



**HENRY FORD  
WEST BLOOMFIELD HOSPITAL**

*A directory of services for patients and visitors*

Welcome to Henry Ford West Bloomfield Hospital,

*I am pleased to personally welcome you to our incredible facility.*

*You may have noticed that this hospital feels different than most. You're right; we are more than just a hospital. In fact, you have chosen a community center for well-being. Henry Ford West Bloomfield Hospital was designed to combine clinical excellence with innovative and integrative services to provide you with the best in health and wellness.*

*It begins with the finest medicine has to offer. Physicians from the Henry Ford Medical Group, top-flight community physicians, and other healthcare professionals care for all your needs.*

*We complement the tremendous clinical care that you will receive with innovative wellness offerings. Along our Main Street corridor (through the Main Entrance), we provide a shopping experience like no other. Retail offerings include [Henry Ford at Home](#), featuring home healthcare products, and The [LiveWell Shoppe](#), offering all things healthy for mind, body and spirit.*

*Enjoy [Vita](#), the hospital's wellness center, featuring services such as massage, acupuncture, yoga, skin treatments, and more. The [Demonstration Kitchen \(DK\)](#) will enrich your learning through a 90-seat auditorium offering healthy cooking classes. And enjoy our dining destination: [Henry's](#), our hospital's café, is also located on Main Street.*

*We are home to the first hospital-based, organic [Greenhouse](#) – full of herbs and vegetables. These healthy items are used in our café and your meals. Stop by for a visit and learn about how easy it is to incorporate more produce into your life.*

*Please take the time to familiarize yourself with the information you need in your journey of health and what we offer to support you. Also, please remember that everything we do is all for you. So, if you have any questions, or if there is anything we can do to make your stay more pleasant, please speak to one of your health care team members or dial "0" from your telephone.*

Sincerely,



Lynn M. Torossian  
President and CEO  
Henry Ford West Bloomfield Hospital



## Our Mission

*To improve people's lives through excellence in the science and art of health care and healing*

## Our Vision

*Transforming lives and communities through health and wellness - one person at a time*

## Our Values

*We serve our patients and our community through our actions, which always demonstrate:*

*Each patient first*

*Respect for people*

*High performance*

*Learning and continuous improvement*

*A social conscience*



all for you



## TABLE OF CONTENTS

Welcome to Henry Ford West Bloomfield Hospital . . . . .	1
Our Mission, Vision & Values. . . . .	2
Table of Contents . . . . .	3
Important Phone Numbers & Patient Feedback Tools. . . . .	4
Your Healthcare Team . . . . .	5
Other Care Providers . . . . .	6
Uniform Color Chart. . . . .	7

### *During Your Stay*

Room, Bed, Nurse Call System, Room Service, Telephone, Television and Internet Access . . . . .	8
Deliveries/Mail, Interpreters, Identification, Leaving the Unit, Quiet Time . . . . .	9
Pastoral Care . . . . .	9
Be Involved in Your Healthcare . . . . .	10
Henry Ford Health System Patient Rights & Responsibilities . . . . .	11-12
Going Home. . . . .	13
Visitor Information . . . . .	14

### *Campus Information*

Entrance Hours, Parking and Valet Services. . . . .	15
---	----

### *Wellness at Henry Ford West Bloomfield Hospital*

Main Street, Henry Ford at Home, The LiveWell Shoppe . . . . .	16
Vita, the wellness center . . . . .	17
Demonstration Kitchen. . . . .	18
Greenhouse, Henry's café. . . . .	19
Pharmacy, Atriums. . . . .	20
Healing Arts. . . . .	21

Notes . . . . .	22-24
-----------------	-------

## HELPFUL DEPARTMENTS AND PHONE NUMBERS

### PLEASE DON'T HESITATE TO CALL...FOR ANYTHING!

#### Important Telephone Numbers

Note: If dialing from a hospital phone, USE ONLY THE LAST 6 DIGITS (e.g. 25-0000)

HOSPITAL OPERATOR .....	DIAL "0"
MAIN HOSPITAL NUMBER.....	248-325-1000
FOOD SERVICES/ROOM SERVICE .....	248-325-2525
CASE MANAGEMENT .....	DIAL "0"
HENRY FORD AT HOME (medical supplies) .....	248-661-7935
PASTORAL CARE .....	DIAL "0"
PHARMACY.....	248-325-3818
SECURITY/POLICE.....	248-325-1500
VOLUNTEER SERVICES.....	248-325-0250
INTERPRETER SERVICES* .....	313-916-1896

*\*All interpreter services are provided to patients and companions at no cost. Services include Deaf and Hard of Hearing assistance, and foreign language interpretation.*

#### Wellness

THE LIVEWELL SHOPPE (GIFTS).....	248-325-1486
VITA, THE WELLNESS CENTER.....	248-325-3870
THE GREENHOUSE .....	DIAL "0"

#### We Welcome Your Feedback

You are encouraged to share feedback or any concerns about your care with your nurse or nurse manager. If you are unable to resolve your concerns for any reason, please dial "0". We will direct your concern appropriately to ensure a prompt response.

