



*PATIENT AND FAMILY  
INFORMATION.*



**HENRY FORD  
ALLEGIANCE HEALTH**

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## VISITING HOURS

All children must be accompanied by an adult; children may not be left in the care of a patient.

**Critical Care Unit:** 8 a.m. – 7 p.m. and 8 – 10 p.m.

**Stepdown:** 8 a.m. – 10 p.m. Visitors must be 12 or older.

**Family Birthing Center:** 8 a.m. – 8 p.m. Fathers or the support person and grandparents may visit at any time.

**Pediatrics:** Noon – 8 p.m. Parents and grandparents may visit at any time.

## PATIENT PASSCODE PROGRAM

Only give this code to people you wish to have access to your medical information. Those who have the code can receive protected health information about you. You may share this code with whomever you wish. If you have any questions regarding the Patient Passcode Program, feel free to speak with your nurse.

**YOUR ROOM NUMBER IS:**

**YOUR PHONE NUMBER IS:**

**(517) 205-4800**

**EXT:**

**PATIENT PRIVACY CODE:**

Main Operator: **(517) 205-4800**

Valid for this admission only  
(one-time use)



**HENRY FORD  
ALLEGiance HEALTH**

# Welcome, and thank you for choosing Henry Ford Allegiance Health.

Our highly trained and experienced staff strive to always provide you with excellent care.

**Your care team is listed on the communication board in your room. To help you identify who is taking care of you, dress attire for staff is color-coded:**

- Registered Nurses (RN) wear light blue.
- Certified Nursing Assistants (CNA) wear burgundy.
- Licensed Practical Nurses (LPN) and clinical technicians wear royal blue.
- Clerks wear black and red.

**We want you to have the highest quality care in a safe and clean environment. As your care team, you can expect we will:**

- Introduce ourselves and explain why we have entered your room
- Clean your room every day
- Answer your call light promptly
- Make you comfortable (please tell us if you'd like a fan, warm blanket or extra pillow)
- Keep your door closed for your privacy and quiet so you can rest
- Check on you hourly during the day and at least every two hours in the evening, more, if you need

During your stay, someone from our nursing leadership team will ask you how well we are doing with your care. If at any time you have concerns about your care, please call the nurse manager whose number is posted above your white board.

Thank you for allowing us to care for you and your loved ones.

# Henry Ford Allegiance Health Tobacco Policy

To promote the health of our patients and visitors, patients admitted to the hospital are not permitted to smoke or use tobacco products.

Henry Ford Allegiance Health's adoption of these significant changes follows a national trend in health care. In fact, nearly 2,000 health care institutions in the U.S. have adopted 100 percent tobacco-free campus policies.

Thank you for your support as we work to make our hospital and community an even safer and healthier place to be.

## **FREQUENTLY ASKED QUESTIONS:**

### **Where am I allowed to smoke?**

Smoking is not permitted during your hospital stay. For your own safety, we cannot permit you to leave our campus while you are admitted.

### **What can you offer to help me with my tobacco cravings?**

We can offer you nicotine replacement therapy or other quit aids during your hospital stay. We also have a tobacco cessation counselor available to meet with you while you are a patient.

### **What about electronic cigarettes?**

E-cigarettes are not allowed under this policy.

### **If I decide to quit smoking, are there any services available to help me?**

Tobacco Treatment is a free service of Henry Ford Allegiance Health. Anyone using tobacco products is encouraged to participate. Nonsmokers concerned about their loved ones may also receive services. A referral is not necessary.

Services are provided, as often as needed, by a certified tobacco treatment specialist and include:

- Assessment
- Behavior management
- Addiction education
- Education on medications that increase success rates
- Relapse prevention

To get started or for more information, call **(517) 205-4707**.



**HENRY FORD  
ALLEGIANCE HEALTH**

## General Information

### ROOM SERVICE

6:30 a.m. – 7 p.m.

Because proper nutrition is important to your well-being and comfort, we will provide you with a special room service menu. A representative from Nutrition Services will review the menu with you and help you make selections based on your physician's orders. When you are ready to order, call **FOOD (3663)**. If you need assistance, call **FOOD** and someone will come to your room to answer your questions and take your order.

Family members are welcome to dine in our cafeteria located on the second floor.

### CAFETERIA

The Commons Café is located on the 2nd Floor of the hospital.

#### Hours

Monday – Friday: 6:30 a.m. – 7 p.m., 11:30 p.m. – 1:30 a.m.

Weekends and holidays: 6:30 – 9:30 a.m., 10:30 a.m. – 7 p.m., 11:30 p.m. – 3:30 a.m.

### TELEVISION AND PHONE SERVICES

Henry Ford Allegiance Health provides television and local phone service free of charge. Please see page 26 or channel 2 for a television guide. To access patient education videos on channels 14, 15, 16 and 17, call **5555**, and follow the prompts.

To make a local telephone call, press 9 and the telephone number. For long distance assistance, press 8 and then 0 for an outside operator. If you are having problems with your television or telephone services, please press your bed's call button and inform your caregiver.

### FREE WIFI AVAILABLE

Henry Ford Allegiance Health is pleased to offer free wireless internet service to our guests. To connect, simply select "AllegianceGuest" in the wireless settings of your laptop, smart phone or other electronic device.

Note: All guests who connect to this wireless service are required to comply with the terms of service listed.

Thank you for your cooperation.

### PATIENT VALUABLES

Please send items of value, including large amounts of cash, home with your family or ask a caregiver to place your valuables in the hospital safe until you are discharged.

### ATM

An ATM is located outside the Commons Cafe, on the hospital's 2nd Floor.

## QUIET HOURS

- 4 South and 4 West: 1 p.m. – 4 p.m.
- 6 Northwest: 2 p.m. – 4 p.m.
- 6 Southeast: 2 p.m. – 4 p.m.
- 7 Southeast: 2 p.m. – 4 p.m.
- 7 Northwest: 2 p.m. – 4 p.m.

## WAITING ROOMS

Waiting rooms are on nearly every floor of the hospital. One of your care providers can give directions, or visitors can consult the floor map located by the elevators.

## LOBBY GIFT SHOP

Located in the lobby, the gift shop offers a wide variety of snack and gift items. Phone orders are welcome, with free delivery to patient rooms. Call **(517) 205-4849**. Visa and Mastercard accepted.

### Hours

- Monday – Thursday: 9 a.m. – 8 p.m.
- Friday: 9 a.m. – 5 p.m.
- Saturday and Sunday: 12:30 p.m. – 8 p.m.

### LET THE GIFT SHOP COME TO YOU!

For your convenience, the gift shop is pleased to deliver a wide range of items to your room.

To order, simply call the gift shop at **ext. 4849** and one of our helpful Henry Ford Allegiance Health Volunteers will assist you. Purchases can be charged to your credit card over the phone or you can pay cash upon delivery. Most items can be delivered within 30 minutes.

