

Visitor Guide



ST. JOHN
MACOMB-OAKLAND
HOSPITAL
Macomb Center

A Passion for Healing

You're Welcome Here

We care for – and about – you

Whatever the reason for your visit, it's our privilege to assist you. Whether you're a patient or a visitor, our staff is ready to serve you. At St. John Health, we combine state-of-the-art technology with expert physicians, nurses and staff to give you the highest quality patient care experience every day, everywhere within our system.

St. John Macomb-Oakland Hospital, Macomb Center, a 376-bed teaching hospital, offers inpatient and outpatient services, including the following:

- Advanced heart care
- Behavioral medicine
- Cancer care
- Comprehensive diagnostics
- Emergency services
- Physical medicine and rehabilitation services
- Surgical services
- The Hip & Knee Center of Macomb
- Webber Healing Arts Center
- Women's health services

Whether you're a patient or a visitor, count on us for exceptional care.

Visitor dining

Hungry? Grab a cup of coffee or a quick bite to eat at Café Macomb, located in the main lobby and open Monday-Friday, 7 a.m.-4 p.m.; evening hours and Saturday-Sunday hours based on volunteer availability.

If you're looking for a hot or cold meal, stop in the Cafeteria on the lower level:

- Breakfast, 7-9:30 a.m.
- Limited service, 9:30- 11 a.m., and 2-4 p.m.
- Full meal service, deli sandwich bar and salad bar, 11 a.m.-2 p.m.
- Full meal service, including salad bar, 4-8 p.m.
- Closed, 8 p.m.-7 a.m.

Just need a snack? Vending machines are located in the basement, in the Emergency waiting room and in Critical Care Units waiting room. Snacks and candy are also available in the Gift Shop.

Visiting hours

Limiting visiting hours gives you time with your friends and loved ones, and helps us care for patients. Visiting hours vary by department, so please check these hours before you schedule your visit.



Cardiovascular Care: On the day of surgery for Open Heart patients, visitation is restricted to 5 to 10 minutes after patient's return from the Operating Room for immediate family only. Family may return at noon each day thereafter for short visits.

Intensive Care Unit (ICU): Open visiting, but restricted from 7-8:30 a.m. and 7-8:30 p.m.

Family Birthplace: Fathers of newborn babies can visit mom and baby any time. Grandparents and new big brothers and sisters can visit from 9 a.m.-8:30 p.m. Other guests are welcome to visit from 11 a.m.-8:30 p.m. Nurses will give you special visiting guidelines for Labor and Delivery.

Behavioral Medicine: You must be 16 or older to visit the Behavioral Medicine unit. Visiting hours are Monday-Friday, 1-1:30 p.m. (requires a doctor's order), and 7-8 p.m.; Saturday-Sunday, 1-1:30 p.m. (open visiting), and 7-8 p.m.

Rehabilitation unit: Visiting hours are from 4-8 p.m.

Medical/surgical units: Visiting hours daily, 11 a.m.-8:30 p.m.

Hospice: Family and friends are encouraged to stay with the patient.



At your service in many ways

You have a lot on your mind, so we try to make your visit or hospital stay as convenient as possible by offering services such as an ATM, pharmacy, gift shop and more.



ATM – For your convenience, an automated teller machine (ATM) is located on the first floor in the Credit Office lobby, across from the east elevators.

Gift Shop – Visit the Gift Shop for a wide variety of gifts, flowers and cards. You'll also find toiletries and other things you might need while you're here. The gift shop is located in the main lobby and is open weekdays, 9 a.m.-7 p.m.; Saturday, noon -7:30 p.m.; and Sunday, noon-4:30 p.m.

Gift cart – If you can't make it to the gift shop, volunteers can bring a selection of gifts to you. The gift cart rolls onto each floor so you can buy snacks, small gifts and magazines. Days and times vary. Proceeds from gift cart sales fund patient programs.

Lab services – We know waiting for answers can be the hardest part of any diagnostic test. Our lab services department can read and interpret lab results 24 hours a day, every day of the year, so you'll get answers promptly and professionally.

Security – Your health and safety are our top priorities. Our Security Services department is here to help whenever you need it. Call Security Services, 586-573-5055, if you have concerns or need assistance.

