### TV Channels

<table>
<thead>
<tr>
<th>Channel</th>
<th>02</th>
<th>AV1 (DVD or VCR)</th>
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</thead>
<tbody>
<tr>
<td>Channel</td>
<td>03</td>
<td>CBS-WWMT</td>
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<tr>
<td>Channel</td>
<td>04</td>
<td>NBC-WOOD</td>
</tr>
<tr>
<td>Channel</td>
<td>05</td>
<td>CW-WWMT2/Newborn (Spanish)*</td>
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<tr>
<td>Channel</td>
<td>06</td>
<td>ABC-WOTV</td>
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<tr>
<td>Channel</td>
<td>07</td>
<td>Fox-WXMI/Newborn*</td>
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<td>Channel</td>
<td>08</td>
<td>PBS-WGVU</td>
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<tr>
<td>Channel</td>
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<td>MyTV-WXSP</td>
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<td>Channel</td>
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<td>Weather Channel</td>
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<td>Channel</td>
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<td>C.A.R.E. Channel</td>
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<td>Channel</td>
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<td>Channel</td>
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<td>Channel</td>
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<td>Fox Sports 1</td>
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<td>Channel</td>
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<td>Golf Channel</td>
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<td>Channel</td>
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<td>Channel</td>
<td>20</td>
<td>NBC Sports Network</td>
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<td>Channel</td>
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<td>Fox News</td>
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<td>Channel</td>
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<td>CNN</td>
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<td>HLN</td>
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<td>CNBC</td>
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<td>Channel</td>
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<td>Channel</td>
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<td>Hallmark Channel</td>
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<td>GSN</td>
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<td>Channel</td>
<td>43</td>
<td>Turner Classic Movies</td>
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<td>Channel</td>
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<td>TV Land</td>
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<td>Channel</td>
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<td>ABC Family</td>
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<td>Channel</td>
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<td>Travel Channel</td>
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<td>Channel</td>
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<td>truTV</td>
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<tr>
<td>Channel</td>
<td>48</td>
<td>Comedy Central</td>
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<td>Channel</td>
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<td>E!</td>
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<td>Channel</td>
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<td>Channel</td>
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<td>Channel</td>
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<td>Cartoon Network</td>
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<td>Channel</td>
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<td>Channel</td>
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<td>Channel</td>
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<td>Channel</td>
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<td>CMT</td>
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<tr>
<td>Channel</td>
<td>58</td>
<td>BET</td>
</tr>
<tr>
<td>Channel</td>
<td>59</td>
<td>National Geographic</td>
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<tr>
<td>Channel</td>
<td>60</td>
<td>Investigation Discovery</td>
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<tr>
<td>Channel</td>
<td>61</td>
<td>Guided Imagery</td>
</tr>
<tr>
<td>Channel</td>
<td>62</td>
<td>Telemundo</td>
</tr>
</tbody>
</table>

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*Channels subject to change by service provider. *Floors 4 and 5 of North Campus
Please feel free to take this home with you. This is your copy to keep.

Scan this code with your smartphone to visit the patient and visitor section on our website. (Use your barcode or QR reader app.)

Bronson Methodist Hospital
601 John St.
Kalamazoo, MI 49007
(269) 341-7654
bronsonhealth.com

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Safe Patient Handling
Equipment
Reduce Infections
Family–Activated Rapid
Response Team
Security
Hospital Violence
WELCOME

Thank you for choosing Bronson! Our staff will work hard to provide you with the best possible care during your stay.

While you are here, please feel free to ask your nurse, doctor or any team member for assistance. Communication is very important to your comfort and safety. Our staff is trained to answer any questions or concerns that you or your family and visitors may have.

Bronson’s vision is to deliver an exceptional healthcare experience for every person, every time. That means our standards, like yours, are very high. Please speak up if you have any unmet needs or concerns.

After you leave the hospital, you may receive a survey in the mail. Please fill it out. Your feedback helps us measure how we are doing in meeting and, hopefully, exceeding our patients’ expectations.

Sincerely,

Frank J. Sardone
President & CEO
Bronson Healthcare
YOUR ROOM

Hand Washing
Sinks and foam dispensers in your room are for you, your family and friends, and your care team to use. It’s OK for you to remind everyone to wash their hands when they enter and when they leave your room.

Hospital Bed
Hospital beds are electronically operated. Your caregiver will show you how to operate your bed to best fit your needs. Bedside rails are for your safety and to assist you in changing positions. They may be raised at night or during the day if you are resting, recovering from surgery, or taking certain medicines. The controls to raise and lower the head and foot of your bed are located on the bedrails. Please be aware that your hospital bed may be narrower and higher than your bed at home.

Call Light
Your call light is the device to use when you need a staff member or caregiver. This device should be kept within your reach at all times. Pushing the red button alerts the nursing staff that you need assistance.

Room Cleaning
A member of our Environmental Services team will be in to clean your room and bathroom every day. Our goal is to make sure that your room and bathroom are always clean and comfortable. Please dial (269) 341-7920 with any concerns or compliments.

Bed Linens
For your comfort, bed linen will be straightened daily and linens will be changed by the nursing staff as needed or when visibly soiled. If you would like your linen changed before the scheduled time, please let the nursing staff know.

Temperature
Your room has its own thermostat. Please ask that it be adjusted so the temperature is right for you.

Items From Home
Medicines
Please ask family or friends to take your medicines home. Do not take any of these while you are in the hospital. Your nurse will give you any medicines you need to take while you are here.

Personal Belongings
We ask that you do not bring any unnecessary items with you, as Bronson is unable to take responsibility for patient and visitor belongings in the event that they are lost or damaged. If you do chose to bring personal items, there is a closet in your room for clothes and other things. Please keep items such as dentures, eyeglasses, and hearing aids with you for your use. If you need
Your phone number is on the communication board on the wall in your room. You can make local calls at no charge. Please give family and friends your direct patient room phone number.

To make local calls and calls within the hospital
Dial 9, and then dial the seven-digit number.

To make a long distance call
Dial 9 + 1, then the ten digit number.

To Reach the Operator
Hospital Operator.........Dial 0
AT&T ...................... Dial 9+0

Telephone Numbers
The main telephone number for Bronson Methodist Hospital is (269) 341-7654. The following list of phone numbers may be useful. If you wish to reach a department not listed, please ask your nurse.

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>(269) 341-6000</td>
</tr>
<tr>
<td>Billing</td>
<td>(269) 341-6117</td>
</tr>
<tr>
<td>Bronson at Home</td>
<td>Toll Free # 844-241-HOME (4663)</td>
</tr>
<tr>
<td>Bronson HealthAnswers</td>
<td>(269) 341-7723</td>
</tr>
<tr>
<td>Case Management / Medical Social Work</td>
<td>(269) 341-6001</td>
</tr>
<tr>
<td>Diabetes Education</td>
<td>(269) 341-8585</td>
</tr>
<tr>
<td>Emergency Department</td>
<td>(269) 341-6386</td>
</tr>
<tr>
<td>Food and Nutrition Services &amp; Room Service</td>
<td>(269) 341-6363</td>
</tr>
</tbody>
</table>

Lost and Found
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. To ask about lost items, call Customer Service at (269) 552-LOST (5678). Found items are kept for 30 days.

Room Service – Call (269) 341-6363
Bronson is pleased to offer room service to our patients. Bronson Room Service gives you more control over what and when you eat during your hospital stay. To order your meal or snack, please look at the menu. Remember that you may be on a special diet. Once you have decided, dial 6363 from your room phone anytime between 7 a.m. and 8 p.m. We will deliver your order within 45 minutes.
Cell Phones
Cell phones and other electronic devices should be used on vibrate. Please hang up or push pause when your doctor or nurse needs to talk with you. Most patients heal best in a quiet setting. Please hold your conversations in public areas or waiting rooms so the patient can rest.

