



OUTPATIENT SERVICES GUIDE
WHAT PATIENTS AND FAMILIES
NEED TO KNOW

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GENERAL INFORMATION

City of Hope's Mission

City of Hope is recognized worldwide for its compassionate patient care and innovative science and research, which rapidly turns laboratory breakthroughs into promising new therapies.

We are one of only 40 National Cancer Institute-designated comprehensive cancer centers nationwide and a founding member of the National Comprehensive Cancer Network. As a biomedical research, treatment and educational institution, we are a leader in the fight to conquer cancer, diabetes, HIV/AIDS and other life-threatening diseases.

As a medical and research institution, we can break through the barriers that traditionally stand between scientists and physicians, accelerating the application of laboratory findings to bring more effective treatments to our patients as early as possible. We work with urgency because time matters. Patients with cancer need better options today, not next week or next year.

Our patient-centered philosophy guides everything we do. We value the whole person, and the family surrounding that person: We aim to assure that this philosophy is apparent in all aspects of the way we approach patient care.

Information at a Glance

1500 E. Duarte Rd.
Duarte, CA 91010-3000

626-256-HOPE (4673)
www.cityofhope.org

Appointment Line — for canceling or rescheduling an appointment
800-934-5555

Pharmacy
626-256-HOPE (4673), ext. 68304
To refill prescriptions dispensed at City of Hope



Golter Gate

"There is no profit in curing the body if, in the process, we destroy the soul."

— Samuel Golter,
Executive Director, 1926-1953

YOUR VISIT AT CITY OF HOPE

Getting to City of Hope

The City of Hope campus is located on more than 120 acres in the city of Duarte at the base of the San Gabriel Valley foothills, 24 miles from downtown Los Angeles. The campus is easily accessible from both the 210 and 605 freeways.

To reach the campus (from either direction):

- Exit the 210 Freeway at Buena Vista Street
- Turn south onto Buena Vista Street
- Turn east (left) at Duarte Road
- Drive past the first City of Hope driveway (Village Road)
- Enter through second driveway on right, Hope Drive (Main Entrance)



Parking

- Self-park is available free of charge at City of Hope
- You can stop at the security kiosk at the beginning of the driveway for directions to the closest patient self-park lot
- Be sure to arrive early to allow yourself enough time to find parking
- Valet parking is available for \$4 (\$2 for those with a disabled placard)
- Valet stand locations:
 - Main Medical Building** (in front of *Spirit of Life*® fountain)
Monday through Friday — 7 a.m. to 7 p.m.
 - City of Hope Helford Clinical Research Hospital**
Monday through Friday — 7 a.m. to 7 p.m.
Saturday and Sunday — 8:30 a.m. to 5 p.m.
- Free Tram service is available throughout the campus. Trams run Monday through Saturday, 8 a.m. to 5 p.m. and stop at designated locations.



Spirit of Life® fountain

Tobacco Policy

In order to protect the health of our patients and staff, City of Hope is an entirely smoke-free campus.

HELPFUL TIPS

- Wear comfortable clothes and shoes.
- Bring a book, magazine or iPod to keep you busy in case you wait.
- Bring snacks and water for long appointments.

Where to Check In

On your first visit, enter the Main Medical Building, located next to the *Spirit of Life*® fountain, and proceed directly to the Guest Services Desk (New Patient Check-in).



Once you check in, you will be given a patient identification wristband. It is important to wear the wristband during your outpatient appointments; this is done for your safety as a patient.

You will also be given a patient identification card. Please bring this card with you to every appointment and present the card at the registration desk.

A volunteer will walk with you to your first appointment for the day.

What to Expect During Your Clinic Appointments

The outpatient experience can vary widely for our patients; however, we typically find that the order of events on your appointment day may follow the outline below.

