

City of Hope

Medical Center

Beckman Research Institute



WELCOME

INPATIENT SERVICES GUIDE

what patients and families need to know



Guide for Patients and Families

WELCOME TO CITY OF HOPE.

City of Hope is transforming the future of health. Every day we turn science into practical benefit. We turn hope into reality. We accomplish this through exquisite care, innovative research and vital education focused on eliminating cancer and diabetes.

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We are one of 41 National Cancer Institute-designated comprehensive cancer centers nationwide and it is our patient-centered philosophy that guides the care we provide to you as a patient. As your health care team, we value the whole person and the family surrounding that person. We work together with you and your family to ensure that you receive compassionate care. The innovative discoveries we make and new treatments we develop gives you, our patient, the chance to live a longer, better and fulfilling life.

This guide will help you throughout your stay with us and will answer many of the questions we anticipate you will have. If you have additional questions, please ask your nurse or any member of your health care team.

Thank you,

Your City of Hope Health Care Team



The Golter Gate

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Important Telephone Numbers

- **In an emergency, call extension 55.**
- To reach the nursing supervisor after hours, ask the operator to page the supervisor.
- To call within the hospital, it is only necessary to dial the five-digit extension.
- City of Hope’s main number — 626-256-HOPE (256-4673)

Sheri & Les Biller Patient and Family Resource Center 3CARE (32273)

Patient Financial Services:

Medical Center 1-800-270-HOPE (4673)

Medical Foundation 1-866-235-HOPE (4673)

Blood Donor/Apheresis Center 62286

Campus Operations (Security) 62006

Case Management 63726

Child Life 64513

Clinic Appointments 1-800-934-5555

Clinical Social Work 62282

Guest Services Desk, Helford Hospital 61143

Guest Services Desk, Main Medical 62234

Hope Village and Parsons Village 62380

Meal Service (“At Your Request” Room Service) 63257

Patient Advocate 62285

Pharmacy 68305

Positive Image CenterSM 63842

Spiritual Care 63898

Shuttle Service 60338

During Your Stay



For Your Privacy

On your first visit to City of Hope, you will be provided with a Notice of Privacy Practices. This notice outlines how we maintain and respect your privacy. Please let us know if you require additional privacy controls or information.

Your Health Care Team

Members of your Health Care Team

In order to provide the best care the most important part of the health care team are you and your family. Our staff of highly qualified professionals will be partnering with you and your family.

- **Doctors** lead the health care team and may include a medical oncologist, surgical oncologist, hematologist, radiation oncologist, radiologist and other specialists.
- **Physician assistants** are trained and licensed to evaluate and treat medical conditions under the supervision of a doctor.
- **Nurse practitioners** are registered nurses who have special training and certification to evaluate and treat medical conditions. A nurse practitioner is also authorized to write prescriptions and order tests.
- Your **nurses** may include: nurse coordinators, bedside nurses, case managers and other specialty nurses.
- **Clinical social workers** provide for psychosocial, practical and emotional needs of patients and their families.

Other members of your health care team may also include: dietitians, physical, occupational and recreational therapists, pharmacists and clinical research staff members.

Interpreter Services

City of Hope is committed to meeting the communication needs of our patients. If you feel more comfortable receiving medical information in a language other than English, please inform your health care team. Interpreter services and written materials in other languages are available to you. If you need an interpreter, your health care team will arrange interpretation services and access materials for you.

Patient Meal Services and Meal Trays for Family Members

City of Hope is proud to offer the “At Your Request” (AYR) Room Service Meal Program. With AYR Room Service, you are invited to place your meal and snack orders at any time between 6 a.m. and 6:45 p.m. Meals may be ordered in advance.

The guiding principle behind AYR Room Service is:

Order what you want, when you want it. We will prepare it especially for you — and deliver it to your bedside in 45 minutes or less!

Friendly room service operators will assist you in selecting menu items that are appropriate for your dietary needs. All patients will receive their own AYR Room Service menu for convenient use throughout the day. To order meals, simply call “MEALS” (63257) on your City of Hope telephone.

Family members and visitors are encouraged to have meals with patients. Guest meal tray tickets may be purchased at the Guest Services desks located on first floor lobby of City of Hope Helford Clinical Research Hospital and the lobby of the Main Medical building. Visitors may order meals from the AYR Room Service Menus. Visitor meals may be paid with prepurchased meal tickets or cash.

In-room Housekeeping Services

Housekeeping staff make every effort to keep your room as comfortable and clean as possible while you’re with us. A member of housekeeping services will make a morning visit to your room to ensure things are in order, then return later to perform a full room clean. Contact your nurse should you feel the need for additional cleaning services.

