



Huntington[®]
Health

An Affiliate of



Patient and Family Guide



Esta guía para el paciente y la familia está disponible en español. Solicite una copia a su enfermera.
本《患者和家庭指南》有中文版本。如有需要，請向您的護士索取。



**We are committed to providing
a safe and healing environment.**



The following behaviors will not be tolerated, including:

Abusive language Verbal harassment Physical aggression Threats

Individuals who refuse to act in accordance with this notice will be asked to leave and may be subject to law enforcement or other legal action.

Thank you for your cooperation.

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Welcome to
Huntington.





Thank you for choosing Huntington Hospital.

Our goal is to provide you with world-class care and ensure you have the best possible experience during your stay. Your health and safety are our top priorities and during the current pandemic, we are taking extra precautions to protect you. Rest assured that it is safe to receive care here.

In this guide, you will read about programs and services available to you during your stay, and as you prepare to leave the hospital. We hope you find this information helpful.

In addition to providing high-quality medical care, we commit to treating you with compassion, dignity and respect — and we want you to take an active role in your care. Please let us know if there is anything more we can do to meet your expectations. Also, after you return home, you may receive a patient satisfaction survey in the mail. We encourage you to take a few moments to share your thoughts with us so we can understand what we do well and what we can do even better.

For 129 years, Huntington Hospital has been driven by one overarching mission: to provide excellent health care and compassionate service to each of our patients. **Thank you for placing your trust in us to meet your healthcare needs.**



Lori J. Morgan, MD, MBA
President & Chief Executive Officer

We speak your language.

We are committed to providing you with compassionate care regardless of the language you speak.

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (626) 397-5211.

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (626) 397-5211。

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (626) 397-5211.

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (626) 397-5211.

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (626) 397-5211 번으로 전화해 주십시오.

Armenian

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցություններ: Զանգահարեք (626) 397-5211

Persian (farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با (626) 397-5211 تماس بگیرید.

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (626) 397-5211.

Japanese

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます (626) 397-5211 まで、お電話にてご連絡ください。

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (626) 397-5211 رقم هاتف الصم والبكم

Punjabi

ਪਿਆਰ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। (626) 397-5211 'ਤੇ ਕਾਲ ਕਰੋ।

Mon-Khmer, Cambodian

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតលុយ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ (626) 397-5211។

Hmong

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau (626) 397-5211.

Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (626) 397-5211 पर कॉल करें।

Thai

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร (626) 397-5211.

Our patient non-discrimination statement

Discrimination is against the law.

Huntington Hospital complies with applicable federal civil rights laws and does not discriminate on the basis of sex, socioeconomic status, educational background, race, ethnicity, color, religion, ancestry, national origin, disability, medical condition, gender identity or expression, sexual orientation, marital status, registered domestic partner status, genetic information, citizenship, primary language, immigration status (except as required by federal law), the source of payment for care, or any other attribute.

Huntington Hospital provides all people with the same level of care and access to services, regardless and irrespective of sex, socioeconomic status, educational background, race, ethnicity, color, religion, ancestry, national origin, disability, medical condition, gender identity or expression, sexual orientation, marital status, registered domestic partner status, genetic information, citizenship, primary language, immigration status (except as required by federal law) or the source of payment for care.

Huntington Hospital is dedicated to ensuring equity in all aspects of our work, from care delivery to employment and across our outreach efforts to support community well-being.

We provide the following translation and interpretation services:

- Free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters.
 - Written information in other formats (large print, audio, accessible electronic and others).
- Free language services to people whose primary language is not English, such as:
 - Qualified interpreters.
 - Information written in other languages.

If you need these services, please contact the patient relations department at (626) 397-5211.

Our patient non-discrimination statement continued

If you believe that Huntington Hospital has failed to provide these services or discriminated in another way on the basis of sex, socioeconomic status, educational background, race, ethnicity, color, religion, ancestry, national origin, disability, medical condition, gender identity or expression, sexual orientation, marital status, registered domestic partner status, genetic information, citizenship, primary language, immigration status (except as required by federal law) or the source of payment for your care, you can file a grievance. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the patient relations department is available to help you:

Huntington Hospital
Patient Relations
P.O. Box 7013
Pasadena, California 91109-7013
(626) 397-5211 (phone)
(626) 397-2119 (fax)
patientrelations@huntingtonhealth.org

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue,
SW Room 509F, HHH Building
Washington, D.C. 20201
(800) 368-1019, (800) 537-7697 (TDD)
Complaint forms are available at www.hhs.gov/ocr/office/file



We are committed to diversity, equity and inclusion.

Since 1892, Huntington has provided quality care, jobs, and support to the communities we serve to ensure a bright future where all residents can reach their full potential. We are dedicated to ensuring equity in all aspects of our work, from care delivery to employment and across our outreach efforts to support community well-being.

We are committed to addressing health disparities that exist so that all communities may thrive. We acknowledge historical barriers, societal inequities and biases that disproportionately impact low-income households, communities of color, people with disabilities and other underserved communities that make it harder for these groups to have equitable access to care, higher education, housing and jobs.

We actively pledge to:

- **Apply** an equity lens to all aspects of our business, care, and will collaborate with our community to prioritize their voices.
- **Partner** with others to breakthrough economic, cultural, and language barriers. We want to ensure that all receive high-quality care — regardless of income, sexual orientation, gender identity, race, ethnicity, or language — and can reach their full health potential.
- **Enforce** equitable processes and policies in hiring, promotions, and employee compensation.
- **Develop** ways to measure, track, and share our progress on these commitments to ensure accountability and impact.
- **Revisit** and update these commitments annually as part of our ongoing journey to an equitable future.

Visit huntingtonhealth.org/DEI to learn more.



During your stay


Meet your care team.

We are proud of our tradition of excellence, which spans more than a century. To support excellent outcomes, we continue to combine a superior care environment, the most advanced technologies, best-practice models of care and compassion.

The most important element of providing the highest quality medical care is our talented and interprofessional team of doctors, nurses and other healthcare professionals.

Caregivers who might provide care during your stay include:

- **Physicians.** Our physicians are highly trained and respected experts in their fields, and are skilled at leading care teams and overseeing the care process from diagnosis to discharge and beyond.
- **Nurses.** Huntington Hospital's highly skilled, compassionate registered nurses (RNs) provide the best possible patient-centered care and experience. Your nurse will take care of your day-to-day nursing and medical needs, work with the healthcare team and coordinate all your care.
- **Patient care associates.** Also called PCAs, patient care associates help take care of your daily living needs, including assistance with bathing, walking and eating. They may also take your blood pressure, temperature, pulse and provide other help as needed.
- **Rehab (rehabilitation) services.** A range of expert professionals is available to support your health and well-being. Your care team may include a physical, occupational, speech or respiratory therapist.



You're in the
best and most
skilled hands
at Huntington
Hospital.

