

What you need to know

Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA



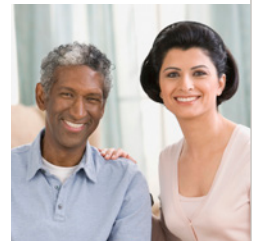


The mission of the Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA is to serve the healthcare needs of our community, our patients and their families through excellence in research, education and the provision of neuropsychiatric and behavioral health services.



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Welcome

Welcome to the Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA. We understand that entering the hospital can be a difficult and confusing experience for the patient and family. I want to take this opportunity to assure you that we are committed to treating you with compassion and respect.

Delivering the highest quality healthcare is a partnership that involves the patient, family and our dedicated team of physicians, nurses, healthcare professionals and support staff. Your treatment will be tailored to your individual needs, and we encourage you and your family to be active participants in the decisions regarding that care.

Resnick Neuropsychiatric Hospital at UCLA is widely considered to be the premier psychiatric hospital in the western United States. We are proud of that honor, and it is our goal to re-earn it with each new patient who enters our hospital.

This booklet is designed to introduce you to our staff and facility and to answer any questions you might have. We hope this information will help to explain what you can expect, ensure that your stay will be as comfortable as possible, and express our dedication to patient- and family-centered care.

Thank you for choosing the Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA. We look forward to partnering with you.

Sincerely,



Thomas B. Strouse, MD

Medical Director

Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA



Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA is comprised of spacious patient rooms clustered around specialized nursing units. Patients benefit from an abundance of natural light and a sense of plentiful space with views through large windows that overlook gardens, green spaces and gathering places.



About Us

The Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA is among the leading centers in the world for comprehensive patient care, research and education in the fields of mental health and developmental disabilities. It is the major psychiatry teaching facility of the David Geffen School of Medicine at UCLA and Ronald Reagan UCLA Medical Center, one of the nation's top-ranked medical centers.

Resnick Neuropsychiatric Hospital at UCLA consistently ranks among the top 10 in the country, according to *U.S. News & World Report's* survey of "America's Best Hospitals."

We encourage you to report any concerns regarding patient care or the patient-care environment to the staff with whom you are working or to the Office of the Patient Experience at (310) 267-9092. We are here to provide you with exceptional service. If you or your family have any questions or special needs, please do not hesitate to speak with your healthcare team.



During your stay

Your safety and security

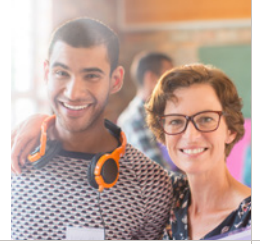
Our commitment to patient privacy

Information concerning your stay at Resnick Neuropsychiatric Hospital at UCLA is confidential. For this reason, members of the Resnick Neuropsychiatric Hospital at UCLA staff are prohibited by law from releasing patient information to family or others without the explicit authorization of the patient. There are some exceptions to this rule, which your doctor can explain to you.

Entrances

The entrance to Resnick Neuropsychiatric Hospital at UCLA is open 24 hours a day. The front entrance of Ronald Reagan UCLA Medical Center on Westwood Plaza is also open around the clock and can be used to access our hospital.





Security

Entry doors to Resnick Neuropsychiatric Hospital at UCLA inpatient units are locked to provide security for our patients. To maintain confidentiality, nursing personnel control access to units. Only authorized staff and visitors are allowed on the inpatient units. Security cameras are used to monitor entrances and public hallways.

Know your hospital staff

The Resnick Neuropsychiatric Hospital at UCLA staff includes specialists in psychiatry, neurology, medicine and pediatrics, as well as members from the professional disciplines of nursing, pharmacology, psychology, occupational therapy, recreation therapy, speech pathology, social work, dietary and special education. Resident physicians, fellows and other postgraduate trainees assist the professional faculty.

Every patient is under the direct care of an attending clinician and a team of professional colleagues. Patients and their designated family members participate actively in their plan for treatment, during hospitalization and after discharge, and special procedures and personnel are employed to ensure the most effective involvement of families in the care of patients.

My treatment team:

During your stay

Your comfort

Personal medication

If you bring medications with you when entering the hospital, they must be given to the nursing staff. After your doctor has seen them, they will be deposited in the pharmacy for safekeeping or given to a responsible family member to take home. If your doctor prescribes medications, our nursing staff will administer them. Medications other than those prescribed are not allowed on the unit. This includes over-the-counter non-prescription medications. Similarly, alcohol and illegal or “street” drugs are not allowed in the hospital.

Electronic devices

To maintain patient confidentiality and ensure privacy, cameras, tape recorders, cell phones, iPods or laptop computers — any electronic item with photo, video, audio recording or Internet-access capability — are not allowed on inpatient units or in program areas.

