

## Security 245-8395

Bronson Battle Creek's Security department is available 24 hours a day. Escorts to your vehicle are available upon request. They can also unlock or jump-start cars. Security also locks doors at night.

## Cancer Care Center

Bronson Battle Creek Cancer Care Center's multispecialty team, comprehensive services and state-of-the-art equipment offer expert, compassionate care for lung and other cancers. The center specializes in a broad range of cancer services including: diagnostics, genetics assessment, hematology, medical oncology and chemotherapy, pathology, radiation oncology and technology and surgical oncology. In 2011, The Cancer Care Center received the Commission on Cancer's 'Outstanding Achievement Award.' Bronson Battle Creek is one of only 25 hospitals in the country to earn that award three times in a row, and the only hospital in Michigan to do so.

## Bronson Battle Creek Fund Development

Bronson Battle Creek is a not-for-profit healthcare provider. We appreciate the support of the community and people like you. Your donations make it possible for us to help others.

Call for more information or send your gift to:

Bronson Battle Creek Fund Development  
300 North Avenue  
Battle Creek, MI 49017  
(269) 245-8075  
foljahnc@bronsonhg.org

## Frequently Called Numbers

All phone numbers are in the '269' area code. If you are calling from *within* Bronson Battle Creek Hospital, you will only need to dial the last five numbers of the phone number.

Department	Phone Number
Administration	245-8004
Cancer Care Center	
Medical Oncology	245-8660
Radiation Oncology	245-8056
Cardiac Rehabilitation	245-8199
Central Scheduling	245-8666
Wound Healing Center	245-8560
Diabetes Center	245-8190
Emergency Department	245-8111
Human Resources	245-8060
Mary Coleman Center	245-8167
Maternal/Child Education	245-8586
Medical Records	245-5851
Pastoral Care	245-8000
Patient Relations	245-8333
Patient Accounts/ Billing	1-800-227-9945
Physician Referral	1-877-462-2247
Poison Control	1-800-POISON-1
Security	245-8395
Senior Health Partners	441-0948
TDD/TTY for Deaf	245-5979
Volunteer Service	245-8470

## Awards & Recognition

- The Leapfrog Group "A" Hospital Safety Score (2012)
- Top 10 Hospital in Michigan for Patient Safety from *Consumer Reports* magazine (2012)
- American Cancer Society's Health Care Leadership Award from the Commission on Cancer (2010)
- Blue Distinction Center for Knee and Hip Replacement from Blue Cross and Blue Shield of Michigan (2010)
- HealthGrades Top Five-Star Rating for the Joint Replacement Surgery and Total Knee Replacement (2008-2010)
- The Joint Commission's Gold Seal of Approval™ (2010 effective through 2013)
- Comprehensive Community Cancer Program from the Commission on Cancer (2005, 2008, 2011 effective through 2014)
- Michigan's 101 Best and Brightest Companies to Work For from the Michigan Business & Professional Association (2004-2012)
- Health Care's Most Wired from *Hospitals & Health Networks* magazine (2005-2012)

## Parking

Parking at Bronson Battle Creek is always free. If you are not sure where to park, call (269) 245-8395. You can also visit [bronsonbattlecreek.com](http://bronsonbattlecreek.com) for more maps.



Bronson Battle Creek Hospital  
300 North Avenue  
Battle Creek, Michigan 49017  
(269) 245-8000

[bronsonbattlecreek.com](http://bronsonbattlecreek.com)



# Visiting Bronson Battle Creek



## Welcome

Bronson Battle Creek is a multi-campus healthcare provider serving nearly 250,000 people in southwest Michigan.

At Bronson Battle Creek, we use a patient- and family-centered care approach. This means we involve both patients and their families in care. We believe that everyone should be treated with dignity and respect.

Please take a moment to read this guide, ask questions and let us know your needs. We want to make your visit the best it can be.







## Information

**Inpatient: 245-2925**

**Outpatient: 245-2073**

The Information Desks at Bronson Battle Creek are located in both entrances to the hospital — main entrance and Outpatient Center. The desks are staffed M–F, 7 a.m. to 4 p.m. Maps and directions are also available at each entrance.

## Telephones

Courtesy telephones are available throughout the hospital. Dial hospital Security at 5-8395 should a need arise. Most patients heal best in a quiet setting, so we ask that your cellular phones and other electronic devices be kept on vibrate. Please hold your conversations in public areas or waiting rooms so patients can rest.

## Deaf and Hard-of-Hearing

Amplified phones, TTYs and Website Text Relay are available for free. If you or your family needs a sign language interpreter or any of these services, ask a staff person.

## Interpreters

Bronson Battle Creek will assure that patients with vision, hearing, speech impairments, or whose primary language is not English, will obtain appropriate transliterate assistance free of charge to the patient or family member.