- **Other specialty departments.** Depending on your needs, you may receive care from professionals from many different departments, such as diagnostic imaging, laboratory, pharmacy, nutrition services, cardiac rehab and more.
- **Supportive care providers.** Case managers, discharge planners, social workers, and nurse navigators may be involved in your recovery, discharge plan and post-hospital care.
- **Spiritual care.** We believe everyone is spiritual, though not necessarily religious. Our spiritual care staff is available to listen and help with your spiritual and emotional questions and distress, as well as assist with faith-specific rituals, practices, resources and contacting community clergy from your faith tradition. Eucharistic lay ministers from our local Catholic parish provide weekly communion to our Catholic patients. To meet with a chaplain, please ask your nurse or call (626) 397-5051.
- **Palliative care.** Our palliative care team provides care for patients who have been diagnosed with a serious, progressive illness. They provide patients with relief from symptoms, pain and stress by treating the physical, emotional, psychosocial and spiritual aspects of an illness. Palliative care is appropriate at any age and at any stage of an illness and can be provided with curative treatment. To meet with a member of the team, please ask your physician to order a palliative care consult or call (626) 397-3737.
- **Pathologists.** Our pathologists are highly trained in general, surgical and breast pathology and offer subspecialty expertise. They perform rigorous quality control measures, with most cases reviewed by multiple pathologists to ensure accuracy.

Our expertise

in taking care of patients in the hospital, combined with our knowledge of the hospital, 24/7 availability, and commitment to compassionate care, will make your stay here as effective and comfortable as possible. We understand this can be a stressful time, but rest assured you are in excellent hands with a hospitalist taking care of you.

Madhu Anvekar, MD,
Hospitalist,
Huntington Health Physicians



What is a hospitalist?

A hospitalist is an internal medicine physician who specializes in the care of hospitalized patients. Because hospitalists spend most or all of their workday in the hospital, they can typically be at the bedside more quickly than a doctor who works in an outpatient office or clinic setting. Hospitalists' prompt availability can provide important benefits as your needs change during your stay.

Hospitalists, OB hospitalists and intensivists are available around the clock to provide high-quality, personalized care when you need it. From your admission through discharge, they may order needed tests and track results; prescribe medications or medical procedures; continuously update treatment based on any changes in your condition; and help transition you safely to other levels of care as needed. In addition, they coordinate the care that may be needed from a variety of specialists during your stay.

Hospitals with hospitalists, OB hospitalists and intensivists as part of their team have been proven to provide better patient results.

In addition to receiving care from skilled nurses, clinicians and — in some cases — your personal physician while you're in the hospital, you may also be seen by one or more of our excellent hospital-based physicians. These top-notch specialists are available around the clock to respond to your needs. **Our team includes:**

- **Hospitalists.** Internal medicine physicians who specialize in caring for hospitalized patients. Think of them as your doctor while you are in the hospital. Often, these experts will act in the place of your personal physician if your physician is unable to be present.
- **OB hospitalists.** Obstetricians with training in emergent care, and other aspects of labor and delivery, who provide around-the-clock coverage for our expectant moms.
- **Intensivists.** Critical care physicians dedicated solely to in-hospital care.

Visiting the hospital

Please check our website for the most current version of our visitor policy at huntingtonhealth.org/visitors



Family and visitor guidelines

Due to COVID-19 (Coronavirus), we must take extra steps to protect our patients, staff, visitors and the community. In order to remain responsive to the ever-changing pandemic, we update our visitor policy often based on guidance from health authorities, COVID-19 patient census, infection thresholds in the community at large, and the advice of our infectious disease specialists. Please note that different areas of the hospital may have different visitation policies.

Safety and security

Fire safety

We periodically conduct fire drills. If you hear an alarm, please do not leave your location/room. In the event of an actual emergency, hospital staff will notify you of any required action.

For your safety

Smoking of any substance, including electronic cigarettes, is prohibited on our care campus. Huntington Hospital is a drug- and alcohol-free facility. Illegal substances, as well as firearms and weapons are prohibited on our campus.

Patient-owned medical equipment

All patient-owned medical equipment must be approved for use in the hospital by our clinical technology department. Equipment not conforming to standards will not be authorized for use. If you have questions, please contact our clinical technology department at (626) 397-5481.

Photography

To protect the privacy of our patients, we maintain a strict policy regarding photography. Photography is not permitted outside of your patient room. Photos you or your visitors take may not include anyone other than you, your family and your visitors. If you have any questions regarding this policy, please ask your caregiver.

Surveillance

We strive to make our facilities safe for our patients, staff and visitors. We monitor our campus through surveillance cameras located throughout the hospital. We use additional security measures, such as access control, in many areas across our campus.

Personal belongings and valuables

We recommend that patients and visitors do not bring valuables to the hospital and that you send valuables home with friends or family whenever possible. If you are unable to send your valuables (jewelry, credit cards, etc.) home, please ask your caregiver for assistance in locking them in the hospital safe. Please note that your signature on the Conditions of Admission form releases the hospital from responsibility for valuables not left in our safe. Before you leave the hospital, remember to ask your care team for any items of value that were deposited in the safe.

Please participate in your care.

We are all working to make health care safe. As a patient, you can make your care safer by being an active, involved and informed member of your healthcare team.

Huntington Hospital respects the rights of the patient, recognizes each patient as an individual with unique health care needs and, because of the importance of respecting each patient's personal dignity, is committed to providing considerate, respectful care focused upon the patient's individual needs. The hospital assists the patient in the exercise of his/her rights and informs the patient of any responsibilities he/she has in the exercising of these rights. All of these rights apply to persons who may have responsibility to make decisions regarding medical care on behalf of the patient. The following outlines these rights and responsibilities.

Interpreters

are available in any language, including American Sign Language, through video interpreters. If you would like to use an interpreter, please ask your caregiver for assistance. Please see page 5 for more information.

Patient rights

- You have the right to considerate and respectful care, and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual and personal values, beliefs and preferences.
- You have the right to have a family member (or other representative of your choosing) and your own physician notified promptly of your hospitalization.
- You have the right to know the name of the physician who has primary responsibility for coordinating your care, and the names and professional relationships of other physicians and non-physicians who will see you.
- You have the right to receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery, end-of-life care options and outcomes of care (including unanticipated outcomes) in terms that you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care and ethical issues that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services and foregoing or withdrawing life-sustaining treatment.

- You have the right to make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or 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 physicians, to the extent permitted by law.
- You have the right to be advised if a physician proposes to engage in or perform human experimentation affecting your care or treatment, and to refuse to participate in such research projects.
- You have the right to reasonable responses to any reasonable requests made for service.
- You have the right to 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, if you suffer from severe, chronic, intractable pain. The doctor may refuse to prescribe the opiate medication, but must inform you that there are physicians who specialize in the treatment of severe, chronic, intractable pain with methods that include the use of opiates.
- You have the right to formulate an advance directive. This includes designating a medical decision-maker, including a same-sex or un-married partner, should you become incapable of understanding a proposed treatment or unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patient rights also apply to your legally recognized decision-maker.
- You have the right to have your personal privacy respected. Case discussion, consultation, examination and treatments 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

Please participate in your care. continued

examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.

- You have the right to 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.
- You have the right to 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.
- You have the right to be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
- 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 person(s) providing the care.
- You have the right to be informed by the physician, or a delegate of the physician, of continuing health care requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan, and to designate someone else to be involved and notified upon discharge.
- You have the right to know which hospital rules and policies apply to your conduct while you are a patient.
- You have the right to designate visitors of your choosing if you have decision-making capacity, whether or not the visitor is related by blood or marriage unless:
 - no visitors are allowed because of clinical restrictions or limitations;
 - the hospital reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the hospital staff or other visitor to the hospital, or would significantly disrupt the operations of the hospital;

- you have told the hospital staff that you no longer want a particular person to visit.

