

Visitor Guide



PROVIDENCE

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 serve 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.

Originally called St. Vincent's Hospital, Providence Hospital has been part of the community since 1845. Today Providence is a respected teaching hospital that provides advanced care to thousands of people each year. Among the services Providence provides are the following:

- Advanced Cancer Care
- Advanced Heart Care
- Audiology
- Behavioral Medicine
- Childbirth and Infant Care
- Diabetes
- Healing Arts and Mindful Meditation
- Orthopaedics
- Nutrition Counseling
- Pain Management
- Pediatrics
- Plastic Surgery
- Radiology Services
- Surgical Services
- Women's Health

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

Spiritual Care Services

Hospitals are busy places, but sometimes you just need a quiet place to reflect. Our chapel, located on the first floor of the DePaul Center (near the Main Entrance), is always open to people of all faiths.

Catholic mass is celebrated Monday-Friday at 11:30 a.m., and Saturday at 4 p.m. Visit the chapel for a moment of silence, to attend services, or to talk with a member of our Pastoral Care team. A chaplain is available 24 hours a day, seven days a week. Call the Pastoral Care office, 248-849-3209, for more information.

Visitor dining

Hungry? If you're looking for a hot or cold meal, or just a snack, stop in our cafeteria, Café Providence, on the ground floor of the hospital. Café Providence is open 6:30 a.m. to 7 p.m. For a daily menu, simply call 248-849-EATS (3287).

Mr. Pita, located between the Medical Building and the Fisher Center, is open Monday-Friday, 7 a.m. to 9 p.m.; Saturday, 10 a.m. to 2 p.m.; closed Sunday.

Starbucks Coffee service is available in the Main Lobby.

If you're interested in just a snack or beverage, visit our gift shop. A full array of vending machines are available in the cafeteria, 24 hours a day. Vending is also available in the second and third floor lounges and the Emergency waiting area.

Numerous fast food options and restaurants are located on Greenfield, north and south of Nine Mile Road. The following offer discounts to family members of Providence patients – just show your visitor pass:

- Sweet Lorraine's (Greenfield north of 12 Mile Road)
- Outback Steakhouse (Greenfield north of 9 Mile Road)
- Bread Basket Deli (in the Lincoln Center at Lincoln and Greenfield)





Visiting hours

Limiting visiting hours gives you time with your friends and loved ones, but helps us care for patients. Visiting hours vary by department, so please check before you schedule your visit, or call 248-849-3000. Because it's important for patients to rest, visitors are generally not allowed after 8 p.m.

General visiting hours: Daily, 11 a.m. to 8 p.m. Each patient is allowed two visitors at a time.

Pediatrics: Parents can visit any time. Other guests can visit daily from 11 a.m. to 8 p.m.

Maternity and Family Care: Mothers in private rooms are welcome to have the father or one overnight visitor to help with the baby. Mothers in semi-private rooms may have the father or one visitor stay to help with the baby until 11 p.m. General visiting hours are 11 a.m. to 8 p.m.

Alternative Birth Care: Visiting is available at all hours, depending on the wishes of the mother and at the discretion of the clinical staff.

Labor and Delivery: Dads-to-be and two support persons (over the age of 16) are allowed in Labor and Delivery. Visiting is permitted at the discretion of the clinical staff.

Neonatal Intensive Care Unit (NICU): Baby's parents may visit any time. Children may visit only with special permission of the physician. Other visitors may be permitted at the discretion of the clinical staff.

Adult Critical Care Units: Visiting hours depend on individual patient needs.

Rehabilitation: Monday-Friday, 11:30 a.m.-1 p.m., and again from 4-8 p.m. Saturday, Sunday and holidays, 9 a.m.-8 p.m.

Behavioral Medicine:

- Monday, Friday, Sunday, 7-8 p.m.
- Tuesday, Thursday, Saturday, 2-3 p.m.
- Holidays, 1-3 p.m., and 7-8 p.m.
- No visiting hours on Wednesday



At your service

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, automated teller machines (ATMs) are located in the cafeteria and on the first floor of the Medical Building.

Communication aids – We offer interpreter services for patients whose primary language is not English, American Sign Language interpreters for the deaf, and amplified telephones for the hearing impaired. Ask a nurse to make the appropriate contact to arrange for any of these.

Gift Shop - Visit the Our Lady of Providence Gift Shop for a wide variety of gifts, flowers, cards and gift certificates. Forget something at home? You'll find toiletries and other things you might need while you're here. You can even have your gift wrapped and delivered to a patient in the hospital.

