



# Admissions

ADMISSIONS

INFORMATION

**GENESYS**  
REGIONAL MEDICAL CENTER

## From the President and CEO of Genesys Health System

Welcome to Genesys Regional Medical Center. Our top priority is making your stay with us as comfortable as possible. In our effort to assist you, we offer you this guide which provides useful admissions information.

Our mission is to improve the health of our community. We are guided by our Values, which call on us to meet our customers' needs and exceed their expectations. The commitment to quality care extends far beyond the walls of Genesys Regional Medical Center into every service provided by Genesys Health System. Whether you or your family require sophisticated inpatient care, convenient outpatient treatment or care provided right in your own home, our health system services are based on keeping you healthy – emphasizing disease prevention as the essence of quality care.

Our staff welcomes sincere comments on our service. Your concerns or questions are helpful, and may be directed to the director of patient care, clinical manager, or to the patient representative at (810) 606-6551. You may be randomly selected to receive a brief survey in the mail regarding your hospital stay. If you receive one, please take a few moments to complete the questionnaire and return it in the postage paid envelope. Your feedback assists us in continually improving the quality of care and service to our patients, families and visitors. Of course, we also welcome compliments when earned by our staff.

On behalf of our physicians, nurses, volunteers and the entire staff at Genesys, I would like to thank you for putting your trust in us.

Sincerely,

**GENESYS HEALTH SYSTEM**



Mark Taylor  
President and CEO



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## Our Mission

Our mission is to improve the health of our community.

We are guided by our Values, which call on us to meet our customers' needs and exceed their expectations.

## We Are Called To...

### Service of the Poor

Generosity of spirit, especially for persons most in need.

### Reverence

Respect and compassion for the dignity and diversity of life.

### Integrity

Inspiring trust through personal leadership.

### Wisdom

Integrating excellence and stewardship.

### Creativity

Courageous innovation.

### Dedication

Affirming the hope and joy of our ministry.



As a Catholic health care system, Genesys Health System is a member of Ascension Health, the largest non-profit Catholic health system in the United States. Ascension is sponsored by four providences of the Daughters of Charity, the Congregation of St. Joseph and the Sisters of St. Joseph of Carondelet. Ascension Health is committed to caring for those who are most in need within the communities we serve.

Our Mission, Vision and Values guide our actions and provide the foundation on which our ministry is built. We strive to bring spiritually centered, holistic care that sustains and improves the health of our communities.

## **The Core Elements of Catholic Identity:**

### **Promote and Defend Human Dignity**

All individuals have a basic human right to healthcare and the right to participate in making decisions that directly affect them.

### **Act on Behalf of Justice**

All people should be given what is due in accordance with their human dignity.

### **Care for Poor and Vulnerable Persons**

The poor, vulnerable and those with the greatest need should be our first – but not only – concern.

### **Steward Resources**

All human beings have the responsibility to use resources in ways that cultivate individual and communal human flourishing and respect God's creation.

### **Attend to the Whole Person**

Catholic health ministries must attend to and care for the whole person, not just the physical and material dimension of human life.

### **Act in Communion with the Church**

Catholic health ministries have special obligations and responsibilities that include adopting the Ethical and Religious Directives for Catholic Healthcare Services, abiding by certain codes of Canon Law.

## Accreditation/Licensure

Genesys Regional Medical Center provides ongoing attention to safety, quality of care, treatment and services as our commitment to you. The hospital is licensed under all State of Michigan and Federal statutes and regulations which govern Public Health Institutions and Organizations.

We invite various organizations to evaluate our performance. Genesys Regional Medical Center is accredited by:

- Joint Commission on Accreditation of Healthcare Organizations
- Healthcare Facilities Accreditation Program
- American College of Surgeons (Trauma and Oncology)
- Commission on the Accreditation of Rehabilitation Facilities
- American Association of Cardiovascular and Pulmonary Rehabilitation
- Society of Chest Pain Centers

## Patient Rights and Responsibilities

As a patient of Genesys Regional Medical Center, you are entitled to rights and responsibilities.

### **Rights:**

- The right to be treated, when accommodations are available and treatment is medically indicated, regardless of race, creed, sex, national origin, age, handicap, marital status, sexual preference, or sources of payment.
- The right to participate in the development and implementation of your plan of care.
- The right to make informed decisions regarding your care, be informed of your health status, and be involved in care planning and treatment.
- The right to formulate advance directives and have hospital staff and practitioners who provide care in the hospital comply with these directives.
- The right to have a family member or representative of your choice and your physician notified promptly of your admission to the hospital.
- The right to personal privacy.
- The right to receive care in a safe setting.
- The right to be free from all forms of abuse or harassment.
- The right to the confidentiality of your clinical records.
- The right to access information contained in your clinical records within a reasonable time frame. We must not frustrate your legitimate efforts to gain access to your own medical records and must actively seek to meet these requests as quickly as the record keeping system permits.
- The right to be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising your access to services.
- The right to know the professional status of any person providing your care/services.
- The right to know the reasons for any proposed change in the professional staff responsible for your care.
- The right to know the reasons for your transfer either within or outside the hospital.
- The relationship(s) of the hospital to other persons or organizations participating in the provision of your care.

