

Patient Guide

Information for your stay



View our digital Patient Guide at
Sparrow.org/PatientGuide



Your healthcare team by the **colors** they wear



royal
blue

**Patient Care
Technicians/Assistants**



hunter
green

Registered Nurses



grape

**Licensed Practical
Nurses (LPNs)**



light
blue

Surgery



navy
blue

**Support Operations
Services Techs***



wine

**Respiratory, Radiation
& Imaging**



pewter

**EMTs, Paramedics,
Inpatient Lab,
Lift Team, Laboratory
& Phlebotomist**



caribbean
blue

Safety Sitters



black &
white

Food & Nutrition



black
polo

**Patient Representatives
& Unit Coordinators**



dark green
polo

**Patient Representatives
& Unit Coordinators**

*Support Operations Services Techs include: Environmental Services, Patient Transport, Linen, and Equipment Depot

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Welcome to E.W. Sparrow Hospital

Thank you for trusting us

At Sparrow, our team of highly skilled physicians, nurses, staff, and other caregivers are committed to providing you patient-centered, evidence-based care, leading-edge medicine, and making your overall experience as comfortable as possible.

We compare and benchmark ourselves to the finest hospitals in the U.S. to help ensure that we are delivering safety, quality, satisfaction, and value.

This patient guide is designed to provide you and your family with important information about your rights and responsibilities, help familiarize you with our facility and services, and serve as a handy resource during your stay. If you have any questions beyond what is covered in this guide, please ask your physician or nurse.

Thank you for choosing Sparrow.

Mission Statement

To improve the health of the people in our communities by providing quality, compassionate care to everyone, every time.

Our Vision

To be nationally recognized as a leader in quality and patient experience.

Contact Us

1215 E. Michigan Avenue, Lansing, MI 48912

517.364.1000 | **Sparrow.org**



Notice of Nondiscrimination

Sparrow Health System does not discriminate against any person on the basis of race, color, religion, sex, national origin, age, weight, height, marital status, sexual orientation, gender identity and/or expression, or disability in patient admission, treatment, or participation in its programs, services, and activities.

Sparrow provides:

- » free support and services to people who are deaf, hard of hearing, or have disabilities to effectively communicate with us, such as:
 - » certified American Sign Language interpreters
 - » written information in other formats (large print, audio, accessible electronic formats, and other formats)
- » free language services to people whose primary language is not English, such as:
 - » qualified interpreters
 - » information written in other languages

If you need these services, contact Interpreter Services at **517.364.2953**.

If you believe that E.W. Sparrow Hospital has failed to provide these services or discriminated in another way on the basis of race, color, religion, sex, national origin, age, weight, height, marital status, sexual orientation, or gender identity and/or expression, you can file a grievance with: Patient Experience,

1215 E. Michigan Avenue, Lansing, MI 48912, **517.364.3935**. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Patient Experience is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at [Ocrportal.hhs.gov/ocr/smartscreen/main.jsf](https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf), or by mail or email at:

Centralized Case Management Operations
U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201
OCRComplaint@hhs.gov

Complaint forms are available at Hhs.gov/ocr/complaints/index.html.

English

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **517.364.2953**.

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 517.364.2953.

Arabic

ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 517.364.2953

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 517.364.2953。

Assyrian

ܡܠܚܘܬܐ: ܐܕܐ ܕܐܢܬܐ ܬܬܚܕܬ ܐܠܥܪܒܝܬܐ، ܩܢ ܕܡܠܚܘܬܐ ܕܡܥܬܐ ܠܠܓܝܬܐ ܬܬܘܬܐܪ ܠܟ ܒܡܟܝܢ. ܐܬܠܥܠ ܒܪܩܡ 517.364.2953

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 517.364.2953.

Albanian

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 517.364.2953.

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 517.364.2953. 번으로 전화해 주십시오.

Bengali

লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 517.364.2953।

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 517.364.2953.

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer 517.364.2953.

Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 517.364.2953.

Japanese

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。517.364.2953。まで、お電話にてご連絡ください。

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 517.364.2953.

Serbo-Croatian

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 517.364.2953.

Tagalog - Filipino

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 517.364.2953.