#### Boredom Busters

- Adult coloring books
- Colored pencils
- Pen/pencil
- Crayons
- Magazines – variety of titles
- Paperback books – variety of titles
- Playing cards
- Note pads

#### Personal Care Items

- Bobby pins
- Hair brush
- Comb/hair pick
- Barrette
- Ponytail holder
- Charms
- Naked Bee lotion
- Burt's Bees lip balm
- Blistex lip balm
- Polygrip denture adhesive
- Feminine hygiene products

#### For Your Comfort

- Back scratcher
- Slippers
- Reading glasses
- Rosary
- Tylenol/Midol/Claritin/Bayer/Aleve
- Roloids

#### To the Rescue

- Sewing kit
- Batteries
- Eyeglass repair kit

#### Sweet Tooth Tamers and Snacks

- Candy bars
- Sugar-free candy
- Bag candy
- Nuts



# Henry Ford Allegiance Health Rapid Response Team

## Ext. 7000

Henry Ford Allegiance Health Rapid Response Teams are made up of specially trained health care providers who will come to a patient's room right away. The team works with the patient, doctors, nurses and patient's loved ones to check on the health concern.

### What should I do if my (or my loved one's) health issue is getting worse?

- Press the call button to alert the nurse.
- Tell the nurse what you are worried about or what changes you are seeing. For example, has there been a skin color change or unusual behavior? The more details you provide, the better the nurse will be able to help.

### Can I call the Henry Ford Allegiance Rapid Response Team?

- Yes. A patient or a patient's loved one can call **ext. 7000** on the hospital phone in the patient's room – **if you have spoken to the nurse or doctor about your concerns and you are still worried.**

### What do I tell the operator?

- Your name (if you are calling on behalf of your loved one)
- Patient's name, room number and unit
- Your concerns and that you want the Rapid Response Team to come

### What will happen next?

- The Henry Ford Allegiance Health Rapid Response Team will arrive within minutes.
- The team will talk with the doctor and nurse to find a solution and appropriate plan of care. You will be involved with the care plan.

Thank you for being our partner in patient safety.

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## HOSPITALISTS

Henry Ford Allegiance Health hospitalists are board-certified internal medicine physicians, pediatricians and nurse practitioners who specialize in Hospital Medicine. They are available 24 hours-a-day, 7 days-a-week to provide care for patients during their hospital stay. Your hospitalist will inform your physician about your admission, and provide updates regarding your status and discharge. Following discharge from the hospital you will return to the care of the primary care physician or pediatrician.

If you have a care or treatment related question while at Henry Ford Allegiance Health, please ask your hospitalist.

## ADMISSION STATUS

Hospitals are required to assign a "status" to your stay as a patient. The status may be: observation, inpatient or day surgery. This is based on the severity of your condition and the care needed. If you have questions about your admission status, please ask someone from your care team.

## EVALUATION SURVEY

Following your stay in the hospital, you may receive a survey in the mail regarding your experience. Please complete the survey and return it in the postage paid envelope provided. The information you provide in the survey will help us to improve the care for future patients.

## GRATEFUL PATIENT PROGRAM

Many patients have asked us how they can give back to Henry Ford Allegiance Health. The Henry Ford Allegiance Health Foundation has established the Grateful Patient Program to provide an opportunity for you and your family members to express thanks. For more information, please call the Henry Ford Allegiance Health Foundation at **(517) 205-7508** or visit **HenryFordAllegiance.com/Foundation**.

## YOU HAVE THE POWER TO SAVE LIVES

Henry Ford Allegiance Health supports the Gift of Life program's efforts to educate the community about the need for organ and tissue donation. There are currently tens of thousands of men, women and children on waiting lists for life-giving transplants.

Please contact Gift of Life of Michigan for more information at **(800) 482-4881**, or contact the Secretary of State's Office to register.

## CHAPEL

The chapel is located on the 3rd Floor of the hospital and is open to everyone.

## SPIRITUAL CARE

At Henry Ford Allegiance Health, dedicated and professionally trained chaplains provide pastoral care to you and your family, as well as staff with difficult and stressful situations. Our team of chaplains is available to help you 24 hours a day.

### Chaplains can assist with:

- Spiritual and emotional concerns
- Issues of fear, anger, guilt or despair
- Grief and loss issues
- Ethical issues and important end-of-life decisions
- Tissue and organ donation
- Funeral home arrangements
- Crisis counseling
- Coping with illness or diagnosis
- Sacraments, prayer and scripture
- Connecting to community clergy



**HENRY FORD  
ALLEGIANCE HEALTH**



## PARKING OPTIONS

Free parking for patients and their families is located near most hospital entrances and in the covered parking deck next to the Emergency Department. Free valet parking is available in front of the hospital's main entrance and at the Emergency Department entrance.

## VALET PARKING

Free valet parking is available in front of the hospital's main entrance and at the Emergency Department entrance.

## Hours

Monday – Friday: 8 a.m. – 10 p.m.

Saturday and Sunday: 10 a.m. – 10 p.m.



# Infection Prevention

## **YOU AND YOUR VISITORS CAN PREVENT THE SPREAD OF GERMS**

Henry Ford Allegiance Health values your safety and well-being. To protect your health, we recommend these precautions:

- Cover your mouth and nose with a tissue or your upper sleeve when you cough or sneeze.
- Discard used tissue in the waste basket.
- Wash your hands with soap and warm water for 20 seconds or use an alcohol-based hand cleaner.
- Do not hesitate to ask your health care providers to clean their hands before caring for you.
- Ask friends and family who are ill not to visit.
- If you have a catheter, ask your health care provider each day if it is still needed.

### **Henry Ford Allegiance Health staff protects your health by:**

- Cleaning our hands with soap and water or an alcohol-based hand cleaner before and after every patient encounter.
- Carefully cleaning hospital rooms and medical equipment.
- Using contact precautions when caring for patients with an infection, including moving the patient to a private room.
- Asking visitors of patients with infections to wear gowns and gloves, when appropriate, as well as removing gowns and gloves and cleaning their hands before leaving patient rooms.
- Asking patients with infections to stay in their rooms as much as possible, including asking that they not go to common areas such as the gift shop or cafeteria.

**Henry Ford Allegiance Health staff is very focused on preventing infections from central venous catheters, such as PICC, port, or other central line. For all central venous catheters we will:**

- Clean our hands with soap and water or an alcohol-based hand cleaner; wear gloves for all catheter care, including blood draws, to give medications and to change the catheter bandage.
- Wear mask, cap, sterile gown and sterile gloves when putting in a central catheter.
- Cover you with sterile sheets when putting in a central catheter.
- Clean your skin with antiseptic cleaner before putting in a central catheter and at every bandage change.
- Clean the central catheter cap/port with an antiseptic solution before blood draws or medications.
- Decide daily if you still need the catheter and remove it as soon as possible.



## Antibiotics

Antibiotics are used to treat and prevent bacterial infections.

