

Visitor Guide



ST. JOHN
MACOMB-OAKLAND
HOSPITAL
Oakland Center

A Passion for Healing

You're Welcome Here

We care for – and about – you

Whatever the reason for your visit, whether you're a patient or a visitor, it's our privilege 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, Oakland Center, a 180-bed teaching hospital, specializes in more than 35 areas, including cardiac care, weight loss surgery and psychiatry. We have a medical specialty just for aging patients. You can rest well knowing your health, or the health of someone you love, is in our hands.

We don't just care about our patients; we care about the entire community. In fact, we serve as the base hospital for our local fire and EMS personnel. Both in and out of the hospital, we put people first.

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

Visitor dining

Hungry? Cafeteria hours:

- Continental breakfast, 6:45-7 a.m.
- Full-service hot breakfast, 7-9:30 a.m.
- Closed, 10:15-11 a.m.
- Full-service hot lunch, 11 a.m.-1:45 p.m.
- Limited service, 1:45-3 p.m.
- Closed, 3-4 p.m.
- Full-service hot dinner, 4:15-6:45 p.m.
- Closed, 6:45 p.m.-6:45 a.m.

Cafeteria vending machines are available 24 hours a day, seven days a week.

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. Stop in for a moment of silence or to talk with a chaplain. Call 248-967-7323 for Spiritual Care Services.

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 before you schedule your visit.

General visiting hours: Visitors are welcome anytime. While we maintain open visiting hours, please recognize that it's important for patients to rest. We encourage you to complete your visit by 9 p.m.

Intensive Care Unit [ICU]: Open visiting hours, except from 7-8 a.m. and again from 7-8:30 p.m., when visiting is restricted.

Psychiatric: Tuesday and Thursday, 7-8:30 p.m.; Saturday, Sunday and holidays, 1-3 p.m.



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 and gift shop.



ATM – For your convenience, an automated teller machine (ATM) is located on the first floor in the Alcove across from the Cafeteria entrance.

Gift Shop – You'll find a variety of gifts, jewelry, cards, stamps, flowers, snacks, newspapers and other reading material in our Gift Shop, located on the first floor adjacent to the main lobby. The Gift Shop is open seven days a week, but hours vary.

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.

Let us help – When a loved one is hospitalized, the last thing you want is to worry about errands you have to run, or gathering information. Visit our Real Convenience concierge service, located in the main lobby, next to the Gift Shop. They will be happy to arrange to 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 248-395-6485 for more information.

Security – Your health and safety are our top priorities. Our Security Services department is here to help whenever you need it. Security Services also operates a lost-and-found service. Although the hospital can't be responsible for lost items, we make every effort to find and return them. Call Security Services, 248-967-7674, if you have concerns or need assistance.

Pharmacy – Have your prescription filled or get answers to medication questions without ever leaving the hospital. Our on-site pharmacy, just off the main lobby, is open to fill prescriptions and dispense advice. Call 248-967-7041 for more information.



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. Please follow these guidelines to help keep the hospital safe and inviting for patients, visitors and staff:

Visiting – Recognizing how important family and friend visitation is to the healing process, we try to individualize visiting times to best accommodate the needs of the patient and family.

Kids are special – We recognize that patients often want their children or grandchildren to visit. We will work with the patient and family to do what is best for the patient.

Directions: 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 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.



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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