

Ronald Reagan UCLA Medical Center

Patient and Family Handbook





The mission of Ronald Reagan UCLA Medical Center is to provide excellent patient care in support of the educational and scientific programs of the schools of the UCLA Center for the Health Sciences.





“What is the true impact of space, light and nature on wellness? I believe the design of Ronald Reagan UCLA Medical Center will affect the people who work, visit and receive care here. The principal objective is to create an environment for healing.”

— I.M. Pei, architect

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Welcome

Welcome to Ronald Reagan UCLA Medical Center. On behalf of the entire medical center team, thank you for selecting UCLA to assist you with your healthcare needs.

We view delivering healthcare as a partnership among the patients, their families and our dedicated physicians, nurses, other healthcare professionals and support staff. We are committed to providing you with the highest-quality care, tailored to your individual needs, in an environment that is supportive, respectful and compassionate.

UCLA is recognized around the world as a healthcare innovator and leader, and we are proud to consistently rank among the finest hospitals in the United States. It is our ongoing commitment to re-earn that honor every day with each new patient who walks through our doors.

Hospitalization, whether as an inpatient or outpatient, can be stressful for patients and their families. We have developed this guide to help answer many of your questions and to make your stay at Ronald Reagan UCLA Medical Center as comfortable and positive as possible.

We are here to provide you with exceptional service that matches our renowned medical care. If you have any questions or special needs, please do not hesitate to speak with your nurse or contact the Office of the Patient Experience at (310) 267-9113.

Again, thank you for choosing UCLA. We look forward to serving you.



Ronald Reagan UCLA Medical Center is comprised of spacious private patient rooms clustered around specialized nursing units. Patients benefit from an abundance of natural light and a sense of plentiful space with views through large windows that overlook gardens, green spaces and gathering places.

UCLA Health

What is UCLA Health?

UCLA Health has been a leader in patient care, medical research and teaching for more than 60 years. Today, our physicians provide an array of cutting-edge and research-based primary and specialty services in four hospitals on two campuses, and in more than 150 office locations.

Hospitals:

- Ronald Reagan UCLA Medical Center
- UCLA Medical Center, Santa Monica
- Mattel Children's Hospital UCLA
- Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA

Physician practices and offices:

- Physicians provide primary and speciality services in more than 150 offices throughout Southern California.



Why UCLA Health is your best choice

- According to *U.S. News & World Report's* survey “America’s Best Hospitals”: Year after year, UCLA’s hospitals in Westwood and Santa Monica consistently rank among the top five American hospitals — and best hospital in the western United States.
- UCLA Medical Group has been awarded Gold Level Achievement for clinical quality by the California Department of Managed Health Care.
- Ronald Reagan UCLA Medical Center has earned “magnet” status from the American Nurses Credentialing Center, the highest honor for nursing and quality care.



Preparing for your stay

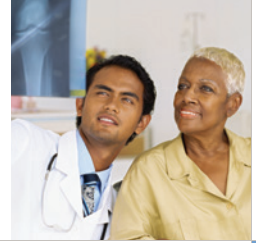
What to bring

When you arrive at Ronald Reagan UCLA Medical Center, you will be greeted by an admissions and registration counselor. To help the admissions process proceed as quickly and easily as possible, please bring:

- **Your health insurance plan card**
- **Your prescription insurance plan card**
- **A list of all the medications you currently take**
- **Personal identification** (such as a driver's license)
- **HMO/PPO referral forms** (if required)
- **Medical records, X-ray films or prior test results**
(if your physician has requested them)
- **Written letter of authorization from your insurance carrier**
(if you are covered by worker's compensation)
- **A check or credit card for deductibles, co-payments or deposits**
- **A copy of your advance directive, living will or Physician Orders for Life-Sustaining Treatment (POLST)**
- **Essential personal items, such as glasses (and eyeglass cases), dentures or hearing aids**

Please put your name on all items.





Do not bring

• Patient-owned medical equipment

Patient-owned medical equipment necessary for providing patient care may be brought to the medical center only if such a need meets any of the following criteria:

- The continuous operation of the equipment cannot be interrupted, for clinical and patient safety reasons, when patient arrives at the medical center.
- The medical center cannot provide clinically equal (or better) equipment.

After meeting any of the criteria above, the patient-owned equipment will be considered acceptable for use in the medical center, provided that:

- There is a written physician's order.
- The "Permission and Release for Use of Outside Equipment/Appliance for Patient Treatment" form is completed and signed.

