

Family support and hospitality services

UCLA Medical Center, Santa Monica



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UCLA Health has provided this booklet for your convenience but does not endorse any specific business or service listed.

*Businesses listed are subject to change.

Welcome

Dear Visitors and Guests,

Welcome to UCLA Medical Center, Santa Monica. We recognize that having a loved one in the hospital can be a difficult time for you, and we want to help support you while you support your loved one. While our medical staff is working diligently to improve the health of your loved one, members of Volunteers Services are available to help you with any of your non-medical needs.

This pamphlet includes information about resources that can be found in our hospital and surrounding neighborhood. If you have any other questions or concerns, our ambassadors are here to help. Come see us in the lobby at the Ambassadors Desk from 9 am to 4 pm, Monday through Friday, or give us a call at 424-259-8180. It will be our pleasure to assist you.

Sincerely,

UCLA Health Volunteer Services



UCLA Health resources

Accommodations



The Tiverton

The Tiverton, a UCLA Health guest hotel, is designed to meet the needs of patients and families. The Tiverton offers comfortable accommodations, complimentary continental breakfast, laundry facilities, an exercise room, a children's playroom, a community kitchen and more. It is located near Ronald Reagan UCLA Medical Center in Westwood.

900 Tiverton Ave., Los Angeles, CA 90024

310-794-0151

Email: tivertonhouse@mednet.ucla.edu

Website: uclahealth.org/tiverton



UCLA Guest House

UCLA Guest House is a 61-room hotel located on the UCLA campus, offering rooms with one queen bed or one queen and one twin bed. All rooms have a private bathroom. Rooms with kitchenettes and rooms designed for guests with disabilities are also available.

330 East Charles Young Dr., Los Angeles, CA 90095

310-825-2923

Email: guesthouse@ha.ucla.edu

Website: guesthouse.ucla.edu



UCLA Meyer & Renee Luskin Conference Center

The guest rooms at the UCLA Luskin Center were designed with every comfort and convenience in mind. Located within a short walking of the Ronald Reagan UCLA Medical Center, the hotel offers 254 spacious rooms with state of the art amenities and restaurants on site.

425 Westwood Plaza, Los Angeles, CA 90095

310-206-7122

Email: LCC@ha.ucla.edu

Website: luskinconferencecenter.ucla.edu

For more information, please visit: uclahealth.org/lodging

UCLA Health resources

ATMs and postal services



ATMs

For your convenience, ATMs are located near the Emergency Room waiting area and by the cafeteria on the ground level of UCLA Medical Center, Santa Monica.

Mail box

A mailbox is located outside of UCLA Medical Center, Santa Monica at the northeast corner of 16th Street and Arizona Ave.

Billing information



Physician services

For any questions or issues with your physician services statement, please call the number on the statement or customer service:

Phone: 310-301-8860

Fax: 310-301-8878

Hospital services

For any questions or issues with your hospital statement, please call the number on the statement or customer service:

- Ronald Reagan UCLA Medical Center: 310-825-8021
- UCLA Medical Center, Santa Monica: 310-825-8325
- Resnick Neuropsychiatric Hospital at UCLA: 310-825-8841
- UCLA Mattel Children's Hospital: 310-825-8021

Customer service phone hours are 7:30 am to 4 pm.

You can view and pay your UCLA Health bills online

We are constantly working to improve your experience with us. Please visit our convenient, secure online bill payment website at my.uclahealth.org to view and pay your bills.

UCLA Health resources

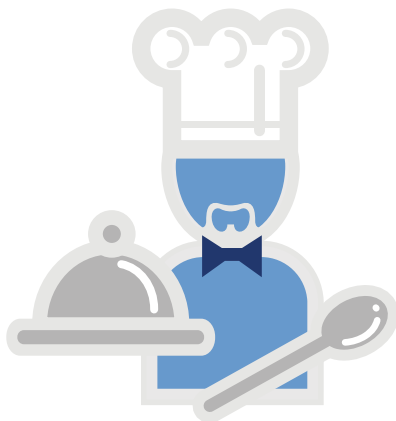
Cashier's Office (level 1)



Cashier's Office at UCLA Medical Center, Santa Monica

The Cashier's Office is located on level A of the Merle Norman Pavilion. Cash, personal checks, traveler's checks and most major credit cards are accepted for payment of hospital charges and other services. The office hours are from 8 am to 5 pm, Monday through Friday, and the phone number is 424-259-8340.