#### Patient Satisfaction Survey

A few weeks after you arrive home, you may receive a mailed survey asking you about your care at Henry Ford West Bloomfield Hospital. Your comments help us to continually improve our services. If you have any concerns or questions regarding your stay in the hospital, please talk to your nurse while you are here.

## YOUR HEALTHCARE TEAM

*Henry Ford West Bloomfield Hospital's healthcare team is here to provide you the finest in hospital and at-home care. Below, you will find a summary of the dedicated staff that may be involved in your care. As you can see, you will meet a variety of professionals who will ensure a positive healthcare experience for you. Please don't hesitate to contact any member of your care team for assistance.*

*Many experienced professionals are part of your care team at Henry Ford West Bloomfield Hospital. Your primary care team consists of you and your family, along with the attending physician (doctor in charge of your care), possibly an assistant, and your nursing team. Other members may be added, depending on the care you need (other consulting physicians, physical therapists, case manager, etc). Below is a definition of the roles of the experts with whom you and your family may come into contact, and how to recognize them.*

### Key terms you should know while you are in the hospital

**Care Plan:** The steps we are taking in your care (tests, procedures, changes in medications, etc). The care plan tells you the "what", "why" and "how" of your plan.

**Daily Schedule:** The tasks and activities that occur each day as part of achieving your care plan (the times tests and procedures are happening, eating, bathing, etc). The daily schedule is "when" the items of the care plan are going to happen.

**Multidisciplinary Rounding:** Daily meeting for your care team to meet and discuss your care plan, daily schedule, and address any concerns you may have.

### Care Providers

**Attending Physician:** This is the doctor in charge of your care while you are here. It may or may not be the same physician that sees you outside the hospital. The attending physician is in charge of your care while you are here and works with other physicians (including your primary care physician) as necessary to coordinate your care.

**Physician Assistant (PA) and Nurse Practitioner (NP):** The PA and NP are licensed to care for patients under supervision of a physician. Your attending physician may have them as assistants to help manage your care during your stay.

**Consulting Physician:** This is a doctor (usually a specialist) who has been asked by your attending physician to provide an opinion in your diagnosis and/or treatment.

### Nurses

**Registered nurse (RN):** At Henry Ford West Bloomfield Hospital, RNs are the "front line" of patient care and your primary healthcare contact during your stay. RNs perform assessments on every patient during every shift, and ensure that the Care Plan determined by your physician is followed. RNs also provide patient and family education and monitor and dispense the medications you take while in the hospital. RNs at Henry Ford West Bloomfield Hospital wear teal blue scrubs and have RN on their badges.

**Nursing assistant (NA):** NAs are invaluable care team members who assist patients with all aspects of daily care including hygiene, mobility, nutrition, monitoring of vital signs and patient safety. NAs work under the direction of RNs, and wear burgundy scrubs.

**Case Manager:** You may receive a visit from a case manager, also known as a discharge planner, during your hospital stay. This team of social workers and nursing specialists help to coordinate logistics related to insurance, home health care and discharge needs including transportation and possible continuation of care at another facility.

**Physical Therapist/Occupational Therapist:** These rehabilitation professionals perform ability and mobility assessments, working with you and your family to determine the safest and most therapeutic way to continue your recovery after you leave the hospital. Our PT and OT professionals wear navy blue scrubs.




**Respiratory Therapist:** Respiratory Therapists work with patients who require oxygen support and respiratory medications while in the hospital, and perform evaluations if necessary for continued respiratory services after discharge.

**Volunteers:** Many smiling volunteers help to deliver cards, balloons and flowers to patient rooms, as well as escort visitors to areas throughout our hospital campus. Some volunteers provide spiritual support as requested, while others circulate our patient book cart, handle our therapy dogs, and deliver medications from our pharmacy prior to discharge. Volunteers wear bright blue vests and jackets. To request visit from a therapy dog, call 248-325-0091. Interested in becoming a volunteer? Visit [HenryFordWestBloomfield.com](http://HenryFordWestBloomfield.com) and click Volunteering under the Helpful Links section at the bottom of the page.