• Valuables, such as jewelry, watches, cash and credit cards

Valuables should be sent home with your family. If family members are not present, valuable items will be secured in the cashier's safe. You will receive a receipt for any items stored in the safe. The medical center is unable to reimburse for lost valuables other than those kept in the cashier's safe.

• Medications from home

If your physician has asked you to bring in your medications, or if you are on investigational drugs or medications that are not widely available, they will be secured in the pharmacy for safekeeping (this is a safety issue). Please notify your nurse upon admission. You will receive a receipt for your medications placed in the pharmacy.

Preparing for your stay

Understanding your insurance

A representative from Admissions will coordinate your admission to the hospital with your physician. A preadmission coordinator will call you at home to verify basic information, such as the name of your employer, your home address and your insurance carrier.

We recommend that you examine the coverage provided by your health insurance carrier and that you know whether you've met all the necessary terms. If you belong to an HMO, be sure your primary provider is aware of your planned hospitalization and is prepared to submit a referral to authorize your admission.

When you arrive, you may be required to pay a deductible or co-payment. In certain cases, an admissions deposit (based on your estimated length of stay) may be required; the preadmission coordinator will discuss the deposit with you.

Your insurance company will be notified of the day and time of your anticipated admission to ensure that adequate information is provided to them for authorization and payment. If you are a member of an HMO, please obtain prior authorization from your insurance plan before seeing a UCLA physician for follow-up appointments after discharge. During your hospital stay, financial counselors can discuss any concerns you or your family may have regarding your insurance plan or other financial issues related to your hospital care. We will communicate with your insurance carrier during your stay to inform them of any continued need for care.





Private patient rooms are large enough to allow unrestricted three-sided access to the patients at all times. Each flexibly designed room is equipped to ramp up or dial down care as needed, even for critically ill patients. Our **Observation Unit** and **Transitional Recovery Unit** are designed to meet the needs of surgical patients who may require a shorter stay, and to facilitate their rapid transitions back to their homes.

During your stay

Your safety and security

To protect your personal well-being while providing you with the best medical care possible, UCLA has implemented key safety procedures and practices to reduce the possibility of safety errors. There are some common risks that are inherent in all hospitals. Please review these simple tips to avoid or minimize those risks:

ID bracelet

Once you are admitted, you will be given an identification band with your name and Ronald Reagan UCLA Medical Center medical record number on it. For your safety, do not remove the band until you are discharged from the hospital.

Recognize your medication

UCLA nurses follow a careful procedure to ensure that the medications they give to the patient are the correct ones. If the medications you receive do not look familiar, alert your doctor or nurse. Chances are, despite its appearance, the medication is correct. But it is always advisable to be an informed patient. Don't forget to check your prescription labels when you take your medication at home.

Change in condition

We take your concerns seriously regarding the way you are feeling. If you or a family member thinks there has been a change in your condition, please tell a member of the healthcare team (care partner, nurse, physician, etc.) immediately. You can feel confident that any concern you express will be addressed.



Tobacco-free environment

For everyone's health, safety and comfort, UCLA Health and the campus have implemented a tobacco-free environment throughout all indoor and outdoor areas to include all surrounding streets, sidewalks and parking structures. The use of all tobacco-related products and devices, such as e-cigarettes and chewing tobacco, are also prohibited on campus grounds. Tobacco-cessation patient education materials are available from your nurse. Additional resources and information are available by dialing (800) NO-BUTTS.

Fall prevention

Good communication among patients, visitors and nursing staff is key to preventing falls. Visitors can help prevent falls by staying alert to the needs and capabilities of the person they are visiting and notifying a nurse with any concerns. Patients should use the call light to request assistance getting out of bed, and they should wear nonskid footwear (if a shoe, then it needs a back or back strap; flip flops or slippers are dangerous) when mobile. Patients at high risk of falling need to have a care partner or nurse with them during all bathroom activities.

Cleanliness

Ronald Reagan UCLA Medical Center policy mandates that every care provider, including doctors, nurses and other staff, wash their hands before and after performing any "hands on" procedures with patients. Overwhelming evidence shows that washing hands is the single most important precaution that anyone (including your doctor or nurse) can take to effectively prevent the spread of infection. If you notice that any members of your healthcare team have forgotten to wash their hands, remind them — it is for everyone's benefit.