In-room Television Services and DVD Players

Color television sets and DVD players are provided in every patient room. Our television system features entertainment channels and educational programming that provides access to health information. Refer to pages 30 to 31 for a complete channel guide.

Internet Access

Wireless Internet

City of Hope offers wireless Internet access from the privacy of your room. You can connect with your laptop or any smartphone device (i.e. iPhone, Android or Windows phone). Once connected on your device, simply open the Internet browser and you will be presented with the City of Hope wireless access login screen. **To connect to our wireless Internet enter “cohquest” as the user ID and password.**

Ethernet Connection

In your room, you will find the ethernet adapter cable to access the Internet. The cable connects to the green outlet on the wall of your room and you will need to supply your own ethernet patch cable. You will be able to connect to the Internet through your web browser.

If you have a problem connecting to your laptop, City of Hope technicians are available to assist you. Ask your nurse to contact the Help Desk at extension 64357.

In-room Telephone Services

All patient rooms at City of Hope have private telephones with a speaker feature. Toll and long-distance calls must be placed as collect calls or with a calling card, or they may be billed to your home number.

To make a call from the hospital:

To place a local or toll call within the "626" area code, press "9" and the phone number.

To place a long distance call outside the "626" area code, press "9" + "1" + area code + phone number.

If you have any problems placing a call, our City of Hope operators will be happy to help you. Please press "0" and ask for assistance.

To call the hospital from outside City of Hope:

To reach a patient in the hospital, call 626-256-HOPE (4673). When the automated attendant answers, press "1", then the patient's room number.

Patient room numbers:

Pediatrics 3 West	3101 to 3135
Surgical Oncology 4 West	4101 to 4135
Medical Oncology 4 East	4203 to 4237
Hematology 5 West	5101 to 5135
Hematology 5 East	5203 to 5237
Hematopoietic Cell Transplant (HCT) 6 West	6101 to 6135
Hematopoietic Cell Transplant (HCT) 6 East	6203 to 6237
Unit A	8500 to 8537
Unit B	8600 to 8637
Unit C	8101 to 8136

Intensive Care Unit (ICU)

All phone calls for patients in the ICU are directed to the nurses' station at extension 62641.

Hope Village

- Press "849" plus the room number

Parsons Village

- Press "848" plus the last two digits of the room number

Hearing Impaired

City of Hope has a telecommunication device for the deaf (TDD) located at the switchboard, that is available 24 hours a day. When a call is received from the TDD, the operator will contact the appropriate person or department. After normal business hours, emergency calls are referred to the nursing supervisor on duty. Should you need a TDD device, please let your nurse know and one will be supplied for you.

Mail and Deliveries

The Guest Services desks will handle delivery of all correspondence to your room, including mail, packages and gifts. All correspondence should be addressed as follows:

Patient's name
c/o City of Hope
1500 E. Duarte Road, Duarte, CA 91010-3000

Outgoing mail can be deposited at each of the Guest Services desks

Postage stamps are available for purchase at the Guest Services desk in Main Medical, Monday through Friday, 8 a.m. to 4:30 p.m.

One-on-One Observers

As a patient at City of Hope, your care will always be monitored and supervised, 24 hours a day, by compassionate, highly skilled staff. Nurses, doctors, patients or families may suggest that a patient receive one-on-one observation (also known as "sitters"). This recommendation is sometimes made if the patient is confused, due to a pre-existing condition, medications or treatments, or because the patient is recovering from anesthesia.

While a nurse will always be supervising your care, City of Hope cannot guarantee that a care provider will be available to stay in your room 24 hours a day. If such care is recommended, City of Hope asks that you help us meet this need by planning ahead with your family or friends to fulfill this role. If a family member or friend is not available, City of Hope's Division of Clinical Social Work will provide you and your family with contact information and hourly rates for several agencies that offer one-on-one companion care. If you have any questions about how City of Hope can assist you, please speak to your social worker or call extension 62282.

Patient Advocate

We encourage you to report any concerns that you may have about your care, treatment, safety or services. If you have shared your concern with your doctor, nurse or social worker and it has not been addressed to your satisfaction, contact a patient advocate at extension 62285.