The use of antibiotics disrupts normal flora, the good bacterium, which helps our body stay in balance to fight infections every day. Over time, bacteria develop resistance to antibiotics. It is important not to overuse antibiotics as they may not work when you need them. Antibiotics should be avoided if there are no bacteria present. If the illness is caused by a virus the antibiotic will not be effective. Ask your health care professional for tips on how to relieve symptoms of viral infections.

### If a health care professional prescribes an antibiotic:

1. Finish the entire prescription, even if you start feeling better in a day or two.
2. Report to your health care professional any symptoms or reactions, such as rash or diarrhea, while taking the antibiotic.
3. Discard any of the antibiotics that are not used, do not save them.
4. If a dose is missed, do not double the next dose. Simply resume with the next scheduled dose.

ILLNESS	USUAL CAUSE		ANTIBIOTIC NEEDED
	VIRUS	BACTERIA	
<b>Cold/Runny Nose</b>	×		No
<b>Bronchitis/Chest Cold</b> (otherwise healthy children and adults)	×		No
<b>Flu</b>	×		No
<b>Sore Throat</b> (except Strep)	×		No
<b>Fluid in the ear</b> (otitis media with effusion)	×		No
<b>Whooping Cough</b>		×	<b>Yes</b>
<b>Strep Throat</b>		×	<b>Yes</b>
<b>Urinary Tract Infection</b>		×	<b>Yes</b>

# Patient Rights

Henry Ford Allegiance Health aims to foster human dignity and preserve your rights. We treat you, as well as all patients, with dignity, respect and courtesy.

It is very important you understand that you have the right to ask questions at any time about your care and your condition.

## **ADEQUATE AND COMPASSIONATE CARE FOR ALL**

The effectiveness and safety of care, treatment and services does not depend on your ability to pay. You will not be discriminated against based on your age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression, or source of payment.

## **STAFF IDENTIFICATION**

People caring for you will introduce themselves and explain their role in your care. Each staff member will also wear an identification badge. In addition, all nurses wear light blue scrubs, nursing assistants wear burgundy scrubs, the room service ambassadors are navy chef jackets and clerks are in black and red.

## **PATIENT VISITATION**

Generally, you will have the right to receive visitors of your own choosing, including a spouse, domestic partner, other family members or friends. There may be special circumstances, however, where visitation is restricted, based on the best clinical judgment of hospital professionals who are acting in your best interest. These include: situations where the patient is undergoing testing or a procedure; issues of infection control; interference with the care of other patients; the patient's need for privacy or rest; court orders restricting contact; disruptive or violent behavior; minimum age requirements; and limitations with regard to inpatient substance abuse treatment.

You, or your designated representative, will be involved in making decisions about your care, treatment, and services. This includes the right to have your family and physician promptly notified of your admission to the hospital.

Henry Ford Allegiance Health does not discriminate based on your age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression or source of payment. The patient and his or her support person also have the right to withdraw or deny consent to visitation at any time.



## **MEDICAL CONDITION AND HEALTH CARE INFORMATION**

- Your care team should give you information about your condition and treatment in terms you can understand, as well as the proposed course of treatment procedures and prospects for recovery. If your physician withholds this information because it is not medically advisable, he or she must record the reason in your medical record.
- You have the right to designate a representative to make health care decisions on your behalf.
- You, or your designated representative, will be involved in making decisions about your care, treatment, and services. This includes the right to have your family and physician promptly notified of your admission to the hospital.
- If you are diagnosed as medically incapacitated and have a Durable Power of Attorney for Health Care, the instructions to the Patient Advocate will be respected.
- You or your designated advocate have the right to participate in considering ethical issues about your care. See Ethics on page 16 for more information.

## **PAIN MANAGEMENT RIGHTS**

Pain management is part of your medical treatment, both during your stay and upon discharge. When you are in pain, you have the right to have your pain reduced. You have the right to:

- Have your pain history taken.
- Be believed when you say you have pain.
- Have your questions answered.
- Be informed of alternative methods of pain control.
- Know the risks, benefits and side effects of medications, treatment or anesthesia that will be given.
- Choose which recommended pain control method you wish to try.
- Develop a pain management plan with your caregivers and ask for changes if pain persists.
- Receive medication in a timely manner.
- Have your pain assessed and reassessed on a regular basis, using an appropriate pain scale.
- Seek a second opinion or request a pain care specialist.
- Choose comfort over possible side effects, even though life may be shortened as an unintended effect.
- Your family may be included in the decision making, if desired.

## INTERPRETER AND HEARING SERVICES

As our community continues to diversify, Henry Ford Allegiance Health recognizes the importance of being able to communicate with patients in different languages.

Patients with Limited English Proficiency (LEP) or Sensory Impairment will be provided programs, services, and procedures intended to meet those patient's special needs while in the hospital or in Henry Ford Allegiance Health - operated offices and clinical areas. All of these programs, services, and procedures will be offered and provided within a reasonable time at no cost to the patient, twenty-four hours a day.

If you or a family member need an interpreter or hearing assistance, notify your health care provider at any time during your stay or contact Patient Safety and Advocacy Services at **(517) 205-4703**.

## PRIVACY

- You are entitled to privacy in treatment and in caring for your personal needs. This includes the right to be interviewed and examined in surroundings that assure reasonable privacy.
- You have the right to talk privately with anyone you wish (subject to hospital visiting regulations), unless your physician documents the reason that this is not medically advisable in your medical record.
- You have the right to refuse visitors.
- Federal and state laws protect your right to keep your identifiable health information private.
- You have the right to inspect or receive a copy of your medical records as well as any information about you that is used to make decisions about your care. You must make this request in writing.
- You have the right to request that we send communications to you in a confidential manner, such as at a different address than your home address. You must make this request in writing. You do not have to tell us why you are making this request.
- You have the right to request restrictions on how we use and disclose your protected health information for purposes of treatment, payment and health care operations, including disclosures to persons involved in your care, except when specifically authorized by you, when required by law or in emergency circumstance. You must make this request in writing. We will consider your request, but are not required by law to agree to your request.
- You have the right to correct or update your medical records.
- You have the right to ask us to correct existing information or add missing information to your records, if you think there is a mistake or important information is missing. You must make this request in writing and provide a reason for your request. We will consider your request, but are not required by law to agree to your request if we think the record is correct and complete.
- You have the right to receive a list of the disclosures of your medical information that we have made without your written authorization for reasons other than for treatment, payment or health care operations.

If you would like more information on how to exercise these rights, please contact the Privacy Office at **(517) 205-7850**.



## **ADVANCE DIRECTIVE**

An Advance Directive is a legal document used to plan your health care in advance. It allows you to name a Patient Advocate who makes medical decisions about your care, custody and treatment, in the event you are unable to do this for yourself. The Advance Directive is sometimes called a Durable Power of Attorney for Healthcare, Designation of Patient Advocate form, DPOA or Power of Attorney for Healthcare.

