

AT YOUR SERVICE

You're not here to run errands. We make your visit or hospital stay as convenient as possible by offering services like an ATM, a pharmacy and a gift shop.

GIFT SHOP – Visit LeFontbonne Gift Shop for a wide variety of gifts, flowers, cards, gift certificates and toiletries. The gift shop is located in the south lobby and is open:

- Monday to Friday from 10 a.m. to 7 p.m.
- Saturday and Sunday from noon to 5 p.m.

GIFT CART – If you can't make it to the gift shop, volunteers can bring the gifts to you. The gift cart rolls onto each floor so you can buy snacks, small gifts and magazines.

GUIDING STARS – Not sure where you're going? Look for a Guiding Star. Our Guiding Stars volunteers are available to give hospital directions and to help with wheelchairs.

PHARMACY SERVICES – Have a prescription filled or get answers about medication without ever leaving the hospital. Our on-site pharmacy is open to fill prescriptions and dispense advice in Professional Building One, near the south elevators. Call the pharmacy at 313-343-3776, or the after-hours pharmacy at 313-343-4720, for more information.

LAB SERVICES – We know waiting for answers is the hardest part of any test. Our lab services department can read and interpret lab results every hour of the day, every day of the year, so you'll get answers promptly and professionally.

ATM – For your convenience, Automated Teller Machines (ATM) are located in the Garden Cafeteria or in the lobby of Professional Building One.

SECURITY – Your health and safety is our top priority. Our Security Services department is here to help whenever you need it. Security Services also operates a lost and found service. The hospital isn't responsible for lost items, but we make every effort to find and return them. Call the Security Services department at 313-343-3860 if you have concerns or need assistance.

NO RUNNING IN THE HALLS

(and other reminders)

Visits from friends and family are important and can help you feel better. Please follow these guidelines to help keep the hospital safe and inviting for patients, visitors and staff:

Pick up a Pass – Get a visitor pass at the information desk in the main lobby and return the pass after your visit.

Two at a Time – Only two visitors are allowed in a patient's room at a time.

Kids and Visiting – Children under 14 are not allowed in nursing units unless you've made special visiting arrangements.

Ask for Directions – The hospital staff will point you in the direction of a waiting area or one of our specially designed lounge areas.

Have a Cold? – If you have a cold or infection, we ask that you please stay away from patient care areas.

Participating in Patient Care – Sometimes you may be asked to be involved in patient care; sometimes you may be asked to leave the room during tests or treatments.

Stop Smoking – The hospital is a smoke-free environment. Please use the designated smoking areas outside the hospital.

Hang Up – Use your cell phone or two-way radios in the first floor waiting rooms and lobbies only.

Speak Softly – Be considerate and please keep your voice down.

Keep it confidential – Respect a patient's privacy. Only discuss medical care if you have the patient's permission.

Small Gifts Make a Big Difference – Patient rooms can't accommodate large items. Diet restrictions sometimes make it hard to give gifts of food. But small gifts like flowers, magazines and crafts can make a patient's day!

CALL SOMEONE WHO CARES

(here's the number)

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. Call us at 1-888-440-REAL to find a great doctor in your area. We'll even make the first appointment for you!

**Call St. John Health Connect at
1-888-440-REAL from 8 a.m. to 5 p.m.**

FIND A PHYSICIAN

(online...24 hours a day)

It could be the middle of the afternoon or the middle of the night. We're here to help you find a great physician in your area. Just visit www.realmedicine.org and use our online physician directory to find a physician that's right for you. Search by name, by specialty, by hospital affiliation, by gender. We make it easy. Want a doctor who speaks another language as well as English? No problem. You can even search by language.

Once you've found a doctor that's right for you, request an appointment online 24 hours a day.

And while you're visiting us on the web, take a few minutes to build your own Personal Health Page. It lets you store a personalized list of doctors, conditions, bookmarks and other health information. Plus, you can:

- Take a Two-Minute Heart Check
- Take a Cancer Risk Assessment
- Pay health care bills online
- Pre-register for services

**We make it easy to take care of
your health...that's REAL MEDICINE.**



VISITOR GUIDE

(you're welcome here)

ST. JOHN HOSPITAL AND
MEDICAL CENTER



REAL MEDICINE™



WE CARE FOR YOU *(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 – giving you our best care...from people who care.