Visitor Information



Welcoming Visitors

- All visitors must check in at the Hospital's Guest Services desk before each visit.
- General visiting hours are 8 a.m. to 8 p.m. daily.
- With the exception of the pediatric unit, children less than five years old cannot visit patients or enter patient care areas, which include the lobby areas on floors 2 through 6 and Units A, B and C. An adult must accompany children under the age of 14 at all times.
- Upon request, the Admitting Department will issue wristbands to "primary visitors" that allow 24-hour visitation. Primary visitors are usually family members or friends who are closest to the patient.
- Patient and visitor lounges are offered in each of the inpatient care areas for your comfort and convenience. Please ask your nurse for the nearest location. Family waiting areas/ lounges are located throughout Helford Hospital and on Units A, B and C.

Intensive Care Unit (ICU)

- For the well-being of patients in the ICU, visiting hours and the number of visitors are limited. Visitors may stay up to five minutes per hour, with no more than two visitors at a time.
- There is no visiting during shift changes, which are 7 to 8 a.m. and 7 to 8 p.m. Having no visitors during those times enables staff to focus their complete attention on effectively coordinating your care.
- Parents may stay with their children in the unit. For the protection of patients, children under the age of 12 may not visit in the ICU.

For our patient's well-being, cellular phones are not allowed in the ICU.

Two Guest Services Desks

The staff at our two Guest Services desks are here to assist you. Whether you need directions, a phone number for a particular area on campus, an ATM machine or information about available services, our staff can help. They can provide information on transportation, nearby restaurants, lodging and local attractions.

The Helford Hospital Guest Services desk is located in the lobby of Helford Hospital.

- Staffed from 7:30 a.m. to 9 p.m. Monday through Friday.
- Staffed from 8 a.m. to 4:30 p.m. on weekends and holidays.

You can reach the Guest Services desk in Helford Hospital at extension 61143.

The Main Medical Guest Services desk is located in the lobby of Main Medical.

- Staffed from 8 a.m. to 4:30 p.m., Monday through Friday.

You can reach the Main Medical Guest Services desk by calling extension 62234.

Flowers, Live Plants and Balloons

To protect you, our patient, City of Hope has guidelines regarding flowers, plants and balloons.

- Fresh-cut flowers, dried flowers, live plants or any floral/plant arrangements are not permitted in any patient care areas.
- No latex or rubber balloons are allowed in Helford Hospital or on Units A, B and C. Metallic (mylar) balloons are not permitted in the Intensive Care Unit.

Smoking Policy

For the safety and health of our patients, visitors and staff, City of Hope is an entirely smoke-free campus.

Parking

Self park is available free of charge at City of Hope. You may stop at the kiosk at the beginning of the main entrance driveway for directions to the closest self-park lot.

Valet parking is available for \$4 (\$2 for those with a disabled placard.)

Valet stand locations:

Main Medical Building in front the Spirit of Life® fountain.

Monday through Friday from 7a.m. to 7 p.m. There is no valet parking on weekends at this location. After 7 p.m., keys are kept at the Main Medical Guest Services desk in Main Medical.

City of Hope Helford Clinical Research Hospital

Monday through Friday from 7 a.m. to 7 p.m. and

Saturday and Sunday from 8:30 a.m. to 5 p.m.

After 7 p.m., keys are kept at the Helford Hospital Guest Services desk.

Shuttle and Security Escort Services

City of Hope provides a shuttle service to assist patients, visitors and employees to and from their cars and around campus. The services are available Monday through Friday from 7 a.m. to 8 p.m., and Saturday from 8:30 a.m. to 5 p.m. Simply go to the nearest shuttle stop and wait for the next shuttle. The average wait is about 10 minutes. If you require an escort after hours or on weekends, please call the Department of Campus Operations (security) at extension 62006 from your room telephone and request that a security officer escort you to your destination.

Gift Shop

The Gift Shop is located on the first floor of the Helford Hospital and offers a variety of products including, snacks, magazines, greeting cards, holiday gifts and decorations, bath and body products, and jewelry.

Gift Shop hours of operation are:

- Monday through Friday from 8 a.m. to 8 p.m.
- Saturday and Sunday from 9 a.m. to 8 p.m.

For more information, call extension 62258.

Laundry and Shower Facilities

Laundry and shower facilities are available at City of Hope for family members of inpatients. The laundry room and showers are located behind the Hope Village Office.

Showers are available Monday through Friday from 8 a.m. to 7 p.m. and on weekends from 8 a.m. to 2 p.m. Laundry room facilities are available Monday through Friday from 9 a.m. to 6 p.m. and on weekends from 9 a.m. to 2 p.m. For directions and additional information, call the Hope Village Office at extension 62380.

Newspapers

City of Hope carries newspapers for purchase at locations across campus, including the Cafeteria and Hope Village. Ask the Guest Services desk representative for the location nearest you.

