

Visitor Guide



ST. JOHN
RIVER
DISTRICT
HOSPITAL

A Passion for Healing

You're Welcome Here

We care for – and about – you

Whatever the reason for your visit, we're glad you're here. 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 River District Hospital opened in 1965. Since then, the hospital has expanded in size and added many new services to cater to the community's growing needs. We currently have 525 associates and 180 doctors ready to serve you in the following areas:

- Emergency services (24 hours)
- Heart care
- Infusion Center
- Medical surgical/intensive care
- Obstetrics and gynecology
- Oncology
- Orthopedics
- Outpatient diagnostic testing
- Pediatrics
- Pulmonary rehabilitation
- Radiology
- Rehabilitation services (physical therapy, occupational therapy and speech)
- Sleep Studies Center
- Surgery (inpatient and outpatient)
- Vascular diagnostics
- Urinary incontinence treatment

But sometimes health and wellness goes beyond clinical care. At the St. John River District Healing Arts Center, we use massage therapy, yoga, tai chi, reflexology, reiki, CranioSacral therapy, and other therapies to complement conventional treatments.

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 off the main lobby, is always open to people of all faiths. Stop in for a moment of silence or to talk with a member of the clergy. Or you can have your pastor, priest or other clergy member visit you while you're in the hospital. Let one of our nurses know if you'd like us to arrange for a member of the clergy to visit.

Visitor dining

Hungry? If you're looking for a hot or cold meal, try our Cafeteria, which is located in the far hallway adjacent to the patient rooms. Signage will direct you. Cafeteria hours are:

- Breakfast (Monday-Friday only), 7:30-10:30 a.m.
- Lunch, 11:30 a.m.-1:30 p.m.
- Dinner, 5:30-6:45 p.m.

Need a snack? Vending machines, located outside the Cafeteria and in the ER, are available 24 hours a day.

You can also visit the Michael Callahan Coffee Shop located just inside the Gift Shop. Relax with a hot cup of flavored coffee at one of the bistro tables. Coffee Shop hours are the same as the Gift Shop.

Guest meal trays are available for \$5. Ask a member of our staff or call the Food & Nutrition Department, 810-329-1222, for more information.



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 and gift shop.



ATM – For your convenience, an automated teller machine (ATM) is located in the main lobby.

Gift Shop – Visit the Gift Shop for a wide variety of gifts, flowers and cards. You can also find items to soothe the spirit. Stop in for relaxing gifts such as candles, essential oils, and relaxation tapes. Forget something at home? You'll find toiletries and other things you might need while you're here. The Gift Shop is located in the lobby and is open Monday-Friday, 10 a.m.-8 p.m.; Saturday, noon-4 p.m.; and Sunday, 1-4 p.m.

Lab services – We know waiting for answers can be the hardest part of any diagnostic test. Our lab services department performs all blood, urine and tissue tests ordered by your doctor. To ensure that your doctor gets your test results promptly, lab services are available to you 24 hours a day, seven days a week, including holidays.



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 from 7 a.m. to 4 p.m.

Security – Your health and safety are our top priorities. Our Security Services department is here to help whenever you need it. Our Worklife Services department 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 the Worklife Services department at 810-329-5345 if you have concerns or need assistance.

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 nearby

Families of patients who may need lodging assistance may contact the following hotels:

St. Clair Inn

St. Clair

500 North Riverside Avenue

Phone: 810-329-2222

Distance from hospital:

3 miles north

River Crab Blue Water Inn

St. Clair Township

1337 North River Road

Phone: 810-329-2236

Distance from hospital:

5 miles north

Both hotels will honor discounts to families of admitted patients at St. John River District Hospital. Please call the hotel for details and rates.

This list is offered only for your information and convenience. Because St. John River District Hospital is independent of these hotels, we cannot be responsible for your hotel experience.

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 plan your visit. Because it's important for patients to rest, visitors are not allowed in the hospital after 8 p.m.

General Medical/Surgical: Daily, 11 a.m.-8 p.m. Children must be accompanied by an adult at all times.

Intensive Care Units (ICUs): Only immediate family is allowed to visit. You can visit for 10 minutes at a time during normal visiting hours.

Maternal/Child Health: Fathers of newborn babies can visit mom and baby anytime. Other family members, new big brothers and sisters, and friends can visit from 11 a.m.-8 p.m.



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:

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 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.

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 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 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.



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.



ST. JOHN RIVER DISTRICT HOSPITAL

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