



WELCOME

On behalf of our Medical and Hospital Staffs I would like to welcome you to Pacifica Hospital of the Valley. We are committed to serving our Community with respect, compassion and quality. Our Team of healthcare professionals believes that your health and that of your visitors should be the first priority. However, while you are with us, we will be dedicated to making your stay as comfortable as possible.

Please take a moment to familiarize yourself with this patient guide. It will help answer questions you may have about the Hospital and the services we provide. This guide also covers such topics as your rights and responsibilities as a patient, insurance and billing matters, visiting hours and other things that may be helpful to you and your guests.

We want you to be completely satisfied with your stay. If there is anything we can do to better serve you or make your stay more comfortable please feel free to inform one of our staff members. If you have additional questions regarding your care or medical treatment please speak with your physician or nurse. Thank you for choosing Pacifica Hospital of the Valley for your healthcare needs.

Ayman Mousa, R.N., M.B.A, D.H.A.
Chief Executive Officer

OUR MISSION

To provide healthcare and promote wellness for the Community we serve with respect and compassion through education and excellence

OUR VISION

We will be the providers of choice for:

- Our Community
- Healthcare Professionals
- Payors
- Employees and their families

We will achieve this vision through:

- Understanding and responding to the needs of our culturally diverse community
- Continually providing efficient and effective care with improved technology
- Promoting professional growth for our employees with education, teamwork and support
- Fostering a safe environment of dignity and respect, treating patients and residents as our family
- Partnering with local healthcare providers and service organizations

PATIENTS' RIGHTS AND RESPONSIBILITIES

Patients' Rights

As a patient you have a right to:

- Respectful consideration of your religious and cultural practices
- Appropriate management of pain and discomfort
- Information about your health in a language you can understand
- Consent to or refuse care
- Privacy and confidentiality of your personal health information and your medical records

Patients' Responsibilities

As a patient, you have a responsibility to:

- Actively participate in decisions about your care
- Be as accurate as possible about your current medical history, treatments and medications
- Let your physicians or nurses know if you are concerned about any treatment or cannot follow a certain treatment plan
- Follow your physicians' advice regarding your level of activity, diet and other healthcare requirements
- Be considerate of other patients and Hospital staff, using Hospital property and equipment only for intended purposes
- Fulfill your financial obligations

Living Will and Durable Power of Attorney

If you have a Living Will or Durable Power of Attorney for Healthcare that states any wishes you have should you become incapable of making decisions relating to your medical care, you should have your nurse place a copy in your medical chart. If you have forgotten to bring a copy to the Hospital, it is most important that you make arrangements as soon as possible to have a copy brought to the Hospital. Should you decide you would like to establish an Advanced Directive while you are a patient, notify your nurse who will provide you with a copy of the brochure "Advance Directives." This brochure requires witnesses and notarized signatures. Hospital employees may not witness or notarize this document. You should refer to the local phone directory for notaries public.

BE INVOLVED IN YOUR OWN CARE

Speak up and ask questions if you have any concerns about the care you are receiving and, if you do not understand, ask again. It is your body and you have a right to know. Make sure you are getting the right treatments and the right medications. Do not assume anything.

- You should always confirm that the correct treatment is being provided to you. Ask your caregivers about the purpose of the medications or treatments you are about to receive especially if you do not recognize them. Medication errors are the most common mistakes in healthcare.

- Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.
- Ask a trusted family member or friend to be your advocate when needed in communicating your questions and preferences.
- Make sure you have an opportunity to express to your physicians and nurses your wishes concerning resuscitation and life support.
- Participate in all decisions about your treatment. You are the center of the healthcare team.
- Review consents for treatment before you sign them and make sure you understand exactly to what you are agreeing.
- Understand what your options are. Ask your physicians about the potential risks, benefits and alternatives of any test, medication or treatment.
- Communicate your medical history to your caregivers including any allergies, other existing medical conditions, or medications you are taking including herbal medications, home remedies and vitamins.
- Expect to receive education about your diagnosis, your treatment plan and any tests you are undergoing.
- Ask questions about your condition and learn as much as you can. Ask your physicians or nurses to explain any medical terms you do not understand.
- Feel free to ask your caregivers about how the equipment being used in your care monitors your safety.
- Ask about the purpose and potential side effects or interactions of any medications you receive.
- Make sure you understand the instructions given to you before going home.