Public Phones

Public pay phones are located in the first and third floor lobbies of Helford Hospital and in other locations throughout the Medical Center. Ask the Guest Services desk representative for the location nearest you.

Michael Amini Transfusion Medicine Center (Blood Donor/Apheresis Center)

City of Hope depends extensively on voluntary whole-blood, platelet and stem cell donations, particularly from families of our patients, employees and members of the community. All blood components collected at City of Hope are used to support the vital needs of our patients. Donors must be at least 18 years of age and meet the medical requirements. The Blood Donor/Apheresis Center is open Monday through Saturday and the second Sunday of each month. Hours of operation:

- Monday and Tuesday 9:30 a.m. to 6:15 p.m.
- Wednesday, 8 a.m. to 4:30 p.m.
- Thursday, Friday, Saturday and the second Sunday of each month, 7 a.m. to 3:45 p.m.

For more information on how you can become a donor, call extension 62286 or email: donateblood@coh.org. On behalf of our patients, we would be most appreciative of your help.

The Sheri & Les Biller Patient and Family Resource Center/ Department of Supportive Care Medicine



We are dedicated to providing you and your family with the support services you need. At City of Hope we believe that, with support, every person has the capacity to maintain a sense of wholeness and inner peace. That sense of wholeness and inner peace helps them in coping and achieving the best possible outcomes, even when dealing with serious illness.

The Sheri & Les Biller Patient and Family Resource Center is an excellent place to get help while at City of Hope. There you will find caring and knowledgeable staff and volunteers who are ready to assist you. The center has comfortable seating areas and computers for your use.

The Biller Patient and Family Resource Center offers a variety of educational classes, healing arts programs and support groups that will provide you with information and practical tools to help you throughout the course of your care. To receive a schedule of classes and support groups, contact the center or visit www.cityofhope.org/billercenter.

Patient Navigators

Patient navigators are experienced staff members with in-depth knowledge of City of Hope services and systems and are expertly equipped to assist you and your family with a broad range of needs. Patient navigators are here to provide you with personal guidance, information and support throughout your care at City of Hope. To reach a patient navigator, call the Biller Patient and Family Resource Center at extension 3CARE (32273).

Department of Supportive Care Medicine

Clinical Social Work

At City of Hope every patient is assigned a clinical social worker. Clinical social workers help you and your family with practical and emotional concerns and are especially helpful during critical transition points like new diagnosis, change in treatment, worsening prognosis and end of life discussions. Clinical social workers help families and medical staff come together to have family meetings to discuss treatment choices. Additionally, clinical social workers can help you create a Durable Power of Attorney for Health Care so that your wishes will be understood and respected, if and when you may be too ill to speak for yourself. To reach your clinical social worker, please contact the Division of Clinical Social Work at extension 62282.

Supportive Medicine

The Supportive Medicine team uses an interdisciplinary approach to improve the quality of life of cancer patients and their families by providing a comprehensive, holistic, innovative approach to the treatment of symptoms associated with cancer and its treatment. The focus is to alleviate disease-related symptoms such as pain, nausea, fatigue, constipation, diarrhea and shortness of breath. Additionally, the Supportive Medicine team specializes in communication around your values and goals for care and advanced care planning. Please speak with your health care team if you would like assistance in any of these areas.

Psychiatry

Psychiatric services are available to help maximize quality of life by helping patients deal with the psychiatric challenges that may arise during a cancer diagnosis and treatment. Psychiatrists help with medication management of anxiety, depression and psychiatric symptoms. Please notify your health care team if you would like to speak with one of our psychiatrists.

Psychology

Psychologists play a key role in helping you with the the emotional, psychological and behavioral challenges that may arise during cancer diagnosis and treatment. Psychologists help reduce the impact of these challenges on coping and the ability to actively participate in care. Please speak with your health care team if you are struggling with any of these concerns and would like to speak with a psychologist.

Spiritual Care Services

Many patients and their families rely on spiritual beliefs to help them through the difficulties of cancer and its treatment. Spiritual care staff are trained to provide supportive care that meets the needs of patients and families of all beliefs. To reach Spiritual Care Services, please call extension 63898.

Child Life Program

The uncertainty of illness, treatment and procedures may cause increased distress and fear in children and their families. Child life specialists provide age-appropriate education to children who are preparing for procedures by using therapeutic and supportive interventions. The child life specialists address the pediatric population as well as children of our adult patients. Children and families who receive child life services are more confident and empowered in coping with their hospital events and a loved ones' illness. For more information about the Child Life Program, please call extension 64513.