- The right to access the cost, itemized when possible, of services rendered within a reasonable period of time.
- The right to be informed of the source of the hospital's reimbursement for your services, and any limitations which may be placed upon your care.
- The right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
- Informed the right to have pain treated as effectively as possible.
- The patient's family has the right of informed consent of donation of organs and tissues.
- A patient may not be tested for HIV infection without the patient's consent, unless a health professional or Genesys employee sustains percutaneous, mucous membrane, or open wound exposure to the blood or other body fluids of the patient. If such exposure has occurred, an HIV test may be performed upon the patient without the patient's consent.
- A patient may meet with, and participate in the activities of social, religious, and community groups at his or her discretion, unless harmful to your medical condition, as noted by your physician in the medical record.

If you feel that your rights have not been respected, you may file a grievance by calling (810) 606-6551.

### **Responsibilities:**

- Medical history. You are responsible for providing honest and complete information about your current condition and about your past medical condition and treatment.
- Lack of understanding. You are responsible for making it known if you do not understand the description of your condition or the description of the course of treatment proposed for your condition.
- Refusal of treatment. You have the right to refuse treatment, but if you refuse treatment, you are responsible for the results of the decision.
- Following instructions. You are responsible for following the treatment plan recommended by your health care team, including physicians, nurses and therapists. This responsibility also includes keeping appointments and giving notice when unable to do so.
- Charges for treatment. Regardless of the type of insurance plan you have, you are responsible for paying for, or for ensuring payment for, the medical treatment rendered to you at Genesys.
- Respect for others and for property. You are responsible for being considerate of the rights of other patients and for Genesys personnel. This responsibility particularly recognizes that other patients may be harmed by noisy conversation or behavior. You are responsible for being respectful of Genesys property.
- Rules and regulations. You are responsible for following rules and regulations of Genesys regarding patient care and conduct.
- Reporting Pain. You are responsible for telling us about your pain. This includes: asking your health care provider (doctor, nurse, or clinician) what to expect regarding pain and pain management; discussing pain relief options with your nurse; asking for pain relief when your pain first begins; helping your health care provider measure your pain; telling your health care provider about any pain that will not go away; and discussing any worries or fears you have about taking pain medication.

## A Culture of Safety

Genesys Regional Medical Center's first priority is promotion of safety and prevention of injury. We support the "Speak Up" campaign, sponsored by the Joint Commission of Accreditation of Healthcare Organizations (JCAHO). "Speak Up" encourages you to become an active, involved and informed participant on your health care team. The simple steps allow you to take part in decisions about your health care, which in turn provide better outcomes. The more you know about your health care, the better you can make decisions about what is best for you.

**Speak up** if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.

**Pay attention** to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. Don't assume anything. Throughout your stay, caregivers will be asking you to identify yourself before treatments and procedures.

**Educate** yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

**Ask** a trusted family member or friend to be your advocate.

**Know** what medications you take and why you take them. Medication errors are the most common health care errors.

**Use** a hospital, clinic, surgery center or other type of health care organization that has undergone a rigorous on-site evaluation against established state-of-the-art quality and safety standards, such as that provided by JCAHO.

**Participate** in all decisions about your treatment. You are the center of the health care team.

The single most important way you can help maintain a safe environment is to be an active member of your health care team. Your safety concerns and questions are helpful, and may be directed to the director of patient care, the clinical manager, or the patient representative at (810) 606-6551.

- If you were injured
- Wish to report an unexpected event
- Want to discuss concerns you have with the quality of care you received
- You wish to offer suggestions for patient safety

Keeping our patients safe by practicing good hand hygiene is important to Genesys. Join us in good hand hygiene as we keep our patients, visitors, and ourselves free of germs. Alcohol foam dispensers are throughout the hospital and are to be used by

everyone. Use the alcohol foam or wash your hands with soap and water when entering and leaving a patient's room.

## Patient Centered Care

Genesys Regional Medical Center practices Patient Centered Care (PCC). PCC is an idea that centers our work around you – to make you feel better, faster.

Our Patient Centered Care model is focused around eight aspects of care, which are aimed to serve you in the most compassionate, caring way possible:

- Respect me as a person – we will recognize your uniqueness and personal needs; and listen to your concerns, questions and goals.
- Coordinate my care – the staff at Genesys is committed to working together as a team to provide the best care for you.
- Give me predictive information – you will receive predictive, clear information about your condition and care.
- Provide me comfort and pain relief – we will provide you a supportive atmosphere for recovery; including minimizing your physical pain and discomfort, as we maximize healing.
- Relieve my fears – our staff will help you communicate your fears, and provide information and resources to alleviate those fears.
- Involve my family and friends – your family members will have the information and resources they need to help you recover.
- I am a person on the continuum of life; not an episode – you will have the information and resources you need for post-hospital care.
- Access to care – you have the right to be treated when accommodations are available and treatment is medically indicated.

These aspects of care are carried out through a team consisting of a Registered Nurse (RN), Licensed Practical Nurse (LPN), Nursing Assistant (NA), and Administrative Associate (AA). The team leader is the RN who plans and directs your care with the doctor and other team members. Every patient has an RN assigned to them at all times while in the hospital.



In some areas, the LPN will assist the RN with giving you your medication and intravenous medications (or I.V.'s) and helping with your needs.

The NA helps you with your meals, bath and toilet needs, and he or she can also change your bed linens.

The AA puts doctor's orders in the computer, orders equipment, and answers the phone. He or she can answer some of your questions or refer you to the right person.

Another team member, a case manager, is an RN or social worker who works with the doctor and other staff to make your hospital stay and your transition to the next level of care as smooth as possible.

The nurse manager is the member of the team who oversees the daily activities of the nursing unit, making sure everything runs smoothly.