Internet
Free wireless access to the Internet is available in most areas by connecting to the hotspot called Bronson. Patients and visitors can check their email, surf the Web, and stay connected while at Bronson. Computers and laptops may be available for loan in select areas. Ask your nurse. There are also Internet surf stations throughout the campus.

Television
Your television control is located on the same device as your caregiver call light. To request closed captioning, contact Facilities Services at (269) 341-7930. (A list of the TV channels available is on the back page of this booklet.)

Quiet, Healing Environment
We want to create a quiet environment to help you rest and heal. We care about you. Here are some ways we can work together:
- Tune in to channel 11 for the C.A.R.E. Channel®.
- The beautiful nature images and instrumental music were created for your relaxation and comfort.
- Close your door.
- Ask for earplugs or headphones.
- Turn down the TV.
- Put your cellphone on vibrate.
- Dim the lights.
- Use quiet voices.

C.A.R.E. Channel
Bronson offers the C.A.R.E. Channel, a commercial-free, talk-free program that provides patients access to beautiful nature scenes accompanied by instrumental music. Offered through the patient’s television, the C.A.R.E. Channel’s soothing imagery promotes relaxation and improves restfulness. It also helps mask disturbing noises and provides a restorative environment to reduce stress and support pain management. The C.A.R.E. Channel helps provide a window to the outdoors for patients and family members while in the hospital. It is part of our ongoing effort to create a calm and healing environment. See channels 11 or 61 or talk to your nurse for details.
Fire and Disaster Drills
For your safety, Bronson practices fire and disaster drills. If a drill occurs while you are here, please stay in your room and stay calm. The hospital staff is trained to handle emergencies. They will give you instructions and answer your questions.

Smoke-Free Campus
To protect and improve the healthcare environment for our patients, family members, employees, physicians, volunteers and visitors, Bronson is a tobacco-free campus. This includes all Bronson patient rooms, buildings, grounds and parking lots and parking ramps.

All use of tobacco products including cigars, cigarettes, pipe smoking, smokeless tobacco (chewing tobacco), electronic cigarettes (e-cigarettes) and medical marijuana, is prohibited on Bronson property. Patients may not leave the unit to smoke. Bronson has resources to help you quit.

As a role model to the community, our tobacco-free setting sends a positive message about healthy choices. Family, friends, and visitors must leave the hospital campus to smoke.

Can’t Leave and Need Nicotine?
Nicotine replacement therapy gum or lozenges are available for purchase at the Outpatient Pharmacy (inside the South Campus Gift Shop).

Ways to Help Yourself Quit
Many health plans provide full or partial coverage for aids to quit smoking. Contact your health plan to learn what your policy covers. Additional resources include:
• A Quit Kit from the Michigan Department of Community Health (800) 537-5666, www.michigan.gov/mdch
• Michigan Tobacco Quitline (800) QUIT NOW (784-8669)
• American Lung Association

PARTNERING FOR SAFETY

Bronson Statement on Patient Rights and Responsibilities
Bronson respects the rights and human dignity of each patient. We are committed to making your experience at Bronson as positive as possible.

Sometimes serious healthcare decisions are very difficult and overwhelming and people may disagree. The Bronson Clinical Ethics Committee is a resource to help everyone do their best to do the right thing. Anyone involved in a patient’s care, including patients and families, may request an ethics consult. You can reach the Ethics Consultation Team by calling the Bronson operator at (269) 341-7654 or by asking a member of your care team to help you.

The Right to Information You Can Understand
You have the right to:
• Know about Bronson’s policy of Patient Rights and Responsibilities and Advance Directives.
• Contact a Bronson patient representative if there is a question, concern or complaint about any service.
• File a grievance with Patient Relations at (269) 341-8959 or an outside agency; be informed of the procedure for the start, review and resolution of a grievance or complaint.
• Know about services and the charges for services; have your hospital bill explained; and to know about financial assistance at your location.
• Know who is giving your care; information about your health and treatment plan; know about your future healthcare needs; and the right to be involved in healthcare plans.
• Agree to or refuse treatment; be told the risks of treatment; and the right to be told what will happen if you refuse treatment; and know about Bronson’s rules about patient care and conduct.

• Receive visitors that you designate, including, but not limited to, a spouse, a domestic partner (including the same-sex domestic partner), another family member, or a friend. You also have the right to withdraw or deny such consent at any time.

• Language assistance services, such as interpreters, auxiliary aids, written information in other languages or formats. If you need these services, contact 269-341-7654.

The Right to Dignified, Respectful, Considerate Care

You have the right to:
• Care regardless of age, race, color, creed, national origin, sex, religion, marital status, sexual orientation, gender identity, disability or your ability to pay for care.

• Be free from mental or physical mistreatment; be free from restraints unless ordered by a physician for your safety or the safety of others. If restraint is used, the least restrictive method will be used and it will be stopped as soon as possible.

• Free, reasonably prompt interpreter services during all aspects of your visit to Bronson. Bronson provides interpreter service for limited English proficient patients, deaf/deaf-blind/hard-of-hearing patients and families.

The Right to a Reasonable Response to Your Requests

You have the right to:
• Have a reasonable response to your needs for treatment and service within Bronson’s ability.

• Request generic or trade name drugs.

• Have your civil and religious rights and your cultural and spiritual beliefs respected as long as they do not interfere with the well-being of others.

The Right to Personal Privacy and Confidentiality of Your Medical Treatment and Medical Records

You have the right to:
• Have your personal and medical records treated with privacy; to review your medical record; and to get a copy of your medical record. Your record cannot be given to anyone without your permission, unless required by law, third party payment contract, or hospital accrediting agency.

• Talk privately with your physician, attorney or other person.

• Send and receive unopened personal mail.

• Be treated in private; be cared for with dignity and as an individual.

The Right to Be Informed of Any Research or Educational Projects Affecting Your Care or Treatment

You have the right to:
• Information about experimental treatment considered in your care; and to know the risks and possible result of refusing this treatment.

• Be informed if you are part of an educational project, as Bronson is a teaching environment.

Patient Responsibilities That Will Promote a True Partnership in Your Treatment:
• Make available a complete and correct medical history.

• Let us know if you understand your medical treatment.
• Take part in healthcare decisions with the advice of your doctor(s). Follow the recommendations and advice of your doctor(s).
• Tell your doctor or nurse about any problems you have during your medical treatment.
• Be considerate of the rights of other patients, Bronson staff, and property.
• Give correct information about how you will pay your bill.
• Make arrangements to pay bills not paid by your insurance.
• Follow Bronson’s rules about patient care and conduct.

**Bronson Statement on Pain Management**
We believe all patients have a right to management of pain. Based on this belief we will:
• Tell patients that management of pain is an important part of their care.
• Review patient’s pain on the first evaluation.
• Continue to look at the presence, quality and intensity of pain.
• Monitor pain based on the patient’s condition and pain state.
• Use what the patient says about their pain as the primary indicator of pain.
• Accept with respect the reports a patient makes about pain.
• Respond quickly to reports of pain.
• Consider the special needs of children, frail and elderly patients in the review and treatment of pain.
• Work with the patient, family and other healthcare providers to set a goal for management of pain.
• Develop and use a plan to make management of pain the goal, including education of the patient and family.
• Continue to review and change the care for patients who have pain that will not stop.