During your stay

Pain control

Because pain may be a sign of a problem, it is important to let your medical team know about your pain. Patients should never worry that they are “being a bother.” Actually, your healthcare provider wants and needs to know about your level of pain.

Your medical team may ask you to rate your pain on a scale from “0 to 10,” or you may choose a “face” on a scale that best depicts your pain. Reporting your pain as a number or illustration helps your healthcare providers know how well your treatment is working and whether to make any changes. If you do not feel as though your pain is being controlled, you should let your nurse know immediately.

Advance directives and advance care planning

UCLA wants to be certain that each patient’s values and preferences guide the medical care received. The process of discussing values in the context of your medical care and identifying goals for care, called advance care planning, is an important part of communication between physicians and patients. Engage your physician in advance care planning. Furthermore, patients can complete an advance directive that records these values and indicates who they would want to speak for them if they cannot. Ask your physician, nurse or social worker for an advance directive to complete if you do not already have one.





Other important points

- Make sure that you know who is in charge of your care.
This is particularly important when many people are involved in your treatment, or when you have many health problems.
- Make sure your healthcare professionals know who you are.
All physicians, nurses or other staff members should check your identification bracelet before examination and treatment.
- Speak up if you have questions or concerns.
You have the right to know about your care and to ask questions of any member of your care team.
- If you have a test taken, don't assume that no news is good news.
Always ask your doctor for the results.
- When surgery is involved, be informed.
Make sure that you, your doctor and your surgeon all agree on what exactly needs to be done.
- Get an advocate.
Ask a family member or trusted friend to serve as your advocate to protect your best interests, especially when you may be distracted by the stress of illness.

If something about your care or environment seems unsafe or you identify something that can be improved, contact the Office of the Patient Experience at the following phone numbers:

| | |
|---|----------------|
| Ronald Reagan UCLA Medical Center | (310) 267-9113 |
| Mattel Children's Hospital UCLA | (310) 267-9113 |
| Resnick Neuropsychiatric Hospital at UCLA | (310) 267-9092 |

UCLA Police Department 601 Westwood Plaza, Los Angeles, CA 90095

The University of California, Los Angeles, Police Department operates 24 hours a day, seven days a week and can be contacted by calling the Police Department Dispatch Center at (310) 825-1491. A police officer is assigned to Ronald Reagan UCLA Medical Center Monday through Friday.

During your stay

Know your hospital staff

All UCLA Health employees — doctors, nurses, medical residents and staff — wear their photo identification in a prominently displayed manner. Although we secure the premises, we ask that you first alert a nurse by call light and then question anyone unknown to you who walks into your hospital or examination room without a photo identification badge. Because Ronald Reagan UCLA Medical Center is an academic medical center and a teaching hospital, a team of doctors will take care of you, and you may see many doctors.

Throughout your medical care, you will come into contact with many people. All employees, including physicians, are expected to introduce themselves, let you know what role they have in your healthcare, what they are planning to do, when they are going to do it, what effect it will have on you and what to expect next. If you have any questions, please do not hesitate to ask.





Physicians

Your team of doctors is led by an attending physician, who is in charge of your care. The doctors, including the attending physician, may rotate on and off your care. In other words, the residents and your attending physician may change during your stay and may result in your being treated by many doctors. New physicians will introduce themselves as they join the team. Each doctor on your team contributes to your care; and, as a patient, you are contributing to the education and training of future physicians.

Nurses

Registered nurses provide a critical link between the patient and the healthcare team. In addition to contributing to your care, nurses communicate your needs to your doctors and other team members and inform you about your medications, in-hospital treatment and post-hospital home care. Registered nurses also oversee other healthcare workers, such as care partners, to ensure that your comfort and hygiene needs are met.

Pharmacists

Although you may not meet the hospital pharmacists, they are important members of your healthcare team, meticulously preparing medication, and monitoring drug therapy for effectiveness, potential side effects, allergies and possible food and drug interactions.

Chaplains (310) 825-7484

Hospitalization can be emotionally and spiritually challenging for patients and their families. Hospital chaplains are a part of your healthcare team and are available to meet with you to support your spiritual care needs during your stay. Chaplains can listen to your concerns, share in your faith struggles, assist you and your family members in seeking inner peace and strength, bring you scriptures or holy writings from your specific faith tradition, help you access/receive religious sacraments, assist you in contacting religious leaders from your faith tradition, and/or help with other spiritual needs. If you would like a visit from the chaplain on your unit, tell your nurse, or call the Department of Spiritual Care.