Phone Directory

Key Numbers	
E.W. Sparrow Hospital (Main Campus)	517.364.1000
E.W. Sparrow Hospital at the St. Lawrence Campus	517.364.7180
Food & Nutrition	517.364.2460
Gift Shop	517.364.3028
Patient Experience	517.364.3935
Patient Financial Services	517.364.7999

Calling from inside the hospital? Dial the **LAST FIVE DIGITS** only.

Other Hospital Services			
Admitting	517.364.2353	Medical Records	517.364.2276
Central Scheduling	517.364.3659	Medical Supply	517.364.2115
Emergency Department	517.364.4140	Outpatient Rehabilitation	517.364.5252
Herbert-Herman Cancer Center	517.364.9400	Pharmacy	517.364.2405
Home Care	517.364.8600	Professional Building	517.364.5580
Hospice	517.364.7217	Public Safety	517.364.2000
Imaging	517.364.2300	Thoracic Cardiovascular Institute (TCI)	517.364.9650
Laboratory	517.364.7800		

Learn More

For more information on the resources available at E.W. Sparrow Hospital, visit [Sparrow.org](https://www.sparrow.org).

Our Commitment to Care

During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue is still not resolved, then contact Patient Experience at **517.364.3935** or, if dialing from within Sparrow, call **43935**. If your concern is not resolved to your satisfaction by Sparrow, you also have the right to file a complaint with any of the following organizations:

- » **Michigan Department of Community Health – Bureau of Community and Health Systems**
P.O. Box 30664
Lansing, MI 48909
Phone: 800.882.6006
Email: BCHS-Complaints@Michigan.gov
- » **The Joint Commission (TJC) – Office of Quality and Patient Safety**
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Website: Jointcommission.org, then click “Report a Safety Concern”

- » **For patients with Medicare:**
Livanta LLC, BFCC-QIO
10820 Guilford Road, Suite 202
Annapolis Junction, MD 20701-1105
Phone: 888.524.9900

Want to Know How We Score?

You can review and compare the quality, care, and safety ratings for different hospitals at:

- » Medicare – Care Compare, which uses HCAHPS results and other data: [Medicare.gov/care-compare](https://www.medicare.gov/care-compare)

You also can find information on hospitals through these accrediting organizations:

- » Healthcare Facilities Accreditation Program (HFAP): [Hfap.org](https://www.hfap.org)
- » DNV GL Healthcare: [Dnvglhealthcare.com/hospitals](https://www.dnvglhealthcare.com/hospitals)
- » The Joint Commission: [Qualitycheck.org](https://www.qualitycheck.org)



About Your Stay

ATM

E.W. Sparrow Hospital:

PNC Bank ATM by the south elevators on the first floor.

MSUFCU ATM outside the branch office—located on the third floor of the Sparrow Professional Building just over the Michigan Avenue Skywalk.

MSUFCU ATM in the lobby near the gift shop.

Bedside Report

At Sparrow, we use bedside reporting to keep you better informed about your plan of care, medications, tests, and progress while you are here. Bedside reports occur at each change of shift to ensure the exchange of important information and to introduce you to your new nurse. Because your participation is important in your plan of care, the nurses will wake you for this if necessary.

Cafés

Starbucks, located in the lobby at E.W. Sparrow Hospital, offers hot and cold brews, a full food menu, and retail items. Open weekdays from 5:30 a.m. to 11 p.m., and weekends from 5:30 a.m. to 9 p.m.

The Great Lakes Café, a self-service convenience store located on the St. Lawrence Campus, is available 24/7, offering a variety of sandwiches, salads, snacks, and beverages.

Gathering Place Café at Sparrow, located just off the lobby on the first floor at E.W. Sparrow Hospital, is a modern, upscale dining area that offers fresh, healthy, and local quality cuisine with a variety of stations, made-to-order items, and grab-and-go food. Mixed seating with a wall of glass and a bright open view along Michigan Avenue offers a place to relax and recharge. Open 5:30 a.m. to 2:30 a.m. Room service meal vouchers can be purchased in the Gathering Place Café at Sparrow. Vouchers allow visitors to order food from our room service menu and dine in the company of their loved ones.