## UNIFORM STANDARDIZATION COLOR CHART

Position	Scrub Color	Picture of color
CAT/NA/MA/ER Techs/Paramedic	Burgundy	
Culinary Wellness staff	Rust top/Black slacks	
Housekeeper	Olive Green	
LPN	Chocolate Brown	
Mammography Technologist	Pink	
Nurse Extern	White	
Patient Transporter	Royal Blue	
Plant Operations/Facilities including skilled trades, electricians, engineers, painters, plumbers, life safety, etc.	Medium blue shirt with HFHS logo on one pocket and "Plant Operations" on the other. Black slacks. Painters will have the above logo but wear the traditional painter's shirts, trousers.	
Registered nurse	Ceil Blue	
Respiratory Therapist (RT)	Black	
Sitter	Khaki/Tan	
Supply Chain (Shipping/Receiving/Distribution) staff	Purple shirt with Black slacks	
Technician/Technologist (Outpatient procedural settings for example Vascular, Radiology, Cardiac Cath, Pharmacy)	Navy Blue	
Unit Secretary	Steel Gray	
Valet staff	HFHS blue shirt, black cargo pants, dark blue winter jacket	



## DURING YOUR STAY

*During your stay with us we will provide you with an array of services including a private, clean and comfortable room in which to recuperate.*

### Your Room

Your room assignment is based on your diagnosis and bed availability on the day of your admission. A healthcare team member will help you become familiar with your room, as well as how to use your call light, telephone, television and bed controls.

### Your Hospital Bed

Hospital beds are adjusted electronically and controls are located on the side rails. Your hospital bed is probably higher and narrower than your bed at home. Bedside rails are for your protection and may be raised at night or during the day if you're resting, recovering from surgery, or taking certain medications. Please ask your caregivers for further assistance.

### Nurse Call System

A button to call your nurse is located on your pillow speaker (remote control). When you press the button, the nursing station is alerted and a light flashes above your door. The nursing staff will assist you by either answering over a speaker or coming into your room. If you need help while you are in the bathroom, pull the emergency cord or press the emergency button.

### Room Service

Our Room Service Menu is available 24 hours a day, seven days a week. Please call 25-2525 to place your order or speak with a member of the Food & Nutrition Services staff. Certified kosher meals are available on request, with fresh meal and snack options that meet the dietary needs of the Jewish community, as well as those who practice halal. Kosher meals at Henry Ford West Bloomfield Hospital come from Kravings restaurant, and are certified kosher by the Star-K certification agency, with Kosher Michigan serving as a consultant to the hospital. The Kosher Korner in Henry's café also offers kosher meals from Kravings.

### Telephones

Telephone services are free for local calls. To report telephone service problems, please contact the staff on your unit.

### Patient Telephone Dialing Instructions

Outside local & long distance:

Dial 9 + 1+ Area code + 7-digit number

### Other Instructions:

Dial "0" for a hospital operator

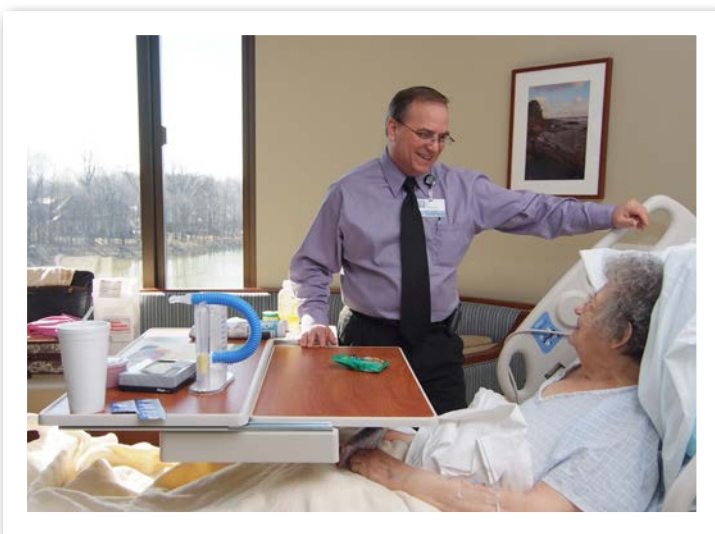
Dial the last 6 digits to call numbers within the hospital

### Television

Television services are free and we offer Henry Ford TV, which will help you become a more active participant in your care. Use the pillow speaker for access to communication tools and education materials, as well as entertainment, such as movies and games. You may also choose the relaxation channel, with scenery and relaxing music, or spiritual content.

### Internet Access

Internet access/Free WiFi is available throughout the hospital. Laptops and wireless devices can connect to the WiFi system through the HFHS Guest account. Please inform a staff member if you have any difficulties accessing the Internet services.



## Deliveries/Mail

Daily mail delivery is provided, and flowers and gifts sent to you will be brought to your room. In order to provide you the safest care possible, these items are not allowed in the Intensive Care Unit. If your family would like to send you a gift, they may contact The LiveWell Shoppe at 248-325-3880. For mailed items, the address to the hospital is:

Henry Ford West Bloomfield Hospital  
6777 West Maple Road  
West Bloomfield, Michigan, 48322

## Interpreters

Active patient and family participation in care is critical to ensure safe, quality care. Henry Ford Health System provides, at no charge, qualified interpreters for our Deaf, hard of hearing, and limited English-proficient patients and their companions. Please contact any hospital employee for assistance, or dial 313-916-1896. These services are available 24 hours a day and seven days a week.