Smoke-free environment

For everyone’s health, safety and comfort, UCLA has implemented a smoke-free environment throughout the indoor and outdoor areas of our hospitals and health-sciences campus in Westwood (bounded by Gayley and Tiverton Avenues and Le Conte to Charles E. Young Drive South).





Mail and phone calls

A pay telephone is available on the unit. You may give this number to anyone who wishes to contact you during your stay. Please use the pay phone for your personal calls. If you do not have funds to make outgoing phone calls, the unit wireless phone will be made available to you.

You may receive mail and telephone messages on your unit. Mail is picked up and delivered on the unit Monday through Friday. If you want to mail a letter and you are unable to leave the unit, staff will arrange to obtain stamps and mail your letters. The mailing address for Resnick Neuropsychiatric Hospital at UCLA is 150 UCLA Medical Plaza, Los Angeles, CA 90095.

Small purchases

You are able to make small purchases while on the inpatient unit. Individual arrangements can be made with your nursing staff to either visit the Gift Shop or have a member of the staff make the purchase for you.

During your stay

Resources

Information desk

Two information desks are available in the hospital's main lobby on Level 1.

Interpreter Services (310) 267-8001

The UCLA Health Interpreter/Translation program is available to all UCLA Health inpatients, outpatients and their relatives. Every attempt is made to provide services in any language either by an in-person interpreter or by telephone.

For the hearing impaired (310) 825-8611

A telecommunications device is available for the hearing impaired. Arrangements also can be made to have a sign-language interpreter assist a hearing-impaired patient.

People-Animal Connection Program (310) 267-8184

People-Animal Connection (PAC) is a volunteer group that provides animal-assisted therapy and companionship to aid in the comfort and healing of UCLA Health patients. The PAC program includes more than 40 human/canine teams. Each dog and its owner undergo a comprehensive evaluation and rigorous training before being accepted into the innovative program. Evidence shows that PAC visits help lower blood pressure and improve the mental well-being of the patient.





Spiritual Care (310) 825-7484

An interfaith chapel/meditation room, located on Level 1, is open 24 hours a day. Priests, rabbis and ministers of various denominations are available to offer spiritual care. To contact a hospital chaplain, please ask your nurse, or call the Spiritual Care Office.

Nathanson Family Resource Center (310) 794-9584

The mission of the Nathanson Family Resource Center is to provide a comfortable and welcoming environment for families who are dealing with significant mental illness. The resource center is located in Room B8-248 on the B level of the Semel Institute building.

Families with children in the Neuropsychiatric Hospital at UCLA or day programs can come relax, access online materials in the computer lounge, and engage in self-guided learning in the resource library.

The center is open Monday through Thursday, from 10 am to 4 pm, and Friday, 8 am to 3 pm.

Phone: (310) 794-9584

E-mail: NFRC@mednet.ucla.edu

Website: nfrc.ucla.edu

During your stay

Eating facilities for family and visitors

The Dining Commons is located on Level 1 of Ronald Reagan UCLA Medical Center and includes an outdoor patio. The Dining Commons is open Monday through Friday, 6:30 am to 10 pm, and on weekends and holidays from 7:30 am to 8 pm.

Subway is located on Level B, at the bottom of the lobby staircase of the Ronald Reagan UCLA Medical Center, and is open 24 hours. Vending machines are located on Level B near the Café.

The Plaza Deli and Grill is located adjacent to 100 UCLA Medical Plaza. Other dining options are available in Westwood Village and throughout the UCLA campus.





Gift Shop (310) 267-9522

Operated by the UCLA Health Auxiliary, the Gift Shop offers flowers, plants, greeting cards, candy, gifts and UCLA signature items.

The Gift Shop is located on Level 1 and is open Monday through Friday, 9 am to 7:30 pm, and on Saturday from 11 am to 5 pm.

Automated Teller Machines (ATMs)

A Wells Fargo ATM is located on Level 1 next to the Gift Shop.

Campus escort service (310) 794-9255

For your safety and security, escort services are available for evening appointments and after-hours assistance. Contact the service from any campus phone by dialing 4-WALK (4-9255). Your escort will arrive in 10 to 15 minutes. Wheelchairs also are available upon request.

Cashier's Office (310) 267-6400

The Cashier's Office is located adjacent to the Gift Shop on Level 1. The office hours are Monday through Friday, 8 am to 5 pm.