You have the right to appoint a Patient Advocate, by completing an Advance Directive form. A Patient Advocate should be someone who knows your wishes and is willing to make those decisions for you, if needed.

An Advance Directive is not required. You can make your wishes known by talking with your family or doctor or by writing them down. However, unless you have an Advance Directive, a patient advocate does not have legal authority to act for you.

You are not required to provide written instructions about your treatment. You can simply name a Patient Advocate. However, your advocate can only have life-sustaining care stopped if you write this down in an Advance Directive. Henry Ford Allegiance Health will honor your Advance Directive within the limits of Michigan law and the hospital's mission, philosophy and capability. The existence or lack of an Advance Directive does not determine a patient's right to access care, treatment or services.

After the completion of your Advance Directive, copies of the document should be provided to your Patient Advocate and primary care physician (your family doctor). In addition, a copy should be entered into your medical record at Henry Ford Allegiance Health. Each time you are hospitalized, a copy of your Advance Directive will be attached to your patient chart and will be used when planning your treatment. If you make changes to your Advance Directive, complete a new form and give the updated form to your Patient Advocate and primary care physician.

If you would like more information about an Advance Directive, appointing a Patient Advocate, or making revisions to a current document, please ask your nurse, case manager or patient representative.

## **REFUSAL OF TREATMENT**

You have the right to refuse treatment, to the extent provided by law, and to be informed of the medical consequences of that refusal. If you refuse care or treatment, you are responsible for the outcome of that decision.

If Henry Ford Allegiance Health or its staff decides that your refusal of treatment prevents you from receiving appropriate care according to ethical and professional standards, our relationship with you may be ended with reasonable notice.

## **RESEARCH EXPERIMENTAL PROCEDURES, OR EDUCATIONAL EFFORTS**

If experimental procedures are being considered as part of your care, your care team will explain these to you. You have the right to refuse to take part in any research or experimental projects, and to withdraw from such projects in which you previously agreed to participate.

## **MEDICAL RESIDENTS AND STUDENTS**

Henry Ford Allegiance Health is proud to be a teaching hospital. Our care team includes medical residents. These licensed doctors have completed medical school – including two years of clinical experience. They are here for advanced education in their chosen specialties, and they are well-qualified to provide you with exceptional medical care.

Our care team may also include medical students, nursing students and physician assistant students who are gaining clinical experience under the supervision of Allegiance doctors and nurses. Your comfort, safety and satisfaction are very important to us. If you prefer not to have students caring for you, please let us know.

## **FREEDOM FROM RESTRAINT**

Henry Ford Allegiance Health is committed to the prevention, reduction, and whenever possible, the elimination of the use of restraint. In keeping with this philosophy, you have the right to:

- Have other alternatives attempted prior to restraint, except in an emergency situation where your safety or the safety of others is in jeopardy.
- Have your basic physical needs met (fluids, nutrition, comfort, safety, dignity) and to be closely monitored, if restraint is used.
- Have the least restrictive form of restraint that is effective and to have it discontinued at the earliest possible time.

## **ACCESS TO YOUR MEDICAL RECORDS**

You generally have the right to read your medical record while you are a patient in the hospital, if a designated health care professional is present. After discharge, you have the right to obtain copies of your completed medical record, for a small fee.

Information about access to your medical records may be obtained by contacting the hospital's Health Information Management Department at **(517) 205-4936**.

## **CONFIDENTIALITY OF RECORDS**

- Communication and records about your care will be treated confidentially.
- You have the right to determine in writing who may receive copies of your medical record, except as required by law.





## CONTINUITY OF CARE

- You will be instructed about how to continue your health care after you leave the hospital.
- If transfer to another health care facility is necessary, you will receive an explanation as to why the transfer is required and assistance in making arrangements for transfer.
- You have the right to receive an explanation of your hospital bill, except where prohibited by law.
- Whenever possible, you will be notified when you are no longer eligible for insurance.
- You may ask staff to give you information about financial help for your hospital bill.

## OTHER RIGHTS

You have the right to have your cultural, psychological, spiritual and personal values, beliefs and preferences respected.

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## Your Responsibilities as a Patient

**Your health care is a cooperative effort between you, your physician and the staff. In an effort to provide you with the best possible care, we ask that you:**

- Provide a complete and accurate medical history, when asked to do so.
- Report unexpected changes in your condition to your physician or nurse.
- Follow treatment recommendations given by your health care providers and discuss your concerns if you do not agree with the plan.
- Listen to your health care providers and read printed information you are given regarding rules and regulations.
- Tell your doctor or nurse, if you do not understand your treatment or what you are expected to do.
- Be considerate of other patients and of Henry Ford Allegiance Health staff and property.
- Report any concerns you have about safety risks in your care to your doctor or nurse.
- Pay your bill or tell Henry Ford Allegiance Health staff if you cannot pay the bill so that other arrangements can be made.

**To help your health care team manage your pain, please:**

- Ask what to expect based on your condition and treatment.
- Talk to us about pain relief options.
- Work with us to make a pain relief plan.
- Let us know when pain first begins.
- Help us measure your pain.
- Tell us about any pain that will not go away.
- Discuss with us any concerns you have about becoming "hooked" on pain medications.

## YOUR CARE

Please contact a Patient Representative at **(517) 205-4740** (or **ext. 4740**), if you have questions, suggestions, concerns or complaints about your care or if you believe you have been mistreated, denied services or discriminated against in any aspect of services. You can freely voice complaints and recommend changes without being subjected to coercion, discrimination, reprisal or unreasonable interruption of care, treatment and services. The Patient Representative is available Monday through Friday, 8 a.m. to 5 p.m. If your concern is outside of this time frame please speak with your nurse. If you have been discharged and would like to express a concern please contact our Let Us Know line, **(800) 872-6480**.

If you are not satisfied with our response, you may file a formal grievance. A Patient Representative is available to assist you with that process.

You should also be aware that you may lodge a complaint directly with the Michigan Department of Consumer and Industry Services, Bureau of Health Systems, P.O. Box 30664, Lansing, MI 48909 or by calling **(800) 882-6006**.

You may also report a complaint directly to Joint Commission at the Office of Quality Monitoring, Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181 or by calling **(800) 994-6610**.

If you would like more information, please call the Patient Representative at **(517) 205-4740** (or **ext. 4740**).

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## Ethics: Doing the right thing at the right time for the right reason

Sometimes an individual's beliefs and values conflict with the medical or organizational decisions that are made. When such conflicts happen, members of the Ethics Committee are available to consult with you so you can express your concerns and gain some understanding about the decisions that are causing concern. All conversations are held in strict confidence. You may request contact with a member of the Ethics Committee by calling **(517) 205-4743**. Please leave a message on this line or follow instructions to page the on-call chaplain. Someone will return your call in a short amount of time.