Dining



Signature dining 424-259-6600

UCLA is proud to offer healthy, gourmet meals. Patients may order room service any time between 7 am to 7 pm. Food for visitors may be purchased for an additional charge. Dietitians work closely with our doctors and nurses to ensure that our patients' nutritional needs are met during the day. They can provide you and your family with information on special diets and discuss any nutritional concerns.

Food and beverages

Café Santa Monica offers a diverse selection of meals in an inviting indoor or outdoor setting. Café Santa Monica is located on the ground floor of the North Wing and is open from 6:30 am to 2 am on weekdays and from 6:30 am to 8 pm on weekends and holidays.

Vending machines are located on the ground level near Café Santa Monica.

UCLA Health resources

Florist and gift shop



Gift shop 424-259-9922

Operated by the UCLA Health Auxiliary, the gift shop offers flowers and plants, greeting cards, candy, gifts, toys, games, sundries, magazines and UCLA signature items. Gift delivery to patient rooms is complimentary. The gift shop is located on the ground level and is open Monday through Friday from 10 am to 6 pm and is closed on weekends.

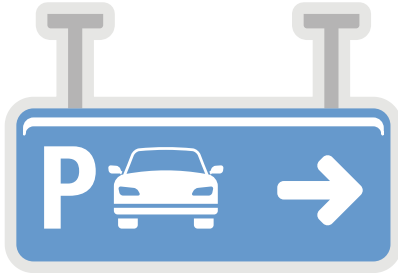
Internet access



Wireless high-speed internet

Convenient wireless high-speed internet is available through MedGuest to patients and family members throughout the medical center. Patients and family need to provide their own laptops.

Parking



Parking

Valet parking is available for patients and visitors to UCLA Medical Center, Santa Monica 24 hours on weekdays, at the main entrance to the hospital on 16th Street. Privately owned and operated parking structures are available on 15th and 16th Streets with rates posted. For more information on parking options at the Santa Monica campus, ask your nurse or call Parking Services at 424-259-9100.

Short-term parking daily single entry

The daily parking fee is flat rate of \$12. Daily single entry with disabled person's placard is \$7.

Long-term parking

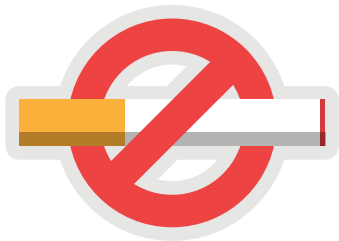
24-hour parking with in/out privileges is available for \$20. With disabled person's parking placard, the cost is \$8. Please show disabled person's placard to valet attendant.

Extended parking

Should you or your visitors require parking over an extended period of time, you may want to consider purchasing a consecutive-day discounted parking permit. For information regarding long-term discounted parking permits, please contact the Office of the Patient Experience at 424-259-9120.

UCLA Health resources

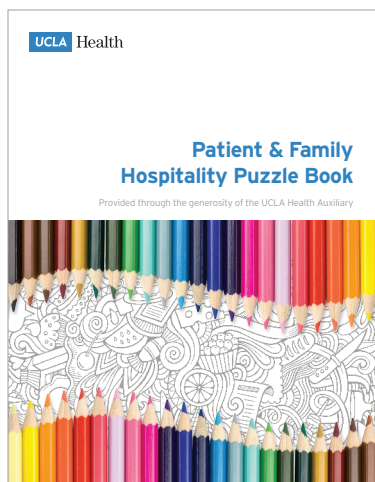
Smoke- and tobacco-free campus



Smoke- and tobacco-free environments

All properties, grounds and parking structures on the UCLA campus are smoke- and tobacco-free environments.

Support and healing services



Activities and reading material

The UCLA Health Volunteer Services Creative Arts Program aims to provide positive well-being, relaxation and enjoyment to enhance the patient experience and promote healing. The program offers art supplies, puzzle books, mandalas, recordable books, journals, decks of cards and other items to patients and their families.

Clinical social work 424-259-4640

Clinical social workers can assist patients and family members with any personal, emotional and/or family problems and difficulties due to illness or injury. Individual, family and group support for sudden illness, separation from home and job, bereavement, substance abuse, domestic violence and other issues can be arranged, as well as referrals to community resources.

Chase Child Life Program 424-259-8219

Child Life services are available to provide counseling and emotional support for chronically and acutely ill children and their families. Through play, education and other therapeutic interventions, children and their families have the opportunity to develop positive coping skills, increase understanding, optimize developmental potential and express concerns. Child Life specialists provide individualized and group therapeutic interventions at the bedside or pediatric areas on a regular basis.