Positive Image CenterSM

At the Positive Image CenterSM, all patients can learn to minimize the appearance-related side effects of cancer treatment and surgery with services and programs tailored to meet their needs. In a welcoming and supportive environment, you may consult one-on-one with specially trained, licensed cosmetologists. Complimentary inpatient services include: hair cuts and head shaves. In room consultations are available for wig fittings and stylings; head wrap and scarf-tying techniques; premastectomy counseling and post-mastectomy fittings; cosmetic and skin care techniques; demonstration of eyebrow application and more. Products for sale in the Positive Image Center include hats, scarves, post-operation clothing, radiation relief cream, nail polish, prostheses, bras and more. The Positive Image Center is open Monday through Friday from 8 a.m. to 4:30 p.m. To reach the Positive Image Center, call extension 63842.

Additional Patient Care Services

Rehabilitation Services

Many patients with cancer experience changes in their physical abilities and endurance, and rehabilitation services are available to assist. Our rehabilitation team, consisting of occupational therapists, physical therapists, recreation therapists, speech and language pathologists, and prosthetics and orthotics, specialize in the rehabilitation of cancer patients. They work closely with patients, their families and the entire health care team to provide the most effective plan for all patients. Each program is individualized and developed to help patients regain the maximum degree of function, comfort and quality of life possible.



Please talk to your doctor or health care team to discuss a referral to our rehabilitation services.

Nutrition Services

Your diet plays an important part in fighting disease before, during and after your treatment. Eating well can help you feel better and stay stronger. The clinical nutrition staff, can help you and your family learn more about your nutrition needs and how to manage eating difficulties. Please talk to your doctor or health care team to discuss a referral to our clinical nutrition services.

Case Managers Help Continue Your Care

It is important that you and your caregivers have the tools you need to continue your care at home or other care settings.

A case manager is a registered nurse who can assist you in identifying your discharge needs and provide resources and referrals as to how to get your needs met. S/he will also communicate with your insurance company on a regular basis to comply with their requirements for coverage at City of Hope.

Your case manager is available Monday through Friday, 8 a.m. to 4:30 p.m. and will meet with you prior to your discharge from the hospital. A case manager can also be contacted after hours by calling the City of Hope operator.

Pharmacy Services

The clinical pharmacists at City of Hope are integral members of the health care team, providing patient care in a highly collaborative environment with physicians, nurses and other health care staff. They assist in the development of treatment guidelines, and provide drug information, patient counseling services and other clinical services.

Outpatient Retail Pharmacy Services

Outpatient retail pharmacy services are available to City of Hope patients. Medications may be prescribed for you after a clinic visit or discharge from the hospital. Upon discharge from the hospital, the case managers will assist you to obtain the medications that are to be taken at home, including the review of prescription coverage and identification of pharmacies that may provide the discharge medications. In addition to filling prescriptions, the outpatient retail pharmacy staff provides support services, reviews prescription coverage with the case managers, makes recommendations for alternative therapy, if necessary, and when appropriate identifies patient assistance programs or specialty pharmacies that may be available to our patients.

The outpatient retail pharmacy provides the investigational drugs to patients enrolled on research protocols at City of Hope and maintains an inventory of specialty medications and supplies that may not be readily available at other community retail pharmacies.

Dining Options



At City of Hope we understand that making healthy eating choices can be challenging when you and your family are away from home. We are committed to the overall well-being of our patients, their families and staff and offer a variety of healthy and mindful eating options to choose from.

Le Bistro

Located on the first floor of Helford Hospital and next to the City of Hope Gift Shop, the Bistro serves an assortment of gourmet salads, panini sandwiches and pizza by the slice. In addition to lattes and soft drinks, the Bistro also offers a variety of snacks and desserts. The Bistro is open daily from 7 a.m. to 8:30 p.m.

Corner Café

Conveniently located on the first floor in the Geri & Richard Brawerman Ambulatory Care Center, the Corner Café serves a wide assortment of beverages from cappuccino to iced coffee drinks, pastries, sandwiches and assorted snacks. The Corner Café is open weekdays from 7 a.m. to 4:30 p.m.

Crossroads Café (Cafeteria)

Located southeast of Helford Hospital and south of the Brawerman Center, the cafeteria serves a variety of delicious hot entrees, sandwiches, salads, snacks and beverages every weekday from 7 a.m. to 2:30 p.m. Heart-healthy items are featured daily.

Healing Environment



Each location can be found on our campus map which is available at the Guest Services desks in Main Medical and Helford Hospital and at the Sheri & Les Biller Patient and Family Resource Center.