**Concerns About Patient Care and Safety**
We encourage you to speak with your doctor or nurse should you have concerns about patient care and/or safety. If you are not comfortable doing so, please call the Patient Relations at (269) 341-8959.

If your concern is not resolved through Bronson, you may file a complaint via:

**State of Michigan Department of Licensing & Regulatory Affairs**
PO Box 30664
Lansing, MI 48909
(800) 882-6006
michigan.gov/lara

**Office of Quality & Patient Safety**
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
(800) 994-6610
(630) 792-5636 fax
jointcommission.org/report_a_complaint.aspx

**KEPRO**
5201 W. Kennedy Blvd., Suite 900
Tampa, FL 33609
Attn: Beneficiary Complaints
(855) 408-8557
(844) 834-7130 fax
keproqio.com
Ask your caregiver for a copy of the Bronson Statement on Patient Rights and Responsibilities.

Попросите лицо, осуществляющее уход за вами, предоставить вам документ учреждения Бронсон (Bronson), в котором перечислены права и обязанности пациентов.

Humiling ng isang kopya mula sa inyong tagapag-alaga (caregiver) ng Bronson Statement tungkol sa Mga Karapatan at Responsibilidad ng Pasyente.

Hãy hỏi người chăm sóc của quý vị về bản sao Tuyên bố Bronson về Quyền và Trách nhiệm của Bệnh nhân.

اطلب من القائم على رعايتكم نسخة من بيان برونسن بخصوص حقوق المريض ومسؤولياته.

Kërkojini kujdestares tuaj që t’ju japë një kopje të Deklaratës Bronson për të Drejtat dhe Përgjegjësitë e Pacientit.

Pidale a su cuidador una copia de la Declaración de derechos y responsabilidades del paciente de Bronson.

maktadır ng isang kopya mula sa inyong tagapag-alaga (caregiver) ng Bronson Statement tungkol sa Mga Karapatan at Responsibilidad ng Pasyente.

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Ask your caregiver for a copy of the Bronson Statement on Patient Rights and Responsibilities.

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Kërkojini kujdestares tuaj që t’ju japë një kopje të Deklaratës Bronson për të Drejtat dhe Përgjegjësitë e Pacientit.
**Notice of Privacy Practices**
This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

I. Who We Are
This Notice describes the privacy practices of Bronson Healthcare Group, Inc., and each of its subsidiaries, including, but not limited to, Bronson Methodist Hospital, Bronson Battle Creek Hospital, Bronson LakeView Hospital and Bronson South Haven Hospital (“we” or “us”), including:

- All healthcare professionals allowed to enter or access information in your medical record.
- All employees and physicians and other healthcare professionals on the Medical Staff when they provide services in our facilities with access to your medical or billing records or health information about you (“Protected Health Information”).
- Any student or volunteer authorized to help you while you are a patient.
- Bronson has expanded the use of its electronic medical record system to affiliated partners. A list of affiliated partners may be found at bronsonhealth.com.

II. Our Privacy Obligations
We understand that your health information is personal and we are committed to protecting your privacy. In addition, we are required by law to maintain the privacy of your Protected Health Information, or “PHI”, to provide you with this Notice of our legal duties and privacy practices with respect to your Protected Health Information, and to notify you in the event of a breach of your unsecured Protected Health Information. When we use or disclose your Protected Health Information, we are required to abide by the terms of this Notice (or other notice in effect at the time of the use or disclosure).

Unless you tell us otherwise, we will include your name, location of the facility, and your general condition (good, fair etc.) in our patient directory and make this information available to anyone who asks for you by name. We will also include your religious affiliation and disclose that to a member of the clergy or our chaplain.

III. Permissible Uses and Disclosures Without Your Written Authorization
In certain situations, which we will describe in Section IV below, we must obtain your written authorization in order to use and/or disclose your Protected Health Information. However, unless the Protected Health Information is Highly Confidential Information (as defined in Section IV.D below) and the applicable law regulating such information imposes special restrictions on us, we may use and disclose your Protected Health Information without your written authorization for the following purposes:

**Treatment** We use and disclose your Protected Health Information to provide treatment and other services to you. We may use and disclose health information to contact you for an appointment reminder, to tell you about health related services or recommend possible treatment options or alternatives that may be of interest to you, to help prepare a research project, to contact you to ask whether you want to participate in a study.

Doctors and other providers who may treat you at places other than Bronson need access to the most complete information possible in order to make treatment decisions about your care. These providers are able to access your electronic and paper...
records from Bronson for this purpose. For example they may view your medications and test results. If you must leave Bronson for care, your new provider may view your Bronson treatment records. Likewise, when a provider has referred you to Bronson for treatment, they are able to access your electronic record to provide follow up medical care.

**Payment** We may use and disclose your Protected Health Information to obtain payment for healthcare services that we provide to you; for example, disclosures to claim and obtain payment from Medicare, Medicaid, your health insurer, HMO, or other company or program that arranges or pays the cost of your health care (“Your Payer”) to verify that Your Payer will pay for the health care. We may also disclose Protected Health Information to your other health care providers when such Protected Health Information is required for them to receive payment for services they render to you.

**Healthcare Operations** We may use and disclose your Protected Health Information for our health care operations, which include internal administration and planning and various activities that improve the quality and cost effectiveness of the care that we deliver to you. For example, we may use Protected Health Information to evaluate the quality of our services and health care professionals.

**Fundraising Communications** We may use certain information (name, address, telephone number, email address, date(s) of service, age, gender and insurance status) to contact you in the future to raise money for our institutionally – related foundation, the Bronson Health Foundation. The money raised will be used to expand and enhance the services and programs that we provide to the community. If you do not want to receive any fundraising requests in the future, you may contact the Bronson Health Foundation at (269) 341-8100.

**Disclosure to Relatives, Close Friends and Other Caregivers** We may use or disclose your Protected Health Information to a family member, other relative, a close personal friend or any other person identified by you when you are present for, or otherwise available prior to, the disclosure, if: (1) we obtain your agreement or provide you with the opportunity to object to the disclosure and you do not object; or (2) we reasonably infer that you do not object to the disclosure.

If you are not present for or unavailable prior to a disclosure (e.g., when we receive a telephone call from a family member or other caregiver), we may exercise our professional judgment to determine whether a disclosure is in your best interests. If we disclose information under such circumstances, we would disclose only information that is directly relevant to the person’s involvement with your care.

**As Required by Law** We may use and disclose your Protected Health Information when required to do so by any applicable federal, state or local law.

**Public Health Activities** We may disclose your Protected Health Information: (1) to report health information to public health authorities for the purpose of preventing or controlling disease, injury or disability; (2) to report child abuse and neglect to a government authority authorized by law to receive such reports; (3) to report information about products under the jurisdiction of the U.S. Food and Drug Administration; (4) to alert a person
who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading a disease or condition; and (5) to report information to your employer as required under laws addressing work-related illnesses and injuries or workplace medical surveillance.

Victims of Abuse, Neglect or Domestic Violence  We may disclose your Protected Health Information if we reasonably believe you are a victim of abuse, neglect or domestic violence to a government authority authorized by law to receive reports of such abuse, neglect, or domestic violence.

Health Oversight Activities  We may disclose your Protected Health Information to an agency that oversees the health care system and is charged with responsibility for ensuring compliance with the rules of government health programs such as Medicare or Medicaid.

Judicial and Administrative Proceedings  We may disclose your Protected Health Information in the course of a judicial or administrative proceeding in response to a legal order or other lawful process.

Law Enforcement Officials  We may disclose your Protected Health Information to the police or other law enforcement officials as required by law or in compliance with a court order.