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

- You have the right to have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration complies with federal law and is disclosed in the hospital's Administrative Policy & Procedure, Visitation, Patient #264. At a minimum, the hospital shall include any persons living in your household and any support person defined in federal law. We will ensure that visitors enjoy full and equal visitation privileges consistent with your preferences.
- You have the right to examine and receive an explanation of the hospital's bill regardless of the source of payment.
- You have the right to exercise these rights without regard to your sex, socioeconomic status, educational background, race, ethnicity, color, religion, ancestry, national origin, disability, medical condition, gender identity or expression, sexual orientation, marital status, registered domestic partner status, genetic information, citizenship, primary language, immigration status (except as required by federal law) or the source of payment for your care.
- You have the right to express a grievance or complaint of any nature. If you want to express a grievance with the hospital or be informed of the grievance process, you may write or call: Patient Relations, Huntington Hospital, P.O. Box 7013, Pasadena, CA 91109-7013, (626) 397-5211. The patient relations department will review each grievance and provide you with written acknowledgment within 7 days that an investigation regarding your concerns is being conducted. Our final response letter will be sent to the patient within 30 days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate and the results and date of completion of the grievance process. Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO).

Please participate in your care. continued

- You have the right to express a complaint with the California Department of Health Care Services regardless of whether you use the hospital's grievance process. The California Department of Public Health phone number and address is: Los Angeles Acute/Ancillary Unit, 3400 Aerojet Avenue, Suite 323, El Monte, CA 91731, (626) 312-1104. The Los Angeles County Department of Mental Health phone number is (800) 700-9996 or (213) 738-4888. You may also contact The Joint Commission if you have any patient safety or quality concerns through www.jointcommission.org, using the "Report a Patient Safety Event" link in "Resources" on the home page of the website; by fax to (630) 792-5636; or by mail to Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

To file a complaint with the California Department of Fair Employment and Housing, call the Communication Center at (800) 884-1684 (voice), (800) 700-2320 (TTY) or California's Relay Service at 711; e-mail contact.center@dfeh.ca.gov; or write to 2218 Kausen Drive, Suite 100, Elk Grove, California 95758.

To file a complaint with the Medical Board of California: call (800) 633-2322; file online at www.mbc.ca.gov/consumers/complaints; or write to Medical Board of California, Central Complaint Unit, 2005 Evergreen Street, Suite 1200, Sacramento, California 95815.

Patient responsibilities

- You are expected to provide complete and accurate information, including your full name, address, home telephone number, date of birth, Social Security number, insurance carrier and employer, when it is required.
- You are expected to provide the hospital or your doctor with a copy of your advance directive, if you have one.
- You are expected to provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products and any other matters that pertain to your health, including perceived safety risks.
- You are expected to ask questions when you do not understand information

or instructions. If you believe you cannot follow through with your treatment plan, you are responsible for telling your physician. You are responsible for the outcomes if you do not follow the care, treatment and services plan.

- You are expected to actively participate in your pain management plan and to keep your physicians and nurses informed of the effectiveness of your treatment.
- You are expected to treat all hospital staff, other patients and visitors with courtesy and respect; abide by all hospital rules and safety regulations including no-smoking; and be mindful of noise levels, privacy and the number of visitors you have. You are expected to refrain from behavior that unreasonably places the health of others at risk.
- You are expected to provide complete and accurate information about your health insurance coverage and to pay your bills in a timely manner.
- You are expected to keep appointments, be on time for appointments or call your health care provider if you cannot keep your appointments.
- You are expected to respect the property of other persons and that of the hospital.

Pain control

Our goal is to provide you with the best level of pain relief that can be safely achieved. Your nurse and doctor will talk to you about pain and pain-control treatments.

- We will ask you to rate your pain level.
- 0 (zero) is no pain and 10 (ten) is the worst pain you've ever had.

You should:

- Ask for pain medicine as soon as pain begins.
- Tell us how well your pain is relieved and your pain relief goals.
- Use additional comfort measures for pain control — listening to music you like, meditating, changing your position in bed, connecting with friends or family, playing games, walking or anything else that might help relieve your pain.

Please participate in your care. continued

Preventing falls

Never get up without help, unless your nurse says it is okay. Simply press your nurse call button and we will come to help you get up, use the bathroom, or provide any other help you may need. **Call, don't fall!**

Clothing and equipment

- Wear non-skid slippers or socks — we're happy to give you non-skid socks if you need them.
- Don't wear loose fitting shoes or socks when walking.
- Don't wear clothing that drags on the ground.
- If you have a cane, walker, brace and/or crutches, be sure to use them.
- Make sure you know how to use the hospital wheelchairs or walkers safely.
- Lock your wheelchair before getting in or out of it.

Bedroom and bathroom

- Be sure your bed is in the lowest position (closest to the ground) before you get up.
- Sit on the side of your bed for a few moments to make sure you don't feel dizzy before you try to stand up.
- Don't try to climb over side rails.
- Use the bathroom before you go to sleep at night.
- Give yourself enough time to get to the bathroom.
- Don't get off the stretchers without help.

Family and friends

- If your family and friends need to leave your room, please let us know.
- Family and friends should ask your nurse to help you get up instead of trying to help you by themselves.

Other safety tips

- Learn where things are in your hospital room, including the nurse call light.
- Always wear your glasses and hearing aids if needed.
- Don't lean on your bedside table for support.
- Be careful when opening doors.
- Go around corners slowly.
- Report spills or any mess on the floor.

Safety tips to help prevent falls at home

Lighting

- Replace dim, burned out or glaring lights with bright, soft white light bulbs.
- Use a night light.
- Make sure lights are easy to turn on and off.
- Keep a flashlight available.

Stairs

- Remove clutter, especially from hallways and stairwells.
- Use handrails when walking up or down stairs.
- Place non-skid treads or bright, reflective tape to mark the edge of the stairs.

Floors

- Remove scatter/throw rugs.
- Place non-skid treads or double-sided tape under area rugs that can't be removed.
- Keep floors free from clutter.
- Wipe up spills immediately.
- Make sure floors are not slippery.

Additional tips

- Store items you use a lot at waist level.
- Choose furniture with armrests for support when getting up and down.
- Keep the phone within easy reach.

What you can do to participate in your care*

- **Ask questions.** Speak up if you have questions or concerns, and if you don't understand, ask again.
- **Take part in the nurse bedside shift report** – when the nurses going off and coming on duty meet by

Helpful hotlines

Highly trained advocates are available 24 hours a day to talk confidentially with anyone seeking support, resources or information.