Preparing to go home

Discharge instructions

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

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





Discharge prescriptions for medications

Pharmacy (310) 206-3784

You have the option of either filling the prescriptions at the UCLA Outpatient Pharmacy or at a pharmacy of your choice. If you choose to have your prescriptions filled at the UCLA Outpatient Pharmacy, you may ask your nurse to fax the prescription(s) in advance. Your prescription(s) can be picked up during regular business hours from the Outpatient Pharmacy before or as you leave the hospital. At the time of pick-up, the pharmacist will review the medications with you or your designee and answer any relevant questions.

- **Pharmacy Hours:**

- 8 am to 7 pm Monday to Friday

- 8 am to 1 pm, and 2 pm to 5 pm weekends and holidays

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

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

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

Patient rights and responsibilities

Patient rights

Every person admitted, whether voluntarily or involuntarily, as a psychiatric patient to the Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA has the rights to:

- Wear one's own clothes
- Keep and use one's own personal possessions, including toilet articles
- Keep and be allowed to spend a reasonable sum of one's own money for canteen expenses and small purchases
- Have access to individual storage space for one's private use
- See visitors each day
- Have reasonable access to telephones, both to make and receive confidential calls
- Have ready access to letter-writing materials, including stamps
- Mail and receive unopened correspondence
- Request or refuse treatment
- Refuse psychosurgery
- Be free from seclusion or restraints, unless clinically necessary
- See and receive the services of a Patient Advocate who has no direct or indirect clinical or administrative responsibility for you
- Formulate advanced directives (adults and emancipated minors)
- Have personal privacy respected
- Help with becoming more independent and meeting his/her individual needs
- Other rights, as specified by statutory, constitutional or regulatory law/authority

The rights specified above may not be waived by a parent, guardian or conservator. The Patients' Rights and a copy of the complaint procedure will be posted in English and Spanish in a location that is readily accessible



to you within the psychiatric units. All inpatient units shall have a notice available advising hearing-impaired patients on how to contact the Patients' Rights office.

You are entitled to appropriate information regarding all aspects of your care, including, but not limited to:

- The names and professions of your healthcare providers
- Your diagnosis and/or reasons for being cared for by the Resnick Neuropsychiatric Hospital at UCLA staff
- The risks and benefits of treatment and of alternatives, including non-treatment
- Financial aspects of your treatment
- Access to your medical record, per hospital procedure, within a reasonable time frame

In addition, we at Resnick Neuropsychiatric Hospital at UCLA pledge to:

- Involve you, and, if you wish, a representative of your choice, in appropriate decisions regarding your care
- Protect your privacy and confidentiality, within the limits of the law, and protect your right to receive care in a safe setting, one free from all forms of abuse and harassment in the hospital
- Encourage you to name another person who can assist you in making your healthcare decisions and, in accordance with the Patient Self-Determination Act, suggest that you consider whether an advance directive is appropriate for you
- Support your right to promptly notify a family member or other representative of your choice and/or your own physician of your admission to the hospital

Patient rights and responsibilities

Patient responsibilities

You have the responsibility to:

- Let your physician or nurse know if you speak, read or understand a language other than English so that arrangements can be made to provide an interpreter for you
- Follow UCLA Health rules and regulations that affect patient care and conduct, including limiting visitors; following smoking regulations; and using the telephone, television and lights courteously so that others are not disturbed
- Be considerate of UCLA Health facilities and equipment, using them in a non-destructive manner
- Respect the rights and property of other patients and UCLA Health personnel
- Report to the physician and other healthcare professionals accurate and complete information about present complaints, past illnesses, hospitalizations, medications, unexpected changes in condition and other matters related to your health
- Provide a copy of your advance directive, if applicable, to be filed in your medical record
- Provide feedback about your service needs and expectations
- Ask your healthcare providers for information related to your care, and ask questions when you don't understand what you have been told about your care or what you are expected to do
- Follow the care, service or treatment plan developed by your healthcare provider, as well as the instructions of all health-team members as they carry out the coordinated plan of care
- Express any concerns about your ability to follow and/or comply with the proposed plan of care or course of treatment (every effort will be made to adapt the plan to your specific needs and limitations; if such adaptations are not recommended, you and your family are responsible for



understanding the consequences of the treatment alternative and for not following the proposed treatment plan)

- Accept the consequences of your decisions and actions if you choose to refuse treatment or not to comply with the care, treatment and/or service plan given to you by your healthcare provider
- Understand how to continue care after leaving Resnick Neuropsychiatric Hospital at UCLA, including when and where to get further treatment, and what you need to do at home to help with your treatment
- Keep appointments (if you need to cancel an appointment, you should do so at least 24 hours before the appointment time)
- Pay bills promptly to ensure that your financial obligations for healthcare are fulfilled (late payments increase overall charges; you are responsible for working with the account representative to make payment arrangements and provide the information necessary to determine how the hospital bill will be paid)

If you need additional information or explanations about your hospitalization coverage or charges while you are hospitalized, call your Admissions representative at (310) 267-8008. After you are discharged, your account will be sent to Patient Billing Services; all-post-discharge inquiries will be handled by that office. The number for Patient Billing Services is (310) 825-8841.