UCLA Health resources

Support and healing services continued



Harman Garden Plaza

Harman Garden Plaza, located on Wilshire Blvd., between 15th and 16th Streets, offers a tranquil outdoor retreat for patients and their families.

Interpreter services 424-259-9130

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 the patient's native language, either by an in-person interpreter or by telephone. Written translations of certain medical documents, correspondence and patient-education materials are available. However, in-house translation services are limited and some requests will be referred to outside agencies and independent translators.



Massage therapy 310-206-3055

Massage therapy for relaxation and stress reduction is available for patients and families by UCLA therapists. Ask your nurse for more information.

Music at the bedside program

Volunteer musicians are available to play a variety of soothing music at your bedside. Please call UCLA Health Volunteer Services at 424-259-8180 to request a musician.



People-Animal Connection (PAC) program 310-267-8184

PAC is a UCLA Health volunteer group that provides animal-assisted therapy and companionship to aid in the comfort and healing of critically ill patients and their families at UCLA. Evidence shows that PAC visits help lower patients' blood pressure, speed the healing process, improve results of physical therapy and improve mental well-being. Patients must receive medical clearance for a pet visitation.

Support groups

UCLA offers support groups and educational programs. Please ask your nurse or physician about any programs that may benefit you or your family.

UCLA Health resources

Visitor and family access



Visitor and family access

The well-being of patients is the most important consideration when making decisions regarding visitors and visiting hours.

- Our patients, if able, determine who visits them and when. If the patient wishes, visitors and families are welcome 24 hours a day. This may be modified at times by the nursing staff based on patient need.
- An adult must accompany children. Child Life specialists are available to help prepare children for visits with hospitalized parents or immediate family members.
- Please do not visit if you are ill with an infectious disease such as a cold or flu.
- Visiting hours at Resnick Neuropsychiatric Hospital at UCLA are determined according to program needs.

Worship and spiritual services



Spiritual care

A chaplain is available 24 hours a day for hospital patients. You may call directly at 424-259-8170, Monday through Friday from 8 am to 5 pm. For weekday evenings or weekends, please call the hospital operator at 424-259-6000 and they will page the on-call chaplain for you.

Meditation room/chapel

An interfaith meditation/chapel room is available for private prayer and meditation 24 hours a day. It is located on the ground level in room G300A past our Central Wing elevators.

In the neighborhood

Accommodations and transportation



Accommodations

The Ambrose

1255 20th St.
Santa Monica, CA 90404
310-315-1555

Comfort Inn Santa Monica

2815 Santa Monica Blvd.
Santa Monica, CA 90404
310-828-5517

Days Inn by Wyndham Santa Monica

3007 Santa Monica Blvd.
Santa Monica, CA 90404
310-829-6333

DoubleTree Suites by Hilton Hotel Santa Monica

1707 4th St.
Santa Monica, CA 90401
310-395-3332

Transportation

Big Blue Bus

310-451-5444

Budget Car Rental

1027 Broadway
Santa Monica, CA 90401
310-393-9194

Enterprise Car Rental

1702 Santa Monica Blvd.
Santa Monica, CA 90404
310-315-1997

Gateway Hotel

1920 Santa Monica Blvd.
Santa Monica, CA 90404
310-829-9100

Le Meridien Delfina Santa Monica

530 Pico Blvd.
Santa Monica 90405
310-399-9344

Loews Santa Monica Beach Hotel

1700 Ocean Ave.
Santa Monica, CA 90401
310-458-6700

Travelodge by Wyndham Santa Monica

3102 Pico Blvd.
Santa Monica, CA 90405
310-450-5766

Hertz Car Rental

1426 Santa Monica Blvd.
Santa Monica, CA 90404
310-394-2449

Taxi! Taxi! †

310-444-4444
Website: santamonicataxi.com

LA Yellow Cab †

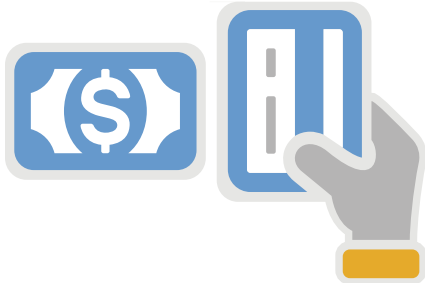
424-222-2222
Website: layellowcab.com

† Wheelchair vans available, call for availability; credit cards accepted.



