



Emergency Plan

1. Call your family doctor or obstetrician (Phone) _____ or pediatrician (Phone) _____
2. If you are unable to use your own transportation, call a friend or relative for help (Phone) _____
3. Go to your local hospital emergency department
Holland Hospital 616-394-5141 Spectrum Hospital 616-391-1774 North Ottawa Hospital 616-842-3600 Hackley Hospital 231-726-3511
Spectrum Zeeland Hospital 616-772-4644 St. Mary's Hospital 616-685-6789 Metropolitan Hospital 616-252-7200 Mercy General Hospital 231-672-6291
4. If you or your baby are unable to travel by car and you or your baby are in severe distress, call an ambulance. Dial 911 from your phone

Helpful Resources | More on page 3 of this packet

- Domestic violence or sexual assault. www.resiliencemi.org 1-800-848-5991 or (Holland) 616-392-2829 or (Grand Haven) 616-846-0674
- Community services in our area. Dial 211 (from your land line) or 1-877-211-5253 (from a cell phone) | Español 866-728-2131 or visit www.211.org
- Community resources specific to parenting and early childhood. [Help Me Grow Ottawa](#)
- [Community Mental Health Crisis Line](#) 1-866-512-4357
- [Poison Control](#) 1-800-222-1222
- Report suspected child abuse or neglect. 1-855-444-3911
- WIC supplemental nutrition program. (Grand Haven) 616-844-0097 or (Holland) 616-399-0202 or (Allendale) 616-895-1375
- Informational text messages to help keep you and your baby healthy. [Text 4 baby](#) Text BABY to 511411
- Michigan Enrolls. 1-800-975-7630 or www.healthcare4mi.com to select a Medicaid Health Plan
- Apply for state benefits and manage your case. [Healthy Michigan Plan](#) | [MI Bridges](#)
- Find food resources. [Ottawa Food](#)

If you are pregnant and ANY of these warning signs below occur - notify your doctor IMMEDIATELY:

Sudden swelling of face, hands or feet	Fever and/or Chills
Persistent or severe headache	Severe or constant vomiting
Dizziness or fainting	Sudden gush or steady trickle or water from your vagina
Double or blurred vision or spots before your eyes	Steady abdominal pain – not relieved by a bowel movement
Sudden weight gain	Frequent urination or burning urination
Vaginal bleeding	

If you are experiencing an emergency, dial 911 or go to your nearest hospital emergency department

Important Numbers to Remember



My MIHP Nurse is (call or text)

Charly

Cell 616-638-7679 | Office 616-393-5728

Kyrian

Cell 616-218-6458 | Office 616-393-4446

Dawn

Cell 616-886-2579 | Office 616-393-5758

My MIHP Social Worker is (call or text)

Cynthia

Cell 616-638-7544 | Office 616-393-5741

Molly

Cell 616-638-7674 | Office 616-393-4448

My MIHP Dietitian & Lactation Consultant (call or text)

Becky

Cell 616-638-7450 | Office 616-393-5739

Medicaid Enrollment Assistance (call)

Devon

Office 616-393-5731

Ottawa County DHHS Main Number | Office 616-394-7200

My DHHS Caseworker _____ My Caseworker's email address _____@michigan.gov

MI Bridges USERNAME _____ MI Bridges PASSWORD _____

Other important contacts:

Maternal Infant Health Program | More Helpful Information



Maternal & Infant

- [Education Packet](#)

Infant Feeding

- [Breastfeeding Benefits + Resources + Advocates of Ottawa County](#)
- [Breastfeeding Support Groups](#)
[Holland Hospital](#) | [North Ottawa Community Hospital](#) | [Spectrum Zeeland & Greater Grand Rapids](#)
- [Similac breast and formula feeding information](#) call 1-800-986-8800

Growth & Development

- [What to Expect Mobile App](#)
- [Resources + Milestones](#)
- [Help Me Grow Ottawa Parent Connection](#)