Condition Help

You or your loved ones can call a Condition Help team to respond if your condition suddenly changes. Dial **123** from any Sparrow phone to request this special service. Ask a caregiver to learn more.

Flowers

Flowers are delivered to patient rooms by individual florists. Please note that latex balloons are not allowed in the hospital. Live plants and flowers are not allowed in Intensive Care units or rooms with oncology patients.

Gift Shop

The Sparrow Gift Shop is located on the first floor in the main lobby. Call **517.364.1000** for current gift shop hours.

Interpreter Services

You have the right to hear your medical information in your preferred language, including American Sign Language (ASL). Sparrow offers interpreter services by phone, by video remote interpreting, or in person, when available. All services are free of charge. Please inform your nurse or caregiver of your needs. If you have questions or concerns about interpreter services, please contact Interpreter Services at **517.364.2953**.

Parking at E.W. Sparrow Hospital – Michigan Avenue Campus

When visiting patients in the hospital, please use Ramp A, located on the corner of Michigan and Pennsylvania avenues. Parking fees are collected as you exit the ramp. The automated machines accept cash, credit, debit, and validated slips. Ramp Fees: First two hours free, then \$1 every 30 minutes, \$10 per visit max. \$10 charge for lost tickets. Emergency Department—no charge for patients with a parking validation slip.

Pastoral Care

Our chaplains are trained to provide emotional and spiritual support to people from any or no faith tradition. Board-certified staff chaplains are on-site weekdays, 8 a.m. to 5 p.m., and an on-call chaplain can be paged 24/7 for urgent needs. Patients listed as Catholic are offered Communion when diet, health, and volunteer availability permit. Chaplains can help arrange other sacraments or rituals. Simply ask your nurse to request pastoral care or call **517.364.2707**. The interfaith chapel is on the lower level and usually

open at all times. Contact the visitor check-in for directions.

Parking at St. Lawrence Campus

Hospice, Outpatient Surgery, Sleep Center, and Wound Clinic—Use lot next to Westmoreland Avenue.

Inpatient Behavioral Health—Use lot on Oakland Avenue.

Patient Meals

E.W. Sparrow Hospital inpatients order meals through room service from a menu provided by Food and Nutrition Services. To order, dial **4.FOOD (43663)** from 7 a.m. to 7 p.m. to make your selections. See p. 8 for visitor dining choices.

Restrooms

For everyone's health and safety, we ask visitors not to use patient restrooms. Restrooms are located throughout the hospital. Many women's and men's bathrooms offer baby-changing stations. Ask hospital staff to direct you to the nearest one.

Smoking

Sparrow has a nicotine-free policy, and smoking is prohibited anywhere on Sparrow property, including the use of e-cigarettes. This is one of the numerous efforts Sparrow has undertaken to promote the health and wellness of our caregivers and to help Mid- Michigan residents lead healthier lives.

Telephone

All patient rooms have phones. To place a call within the hospital, dial the last five digits. To call local, dial **9** plus the number. To call long distance, dial **0** for the operator.

TV

Each patient room has a television. Please be considerate of others by keeping the volume down or asking your caregiver for TV headphones, and turning off your TV at bedtime. TVs are controlled by the bedside pillow speaker or side rail controls. Closed captioning is available for the hearing impaired. Ask a caregiver if you have any questions on using your TV. See below for a channel listings.

Visitor Information

The health and safety of our patients, caregivers, and visitors is our top priority. To help prevent the spread of infectious diseases, Sparrow has strict visitor guidelines and policies. These

policies are subject to change. Please visit [Sparrow.org/VisitorPolicy](https://www.sparrow.org/VisitorPolicy) or call **517.364.1000** for current visitation hours and policies.

SparrowTV Channel

Watch Channel 101 for the latest at Sparrow, including information about innovative medical treatments, tips for healthy living, and profiles of our incredible caregivers. The channel also provides details on our events and promotions. Watch SparrowTV for everything happening at Sparrow and how it affects the Mid-Michigan region.