- Registration in Main Medical Building
- Blood (Phlebotomy) or other diagnostic tests in Main Medical
- Clinic appointment — Prior to seeing your doctor, vital signs will be taken and your current medications will be reviewed. It is very important to bring a list of your current medications with you to every appointment.
- Treatment or infusion (chemotherapy, blood products or fluid) appointments usually occur following your doctor appointment. If you are scheduled for an infusion appointment, it is a good idea to bring someone with you to drive you home afterward. Only one family member is allowed in the infusion area with each patient.
- Scheduling your next appointment(s)
 - A health-care team member will hand you documents at the end of your appointment. These documents need to be given to the scheduling staff in order to schedule your return appointments. Scheduling staff are located outside the clinic area. Once your return appointments are scheduled you will be provided a printed summary of all your future appointments.

BRAWERMAN CLINIC FLOOR MAP

– Reminder phone calls will occur 24 hours prior to your doctor appointments through an automated phone call system. You may cancel or confirm the appointments by following the directions provided in the automated message.

- How to check/change your appointments
 - Call the City of Hope Appointment Line, 800-934-5555 Monday through Friday, 7:30 a.m. to 6 p.m.
 - When you call the Appointment Line, our helpful staff will assist you with confirming or changing your appointments.

Children under age 18 must be accompanied by an adult at all times during your outpatient appointments. Children under age 13 are not allowed in the infusion areas unless they are actively undergoing treatment.

The Clinic

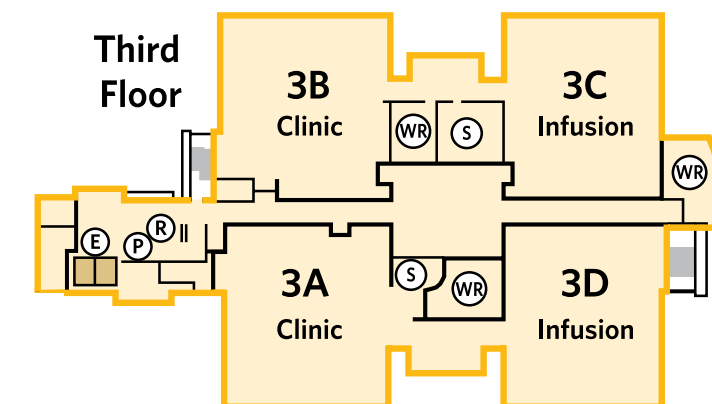
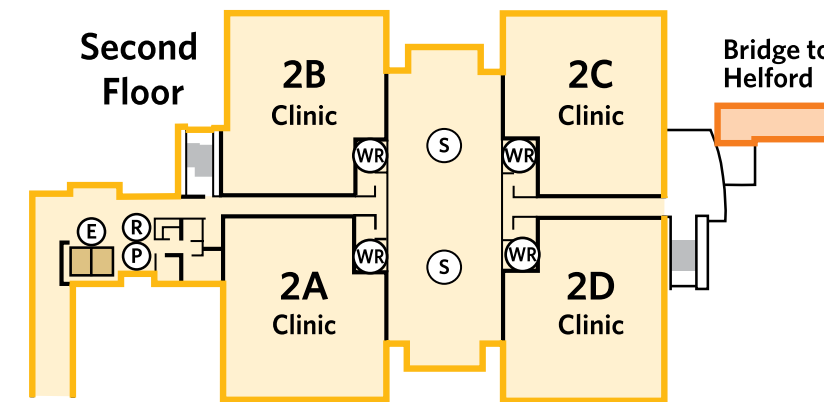
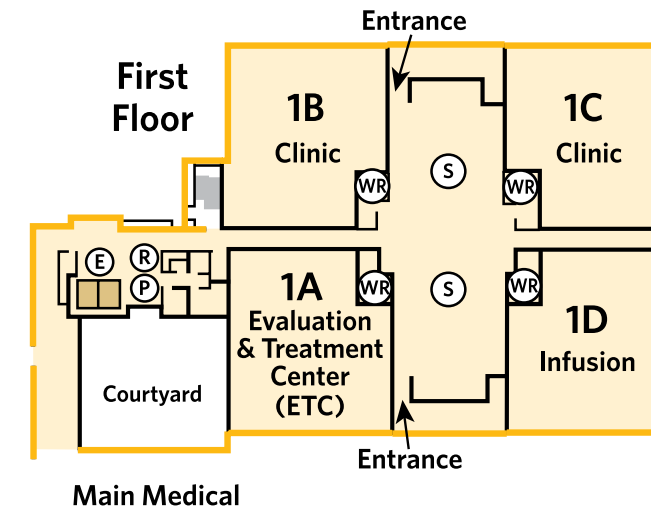
Most of our outpatients are seen at the Geri & Richard Brawerman Ambulatory Care Center (often referred to as the “Clinic”). The Brawerman Center is three stories tall and each floor is divided into four quads (A-D). Your appointment schedule will detail in which area of the clinic you are going to be seen. For example, if you are scheduled to see your doctor in 2C you will go to the second floor, quad labeled “C” for your appointment. When you exit the elevators on floors 2 and 3, it’s important to check in at the registration desk.