## Identification

A wrist identification band is given to all patients. Please keep it on while you are here. The staff will check the wristband at key times during your stay, such as administering medications, specimen collection, or prior to procedures.

## Leaving the Unit

Our hospital offers beautiful landscaped atriums with walking paths, a unique shopping area and many other attractive destinations for patients and their families.

If you want to leave the unit, please check first at the nurse's station. It is important to stay in your room until your doctor has made rounds and treatments have been completed.

## Quiet Time

At Henry Ford West Bloomfield Hospital, we believe getting a good night's rest is an important part of your recovery. Therefore, during your stay we will not disturb you between the hours of 10:00 p.m. and 6:00 a.m. (unless medically necessary). Please inform us if we can assist you in resting more comfortably at any time.

## Pastoral Care

Pastoral Care provides spiritual support of patients and their family and friends. Whether or not you are part of a faith community, we will strive to meet you at your point of need with services and resources to bring you comfort and hope. Henry Ford West Bloomfield Hospital respects the diversity of our patients and families and will try to accommodate any request related to your religious beliefs to make your experience with us as comfortable as possible.

To assist you in your recovery, the following services are available:

- A visit with someone from Pastoral Care or your faith community
- Prayer
- Communion
- Anointing for the sick
- Shabbat kit
- Kosher/halal food

To request Pastoral Care:

Contact your nurse, physician, or  
(248) 325-0175 / [Chaplain@hfhs.org](mailto:Chaplain@hfhs.org)





## BE INVOLVED IN YOUR HEALTH CARE

*At Henry Ford Health System, we are all working together to make your care safe. You can help by becoming a partner in your own care.*

**P**articipate in all decisions about your treatment.

- You are the center of the healthcare team.
- Expect health care workers to introduce themselves and look for their name badges.

**A**sk questions if you have doubts or concerns.

- If you don't understand something, don't be afraid or embarrassed to ask again.
- You have a right to ask questions of anyone who is involved with your care.
- Don't be afraid to remind doctors and nurses to wash their hands.

**R**everview all your health information with the doctors, nurses and other professionals involved in your care.

- Keep a list that includes your health conditions, hospital visits, surgeries, immunizations, and allergies.
- Sign up for a MyChart account. MyChart offers patients personalized and secure online access to portions of their medical records. It enables you to securely use the Internet to help manage and receive information about your health. With MyChart, you can use the Internet to request and schedule appointments, request prescription renewals, see test results, see billing information, make a payment, communicate with your medical team, and much more. (To create your own MyChart account, visit [henryford.com](http://henryford.com) and click on "MyChart" at the top of the home page.)

**T**ake a list of *all* your medicines with you when going to the hospital and doctor visits, including over-the-counter drugs, vitamins, and herbal supplements.

- Tell your caregivers about any drug allergies you have.
- Know what the medications are and why you take them.
- Ask about side effects and what to avoid while taking new medicines.

**N**otify the nurse or doctor if something doesn't seem quite right.

- Pay attention to the care you are receiving.
- Make sure you're getting the right treatments and medications by the right health care professionals.
- Make sure all staff members ask your full name and read your wristband before giving any medications or treatments.

**E**ducate yourself about your diagnosis, the medical tests you are having, your treatment plan and any test results.

- Learn about your condition and treatments by asking your healthcare professionals and by using other reliable sources.
- Get the results of any test or procedure and ask what the results mean for your care.

**R**equest a family member or friend to be there with you and be your advocate.

- An advocate is someone who can help get things done and speak up for you if you can't.

**S**peak to your healthcare team before you leave the hospital about follow-up care.

- This includes medications, appointments, home care and equipment.
- Make sure you understand all of the instructions. If you don't, ask again.

## HENRY FORD HEALTH SYSTEM PATIENT RIGHTS AND RESPONSIBILITIES

*The staff at Henry Ford West Bloomfield Hospital is committed to helping patients and their families exercise their rights. At Henry Ford West Bloomfield Hospital, you and your family have the right to respect, quality health care, information you can understand, care that supports you and your family, participation in choices and decisions concerning your health and care, and emotional support.*

*All of these rights and responsibilities strengthen mutual confidence, affirm the importance of a strong relationship, and affirm the important role patients play in protecting their own health. Effective medical care requires a cooperative relationship between the patient (or his/her designated representative), and the healthcare team.*

*Please review the following patient rights and responsibilities and speak with your healthcare team if you have any questions or concerns.*

### YOUR RIGHTS AS A PATIENT

#### Respectful Care

- You have the right to receive necessary care regardless of your race, sex, national origin, marital status, sexual orientation, gender identity, beliefs, values, language, age, disability or source of payment.
- You have the right to receive care in a safe setting.
- You have the right to privacy.
- You have the right to have health care information provided to you in a manner and form that you can understand.
- You have the right to sign language or foreign language services if you need them.
- You have the right to receive information about rules involving your care or conduct.
- You have the right to proper assessment and management of pain.
- You have the right to be free from restraints of any form that are not medically necessary.
- You have the right to be free from mental or physical abuse or harassment.
- You have the right to an explanation of your bill and information on financial help.