Safety

- [Infant Safe Sleep](#)
- [Car Seat Safety, Stages, & Injury Prevention through Spectrum Health](#)
- [Lead Poisoning Fact Sheet + Are You Pregnant?](#)
- [Safe Fish](#) for you and your family

Mental Health

- [Mental Health Matters + Depression During and After Pregnancy Booklet + Support Groups](#)

Alcohol, Tobacco & Other Drugs

- [Smoke-Free Pregnancy + MI Tobacco Quitline](#) call 1-800-QUIT-NOW | 1-800-784-8669
- [Alcohol-Free Pregnancy](#) is the BEST Choice for you and your baby
- [Marijuana use](#) in pregnancy and breastfeeding
- [MI Recovery](#) Find community resources & providers for substance use recovery

Violence

- [Intimate Partner Violence Information + Brochure + Safety Plan](#)

Child Support

- [A Handbook for Parents](#)



MIHP Program

Beneficiary Grievances

All clients have the right to be informed about policies and procedures for grievances, complaints and appeals; and to utilize these processes.

1. If a client has a complaint about the services she/he received or has a problem with the MIHP program, the complaint shall be brought to the attention of the MIHP supervisor within 48 hours by calling 616.393.5758. Efforts shall be made to resolve the issue with the client and program supervisor within 7 working days.
2. A grievance form shall be given to the client if indicated.
3. If the client wishes to fill out a grievance form, she/he shall be informed that the grievance will be heard by the Community Health Program Manager of the Ottawa County Health Department within 7 days.
4. In the event the client is unable to be reached by telephone, a letter will be sent to the client indicating the method to address the grievance procedure with the program supervisor.

Branch Office
1207 S. Beechtree Street Suite B.
Grand Haven, MI 49417
Phone-616.846.8360
Fax-616.844.1778

Branch Office
12251 James St., Ste 400
Holland, MI 49424
Phone-616.396.5266
Fax-616.393.5659

Branch Office
3100 Port Sheldon Road
Hudsonville, MI 49426
Phone-616.669.0040
Fax-616.669.3039

YOUR RIGHTS AND RESPONSIBILITIES AS A MATERNAL INFANT HEALTH PROGRAM PARTICIPANT

Michigan Department of Health and Human Services
Maternal Infant Health Program

If you have a question, complaint or concern about your Maternal Infant Health Program (MIHP), please speak up. Feel free to take any of the following actions:

1. Call or write to your MIHP. If you call, ask to speak to the program coordinator. Often, the coordinator can help immediately.
2. If you are not satisfied with the coordinator's response, or you do not wish to take your concern to the coordinator, call the Michigan Department of Health and Human Services (MDHHS). The number is 833-644-6447. Say that you have a concern about your MIHP and someone will help you. If you would rather send an email, the address is mihp@michigan.gov.
3. You may be enrolled in a Medicaid Health Plan. If so, you also have the option of contacting them with questions or concerns about your MIHP. Look for your Health Plan's contact information in your Member Handbook.

As a MIHP participant, you have the right to:

- Choose your MIHP.
- Be treated with respect at all times.
- Receive quality care.
- Transfer to a different MIHP.
- Be fully involved in all aspects of your care.
- Refuse any services you do not wish to receive.
- Get help with any special communication needs you may have.
- Have your confidentiality protected, as required by law.
- Use your MIHP's grievance procedure, contact MDHHS or your Medicaid Health Plan to resolve your concerns.

As a MIHP participant, you have the responsibility to:

- Keep your appointments to the best of your ability.
- Let the MIHP staff know ahead of time if you can't keep an appointment.
- Ask questions if you don't understand something.
- Let your MIHP staff know how they can serve you better.
- Treat your MIHP staff with respect at all times.

The Michigan Department of Health and Human Services (MDHHS) does not discriminate against any individual or group because of race, religion, age, national origin, color, height, weight, marital status, genetic information, sex, sexual orientation, gender identity or expression, political beliefs or disability.