TV Channels		
11 Channel Guide	32 Fox News	52 AMC
13 ABC	33 CNN	53 Animal Planet
14 NBC	34 HLN	54 BBC America
15 PBS	35 MSNBC	55 BET
16 The CW	36 CNBC	56 Bloomberg HD
17 ION Television	37 The Weather Channel	57 Bravo
18 FOX	38 USA	58 Cartoon Network
19 LMN	39 TNT	59 Comedy Central
20 CBS	40 TBS	60 C-SPAN
21 WGN	41 A&E	61 E!
22 FSN Detroit	42 HGTV	63 Fox Business
23 FSN Detroit Plus	43 Food Network	64 Hallmark
24 FS1	44 Lifetime	65 History
25 FXX	45 MTV	66 National Geographic
26 BTN	46 TLC	67 Universal Kids
27 NFL Network	47 Disney Channel	68 Syfy
28 NBC Sports	48 Nickelodeon	69 VH1
29 ESPN	49 Freeform	70 WE tv
30 ESPN2	50 Discovery Channel	100 Relaxation Channel
31 Golf Channel	51 FX	101 Sparrow TV

Meet Our Caregivers

Doctors are licensed physicians who passed boards after graduating from medical school. They generally wear long white coats. Their name badge denotes M.D. or D.O.

Attending Physicians are senior physicians in charge of your care and who coordinate the plan of treatment.

Consulting Physicians are specialists who are brought in by your attending physician. Their role is to provide an assessment of your condition and offer suggestions about your care.

Hospitalist Physicians are board-certified specialists in Internal Medicine or Family Medicine. They are physicians who specialize in the care of hospitalized patients, and may be an attending physician or a consulting physician. Your care is coordinated and expedited by their knowledge of available resources.

Fellow Physicians are physicians who have completed residency and passed boards. They are focusing on more advanced training in a defined medical specialty.

Resident Physicians are physicians who have passed boards upon completing medical school and are licensed to practice as physicians. Residents become increasingly independent as they move through their residency (usually three-eight years in duration depending on the specialty). All residents ultimately practice under the supervision of an attending physician, but the attending need not be present for orders to be initiated and/or decisions made.

Primary Care Physicians (PCPs) generally see you only as an outpatient in their office. They oversee and coordinate your healthcare and lifestyle choices, and strive to maximize your well-being. Your hospital medical records will be shared with your PCP.

Physician Assistants (PA-Cs) are healthcare providers educated and board certified to assist physicians. They must practice in affiliation with an overseeing physician, but they may write orders and contribute to your plan of care.

Nurse Practitioners (NP-Cs) are Registered Nurses (RNs) who have decided to pursue advanced specialty education. NPs have taken boards to be independent decision-makers about an aspect of a patient's health. They must practice in affiliation with an overseeing physician, but they may write orders and contribute to your plan of care.

Medical Students are enrolled in medical school and see patients to develop skills in communication and assessment. They do not make any independent decisions about your care. You can identify them by their short white coats and student badges.

Rights & Responsibilities

We recognize that all patients have basic rights, and we are committed to honoring these rights to ensure each patient is treated with dignity, respect, and compassion. Likewise, Sparrow has a right to expect reasonable and responsible behavior from patients, their relatives, and friends.

Your Rights as a Patient at Sparrow

Access to Respectful Care

You have the right to access fair treatment in a safe setting, regardless of age, race, creed, sex, gender identity, sexual orientation, marital status, national origin, cultural or spiritual values, disability, or source of payment. Accommodations, such as those pertaining to service animals, will be honored as outlined by the ADA.

Communication

You have the right to hear or see information in a way that you can understand, and to receive quick and reasonable responses to questions and requests. Translation and interpretation services are provided free of charge.

Privacy and Confidentiality

You have the right, within the law, to personal and informational privacy in treatment and in caring for your needs with recognition of personal dignity, diversity, and religious and other spiritual preferences.

You have the right to expect that any discussion involving your care will be conducted discreetly and that

individuals not directly involved in your care will not be present without permission.

Pain Management

You have the right to appropriate assessment and management of pain by staff committed to pain prevention and management.

Information and Education

You have the right to obtain complete and current information about your diagnosis (to the degree known), treatment, alternatives, risks, and any known prognosis.