THE PATIENT CARE TEAM

Pacifica Hospital of the Valley uses a collaborative, interdisciplinary team approach to patient care.

Physicians

Your physician directs your care while you are in the Hospital. He or she will inform you of the benefits and risks of any medical procedures or treatments and will obtain your consent before proceeding. Your physician may request other specialists to see you. Write down any questions you may have and ask your physician.

Nursing Staff

Nurses plan your care and carry out physicians' orders 24 hours a day. Your nurse provides medications and health information and collaborates with the rest of the healthcare team. Nursing assistants attend to your basic needs and hygiene. The Nursing Director and Administrative Supervisor oversee operations of each nursing area. The Nursing Director of your area can be reached by calling the Nursing Office at extension 2380.

Case Management and Discharge Planning

Each nursing unit has a Case Manager and a Discharge Planner. The Case Manager and/or Discharge Planner may meet with you to help arrange services or supplies you will need after you leave the Hospital.

Dietitians

Registered Dietitians are available to help promote optimal health through proper nutrition. During your stay a dietitian will meet with you to provide nutritional screening, assessment and education.

Physical, Occupational, Speech and Recreational Therapists

Physical and occupational therapists evaluate and provide therapeutic services to restore, maintain, and promote optimal physical functioning. Speech therapists provide evaluation and therapeutic services in the areas of speech, language, voice, and swallowing. If your physician feels any or all of these services are necessary, a therapist will meet with you. Recreational therapists provide therapeutic recreation services to enhance the social skills, wellness and quality of life for patients on the Behavioral Health and Sub-Acute Units.

Respiratory Therapists

Respiratory Therapists will evaluate your respiratory function and give you breathing treatments.

Radiology Technicians

Radiology Technicians will take x-rays and other imaging studies such as CAT scans, MRIs and ultrasounds.

Social Workers

Social workers are specially trained to help patients deal with social and emotional problems related to illness or hospitalization. A social worker may meet with you or your family to help with crisis management or coping with long-term illness and rehabilitation.

PATIENT ROOM INFORMATION

At Pacifica Hospital we pride ourselves on cleanliness. Patient rooms are thoroughly cleaned and prepared for new arrivals. Please let us know if there is anything we can do to make you more comfortable, such as bringing an extra pillow or blanket.

Bed Controls, Call-lights, and Television Controls

These will be explained by your nurse at the time you are admitted to your room.

Linens

Your nursing team will assess the need for linen changes. A member of the team will straighten your bed and provide any necessary linen changes.

Room Cleaning

Our environmental services staff performs the following daily:

- Clean bathroom
- Mop floor
- Wipe bedside tables
- Remove trash

Since your nursing team needs to focus on your health needs we would appreciate family members and visitors doing their part to help keep your room clean by disposing of trash properly. Keeping a clear path from the door to your bed is especially important should you need help quickly.

Direct TV Channels

2	CBS
3	BLOOMBERG
4	NBC
5	CW
6	CNN
7	ABC
8	TELEMUNDO
9	KCLA
10	UNIVISION
11	FOX
12	ABC FAMILY
13	KCOP
17	HISTORY
18	MOUNTAIN WEST
19	NICKELODEON WEST
20	TLC
21	USA NETWORK

PATIENT CARE INFORMATION

Meal Selections

We offer a program for all your nutritional needs. A copy of the weekly menu is provided to you at the time of your admission. A dietitian assistant will visit you to determine your food preferences. If you do not have a copy of the menu or have questions or comments about your meals you should notify your nurse. Please understand that the diet provided will include any restrictions ordered by your physician. These restrictions may make the meals less palatable than you would like but the ordered diet will be in keeping with your health history.

Personal Care Items

When you arrive in your room you will be provided with an admission kit. This kit includes a wash basin, water pitcher and cup. Towels and washcloths will be given to you by your nurse. If you need a toothbrush, toothpaste, mouthwash and/or slippers ask your nurse for these items.