Geri & Richard Brawerman Ambulatory Care Center

HELPFUL TIPS

- Write down questions for your doctor and nurse ahead of time.
- Bring a list of all your current medications, vitamins and supplements.
- Bring someone with you to your appointment; having an extra set of eyes and ears really helps.
- Keep all your documents together in one place to be able to “grab-n-go” to your appointments.



- (E) - Elevator
- (P) - Phones
- (R) - Restroom
- (S) - Scheduling
- (WR) - Waiting Room

WHEN YOU HAVE A MEDICAL CONCERN

How to reach your doctor

For routine issues: During normal business hours (Monday through Friday from 8 a.m. to 5 p.m.) calls to your doctor will be managed by a call center which takes messages for your doctor, nurse practitioner or physician assistant. Your call will usually be returned within 24 hours. If you are calling for a prescription refill, some medications require authorization by your insurance company and may take longer than 24 hours to process.

To reach your doctor, physician assistant or nurse practitioner call 626-256-HOPE (4673), press "0" and ask for your doctor's office.

For help from your nurse:

Nursing Symptom Management (Triage) — 626-471-7133

- Nursing triage is a phone service established for our medical oncology and surgical oncology patients who wish to speak to a nurse regarding symptoms they may be experiencing at home.
- The service is available 24 hours a day/7 days a week. A dedicated nursing staff member will answer your call; after hours, calls are transferred to the Evaluation and Treatment Center. Nurses covering triage may still need to speak to your doctor to discuss management of the symptoms or receive orders for prescriptions.

For urgent or emergent issues:

Evaluation and Treatment Center — 626-471-7133

- The Evaluation and Treatment Center (ETC) is a clinic which is open 24 hours a day/7 days a week to assist with urgent symptoms and issues that may arise between your doctor appointments.
- The ETC is located in the first floor of the Geri & Richard Brawerman Ambulatory Care Center in the [1A Clinic](#).
- When at home, we ask that you **first** call the nursing symptom management line (triage) to discuss what you are experiencing, so that the triage nurse can direct you to the most appropriate care.
- After hours, the attendant at the City of Hope entry driveway kiosk will be informed by the ETC staff that you are expected and will direct you to the ETC.

CARING FOR THE WHOLE PERSON

Where to Get Assistance

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



The Biller Patient and Family Resource Center is an excellent place to get help while at City of Hope and is located in the Main Medical Building behind the Guest Services Desk. There you will find caring and knowledgeable staff and volunteers who are ready to assist you. Resources available include educational materials, reading areas with comfortable seating, classes, support groups, workshops and computers.