Other possible members of the team caring for you are:

- pharmacist
- physical/occupational/speech therapist
- respiratory therapist
- dietitian
- spiritual care representative

These people may be asked to evaluate your needs or provide care at the doctor's or nurse's request. If you have any questions about your caregivers and their roles, please ask your nurse.

## Room and Service Accommodations

### Room Accommodations

Patient rooms at Genesys Regional Medical Center are private (one bed) or semi-private (two beds). Assignments are based on gender and type of medical problem. If a patient request creates a room charge greater than that covered by their health insurance plan, the patient is billed and is responsible to pay the additional charge.

### Personal/Lost Items

Patients are encouraged to bring some personal items with them for their hospital stay such as basic toiletries, robe and slippers. Patients are asked not to bring any items of value such as:

- Electronic devices such as CD players, cameras, camcorders, TVs, phones
- Jewelry
- Large sums of money (more than \$10)
- Credit cards and checkbooks
- Medications

If you do bring a valuable item, please have it deposited in the safe. Security can deposit your items in the hospital safe and provide you with a written receipt of all deposited items. Your receipt must be presented to Security when the items are withdrawn from the safe. Genesys does not accept responsibility for any missing personal items or items of value unless they are deposited in the hospital safe. If you lose a personal article, please notify your nurse immediately and we will make every effort to help locate it. To inquire about lost articles or to file a report, contact Security at (810) 606-5699. Lost articles will be held for 30 days.

### **Patient Visiting Hours**

Genesys Regional Medical Center's five entrances are open seven days a week during the following hours:

<b>Main Atrium</b>	<b>Outpatient Diagnostics</b>	<b>Emergency Services</b>
5 a.m. - 9 p.m.	5 a.m. - 9 p.m.	24 hours
<b>Women &amp; Children's*</b>	<b>Inpatient Rehabilitation</b>	
5 a.m. - 9 p.m.	5 a.m. - 9 p.m.	

\* This entrance is remotely monitored by Security from 9 p.m. - 5 a.m. to allow access to laboring mothers.

Visiting hours in acute care areas are from 5 a.m. to 9 p.m., seven days a week. After 9 p.m., only one visitor per patient is allowed through the Emergency Services entrance. The visitor must be pre-approved by the patient's caregiver before he or she will be allowed entrance. Special accommodations will be given to adult visitors arriving with a laboring mother.

Visiting hours in intensive and critical care areas are based on the patient's condition. Visitation for each patient will be addressed individually by the patient's nurse. Visiting hours in critical care areas are generally from 11 a.m. to 3 p.m., and 5 p.m. to 9 p.m. It is recommended that children under the age of 10 not visit the intensive and critical care areas without special arrangement. Live flowers are not permitted in intensive or critical care areas.

Please ask your visitors to call you first before their visit. This assures that you have not gone home, or that you have no medical procedure pre-scheduled at the time of their visit. If you are not in a private room, please consider the comfort of other patients and limit your visitors to two at a time.

### **Cell Phone Policy**

Cell phones may be used in all public areas of the hospital. Cell phones are not permitted in any Intensive Care Unit, Medical Procedures Unit, or within six feet of any patient.

## Smoking Policy

For your own health we strongly urge you to take advantage of our no smoking policy at Genesys Regional Medical Center.

Smoking causes serious health problems including heart disease and cancer. That is why Genesys is a smoke-free facility. Inpatients who wish to smoke while at Health Park must obtain approval and smoke only in the Smoking Room just outside 2 North. Children and youth (anyone under age 18) are not permitted to smoke under any circumstance. Additional information about health risks associated with smoking and how to quit are available. Contact your care giver, or the American Lung Association ([www.lungusa.org](http://www.lungusa.org)) for more information.

For the patients who smoke, Genesys provides a climate-controlled, private location in the 2 North boulevard smoking room. To get to this location from patient rooms, go to the boulevard, turn left, take the bank of elevators marked “staff only” to the second floor, and turn right. This is the only designated smoking area at Genesys Regional Medical Center.

## Guest Meals

In-room guest trays may be ordered and paid for in the cafeteria. Guest meals are delivered with the patient’s tray. Menus and delivery times are the same as for patients.

Hot meal service is available during hours posted in the hospital cafeteria or in the atrium. Cold or vendor-supplemented food service is available 24 hours daily.

## Telephone/Television

To activate your telephone and/or television, dial 38888. Your telephone service is \$4 a day and includes long distance phone calls. Television is also \$4 a day; combined television and telephone rates are \$6 a day and after ten days, the service is free. The Intensive Care and Pediatric Units are not charged for telephone and television service. Telephone and television service can be paid with cash or credit card, or if you choose to bill to your home, a \$4.50 activation charge will apply.

To make a call dial (9) and then the number. To dial a long distance call, dial (9) + (1) + area code and the number. To report any problems with your television or telephone, dial 38888. Special television channels you may want to tune in to include:

Welcome channel – 78	Genesys broadcast channel – 75
Patient channel – 73	Newborn channel – 76
TIP TV channel – 74	Comcast channel line-up – 96

## Comfort Services

### Spiritual Care

Chaplains at Genesys Regional Medical Center provide spiritual support and

assistance to patients and family members. They also assist with connecting patients and family to clergy members and their preferred faith community.

Services provided through the Spiritual Care department include:

- Assisting with contacting clergy of all faiths to meet specific religious needs of patients and families.
- Making Holy Communion available to Catholic patients and staff.
- Communion is offered each Tuesday at 11:30 a.m. in the Health Park chapel. All are welcome to attend.
- Providing the sacraments of anointing and reconciliation, often sources of strength in the healing process.
- Celebration of Mass on a weekly basis in the chapel.
- Holding interfaith prayer services and rituals.