## No Smoking Policy

Bronson Battle Creek is a tobacco-free campus. There is no smoking of any kind including e-cigarettes, chewing or inhaling. No one may use tobacco anywhere on hospital grounds. Family, friends and visitors must leave the hospital campus to smoke. Patients may not leave the unit to smoke. Ask about other options. Families and visitors may also ask for help to quit smoking as Bronson has resources available.



## Hand Washing

Sinks and hand sanitizer dispensers are located throughout Bronson Battle Creek. Please wash your hands

or use hand sanitizer. This prevents the spread of germs.

## Restrooms

Restrooms are located on each floor. Diaper changing stations are in both men's and women's restrooms in common areas around the hospital.

## Wheelchairs

Wheelchairs are at each entrance. Ask hospital staff for help. If you cannot find a wheelchair, dial '0' from any hospital phone.

## Visiting a Patient

At Bronson Battle Creek, patients choose their family/support members. They may visit whenever it is best for the patient. Ask about overnight visits.

visiting hours are from 9 a.m. to 9 p.m. An adult other than the patient should supervise children under 14 years old. This includes patient rooms and waiting areas. Infants and small children under the age of 18 months are discouraged from visiting adult areas.

## Tips While Visiting

- Postpone visits if you are not feeling well.
- Wash your hands each time you enter or leave the room.
- Shirts and shoes are required.
- Due to potential allergic reactions, latex balloons or items containing latex, such as poinsettias, are not allowed.
- Avoid wearing perfumes or cologne.
- Public waiting areas are designed to support comfort and privacy, but are not intended for overnight stays. Sleeper chairs or recliners are provided in most patient rooms. Ask about overnight options.
- Food may be bought or eaten in the Java Junction or Cafeteria.
- Ask before bringing food for patients. Some are on special diets.
- Think of others when using cell phones.

## Internet Access

Bronson Battle Creek offers free wireless services to its patients and their family and friends. If you have any questions in regards to this service, please contact our Information Services department at (888) 667-3003.



## Dining

Bronson Battle Creek has several eating areas. Ask staff for directions. You may bring your food or buy it there. There are microwaves available for your use.

Bronson Battle Creek is committed to using local farmers and food producers. All coffee is roasted locally. Many baked goods and menu items come from local bakers and businesses.

## Cafés

### Java Junction Coffee Shop

Java Junction Coffee Shop is open five days a week from 6 a.m. to 3 p.m. It is located in the Outpatient Center.

### Cafeteria

The hospital cafeteria is open 7 a.m. to 7 p.m., and again from 9 p.m. to 1 a.m.

### Vending Machines

Vending machines near the Java Junction and the cafeteria offer snacks and beverages 24 hours a day. Other vending machine locations:

- Hallway near main hospital lobby
- Lower level by associate entrance
- Bronson BirthPlace – Battle Creek waiting room (4th floor)
- Critical Care waiting room (3rd floor)

## Lost and Found

### 245-8395 (Security)

Leave valuables, such as jewelry and money, at home or give to someone for safekeeping. Before you leave the hospital, collect your belongings. Bronson Battle Creek is not responsible for lost or damaged personal property. If you lose something, tell your nurse right away. We will do our best to find it. Found items are kept for 30 days.

## Pastoral Care

Hospital chaplains are available 24 hours a day. They give emotional and spiritual support to patients and families. They can help you contact your faith community. Ask your nurse or staff member to page a hospital chaplain.



## Chapel

There is a chapel located on the lower level of the hospital near the cafeteria. It is open 24 hours a day. Visitors of all faith backgrounds are welcome.

## Gift Shop

The gift shop on Bronson Battle Creek's campus is located in the main hospital lobby.

### Hours:

Mon., Tues., Thurs., Fri.: 9 a.m. to 5 p.m.  
 Wednesday: 9 a.m. to 8 p.m.  
 Saturday: 10 a.m. to 4 p.m.  
 Sunday: 1 to 4 p.m.

Gifts of food, fresh flowers and live plants are not allowed in the critical care units and burn unit. Check with a hospital staff member if you are unsure.

## Outpatient Pharmacy

**245-5852**

The Outpatient Pharmacy is located in the Medical Office Building on the 2nd floor. Hours are Monday through Friday 9 a.m. to 5:30 p.m. Most prescription insurance plans are accepted. Over-the-counter medications, as well as health, beauty and hygiene products, are available.

## Patient Relations

**245-8470**

Hours: Mon.–Fri. 8 a.m. to 4:30 p.m.  
 Online Patient Feedback form at [bronsonhealth.com](http://bronsonhealth.com).

Copies of patient rights and responsibilities are given at check in and by request. Patient Relations can help with any concerns. If you need help with informed choices about difficult decisions, call Pastoral Care at 245-8000.



## Staff Identification

All Bronson Battle Creek associates wear name badges with their picture. If you have questions or need assistance when you are here, please feel free to ask any of our associates or physicians. We function as a team to provide exceptional healthcare for you and your family. We will be happy to help you.