Spirit of Life[®] Fountain

Located at the entrance of the Medical Center, The *Spirit of Life*[®] fountain depicts City of Hope's belief in the sanctity of life and the fundamental role of the family in fostering health and well-being.

Japanese Garden

Located west of the Familian Science Building and south of the Visitor Center, the Japanese Garden was built in honor of the late Kaoru "Kay" Murakami, former president of the Lions Club International. This garden showcases a wooden bridge symbolizing the friendships one makes in life, a waterfall to signify turbulence, and a pond of tranquility that is filled with koi and turtles that represent strength.

International Garden of Meditation (Rose Garden)

The Ruth and Allen Ziegler International Garden of Meditation is located in Pioneer Park, along the northern boundary of the City of Hope grounds. In the garden is the famous wrought iron Golter Gate inscribed with City of Hope's credo, "There is no profit in curing the body, if in the process, we destroy the soul." Nearby are statues of Our Lady of Guadalupe and Pope John Paul II that offer a peaceful comfort to those who pass by.

La Kretz House of Hope

The La Kretz House of Hope is set amid picturesque grounds and is located directly west of the Rose Garden; it offers solace and strength to patients and their families. The La Kretz House of Hope is open daily 8 a.m to 5 p.m. Special arrangements to open the doors during nonscheduled hours may be made by calling the Department of Campus Operations at extension 62006.

The Arthur and Stephanie Blank Interfaith and Meditation Center

If you are looking for a quiet space on campus for peaceful reflection, the Interfaith and Meditation Center is available to you. The meditation center is located on the first floor of the Helford Hospital just west of the Gift Shop.

For Your Safety and Security

City of Hope is committed to providing a safe and healthy environment for our patients, employees, doctors and visitors. At the center of our safety plan, patients and families are encouraged to ask questions and make suggestions regarding the safety of the environment.

Emergency Response

For any emergency, 24 hours a day, please call extension 55 and tell the operator the location and nature of the emergency. Whatever the nature of the emergency — medical, fire, chemical spill, or earthquake — professionals are available at all times to provide assistance.

Fire and Safety Exits

For your protection, the fire safety systems, including smoke alarms, sprinkler systems and exit signs, meet all requirements mandated by law. Evacuation maps are posted by stairways and elevators to help you find the nearest exits from the building. Please follow directions from staff in the event of a fire or other emergency.

Campus Operations (Security)

City of Hope's Department of Campus Operations is staffed 24 hours a day to assist patients and visitors. Do not hesitate to request assistance from campus operations by calling extension 62006.

For child safety, please make sure all staff involved in the care of your child are wearing a City of Hope photo identification badge.

For the safety and welfare of patients, visitors and employees, City of Hope has a policy of "zero tolerance" for any threats or acts of physical violence.

Valuables or Lost Items

Patient property can be secured by the Department of Campus Operations. However, it is strongly recommended that cash and valuables be left at home or taken home. If you require assistance with a valuable item, or need to report lost or found property, whether it is personal or hospital related, contact Department of Campus Operations at extension 62006.

Personal Vehicles

Never leave valuables visible in your vehicle, and please be sure to lock your car. For your convenience, patients and visitors may park in the Patient/Visitor Lot located directly in front of the Medical Center. However, patients and visitors must observe parking regulations by not parking in the identified red (fire lane) or green (temporary vendor/City of Hope utility vehicles) zones or any other restricted areas.

If you are admitted to the hospital for an extended stay, please notify the Admitting Office of the year, make, and model and license number of your vehicle. Admitting will notify campus operations of this information.

Suspicious Persons

Be aware of strangers or other suspicious persons who do not have a need to be in your area. Be sure to report suspicious activity or other security concerns to the Department of Campus Operations at extension 62006.

Your Role as a Partner in Safe Patient Care

City of Hope is constantly taking steps to ensure that you receive, safe excellent care.

We encourage you to be actively involved in your care by asking questions and being well informed about your health condition and treatment. Ways that you can ensure that you receive “safe” care:

1. Ask questions — We want you to speak up and ask questions.
2. Tell us if you are allergic to any foods or medications.
3. Make sure that your doctor, nurse and pharmacist know about all the medications, herbs and vitamins you are taking. Carry a list of your medications with you.
4. If you are admitted to the hospital and bring any of your medications with you, send them home with a family member. Do not take your own medications while in the hospital unless there is a specific written order from your doctor.
5. “Expect to Check” — Show your wristband to everyone who provides care to you. Ask staff whether they have matched your name, birth date and medical record number with the printed labels placed on medications or blood products being given to you, or when specimens are collected from you (such as blood or urine).
6. Hand hygiene — Good hand hygiene is extremely important for you and your visitors. Washing hands with soap and water or disinfecting hands with alcohol-based hand sanitizers is an important way to prevent the spread of infections in hospitals.
7. Fall prevention — Some medications that may be given to you during your inpatient stay may make you a bit unsteady on your feet. To prevent falls, please notify staff if you feel weak, sleepy, unsteady or dizzy. If you have fallen in the past, let your health care team know. Be a partner with us and never hesitate to ask staff to help you get up, go to the restroom or to assist you in any other way. They want to help you.
8. If you are having surgery, make sure your doctor and you agree on exactly what will be done and you are clear on the procedures, before, during and after.
9. Ask for information about your medications in words you can understand, both when the doctor initially prescribes your medications and when you receive them from the pharmacist or nurse.
10. Make sure that you understand the treatment plan that you will use at home.

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11. **Rapid response team** – The Rapid Response Program is directed at improving our response to changing medical conditions and increasing communication between the patient’s family members and the health care team. We encourage patients and family members to call for immediate help if they become concerned about a change in the patient’s medical condition, which has not been addressed by the health care team. This empowers patients and family members to access care, decrease anxiety and improves patient safety.

City of Hope’s **rapid response team** responds immediately to attend to a patient after a call has been placed by the patient or a family member to report a patient’s worsening condition. Communication among the patient, family and other health care team members is still critical to the patient’s care – the rapid response team simply provides a safety net in case of an emergency.

Before calling the rapid response team, the patient or family member is asked to:

- Communicate the change in condition with the patient’s primary nurse.
- If the problem continues, contact the charge nurse to call the patient’s doctor.
- If the problem has still not been addressed satisfactorily and needs immediate medical attention, consider calling the Rapid Response Team.

When to call:

- If there is a noticeable medical change in the patient’s condition that the health care team is not recognizing or addressing; or
- If there is a noticeable change in the patient’s condition and the health care team cannot be reached.

How to call:

- Call 55 from any hospital telephone.
- Identify the call as a request for the rapid response team.
- Give the patient’s name, location and reason for the request.
- If calling from the patient’s room, turn on the call light.

Upon receiving the call, the operator will immediately activate the rapid response team by paging the appropriate team members. The team will respond to assess the situation and treat the patient as necessary.

More information is available in the City of Hope booklet, “Be A Partner in Safe Patient Care.” You can obtain a copy by asking your nurse or by calling the Division of Patient, Family and Community Education at extension 62682.

Patient Rights and Responsibilities

Patient Rights

As a patient or parent of a minor patient, it is important to know the rights that have been given to you, under federal and California state law.

Access

You have the right to:

- Have a family member (or other representative of your choosing) and your own community doctor notified promptly of your admission to the hospital.
- Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage. At a minimum, the hospital and/or clinic shall allow any persons living in your household and any support person defined in federal law to visit with you. The hospital and/or clinic will ensure that visitors enjoy full and equal visitation privileges consistent with your preferences 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 visitor 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, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.

- Appropriate assessment and management of your pain, information about 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. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are doctors who specialize in the treatment of severe chronic intractable pain.
- Exercise these rights without regard to sex, race, color, religion, ancestry, national origin, age, disability, medical condition, marital status, gender identity or expression, sexual orientation, educational background, economic status or the source of payment for care.

Respect and Dignity

You have the right to:

- Receive kind and respectful care, be made comfortable, and have caregivers respect your cultural, psychosocial, spiritual and personal values, beliefs and preferences.
- Reasonable responses to any reasonable requests made for service.

Privacy and Confidentiality

You have the right to:

- 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, or to ask that a given individual, including visitors, leave prior to an examination and when treatment issues are being discussed.
- Confidential treatment of all communications and records pertaining to your care and stay in the hospital and/or clinic. You will receive a separate “Notice of Privacy Practices” that explains your privacy rights in detail and how we may use and disclose your protected health information.

Medical Information and Consent

You have the right to:

- Know the name of the doctor who has primary responsibility for coordinating your care and the names and professional relationships of other doctors and caregivers who will see you.
- Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unexpected outcomes) in terms you can understand. You have the right to effective communication and to take part in developing and implementing your plan of care. You have the right to 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.
- 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, other 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.

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- Be advised if your doctor or health care team propose a clinical study (research project or “protocol”) affecting your care or treatment. You have the right to refuse to participate in such research projects, or to ask as many questions as you like about the research and your potential participation.

