

Transfer Information

Your transfer to Munson Medical Center



Transfer Information

Your loved one is being transferred to Munson Medical Center in Traverse City, because he/she requires intensive monitoring and/or specialized care not offered at our facility.

We understand this can be a difficult time. This brochure includes information to ease this process by answering some of your questions.

Physician/Specialty _____

Department/Room _____

*Please observe all traffic laws when traveling to Traverse City.
Do not follow the ambulance.*

Directions to Munson Medical Center

Munson Medical Center is located at 1105 Sixth Street, one block west of US 31 (Division Street), and about one-half mile south of West Grand Traverse Bay.*

Coming from the North

From the Upper Peninsula

Follow I-75 South to Exit 259. Follow M-72 through Grayling and Kalkaska to Traverse City. Turn left onto M-72/US 31. Follow US 31. Turn right onto Sixth Street.

From Charlevoix-Petoskey Area

Follow US 31 South through Traverse City. Turn right onto Sixth Street.

From Alpena

Follow US 23 to M-65. Take M-65 to M-72. Follow M-72/US 31. Continue to follow US 31 South. Turn right onto Sixth Street.

From Cheboygan

Follow M-27 south to I-75. Take I-75 South to exit 259. Follow M-72 through Grayling and Kalkaska to Traverse City. Turn left onto M-72/US 31. Follow US 31. Turn right onto Sixth Street.

Coming from the North - continued

From the Leelanau Peninsula

Take M-22 South to Traverse City. Turn right onto US 31 South. Turn right onto Sixth Street.

Coming from the East

From Gaylord

Take I-75 South to Exit 259. Follow M-72 through Grayling and Kalkaska to Traverse City. Turn left onto M-72/US 31. Follow US 31. Turn right onto Sixth Street.

From Grayling-Kalkaska

Follow M-72 through Grayling and Kalkaska to Traverse City. Turn left onto M-72/US 31. Follow US 31. Turn right onto Sixth Street.

Coming from the South

From Manistee-Beulah Area

Follow US 31 North. Turn left onto US 31/M-37. Turn left onto Sixth Street.

From Frankfort

Follow M-115 to US 31 North. Turn left onto US 31/M-37. Turn left onto Sixth Street.

From Cadillac

Follow US 131 to M-113 and turn left onto M-113. Stay on M-113 through Kingsley to US 31/M-37. Turn right. Stay on M-37. Turn left onto Sixth Street.

*See map on back cover.

When You Arrive

Munson Medical Center has two entrances. The Main Entrance is used between 5 am and 9 pm for families of patients coming directly to an inpatient unit. The Emergency Department entrance is used for all families when the patient has been transferred to the Emergency Department. It is also used for inpatient transfers between 9 pm and 5 am.

Parking

Free patient and visitor parking is provided in Parking Lot A off of Sixth Street in front of the hospital. Additional parking is available in Parking Lot B off of Sixth Street, directly across from the hospital.

Curbside assistance is available at the patient drop-off area at the Main Lobby entrance from 5 am to 9 pm. If your family should require any assistance with a vehicle, please call Security at **(231) 935-6700**.

Patients Transferred Directly to an Inpatient Unit

Enter through the Main Entrance and go to the Front Lobby. Between the hours of 5 am and 8 pm, there will be someone at the Information Desk to give you directions to the inpatient area. Between 8 pm and 5 am, a sign will direct you to a Courtesy Phone and an Operator will give you instructions for finding your way. Please let the unit staff know when you have arrived.

Patients Transferred to the Emergency Department

Please use the Emergency Department entrance and let staff know as soon as you arrive. Anticipate a short period of time when your loved one is being evaluated or stabilized by the receiving physician and staff. We will update you on the plan of care and will answer your questions as quickly as possible.



MAIN ENTRANCE



EMERGENCY DEPARTMENT ENTRANCE

INFORMATION FOR PATIENTS

The Health Care Team

Hospitalists

Munson Medical Center is staffed with an excellent team of physicians known as hospitalists. Hospitalists are internal medicine physicians who specialize in caring for hospitalized patients and are skilled at treating in-hospital conditions.

Hospitalists visit patients daily, communicate with the patient's primary care physician as needed, and will work as an advocate with various hospital departments and specialty services. Upon discharge, the primary care physician will receive a summary of all care received in the hospital.