Consent and Participation in Care

You have the right to reasonable, informed participation in decisions involving your healthcare. Likewise, you have the right to refuse treatment or withhold informed consent. You have the right to request treatment. However, your right to make decisions about healthcare does not mean you can demand treatment or services that are medically inappropriate or unnecessary.

Advance Directives

You have a right to ensure that your wishes, in written or oral form, are carried out. When your advance directives are presented in a valid format, Sparrow will honor your wishes and retain them in your current medical record.

Surrogate Decision Maker

A legal representative” (e.g., “Agent,” “Attorney in fact,” “Proxy,” “Substitute decision maker,”

“Surrogate decision-maker”) is a person designated and authorized by an advance directive or State law to make a treatment decision for another person in the event the other person becomes unable to make necessary health care decisions. “Treatment” refers to interventions provided to maintain or restore health and well-being, improve functional level, or relieve symptoms.

Medical Records

You have the right to confidentiality, privacy, and security of your records, both personal and medical. You have a variety of other rights related to your medical records that are explained in the Sparrow Health System Notice of Privacy Practices, which can be found at [Sparrow.org/Sparrow-Notice-Privacy-Policies](https://www.sparrow.org/Sparrow-Notice-Privacy-Policies), or by contacting the Sparrow Health System, Privacy Department, P.O. Box 30480, 1215 E. Michigan Avenue, Lansing, MI 48909.

Concerns About Billing

You have the right to details about all items on your bill. Upon request, information concerning financial help will be given to you. If you have a question about billing or insurance, call [517.364.7999](tel:517.364.7999).

Your Responsibilities as a Patient

Respect and Consideration

You are responsible for being considerate of the rights of other patients and healthcare staff. This includes not smoking and controlling noise and visitors. Caregivers and patients have an expectation of privacy that must be honored. Video recording, voice recording, and photographing others are strictly

limited. You understand that any abusive or disrespectful behavior could result in your dismissal from care.

Safety

You play a vital role in making your care safe by working with your physician, nurse, and other care providers to make decisions about your medicines, if any, and your care in terms you can understand.

Compliance

You are responsible for following the treatment plan recommended by the physician primarily responsible for your care.

Pain Management

You are responsible for working with the physician and nurse to develop a pain management plan and telling the physician or nurse if and when pain is not relieved.

Providing Information

As a patient, you are an integral part of your healthcare team and, therefore, are responsible for providing, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, allergies, and other matters relating to your health, and reporting unexpected changes in your condition to the responsible practitioner.

Advance Directives

You are responsible for informing E.W. Sparrow Hospital and your healthcare providers if you create, modify, or revoke an advance directive.

Ethics Committee

Ethical challenges can arise in the course of caring for sick patients

in a modern hospital. An Ethics Consultation is available to assist when these challenges arise to provide recommendations and/ or facilitate meetings in order to openly discuss challenges in a helpful manner.

Charges

You are responsible for ensuring that your financial obligations for healthcare received are fulfilled as promptly as possible.

Refusing Treatment

You are responsible for your actions if you refuse treatment or do not follow the healthcare team's instructions.

Personal Property

Sparrow Hospital is not responsible for cash, valuables, and personal items you bring to the hospital.

Concerns?

If you have concerns about the care you or your loved one is receiving, please speak with your physician or nursing supervisor. If you feel that your issue isn't resolved, contact Patient Experience at **517.364.3935** or **PatientExperience@Sparrow.org**. If dialing from within Sparrow, call **43935**.

Cares Act

Health insurance is on the minds of uninsured individuals and families across the country, but most do not know about the new health coverage options made available by the federal patient Protection and Affordable Care Act.

4 Facts That Can Help

Beginning in October 2013, there is a new way to find a quality health insurance plan that fits your needs and your budget through the new Health Insurance Marketplace.

1. All plans must cover the care you need, including doctor visits, hospital stays, preventative care, prescriptions, and more.
2. Low-cost and free plans are available, and financial help is offered based on how much money you make.

3. No one can be denied coverage because they have a pre-existing condition.
4. There is no sales pitch or fine print, just side-by-side comparisons of each plan.