As a Catholic hospital, Genesys recognizes and honors both the joyful moments and the times of suffering encountered by our patients and family members. At Genesys, bells ring three times a day – 6 a.m., 12 noon and 6 p.m. – to remind our staff, patients and families that God is with us to offer hope and strength. The bells are a reminder that this is a ministry of God and his presence is with us always.

### **Chapel**

A chapel for quiet time away from the activities of the hospital, or for worship, is located in the atrium, next to the Maple elevators. The chapel is open 24 hours a day seven days. Patients, family and friends of all faith traditions are welcome.

### **Clergy**

Clergy of all faiths are welcome to visit members of their church family. Information that you have been admitted or discharged is made available to clergy unless you request it not to be. If you need assistance with contacting a member of the clergy or would like to talk with a chaplain, you may dial (810) 606-5290, and the Spiritual Care staff will assist you.

### **Beautician/Barber**

Licensed beauticians and barbers are on call to provide bedside service. Please ask your nurse about appointments and fees which must be paid in advance.

### **Acorn Gift & Floral Shop**

The Acorn Gift & Floral Shop is located adjacent to the atrium where volunteers display and sell personal care items, flowers, candy and gift items.

### **Mail Delivery**

United States Postal Service delivery is provided to your bedside by hospital volunteers. They will post outgoing mail at your request.

## Newspaper

Newspapers may be purchased daily. Please ask your nurse for more information. Daily newspapers are also available in vending machines both at the main entrance to the hospital and the Cafeteria on the Garden Level.

## Volunteer Services

A wide variety of volunteer service positions are available throughout the Genesys Health System network of healthcare services. Persons wishing to perform healthcare support roles may call the Volunteer Services Office at (810) 606-5100 to discuss various sites and tasks.

## Discharge Planning

At some point during your hospital stay, your physician and/or nurse will discuss discharge plans with you. Your physician will be the one to determine the date you are ready to leave the hospital. If you require special needs after discharge, a case manager, an RN or social worker will assist your care team in transitioning to home or another setting, or arranging for equipment, if needed. If you think you may need additional help with your discharge let your physician or nurse know as early as possible. You may want to arrange for your transportation home. **The staff will make every effort for you to be discharged by 11 a.m.**

## Patient Accounts

Genesys Regional Medical Center is a non-profit corporation which relies on patient revenues for continued operation. Either your insurance company or you, personally, are responsible for payment of expenses incurred for your medical treatment. If you anticipate any difficulty financing your healthcare charges, please contact the Cashier's Office at (810) 606-6845. Visa and MasterCard are accepted, or we may be able to assist in arranging other payment methods. Uninsured patients will receive an uninsured discount. There are many programs available to assist patients with their health care needs; when these options have been exhausted a charity care program is available. Questions concerning your health insurance coverage may be directed to an Administrative Associate or the Cashier. We cannot be responsible for information regarding insurance benefits obtained from any other source.

Your hospital bill includes the cost of personnel, equipment, supplies, nursing care, meals, housekeeping, laundry, maintenance and many other services. Additional charges are made for diagnostic or therapeutic procedures when ordered by your physician.

Although your hospital bill is due and payable at the time of discharge, any special services administered immediately prior to discharge or charges not covered by your insurance will be billed to you at a later date. Billing questions should be directed to the Patient Accounting Department at (810) 762-4031.



## Staff Recognition

If you have received outstanding care from a nurse or nurse assistant, Genesys would like to recognize them. Once a month, a nurse will receive the DAISY Award. Nominations are generated from thank you letters or patient satisfaction surveys naming an individual or a department. You can nominate a staff member on-line at [www.genesys.org](http://www.genesys.org) or ask a staff member for a form.

## Patient Privacy

You are entitled to keep your hospital stay private. Tell the Administrative Associate if you do not wish your presence to be acknowledged. Let the Associate know if you do not wish to receive phone calls, visitors, mail or other deliveries. However, having so advised, if you intentionally or unintentionally identify your own presence to persons outside the hospital, you immediately jeopardize your anonymity, and Genesys Regional Medical Center can no longer be held responsible.

For more details on how Genesys uses your health information and your privacy rights under Health Insurance Portability and Accountability Act (HIPAA) of 1996 Privacy Regulations, please ask for a copy of the Genesys Notice of Privacy Practice.

## Advance Directives

The Federal Patient Self-Determination Act of 1990 requires healthcare facilities to inform patients about advance directives.

A formal advance directive is a document, prepared in advance of serious illness, that states your choices for healthcare, or names someone to make those choices if you become unable to make decisions. Through an advance directive, such as the Medical Durable Power of Attorney, you can make legally valid decisions about your future medical treatment.

Michigan Public Act 312 of 1990 allows Michigan citizens to establish a durable power of attorney for medical decisions in the event they become unable to make those decisions themselves. This law legally authorizes a person you choose (called a patient advocate) to make decisions about your medical care, custody and treatment should you become incapacitated.

The person you choose as your patient advocate has a duty to try to follow your wishes. Healthcare providers performing, withholding or withdrawing care or medical treatment at the request of your patient advocate would be no more liable for their actions than they would be if the decisions were made by you, the patient.

At Genesys, we have established policies to help you make sound medical-ethical decisions about your treatment. We recognize your right to direct the course of your own treatment, based on your physician's medical judgment and your ethical and moral values. We encourage you to consider advance directives in your health care planning.