**HENRY FORD  
ALLEGIANCE HEALTH**

## Visitors Code of Conduct

At Henry Ford Allegiance Health, we understand you want your loved one to receive the highest quality care. That's exactly what we strive to provide. You can help us promote good patient care in all Henry Ford Allegiance Health facilities through your cooperative and respectful behavior.

**To help Henry Ford Allegiance Health provide the best patient care, we ask visitors to:**

- **Wash/gel your hands** before going into and after coming out of a patient room to avoid the spread of germs.
- **Visit only when you are healthy.** If you must visit when you are sick, staff may ask you to wear a mask or other protective equipment to avoid the spread of germs.
- **Keep your conversations quiet** so patients can rest.
- **Be respectful of visiting hours.** Providing a relaxing and quiet environment contributes to patient healing. There may be times when we need to limit visitors if we feel it is in the best interest of the patient's health and well-being.

**To ensure the safety of our patients, all visitors must avoid:**

- Bullying behaviors such as physically harming anyone or using threatening, abusive, or profane comments to degrade or intimidate.
- Using tobacco, alcohol, or illegal drugs in or around any Henry Ford Allegiance Health facility.
- Using mobile phones and cameras in patient common areas.
- Destroying Henry Ford Allegiance Health property.
- Carrying a firearm or weapon.
- Displaying any kind of indecent behavior.

For the safety of our patients, other visitors and our staff, visitors whose behavior is disrespectful, uncooperative or disruptive may be asked to leave, or be escorted from the hospital by our Security Team, if necessary.



# Patient Billing Information

## BILLING

We recognize that insurance and billing can be confusing. We want to assist you in any way possible.

Henry Ford Allegiance Health has contracted with several insurance plans to provide services to their subscribers. You may be responsible for noncovered or non-authorized services, deductibles and copays. If you would like to see if Henry Ford Allegiance Health participates with your insurance plan, you may call Patient Financial Services at **(517) 205-4920**.

Henry Ford Allegiance Health will bill all insurance plans for services provided. If you have a secondary insurance and have provided that information Henry Ford Allegiance Health will bill any balance due to the secondary insurance. After all insurance coverage has been billed if there is a patient responsibility, this is your responsibility. Henry Ford Allegiance Health will request that copay and deductible are paid at the time of service.

If the insurance fails to pay the claim, you will be billed for the balance on the account.

## UNINSURED PATIENTS

If you are uninsured, you may choose to apply for the Medicaid program. Henry Ford Allegiance Health provides assistance to patients applying for the Medicaid program. If you would like assistance or want further information, you may call **(517) 205-5960**.

Henry Ford Allegiance Health's policy is to request payment for services at the time of service. Emergency services are provided without regard to a patient's ability to pay. The Patient Financial Services can work out payment arrangements or other options to resolve balances, call **(517) 205-4920** for more information.

## AUTHORIZATION FOR SERVICE

Many insurance plans require medical services to be authorized by your insurance company and/or physician before services are provided. Each insurance company may vary regarding the type of services that need to be authorized and the kind of authorization to be obtained.

The Henry Ford Allegiance Health insurance verification department will work with your insurance provider and physician to obtain authorization for services.

You may be asked by Advanced Registration to contact your insurance provider regarding copays and deductibles.

In most cases, you may be responsible for payment of all services that are denied authorization.

## INSURANCE DENIAL OF CLAIMS

When a medical claim is denied by your insurance plan, you have options to get the claim paid, if you believe the claim was denied in error. Contact the insurance carrier for a detailed explanation of the denial and ask about the appeal process to get a rejected claim paid. If your appeal is not successful, contact your employer or union for advice on your rights to further review the medical claim. Henry Ford Allegiance Health may request you to commit to a payment plan, and begin paying while the claim is in appeal.



## **WORKERS' COMPENSATION**

Henry Ford Allegiance Health will bill for worker compensation claims, if your employer or workers' compensation insurance carrier authorizes the services to be provided. You are responsible for payment if the authorization is not obtained. You will be asked to provide any group health insurance information, in case the workers' compensation claim is denied. The hospital will bill your insurance before holding you responsible for the account balance.

## **COMPASSIONATE CARE PROGRAM**

Please contact Patient Financial Services to obtain an application to see if you qualify for our Compassionate Care Program. If you have additional questions, we encourage you to contact us at **(517) 205-4920**.

## **PAYING THE HOSPITAL**

The hospital will accept cash, check, Visa, Mastercard, American Express and Discover. Payments can be made in person at the Cashier's Office in the main lobby. The office is open weekdays from 8 a.m. to 5 p.m. For your convenience the Cashier's Office also offers a drop box for payments made after normal business hours.

## **OTHER MEDICAL PROVIDERS**

The hospital bill does not include charges by private physicians or other medical providers who treat patients in the hospital. If a patient's visit requires services such as x-ray interpretation, pathologist review of a test, treatment by an emergency department physician, or anesthesia by an anesthesiologist, then the patient may receive a separate bill. Additional places you may receive a bill from include:

### **AMBULANCE, (517) 787-5702**

Jackson Community Ambulance

### **ANESTHESIA PHYSICIANS, (734) 786-4931**

Anesthesia Associates of Henry Ford Allegiance Health

### **INDEPENDENT HOSPITALIST PHYSICIANS (IHP) HOSPITALISTS, (888) 319-2030**

Independent Emergency Physicians (IEP)

### **LABORATORY PHYSICIANS, (800) 521-3068**

Jackson Pathology Associates, PC

### **X-RAY PHYSICIANS, (517) 783-2612**

Jackson Radiology Consultants, PC

## PATIENT FINANCIAL RESPONSIBILITIES

- Provide accurate up-to-date insurance information and notify us if your address changes.
- Follow up with your insurance carrier, to ensure prompt payment of your claim.
- Recognize that your insurance coverage is a contract between you and your insurance company. Although we will be working with your insurance carrier, you are ultimately responsible for payment of your account.
- Call Patient Financial Services at **(517) 205-4920**, if you cannot pay your balance in full.

## PATIENT FINANCIAL RIGHTS

- Receive and examine, upon request, an explanation of your bill regardless of the source of payment, as allowed by law.
- Receive, upon request, information relating to financial assistance available through Henry Ford Allegiance Health.

We are here to help you. If you have questions, please contact the Patient Financial Services at **(517) 205-4920**.

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## Discharge Information

### PREPARING FOR DISCHARGE

Being discharged from the hospital can be a stressful time for patients and families. It may be helpful to know what to expect on the days leading up to your discharge.

Please ask your nurse, physician or case manager if you have any questions or concerns. Discuss these as early as possible during your hospital stay so that necessary arrangements can be made.

### DURING YOUR STAY

During your stay at Henry Ford Allegiance Health, your care team is working to improve your health. We will teach you and a caregiver (someone who will help you after discharge) about your diagnosis and the care you will need to receive at home. Please keep all written instructions to read while you are in the hospital and after your discharge.