The Department of Supportive Care Medicine is

comprised of a team of compassionate experts to help you and your family, and includes patient navigators, pain management specialists, psychiatrists, psychologists, social workers and spiritual care providers. Staff members work with you and your loved ones, focusing on strengths, resilience and hope.

- **Patient and Family Orientation** — Classes are offered Monday through Thursday. This class aims to equip you and your family with the tools you need to navigate City of Hope. Besides providing guidance on clinic and lab locations, the class will teach you how to make the most out of your time with your health-care team. The class also provides important phone numbers as well as supportive and practical resources available to you and your family. To register for an orientation class, call 626-256-HOPE (4673), ext. 68913.
- **Patient and Family Education** — Educational classes and workshops are offered to help you and your family learn about a variety of topics in order to better equip yourselves during your care and treatment. Topics include; eating well during cancer treatment, preparing for chemotherapy, managing pain and other symptoms. Additionally, in the Biller Patient and Family Resource Center, patients and families will find a comprehensive library of books, booklets and brochures related to all aspects of cancer, treatment, coping and caregiving.
- **Computers and Internet Access** — Inside the Biller Patient and Family Resource Center, computers are available for use by you and your family. Complimentary wireless Internet access is available throughout the campus, so feel free to bring your own laptop or wireless device.

DINING AND LOCATIONS OF INTEREST

- **Tranquility Courtyard (in Honor of Marilyn and Joel Spungin)** — Accessible through the Biller Patient and Family Resource Center is a tranquil meditation area. This is a lovely outdoor area where you and your family can spend time relaxing between appointments.
- **Spiritual Care** — Many patients and their families rely on spiritual beliefs to help them through the difficulties of cancer and its treatment. To meet your spiritual needs, the Biller Patient and Family Resource Center will connect you and your family with City of Hope's spiritual care staff. These professional chaplains are trained to provide supportive care that meets the needs of patients and families of all beliefs. To reach Spiritual Care, please call 626-256-HOPE (4673), ext. 63898.
- **Clinical Social Work** — Clinical social workers can help with psychological, practical and emotional concerns of you and your family. Every patient at City of Hope is assigned a social worker; to reach your clinical social worker, please contact the Clinical Social Work Department at 626-256-HOPE (4673), ext. 62282.
- **Positive Image CenterSM** — At the Positive Image Center, all patients can learn to minimize the cosmetic side effects of illness or medical treatment with services and programs tailored to meet their needs. In a welcoming and supportive environment, you may consult one-on-one with specially trained image consultants who provide guidance about skin care techniques, alternatives for hair loss, prosthetics and much more. The Positive Image Center can be reached at 626-256-HOPE (4673), ext. 63842.
- **Pain and Palliative Medicine** — The purpose of pain and palliative medicine is to improve the quality of life of cancer patients and their families by providing a comprehensive, holistic, innovative and interdisciplinary approach to the treatment of symptoms associated with cancer and its treatment. If you are experiencing pain or nausea or any other symptom which is distressing, please talk to your doctor or health-care provider for a referral or just come to the Biller Patient and Family Resource Center for guidance.

Dining Options

There are several dining options at City of Hope. It is important to note that all locations accept cash only. For your convenience, there are automated teller machines, ATMs located on the first floor of City of Hope Helford Clinical Research Hospital and inside the Crossroads Café (cafeteria).

Le Bistro — Located on the first floor of Helford Hospital, the Bistro is an ideal place to sit and unwind, while enjoying everything from gourmet salads, panini sandwiches and pizza to lattes and soft drinks. Open every day from 7 a.m. to 7 p.m.

The Crossroads Café (cafeteria) — Located south of the Geri & Richard Brawerman Ambulatory Care Center and southeast of Helford Hospital, 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.

Corner Café (coffee cart) — Conveniently located on the first floor of Brawerman Center, the Corner Café serves a wide assortment of beverages, quick snacks, tasty salads and sandwiches. Open weekdays from 7 a.m. to 4 p.m.