During your stay

Care coordination (310) 267-9700

Case managers work with you, your family and your healthcare team to coordinate your hospital stay. They are also available to assist with the planning and coordination of your transition from the hospital to home or to other care facilities.

Clinical social workers can assist you and your family members with any personal, emotional and/or family problems and difficulties due to your illness or injury. Individual, family and group support for sudden illness, separation from home and job, bereavement, substance abuse, domestic violence and other issues can be arranged, as well as referrals to community resources.

Resource care managers work in collaboration with case managers to help you transfer to a continuing care facility (a rehabilitation center or skilled nursing home) or home with Home Health Services upon your physician's recommendation. Your individual needs and continuing care preferences will be carefully evaluated, and your insurance coverage will be considered and reviewed.

Clinical dietitians (310) 267-9214

Working closely with your healthcare team, clinical dietitians ensure that you are receiving the appropriate balance of nutritional meals throughout your stay.

Rehabilitation staff (310) 825-5650

Physical, occupational and/or speech therapists may work with you to help you regain your strength and function. If required, an individualized treatment plan will be developed to help you meet your specific goals and provide recommendations for post-discharge care.

Volunteers (310) 267-8180

Volunteers work throughout the medical center and are available to assist hospital staff and patients.



Your comfort

Family and visitor guidelines

UCLA recognizes the vital role family members and friends play in enhancing the health and well-being of patients. Immediate family members and others designated by the family are encouraged to visit or to call for information about the patient's condition. If the patient consents, it is recommended that a family spokesperson be chosen to relay information to others who may not be able to visit.

The well-being of patients is the most important consideration when making decisions regarding visitors and visiting hours. The number of visitors allowed will depend on the needs of the patient and space considerations.

- Our patients, if able, determine who visits them and when. If the patient wishes, visitors and families are welcome 24 hours a day. This may be modified at times by the nursing staff to meet the needs of the patient.
- Please do not visit if you are ill with an infectious disease, such as a cold or the flu.
- To prevent transmission of germs, please clean your hands with soap and water or a waterless hand sanitizer.
- For patient safety, visits by children require clearance from the medical team and primary nurse to ensure that a sick child does not expose patients to other illnesses. For the child's safety, a responsible adult is required to be present at all times to supervise the child. Child Life Specialists are available to help prepare children for visits with hospitalized family members.
- With the exception of service dogs and UCLA pet-therapy dogs, no animals are permitted in the hospital.
- Visiting hours in Resnick Neuropsychiatric Hospital at UCLA are determined according to program needs.

During your stay

Food services (310) 267-9218

UCLA is proud to offer healthy, gourmet meals to patients. Dietitians work closely with your doctors and nurses to ensure that your nutritional needs are met during your stay. They can provide you and your family with information on special diets and discuss any nutritional concerns.

Hotel-style room service is available and may be ordered from 6:45 am to 7:30 pm. You will receive a menu that complies with the diet ordered by your physician. There is a signature dining button on your phone, or you can call x79218.

Television

Every patient room is equipped with a television.





Using your telephone

For your convenience, your bedside telephone has its own direct telephone number and is available to you for outgoing calls, 24 hours a day. Telephone calls inside the UCLA campus and calls to local Los Angeles telephone numbers (selected prefixes within the 310, 323, 213 and 818 area codes) are free. Long distance calls will incur a charge.

- Quick dialing tips:

- For all phone calls within the hospital or any on-campus departments, simply dial the five-digit extension (the last five digits).
- For local calls, dial 8, then 1, then the area code and number.
- For long distance calls, dial 80# and wait for an operator to answer. Calls placed through an operator will be charged at a higher operator-assisted rate.

- Cell phones

Visitors and families are permitted to use cell phones.

Internet access

Convenient wireless high-speed Internet is available to patients and family members throughout the medical center. Patients and family need to provide their own laptops and tablets. No password is required to access the Internet.

CarePages

We are pleased to provide you with a free, private Web page, called a CarePage, to help you more easily communicate with friends and family and to receive messages of support. It's extremely easy to use — simply log on to carepages.com/ucla to access your CarePage.

Faxing and copying

The Office of the Patient Experience, located on Level 1, can assist with faxing and copying.

Automated Teller Machine (ATMs)

For your convenience, an ATM is located near the Gift Shop.