Personal Belongings and Valuables

You and your guests are responsible for all personal belongings. We recommend that you leave all valuables at home including money, jewelry, credit cards and anything else that would be considered a loss. You may be moved to different areas during tests, examinations and other procedures and may have difficulty keeping up with personal property. If you have brought any valuables notify your nurse to have them placed in the Hospital safe. They will be returned to you upon your discharge. The Hospital assumes no responsibility for items that are not placed in the Hospital safe.

Clothing

All clothing other than a robe and slippers should be sent home.

Denture Care

You will be asked if you wear dentures and, if so, a staff member will give you a denture cup in which to store them. When dentures are not being worn they should be placed in the denture cup. To avoid losing dentures do not wrap them in tissue, washcloths, towels, or linens. Avoid placing dentures on your meal tray, under your pillow, on your sheets or in any concealed place where they may be lost or accidentally thrown out.

Eyeglasses

To prevent loss or damage to your eyeglasses do not leave them unprotected on the bedside table, in a robe pocket, on your bed or on a meal tray.

Lost Items

While Pacifica Hospital is not responsible for patients' and guests' personal belongings we certainly try to return lost items to their owners. If you are missing an item speak with your nurse who will contact Hospital Security.

Medications

If you have brought personal medications with you to the Hospital show them to your nurse and then give them to a family member to take home. If a family member is not available the medications will be sent to the Hospital Pharmacy for safekeeping until your discharge.

Staff Identification

All healthcare professionals must wear identification badges. For your protection all Staff will use two methods of identifying you (your name and medical record number) when administering medications and obtaining specimens. Make sure your caregivers check your wristband before you receive any treatment or medication. Do not give your baby to anyone unless that person has proper Hospital identification.

Cover Your Cough

Remember to cover your mouth and nose with a tissue when you cough or sneeze and clean your hands thoroughly with soap and water or liquid antiseptic. Put your used tissue in the wastebasket.

Hand Washing

For your safety and the safety of visitors and Staff we ask everyone to practice good sanitary habits by washing hands with soap and water or liquid antiseptic when entering and leaving a patient's room. Dispensers for liquid antiseptic are located throughout the Hospital, in waiting rooms and individual patient rooms. It is all right to ask your healthcare provider and visitors to wash their hands. Depending on your illness, staff and visitors may be required to wear protective gowns and gloves.

GUEST SERVICES

Helpful Phone Numbers (818)

General Hospital Number 767-3310

(Family and friends use main number when calling)

Nursing Units:

Medical Surgical Unit (3M) 252-2129

Critical Care Unit 252-2162

Neuro 3 Unit 252-2136

Neuro 2 Unit 252-2391

Neuro 2 South 252-2355

Pediatric Unit 252-2257

Behavioral Health Unit 252-2271

Social Services 252-2296

Parking

Security-patrolled lots for parking are located throughout the Hospital campus. Handicap parking is available in designated spaces.

Cafeteria

The cafeteria is located in the basement of the Hospital. Hours of operation are 6:00 AM to 2:00 PM Monday through Friday. Vending machines are available 24 hours a day and are placed in several locations including the Hospital Cafeteria, the Emergency Department lobby, and at the Hospital entrance located on the east side of the main Hospital building (San Fernando Road side).

Flower Stand

A flower stand is located on the first floor in the Hospital lobby and is accessible 24 hours a day. Flowers can be purchased at the Information Desk which is also located in the Hospital lobby. Patients are not allowed to have flowers in the Critical Care Unit.

Waiting Rooms

Pacifica Hospital has separate waiting rooms for various Hospital units:

Out-Patient Surgery Waiting Room: Located on the 3rd floor of the Hospital in the Out-Patient Surgery Unit.

Critical Care Waiting Room: Located on the 3rd Floor directly outside the Critical Care Unit.

Obstetrical Waiting Room: Located by the Hospital front entrance on the San Fernando Road side.

