



PORT HURON

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Dear McLaren Port Huron Surgical Patient & Family,

On behalf of all the caregivers you will see during your experience with us, we promise to establish a meaningful connection with you and your loved ones. Our goal at McLaren Port Huron is to provide patients with the highest healthcare experience and provide your loved ones with a comfortable wait.

The arrival time you were given allows a window of opportunity for that extra attention to be given in making sure that all your questions are answered before your scheduled surgery or procedure, that you have time for completing paperwork, and that allows our staff the appropriate time to prep you for your surgical experience. Unfortunately, emergencies, delays and cancellations cannot be predicted in a medical facility and can affect your estimated surgery time. If this happens, we ask for your patience. The surgical staff will make every attempt to keep you and your family informed of changes as they occur. Please never hesitate to ask any of us if you have any questions or concerns during your visit.

Our Customer Service Representatives and volunteers are available to you and your family in the surgical lounge area to assist with any questions or concerns you may have during your visit. In addition, we also provide a Surgical Liaison, who has the authority to obtain updates directly from the Surgical Team and follow your loved one through their stay in Surgical Services and offer support as a service to the family and the patient. Also, to help make your family comfortable we can provide them with a family pager for their convenience should they wish to venture to the gift shop, cafeteria or other areas of the hospital during their visit to Surgical Services.

It is our hope that you leave the McLaren Port Huron Surgical Services Unit having experienced a "very good" surgical stay. We wish you, the patient, a speedy recovery, and your loved ones a comfortable and pleasant visit. Thank you for choosing McLaren Port Huron for your health care needs.

Warmest Regards,

McLaren Port Huron
Surgical Services
Leadership Team