During your stay

Resources

Cashier's Office (310) 267-9400

The Cashier's Office is located on Level 1 adjacent to the Gift Shop. Cash, personal checks, traveler's checks and most major credit cards are accepted for payment of hospital charges and other services. The office hours are from 8 am to 5 pm, Monday through Friday.

Chase Child Life Program (310) 267-9440

Child life/child development services are available to provide counseling and emotional support for chronically and acutely ill children and their families during medical events. Through play, education and other therapeutic interventions, children and their families have the opportunity to develop positive coping skills, increase understanding, optimize developmental potential and express concerns. Child Life Specialists provide individualized and group therapeutic intervention at the bedside or in pediatric activity areas on a regular basis.

International patients (310) 794-8759

All patients receiving care at UCLA who reside outside of the United States should contact the International Department for assistance with physician appointments, review of medical records, facilitation of care and information about transportation, housing and other resources.

Interpreter Services (310) 267-8001

The UCLA Health Interpreter/Translation Program is available to all UCLA Health inpatients, outpatients and their relatives. Every attempt is made to provide services in any language, either by an in-person interpreter or by telephone. Written translations of certain medical documents, correspondence and patient-education materials are available. However, in-house translation services are limited, and some requests will be referred to outside agencies and independent translators.



For the hearing impaired (310) 267-8001

A telecommunications device is available to help hearing-impaired patients or patients who want to communicate with a hearing-impaired relative or friend. Arrangements can be made through Interpreter Services to have a sign-language interpreter assist a hearing-impaired patient.

UCLA Health Ethics Center (310) 794-6219

Specialists in ethics, in conjunction with the UCLA Ethics Committee, are available to help patients, their families and the healthcare teams address ethical issues. An effort is made to assess the values and the concerns of those involved and to facilitate understanding the goals of treatment, the plan of care or decision-making when patients are unable to do so for themselves.

Notary Public (310) 267-9113

If you need a notary public, the Office of the Patient Experience can provide a list of private notary publics who are not affiliated with the university. These private notaries charge for their services.

Private-duty nursing (310) 267-9671

You, your family or your doctor may request private-duty nursing. Since insurance carriers typically do not cover it, there is an additional cost for this service. To request a private-duty nurse, call the Nurse Staffing Office at (310) 267-9671. To pay for private-duty nursing, please call Admissions at (310) 267-8000.

Meditation Room/Chapel (310) 825-7484

The Meditation Room/Chapel is available for meditation, prayer and quiet reflection 24 hours a day. All are welcome. It is located on Level 1, just inside the main hospital entrance, in room 1109. In addition, religious services are available in the hospital and on campus. For more information, please contact the Department of Spiritual Care.

During your stay

Programs for healing

PAC (People-Animal Connection) Program (310) 267-8184

PAC is a volunteer group that provides animal-assisted therapy and companionship to aid in the comfort and healing of critically ill patients and their families at Ronald Reagan UCLA Medical Center. Evidence shows that PAC visits help lower patients' blood pressure, speed the healing process, improve results of physical therapy and improve mental well-being. If you are interested, please discuss the option with your physician to make sure you are medically cleared for a pet visitation.

Paula's PetPal Place (310) 267-8184

Paula's PetPal Place is a service that allows patients to unite with their personal pets during hospitalization at UCLA Health. The focus of Paula's PetPal program is the personal connection between patients and their pets. For many people, a pet is part of the family. When patients are hospitalized for long periods of time, they miss their pet tremendously. Bringing patients together with their dogs or cats can help their mental and emotional well-being. These visits not only boost patients' spirits, but promote healing.

Massage therapy (310) 206-3055

Massage therapy for relaxation and stress reduction is available for patients and families. Ask your nurse for more information.

UCLA Integrative Therapy Program

An integrative therapy session incorporates three gentle healing modalities — Healing Touch, essential oil therapy and yoga therapy — to address the primary symptoms of pain, anxiety, nausea, insomnia, constipation and exhaustion. Ask your nurse for more information.



Special services for patients and families

Information desk West (310) 267-9119 / East (310) 267-9120

Information desks are available to assist you and your visitors with a variety of services:

- Locate patient rooms and hospital services
- Locate UCLA campus and neighboring services
- Provide maps
- Provide a list of hotels and RV parks near the medical center

Food and beverages

The Edward D. and Anna Mitchell Family Foundation Dining Commons offers a diverse selection of meals in an inviting indoor or outdoor setting. The Dining Commons is located on Level 1 and is open Monday through Friday, 6:30 am to 10 pm, and on weekends and holidays from 7:30 am to 8 pm.