- Know your rights.
- Discuss your wishes with your family and physician.
- Review your advance directives to make sure they express your wishes clearly.

Genesys is prepared to discuss advance directive concerns and decisions with you and your loved ones. Please ask your nurse to contact Spiritual Care to request assistance.

As a Catholic health system, we recognize a relation between “benefit” and “burden” as they pertain to any given treatment and patient. A person normally has an obligation to seek and accept beneficial or useful treatment. However, a patient is not morally obliged to accept non-beneficial treatment or any treatment which imposes burdens that outweigh expected or hoped-for benefits. The emphasis is not on the treatment itself, but on how the treatment will affect the patient. We do not support, or participate in, any act with the intention of causing death (euthanasia) or suicide.

## Gifts Of Life

### About Organ and Tissue Donation

Anyone can be a donor just by making your wishes known to your family. Old age or a history of disease does not mean you can't donate. Organs and tissue which cannot be used for transplants often can be used to help scientists find cures for serious illnesses.

### **Follow These Easy Steps to Become a Donor**

First, discuss organ and tissue donation with your family. It is important that your loved ones know of your decision. Then sign a donor card in the presence of two witnesses and carry it with you at all times. To obtain a donor card, ask to speak with the hospital Tissue & Organ Donations representative, or call Gift of Life at (800) 482-4881.

### **Filing a Grievance**

As our patient, your comfort and well being is our primary concern. Each employee is to make your stay as pleasant as possible. However, if you or your family members have a concern about the care you are receiving, please speak with your nurse or ask to speak with the manager of the unit or department where you are receiving care. If you are not satisfied with the response you receive, please contact the Patient Representative at (810) 606-6551, or toll free at (888) 606-6556. On holidays and weekends, please call the operator (Dial 65000) and ask to speak with a nursing supervisor.

Any person may file a complaint about a health facility with the Michigan Department of Community Health, Bureau of Health Systems, Division of Operations, Complaint Investigations Unit, P.O. Box 30664, Lansing, Michigan 48909. If you need assistance or wish to make an oral complaint, you may call The Department of Community Health at (800) 882-6006.

The public may contact the Joint Commission's Office of Quality Management to report any concerns or register complaints about a Joint Commission-accredited health care organization by calling (800) 994-6610 or emailing <http://www.jointcommission.org/GeneralPublic/Complaint>.



## Genesys Health System and Ancillary Services

Genesys Health System is a group of affiliated medical campuses, outpatient centers, primary care locations and ancillary health care organizations with a mission and history of improving our community's health for nearly 90 years. As the leading health care provider in mid-Michigan, Genesys is anchored by a 21st century inpatient facility – Genesys Regional Medical Center at Health Park – one of the first medical centers of its kind built both clinically and architecturally around a patient-centered care philosophy.

Genesys is a regionally integrated health care delivery system comprised of a complete continuum of care. Over 120 family physicians in the Genesys network act as health advocates offering ready resource to outpatient ambulatory care, physical medicine treatment and mental health services. Recuperative or extended care is available at Genesys Convalescent Center, and Genesys Hospice provides a much-needed care base for those with a life-limiting diagnosis. In addition, Genesys offers numerous in-home services including home health care, pharmaceutical/medical supplies and equipment, respite care and other related home care personnel and services. For those immediate urgent or emergent needs, Genesys provides after hours clinics (evenings, weekends, and holidays) and full service, emergency services ready to handle any major illness or injury.

## Adult Day Care/Geriatric Assessments

Genesys Center for Gerontology focuses on improving the quality of life for older members of the community. Through the Geriatric Assessment Program, staff meet with clients at home to discuss and arrange whatever health and medication support systems may be needed. Each client's progress is monitored for six months.

Adult Day Care services are available for persons 18 years and older who suffer from Alzheimer's disease, closed head injuries, heart disease, developmental disabilities and other chronic illnesses. Recreation, social work, skilled nursing care and occupational, speech and physical therapy are available services. Transportation may be arranged for a nominal fee, and is available for non-participants for medical appointments.



### Genesys Center for Gerontology West Flint Campus

3919 Beecher Rd.  
Flint, MI 48532  
(810) 762-4550

## AdvantAge

Genesys Health System recognizes the importance of maintaining a healthy, active and independent lifestyle. If you are 55 or older, we invite you to enjoy special treatment and assistance with maintaining a healthy lifestyle by joining AdvantAge.

AdvantAge members receive discounted services and benefits – and membership is FREE! AdvantAge offers insurance counseling, community-based services and discounts, and volunteer opportunities. Members also will receive a quarterly newsletter with invitations to educational programs, special events and social activities within Genesys Health System and the community.

If you are 55 or older, we invite you to take “advantage” of AdvantAge. Call (810) 606-6265 to become an instant member.

## Allied Health Services

### Anticoagulation Clinic

The Genesys Anticoagulation Clinic offers a ready resource for individuals involved in anticoagulation therapy. Offering complete testing services and one-on-one case management, the Clinic makes it easier and less painful for someone taking Coumadin (Warfarin) to manage their therapy program on a day-to-day basis. The staff will work closely with the referring physician to provide individualized patient care.