L.A. County Childhelp Child Abuse Hotline

Department of
Children & Family Services
(800) 540-4000

Elder or Dependent Adult Abuse Reporting Hotline

Adult Protective Services
(877) 477-3646

Los Angeles County Domestic Violence Hotline

(800) 978-3600

Peace Over Violence San Gabriel Valley Domestic Violence Hotline

(626) 793-3385

National Suicide Prevention Lifeline

(800) 273-TALK

Los Angeles County Suicide Prevention Hotline

(800) 854-7771

Crisis Intervention and Suicide Prevention for LGBTQ Youth

The Trevor Project
(866) 488-7386

Please participate in your care. continued

Nurse bedside shift report

Q. What is nurse bedside shift report?

A. Nurse bedside shift report is when the nurses going off and coming on duty meet by your bedside to talk about your care. This gives you a chance to meet the nurse taking over your care, ask questions, and share important information.

Q. When is nurse bedside shift report?

A. Every day, usually between 7 and 7:30 a.m., and 7 and 7:30 p.m. It usually lasts about five minutes.

Q. What should I do?

A. Listen and ask questions if you have concerns or don't understand something.

your bedside to talk about your care. (See sidebar at left for additional details.)

- **Pay attention to the care you are receiving.** Know the members of your medical team: all healthcare professionals must wear identification badges. Staff will use two methods of identifying you when administering medications, obtaining specimens, etc. This is done for your protection.
- **Wash your hands.** Hand-washing helps prevent the spread of germs. Wash your hands before eating your meal or touching any wounds. Wash your hands after you move around your room, touch things or use the bathroom. It's OK to ask your medical professionals and visitors if they've washed their hands. Depending on your illness, staff and visitors may be required to wear a protective gown and gloves.
- **Share important health information with the members of your medical team.** Several medical professionals may ask you the same questions. That's all part of making sure you receive safe care. Discuss all the medicines you take and be sure to ask questions if you are unclear. Ask your doctor why you should take a certain medicine and what the side effects might be. Discuss your advance health care directive with your physician.
- **Participate in all decisions about your treatment.** Ask your medical professionals to check that you receive the medicines, tests and procedures ordered for you. When you're in the hospital or in an outpatient setting, make sure your identification wristband is checked before you receive medication or treatment.
- **Get all your test results.** Ask your physician or nurse when and how to get your test or procedure results. Be sure you know what the results mean and, if not, ask questions of your physician or nurse.



Condition H (Help)

A helpline for patients and families

Condition H was created to address the needs of the patient in case of an emergency or when the patient is unable to get the attention of a healthcare provider. This service provides our patients and families a resource to call for immediate help when they feel they are not receiving adequate medical attention.

When to call:

If a noticeable medical change in the patient occurs and the healthcare team is not recognizing the concern.

To access Condition H, please dial 6# from any hospital telephone.

The operator will ask for caller identification, room number, patient name and concern. The operator will immediately activate a “Condition H” and a team of medical professionals will arrive in the room to assess the situation. Additional clinical support will be called in as needed.

- **Compare expectations.** Tell your medical professionals, whether as an inpatient or outpatient, what you expect from the medical treatment or procedure you are going to receive and ask if that’s realistic. Ask a family member or friend to be your advocate and be with you to listen, ask questions, and help remember answers.
- **Understand what will happen if you need surgery.** Make sure you, your physician and your surgeon all understand and agree on what will be done. The side or site of your procedure will be marked by your physician, with your involvement, prior to the procedure being performed.
- **Review items in your patient education folder.** This will be given to you when you arrive on the unit. It will have important information that you will need to learn during your hospital stay about caring for yourself when you leave the hospital.
- **Make sure you know what you need to do next** before you leave the hospital or are discharged from your outpatient service, and whom to contact if you have questions.
- **Let your caregiver know if your respiratory condition worsens.** Be sure to use a tissue or cover your mouth and nose with the crook of your elbow or hands and wear protective mask if asked to do so.
- **To express a concern or complaint about your inpatient or outpatient experience,** please refer to page 25, “What to do if you have a concern about your hospital stay.”
- **If you experience a medical emergency** — or you feel you are not receiving adequate medical attention — please contact Condition H (Help), the hospital’s helpline for patients and families, by dialing 6# from your room telephone. (See sidebar at right for additional details.)

* Adapted with permission from copyrighted material of Kaiser Foundation Health Plan, Inc., California Regions.

Please participate in your care. continued

Bioethics consult

The hospital's bioethics consultant and committee provide assistance to patients and their families experiencing ethical conflicts.

Such conflicts can arise when you are faced with complex decisions and communication regarding medical care.

If you would like to speak to the bioethics consultant, please notify your doctor, nurse or a hospital social worker or chaplain.

Making your wishes for medical treatment known

At Huntington Hospital, we want our patients to understand their right to make medical treatment decisions. The hospital has formal policies to ensure that your wishes about treatment will be followed. You have the right to participate in decisions about your medical care. If you are too sick to make treatment decisions, your doctors will ask your closest available relative(s) or healthcare agent(s) to guide them toward what you would decide. Most of the time, that works, but relatives don't always agree about what you would want. If you have written down your wishes in a legal document, the hospital's staff and bioethics consultant can help advocate for those wishes if any questions arise.

Advance health care directives

An advance health care directive has gone by many names over the years, including living will, healthcare power of attorney and Natural Death Act Declaration. It is a legal document that allows you to appoint someone to work with your doctors and others to help make sure your decisions about end-of-life health care are honored and respected in the event that you become unable to make these decisions for yourself. There can be many issues to consider, including whether you want to:

- Be resuscitated if your breathing or heartbeat stops.
- Receive mechanical ventilation (help breathing by machines).
- Receive artificial hydration (fluids through a tube).
- Receive artificial nutrition (tube feeding).
- Receive kidney dialysis.
- Be an organ and tissue donor.

You do not need a lawyer to complete an advance health care directive, but you do need to have the document notarized or witnessed by two people who are not affiliated with the hospital and not named as your healthcare agent(s). At least one of the witnesses cannot be related to you, or an heir to your estate. Your doctor is the best person to ask about what medical treatment you should consider.

The laws governing advance directives vary from state to state. It is therefore important to make sure that you use a proper form or format for the state in which you live.

A Huntington Hospital social worker or chaplain can assist you in obtaining and/or completing an advance health care directive. Advance health care directive forms and Huntington Hospital's Advance Care Planning Guide can be downloaded by visiting huntingtonhealth.org/ACP.

What to do if you have a concern about your hospital stay

Huntington Hospital is committed to providing high-quality, compassionate care to all of our patients.

If you have any concerns about your stay:

1.

First, contact your nurse.



2.

If your nurse is unable to assist you, or you are not satisfied, ask to speak to the patient flow coordinator (PFC), the department supervisor or manager (on the weekends or evenings, ask for the house supervisor).



3.

For unresolved concerns/issues, please contact our patient relations department at (626) 397-5211.