For your convenience, Subway is located on Level B and is open 24 hours, seven days a week. Vending machines are also located on Level B.

Gift Shop (310) 267-9522

Operated by the UCLA Health Auxiliary, the Gift Shop offers flowers and plants, greeting cards, candy, gifts, toys, games, sundries, magazines and UCLA signature items. Delivery of gifts to patient rooms is complimentary. The Gift Shop is located on Level 1 and is open Monday through Friday from 9 am to 7:30 pm, and from 11 am to 5 pm on Saturday.

During your stay

Lodging

Tiverton House is a guest hotel designed to meet the needs of patients and families. Tiverton House offers comfortable accommodations, a complimentary continental breakfast, laundry facilities, an exercise room, a children's playroom, a community kitchen and more. It is located within walking distance of the medical center, and shuttle service is available Monday through Friday. Please call (310) 794-0151 for Tiverton House reservations.

The Patient Family Assistance Program helps families in financial need by offering affordable lodging options near UCLA.

Parking

Patients and visitors to Ronald Reagan UCLA Medical Center, Resnick Neuropsychiatric Hospital at UCLA and Mattel Children's Hospital UCLA have valet parking available on Westwood Plaza. When leaving, you will retrieve your vehicle from the Valet Lobby located on Level P. Patient drop-off is available at all entrances. Alternate parking is available at UCLA Medical Plaza and on campus.

For information regarding long-term discounted parking permits, contact the Office of the Patient Experience at (310) 267-9113. For current parking rates and more information, go to transportation.ucla.edu or call (310) 825-3618.





Security and escort services (310) 267-7100

If your visitors would like to be escorted to their car after dark, we will provide an escort for their safety. Ask your nurse or the clerk at the nursing station to make the call, or you may call yourself at the number above.

Maddie's Room (Surgical Waiting Room) (310) 267-9325

Maddie's Room is a comfortable surgical waiting area located on the first floor near the westside Information Desk. A volunteer from the Recovery Room will call the surgical waiting area to notify the visitor when the patient has arrived in the Recovery Room.

Family Support and Hospitality (310) 267-8180

Our volunteers offer special services to families, including concierge services, complimentary newspapers, family comfort care kits, Art-to-Go kits, and more.

Garden of Peace

The Garden of Peace offers a tranquil outdoor retreat for patients and their families to enjoy.

Support groups

UCLA offers support groups and other educational programs. Please ask your nurse or physician about any programs that may benefit you or your family.

UCLA Blood & Platelet Center (310) 825-0888

The UCLA Blood & Platelet Center offers opportunities to donate blood components for a specific patient or for your own surgery. Volunteer and directed donors may give specific blood components, including single or double red blood cells, platelets and plasma, through our Automated Blood Collection Program. To schedule an appointment or to schedule a blood drive, call the number above or visit our website at gotblood.ucla.edu.

Preparing to go home

Discharge instructions

Discharge instructions are determined by your physician and will be given to you prior to leaving the hospital. If you have questions regarding your discharge instructions, we recommend that you ask your physician or nurse in charge of your care prior to leaving the hospital.

If you are a member of an HMO, please make sure that you obtain prior approval from your insurance plan before seeing a UCLA physician for follow-up appointments after discharge.





Discharge prescriptions for medications

Pharmacy (310) 267-8531

You have the option of filling your prescription(s) at the UCLA Outpatient Pharmacy or at a pharmacy of your choice. If you choose to have your prescriptions filled at the UCLA Outpatient Pharmacy, your physician may send your prescriptions electronically to the pharmacy to be filled, or you may ask a family member or other person you designate to take the prescription(s) to the Outpatient Pharmacy before you are discharged. A pharmacist may deliver your prescriptions to your room or the medications may be picked up during regular business hours from the Outpatient Pharmacy before or as you leave the hospital. A pharmacist will always review the medications with you or your designee and answer any relevant questions.

Pharmacy Hours:

8 am to 9 pm Monday to Friday

8 am to 7 pm Saturday

8 pm to 5 pm Sunday and holidays

Billing (310) 825-8021 (Hospital) / (310) 301-5200 (Physician)

After you leave the hospital, you will receive several bills for services provided during your hospital stay. You will receive a hospital bill, which will include room charges, food, medical supplies and any tests and procedures that you may have had. You will also receive bills from your doctors for their medical and surgical care.