### THE DAY BEFORE DISCHARGE

Your physician or nurse may tell you that you are being prepared for discharge, or that you may go home the next day. As long as your condition does not change, you can plan for discharge:

- Notify a caregiver that you will be going home or to another setting.
- Plan for a ride, change of clothes, keys to your house and someone to help you.
- Complete the discharge checklist.



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## DAY OF DISCHARGE

Once you are medically ready to leave your physician will tell your nurse and begin preparing you for discharge. Your nurse will keep you informed of when you are clear to leave. We understand that the speed of discharge is important to you and will do our best to meet your needs as promptly as possible.

### You should receive:

- Discharge instructions to help with care at home.
- Information regarding follow-up tests and appointments.
- Final coordination of new prescriptions, supplies, or equipment.
- Clearance to leave from other consulting physicians.
- Transport personnel to assist you.

Please ask questions if you do not understand your discharge instructions.

## RETURNING HOME

Preparing for your return home after being in the hospital may require making arrangements for such things as medications, medical equipment and visits by home care agencies. If you are having problems making arrangements, please let your nurse or case manager know and they will help you.

## HELP AT HOME

When discharged from the hospital, you may still be recovering from your illness or injury and may need further assistance. Henry Ford Allegiance Home Care Services will deliver quality care at home. Our highly skilled staff can provide specialized nursing care, physical rehabilitation and personal care services including housekeeping, grocery shopping and help with bathing and dressing. Talk to your case manager about how Henry Ford Allegiance Home Care Services can help or call them at **(517) 205-6982**.

## HENRY FORD ALLEGIANCE HOME MEDICAL EQUIPMENT

Henry Ford Allegiance Home Medical Equipment provides all the products and equipment you need to ensure your safety after you leave the hospital. Located at 700 E. Michigan Avenue, Henry Ford Allegiance Home Medical Equipment is a convenient stop on your way home. For more information, call **(517) 205-8873**.

Please complete the following questions prior to discharge. If you are unsure of an answer, please discuss the question with your nurse or case manager.

When are you going to be discharged from the hospital?	
Where are you going after you leave the hospital?	
Who will pick you up from the hospital and what time should he or she arrive?	
Do you have clothes and shoes with you or are they being brought to you?	
Do you have house keys with you?	
Which family members or friends know that you are leaving and understand the help you need once you leave?	
What can you do to keep your health problems from becoming worse?	
If a problem arises after you leave the hospital, what can you do?	
What equipment and supplies do you have?	
What medications do you have, how do you get them and how do you take them?	
What appointments and tests do you need in the next several weeks?	
How will you get to your appointments?	
What discharge questions and needs do you still have?	
Do you have access to healthy food at home or who can help you with grocery shopping?	
Do I need this IV at home?	





# MyChart

To improve the way we provide care for you and your family, Henry Ford Allegiance Health offers 24/7, convenient access to your medical information through MyChart. This advanced technology gives you easy access to your electronic medical record and makes it simpler for your doctors to coordinate your care. Better coordinated care means your most recent health history, lab work, allergies and medications are kept together in one place.

## PRIVACY AND SECURITY

As always, your privacy rights are protected under the Health Information Portability and Accountability Act (HIPAA). Henry Ford Allegiance Health takes great care to ensure your medical record is protected and secure.

## MYCHART ADVANTAGES

MyChart allows you to conveniently and securely:

- Consult with your provider via secure messaging.
- Easily view your lab or test results, many within 48 hours.
- Renew your prescriptions.
- Review account information and pay your bill.
- Manage the health of your children or a loved one using the proxy feature.
- See your health history, medication lists and allergies.
- Request an appointment.
- View past or future appointments and after-visit notes.

## ENROLLING IN MYCHART

To enroll and access your electronic medical record, visit [HenryFordAllegiance.com/MyChart](https://HenryFordAllegiance.com/MyChart). You will need your Medical Record Number (MRN) to enroll online. Request your MRN by calling **1-800-HenryFord** and selecting “More Options.” Most smart phones give you access to MyChart.

# Henry Ford Allegiance Pharmacy

Before you are discharged from the hospital, your doctor may order medications for you to take at home. For your convenience, you may have these prescriptions filled at the Henry Ford Allegiance Pharmacy – located on the 1st Floor of the hospital, across from the Emergency Department. If you'd like to use the Henry Ford Allegiance Pharmacy, please ask your nurse to have your prescriptions sent there on the morning of your discharge.

## MEDS TO BEDS CONVENIENCE

Before you are discharged from the hospital or outpatient treatment area, your doctor may order medications for you to take at home. For your convenience, you can choose to have the prescriptions filled at the Henry Ford Allegiance Pharmacy and delivered to your room before you leave.

If you'd like to use the Henry Ford Allegiance Pharmacy's Meds to Beds service, just ask your nurse to have your prescriptions sent there on the morning of your discharge.

### Meds to Beds Pharmacy Service Hours

Monday – Friday: 9 a.m. – 5 p.m.

Direct Line: **Ext. 1415**

## HENRY FORD ALLEGIANCE PHARMACY FILLS ALL YOUR MEDICATION NEEDS

The Pharmacy, located inside the hospital, across from the Emergency Department lobby, will fill or refill all your prescription medications in person, or by phone.

### Pharmacy Hours

Monday – Friday: 7 a.m. – 7 p.m.

Saturday: 9 a.m. – 5:30 p.m.

### Convenience

- Have your prescription filled before you leave, and save an extra trip.
- Request prescription refills in person or by phone.
- Transfer all your prescription to the Henry Ford Allegiance Pharmacy, so they can be filled at one convenient location.

### Specialty medications

- Henry Ford Allegiance Pharmacy has an extensive inventory of pharmaceuticals and can order any medications your physician may prescribe.
- Your local pharmacy may not stock your specific medication, which will delay your treatment.

### Confidence

- Henry Ford Allegiance Health pharmacists will review your current medications to check for any potential drug interactions with your new medications.
- A registered pharmacist will counsel you on any new medications and answer your questions about possible side effects.



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# Henry Ford Allegiance Health Services

Our mission at Henry Ford Allegiance Health is to lead our community to better health and well-being at every stage of life. We offer a variety of services to meet the needs of you and your loved ones. For more information on any of our services, please visit [HenryFordAllegiance.com](http://HenryFordAllegiance.com).