You also have the right to file a grievance if a resolution is not accomplished at the bedside during the patient's hospitalization. If you wish to file a grievance with the hospital, or be informed of the grievance process, you may do so by writing or calling:

Patient Relations
Huntington Hospital
P.O. Box 7013
Pasadena, CA 91109-7013
(626) 397-5211
huntingtonhealth.org/feedback

Please participate in your care. continued

You also have the right to file a complaint with the California Department of Public Health and/or The Joint Commission regardless of whether you use the hospital's grievance process. Contact information for these organizations is as follows:

California Department of Public Health

3400 Aerojet Avenue,
Suite 323
El Monte, CA 91731
(800) 228-1019

The Joint Commission

Office of Quality and Patient Safety

One Renaissance Boulevard
Oakbrook Terrace, IL 60181
www.jointcommission.org
patientsafetyreport@jointcommission.org
(800) 994-6610
Fax: (630) 792-5636

Your privacy and information

Protected health information

If you believe your health information was used or shared in a way that is not allowed under state or federal privacy laws, or if you were not able to exercise your rights, you can file a complaint. Written complaints should be sent to the hospital at the following address:

Huntington Hospital
Attn: Compliance Officer
100 W. California Boulevard
Pasadena, California 91105

All complaints must be submitted in writing, but you may contact the compliance officer at (626) 397-5335 with questions or other concerns. You will not be penalized for filing a complaint.

Who must follow federal privacy laws?

- Doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers.
- Health insurance companies, HMOs and employer group health plans.
- Medicare and Medicaid.
- Healthcare clearinghouses.

What information is protected?

- Information your doctors, nurses and other healthcare providers put in your medical records.
- Conversations your doctor has with nurses and others regarding your care or treatment.
- Information about you in your health insurer's computer system.
- Billing information about you.
- Most other health information about you held by those who must follow this law.

You have rights over your health information.

Providers and health insurers who are required to follow this law must comply with your right to:

- Ask to see and get a copy of your health records.
- Have corrections added to your health information.
- Receive a notice that tells you how your health information may be used and shared.
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing.
- Get a report on when and why your health information was shared for certain purposes.
- File a complaint.

To make sure that your health information is protected in a way that does not interfere with your health care, your information can be used and shared:

- For your treatment and care coordination.
- To pay doctors and hospitals for your health care and help run their businesses.
- With your family, relatives, friends or others you identify who are involved with your health care or your healthcare bills, unless you object.
- To make sure doctors give good care and nursing homes are clean and safe.
- To protect the public's health, such as by reporting when the flu is in your area.
- To make required reports to the police, such as reporting gunshot wounds.
- With insurance companies, healthcare service plans, Worker's Compensation carriers, or to any person or corporation who/that is or may be liable for all or any portion of the hospital's charges.

Your privacy and information continued

Without your written permission, your provider cannot:

- Give your health information to your employer.
- Use or share your health information for marketing or advertising purposes.
- Share private notes about your mental health counseling sessions.

The hospital's notice of privacy practices is available at huntingtonhealth.org or at the admissions department.

Adapted from U.S. Department of Health and Human Services Office for Civil Rights

Immunization registry notice to patients and parents

Immunizations, or 'shots,' prevent serious diseases. Tuberculosis (TB) screening tests help to determine if you may have TB infection and can be required for school or work. Keeping track of shots/TB tests you have received can be hard. It's especially hard if more than one doctor gave them. Today, doctors use a secure computer system called an immunization registry to keep track of shots and TB tests. If you change doctors, your new doctor can use the registry to see the shot/TB test record. It's your right to choose if you want shot/TB test records shared in the California Immunization Registry.

How does a registry help you?

- Keeps track of all shots and TB tests (skin tests/chest X-rays), so you don't miss any or get too many.
- Sends reminders when you or your child need shots.
- Gives you a copy of the shot/TB record from the doctor.
- Can show proof about shots/TB tests needed to start child care, school, or a new job.

How does a registry help your healthcare team?

Doctors, nurses, health plans and public health agencies use the registry to:

- See which shots/TB tests are needed.
- Remind you about shots needed.
- Prevent disease in your community.
- Help with record-keeping.

Can schools or other programs see the registry?

Yes, but this is limited. Schools, child care and other agencies allowed under California law may:

- See which shots/TB tests children in their programs need.
- Make sure children have all shots/TB tests needed to start child care or school.

What information can be shared in a registry?

- Patient's name, sex and birth date.
- Parents' or guardians' names.
- Limited information to identify patients.
- Details about a patient's shots/TB tests.

What's entered in the registry is treated like other private medical information. Misuse of the registry can be punished by law. Under California law, only your doctor's office, health plan or public health department may see your address and phone number. Misuse of the registry can be punished by law. Under California law, only your doctor's office, health plan or public health department may see your address and phone number.

Patient and parent rights

It's your legal right:

- Not to share your (or your child's) registry shot/TB test records with others besides your doctor.*
- Not to get shot appointment reminders from your doctor's office.
- To look at a copy of your or your child's shot/TB test records.
- To ask who has seen the records or to have the doctor change any mistakes.

What do I need to do?

- **If you DO** want your or your child's records in the registry, do nothing. You're all done.
- **If you DO NOT** want your doctor's office to share your immunization/TB test information with other registry users:
 - Tell your doctor.
 - OR
 - Go to the CAIR website and complete the appropriate form:
cairweb.org/cair-forms.

* By law, public health officials can also look at the registry in the case of a public health emergency. California Department of Public Health: Med Office IZ Registry Disclosure Letter rev 7/13 IMM-891 E/S



Patient and visitor services

Getting started in your room

TV

Please see the inside back cover for a listing of channels.

Making and receiving telephone calls

Making calls

- Local calls:
Dial 9 + the seven-digit telephone number.
- Long distance or toll calls:
Dial 9 + 1 + area code + seven-digit telephone number.
- Calling card calls:
Follow the directions on the back of your calling card.

Receiving calls

Your family and friends can reach you:

- By dialing you directly.
The number is posted in your room.
- By calling the main hospital number, (626) 397-5000, and giving your name and/or room number to the hospital operator.

To request that your calls be held, dial 0 for the hospital operator from your room telephone.

To request that you be listed as a confidential patient (so no one will be able to contact you via phone) please call the admitting office at (626) 397-5294.

WiFi access

Wireless internet is available in our patient rooms and across our campus. To access our WiFi network, please select the network called "Guest." No password is required.

Food and beverages

Room service

“At Your Request” dining for patients offers a restaurant-style menu that meets the needs of our patients. The menu offers a wide variety of food selections and diets, including Kosher.

Available from 6:30 a.m. – 7 p.m.

Call (626) 397-3663 (FOOD) to order.

Please allow 45 minutes for meals to be delivered to your room.

Light snacks

A selection of juice, crackers, broth, soda, and other hot and cold beverages are kept in each nursing unit and these items are available to you upon request.

Bistro Garden Café

Located on the first floor of the West Tower

Open daily except 2 a.m. – 6:30 a.m.

Meals for your family and guests are available for purchase in the Bistro Garden Café. It offers a variety of food options and cuisines, including prepackaged and hot foods.

We proudly serve Starbucks.

Located adjacent to the café on the first floor of the West Tower.

Monday through Friday, 6:30 a.m. – 10 p.m.

Weekends and holidays, 6:30 a.m. – 8 p.m.

In the neighborhood

In addition to our own Bistro Garden Café, a wide selection of dining options is available near the hospital’s campus. A shopping center with a large supermarket and a variety of restaurants is located immediately across the street from our campus on West California Boulevard between South Pasadena Avenue and South Fair Oaks Avenue.

ATM

- A First City Credit Union ATM is located on the first floor of the West Tower.
- A Wells Fargo ATM is located on the first floor of the Valentine building.