In the neighborhood

Banks and ATMs



Bank of America

1430 Wilshire Blvd.
Santa Monica, CA 90403
310-434-2260

Chase

631 Wilshire Blvd.
Santa Monica, CA 90401
310-309-3152

Union Bank

2001 Wilshire Blvd.
Santa Monica, CA 90403
310-453-4511

US Bank

2232 Santa Monica Blvd.
Santa Monica, CA 90404
310-264-4753

Wells Fargo

2444 Wilshire Blvd.
Santa Monica, CA 90403
310-449-0152

Additional Wells Fargo ATM at
1311 Wilshire Blvd, Santa
Monica, CA 90403

Florist and gift shops



Ann's Flowers

1915 Wilshire Blvd.
Santa Monica, CA 90403
310-829-7774

Farrah's Florist

2006 Wilshire Blvd.
Santa Monica, CA 90403
310-449-0104

Santa Monica Florist

1432 Santa Monica Blvd.
Santa Monica, CA 90404
310-829-4343

In the neighborhood

Notary, postal and mailing services



Santa Monica Notary & Live Scan

1424 4th Street
Santa Monica, CA 90401
310-393-5390

Santa Monica Traveling Notary

2425 Olympic Blvd., #4000
Santa Monica, CA 90404
310-876-2896- 2425



Santa Monica Mobile Notary

1217 Wilshire Blvd.
Santa Monica, CA 90403
760-902-1057



Post Tel Business Center

2118 Wilshire Blvd.
Santa Monica, CA 90403
310-828-8645

UPS (Postal & Notary)

2708 Wilshire Blvd.
Santa Monica, CA 90403
310-828-4900

FedEx

925 Wilshire Blvd.
Santa Monica, CA 90401
310-394-2947

United States Postal Service

1217 Wilshire Blvd.
Santa Monica, CA 90403
800-275-8777

In the neighborhood

Grocery stores



Co-Opportunity

1525 Broadway
Santa Monica, CA 90404
310-451-8902

Erewhon Market

2800 Wilshire Blvd.
Santa Monica, CA 90403
424-433-8111

Pavilions

820 Montana Ave.
Santa Monica, CA 90403
310-395-1682

Ralphs Supermarket†

1644 Cloverfield Blvd.
Santa Monica, CA 90404
310-582-3900

Vons Supermarket

1311 Wilshire Blvd.
Santa Monica, CA 90403
310-394-1414

Whole Foods

2201 Wilshire Blvd.
Santa Monica, CA 90403
310-315-0662

Pharmacies (outside the hospital)



CVS†

2505 Santa Monica Blvd.
Santa Monica 90404
310-828-6456
Call for pharmacy hours.

Rite-Aid†

1808 Wilshire Blvd.
Santa Monica 90403
310-829-3951
Call for pharmacy hours.

Walgreens

1932 Wilshire Blvd.
Santa Monica 90403
310-829-9264
Call for pharmacy hours.

† Open 24 hours.