#### Involvement in Your Care

- You have the right to information about your condition, treatment and prognosis, including unexpected outcomes.
- You have the right to know who is taking care of you and their titles.
- You have the right to education about the safe use of medications, medical equipment, potential food-drug interactions and counseling on nutrition and modified diets.
- You have the right to be involved in the development and review of your plan of care.
- You have the right to a plan for follow-up care when you leave the hospital.
- You may refuse treatment to the extent permitted by law. It is our responsibility to discuss with you the possible results of your refusal.
- You have the right to state your advance directives (living will) and have them followed.
- You may consent or refuse to participate in experimental treatment or research.
- Your right to make decisions about health care does not mean that you can demand treatment and services that are medically inappropriate or unnecessary.



## Access to Your Medical Record

- You have the right to see your medical record at a time suitable for both you and the staff.
- You may request and obtain a copy of your record.
- You have the right to request the disclosures we make of medical information about you.

## Privacy of Your Information

- You have the right to communicate with health care providers in private and to have your patient information protected. Records will not be released except as allowed by you or by law.
- You have the right to have a family member and your own physician notified of your admission to the hospital.

## YOUR RESPONSIBILITIES AS A PATIENT

- You, your family, and visitors are responsible for following the rules involving patient care and conduct.
- It is your responsibility to provide accurate and complete information about all matters related to your health, including medications, past or present medical problems and advance directives.
- You are responsible for following the agreed-upon treatment plans. If you cannot follow this plan, please tell your health care team.
- If you refuse to receive the recommended care, we may need to end our relationship with you after giving you reasonable notice.
- You are responsible for being considerate of the rights of other patients and Henry Ford personnel and property.
- You are responsible for making it known whether you understand your health information and the things you are asked to do.
- You are responsible for making appointments and arriving on time. You must call us in advance when you cannot keep a scheduled appointment.
- You are responsible for providing us with correct information about your sources of payments and ability to pay your bill.

## Questions or Concerns?

You and your family should feel you can always voice your concerns. If you share a concern or complaint, your care will not be affected in any way. The first step is to discuss your concerns with your doctor, nurse or other caregiver or the department manager. If you have concerns that are not resolved, please dial 248-325-1554 for Care Experience.

If you have specific concerns for deaf or hard-of-hearing-concerns, a 24/7 feedback line is available at (313) 916-1896. E-mails may be sent to [CommunicationAccess@hfhs.org](mailto:CommunicationAccess@hfhs.org).

Should you continue to remain concerned after contacting the Patient Representative Office, you may contact the Joint Commission's Office of Quality Monitoring by either calling (800) 994-6610 or email [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

You also have the right to lodge a grievance with the State of Michigan Department of Community Health, telephone 800-882-6006; address: Bureau of Health Services, P.O. Box 30670, Lansing, MI 48909-8170.

## GOING HOME

*Your health is very important to us. Your physician will make the final decision as to when you are ready to go home, and we are dedicated to making sure the transition goes as smoothly as possible. Some practical details to consider as you make your departure plans:*

### Discharge

We will help you plan early for your discharge. Your physician and nurse will give you instructions about post-hospital care. If you have questions about your diet, activities, or other matters, please ask.

### Personal Belongings

Be sure to double-check your closets, drawers and room safe. If you think you may have left something in your room upon leaving, please contact the hospital at 248-325-1000. Please note, Henry Ford West Bloomfield Hospital is not responsible for any lost, stolen or misplaced items.

### Insurance and Billing

Our talented team of clinical specialists will work with your insurance company to secure benefits for your hospital stay.

If your visit is a scheduled arrival, your physician provided the necessary information to secure insurance authorization prior to your admission.

In an unplanned hospital stay, your insurance information was collected at your time of arrival; therefore we will only contact you if we need additional information from you.

If you have questions regarding this process, please feel free to contact us by calling (internal) 25-0210 or (external) 248-325-0210.

### Community Referrals/Resources

Your case manager can provide information about services and support available in your community.

### Patient Satisfaction Survey

A few weeks after you arrive home, you may receive a survey in the mail asking you about your care at Henry Ford West Bloomfield Hospital. Your comments help us to continually improve our service. If you have any concerns or questions regarding your stay in the hospital, please talk to your nurse or another member of your care team about them while you are here.



## VISITOR INFORMATION

*We recognize that the support of family and friends is a very important part of your healing process. That is why we do not have set visiting hours for friends and family. Visitors are welcome in the patient room 24 hours a day, unless it is medically necessary to clear the room.*

### Visiting Policy Information

Henry Ford West Bloomfield Hospital recognizes the importance of the support of family and friends in the healing process. However, patients need time to rest and recuperate. The hospital has established a visitor policy which embraces a family-centered care philosophy, while providing a safe and healing environment for our patients.