Deliveries

- Patient mail is delivered to your nursing unit between 8 a.m. and 9 a.m., Monday through Saturday. Patient mail received after discharge will be forwarded to your home. Outgoing mail may be taken to the nursing station or given to your attending nurse.
- If you would like to read a book or magazine, you may request that a hospital volunteer bring the book cart to your room between 8 a.m. and 4 p.m., Monday through Friday by dialing (626) 397-5500.
- Packages and flowers will be delivered to you by a hospital volunteer. Please note that for the safety of our patients, flowers are not allowed in our critical care unit.

Gift shop

The S. Robert and Denise Zeilstra Gift Shop offers a wide variety of items: flowers and plants, toiletries, magazines and books, baby clothes and toys, seasonal gifts, treats and much more.

The gift shop is centrally located in the main lobby and can be reached at (626) 397-5257.



Local hotels

We have arranged for a special rate with a number of local hotels. Please visit huntingtonhealth.org/hotels for additional details. Please mention our name when booking your stay.

Meditation Room/Chapel

Our Meditation Room/Chapel is located in the back of the lobby on the first floor of our Wingate building. It is always open for spiritual meditation, prayer or quiet reflection.

No One Dies Alone (NODA) program

Our No One Dies Alone (NODA) program provides comfort to patients in their final hours whose loved ones are not able to be present. Please ask your nurse or call (626) 397-3757.

Parking

Please visit huntingtonhealth.org/parking for information about parking rates and how to obtain a discount pass for an extended stay. For a map of parking areas, please turn to page 50.

Shopping

The Huntington Collection is an upscale resale store that provides shoppers with high-quality goods at attractive prices. Visit the Collection at 766 South Fair Oaks Avenue in Pasadena. For store hours, please visit huntingtonhealth.org/community/huntington-collection or call (626) 535-2468. Proceeds from the Collection benefit Huntington Senior Care Network.

Therapy dog policies

Pet-assisted therapy (PAT) dogs

have satisfactorily completed screening and training for the PAT program at Huntington Hospital and visit patients with their owners when requested by a patient.

Service animals

are dogs that are individually trained to do work or perform tasks for the benefit of an individual with a disability – including a physical, sensory, psychiatric, intellectual or other mental disability.

The work or tasks performed by a service animal must be directly related to the handler's disability.

Emotional support/comfort animals

are dogs that can provide comfort to a person with anxiety or a psychiatric disability, but are not trained to perform specific tasks to assist them. Emotional support animals are not covered under the Americans with Disabilities Act (ADA) and other similar laws that apply specifically to service animals.

Unlike service animals, emotional support animals are not limited to dogs. Effective March 15, 2011, there are no ADA protections for emotional support animals in terms of access to public accommodations and public entities. A patient must have patio privileges to visit with their own pet/emotional support animal.



Volunteers

Our volunteer program began in 1926. Since that time, thousands of volunteers have served in every area of the hospital to help patients, families, visitors and staff. Traditionally, more than 1,700 volunteers help enhance the patient experience as they perform thousands of tasks throughout the hospital.

During your stay, you might encounter volunteers providing valuable service in areas such as patient relations, nursing support, music and our S. Robert and Denise Zeilstra Gift Shop. Volunteers also staff the Huntington Collection, a one-of-a-kind resale shop located on Fair Oaks Avenue, which sells merchandise to benefit Huntington Senior Care Network.

Our volunteers have donated more than 125,000 hours of their time to the hospital each year, and they are one of our greatest assets. When you meet them, we know you'll agree.

During your stay here, there are many services you may benefit from:

Music ambassadors

Volunteer musicians play piano in our rehabilitation unit and a board-certified music therapist brings the healing sounds of harp music throughout our hospital. Volunteers playing other musical instruments are available to play on patient floors.

Reiki

We offer Reiki services free of charge to our patients, as a complement to traditional medical treatment. Originally practiced in Japan, Reiki is an ancient technique using spiritually guided touch that can help reduce stress, improve relaxation and support healing. The whole treatment lasts between 15 and 60 minutes.

Gift Shop On the Go

Our volunteers are making it more convenient than ever to purchase snacks, toiletries, and other assorted items from our gift shop with Gift Shop On the Go. You can catch them as they roll a cart full of goodies around our hospital. Cash and major credit cards are accepted.

Pet-Assisted Therapy (PAT) Program

In 1989, we became one of the first full-service hospitals in the United States to offer a pet-assisted therapy (PAT) program. Our Harvey and “Kitty” Lenkin Pet-Assisted Therapy program helps cheer and comfort patients and their families — and has been shown to help improve outcomes, too.

Your feedback is important to us.

Huntington Hospital is committed to providing compassionate community care. We want to ensure that each patient receives the best quality health care and experience.

After your discharge, you may be sent a survey regarding the care you received at our hospital. This survey may come by mail or by email. Please take a few moments to share your thoughts with us so we can understand what we do well and what we can do even better.

We also like to recognize our staff members for their outstanding work. So, if a nurse, medical associate or any other member of your health care team deserves praise, please include his or her name on the survey. Your personal response remains private, unless you indicate otherwise. Thank you for your time in completing the survey.

To request a visit

from a music ambassador, Reiki practitioner, Gift Shop On the Go, or a PAT dog:

- Ask your nurse or a patient relations volunteer.
- OR
- Call volunteer services at (626) 397-5208.




Paying your bill and financial assistance

We understand that hospital bills can be confusing and we have financial services specialists to help. In keeping with our mission as a nonprofit community hospital, our goals are to provide excellent care and support wellness — not to add financial stress or strain following the need for hospitalization.

Get answers from our expert team.

Our friendly specialists can help you with:

- Paying your bills.
- Answering your questions about statements.
- Applying for financial assistance.
- Setting up payment plans.
- Helping you understand your insurance coverage.
- Providing information to assist with billing.



(800) 690-0069
Monday through Friday
8 a.m. - 4:30 p.m.

Please see huntingtonhealth.org/bill for additional information.



Medicare Advantage

Are you:

- a current Medicare beneficiary?
- turning 65 soon?
- over 65 and considering retirement?

We want to help you understand your Medicare coverage options, including the rich benefits of Medicare Advantage plans.

Learn more

- Attend an educational seminar hosted by Huntington Health Physicians (HHP), our esteemed outpatient medical group, in partnership with trusted licensed Medicare experts.

huntingtonhealth.org/HHPevents

- Connect directly with a licensed Medicare expert at (626) 397-8331.

Whichever plan you select, make sure your coverage includes the high-quality care and service that Huntington is known for.

How the billing process works

This is how our billing process usually works.

We bill your insurance.

If you have insurance, we will bill your insurance company first. If we or your insurance company asks you for more information, please respond as quickly as you can so their payment is not delayed.

If you do not have insurance or cannot afford to pay your hospital bill, please call us at (844) 746-5501. We offer a variety of flexible repayment options — including no-interest payment arrangements and financial assistance — to those who qualify.

Huntington Hospital sends your bill.

Most of the time, we bill you after your insurance company pays its portion. The bill shows the amount that insurance paid and the amount you owe. If insurance payment is delayed because the insurance company needs information from you, you could get an early bill to alert you of this.