### Anticoagulation Clinic

#### Genesys Regional Medical Center

One Genesys Parkway, Suite 3433

Grand Blanc, MI 48439

(810) 606-5464



### Diabetes and Nutrition Learning Center

The Diabetes and Nutrition Learning Center provides education and support

to patients with diabetes or other nutritional needs. Diabetes nurse educators and specialty-trained dietitians offer group and one-to-one consultation, on an outpatient basis, to patients to promote self-management of their disease. The staff provides education and continuing support with diet, exercise, medication and monitoring. Treatment is charted and documented in a full report to the referring physician. Your doctor may refer you for this service or you may wish to call for information.

Telephone hours are Monday through Thursday from 8 a.m. to 4 p.m.; appointments are from 9 a.m. to 4 p.m.

### Genesys Diabetes and Nutrition Learning Center

One Genesys Parkway

Grand Blanc, MI 48439

(810) 606-7720

### **Sleep Disorders Center**

Sleep disorders are physiological, biological, or psychological conditions that disturb sleeping patterns and may affect daytime function both physically and mentally. These conditions include difficulties falling asleep, staying asleep or remaining awake. Some serious symptoms of sleep disorders are daytime sleepiness, excessive need of sleeping pills, morning headaches, heavy snoring, breathing irregularities during sleep and unexplained heart problems. Sleep research has resulted in important information regarding abnormal and normal sleeping patterns and has made possible successful sleep disorder treatments.

### **Genesys Sleep Disorders Center**

#### **West Flint Campus**

3921 Beecher Rd.

Flint, MI 48532

(810) 762-4676

### **Wound and Hyperbaric Center**

The Genesys Wound and Hyperbaric Center, along with a team of trained physicians and nurses, utilizes sophisticated wound care protocols and advanced clinical approaches, including hyperbaric oxygen therapy. These approaches are designed to improve healing time and prevent possible limb loss. Services are available to infants through older adults.

### **Genesys Wound and Hyperbaric Center**

600 Health Park Blvd., Suite 1

Grand Blanc, MI 48439

(810) 603-8250

## **Behavioral Medicine**

Hillside Center for Behavioral Services, a JCAHO accredited affiliate of Genesys Health System, is an outpatient treatment clinic offering a full array of behavioral health services to children, adolescents, adults, and seniors. A staff of psychiatrists, psychologists, clinical social workers, and professional counselors provide individual, family, and group therapy to clients experiencing emotional or psychological problems. In addition to traditional outpatient therapy, Hillside Center also offers an Intensive Outpatient Treatment Program to assist clients who are severely depressed and require a daily, structured, and supportive program. Confidential treatment is provided in a comfortable, private setting and is tailored to the individual needs of the client and/or family.

### **Hillside Center for Behavioral Services**

8435 Holly Road

Grand Blanc, MI 48439

(810) 424-2400

## Cancer Care

The Genesys Oncology Program has been recognized by the Commission on Cancer of the American College of Surgeons (ACOS) as offering the very best in cancer care. Only one in four hospitals that treat cancer patients receive this special approval, which is a recognition of our comprehensive, multidisciplinary patient care.

The Genesys Hurley Cancer Institute is a comprehensive outpatient cancer treatment center providing high quality, customer-focused services to the Mid-Mich region. Established as a joint venture between Genesys Regional Medical Center and Hurley Medical Center, the Cancer Institute offers prevention programming, early detection services, diagnosis, treatment and effective follow-up care at one convenient location.

### Genesys Hurley Cancer Institute

302 Kensington Ave.  
Flint, MI 48503  
(810) 762-8226  
or Toll Free (888) 762-8675

## Outreach Laboratory and Diagnostics

Genesys offers multiple lab and diagnostic sites for patient testings. Office hours vary, call for times.

### Genesys Physicians Integrated Diagnostics

1096 S. Belsay Rd., Suite J  
Burton, MI 48509  
(810) 715-0803

### Genesys Burton Laboratory

5242 Lapeer Rd., Suite A  
Burton, MI 48519  
(810) 715-0672

### Genesys Clarkston Health Center Diagnostics

5625 Water Tower Place  
Clarkston, MI 48346  
(248) 620-4222

### Genesys Physicians Integrated Diagnostics

4154 W. Vienna Rd.  
Clio, MI 48420  
(810) 715-0803

**Genesys East Flint Campus Radiology**

1460 N. Center Rd.  
Burton, MI 48509  
(810) 715-4630

**Genesys East Flint Campus Laboratory**

(810) 715-4324

**Genesys Fenton Laboratory**

425 Fenway Dr., Suite B  
Fenton, MI 48430  
(810) 750-5457

**Genesys Physicians Integrated Diagnostics**

600 Health Park Blvd., Suite B  
Grand Blanc, MI 48439  
(810) 606-1601

**Genesys Grand Blanc Laboratory**

(810) 603-8350

**Genesys Health Park Radiology**

One Genesys Parkway  
Grand Blanc, MI 48439  
(810) 606-6800

**Genesys Health Park Laboratory**

(810) 606-7361

**Genesys Lapeer Diagnostics**

944 Baldwin Rd., Suite F  
Lapeer, MI 48446  
(810) 245-7812

**Genesys Lapeer Laboratory**

(810) 245-7810

**Genesys West Flint Campus Radiology**

3921 Beecher Rd.  
Flint, MI 48532  
(810) 762-4730

**Genesys West Flint Campus Laboratory**

(810) 762-4720

## Emergency Services

Emergency Services at Genesys Regional Medical Center provide expert professional care for all emergency medical needs. Genesys Regional Medical Center's full-time emergency department physicians are trained in Emergency Medicine and have completed certification training in Advanced Trauma Life Support (ATLS) and Advanced Cardiac Life Support (ACLS). Our highly-trained emergency department nursing staff is certified in Basic Life Support (BLS), Advanced Cardiac Life Support (ACLS), and emergency and trauma nursing.