Be prepared and empowered to take the next step...

You can talk to an expert- by phone, online, or in person - who will help you choose a plan that is right for you. Go to **Healthcare.gov** or call **1.800.318.2596** to get more information and enroll today.

Privacy of Patient Information

The Health Insurance Portability and Accountability Act (HIPAA), as amended by HITECH, is a law enacted by the federal government with three parts that address the privacy, security and the use and disclosure of health information.

Privacy Rules apply to the protection of a patient's health information. The HIPAA Privacy Rules, and stricter Michigan law dictate how and when protected health information (PHI) can be used or disclosed; whether written, verbal or electronic.

What rights do you have over your health information?

It is the responsibility of every Sparrow caregiver, physician, volunteer, and contractor or vendor to adhere to regulations, policies/procedures, and patient rights for privacy including:

- » Right to confidential communication
- » Right to receive a Notice of Privacy Practices to help understand how their PHI is used throughout the health system
- » Right to access or receive a copy of their medical records

» Right to request restrictions to how PHI is used

» Right to request changes (amendments to their records)

These guidelines and Patient Rights are outlined in the Sparrow Notice of Privacy Practices.

Protecting Our Patients

What is our policy?

Sparrow has established policies to safeguard the privacy of our patients' information.

Sparrow caregivers may use or disclose PHI for treatment, payment and healthcare operations or as required by law, and "Minimum Necessary" standards outlined in the Privacy Rule. Disclosure of PHI for other reasons requires patient authorization or a court order.

Right to Complain

If you believe your rights are being denied or your health information isn't being protected, you can file a complaint with health insurer, Sparrow's Privacy Department by calling **517.364.2161** or the U.S. government at **[Ocrportal.hhs.gov/ocr/smartscreen/main.jsf](https://www.ocrportal.hhs.gov/ocr/smartscreen/main.jsf)**.

Prevent Hospital Infections

Patients play an important role in infection prevention. As a patient in a healthcare setting, you are at risk of giving and/or getting an infection while being treated for something else. There are ways you can get involved to protect yourself and others. Most importantly, practice hand hygiene because it is one of the most effective ways to prevent the spread of infection. Key moments for hand hygiene include before touching food, your eyes, nose, or mouth and after using the restroom, blowing your nose, coughing or sneezing. To prevent the spread of respiratory infections,

practice respiratory hygiene/ cough etiquette by covering your mouth and nose with a tissue when coughing or sneezing. Also, be aware of healthcare-associated infections, such as blood, surgical site, urinary tract, *Clostridioides difficile* or multi-drug resistant infections. To protect yourself from germs that can cause these infections, keep your hands clean by regularly washing them, take antibiotics exactly as prescribed, get vaccinated, and allow healthcare workers to maintain the cleanliness of you and your room.



MyChart Bedside

A hospital stay can be hard on you and your family. To help, Sparrow is providing a tablet, free of charge, for you to use during your stay. It is equipped with MyChart Bedside, an application (app) you can use to:

- » learn more about your care team (caregivers)
- » view medications, lab results, vital signs, and daily schedule
- » review educational materials about your condition and care
- » make non-urgent requests for chaplain visits, food menus, blankets, etc.
- » sign up for MyChart, which is similar to MyChart Bedside and available on-the-go

Continue to use your nurse call button for urgent requests, including if you are in pain/discomfort or need to use the restroom.

After your stay, we have resources available to you. Visit **Sparrow.org/patient-resources** for more information.

Get Started

- » Caregivers will help walk you through logging on and using the app.
- » You will need to create a PIN using at least four digits. No letters or characters.
- » The app is always active when the tablet is powered on. There is no need to open or close it.
- » Your tablet can only access MyChart Bedside. It does not have internet access.

Have questions? Please ask your nurse.

Sparrow Foundation: Partners in Care

Sparrow's mission has remained the same for more than a century—every patient, every time, regardless of ability to pay, will receive quality, compassionate care. Philanthropy has been deeply rooted in Sparrow's values since we first opened our doors so many years ago. We are proud of our commitment to this community and, with your help, will continue to improve the quality of care provided for all.