VISITING HOURS

Pacifica Hospital's visiting policy provides for visitation that allows socialization and support for patients while ensuring adequate periods of rest and recuperation. General visiting hours are from 11:00 AM to 8:00 PM. There is a restriction of 2 visitors per patient at any one time due to limited space within patient rooms. All visitors must sign in at the Hospital switchboard upon entry and obtain a visitor's badge that must be visibly worn at all times. Because children often carry communicable diseases that may negatively affect adults especially when incapacitated, anyone under the age of 14 years will not be allowed in a patient care area except in the Obstetrical Unit and Sub-Acute Units. For patient safety Hospital personnel reserve the right to refuse visitation at any time.

Critical Care Unit

Visiting hours are 24 hours a day except between 6:00am - 8:00 am and 6:00pm - 8:00 pm. Visits are limited to 10 minutes each hour and are restricted to members of the immediate family. A maximum of 2 visitors per patient will be allowed at any one time.

Pediatric Unit

Visiting Hours are 11:00 AM to 8:00 PM. One parent may spend the night with his/her child. Accommodations cannot be made for both parents to spend the night.

Labor and Delivery

Only one adult visitor is allowed during labor and delivery.

Obstetrical Unit

Visiting Hours are 11:00 AM to 8:00 PM limited to 2 visitors per patient at any one time. Fathers will be able to visit at any time 24 hours each day. All visiting children under the age of 14 years must be accompanied by an adult at all times and cannot be left alone with the patient.

Sub-Acute Units

General visiting hours are 11:00 AM to 8:00 PM. Additional visiting hours by adults and significant others may be allowed if previous arrangements are made with the Charge Nurse or Clinical Director.

Behavioral Health Unit

Visiting Hours are 6:00 PM to 7:00 PM every evening and, in addition, 1:00 PM to 3:00 PM every Saturday and Sunday.

Post-Anesthesia Care Unit

Only one adult visitor allowed for a brief period of time when authorized by the Post-Anesthesia Care Unit nurse.

Medical/Surgical Unit (3M)

Visiting hours are 11:00 AM to 8:00 PM restricted to 2 visitors 14 years of age and older per patient at any one time.

SPECIAL SERVICES

Counseling

The Hospital offers several counseling services for patients including dietary, financial, and lifestyle arrangements. You should ask your nurse for information regarding these services.

Rapid Response Team

At Pacifica Hospital a Rapid Response Team will respond quickly to patients whose clinical condition may be deteriorating. The Team consists of healthcare professionals with advanced training who can identify situations that may be leading to more serious problems. Usually your nurse will notify the Rapid Response Team when needed. However, if you or your family ever feels there has been a change in your condition and your healthcare team is not recognizing it, you may summon the Response Team by calling the Hospital Operator.

The Operator will ask for caller identification, room number, patient name and

concern and will immediately activate the Response Team to assess the situation. Additional clinical support will be called as needed. Please realize that calling the Rapid Response Team will take healthcare professionals away from caring for other patients and this Team should not be called when requesting pain medication or comfort measures.

Hearing Impaired Services

Telephone Device for the Deaf (TDD) equipment is available at no charge for hearing impaired patients. You should ask your nurse to obtain this equipment for use in your Hospital room. In addition, interpretation services are also provided for hearing impaired patients. If you are going to need a deaf interpreter notify your nurse at the time of admission since it will take 24 hours to arrange for this service.

Language Interpretation Services

Interpretation services are provided for patients who do not speak English. Please contact your nurse for assistance with obtaining a language interpreter.

Pastoral Care

If you would like to see a member of the clergy notify your nurse.

HOSPITAL POLICIES

Smoking Policy

Since Pacifica Hospital is committed to the health and well-being of patients, visitors and Staff, the Hospital is a smoke-free environment. In keeping with this commitment, patients who can leave their rooms, family members, caregivers and visitors may smoke only in the designated smoking area located outside in the parking lot on the north side of the building.

Cell Phones

Because cell phones may interfere with medical equipment, they may not be used in restricted locations throughout the Hospital where signs have been posted.

No Publicity

At any time during your stay you may choose to declare your status as “no publicity.” By doing so there will be no public record of your hospitalization and you will not receive flowers or mail and visitors will be advised that you are not listed as a patient in the Hospital.