Once your insurance company has paid its portion, you will get a final bill for any amount you may owe. We do expect patients to arrange payment for their bills. This allows us to continue to serve the medical needs of our community.

Other bills you may receive

You may also receive a separate bill from your primary care physician, as well as from other hospital-based physicians who have provided care. This may include one or more of the providers listed opposite.

Should you receive a separate billing statement and have questions regarding these billings, we encourage you to contact the provider directly at the number listed. They will be able to explain all aspects of their billing methods and the nature of their contractual relations (if any) with your insurance carrier.

Other providers

Anesthesiology

ABC Billing
8905 SW Nimbus Ave., Ste. 300
Beaverton, OR 97008
(800) 275-2152

Emergency Physicians

HMH Emergency Medical Group
P.O. Box 60259
Los Angeles, CA 90060
(626) 821-5701

Hospitalists

Huntington Health Physicians
133 N. Altadena Drive, 2nd Floor
Pasadena, CA 91105
(626) 397-8335

Intensivists

Huntington Pulmonary Medical Group
39 Congress St.
Pasadena, CA 91105
(626) 486-0181

Lab/Pathology

Huntington Pathology Medical Group
P.O. Box 50050
Pasadena, CA 91115-0050
(626) 397-3448

OB Hospitalists

OBHG California PC
P.O. Box 6127
Greenville, SC 29606
(800) 967-2289

Pediatrics

Pediatrix Medical Group of California
P.O. Box 504464
St. Louis, MO 63150-4464
(866) 315-4058

Radiation Oncology

HMH Radiation Oncology Medical Group
P.O. Box 67808
Los Angeles, CA 90067
(310) 273-7365

Radiology

CA Med Business Serv
P.O. Box 60049
Arcadia, CA 91066-0049
(626) 821-1411



Preparing to leave

Things to know before you leave the hospital

We want to make sure you or your caregiver knows what to do when you leave the hospital. Your care team will talk with you about the plan for your care transition to meet your ongoing care needs. We want your healing process to go smoothly after you leave the hospital and continue your healing at home or at a facility.

When it's time for you to leave the hospital

Your physician will:

- Work with your care team to make arrangements for your medical needs.
- Authorize your discharge.

Your nurse will:

- Provide you with discharge instructions and review them with you before you leave the hospital.

Please ask questions.

Review the discharge checklist in your orange patient education folder and ask questions if the information is not clear. Make sure you understand:

- Your recommended activity level and any activities you should avoid.
- Any diet restrictions.
- Other precautions.
- Follow up appointments you have or need to schedule.

Understand your medicines.

Know which medications you should take after discharge. Be sure you understand:

- What the medication is for.
- When you should take each medication.
- How much you should take (the dosage).
- Any side effects to watch for.

Patient portal

The Huntington Hospital patient portal is a free online resource that provides real time access to your essential health information and medical records. You can easily download or print your information, and even securely share it with your doctor.

Our patients can get fast and easy access to view and share lab tests, immunization records, medication history, discharge instructions, and other educational and medical information.

Get more information about registering for the patient portal, our privacy policy, and portal technical support at huntingtonhealth.org/patientportal.

You may receive a prescription sheet with instructions or we may send an electronic prescription to your pharmacy. We recommend that the medications be picked up by your caregiver before or directly after leaving the hospital.

Do not resume medications you have at home without checking with your nurse or physician first.

Before you leave

Check the room and closet to make sure you have all of your belongings. Remember to ask your care team for any items of value that were deposited in the safe.

Medicare beneficiaries

If you are a Medicare beneficiary and are in the hospital as an inpatient (not Observation or extended recovery) patient, be sure you read “An Important Message from Medicare,” given to you by the hospital’s registration or case management staff. This document tells you whom to contact should you want to appeal your discharge. According to Medicare regulations, any appeal must be made after your doctor enters your discharge order, but before midnight of that same day.

Copies of medical records

During your medical stay

- Request a Medical Record Authorization Form from your caregiver. Once completed, the form will be forwarded by your caregiver to the medical records department for processing.
- A designated time will be arranged to view your records with an appropriate hospital staff member present, as required.

After your medical stay

- Please contact the medical records department at (626) 397-5054, Monday through Friday, 8 a.m. to 4:30 p.m., except holidays.
- An authorization form for medical records can be sent to you via fax, mail or email or instructions can be provided to you to submit a request in writing to:

Huntington Hospital
Medical Records
100 W. California Blvd.
Pasadena, CA 91105
(626) 397-5054

For medical records related to inpatient admissions since March 1, 2014, limited information, including laboratory results and discharge instructions, is also available through our online patient portal.

Please note that records related to inpatient admissions prior to this date must be retrieved from our medical records department.

Medication Therapy Management Clinic


Huntington Hospital's Medication Therapy Management Clinic provides coordinated care and drug-therapy management for patients with chronic medical conditions. The clinic is staffed by licensed pharmacists and technicians who work closely with physicians to ensure a patient's medication plan is safe, effective, and meets therapeutic goals.

Upon referral from their physicians, patients at their appointments are given education, monitored for side effects, and medications are adjusted if needed. The clinic helps manage medications such as anticoagulants (warfarin), insulin, and drugs used to treat heart failure, high blood pressure, and cholesterol. Eligible patients can also receive influenza and pneumococcal vaccines at the clinic.

The clinic also offers the Transitional Care Medication Assessment Program (TCMAP) which provides comprehensive medication review and education to patients after hospital discharge. Patients can be enrolled in the program by any health care provider. Patients can also self-enroll in TCMAP at any time for a one-on-one medication review with the pharmacist by calling the Medication Therapy Management Clinic at (626) 397-5559.




Huntington
Hospital

Blood Pressure
Screenings

Huntington
Hospital

Helpful resources for after you've left the hospital

Community health counseling and screenings

Our registered nurses provide free health services at various locations throughout our community:

- Personal health guidance and counseling.
- Hypertension (high blood pressure) screening.
- Diabetes (high blood sugar) risk assessment and screening.
- Medical and social services referrals.
- Health promotion literature and resources.

No appointment is necessary. Call (626) 397-3376 or visit huntingtonhealth.org/communityoutreach for the schedule.

If you are looking for urgent care

For non-emergency medical conditions that need immediate care.

Exer More Than Urgent Care is an alternative to the emergency department for conditions that are serious or urgent but not life-threatening. Patients receive comprehensive medical services, no appointment is needed, and the clinic is staffed by the same ER doctors who work at Huntington Hospital. huntingtonhealth.org/exer



Pasadena Exer Urgent Care
3160 East Del Mar Boulevard, Suite #110
Pasadena, CA 91107
Phone: (626) 270-2400

La Cañada Flintridge Exer Urgent Care
475 Foothill Blvd., Suite K
La Cañada Flintridge, CA 91011
Phone: (818) 528-6377

Huntington Senior Care Network

Huntington Senior Care Network (SCN) has helped older adults in the San Gabriel Valley and neighboring communities remain healthy, productive and independent since 1984. We educate on aging, link to in-home and community services, and increase the skills of caregivers, service providers and others.

Resource Center

If you're looking for a specific resource or just wondering where to begin, we can help answer questions such as:

- Are there services to help my elderly parent live more safely at home?
- Where can I get help with meals or transportation?
- Are there care facilities that help with everyday living activities?