Intensivists

Patients may also be seen by an intensivist. An intensivist is a physician who is board-certified in internal medicine, surgery, or pulmonology, and who is additionally certified in critical care medicine. The intensivist functions as a team leader and provides primary management for patients in the Intensive Care Unit (ICU).

Surgical Hospitalists

A Surgical Hospitalist is a surgeon who cares for trauma patients, patients who do not have an assigned surgeon at the time of admission, and provides consultations as requested.

Security Code and Condition Reports

Patients are given a security code that they may give to a family member or significant other. This privacy code gives the staff permission to share medical information about the patient. Patients and families are requested to appoint one family spokesperson to receive the privacy code. If you are the family contact and have not been given a security code, please request one from the patient's nurse before leaving the hospital. Questions? Concerns? Please record them here.

INFORMATION FOR FAMILIES & FRIENDS

Lodging: Munson Manor Hospitality House

If family members need to stay overnight, accommodations are available adjacent to the hospital at Munson Manor Hospitality House. Munson Manor offers affordable, comfortable, and convenient rooms; four kitchens for meal preparations; free laundry facilities; and helpful volunteers. The facility is also available for patients and their support persons who must provide for their own lodging during outpatient treatments and procedures. Special room payment arrangements are available for those in financial need. Motor home/RV pads are available. For reservations, rates, and lodging information, call **(231) 935-2300**.

If you are using a Munson Medical Center courtesy phone, please dial **5-2300**.

Cafeteria

The seating area for the cafeteria at Munson Medical Center is open 24 hours a day for visitors and staff. Snack and beverage vending machines are located near the cafeteria tray drop-off area. Additional beverage machines are located throughout the hospital.

The cafeteria serves food Monday through Friday from 6 am - 8 pm and 2 - 4 am, and Saturday, Sunday, and holidays from 6 am - 7 pm and 2 - 4 am.

Room Service for Family

Visiting family members or guests who would like to eat in the patient's room may purchase meal tickets in the Cafeteria during service hours, then order meals from Room Service and pay for them with those meal tickets. To place an order, call **5-7080**.

Waiting Areas

Designated lounge areas for visitors are located on each patient floor and in the main lobby. Specific waiting areas are designated for families of patients in the critical care unit, Emergency Department, and surgery. During posted hours, an employee is on duty in the surgery waiting room to keep family members informed about the progress of surgery.

Visitation Policy

In order to provide a restful and secure environment for our patients, visitation hours at Munson Medical Center are from 6 am - 9 pm. Munson Medical Center's main entrance is locked at 9 pm.

Overnight stays by a support person are allowed in Maternity, NICU, Pediatrics, and in A-Tower rooms equipped with visitor beds. Accommodations on other units will be made on a patient-by-patient basis by the charge nurse.

Patient rest is an important part of the healing process. Please consider this as you plan your visit. Thank you for helping us provide a safe, private, quiet, healing environment for all of our patients.

Visiting Guidelines

- Do not visit if you have a sore throat, fever, or feel as if you may be getting sick. Patients may easily catch colds, flu, or other illnesses from visitors.
- All children under 12 should be accompanied by an adult and never left unattended.
- Our patients want and need a quiet environment. Please be quiet.
- Dress appropriately, which includes wearing shirts and shoes.
- Throw away your empty beverage and food containers.
- The hospital will not accept responsibility for family or visitor belongings.

What to Bring to the Hospital

Everything the patient needs will be provided. Please send home any items of value with a family member. The hospital will not accept responsibility for personal belongings including valuables of admitted patients. These valuables include electronic devices, cell phones, computers, iPods, mp3 players, watches, jewelry, medications, and items that have a sentimental value. Use a labeled container to store dentures, glasses, contacts, and hearing aids. Your nurse can give you a container with a lid. Do not put these items on your food tray, in a robe pocket, in the bedding or pillowcase, or any other place where they could be mistakenly thrown out. If you lose glasses, hearing aids, dentures, or contact lenses during your visit, notify your nurse as soon as possible.

Medications

All medications taken while a patient is in the hospital must be prescribed by the attending physician and dispensed by a nurse. Patients are not permitted to administer their own drugs or keep personal medications at their bedside. However, it is helpful for the physician to review your current medications. Please provide a written list of each medication and the dosage, or bring in current prescription bottles in a plastic bag.

Patient Safety

We are committed to providing the safest and highest quality care possible at all times. You and the patient can assist in ensuring a safer experience within the health care system by being involved and informed about the plan for treatment. Please review "A Patient's Guide to a Safe Hospital Stay," which is included on admission to Munson Medical Center.