Medical Records

Each patient at Pacifica Hospital has the right to the information contained in his or her medical record. The Health Information Department follows all California and Federal laws regarding the release of information. You may obtain copies of your medical record by contacting the Health Information Department at (818) 252-2225.

DISCHARGE INFORMATION

Discharge Planning

At Pacifica Hospital we will work to meet your needs while you are a patient and assist you with plans for your recovery and care after you have been discharged. When you leave the Hospital you may not be completely recovered and may need care at home. During your Hospital stay case managers and social workers will be working with you and your family in planning for special equipment and other needs you may have after you return home.

Check-Out Time

On most units the check out time is 11:00 AM or when your physician has written your discharge order.

Checking Out

The procedure for check-out involves your physician and the Hospital Staff working together. This process may involve some or all the following steps:

- Your physician will advise you that you are ready to be discharged from the Hospital and will write orders directing Hospital staff to begin the discharge process.
- Your nurse will act on any orders your physician has given prior to discharge. This could involve final tests or lab procedures that need to be completed before you leave. This process can sometimes take several hours to fully complete.
- During this process you are encouraged to contact family members to arrange for transportation from the Hospital. If you will be traveling by ambulance Hospital staff will make the proper arrangements. Once you have been officially cleared for discharge your nurse will remove your IV and other medical devices prior to your leaving.

- Your nurse will discuss with you any instructions your physician has given, such as follow-up visits and how to take medications and give you a copy of these instructions. You should take this information to the healthcare provider who will be giving you ongoing care once you leave the Hospital.
- When you are ready to leave a member of the Hospital staff will escort you to the Hospital entrance and help you into a car or other vehicle.
- We ask for your patience while we process your discharge from the Hospital. We understand your eagerness to return home but want to ensure you have all the information you need to complete your recovery.

Pre-Discharge Checklist

Make sure you can answer the following questions to your satisfaction. If not, review them with your healthcare provider.

- Do you clearly understand your physician's discharge instructions?
- If you are on a special diet do know what that diet is?
- Are you aware of what limitations there are to your daily activities?
- If there are medications you need to take do you understand how they are to be used as well as any side effect you might expect?
- Do you need to arrange for any post-hospital care, such as physical therapy or other treatment?
- Do you need to make a follow-up appointment with your physician?
- Do you have all your belongings, including any medications you brought with you and any valuables that were being kept in the Hospital safe?
- Did you receive a Pneumococcal and/or Influenza vaccination while you were a patient in the Hospital if a vaccination was ordered? If you are not sure, you should ask your nurse.

HOSPITAL BILL

During your Hospitalization daily charges for services will be billed to your account. With most contracted insurances you will receive an itemized bill only if you request one. You also may receive separate bills from other physicians involved in your care. If you have questions regarding these bills you should call the number provided on the statement you receive.

- You may be asked to pay deductibles, co-payments and estimated co-insurance prior to your Hospital stay or at the time of your discharge. If

you are uninsured you will also be required to pay for services at the time of your discharge.

- Payment is accepted by cashier's check, personal check, money order, Visa, MasterCard, American Express and Discover Card. An ATM machine is located in the Hospital's cafeteria. If payment arrangements need to be made you should contact a Hospital financial counselor during your stay.

PATIENT SATISFACTION

It is our goal for you to be very satisfied with your stay at Pacifica Hospital. As your satisfaction is very important to us we request that you provide your feedback on a Hospital comment card. Following your discharge you may also receive a request to participate in a phone survey. However, should you have any specific concerns during your hospitalization, do not wait for this survey. Since Pacifica Hospital is committed to providing a safe and caring treatment environment, you and your family are encouraged to contact your nurse, physician, department director or administrative supervisor with any questions or concerns. If no one is able to resolve your concerns to your satisfaction you may also contact The Joint Commission. The Joint Commission addresses all complaints that relate to quality of care or safety. These include issues such as patient rights, care of patients, safety, infection control, medication use and security. The Joint Commission does not address individual billing issues and payment disputes. You may contact The Joint Commission in one of the following ways:

- MAIL:** The Joint Commission
 One Renaissance Boulevard
 Oakbrook Terrace, IL 60181
- PHONE:** (800) 994-6610
- E-MAIL:** complaint@jointcommission.org