Provision of Information

You have the right to:

- Know which hospital and/or clinic rules and policies apply to your conduct while a patient.

Medical Treatment Decisions

You have the right to:

- Formulate and tell us about your advance directives. This means designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding your care. Hospital, clinic staff and practitioners who provide care in the hospital and/or clinic shall comply with your directives. In case you are unable to make medical decisions on your own, your designated decision maker will have the rights that you have, as a patient.

Continuity of Care

You have the right to:

- Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
- Be informed by the doctor, or a delegate of the doctor, of continuing health care requirements following discharge from the hospital and/or clinic. 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.

Refusal of Treatment

You have the right to:

- 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 and/or clinic even against the advice of physicians, to the extent permitted by law.

Financial Information

You have the right to:

- Examine and receive an explanation of the hospital and/or clinic's bill regardless of the source of payment.

Personal Safety

You have the right to:

- Be free from restraints and seclusion used as a means of coercion, discipline, convenience or retaliation by staff.
- 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.

Complaints or Concerns

You have the right to:

- File a grievance. If you want to file a grievance with this hospital or clinic, you may do so by writing or calling City of Hope, Patient Advocate, 1500 E. Duarte Road, Duarte, CA 91010, phone 626-256-HOPE (4673), extension 62285.
- 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 or clinic, 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.
- File a complaint with the state Department of Health and Human Services regardless of whether you use the hospital's grievance process. The state Department of Health and Human Services phone number and address is: County of Los Angeles, Department of Health Services, 3400 Aerojet Ave., Suite 323, El Monte, CA 91731, 800-228-1019 or 626-569-3727. You may also contact The Joint Commission if you have any patient safety or quality concerns through www.jointcommission.org or by calling The Joint Commission at 800-994-6610.

Patient Responsibilities

- You are responsible for providing complete and correct information about your medical history and current health condition. You are responsible for reporting changes in your condition. You are also responsible for reporting any concerns that you may have about the safety of your care.
- It is important to follow the instructions of your doctor and care team. If you cannot follow your care instructions, you should discuss that with a member of your care team.
- You are responsible for keeping your appointments and letting your doctor know when you are not able to keep them.
- You are responsible for financial costs relating to your care. These costs must be paid in a timely manner.
- You are expected to follow hospital and/or clinic rules about care and conduct. Please respect the rights and property of hospital and/or clinic staff and other patients. You are also expected to follow hospital rules such as those regarding noise, smoking and visitation.
- You or your representative should tell the hospital and/or clinic if you have an advance health care directive. If you have one completed, please bring a copy to the Admitting Office. At the time of admission, we will need to know the identity of the person who will make health decisions for you if you cannot (your “agent”), and the general nature of your preferences for your care. A clinical social worker can help you prepare an advance health care directive if you have not done so. This is an important document for all patients and we encourage you to speak to your social worker for more information and help in this regard.
- You are responsible for asking questions when you do not understand what you have been told about your medical care or what is expected of you. Asking questions will help your care team provide the safest possible care.

In-room Television Services

To access the **Main Menu**, select channel 3 — it provides information on service options. Channel 8 provides information on City of Hope events and announcements.

Local Channels

Channel	Station
2	CBS
4	NBC
5	KTLA
7	ABC
9	KCAL
11	FOX
13	My13

News and Weather

Channel	Station
16	CNN
44	FOX NEWS
52	CNBC
65	MSNBC
72	WEATHER

Sports

Channel	Station
14	ESPN
15	ESPN News

Foreign Language

Channel	Station
10	UNIVISION
12	TELEMUNDO

Relaxation

Channel	Station
29	CARE CHANNEL

Family Entertainment

Channel	Station	Channel	Station
6	PBS	54	FOOD NETWORK
17	DISCOVERY	55	NAT GEO
18	ABC FAMILY	56	BRAVO
22	TNT	57	TV LAND
23	USA NETWORK	58	TBS
24	TCM	59	AMC
25	HISTORY	60	HALLMARK
26	DISNEY JR.	61	HLN
27	DISNEY	62	ION
28	CARTOON NETWORK	63	LIFETIME MOVIE
40	NICKELODEON	64	LIFETIME TV
41	NICK JR.	66	MTV
42	TRAVEL	67	BET
43	BBC AMERICA	68	REELZ
45	ANIMAL PLANET	69	SYFY
46	A&E	70	TV GUIDE
47	TLC	71	VH1
49	COMEDY CENTRAL	73	SOAPNET
50	E!	74	WE
51	FX		
53	HGTV		

Patient Education

Patient education programs on various topics are available and can be accessed directly through the Main Menu on your television.