## Asthma Care

## Behavioral Health

- Access Center
- Addiction Recovery Center
- Adult Inpatient Care
- Geriatric Inpatient Care
- Neuropsychology
- Outpatient Behavioral Health
- Partial Hospitalization
- Substance

## Cancer Center

- Hematology Oncology
- Radiation Oncology

## Cardiac Rehabilitation

## Cardiology

## Cardiothoracic Surgery

## Dermatology

## Diabetes Education Center

## Diagnostic Centers

- East Michigan Avenue
- Grass Lake
- Greenwood Avenue
- Henry Ford Allegiance Health Professional Building
- Mason
- Michigan Center
- North Street
- Orthopedic & Neuroscience Center

- Spring Arbor Road

- Springport Road

- Vandercook Lake

## Digestive Health

## Ear, Nose & Throat (ENT)

## Emergency Care

## Endocrinology

## Family Medicine

- Albion
- Brooklyn
- Cascade Ridge
- Grass Lake
- Jackson
- Leslie
- Mason
- North Street
- Onsted
- Spring Arbor
- Summit Woods
- Townsend

## Gastroenterology

## General Surgery

## Hearing Center

## Heart Center

## Home Care Services

- Palliative Care
- Personal Care
- Hospice

## Home Medical Equipment

## Hospice Home

## Hyperbaric Oxygen Therapy

## Infectious Disease

## Internal Medicine

- Jackson

## IV Services

## Joint Replacement Center

## Neurology

## Neurosurgery

## Occupational Health

## Orthopedics

## Pain Management Center

## Pediatrics

## Pharmacy

## Physical Rehabilitation

- 1201 E. Michigan Avenue
- Downtown Jackson—One Jackson Square

- Mason

- Michigan Center

## Plastic Surgery

## Pulmonary Rehabilitation

## Rheumatology

## Senior Services

- Geriatric Behavioral Health
- Senior Health Center

## Sleep Health Center

## Spiritual Care

## Surgery Center

## Urology

## Vascular Health

## Womens' Health (OB/Gyn)

## Women's and Children's Services

- Family Birthing Center
- Stork Club Prenatal Education
- Women's Health Center

## Wound Care

## Television Listing

- |           |                           |           |                     |
|-----------|---------------------------|-----------|---------------------|
| <b>2</b>  | TV Guide                  | <b>38</b> | The History Channel |
| <b>3</b>  | WLAJ (53 ABC)             | <b>39</b> | The Weather Channel |
| <b>4</b>  | WDIV (4 NBC)              | <b>40</b> | The Travel Channel  |
| <b>5</b>  | WKBD (50 UPN)             | <b>41</b> | C-SPAN              |
| <b>6</b>  | WLNS (6 CBS)              | <b>43</b> | CNBC                |
| <b>7</b>  | WSYM (47 FOX)             | <b>44</b> | CNN                 |
| <b>8</b>  | WTVS (56 PBS)             | <b>45</b> | Headline News       |
| <b>9</b>  | WWMT (3 CBS)              | <b>47</b> | MSNBC               |
| <b>10</b> | WILX (10 NBC)             | <b>48</b> | FOX News            |
| <b>11</b> | WJBK (2 FOX)              | <b>49</b> | Hallmark            |
| <b>12</b> | WXYZ (7 ABC)              | <b>50</b> | E!                  |
| <b>13</b> | WKAR (23 PBS)             | <b>51</b> | Lifetime            |
| <b>14</b> | Patient Education Videos* | <b>52</b> | Cartoon Network     |
| <b>15</b> | Patient Education Videos* | <b>53</b> | Disney              |
| <b>16</b> | Patient Education Videos* | <b>54</b> | Nickelodeon         |
| <b>17</b> | Relaxation Music          | <b>55</b> | BET                 |
| <b>19</b> | Public Access             | <b>56</b> | MTV                 |
| <b>20</b> | AT&T Broadband MGTV       | <b>57</b> | VH-1                |
| <b>22</b> | WGN                       | <b>58</b> | CMT                 |
| <b>23</b> | TV Guide Channel          | <b>59</b> | TNN                 |
| <b>24</b> | Home Shopping Network     | <b>60</b> | Comedy Central      |
| <b>25</b> | QVC                       | <b>61</b> | TV Land             |
| <b>26</b> | AMC                       | <b>62</b> | Golf Network        |
| <b>27</b> | USA                       | <b>63</b> | NBC Sports          |
| <b>28</b> | Freeform                  | <b>64</b> | FX                  |
| <b>29</b> | ESPN                      | <b>65</b> | Big 10 Network      |
| <b>30</b> | ESPN 2                    | <b>66</b> | TBS                 |
| <b>31</b> | Fox Sports Detroit        | <b>67</b> | TNT                 |
| <b>32</b> | HGTV                      |           |                     |
| <b>33</b> | Food Network              |           |                     |
| <b>34</b> | Animal Planet             |           |                     |
| <b>35</b> | Discovery Channel         |           |                     |
| <b>36</b> | TLC                       |           |                     |
| <b>37</b> | A&E                       |           |                     |

\*To access patient education videos on channels 14, 15 and 16, call **5555** and follow the prompts.

If you are having problems with your service, please press your bed's call button and let your care provider know.



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# Brain Teasers

## WORD SEARCH

T	R	I	H	S	T	S	T	O	W	E	L	B	E
Y	K	S	E	S	U	A	T	S	A	G	L	E	R
A	S	V	U	R	I	I	O	D	D	N	A	A	O
S	A	E	F	N	U	F	R	B	I	I	B	C	H
W	U	I	S	S	S	A	R	D	N	L	Y	H	S
W	N	N	M	S	O	C	R	A	G	I	E	B	A
G	A	I	S	B	A	I	R	N	T	A	L	A	E
P	W	T	F	H	F	L	O	E	D	S	L	L	S
S	I	R	E	T	I	K	G	C	E	D	O	L	E
H	U	E	W	R	C	N	A	N	E	N	V	S	A
S	A	O	R	L	I	F	E	G	U	A	R	D	G
T	O	T	E	E	F	E	R	A	B	S	N	L	U
D	E	S	W	I	M	M	I	N	G	P	A	I	L
L	L	E	H	S	A	E	S	D	U	O	L	C	L

BARE FEET  
 BEACH BALL  
 BOAT  
 CLOUDS  
 DRIFTWOOD  
 HAT  
 KITE  
 LIFEGUARD  
 OCEAN  
 PAIL  
 PIER  
 SAILING  
 SAND  
 SEAGULL  
 SEASHELL  
 SEASHORE  
 SKY  
 STARFISH  
 SUNGLASSES  
 SUNSCREEN  
 SUNSHINE  
 SURFBOARD  
 SURFING  
 SWIMMING  
 SWIMSUIT  
 T SHIRT  
 TOWEL  
 VOLLEYBALL  
 WADING  
 WATER  
 WAVES