Care coordination

These programs help older adults and people with disabilities live as safely and independently as possible. Our social worker and nurse care coordinators work with the individuals and family to identify needs, make a plan, and connect to services such as:

- Caregivers
- Meals
- Housecleaning
- Transportation

**Huntington
Senior Care
Network**

To learn more

Call (626) 397-3110 or (800) 664-4664,
or visit huntingtonhealth.org/SCN.

Grateful Hearts

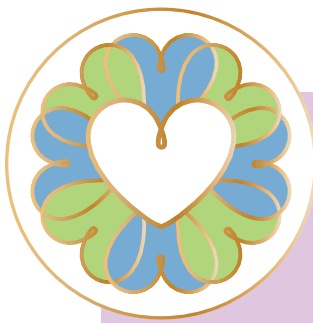
Gratitude through giving

Are you grateful to a Huntington Hospital nurse, physician, volunteer or staff member for excellent care? When your heart is filled with gratitude, you can show it by making a gift in honor of a Huntington Hospital team member who made a difference during your hospital stay.

When you acknowledge a special hospital team member, he/she will:

- Be notified of your appreciation.
- Receive a special Grateful Hearts badge pin as an extra token of your gratitude.

The amount of your gift will remain confidential.



Ways to make a gift of gratitude

- Ask the caregivers on your floor for a Grateful Hearts pamphlet.
- Visit giving.huntingtonhospital.com/caregiver.
- Contact Chelsie Breaux, development associate, at chelsie.breaux@huntingtonhealth.org or (626) 397-3241.
- Send a check to our office of philanthropy and communications.

If you are mailing a check:

- Please include as much information as you can about your Huntington Hospital team member (full name, department, etc.).
- Indicate Grateful Hearts and the person you wish to honor in the check memo line.
- Send to:
Huntington Hospital
Office of Philanthropy and Communications
100 West California Boulevard
Pasadena, CA 91105



Proposition 65

California's Proposition 65 requires that businesses must notify individuals if there is a possibility of exposure from chemicals known to the state to cause cancer, birth defects or reproductive toxicity. Although the products used in this facility meet rigorous standards of multiple regulatory health agencies, state law still requires notification to customers if there is a small possibility that there may be trace or residual amounts of substances on products.

WARNING

Some medical products used in this facility may contain Prop 65-listed chemicals. Examples include tubing products made with plasticizers that contain vinyl chloride, which is known to the State of California to cause cancer, and bisphenol A (BPA), which is known to the State of California to cause birth defects or other reproductive harm. For more information, go to www.P65Warnings.ca.gov.

TV channels

| | | | | | |
|-------------|----------------------------|--------------|------------------------------|-------------|-------------------------|
| 2-1 | KCBS | 18-8 | USTV | 45 | MTV |
| 2-3 | DABL | 18-9 | iCiTi | 46-1 | UNIMAS |
| 3 | TNT | 18-12 | IBC TV | 47 | MUSIC CHOICE MC60 |
| 4-1 | KNBC | 18-14 | CBN | 48 | MUSIC CHOICE MCSS |
| 4-2 | COZI-TV | 19 | FX | 49 | MUSIC CHOICE MCCM |
| 5-1 | KTLA | 20 | AMC | 50-1 | KIDS TV |
| 5-2 | ANTENNA | 21 | TCM | 51 | VICE HD |
| 5-3 | COURT-TV | 22-1 | KWHY | 52-1 | KVEA HD |
| 5-4 | TBD | 22-7 | ASIAN | 53 | LMN |
| 6 | TBS | 23 | PATIENT ED - DVD PLAYER | 54-1 | MeTV |
| 7-1 | KABC | 24 | HALLMARK CHANNEL | 55 | PBS 24 |
| 7-2 | LOCLish | 25 | HALLMARK MOVIES & MYSTERY | 56 | KDOC 56 |
| 7-3 | LAFF | 26 | HISTORY | 57 | GAME SHOW NET |
| 8 | USA | 27 | LIFETIME | 58-1 | KLCS HD |
| 9-1 | KCAL | 28-1 | KCET HD | 59 | PHOENIX TC 2104 |
| 9-2 | STADIUM | 28-2 | KCETLnk | 60 | PHOENIX INFO 2115 |
| 10 | PATIENT ED - DVD PLAYER | 29 | CMT | 61 | MANDARIN CCTV-4 2113 |
| 11-1 | KTTV-FOX | 30 | PATIENT ED - DVD PLAYER | 62 | AUDIENCE |
| 11-3 | LIGHT TV | 31 | TLC | 63 | REELZ |
| 11-4 | DECADES | 32 | HGTV | 64 | BET WEST |
| 12 | TV LAND | 33 | FOOD | 65 | CART |
| 13-1 | MyTV | 34-1 | KMEX DT | 66 | DISNEY WEST |
| 13-2 | BUZZR | 34-3 | BOUNCE | 67 | DISNEY JR |
| 13-3 | MOVIES | 35 | FOX SPORTS | 68 | NICKELODIAN WEST |
| 13-4 | HEROES | 36 | ESPN | 69 | BOOMERANG |
| 14 | NAT GEO | 37 | ESPN2 | 70 | TEEN NICK |
| 15 | DISC | 38 | ESPN NEWS | 71 | FREE FORM |
| 16 | ID CHAN | 39 | HNN | 72 | ION |
| 17 | TRAVEL CHANNEL | 40 | FOX NEWS | 73 | AXS TV HD |
| 18-1 | KSCI | 41 | CNN | 74 | KXLA 44 |
| 18-2 | SBS | 42 | BLOOM | 75 | ANIMAL PLANET |
| 18-3 | MBCD | 43 | MSNBC | 76 | A&E |
| 18-4 | CGNTV | 44 | VH1 | 77 | SPARE PATIENT ED |
| 18-5 | YTV | | | | |

A 619-bed community hospital that's nationally ranked for quality and safety, Huntington Hospital in Pasadena has provided compassionate care for 129 years.

Our 24/7 specialist coverage ensures a hospital-based physician (hospitalist) is always available at the hospital for patients who need general, obstetrical or critical care. And as a leader in nursing care, we are one of only 9 percent of hospitals nationwide to have achieved Magnet® designation, the gold standard in nursing.

Huntington Hospital is home to the largest emergency department and only level-II trauma center in the San Gabriel Valley — providing access to lifesaving emergency and trauma care 24/7.

Our Family Birth Center and level-III neonatal intensive care unit (NICU) give babies the safest start to life. Leading cancer care, cardiology services, orthopedic care and advanced robotic surgery — among many other healthcare services — are always available to you and your loved ones.

Visit huntingtonhealth.org/awards to learn more about our award-winning, world-class care.

Our vision

To be the leader in creating community well-being through world-class health care delivered with kindness and dignity.

Our mission

To provide excellent health care and compassionate service to each person by bringing together outstanding physicians, caring nurses, professional staff and advanced technologies.

Our values

Respect
Integrity
Stewardship
Excellence
Collaboration



— An Affiliate of —



100 West California Boulevard,
Pasadena, CA 91105
huntingtonhealth.org

To find a physician, call (800) 903-9233.