Where to Relax

Gardens — Gardens are an important part our healing environment at City of Hope. Across our 120-acre campus you will find areas of solitude thoughtfully designed and maintained to help you relax, meditate, reflect or to simply enjoy the peaceful surroundings.

Japanese Garden — The Japanese Garden, located outside the Sunny and Isadore Familian Multidisciplinary Science Building, was built in honor of the late Kaoru "Kay" Murakami, former president of the Lions Club International. This symbolic garden showcases a wooden bridge over a waterfall, which represents turbulence, flowing into a small pond, which represents tranquility. In the pond swim beautiful koi fish representing strength, and turtles representing longevity.

Rose Garden — The Ruth and Allen Ziegler International Garden of Meditation (Rose Garden), located in Pioneer Park along the northern boundary of the City of Hope grounds, offers a refuge for you and your family, visitors and staff. Here, along with a breathtaking array of more than 2,000 roses, stands 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, patron saint of Mexico, and Pope John Paul II.

Beth Hatikvah House of Hope — The House of Hope, dedicated in 1940 and set amid picturesque grounds directly west of the Rose Garden, offers solace and strength to you and your family. It is open daily from dawn to dusk, but special arrangements to open the doors during nonscheduled hours may be made by calling security at ext. 62006.

Arthur & Stephanie Blank Interfaith Meditation Center — The Blank Meditation Center is located on the first floor of Helford Hospital next to the gift shop. It is a nondenominational space that people of all faith traditions are welcome to use 24 hours a day, 7 days a week.



Japanese Garden

Locations of Interest

Michael Amini Transfusion Medicine Center (Blood Donor Center)

City of Hope is one of the largest, hospital-based donor centers of blood and platelets in the country. The Michael Amini Transfusion Medicine Center is a green-certified, state-of-the-art facility and allows us to expand our blood collection, analysis, processing and transfusion programs dramatically. Patients at City of Hope — most of whom are fighting cancer — rely on more than 37,000 units of blood and platelets



Michael Amini Transfusion Medicine Center

each year for their survival. And every one of those units comes from caring individuals, such as your family and friends who want to make a difference. For more information on making a whole blood or platelet donation, please call 626-471-7171 to schedule an appointment.

City of Hope also has a state-of-the-art bloodmobile. To receive information on hosting a blood drive in your area call 626-301-8385.

Outpatient Pharmacy — For your convenience, City of Hope has a full service pharmacy located in the Main Medical Building behind the registration area. You can contact the pharmacy by calling 626-256-HOPE (4673), ext. 68304.

Gift Shop — The gift shop is located in the lobby of Helford Hospital next to Le Bistro. There you will find many unique gifts, books and accessories. The gift shop is open Monday through Friday, 8:30 a.m. to 5 p.m.

The Graff Medical and Scientific Library — The Graff Library offers current health information and friendly librarians to help you find the information you need. You will find access to thousands of books, journals and databases, along with computers, printers and wireless Internet access, all at no charge. There are reading areas, with comfortable seating and wonderful windows, where you can review your research or read current fiction and nonfiction from our popular reading collection. The Graff Library is open Monday through Friday from 8 a.m. to 6 p.m. and is located just west of Helford Hospital. To contact the library, call 626-256-HOPE (4673), ext. 68497, or come on in.

OBTAINING YOUR MEDICAL RECORDS

How to Request and Obtain Your Medical Records

The Department of Medical Records Correspondence Desk is open Monday through Friday 8 a.m. to 4:30 p.m.

To request your medical records, stop by the medical records correspondence desk (located at back of the Registration desk in Main Medical) to complete and sign the appropriate release form.

You may submit a request for your medical records to be photocopied or copied to a CD:

- for personal use (attorney, insurance, disability or to maintain your personal health record)
- to be sent to another provider
- If you need slides, contact Anatomic Pathology at 626-256-HOPE(4673), ext. 62456.
- If you need CDs of X-rays or scans contact the X-ray File Room at ext. 62199.