Patients have the right to choose who may visit them, and who may not – regardless of whether the visitor is a family member, spouse, domestic partner (including same-sex domestic partner), or another type of visitor. Patients also have the right to withdraw consent to visitation at any time.

In addition, patients have the right to identify/choose an individual who will be allowed to be present for emotional support during hospitalization. The support person may remain with the patient, unless his/her presence infringes on rights of other patients, or is medically or therapeutically contraindicated.

Visitation guidelines vary, depending upon the patient's condition and family situation. Exceptions for visitations are made for critically ill, laboring, and emergency surgery patients.

### Visiting Guidelines

- Visitors may not smoke anywhere on Henry Ford Health System properties, including the grounds/parking lots.
- Visitors should dress appropriately and must wear shirts and shoes.
- Visitors with colds, sore throats, and/or any contagious disease should not visit patients.
- Visitors should maintain a quiet environment and avoid unnecessary noise.
- Photography is prohibited without prior approval by the nurse manager.
- Children under 12 years old wishing to visit must be accompanied by an adult other than the patient, and obtain permission in advance from a nurse. Children must not be left unattended at any time.
- In order to protect patient confidentiality, visitors may be asked to leave the room during tests and treatments or when the doctor or nurse needs to see the patient
- To protect yourself and your family, especially during cold and flu season, wash your hands with soap and water or use hand sanitizer after going to the bathroom, before meals, and after touching contaminated surfaces (grocery carts, door handles, etc.)
- Brief support visits by a patient's own dog are supported under special circumstances, however safety conditions must be met. Please contact the nurse manager of the unit to make these arrangements before bringing in a dog.
- Due to latex allergies, Henry Ford West Bloomfield Hospital does not allow latex balloons. Mylar balloons are acceptable.

Visitors may request a security escort when leaving the hospital during late night hours. To request an escort, call Security at 248-325-1500.

### Sleep Rooms

While family and guests are welcome to sleep in patients' rooms during their stay, there may be factors that make this difficult or impractical. We have a limited number of private Sleep Rooms, based on availability, for family members and guests who wish to stay close to patients overnight. Ask your nurse if you are interested in reserving a sleep room.

## Out of Town Accommodations

For information on local lodging and discounts offered to Henry Ford West Bloomfield Hospital patients and families, please dial "0".

## CAMPUS INFORMATION

*Henry Ford West Bloomfield Hospital staff members are available to assist you at all times. We typically maintain designated hours for our entrances and parking services to help create the best healing environment for our patients.*

*Below is information on the many offerings, including our Main Street shops, Henry's (our café), the Pharmacy, Greenhouse, Demonstration Kitchen and other unique features, such as the Ravitz Foundation Main Atrium, and the Sahney Quiet Atrium, including the Valade Interfaith Sanctuary.*

### Entrance Hours

#### Main (Maple Road):

Monday - Sunday 5:00 a.m. - 10:00 p.m.

**Emergency:** 24 hours

### Parking

All self-parking at Henry Ford West Bloomfield Hospital is free. If you choose to use our Valet Services, located at the main entrance, there is a \$4.00 charge.

The self-park area is available near the Main Entrance and at the Josephine Ford Cancer Institute entrance.

Wheelchairs are provided at all of our entrances. Handicapped-designated parking spaces are located in the front of the main entrance, the Josephine Ford Cancer Institute entrance, and the Emergency entrance.



### Valet Services

#### Main Entrance:

6:30 a.m. - 8:00 p.m. Monday - Friday

#### Emergency Entrance:

6:30 a.m. - 11:00 p.m., Monday - Friday

9:00 a.m. - 5:00 p.m. Saturday and Sunday

If you are picking up your vehicle from Valet Services after 9:30 p.m., please see an officer at the Emergency entrance for assistance.

## WELLNESS – ALLOW US TO ENLIVEN YOUR SENSES

### Main Street

Along our Main Street corridor (through the Main Entrance), we provide a shopping experience like no other. Retail offerings include Henry Ford at Home, featuring home healthcare products, and The LiveWell Shoppe, which offers unique gifts.

Enjoy Vita, the wellness center, featuring services such as massage, acupuncture, skin treatments, and more. The Demonstration Kitchen (DK) will enrich your learning through a 90-seat auditorium offering healthy cooking classes.

And enjoy our dining destination: Henry's, our café, offering delicious, healthy food, located on Main Street. We are also home to the first hospital-based, organic Greenhouse – which is full of healthy herbs and vegetables, which are used in our café and in patient meals. Stop by for a visit and learn about how easy it is to incorporate more produce into your life.