Decedents  We may disclose your Protected Health Information to a coroner or medical examiner as authorized by law.

Organ and Tissue Procurement  We may disclose your Protected Health Information to organizations that facilitate organ, eye or tissue procurement, banking or transplantation.

Clinical Trials and Other Research Activities  We may use and disclose your Protected Health Information for research purposes pursuant to a valid authorization from you or when an institutional review board or privacy board has waived the authorization requirement. Under certain circumstances, your Protected Health Information may be disclosed without your authorization to researchers preparing to conduct a research project, for research or decedents or as part of a data set that omits your name and other information that can directly identify you.

Health or Safety  We may use or disclose your Protected Health Information to prevent or lessen a serious and imminent threat to a person’s or the public’s health or safety.

Specialized Government Functions  We may use and disclose your Protected Health Information to units of the government with special functions, such as the U.S. military or the U.S. Department of State under certain circumstances.

Workers’ Compensation  We may disclose your Protected Health Information as authorized by and to the extent necessary to comply with state law relating to workers’ compensation or other similar programs.

IV. Uses and Disclosures Requiring Your Written Authorization
For any purpose other than the ones described above in Section III, we only use or disclose your Protected Health Information when you give us your written authorization.
A. Marketing  We must obtain your written authorization prior to using your Protected Health Information for purposes that are marketing under the HIPAA privacy rules. For example, we will not accept any payments from other organizations or individuals in exchange for making communications to you about treatments, therapies, health care providers, settings of care, case management, care coordination, products or services unless you have given us your authorization to do so or the communication is permitted by law.

We may provide refill reminders or communicate with you about a drug or biologic that is currently prescribed to you so long as any payment we receive for making the communication is reasonably related to our cost of making the communication. In addition, we may market to you in a face-to-face encounter and give you promotional gifts of nominal value without obtaining your written authorization.

B. Sale of Protected Health Information  We will not make any disclosure of Protected Health Information that is a sale of Protected Health Information without your written authorization.

C. Psychotherapy Notes  We will not use or disclose psychotherapy notes about you without your authorization except for use by the mental health professional who created the notes to provide treatment to you, for our mental health training programs or to defend ourselves in a legal action or other proceeding brought by you.

D. Uses and Disclosures of Your Highly Confidential Information  Federal and state law requires special privacy protections for certain health information about you (“Highly Confidential Information”), including Alcohol and Drug Abuse Treatment Program records and other health information that is given special privacy protection under state or federal laws other than HIPAA. However, in order for us to disclose any Highly Confidential Information for a purpose other than those permitted by law, we must obtain your authorization.

E. Revocation of Your Authorization  You may revoke your authorization, except to the extent that we have taken action in reliance upon it, by delivering a written revocation statement to the Privacy Office identified below.

V. Your Individual Rights

A. For Further Information; Complaints  If you desire further information about your privacy rights, are concerned that we have violated your privacy rights or disagree with a decision that we made about access to your Protected Health Information, you may contact our Privacy Office. You may also file written complaints with the Director, Office of Civil Rights of the U.S. Department of Health and Human Services. Upon request, the Privacy Office will provide you with the correct address for the Director. We will not retaliate against you if you file a complaint with us or the Director.

B. Right to Request Additional Restrictions  You may request restrictions on our use and disclosure of your Protected Health Information (1) for treatment, payment and health care operations, (2) to individuals (such as a family member, other
relative, close personal friend or any other person identified by you) involved with your care or with payment related to your care, or (3) to notify or assist in the notification of such individuals regarding your location and general condition. While we will consider all requests for additional restrictions carefully, we are not required to agree to a requested restriction unless the disclosure is to a health plan for purposes of carrying out payment or health care operations and the information pertains solely to a health care item or service for which you have paid us out of pocket in full. If you wish to request additional restrictions, please obtain a request form from our Privacy Office and submit the completed form to the Privacy Office. We will send you a written response.

C. Right to Receive Communications by Alternative Means or at Alternative Locations. You may request, and we will accommodate, any reasonable written request for you to receive your Protected Health Information by alternative means of communication or at alternative locations.

D. Right to Inspect and Copy Your Health Information. You may request access to your medical record file and billing records maintained by us in order to inspect and request copies of the records. Under limited circumstances, we may deny you access to a portion of your records. If you desire access to your records, please obtain a record request form from the Privacy Office and submit the completed form to the Privacy Office. If you request copies, we may charge you a reasonable copy fee.

E. Right to Amend Your Records. You have the right to request that we amend your Protected Health Information maintained in your medical record file or billing records. If you desire to amend your records, please obtain an amendment request form from Health Information Management (Medical Records).

We will comply with your request unless we believe that the information that would be amended is accurate and complete or other special circumstances apply.

F. Right to Receive An Accounting of Disclosures. Upon request, you may obtain an accounting of certain disclosures of your Protected Health Information made by us during any period of time prior to the date of your request provided such period does not exceed six years. If you request an accounting more than once during a twelve (12) month period, we may charge you a reasonable fee for the accounting statement.

G. Right to Receive Paper Copy of this Notice. Upon request, you may obtain a paper copy of this Notice, even if you agreed to receive such notice electronically.

VI. Effective Date and Duration of This Notice

A. Effective Date. This Notice is effective on January 1, 2017.

B. Right to Change Terms of this Notice. We may change the terms of this Notice at any time. If we change this Notice, we may make the new notice terms effective for all your Protected Health Information that we maintain, including any information created or received prior to issuing the new notice. If we change this Notice, we will post the new notice in our waiting room and on our Internet site at www.bronsonhealth.com. You also may obtain any new notice by contacting the Privacy Office.
VII. Privacy Office
You may contact the Privacy Office at: 269-341-8590
or at: privacyoffice@bronsonhg.org
Mail may be addressed to:
    Bronson Privacy Office
    601 John Street, Box 50
    Kalamazoo, MI 49007

Durable Power of Attorney for Health Care: Appointment of
Patient Advocate and Advance Directives

Durable Power of Attorney for Health Care
What Is a Durable Power of Attorney for Health Care?
A Durable Power of Attorney for Health Care is an important
document used to appoint a person to make decisions about
your medical treatment and care if you are unable to do so. This
designated person is called a patient advocate. Patients who are
under 18 or have a legal guardian are represented by the parent
or guardian.

Appointing a Patient Advocate
You can designate anyone who is 18 years of age or older. You
should choose someone who you trust to follow your medical wishes,
and is willing to serve. The patient advocate only makes decisions on
your behalf if you are unable to make decisions for yourself.

Advance Directives
In your Durable Power of Attorney document, you are able
to give treatment directions in case you cannot make medical
decisions about your care. Such directions should describe the
extent of medical treatment you do or do not want to receive if
you are unable to communicate your wishes.

What Else You Should Know
Your Durable Power of Attorney document must be signed by
you and your advocate, witnessed by two adults. Witnesses
cannot be a family member, the patient advocate, or an
employee of the healthcare facility where you are a patient. You
may change your mind at any time and choose someone else
later by signing a new document and destroying the old one.

Your patient advocate does not have to be present when you
sign your Durable Power of Attorney document. However, it
is important that they know your wishes and are willing to be
your patient advocate. We Must have the signed acceptance
from your advocate before they can make any decisions on your
behalf.

Bronson has Durable Power of Attorney for Health Care forms
available to you and can help answer your questions. Please
contact your nurse with questions or call Pastoral Care at
(269) 341-7444 for support.

It’s OK to Ask
At Bronson, we want patients and families to be involved
in their care. Please ask questions and speak up if you have
questions or concerns. If you do not understand, ask again.
Talking with the doctor, nurse or other care provider helps make
sure you and your family member get the best care possible.