C	A	T	H	O	U	K	U	L	E	L	E	M	U	R	D	G	R
C	O	K	S	Y	D	R	U	G	Y	D	R	U	H	I	U	E	A
P	I	R	R	B	A	L	A	L	A	I	K	A	D	I	T	O	T
E	E	T	N	A	R	H	D	O	B	H	W	G	T	H	R	B	I
V	O	N	T	E	T	O	H	N	A	E	E	A	A	R	O	O	S
I	P	S	N	E	T	N	U	R	R	R	R	C	O	T	M	C	C
B	I	A	T	Y	R	E	P	D	I	O	A	H	C	E	B	O	H
R	C	C	R	L	W	N	P	D	M	B	H	L	M	U	O	N	I
A	C	A	A	L	M	H	O	I	A	E	A	H	A	S	N	G	M
P	O	R	M	E	U	O	I	S	P	R	L	L	C	O	E	A	E
H	L	A	Z	B	I	F	A	S	I	G	O	O	I	N	T	I	S
O	O	M	I	W	N	S	L	N	T	D	A	D	D	U	E	C	T
N	H	I	M	O	O	S	E	U	N	L	R	B	O	I	N	R	N
E	S	A	Z	C	H	T	S	A	T	O	E	A	K	U	C	T	F
V	E	E	N	A	P	H	M	A	C	E	L	E	X	D	A	A	N
B	A	N	J	O	U	C	E	C	B	R	V	I	O	L	I	N	S
O	L	L	E	C	E	M	A	E	L	G	N	A	I	R	T	A	D

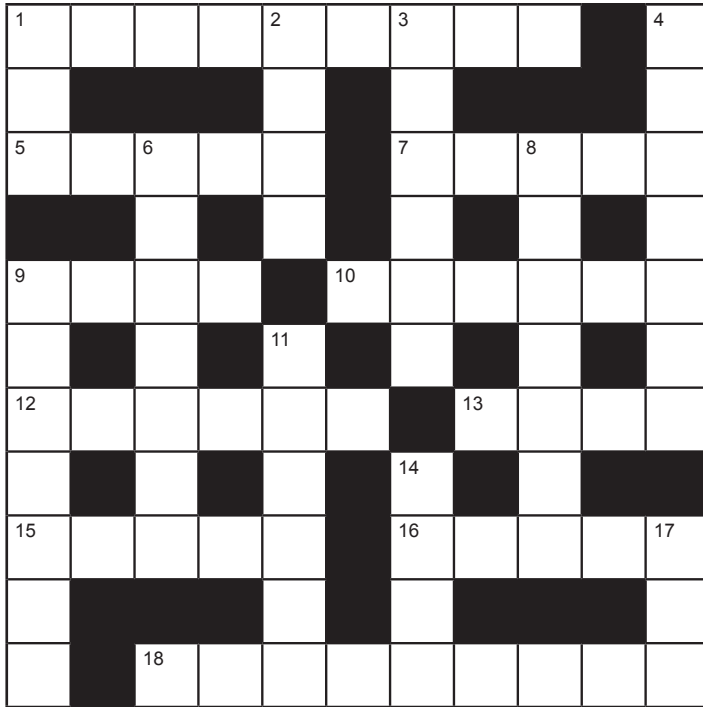
ACCORDION  
 BAGPIPE  
 BALALAIKA  
 BANJO  
 BASS  
 BODHRAN  
 CABASAS  
 CELLO  
 CHIMES  
 CITTERN  
 CLARINET  
 CONGA  
 CORNET  
 COW BELL  
 DIDGERIDOO  
 DRUM  
 EUPHONIUM  
 FLUTE  
 FRENCH HORN  
 GUITAR  
 HARP  
 HURDY-GURDY  
 LAOUTA  
 MANDOLA  
 MARACAS  
 MELODICA  
 MIZMAR  
 OBOE  
 PENNYWHISTLE  
 PICCOLO  
 SAZ  
 SITAR  
 TARKA  
 TRIANGLE  
 TROMBONE  
 UKULELE  
 VEENA  
 VIBRAPHONE  
 VIOLIN

# SUDOKU

9		3		8		5	1	
	7		1			9		
5			7			2	8	3
				1	3		4	2
			5		9			
3	1		2	4				
6	3	9			1			8
		8			6		5	
	5	7		2		4		6

6								5
		8	3		6		1	
1	2					8	6	
4					7			8
		9		3		1		
8			5					4
	8	1					4	7
	5		9		4	6		
3								1

## CROSSWORD

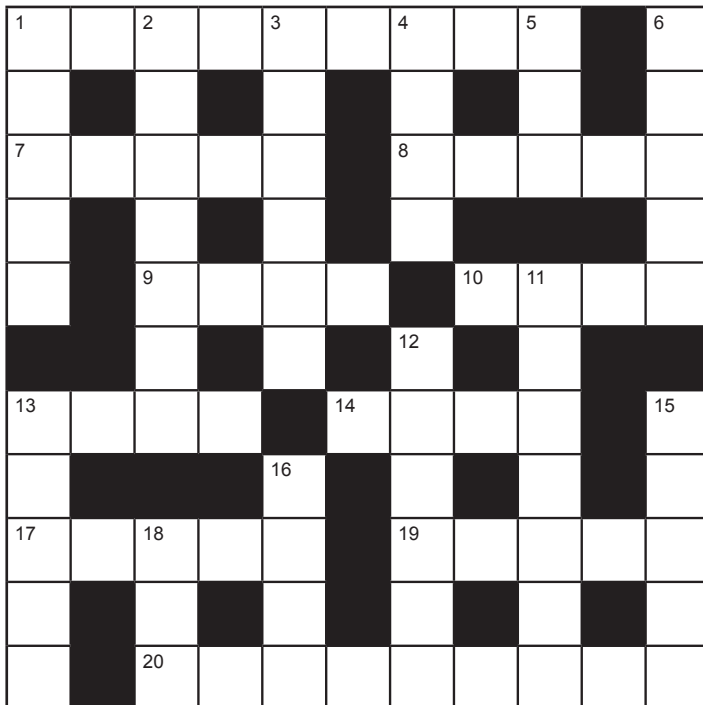


### ACROSS

1. Oily or greasy (9)
5. Bet (5)
7. Young eel (5)
9. Land measure (4)
10. Sultry (6)
12. Dairy product (6)
13. Hex (4)
15. Crowd scene actor (5)
16. Hidden drawback (5)
18. Accumulated (9)

### DOWN

1. Cutting tool (3)
2. Remedy (4)
3. Wildcat (6)
4. Contradiction in terms (7)
6. Article of clothing (7)
8. Findings of a jury (7)
9. Of times long past (7)
11. Attack (6)
14. Dull pain (4)
17. Concealed (3)



### ACROSS

1. Friend (9)
7. Stringed instrument (5)
8. Part of a jacket (5)
9. Notion (4)
10. Prejudice (4)
13. Sand hill (4)
14. Vegetable (4)
17. Weak (5)
19. Freight (5)
20. Ended (9)

### DOWN

1. Stateroom (5)
2. Large house (7)
3. Worshipped (6)
4. Not working (4)
5. Short sleep (3)
6. Book of maps (5)
11. Disregarded (7)
12. Writing implement (6)
13. Postpone (5)
15. Stay clear from (5)
16. Tribe (4)
18. Part of a circle (3)



all for you

[HenryFordAllegiance.com](https://HenryFordAllegiance.com)