### Henry Ford at Home

Henry Ford at Home is located across from Henry's café on Main Street and adjacent to the pharmacy. The shop offers durable medical equipment, such as walkers and crutches, as well as specialty products like pillows, memory foam pads, chair massagers, exercise bands and more.

#### Henry Ford at Home (248-661-7935):

Monday – Friday      8:30 a.m. – 5:00 p.m.  
Saturday & Sunday    Closed



### The LiveWell Shoppe

The LiveWell Shoppe, in the main lobby, offers a wide variety of seasonal and healthy living/cooking related items as well as clothing, jewelry and gifts for children.

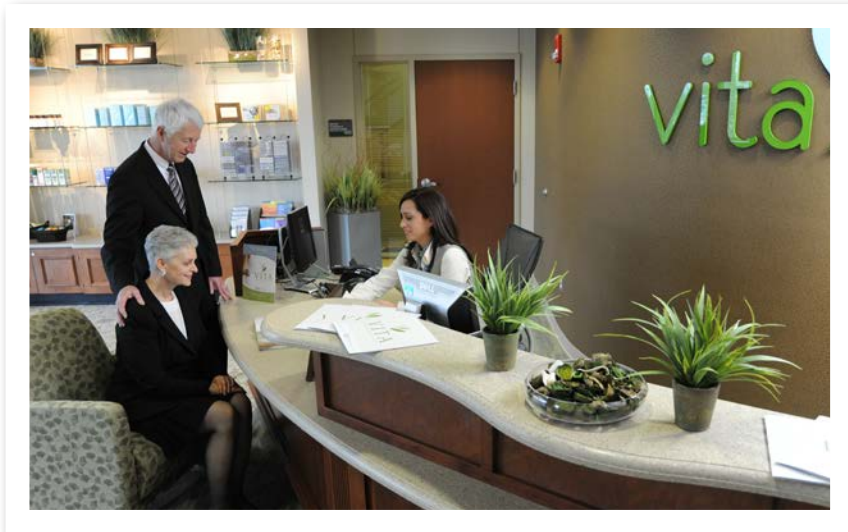
The LiveWell Shoppe offers complimentary room delivery to all guests staying at Henry Ford West Bloomfield. Guests may call 248-325-3880.

Flowers cannot be delivered to patients who are being treated in the ICU (intensive care unit).

We are pleased to offer complimentary gift packaging, which includes a gift bag and tissue paper. Breakable items will be bubble-wrapped and boxed.

The LiveWell Shoppe is open 7 days a week. Please call 248-325-3880 for hours.





### Vita

Vita's wellness programs and services are designed to help you look good, feel great, and achieve optimal health in a safe and relaxing environment.

Whether you are here as a patient, visiting someone who is, or seeking a path to transform yourself, Vita is the perfect start to a healthier, happier and more fulfilled life. Services include massage therapy, acupuncture, Reiki, yoga, fitness coaching, and more.

Appointments are available Monday through Saturday. Classes are offered monthly and may vary, based on space availability and client demand. For your convenience, Vita treatments are also available in your room.



If you have further questions about Vita's programs and services, promotion and pricing, or if you want to make an appointment, please call 248-325-3870, or stop by Vita, located near the Main Entrance.

Vita wellness center is open Monday - Saturday, please call 248-325-3870 for availability.





## Demonstration Kitchen

Learn to create delicious, healthy food for your family in the Demonstration Kitchen (DK) - the ideal destination for adults and children to explore healthy cooking, nutrition and accommodating special diets.. By sharing culinary knowledge and user-friendly tips, the results are flavorful, healthy dishes.

DK classes are engaging, include tasty samplings, and are filled with educational information, and advice from Henry Ford physicians and dietitians. There is something for everyone at the Demonstration Kitchen, from those who are transitioning to a healthier way of living, to those already on track and looking to learn more.



For more information, or to register for classes, call 248-325-3890 or e-mail [dk@hfhs.org](mailto:dk@hfhs.org). You may also register online at [www.henryfordwestbloomfield.com/demonstrationkitchen](http://www.henryfordwestbloomfield.com/demonstrationkitchen).





## Greenhouse

Discover the rewards of a healthier way of life. At Henry Ford West Bloomfield Hospital, we believe that small changes in what you eat can have a big impact on how you feel. That's why our greenhouse – Michigan's first hospital-based, hydroponic organic greenhouse – is full of healthy herbs and vegetables, many of which are used in our café and patient meals.

We offer a variety of resources such as tours, cooking demonstrations and gardening classes, to help you understand the healing power of food. Our goal is to not only create a better quality of life, but to also set a new standard in wellness education.

With a variety of interesting and innovative programs, patients and community members can visit the Greenhouse to learn about the importance of growing and eating organic, healthy, nutritious produce.