Three Key Questions
1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?
You Are Part of the Team!

- Get to know us. We are the people who will be taking care of you or your loved one. Bronson staff should say their name when they enter the room. They also wear name badges. Ask what their job is. Many have special training you may want to know about.
- Talk about patient and family medical history. Share copies of medical records.
- Write down important facts. Keep track of any questions you may have.
- Ask the doctor how a new test or medicine will help. More tests or medicines may not always be best.
- Ask for test results and what they mean.
- Know what the plan is and how long you will be at Bronson. Talk about what to expect when you leave and how you should feel. Family members need to know what to do too.

Patients and their families are the most important partners on the healthcare team. We want you to ask questions, share information, and help make decisions about your care.

Medicine Safety

Medicine errors are the most common health mistakes. To help prevent medicine errors, it is important for you to know which medicines you take and why you take them.

- Doctors and nurses will ask about the medicines you are taking at home. This includes over-the-counter drugs, herbal supplements and vitamins.
- Tell the doctor and nurse about any allergies or unusual reactions you have to medicines.
- If you brought your medicines with you, please send them home with family or friends.
- Your doctor will decide which medicines you need while you are in the hospital and your nurse will give them to you while you are here.
- Talk to your doctor about taking any new medicines with your other medicines.
- Talk to your nurse about what your medicine is for and any possible side effects.
- To safely receive your medicine, it is very important that you and the nurse are not distracted. Please limit family and visitor conversations, phone calls, or T.V. noise during this time.
- Your nurse should open all your medicines in front of you.
- Every time you receive medicine, shot or intravenous (IV) fluid, the nurse should ask your name, and birth date. This makes sure the right medicine is given to the right patient.
- Tell your nurse if the IV is not dripping or if the IV site is red or painful.
Managing Your Pain
Pain interferes with your ability to move around, rest, sleep and sometimes eat. Pain is easier to control when it is mild. Managing your pain is important for your recovery and well-being.

• Tell your doctor or nurse as soon as you are uncomfortable or in pain. Do not wait until it is really bad. Most pain can be controlled and will be responded to promptly. It is OK to ask again if you feel your pain has not been addressed.

• We are looking to partner with you in your pain management plan. Our goal is to assess your pain and keep you comfortable while at the same time providing pain medications to you safely. We will be assessing the severity of your pain, your alertness and your breathing before each pain medication is given to you. If you have questions at any time, please do not hesitate to ask.

• Despite our best efforts, you may experience pain that we are not able to completely eliminate. Make sure you communicate with your healthcare team and set goals for management of pain. Work with your nurse to decide what level of pain will allow you to rest and participate in your care.

• There are other simple treatments for pain that do not involve medicine. These include listening to music, receiving a back rub, watching television, dimming the lights, using a hot or cold compress and relaxation techniques such as deep breathing exercises.

Call to STOP a Fall in the Hospital
Your safety is very important to us. By following these safety steps, you, your family, and friends can help us to reduce your risk of a fall.

• Call or ask for help when getting up, such as to go to the bathroom or to reach something you want. Most falls occur when patients try to get out of bed on their own—usually to go to the bathroom. Please ask for help when getting up so that we can maintain a safe environment for you. Sometimes medicines cause people to use the bathroom more often than they normally would. If possible, call for help before the need to get up and move becomes urgent.

• Getting up the first few times after lying in bed or taking medicines may cause you to feel dizzy or lightheaded. Get up slowly from the bed or chair to help prevent dizziness. Use a walker, crutches, cane or wheelchair if needed. Grasp grab bars in the bathroom. Hold onto handrails in the hall.

• Staff should stop by to see if you need something every hour. Take this opportunity to get up to the bathroom.

• Wear non-skid socks or slippers. If you do not have any, ask your nurse for a pair.

• Leave up the side rails on the bed, unless a staff member says it is OK to lower.

• If you fall, stay calm. Call for help and press your call light if you can. Don’t get up; wait for help to arrive.
**Safe Patient Handling Equipment**
Bronson uses special equipment to help move or lift patients. This applies to patients of all size. The equipment makes it easier for staff to safely move or lift you. It also helps reduce employee injuries.

**Reduce Infections**
While you are in the hospital to get well, there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you – including your doctors and nurses – washes their hands too.
- Ask everyone who enters your room to wash their hands. Do not be afraid to remind your care team. This helps to keep you safe from other people’s germs.
- Ask family, friends and other visitors not to visit you when they are sick.
- Make sure to get your flu or pneumonia vaccine from your doctor or local flu shot clinic.

**Family-Activated Rapid Response Team**
Families are our partners in giving you the best possible care. Your family knows you better than anyone. Tell us when something is out of the ordinary. Patients can’t always tell us when something is wrong or when they are feeling worse. That is why it is so important for your family to speak up or take action if you are getting sicker.

Communication is the key to get the best care. Ask questions. Talk to the care team (doctor, nurses and staff) about your concerns. Use the call light to alert staff about your concerns. Report any sudden change in condition.

If you are still concerned after talking with your nurse or doctor, we need to know. The Rapid Response Team will assess your family member’s condition. The team includes specially trained nurses, doctors, and staff.
1. Press the call light to get help.
2. Immediately press 1-2-3 on the room phone.
3. Tell the operator you are a family member and you need the Pediatric or the Adult Rapid Response Team.
4. Give the room number your family member is in.
5. Tell the nurse the Rapid Response Team has been called.
For more information, talk with your nurse. For non-emergency issues, concerns and compliments, call Patient Relations at (269) 341-8959.

**Security**
Bronson’s Security Department is available 24/7 by calling (269) 341-7893. Services provided include:
- Escorting you to your vehicle
- Jumpstarting your vehicle battery
- Helping keep the hospital safe by patrolling and locking the campus after hours

On the South Campus, please use the intercom at the Garden Level Entrance of the Vine Street Ramp to enter after hours. On the North Campus, the main entrance is always open.
Hospital Violence – For Your Safety

Patient and Visitors

In order to provide a safe environment for care, Bronson Hospital does not tolerate abusive or violent behavior toward our staff, patients and visitors.

We are committed to creating a healing environment; we realize the hospital can be a stressful environment. Certain situations can increase emotional reactions. We work to resolve disagreements that may arise through constructive dialogue that is free from threat, intimidation and violence.

Abusive behavior includes:
• Swearing or name-calling
• Yelling, threatening, or intimidating others
• Sexually explicit comments or body language

Violent behavior includes:
• Any actions involving physical force with intent to harm
• Touching someone inappropriately
• Holding or restraining other patients, visitors, or staff members.

All visitors who violate these rules will be asked to leave immediately.

YOUR CARE TEAM

Patient and Family Centered Care

At Bronson, we use a patient and family centered care approach. This means we involve patients and families in their plan of care. At the heart of patient and family centered care is the belief that patients and families are partners in care. We believe that patients and families should be treated with dignity and respect. Patients can define who their family or support team is and how they want to be involved in their care. We recognize and value the uniqueness of each family and encourage and empower families to partner with healthcare providers. Working together creates a relationship that helps achieve the best results, improves quality and safety, and reduces costs.