Resnick Neuropsychiatric Hospital at UCLA has responsibilities to you — the patient — and to your family. All members of Resnick Neuropsychiatric Hospital at UCLA clinical and administrative staff are responsible for recognizing your rights and for ensuring your awareness of them.

All members of the Resnick Neuropsychiatric Hospital at UCLA clinical and administrative staff are also responsible for complying with the laws of the California Department of Public Health and the standards of the Joint Commission. These laws and standards are in place to ensure your safety and our high standards for your care.

Patient rights and responsibilities

Patient complaints and grievances

The Stewart and Lynda Resnick Neuropsychiatric Hospital faculty, staff and trainees are committed to providing the highest-quality healthcare available. We want you to be satisfied with the services we provide. If you have a concern or complaint about your care, please direct your comments first to your nurse or doctor.

If you are not satisfied with the response you receive, contact the Office of the Patient Experience at Resnick Neuropsychiatric Hospital at UCLA for assistance. The Resnick Office of the Patient Experience can be reached by dialing (310) 267-9092 or 79092 from a hospital phone. The Resnick Office of the Patient Experience is available Monday through Friday, 7:30 am to 4 pm, and can assist in directing, handling and resolving patient complaints and grievances. Grievances may include, but are not limited to, abuse of rights, harassment, discrimination, premature discharge or quality of clinical patient care. If you wish to put your grievance in writing, you may write to: The Office of the Patient Experience, at Resnick Neuropsychiatric Hospital at UCLA, 150 UCLA Medical Plaza, Room 4230C, Mail Code 746330, Los Angeles, CA 90095. There is a Resnick Neuropsychiatric Hospital at UCLA Grievance Form for this purpose, which will be provided to you upon request. The Resnick Office of the Patient Experience will review your concerns and respond upon conclusion of its review.

If your complaint is specifically related to patient rights and, after talking to our staff, you wish to speak to someone from outside of Resnick Neuropsychiatric Hospital at UCLA, you may call a Patients' Rights advocate at (213) 738-4888. Please refer to the "Patient's Rights Handbook" you were given on admission. The nursing staff has extra copies of the handbook if you have misplaced yours.



Ethical issues

The Ethics Committee of Resnick Neuropsychiatric Hospital at UCLA strives to maintain your dignity and well-being, including respecting your cultural and religious values, safeguarding your rights as a patient and actively promoting your informed involvement in your care. We are committed to a community of safety and mutual respect among patients, their families and staff members of Resnick Neuropsychiatric Hospital at UCLA. If you have concerns regarding ethical issues involved in your care, please inform the Office of the Patient Experience at Resnick Neuropsychiatric Hospital at UCLA at (310) 267-9092.

Advance directives

An advance directive is a written instruction that relates to the provision of healthcare when the individual is unable to make his/her own healthcare decisions. Resnick Neuropsychiatric Hospital at UCLA supports a patient's right to participate in healthcare decision-making. This decision-making includes the right to accept or refuse medical treatment (even if the treatment is life-sustaining), advance directives and surrogate decision-making. This hospital complies with California laws and court decisions relating to advance directives.

This hospital does not condition the provision of care or otherwise discriminate against anyone based on whether or not he/she has executed an advance directive. It is your responsibility to provide a valid copy of your advance directive, including psychiatric advance directives, to this hospital if you have one, so that it can be kept with your medical record. If you do not have an advance directive, the Resnick Neuropsychiatric Hospital at UCLA Admissions or your nurse can provide a booklet of instructions. We have formal policies to ensure that your wishes about treatment will be followed. If you have any questions, please talk to your physician or nurse.

Patient rights and responsibilities

Nondiscrimination statement

In accordance with federal and state laws and/or university policy, the University of California does not discriminate in any of its policies, procedures or practices on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, age, status as a veteran or handicap. Questions regarding the university's equal-opportunity policies may be directed to Campus Counsel, 3149 Murphy Hall, Los Angeles, California 90024.



Directions

From the 405 (San Diego) Freeway

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



Parking

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

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

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



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

— I.M. Pei, architect

Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA
150 UCLA Medical Plaza, Los Angeles, California 90095

Main Operator – Hospital Information (310) 825-9111
Emergency Department (310) 825-2111
Office of the Patient Experience (310) 267-9092

uclahealth.org/resnick