Chaplain and Chapel

The patient's pastor, priest, rabbi, or spiritual leader is welcome to visit at any time. If the patient or family would like to speak with Munson's Chaplain, she may be reached at **(231) 935-7163**, or from a Munson courtesy phone at **5-7163**.

We have provided quiet space for prayer and reflection. Staff can provide directions to the chapel. Visitors of all faiths are welcome. The chapel is always open.

Public Internet Access for Medical Information

Public computers and printers are available for visitors who want to research medical information. These computers have links to reliable, quality medical websites. Computer stations are located on the ground floor in the Radiology waiting area, in the cafeteria, and in the lobby area of the Munson Professional Building. Additional information and assistance is available from the Community Health Library located at Munson Community Health Center on Munson Avenue. For more information about library services call **(231) 935-9265**.

Gifts for Patients

Please check with the unit nurse before bringing gifts of food or drink. Flowers, live plants, and other gifts are not permitted on critical care units. Due to allergies to latex, we request no latex balloons – only mylar.

Gift Shop

The Gift Shop is located in the main lobby and is open Monday through Friday, 9 am - 7:30 pm and on weekends, 10 am - 4 pm. The shop carries gift items, jewelry, candy, toiletries, magazines, greeting cards, stuffed animals, and flowers. All proceeds are donated to support Munson Manor, the Family Practice Residency program, and \$15,000 annually in scholarships to area students.

Patient Mail

Cards and letters will reach patients faster if the room number is on the envelope. Mail that arrives after a patient has gone home will be forwarded to them.

Address mail as follows:

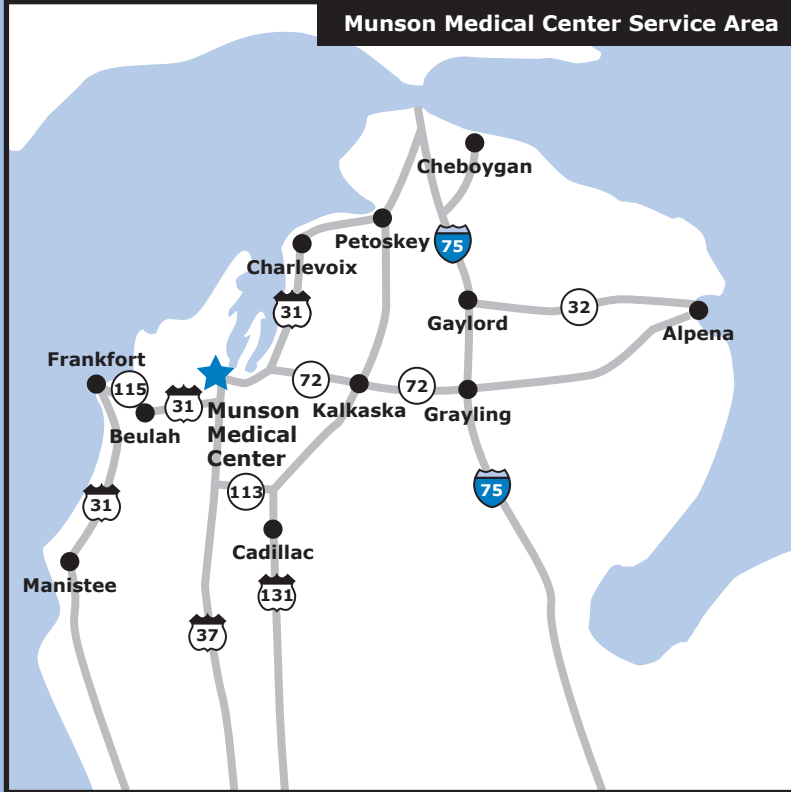
Patient name and room number
c/o Munson Medical Center
1105 Sixth Street
Traverse City, MI 49684

Cell Phones

Cell phone use is permitted in most areas of the hospital. Personal cell phones are not permitted in certain Critical Care areas which are posted. Please keep conversations quiet and private, and refrain from use where patients are resting or sleeping.

Taking pictures in patient care areas with cell phones or other electronic devices is prohibited without the written or verbal consent of the patient.

Munson Medical Center Service Area



MUNSON MEDICAL CENTER

MUNSON HEALTHCARE

1105 Sixth Street
Traverse City, MI 49684
(231) 935-5000
1-800-468-6766

munsonhealthcare.org

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