Genesys Regional Medical Center is a teaching and training site for EMTs and Paramedics. The Emergency Department at Genesys Health Park is verified as a level II Trauma Center by the American College of Surgeons' Committee on Trauma, which means Genesys provides an extremely high standard of trauma care.

### Health Park Emergency Services

(24 hour care)

One Genesys Parkway

Grand Blanc, MI 48439

(810) 606-5710 or Toll Free (888) 606-5710

### East Flint Campus Emergency Services

(9 a.m. to 12 Midnight)

1460 N. Center Rd.

Burton, MI 48509

(810) 715-4610

### West Flint Campus Emergency Services

(10 a.m. to 9 p.m.)

3921 Beecher Rd.

Flint, MI 48532

(810) 762-4710



## Health Centers

The health centers offer health care close to home for you and your family. Both locations provide family practice care as well as specialty care, such as prenatal care and delivery. Both locations place an emphasis on illness prevention through periodic exams, health screenings and wellness education.

### Family Health Center

#### Genesys East Flint Campus

1460 Center Rd.

Flint, MI 48509

(810) 715-4300

### West Flint Health Center

4255 Beecher Rd.

Flint, MI 48532

(810) 232-3522

## Home & Hospice Care

Genesys Home & Hospice Care coordinates a patient's care with the physician to provide the continuing services they need at their place of residence in our 7-county area. Genesys Home Care provides skilled nursing care, home health aide services, physical, occupational, and speech therapies, medical social work, nutritional guidance, and pediatric services as prescribed by the primary care physician. Almost any care provided in the hospital, doctor's office, clinic or rehabilitation facility is available for homebound patients.

Genesys Hospice provides quality, comprehensive care and support 24 hours a day to those faced with life-limiting illness. Physicians, nurses, home health aides, social workers, therapists, and volunteers work together to ensure all needs are met. Patients are served at their place of residence, whether at home, assisted living facility, nursing home, or Genesys Hospice Care Center.

### Genesys Home & Hospice Care

#### West Flint Campus

3933 Beecher Rd.

Flint, MI 48532

(810) 762-4600

or Toll Free (800) 922-5220

### Genesys Hospice Care Center

Genesys Hospice Care Center provides skilled medical care and compassionate support for hospice patients and their families in a peaceful, residential setting.

**Genesys Hospice Care Center**

7280 South State Rd.  
 Goodrich, MI 48438  
 (810) 636-5000  
 or Toll Free (888) 943-9690

**Genesys Home & Hospice Care-Medical Equipment**

Medical Equipment provides a complete line of home healthcare products and accessories. Home respiratory products, durable medical equipment, IV therapy, and a wide variety of home health aids are available either on a rental or purchase basis. Medical Equipment specialists deliver, assemble and demonstrate proper use to ensure all equipment is in good operational order and to provide further training when needed.

**Health Park**

1430 Genesys Parkway  
 Grand Blanc, MI 48439  
 (810) 606-6061

**West Flint Campus**

3909 Beecher Rd.  
 Flint, MI 48532  
 (810) 762-4632

**Fenton**

425 Fenway Dr.  
 Fenton, MI 48430  
 (810) 750-5450

**Inpatient Care**

One of the first hospitals of its kind in the country, Genesys Regional Medical Center is custom designed, both clinically and architecturally, around patient care and comfort. Part of a thriving health care campus called Genesys Health Park, Genesys Regional Medical Center is a comprehensive health care facility with an integrated medical office building, ambulatory care centers, medical and other retail shops in a beautiful 4-story skylit atrium which plays host to many community events and activities. Genesys Regional Medical Center is a model healing environment with state-of-the-art equipment and technology in a design offering each inpatient room a panoramic view of green park areas, natural ponds, wooded sites and protected wetlands thriving with nature's wild flora.

**Genesys Regional Medical Center**

One Genesys Parkway  
 Grand Blanc, MI 48439  
 (810) 606-5000  
 or Toll Free (888) 606-6556

**Rehabilitation Treatment**

The Genesys Inpatient Rehabilitation Center provides care for people who need rehabilitation treatment due to a disability or prolonged illness, focusing on getting patients to resume a productive life by becoming as independent as possible. The inpatient rehabilitation team is comprised of a psychiatrist, social workers, rehabilitation nurses, and physical, occupational and speech therapists. The Commission on Accreditation of Rehabilitation Facilities (CARF) has awarded the rehabilitation center the highest level of accreditation for inpatient medical rehabilitation and stroke specialty services.

**Genesys Inpatient Rehabilitation Center**

One Genesys Parkway  
 Grand Blanc, MI 48439  
 (810) 606-6500

**Long Term Care/Rehabilitation**

Genesys Convalescent Center serves individuals requiring skilled nursing care. The Center specializes in geriatric rehabilitation services, including physical therapy, occupational therapy, speech therapy, wound care and restorative nursing care. Our staff has been successful in helping many of our residents return home or to another residential setting of their choice. The Center provides long-term-care, pain management and end-of-life care for the chronically ill or aged, and also offers care for those individuals with Alzheimer's disease or a related dementia problem.

The Center is fully licensed to provide Medicare and Medicaid services. Many auto and commercial insurances are accepted.