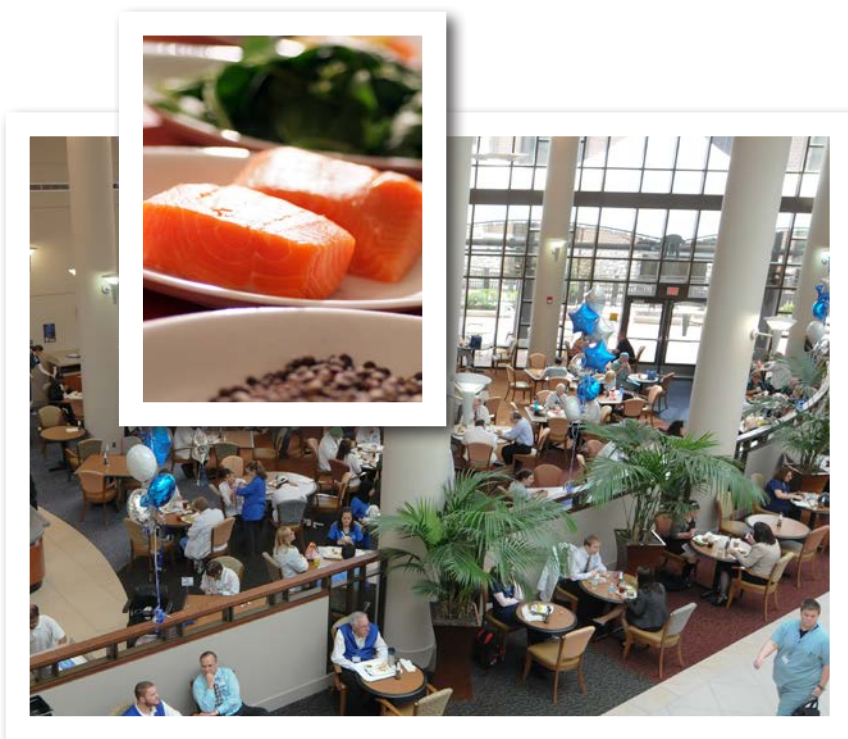
**For more information on tours, demonstrations, and bookings, please call 248-325-3890.**



## Henry's

Henry's café is open 24 hours a day on Main Street for grab-and-go meals. During the day and early evening hours, a variety of food stations are open serving healthy, freshly cooked food.

The Kosher Korner in Henry's offers packaged dishes from Kravings that are certified kosher by the Star-K certification agency, with Kosher Michigan serving as a consultant to the hospital. Offerings may include sandwiches, salads, and sushi.





## Pharmacy

Henry Ford Pharmacy, located on Main Street, can help with your prescriptions, with delivery to your room before discharge and free delivery to your home following discharge. Our Pharmacy stocks many hard-to-find medications, as well as a wide variety of over-the-counter medications and products. For prescriptions requiring refills, our convenient refill reminder service is available upon request.

### Hours (248-325-3820):

Monday - Friday 7:00 a.m. - 7:00 p.m.

Saturday 8:00 a.m. - 4:00 p.m.

Sunday & Holidays 10:00 a.m. - 3:00 p.m.

Curbside delivery of prescription refills is available by calling 248-214-9888 during business hours. No need to leave your car. A staff member will bring your prescription refill to your car at the Main Entrance, where you can pay by credit card.

## The Ravitz Foundation Main Atrium

The Ravitz Foundation Main Atrium is located off Main Street, just past Henry's, on the Garden level. The atrium offers a relaxed garden environment to rejuvenate and refresh, and includes a Little Library, courtesy of the West Bloomfield Library. Take a book, leave a book, it's for your enjoyment.

## Sahney Quiet Atrium and Valade Interfaith Sanctuary

The Sahney Quiet Atrium and Valade Interfaith Sanctuary are located on the Garden level, adjacent to the Ravitz Foundation Main Atrium. The space is available for anyone needing a quiet moment, or to reflect and grieve during difficult times.



## Healing Arts

The Henry Ford Healing Arts Program was established to create a soothing and calming environment for patients, visitors, and staff by integrating the creative arts and aesthetic experiences into the healing process. The program uses visual, hands-on, and performing art experiences to celebrate the cultural diversity of the communities it serves.

Healing Arts enhances the patient experience by utilizing the arts as a positive distraction to reduce pain, anxiety and stress. This includes art therapy and music.

The Healing Arts Program opened its first gallery space in 2009 on Artist Avenue (on the first floor, near the Ravitz Foundation Main Atrium) at Henry Ford West Bloomfield Hospital. Local and regional artists, as well as an annual employee exhibit, are featured. Artwork is rotated regularly and displays various styles, subjects, and media. Artwork is for sale and 35% of the proceeds support the Healing Arts Program.

A free monthly gallery talk is presented by a docent from the Detroit Institute of Arts, followed by an optional tour of the hospital's art collection – all by Michigan artists – on the Debra Saber-Salisbury Art & Wellness Walk.

To request a visit by a volunteer musician, please call 248-325-0091.



[illegible]



## Notes

[illegible]

[illegible]