Bronson’s Patient and Family Advisory Council gives patients and families a voice. Their feedback helps us make decisions about how we deliver care. To learn more about the council, visit bronsonhealth.com. You can also call the Patient and Family Advisory Council manager at (269) 341-7482.
Uniforms
All Bronson employees and volunteers wear name badges with their picture. Most employees, including volunteers wear specific uniforms to help identify their role. Provided below is a key of caregiver roles and the color uniform they wear:

- Nurses wear white tops and white or green pants, unless they are wearing blue scrubs. RNs can also wear green or white scrub jackets. (RNs and PCAs who work with children also wear child-friendly print tops.)
- Physical, occupational and respiratory therapists, and X-ray techs wear navy blue.
- Patient care assistants wear teal green.
- Environmental Services (housekeeping) staff wear maroon.
- Patient transport staff members wear gray.
- Patient safety assistants wear lavender.
- Operating room staff and Labor & Delivery wear light blue.

Your Care Team
Bronson has more than 1,000 physicians and practitioners in more than 60 specialties to provide the best possible care for you or your family member. Your attending physician is the main doctor taking care of you while you are in the hospital, but you will have an entire team of professionals caring for you while at Bronson, who may include:

Hospitalists/Intensivists
These teams have doctors at the hospital 24 hours a day, seven days a week. They give patients around-the-clock care during your hospital stay and work with your primary care doctor to ensure you receive the best possible care after you go home.

Residents
These doctors have graduated from medical school and are specializing in a selected field. They are responsible for direct patient care while working in collaboration with the attending physician. Bronson is a teaching hospital for more than 250 residents and medical students from Western Michigan University School of Medicine.

Medical Students
Medical students may be involved in your care along with a resident or hospital physician. They have completed two years of classroom education and are learning how to care for patients in the hospital or a clinic. The care they provide is always supervised by a fully trained physician.
Nurse Practitioners / Physician Assistants / Midwives / Nurse Anesthetists
These licensed professionals work closely with the attending physician to help provide your care.

Nursing Team
A team of nurses and patient care assistants (PCAs) provides 24-hour nursing care at Bronson. Charge nurses, unit coordinators and a nurse manager oversee the team. Nurses plan, coordinate and provide patient care while partnering with the doctors, therapists, family, and friends, if the patient agrees. Their role includes patient and family education, giving medicines, helping patients move, and many other duties.

Nurse Navigators
Nurse navigators work in select areas to help patients and their families better understand healthcare issues and navigate through the system. They help throughout the entire experience at Bronson, from diagnosis to treatment and beyond.
They can:
• Coordinate appointments
• Identify resources
• Provide education
• Advocate for you
To find out if nurse navigators are available for your health concerns, please ask your nurse.

Other Team Members
There are many other professionals who may be involved in your care. These include pharmacists, physical therapists, respiratory therapists, case managers, social workers and others, working together to give you the best care possible.

SPECIAL SERVICES
Bronson provides access for persons with disabilities, including:
• Convenient off-street parking marked for persons with disabilities.
• Curb cuts and ramps between parking areas and buildings.
• Level access into first floor level with elevator access to all other floors.
• Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, and patient treatment areas.

Bronson provides free aids and services to people with disabilities to communicate effectively with us, such as:
• Free language services to people whose primary language is not English, such as
• Qualified interpreters
• Information written in other languages
• Qualified sign language interpreters
• Written information in other formats (large print, audio, accessible electronic formats, other formats)
• Picture cards, alphabet boards and other communication boards.
• Assistive aids for persons with impaired manual skills.

There is no additional charge for these aids. If you need any of these, please let your nurse know.

Wheelchairs
Wheelchairs are at the drop-off location on each level of the parking ramps. They are also at each entrance. Ask your nurse or other hospital staff for help getting in and out of wheelchairs. If you cannot find a wheelchair, dial “0” from any house phone.
**Grievance Procedure**
Bronson provides persons with disabilities with the full and equal enjoyment of its services, facilities, and accommodations, and provides equal access to services in clinical and administrative settings for all persons. If you feel you have been denied such access, you may submit a grievance by calling Patient Relations at (269) 341-8959.

**Hospital Chaplains**
Hospital chaplains are available 24/7. They provide emotional and spiritual support to patients and families from all spiritual backgrounds. Chaplains can help you draw on your own spiritual resources during your stay and also assist you with contacting your faith community. Dial (269) 341-7444 or ask your nurse to page a hospital chaplain.

**Advanced Illness Management**
Advanced illness management or palliative care is specialized care for patients with serious illnesses and focuses on providing relief from their symptoms, pain and stress. Our goal is improved quality of life for our patients and their caregivers through services offered by a skilled team of providers, social workers, chaplains, and other specialists. Advanced illness management is appropriate at any age and stage of illness and can be provided in combination with curative treatments. For information, or to request a consult, call Bronson Advanced Illness Management at (269) 341-7339.

**Bronson HealthAnswers**
Bronson HealthAnswers is a free health information center for patients, their families and the public. It offers doctor referrals and information on a wide range of health topics. Bronson HealthAnswers is located on the first floor of the Medical Office Pavilion across from Bronson Outpatient Pharmacy/Gift Shop on Bronson’s South Campus. Visit in person Monday through Friday, 8 a.m. to 5 p.m. You can also reach Bronson HealthAnswers by phone at (269) 341-7723 or (800) 451-6310, or by email at answers@bronsonhg.org.

**Cancer Resource Service**
Bronson partners with the American Cancer Society (ACS) to provide resources, information and services to cancer patients and their families. Volunteers guide patients and their families through every step of the cancer experience. Call (269) 341-8358 for more information.

**Electronic Health Record**
An electronic health record (EHR) is a computer version of your medical chart. It has all of the information needed to care for you. With the Bronson EHR, eventually you will have one health record that can be accessed from your Bronson doctor’s office as well as any of Bronson’s locations. Your providers will have even faster access to your test results, medical history, medications and prior health conditions. Test results can be sent electronically to your caregivers as soon as they are completed, for immediate analysis, diagnosis and treatment.

**Bronson My Chart**
Bronson MyChart is a free and secure tool that gives you access to parts of your medical record from your computer or mobile phone. You can use My Chart to:
- View your medical information
- Send messages to your Bronson healthcare providers
- Manage your account
- Pay your Bronson bills
There are several ways that you can sign up for Bronson MyChart. You can:
• Use the activation code you receive when you are discharged
• Call your doctor’s office or ask at your next appointment
• Or, call Bronson HealthAnswers at 269-341-7723

Just ask for an activation code and they will be able to provide that to you. Once you get the code you can set up your account at bronsonhealth.com/mychart.

Is My Medical Information Safe?
As always, the privacy of your health information is closely protected. Only healthcare providers and staff directly involved in your care will access your electronic health record. In fact, our computer systems routinely audit and monitor if and how your information is being accessed.

Personal Web Pages
Create your own Web page to write journal entries. Share photos. Keep family and friends updated. Visit caringbridge.org for this free, easy-to-use and secure service. For help creating the page, click the Help Center link.

Newspapers and Bus Token Machines
The Kalamazoo Gazette and other regional and national papers are available on the Garden level of the Vine Street parking structure, at the west end of the Medical Office Pavilion. A bus token machine is located at the John Street entrance on the South campus.

FOR FAMILY & FRIENDS

Visiting Hours and Accommodations
Bronson values families as an important part of the patient care team. When someone you love is in the hospital, we understand that you may want to stay close, and we will help make you as comfortable as possible. To provide the best environment for recovery, we ask that you follow our visiting guidelines:
• General visiting hours are from 8 a.m. to 10 p.m. for visitors not defined as family/support members. At Bronson we support that the patient defines who their family/support members are. These family support members may visit whenever it is appropriate for the patient, and are not considered visitors.
• Depending on the patient’s condition, we encourage only one family member or friend to stay with the patient overnight.
• If the patient has many visitors, some may want to wait in a public area and take turns visiting the patient.
• An adult other than the patient must supervise children under age 14.
• To promote a quiet, healing environment for recovery, we ask that you follow our visiting guidelines.
• Family and friends with known symptoms of illness should not visit. Ask your nurse if you are not sure.

