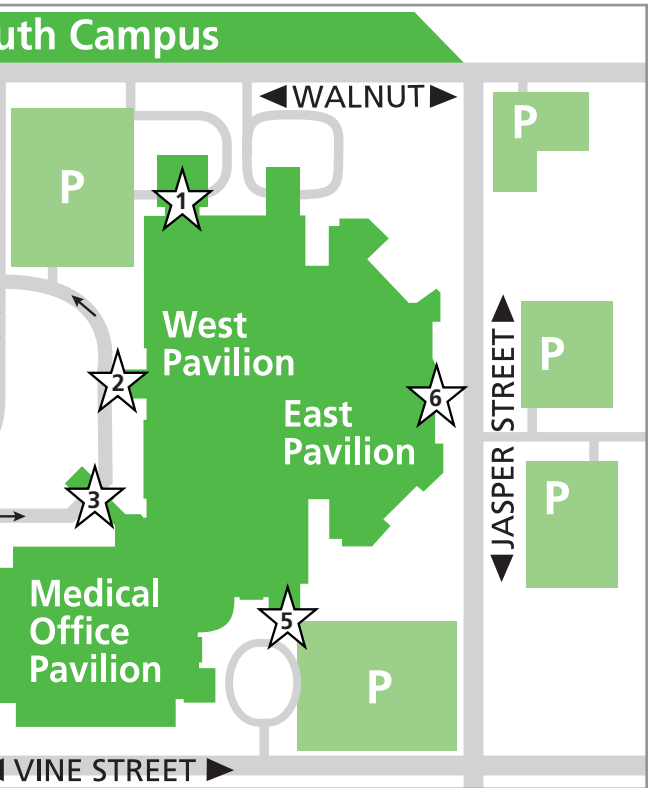
**Outpatient Testing,  
Outpatient Surgery & MRI** ★

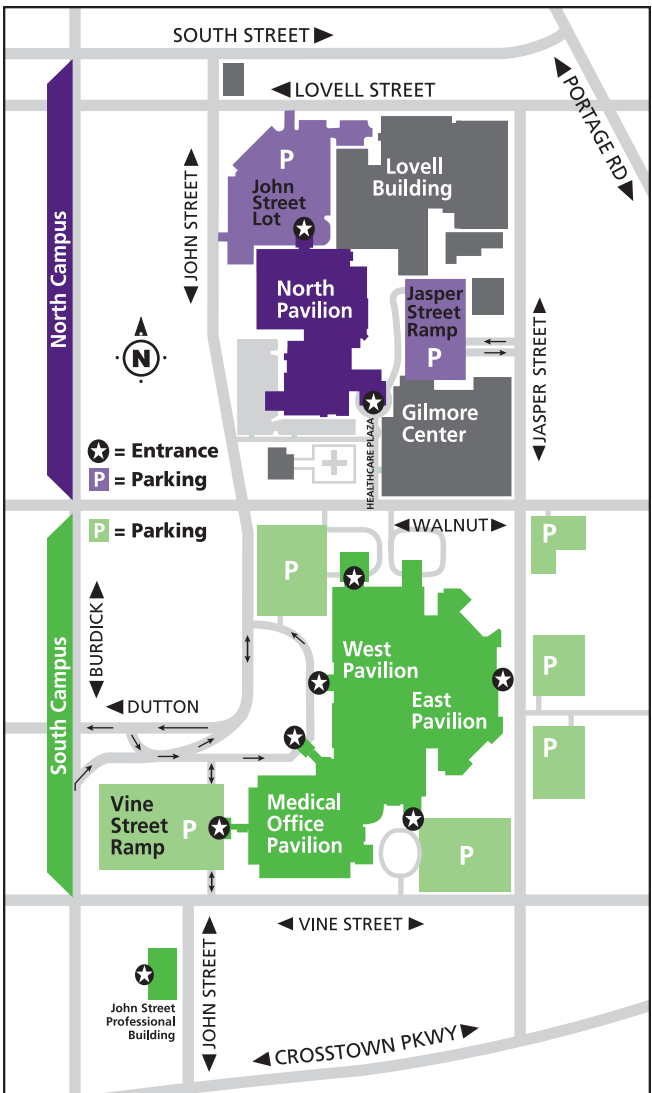
Use the parking lot on the north corner of Vine and Jasper Street. Enter Bronson through the Garden entrance. Free valet parking is available for Outpatient Surgery and MRI patients Monday through Friday, 6 a.m. to 5 p.m.

**Notice of Program Accessibility**

Bronson provides services for people with disabilities. We offer easy-to-get-to parking spaces, curb cuts, ramps between parking areas and buildings, and elevators.

Bronson offers easy access to offices, meeting rooms, bathrooms, public waiting areas, cafeterias, and patient care areas.





Bronson Methodist Hospital  
 601 John Street  
 Kalamazoo, Michigan 49007  
 (269) 341-7654

This information is online at  
[bronsonhealth.com](http://bronsonhealth.com)