Our Patient Business Services Department will file your claim directly with your primary and secondary insurance carriers. Please note that you are ultimately responsible for the charges incurred during your stay in the hospital. If you have not received notice of payment from your insurer within 60 days after service, we may seek your assistance in contacting the insurance carrier directly to encourage prompt payment.

Patient rights and responsibilities

As a patient of UCLA Health, you have the right to:

- Considerate and respectful care, and to be made comfortable.
- Have your cultural, psychosocial, spiritual, and personal values, beliefs and preferences respected.
- Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
- Know the name of the licensed healthcare practitioner acting within the scope of his or her professional licensure who has primary responsibility for coordinating your care, and the names and professional relationships of physicians and nonphysicians who will see you.
- Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care.
- Participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment, or to request an ETHICS consult by calling (310) 794-6219 or paging ID# 38442.





- Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or nontreatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
- Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of members of the medical staff, to the extent permitted by law.
- Be advised if the hospital/licensed healthcare practitioner acting within the scope of his or her professional licensure proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
- Reasonable responses to any reasonable requests made for service.
- Appropriate assessment and management of your pain, information about pain and pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic pain with methods that include the use of opiates.
- Formulate advance directives. This includes designating a decision-maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. Patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.

Patient rights and responsibilities

- Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semiprivate rooms.
- Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate “Notice of Privacy Practices,” which explains your privacy rights in detail and tells how we may use and disclose your protected health information.
- Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services, including notifying government agencies of neglect or abuse.
- Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
- Reasonable continuity of care and to the degree feasible to know in advance the time and location of your appointments, as well as the identity of the persons providing the care.





- Be informed by the physician, or delegate of the physician, of continuing healthcare requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.
- Know which hospital rules and policies apply to your conduct while you are a patient.
- Designate a support person as well as visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood, marriage, or registered domestic partner status, unless:
 - No visitors are allowed.
 - The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitors to the health facility, or would significantly disrupt the operations of the facility.
 - You have told the health facility staff that you no longer want a particular person to visit.

However, the health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. The health facility must inform you (or your support person, where appropriate) of your visitation rights, including any clinical restrictions or limitations. The health facility is not permitted to restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

- Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will comply with federal law and be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household and any support person pursuant to federal law.

Patient rights and responsibilities

- Examine and receive an explanation of the hospital's bill regardless of the source of payment.
- Exercise these rights without regard to sex, economic status, educational background, race, color, age, religion, ancestry, national origin, sexual orientation, gender identity or expression, marital status, registered domestic partner status, disability, medical conditions or source of payment for care.
- File a grievance. If you want to file a grievance with UCLA Health, you may do so in writing, or by calling:
 - Ronald Reagan UCLA Medical Center, Office of the Patient Experience (Inpatient/Ambulatory Care) (310) 267-9113
 - UCLA Medical Center, Santa Monica, Office of the Patient Experience (Inpatient/Ambulatory Care) (424) 259-9120
 - Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA Office of the Patient Experience (310) 267-9092

The grievance committee will review each grievance and provide you with a written response within 30 days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process.

Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO).

- File a complaint with the California Department of Public Health (CDPH) regardless of whether you use the hospital's grievance process, by calling (916) 552-8700 or Toll Free: (800) 236-9747, or writing to:
CDPH
Health Facilities Inspection Division
Los Angeles District Office
3400 Aerojet Avenue, Suite 323
El Monte, CA 91731

- You may file a grievance with The Joint Commission (TJC) by calling (800) 994-6610, faxing (630) 792-5636 or emailing: patientsafetyreport@jointcommission.org.

You can also write to:

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

- File a grievance regarding the conduct of a physician by calling the Medical Board of California at (800) 633-2322 or (916) 263-2382, or by fax (916) 263-2435 or writing to:

Medical Board of California
Central Complaint Unit
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815



Patient rights and responsibilities

As a patient of UCLA Health, you have the following responsibilities:

Healthcare is a shared responsibility. Engaging in discussion, asking questions, seeking information, and exploring alternatives improves communication and understanding of one's health and treatment.