When you make a gift to the Sparrow Foundation, you are impacting the health of men, women, and children in our community. Your support ensures that Sparrow has the facilities, technology, resources, and skilled caregivers to meet the needs of our region each and every day. Please consider how you can be a partner in health. Get involved with the Sparrow Foundation today! Visit **Sparrow.org/Foundation** to learn more.

Stay up to date with our latest information on COVID-19, flu, and vaccinations.

- » [Sparrow.org/Flu](https://sparrow.org/Flu)
- » [Sparrow.org/CovidCare](https://sparrow.org/CovidCare)
- » [Sparrow.org/Vaccine](https://sparrow.org/Vaccine)

What if you get sick or hurt when your doctor's office is closed?

Sparrow Walk-In Care locations are places where you can go for things like cold and flu, rashes, minor burns, and minor infections. Most are open seven days a week and have very little wait time. Note that X-ray services **are not** available at Walk-In Care locations.

Urgent Care centers are another choice. They can treat problems that are more serious. Most are open seven days a week from 8 a.m. to 8 p.m.

Finally, when you need access to a Sparrow provider on your schedule and on your terms, you have access to **MySparrow On-Demand Video Visits** through a smartphone, tablet, or computer, now available seven days a week, 24 hours a day.

Emergency Departments (ED)
– Open 24 hours a day, seven days a week, 365 days a year. If you are having a life-threatening emergency, please call 911 or go to your nearest ED.

Emergency & Immediate Care Locations

Check-in online at Urgent Care and Walk-In Care!

Sparrow Emergency Department Locations		Sparrow.org/Emergency
E.W. Sparrow Hospital - Main Campus 1215 E. Michigan Ave., Lansing 517.364.1000	Sparrow Carson Hospital 406 E. Elm St., Carson City 989.584.3131 Sparrow Clinton Hospital 805 S. Oakland St., St. Johns 989.227.3400	Sparrow Eaton Hospital 321 E. Harris St., Charlotte 517.543.1050 Sparrow Ionia Hospital 3565 S. State Road (M-66), Ionia 616.523.1400
Sparrow Urgent Care Locations		Sparrow.org/UrgentCare
Charlotte 616 Meijer Drive 517.541.5935 Monday-Friday 8 a.m. to 8 p.m. Saturday & Sunday 8 a.m. to 4 p.m. Closed most major holidays	East Lansing 2682 E. Grand River Ave. 517.333.6562 Grand Ledge 1015 Charlevoix Drive 517.627.0100	Mason 800 E. Columbia St. 517.244.8900 Michigan Ave. 1120 E. Michigan Ave., Lansing 517.364.9790
————— Seven days a week 8 a.m. to 8 p.m. —————		
Sparrow Walk-In Care Locations		Sparrow.org/WalkIn
Carson City 102 S. Third St., Ste 100 989.584.0201 Monday-Friday 9 a.m. to 5 p.m. Closed most major holidays.	Ionia 550 E. Washington St. 616.523.1644 Monday-Friday 7:30 a.m. to 7 p.m. Saturday 8 a.m. to 3:30 p.m. Closed most major holidays.	Lansing 716 N. Clippert St. 517.253.4000 Monday-Friday 8 a.m. to 8 p.m. Saturday & Sundays 9 a.m. to 6 p.m. Closed 2-2:30 p.m. for lunch Closed most major holidays.
My Sparrow On-Demand Video Visits		Sparrow.org/VideoVisit
Now available seven days a week 24 hours a day		

Please check appropriate website pages for updated hours of operation.

Sparrow complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
ATTENTION! If you speak a language other than English, language assistance services are free of charge and available to you. Call 1.517.364.2953.
ATENCIÓN: Si habla un idioma distinto del inglés, hay servicios gratuitos de asistencia con el idioma, disponibles para usted. Llame al 1.517.364.2953.
توجّه: اگر شما با فردی که به زبان دیگری صحبت می‌کند، در تماس هستید، خدمات رایگان برای کمک به شما در فهمیدن آن فرد موجود است. لطفاً با شماره ۱-۵۱۷-۳۶۴-۲۹۵۳ تماس بگیرید.