The medical records staff will be able to coordinate the request for all departments when medical records are needed in conjunction with pathology slides or X-ray CDs.

Please allow 10 business days to process your request.

Records requested by another health-care provider for continued treatment need to specify the date by which they need to be received. You will not incur any charges.

All request for copies of records for personal use (e.g., insurance companies, attorneys, disability claims etc.) will be charged at a rate of \$10 per requested item (e.g., record, pathology slide, X-ray film or scan) and 25 cents per copied page.

If you have any questions, or need assistance in completing the required forms, please call us at 626-256-HOPE(4673), ext. 62446.

YOUR HEALTH-CARE TEAM

Members of Your Health-care Team

You and your family are the most important part of the health-care team. Partnering with you and your family will be our staff of highly qualified professionals.

- **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. A physician assistant can also order tests and prescribe some medications
- **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, clinic nurses, bedside nurses, case managers and other specialty nurses.



- **Clinical Social Workers** provide for psychosocial, practical and emotional needs of patients and their family caregivers.

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

HELPFUL TIPS

Effective communication with your health-care team will improve your quality of care.

Below are some tips to improve communication:

- Be assertive — if you don't understand something, be sure to ask.
- Repeat back what you think you heard, to check that you hear the message properly. This can ensure that you and your health-care team are on the same page.
- Speak from your heart; for example: use "I" statements. "I don't understand" instead of "You're being unclear."

INSURANCE AND BILLING

Insurance and Billing

We welcome any and all general insurance questions. For inquiries regarding specific insurance benefits or medical coverage, please use the phone number on your insurance card or benefits book to call your managed care organization or insurance company directly.

Financial Counselors

Financial support services staff serves as a problem-solving resource for insurance and financial issues in support of City of Hope's mission to provide caring and compassionate service to you, our patient.

Financial counselors are available Monday through Friday, 8 a.m. to 5 p.m.

Financial Counselors: (first letter of your last name)

- (A - D) 626-256-HOPE (4673), ext. 68416
- (E - I) 626-256-HOPE (4673), ext. 68415
- (J - N) 626-256-HOPE (4673), ext. 32050
- (O - R) 626-256-HOPE (4673), ext. 69279
- (S - Z) 626-256-HOPE (4673), ext. 64593

Financial Assistance Program — Consistent with its mission, City of Hope provides free or reduced cost medical services to persons who are unable to pay for their care. Please discuss your individual needs with a City of Hope financial counselor in financial support services. Upon completion of a Financial Assistance Application Form, along with the submission of all required documents, you may be eligible for financial assistance as defined by the City of Hope Charity Care Policy.

PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights

As a patient or parent of a minor patient it is important to know the rights you have 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 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 shall include any persons living in your household and any support person defined in federal law. The hospital 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. You have the right to have 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. 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.

- Be advised if the hospital/personal doctor proposes a clinical study affecting your care or treatment. You have the right to refuse to participate in such research projects.

Provisions of Information

You have the right to:

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

Medical Treatment Decisions

You have the right to:

- 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 your care. Hospital staff and practitioners who provide care in the hospital shall comply with your directives. All patients’ rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.

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. 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 even against the advice of doctors, to the extent permitted by law.

Financial Information

You have the right to:

- Examine and receive an explanation of the hospital'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, you may do so by writing or calling City of Hope, Patient Advocate, 1500 E. Duarte Rd., Duarte, CA 91010, phone 626-256-HOPE (4673), ext. 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, 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 Avenue, 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 them 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 it 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 rules about care and conduct. Please respect the rights and property of hospital 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 if you have an advance directive. If you have one, please bring a copy to the Admitting Office. At the time of admission, we will need to know the identity of your agent and the general nature of your preferences for your care. A clinical social worker can help you prepare an advance directive if you have not done so.
- 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.