**Genesys Convalescent Center – Grand Blanc**

8481 Holly Rd.  
 Grand Blanc, MI 48439  
 (810) 694-1711

## MRI Centers

An MRI involves the use of magnetic waves to make pictures of the inside of the body. There are two MRI locations to serve you:

### **MRI Diagnostic Center of Michigan North**

760 N. Ballenger Hwy.

Flint, MI 48532

(810) 235-9311

### **MRI Diagnostic Center of Michigan South**

981 Health Park Blvd.

Grand Blanc, MI 48439

(810) 953-6100

*(A partnership between Genesys Health System, Hurley Medical Center and McLaren Regional Medical Center.)*

## Orthotics and Prosthetics

Genesys Orthotics and Prosthetics specializes in the assessment, fabrication and fitting of orthotics and prosthetic devices. Designed to improve and enhance the quality of life for its patients, Genesys Orthotics and Prosthetics provides a comprehensive array of assistive devices, and works closely with rehabilitation and physical medicine specialists to ensure a smooth transition to ambulatory and outpatient care.

### **Genesys Orthotics and Prosthetics**

#### **Health Park**

4646 Genesys Parkway

Grand Blanc, MI 48439

(810) 606-6570

## Therapy Services

Therapy services are provided on an outpatient basis and include physical, occupational and speech therapy treatment following an accident or injury. Diagnosis and follow-up are managed by a physician with a team of professional staff guiding the patient through the rehabilitation process. Treatment focuses on the patient's return to their previous level of function.

Specialty programs include: spine care, fall prevention, vestibular rehabilitation, neurological rehabilitation, hand therapy, sports rehabilitation, pelvic floor dysfunction/continence program and pediatric therapy.

### **Genesys Therapy Services - Burton**

1096 S. Belsay Rd., Suite G

Burton, MI 48509

(810) 743-1611

**Genesys Therapy Services - Mt. Morris**

7057 N. Clio Rd.

Mt. Morris, MI 48458

(810) 564-2555

**Genesys Therapy Services - Fenton**

425 Fenway, Suite A

Fenton, MI 48430

(810) 750-5444

**Genesys Therapy Services - Grand Blanc**

600 Health Park Blvd., Suite C

Grand Blanc, MI 48439

(810) 603-8300

**Genesys Therapy Services - Lapeer**

944 Baldwin Rd., Suite E

Lapeer, MI 48446

(810) 245-8290

**Genesys Therapy  
Services - Flint**

3939 Beecher Rd.

Flint, MI 48532

(810) 762-4410



## Urgent Care Clinics

As an extension of your physician's office, the Genesys After Hours Clinics provide fast, effective and compassionate care for minor illnesses and injuries when your physician's office is closed. The Genesys After Hours Clinics are open evenings, weekends and holidays when quick, convenient care makes the difference. Staffed with highly trained physicians, the After Hours Clinics are conveniently located with access points north, east and south in the greater Genesee County area.

### Genesys After Hours Clinic – East

1096 S. Belsay Rd., Suite F  
Burton, MI 48509  
(810) 743-3351

### Genesys After Hours Clinic – North

4154 W. Vienna Rd.  
Clio, MI 48420  
(810) 686-7397

### Genesys After Hours Clinic – South

8447 Holly Rd., Suite A  
Grand Blanc, MI 48439  
(810) 603-0856

## Genesys Athletic Club

The Genesys Athletic Club provides a world-class setting for you and your family to take the next step to a healthier life. Amenities include a main gymnasium, adult fitness area, indoor aquatics, tennis, racquetball, squash courts, a golf center, indoor track, aerobics and group exercise, youth fitness area and locker rooms with a relaxation area.

For people who are in rehabilitation with professional therapy services, a medical membership is available by referral from a medical staff professional.

### Genesys Athletic Club

801 Health Park Blvd.  
Grand Blanc, MI 48439  
(810) 606-7300



## Genesys Physician Access

Genesys Physician Access matches patients with doctors. Whether you are seeking a Family Practice physician, a Cardiologist, a Pediatrician, a Gynecologist, Obstetrician, Internist, Oncologist or any other medical specialty, a phone call can help you find the best match to meet your needs. The Genesys Medical Staff of over 800 physicians continues to grow as doctors look to Genesys to supply their patients with the most advanced technology and patient focused care.

### Genesys Physician Access

(810) 424-2270

or Toll Free (800) 327-6262

## Genesys Web Site Services

Whether you are a patient or a visitor, take a moment to log onto **[www.genesys.org](http://www.genesys.org)**. In addition to a comprehensive listing of Genesys services, the Genesys Web site offers a wealth of personal health content - continually updated and medically reviewed by the most trusted sources in the industry. From our site you can send an email to a patient, inquire about your hospital bill, look at upcoming Genesys events, or sign up for community courses. Visitors to our site can also subscribe to our e-newsletter, search for employment, or read about our latest advancements in medical care. Genesys Regional Medical Center also offers free wireless internet access. With a personal laptop or wireless device, patients can access the internet 24 hours a day, seven days a week.

## Gifts and Contributions

Genesys Regional Medical Center is a non-profit organization dedicated to excellence in patient-centered care. Outside support through both large and small contributions enables continuation of our mission. The Genesys Health Foundation supports Genesys Health System through the development of charitable gift programs to enable the community to direct gifts to Genesys Health System in support of patient services, purchase of new equipment, development of new facilities and programs; and support educational scholarship opportunities for both Genesys and the community. For more information or for assistance in making a gift, call the Genesys Health Foundation at (810) 606-6387. Donations can also be made online at [www.genesys.org](http://www.genesys.org).