The Gift Shop is located on the first floor near the Main Entrance. It is open Monday-Friday, 8:30 a.m. to 8 p.m.; Saturday, 11:30 a.m. to 8 p.m.; and Sunday, 11:30 a.m. to 4 p.m.

Laboratory services – We know waiting for diagnostic testing results can be very difficult. Providence Hospital provides full laboratory and diagnostic services for our inpatients and outpatients. A staff of board-certified pathologists and laboratory professionals ensure that your physician receives accurate and timely lab results. An outpatient Specimen Collection Center is located on the first floor of the Medical Building. For hours of operation, please call 248-849-3990.

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 just off the lobby on the main floor. 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 248-849-3860 for more information.

Library – Need information about a disease or health condition, in language you can understand? The librarians at the Helen L. DeRoy Medical Library can help. Call 1-248-849-3294 or come to the Library (located across from the cafeteria) between 8 a.m. and 4:30 p.m., Monday through Friday. Internet access for e-mail is also available.

Pharmacy – Have your prescription filled or get answers to medication questions without ever leaving the hospital. Our on-site pharmacy, located on the first floor of the Medical Building, is open to fill prescriptions and dispense advice Monday-Friday, 7 a.m.-7 p.m., and Saturday, 9 a.m.-1 p.m.



Security – Your health and safety are our top priorities. Our Security Services department is available 24 hours a day, seven days a week to help whenever you need it. Call Security Services at 248-849-3024 if you have concerns or need assistance.

Valet parking – Valet parking is available for a \$4 charge, Monday through Friday, at the Main, Medical Building and Heart Institute entrances; self-parking is free.

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.

Where to stay

If you need local accommodations, we can help you find a place to stay. The beautiful Westin Hotel is located just three miles from the hospital in the Southfield Town Center. A recipient of the prestigious AAA Four Diamond Award, the Westin offers a superior level of service and all the amenities you expect, including the famous Westin Heavenly Bed, 24-hour workout facility, pool, restaurant and lounge. For reservations, call 1-800-937-8461. Be sure to mention that you are a family member of a Providence patient, which entitles you to our deeply discounted rate. Simply present your Providence visitor pass when you check in. Rooms are subject to availability and advance reservations are encouraged.

Listed on the next page are other area hotels that have agreed to provide discounted rates for visitors of Providence patients. Please call ahead for reservations and be sure to inquire about the Providence discounted rate. This list is offered only for your information and convenience, not as an endorsement of any hotel. Because Providence is independent of these hotels, we cannot be responsible for your hotel experience.

We understand that there are extreme circumstances where even a short distance is too far from a loved one who is ill. If this describes your situation, please request a sleeper chair from the staff. For the privacy of all patients, overnight visits are permitted only in private rooms. We can, however, direct family members to a waiting room where a short nap can provide some much-needed rest while respecting other patients' privacy. Just ask us for a pillow or blanket.



Area Hotels

Best Western Southfield Inn
26111 Telegraph Rd
Southfield
248-368-6130
\$

Comfort Suites
24977 Northwestern Hwy
Southfield
248-557-9990
\$\$

Courtyard Detroit Novi
42700 11 Mile Rd
Novi
248-380-1234
\$\$\$

Courtyard Detroit Southfield
27027 Northwestern Hwy
Southfield
248-631-2097
\$\$\$

Embassy Suites Southfield
28100 Franklin Rd
Southfield
248-350-7007
\$\$\$

Hampton Inn Southfield
27500 Northwestern Hwy
Southfield
248-356-5500
\$\$

Holiday Resort Hotel
26555 Telegraph Rd.
Southfield
248-353-7700
\$

Hilton Garden Inn Southfield
26000 American Drive
Southfield
248-357-1100
\$\$\$

Red Roof Inn
27660 Northwestern Highway
Southfield
248-353-7200
\$

Residence Inn Marriott
26700 Central Park Blvd
Southfield
248-352-8900
\$\$\$

Sheraton Detroit Novi
21111 Haggerty Road
Novi
248-349-4897
\$\$\$

The Westin
1500 Town Center
Southfield
1-800-937-8461
\$

*When making reservations, be sure to inquire
about the Providence discounted rate.*



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: 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, just ask.

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

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 SJH 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. Please do not enter other patient rooms. If you need assistance, please go to the front desk.

Restrooms – Do not use the patient's toilet or shower; public restrooms are located near the elevators.

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.

Latex balloons – Because of allergies, latex balloons are not permitted in the hospital; Mylar balloons may be purchased in our gift shop.



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.



A P a s s i o n f o r H e a l i n g