- To respect the rights and property of other patients and UCLA Health personnel. Just as you want privacy, a quiet atmosphere and courteous treatment, so do other patients. You have the responsibility to follow the organization's rules and regulations, limit your visitors, follow smoking regulations, and use the telephone, television, and lights courteously so that you do not disturb others.
- To report to your physician, and other healthcare professionals caring for you, accurate and complete information to the best of your knowledge about present complaints, past illness, hospitalizations, medications, unexpected changes in condition and other matters relating to your health as well as to provide a copy of your advance directive or POLST to be filed in your medical record, if applicable.
- To seek information about your health and what you are expected to do. Your healthcare provider may not know when you're confused or uncertain, or just want more information. If you don't understand the medical words they use, ask for a simpler explanation.
- The most effective plan is the one to which all participants agree and that is carried out exactly. It is your responsibility to tell your healthcare provider whether or not you can and want to follow the treatment plan recommended for you.
- To ask your healthcare provider for information about your health and healthcare. This includes following the instructions of other health team members, including nurses and physical therapists that are linked to this plan of care. The organization makes every effort to adapt a plan specific to your needs and limitations.



- To continue your care after you leave UCLA Health, including knowing when and where to get further treatment and what you need to do at home to help with your care.
- To accept the consequences of your own decisions and actions, if you choose to refuse treatment or not to comply with the care, treatment, and service plan offered by your healthcare provider.
- To keep appointments with your healthcare provider. If you need to cancel an appointment, you should do so at least 24 hours before your appointment time.
- To assure that your financial obligations for your healthcare are fulfilled by paying bills promptly. Late payments increase overall charges. You are responsible for working with your account representative to make payment arrangements and for providing the information necessary to determine how your hospital bill will be paid.
- To follow UCLA Health rules and regulations affecting patient care and conduct.
- To be considerate of UCLA Health facilities and equipment and to use them in such a manner so as not to abuse them.

If you have any questions regarding these Patient Responsibilities, please contact:

- Ronald Reagan UCLA Medical Center, Office of the Patient Experience (Inpatient/Ambulatory Care) (310) 267-9113
- UCLA Medical Center, Santa Monica, Office of the Patient Experience (Inpatient/Ambulatory Care) (424) 259-9120
- Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA Office of the Patient Experience (310) 267-9092

These Patient Rights combine Title 22 and other California laws, The Joint Commission and Medicare Conditions of Participation requirements.

Important phone numbers

For all phone calls made within the hospital or any on-campus departments, simply dial the five-digit extension (the last five digits).

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| Admissions | (310) 267-8000 |
| Billing Department | (310) 825-8021 |
| Blood Donor Center | (310) 825-0888 |
| Care Coordination | (310) 267-9700 |
| Chase Child Life Program | (310) 267-9440 |
| Ethics Center | (310) 794-6219 |
| Gift Shop | (310) 267-9522 |
| Hotel/Lodging Information | (310) 267-9113 |
| Information Desk | West (310) 267-9119 / East (310) 267-9120 |
| International Relations | (310) 794-8759 |
| Interpreter Services | (310) 267-8001 |
| Office of the Patient Experience | (310) 267-9113 |
| Security | (310) 267-7100 |
| Spiritual Care | (310) 825-7484 |
| Surgical Waiting Room (Maddie's Room) | (310) 267-9325 |
| Tiverton House (UCLA's patient/family hotel) | (310) 794-0151 |
| Volunteer Services | (310) 267-8180 |



Directions

From the 405 (San Diego) Freeway

From the north, exit Wilshire East; or from the south, exit Wilshire Westwood. Turn left on Westwood Blvd. and go straight past Le Conte Avenue (the street becomes Westwood Plaza). The hospital is on the left, past UCLA Medical Plaza.



Parking

Valet parking is available on Westwood Plaza. When leaving, you will retrieve your vehicle from the Valet Lobby located on Level P.

Patient drop-off is available at all entrances. Alternate parking is available on campus.

For information regarding long-term discounted parking permits, contact the Office of the Patient Experience at (310) 267-9113. For current parking rates and more information, go to transportation.ucla.edu or call (310) 825-3618.

Notes



Ronald Reagan UCLA Medical Center
757 Westwood Plaza, Los Angeles, California 90095

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|--------------------------------------|----------------|
| Main Operator – Hospital Information | (310) 825-9111 |
| Operator – Patient Information | (310) 825-8611 |
| Emergency Department | (310) 825-2111 |

uclahealth.org