Condition Reports
Keeping patient information private is very important to us. There are times when a patient wants us to share information with family members or friends. To do this, we ask the patient to sign the Notice of Privacy Practices form. Then, the patient chooses up to two people to be the key contacts.

Each key contact will receive a card with a patient identification number (PIN). We will be able to share information about the patient’s condition and status with only these two key contact people.
When the contact person calls Bronson, we need:
• Contact person’s name    • Patient’s name    • PIN

**Media Reports**
Media requests for information are handled by Bronson Corporate Communications. Call (269) 341-8747 with questions.

**Waiting Areas**
Because many families and visitors use the public waiting areas, we ask that you respect the rights of others who are using this space.
• Please do not use noise-producing items; phones should be on “quiet” mode and handheld devices with ear buds are ok.
• The fire marshal prohibits the use of electrical devices such as crock pots, coffee makers and food warmers in these areas.
• Personal belongings should be kept with you or in your vehicle.
• Bronson is not responsible for damage, lost or stolen items.
• Food should be consumed in one of the cafeterias—the SkyCourt Café, located on the Garden Level of the South Campus, or the Terrace Café, located on the first floor of the North Campus.

**Dining**

*Terrace Café (North Campus)*
Located on the first floor of the North Pavilion, the Terrace Café serves specialty coffees, muffins, desserts, sandwiches, salads, and other light fare. Hours are 6:30 a.m. to 3 a.m.

*SkyCourt Café (South Campus)*
Located on the Garden Level of the Medical Office Pavilion, the SkyCourt Café serves food during the following times:
• Breakfast: 6:30 a.m. to 10:30 a.m.
• Lunch: 11 a.m. to 2 p.m.
• Snack: 2 p.m. to 5 p.m.
• Dinner: 5 p.m. to 7 p.m.
• Late Night: 9 p.m. to 3 a.m.

*Garden Bistro (South Campus)*
Located on the Garden Level next to the SkyCourt Café, the Garden Bistro serves specialty coffees, muffins, gelato, desserts, paninis, salads, and other light dining fare. Hours are 6:30 a.m. to 9:00 p.m. on Monday through Friday; 6:30 a.m. to 2:00 p.m. on Saturday and Sunday.

**Vending**
Healthy snacks and beverages are available 24 hours a day at vending machines throughout Bronson.

**Winter Farmers’ Market**
Bronson’s Winter Farmers’ Market is open to the public in the SkyCourt Café every Tuesday, 10:30 a.m. to 2 p.m., from December through March.

**Chapels**
There is a Chapel on the first floor of the East Pavilion (South Campus) and on the first floor of the North Pavilion, open 24/7. Visitors of all faith backgrounds are welcome to use them for prayer and meditation.

**Overnight Options**

*Hospital Hospitality House of Southwest Michigan®*
Our most comfortable overnight option for family members of patients in critical care units is the Hospitality House. Located just a few blocks from Bronson, the Hospitality House provides lodging for out-of-town families of our patients. It is also open to visitors who are not overnight guests, but who wish to use its shower or kitchen facilities. Although there is no charge to stay at the Hospitality House, donations are welcome. Please visit www.hhhkhz.org for details. Bronson also has arrangements with area hotels for discounted rates for our patients’ families. In addition, there are a limited number of sleep rooms available. Ask your nurse for information about obtaining a referral.
Gifts for Patients
Hospital volunteers deliver flowers, stuffed animals, Mylar balloons and other gifts Monday through Saturday to patient rooms. Flowers and gifts that arrive after a patient is discharged, will be returned to the florist or gift vendor. Typically, the florist or vendor will deliver to the patient’s home. Latex balloons are not allowed in the hospital because many patients and employees have allergies.

Intensive care units have special rules. Flowers or live plants are not allowed in intensive care. Additionally, some units do not allow balloons, food baskets, real or artificial flowers.

When a patient transfers out of a critical care/intensive care unit, delivery of the above items can resume to a non-intensive care unit. Family and friends may want to take them home until then. For more information, call Volunteer Services at (269) 341-8754.

Mail
Hospital volunteers deliver letters and packages to patient rooms Monday through Saturday. Letters and parcels that arrive after the patient leaves the hospital will be sent to the address given on file. Patient mail should be addressed as follows:

- Patient’s first and last name
- Room number
- Bronson Methodist Hospital
- 601 John St.
- Kalamazoo, MI 49007

Patient mail should include a return address. Please avoid using nicknames. If you have concerns about mail delivery, call Volunteer Services at (269) 341-8754.

Gift Shops
Bronson Methodist Hospital has two gift shops. Both have cards, fresh flowers, reading materials, and snacks and beverages. Over-the-counter medicines, as well as health, beauty and hygiene products are also available.

South Campus
The South Campus Gift Shop is located just inside the Main Entrance. Hours are Monday through Friday, 7:30 a.m. to 5:30 p.m.; and Saturday and Sunday, 10 a.m. to 4 p.m.

Bronson Outpatient Pharmacy is located inside the South Campus Gift Shop. Bronson Outpatient Pharmacy hours are Monday through Friday, 7:30 a.m. to 5:30 p.m.; closed holidays and weekends. Most prescription insurance plans are accepted. Call (269) 341-6990 for more information.

North Campus
The North Campus Gift Shop and Breastfeeding Center specializes in new mother and baby items. It is located on the first floor of the North Pavilion. Hours are Monday through Friday, 9 a.m. to 4:30 p.m.

Cell Phones, Cameras & Recording Devices
Cell phones and other electronic devices should be used on vibrate. Please hang up or push pause when the doctor or nurse needs to talk with you. Most patients heal best in a quiet setting. Please hold your conversations in public areas or waiting rooms so the patient can rest.

Bronson does not permit electronic surveillance of any kind in patient care or public areas. It is not permissible to take pictures, record audio, or make videos that show patients without prior written consent. Employees may be photographed with verbal consent.
**Blood Donation**

Did you know that every two seconds someone in the United States needs blood for patient care? Without the generosity of blood donors, we wouldn’t be able to do the work we do each day. When you become a blood donor, you become a potential lifesaver.

Giving blood is easy and takes less than 60 minutes. Donation is safe and there is little discomfort. If you can give, please do. For additional information, call the Michigan Blood Donor Center at (866) MIBLOOD [(866) 642-5663] or visit www.michiganblood.org.

**Parking**

*South Campus*

Patients, family members and visitors may park in the Vine Street Ramp for free, seven days a week and holidays. Parking is also available at the corner of Vine and Jasper streets, at several lots along Jasper Street, and at Walnut and John streets by the Emergency Department entrance.

*North Campus*

On Bronson’s North Campus, patients and visitors may park in the Jasper Street Ramp for free, seven days a week and holidays. Parking is also available at the corner of Lovell and John streets.

**Shuttle Service**

The shuttle service is available 24 hours a day, seven days a week for travel between the South Campus and North Campus. Phones and benches are located at each stop in the tunnel. Use the phone to call for a ride and rest on the bench while you wait. There is no charge for this service.
Escort Service
For help getting from one location to the next, please contact Bronson’s Escort Service at (269) 806-1394 Monday through Friday, 8 a.m. to 8 p.m. except for holidays. Or, dial “0” from any house phone after hours or on weekends and a hospital representative will assist you. There is no charge for this service.

We want you to have a pleasant stay with your family member or friend. If there is anything else we can do, please call the operator by dialing “0,” visit the nurse’s station, or call Patient Relations at (269) 341-8959.