St. John Hospital and Medical Center was started by the Sisters of St. Joseph in 1952. Since then the hospital has grown. We now have 4,900 employees and 700 physicians in 50 medical and surgical specialties. St. John Hospital and Medical Center specializes in:

- Advanced Cardiovascular and Thoracic care
- General Surgery
- Laser treatments
- Neurosurgery
- Obstetrics with a specialty in high-risk pregnancy
- Gynecology
- Oncology
- Orthopedics
- Otolaryngology (ear, nose and throat)
- Pediatrics, including the area's most advanced neonatal care unit
- Podiatry
- Transplant
- Urology

We're the only Emergency Trauma Center on Detroit's east side. Our surgical suites and post-anesthesia units are open 24 hours a day, seven days a week. We partner with organizations in our community to promote health and wellness. Both in and out of the hospital, we put community first.

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

VISITING HOURS

Limiting visiting hours helps us care for patients, but gives you time to visit with your friends and loved ones. Visiting hours vary by department, so check these hours before you schedule your visits or call 313-343-3909 for more information. Because it's important for patients to rest, visitors are not allowed in the hospital after 8 p.m.

General Medical/Surgical: Daily visiting hours are from 11 a.m. to 8 p.m.

Obstetrics (Maternity): The obstetrics ward has open visiting hours from 11 a.m. to 8 p.m.

Intensive Care Units: Only adults are allowed to visit the Intensive Care Units (ICUs). Visiting hours are 6:30 a.m. to 8 p.m. For the PICU (Pediatric Intensive Care Unit) and NICU (Neonatal Intensive Care Unit) visiting hours are arranged through nurses.

Pediatrics: Daily visiting hours are from 11 a.m. to 8 p.m.

Operating Room/Ambulatory Surgery: Visitation hours are arranged through nurses.

Psychiatric: Visiting hours are:

- Monday and Wednesday from 6 to 7 p.m.
- Saturday from 6 to 8 p.m.
- Sunday from 1 to 3 p.m.

SPIRITUAL CARE SERVICES

Hospitals are busy places. We know sometimes you just want a quiet place to reflect. St. Edward Chapel, located on the first floor, is always open to people of all faiths. Visit the chapel for a moment of silence, or to talk with a chaplain.

Catholic mass is celebrated Monday through Friday at 11:30 a.m. and Saturdays at 4 p.m. Catholic and Protestant services are televised to each patient room. Call the Spiritual Care Services office at 313-343-7850 for more information.

VISITOR DINING

Java John and Java Jr.

Grab a cup of coffee or a quick bite to eat at one of our two coffee shops.

Java John (located in the south lobby) is open:

- **Monday to Friday from 6:30 a.m. to 8 p.m.**
- **Saturday from 8 a.m. to 6 p.m.**
- **Sunday from 9 a.m. to 6 p.m.**

Java Jr. (located on the ground floor of Professional Building One) is open:

- **Monday to Friday from 7 a.m. to 4 p.m.**

Cafeteria and The Courtyard Restaurant

If you're looking for a hot or cold meal, stop in the cafeteria on the ground floor. Or visit The Courtyard Restaurant, located in the lower level of Professional Building One.

Cafeteria hours are:

Monday to Friday

- **Breakfast – 7 to 9:30 a.m.**
- **Lunch – 11 a.m. to 2 p.m.**
- **Dinner – 4 to 7:30 p.m.**
- **Midnight – 11 p.m. to 3:30 a.m.**

Saturday

- **Breakfast – 6:30 to 10 a.m.**
- **Lunch – 11 a.m. to 2 p.m.**
- **Dinner – 4 to 7:15 p.m.**



Sunday

- **Breakfast – 6:30 to 10 a.m.**
- **Lunch – 11 a.m. to 2 p.m.**
- **Dinner – 4 to 7:15 p.m.**

The Courtyard Restaurant is open Monday to Friday from 6:30 a.m. to 3 p.m. (Restaurant is closed from 10:30 – 11 a.m.)

Snacks

Need a snack? Vending machines are located in the cafeteria and are available 24 hours a day. Snacks also are available in the gift shop.

WHAT IS REAL MEDICINE?

We live in an amazing age of technology and innovation, but medicine is still about people.

It should go beyond treating symptoms and aim to treat people with dignity and respect.

A hospital and its doctors should do more than just care for you.

THEY SHOULD CARE ABOUT YOU...

At St. John Health, that's what we call REAL MEDICINE.