Let us help – When a loved one is hospitalized, the last thing you want is to worry about errands. Visit our Real Convenience concierge service, located just off the Webber Cancer Center lobby. They will be happy to help cover just about any of your needs while you are here – from taking care of your postal needs, to providing free Internet research, to assisting with cab service and dinner or hotel reservations. Call 586-576-4041 for more information.

Pharmacy – Have your prescription filled or get answers to medication questions without ever leaving the hospital.

Our on-site pharmacy is open to fill prescriptions and dispense advice

Monday-Friday, 7 a.m.-5

p.m.; Saturday, 9 a.m.-1 p.m.; closed Sunday and holidays.



Wireless access – Complimentary wireless Internet access is available to visitors who bring a personal laptop computer. To use the service, simply log onto your wireless-enabled computer and scan for wireless networks. Then click on “St. John Internet.” After reviewing and accepting the terms of use on the connection screen, you’ll be able to access the Internet.

We treat the whole person

We live in an amazing age of technology and innovation, but at St. John Health, medicine is still all about people, all about our passion for healing the whole person, body and spirit. Our doctors, nurses and all of our associates aim to go beyond treating symptoms to treat each person with dignity and respect. Our passion for healing shines through in every patient and customer encounter.



Reminders

Visits from family and friends are important and can help patients feel better. These few guidelines can help keep the hospital safe and inviting for patients, visitors and staff:

Pick up a pass – Please stop for a visitor pass at the information desk in the main lobby, and return the pass after your visit.

Visit in twos – Only two visitors at a time in patient rooms, please.

Kids are special – We love them, but children under 14 are not allowed on the nursing units unless you've made special arrangements.

Directions are yours for the asking – The hospital staff or our volunteers will help you find your way around. If you're looking for a patient room, a waiting area or one of our specially designated lounge areas, please feel free to ask.

Sometimes it's better not to share – If you have a cold or other infection, please stay away from patient care areas.

Help with patient care – Sometimes we may ask you to be involved in the care of your loved ones; sometimes we may ask you to leave the room during tests or treatments.

We're tobacco-free – Because St. John Health is committed to promoting a healthy environment, all hospital property is tobacco-free. This includes entrances, campus grounds, walkways, parking areas and private vehicles on St. John Health property. Please dispose of tobacco products prior to entering hospital property.

Hang up – Please use cell phones or two-way radios in designated areas only.

Volume control – Please be considerate and keep your voice down.

Respect patient privacy – Please don't discuss medical care or patient information without the patient's permission – and never in public areas, such as hallways, elevators or cafeteria.

Good things, small packages – Patient rooms can't accommodate large items, and diet restrictions may make it hard to give gifts of food. But small gifts such as flowers, books, magazines and crafts can make a patient's day.

Spiritual Care Services

Hospitals are busy places, but sometimes you just need a quiet place to reflect. Our chapel, located off the main lobby, is always open to people of all faiths. Visit the chapel for a moment of prayer or silence, to find some inspirational reading or talk with a chaplain.

Patients can request spiritual support when they are admitted to the hospital. Your nurse can assist you with the request or you can call the Spiritual Care Services office at 586-573-5018. Our Spiritual Care staff can offer spiritual support and prayer, administer the sacraments, provide religious articles, or call your clergy. For more information, call 586-573-5018.





We're here for you

Whether you need an annual physical or treatment for a life-changing diagnosis, St. John Health can help. We have 20,000 talented and caring professionals – doctors, nurses and staff – all waiting to help you. And we're easy to reach:

By phone: Call St. John Health Connect at 1-888-440-7325, 8 a.m. to 5 p.m. weekdays, to find a great doctor in your area. We can even make the first appointment for you!

Online: Find a physician online anytime, day or night. To find a great physician in your area, just visit www.stjohn.org and use our online physician directory. Search by name, by specialty, by hospital affiliation, by gender. You can even search by language if you want a doctor who speaks another language in addition to English. No problem! And once you've found a doctor who's right for you, you can even request an appointment online, 24 hours a day.

While you're visiting us on the Web, take a few minutes to register and create your own Personal Health Page, which lets you store a personalized list of doctors, conditions, bookmarks and other health information. (Select "Personal Health Page" from drop-down menu, upper right.) You can also take a two-minute heart check, get a cancer risk assessment and, for select locations, pay health care bills online and pre-register for services.

St. John Health makes it easier for you to care for your health.



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