WHEN YOU LEAVE

After Hospital Care Services
There are a few steps you can take to make your discharge go smoothly:
• Call a family member or a friend to pick you up.
• Discuss post-hospital care with your doctor or nurse.
• Review information on medicines and special diet requirements.
• Confirm your discharge time with your nurse.
• Ask questions.

A special registered nurse called a case manager will help you and your family create a plan for when you leave the hospital. This is a plan for where you are going, what you need, and what you should do when you leave the hospital.

Case managers can help plan and coordinate discharge services which may include:
• Skilled nursing or rehabilitation placement, home health or hospice services, or outpatient services
• Order your medical equipment and other supplies

A Bronson medical social worker can:
• Help you and your family find a safe place for when you leave
• Listen and help you through hard times
• Connect you and your family with people in the community that can help

These are free services to all patients. Call the Case Management Medical Social Work Department at (269) 341-6001.

Continuing Your Care
Need to continue your care at home? Bronson at Home offers home healthcare services and options. Please talk with your nurse, doctor or case manager if you need more information.

Bronson at Home provides a complete range of home care and home health services available 24/7. Call (844) 241-4663 or visit bronsonathome.com.

• Healthcare Services
• Personal Care Services
• Hospice Services
• Oxygen & Medical Supplies
• Personal Emergency Monitoring

Services are provided in 12 counties.
My Discharge Planning Guide

My Plan
☐ Where will I get care after discharge? Let the staff know your preferences.
☐ Who is helping me after discharge? Write down their name and phone number: ____________________________
☐ What problems should I look for? Write down a name and number to call if you have problems: ________________

My Recovery and Support
☐ Ask if you will need medical equipment (like a walker). Who will arrange for this? ____________________________
☐ Ask to speak with a social worker or case manager if you are concerned about how you and your family are coping with your illness.

My Final Discharge Checklist
☐ Transportation arranged
☐ Printed discharge instructions to help me care for myself at home
☐ Appointments for care after the hospital
☐ List of my medicines
☐ Prescriptions received
☐ Inhalers/insulin pens if used in the hospital

Personal Belongings
Before you leave, remember to collect all your belongings. Check the closet, drawers and the bathroom. If you placed anything in the hospital safe, please ask for it back before leaving. If you lose something, tell your nurse right away. We will do our best to find it. Found items are kept for 30 days. To ask about lost items, call Lost and Found at (269) 552-5678.

☐ My personal belongings, including any sent to be placed in a Bronson safe:
☐ Glasses/contact lenses
☐ Hearing aids
☐ Dentures
☐ Watch/jewelry
☐ Personal medical or electronic devices
☐ Medicines
☐ Other ________________

Medicines
Throughout your hospital stay and upon discharge, there is a pharmacist available for any medicine questions you may have. Please let your nurse know if you would like a pharmacist to visit you. Bronson Outpatient Pharmacy can fill your prescription before you leave the hospital. This may be helpful if you have a hard-to-find medicine or need a short-term prescription. Most prescription insurance plans are accepted.

Bronson Outpatient Pharmacy is located on the first floor of the Medical Office Building. Hours are Monday through Friday, 7:30 a.m. to 5:30 p.m. It is closed holidays and weekends. Call (269) 341-6990 for more information.

Checkout
Patients may be picked up from any lobby entrance. Parking is available in the Vine Street Ramp on the South Campus. North Campus parking is in the Jasper Street Ramp. Your family member or friend may come directly to your room after parking. You and your caregiver will decide whether you need or want an escort out of the hospital.

Hospital Bills and Insurance
Please talk to your insurance company ahead of time if possible. They will go over their requirements. Even if Bronson
participates with your insurance plan, some doctors may not. Please call the doctor’s office to ask if it participates with your insurance plan.

Keep in mind:

- Bronson will send your bills to your insurance company if you give us all of the information.
- If the insurance company disputes charges or services, these are your responsibility.
- You have the final responsibility to pay your hospital bill.

Inpatient? Outpatient? Observation?

If you have Medicare, your insurance requires Bronson to admit you to inpatient or place you in outpatient observation care. This is based on how sick you are and the treatment you need. Insurance payment varies. If you are under observation, you may have to pay for medicine you normally take at home. Call Utilization Management at (269) 341-6965 with questions.

Your Bill from Bronson

A patient financial counselor may visit you during your stay. The counselor will make sure that all of your information is correct. To update your insurance information, call Registration at (269) 341-7300. If you need help with your hospital bill, call a patient financial counselor at (269) 341-6117. Financial assistance may be available for patients who are in need of or already received emergent or other medically necessary services but are unable to pay for their care. Patients must also meet the program requirements based on their family income and assets.

To find out more about Bronson’s financial assistance program:
- Visit the website https://www.bronsonhealth.com/medical-financial-assistance-policy/
- Speak to a financial counselor during your visit to find out if you qualify or for help with the application. Office hours are: Monday - Friday 8 a.m. to 4:30 p.m.
  - Bronson Methodist Hospital – (269) 341-6120
  - Bronson Battle Creek Hospital – (269) 245-8124
  - Bronson LakeView Hospital – (269) 657-1532
Contact the billing department at 1-800-699-6117 Monday – Friday 8:30 a.m. to 5:30 p.m.

Bills from Others

You may also get a bill from your doctor. In addition to your hospital bill, you may receive a separate bill for these services:
- Anesthesiology
- Radiology
- Pathology
- Emergency

Payment

Patient financial counselor’s office:
- Located on the first floor of the Medical Office Pavilion.
- Open Monday through Friday, 8 a.m. to 4:30 p.m.
- Accepts cash, personal checks, VISA, MasterCard and Discover
- Provides financial assistance and payment plan arrangements


Thanking Staff
Bronson has partnered with the DAISY Foundation for the recognition of nurses. If you would like to nominate a nurse, there are several ways:

Online: bronsonhealth.com/daisy
Email: daisyaward@bronsonhg.org

Mail to:
Bronson Methodist Hospital
DAISY Committee
601 John St., Box 88
Kalamazoo, MI 49007

Contact Patient Relations at (269) 341-8959 to recognize other staff.

Share Your Positivity Story
The power of positivity can change lives. Especially if it’s a personal story that can be passed on. The Bronson Positivity website is a way to share your Bronson Positivity experience with others who can really benefit from it. Take a look at some inspiring stories from Bronson patients, families and caregivers. Then start empowering the world by spreading your positivity.

To share your positivity story, visit bronsonpositivity.com.

Giving Back
Patients and their families often ask how they can express their appreciation for the care they receive at Bronson. Through the Bronson Health Foundation, you can make a gift that will directly help others. Charitable contributions to the Foundation, which are tax deductible, can be made as an unrestricted gift to support Bronson’s greatest needs or can be specified through our diverse number of specific funds and endowments. You can learn more about our full list of funds and endowments by visiting www.bronsonfoundation.com or contacting the Bronson Health Foundation at (269) 341-8100.

All donors are gratefully recognized for their generosity and caring for others. You can make a gift online at bronsonfoundation.com, by calling (269) 341-8100, or mailing it to:
Bronson Health Foundation
301 John St., Box C
Kalamazoo, MI 49007

Thank you.

Feedback
Bronson welcomes any of your comments about how we are doing. While you are here, we would like the opportunity to improve your experience and to fix any problems or concerns that you have. You are welcome to call our Patient Relations Department at (269) 341-8959. We also use patient satisfaction surveys to listen to patients and families. After you leave the hospital, you may receive a written survey in the mail. Thank you in advance for completing this survey. We value your input.
Three Key Questions:
1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

It’s OK to Ask!