In the neighborhood

Restaurants and coffee



18th Street Coffee House

1725 Broadway
Santa Monica, CA 90404
310-264-0662

Bagel Nosh Deli

1629 Wilshire Blvd.
Santa Monica, CA 90403
310-451-8771

Café Zella

1531 Wilshire Blvd.
Santa Monica, CA 90403
310-260-9479

Chandi Indian

1909 Wilshire Blvd.
Santa Monica, CA 90403
310-828-7060

Chipotle

2025 Wilshire Blvd.
Santa Monica, CA 90403
310-453-0057

Chomp Eatery & Juice Station

1612 Santa Monica Blvd.
Santa Monica, CA 90404
424-238-3398

Coffee Bean & Tea Leaf

829 Wilshire Blvd.
Santa Monica, CA 90401
310-576-0560

Dunkin' Donuts

1132 Wilshire Blvd.
Santa Monica, CA 90401
310-576-9200

El Cholo

1025 Wilshire Blvd.
Santa Monica, CA 90401
310-899-1106

Fromins Restaurant

1832 Wilshire Blvd.
Santa Monica, CA 90403
310-829-5443

Fuddruckers

2002 Wilshire Blvd.
Santa Monica, CA 90403
310-453-8767

Huckleberry Café

1014 Wilshire Blvd.
Santa Monica, CA 90401
310-451-2311

Izzys Deli

1433 Wilshire Blvd.
Santa Monica, CA 90403
310-394-1131

Krispy Kreme

1231 Wilshire Blvd.
Santa Monica, CA 90403
310-393-8319

In the neighborhood

Restaurants and coffee continued



La Monarca Bakery

1300 Wilshire Blvd.
Santa Monica, CA 90403
310-451-1114

Noma Sushi Restaurant

2031 Wilshire Blvd.
Santa Monica, CA 90403
310-453-4848

Posh Café

1620 Wilshire Blvd.
Santa Monica, CA 90403
310-310-8209

Santa Monica Pizza Kitchen

1318 Wilshire Blvd.
Santa Monica, CA 90403
310-393-4554

Starbucks

1311 Wilshire Blvd.
Santa Monica, CA 90403
310-394-1414

Subway

1221 Wilshire Blvd.
Santa Monica, CA 90403
310-260-9773

Sunshine Café

2021 Santa Monica Blvd., # 103E
Santa Monica, CA 90404
310-449-7777

Taco Bell

1624 Santa Monica Blvd.
Santa Monica, CA 90404
310-453-3308

Thai Dishes

1910 Wilshire Blvd.
Santa Monica, CA 90403
310-828-5634

Truxtons American Bistro

1329 Santa Monica Blvd.
Santa Monica, CA 90404
310-393-8789

Veggie Grill

2025 Wilshire Blvd.
Santa Monica, CA 90403
310-829-1155

Restaurant delivery is also available through mobile apps such as Grubhub, Postmates and UberEats, as well as online through [grubhub.com](https://www.grubhub.com), [postmates.com](https://www.postmates.com) and [ubereats.com](https://www.ubereats.com). Visit their websites for restaurant listings and more information.

In the neighborhood

Malls and shopping centers



Downtown Santa Monica and Third Street Promenade

1351 Third Street Promenade #201
Santa Monica, CA 90401
310-393-8355
downtownsm.com

Main Street

2518 Main St.
Santa Monica, CA 90405
310-899-9555
MainStreetSM.com

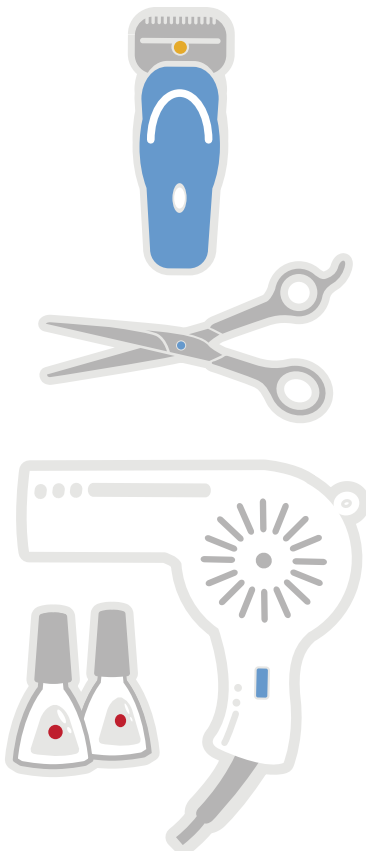
Montana Avenue

709 Montana Ave.
Santa Monica, CA 90403
310-917-4474
montanaave.com

Santa Monica Place

395 Santa Monica Place
Santa Monica, CA 90401
310-260-8333
santamonikaplace.com

Beauty salons and barbershops



Coloration Bar

1326 Wilshire Blvd.
Santa Monica, CA 90403
310-395-2569

Moradi Studio

1625 Wilshire Blvd.
Santa Monica, CA 90403
310-453-8084

Salon Nesou

1914 Wilshire Blvd.
Santa Monica, CA 90403
310-453-5497

Nail Shops and Spas

Azure Nail Spa

2106 Wilshire Blvd.
Santa Monica, CA 90403
310-829-5944

Lynn Nails & Spa

1527 Wilshire Blvd.
Santa Monica, CA 90403
310-393-8884

Primp and Tonic Hair & Nails

1830 Broadway Ave.
Santa Monica, CA 90404
424-744-8513

In the neighborhood

Religious and spiritual services



Chabad of Santa Monica

1130 Wilshire Blvd.
Santa Monica, CA 90401
310-576-1936

Chabad of Santa Monica

1428 17th St.
Santa Monica, CA 90404
310-829-5620

First United Methodist Church of Santa Monica

1008 11th St.
Santa Monica, CA 90403
310-393-8258

Saint Anne Catholic Church and Shrine

2011 Colorado Ave.
Santa Monica, CA 90404
310-829-4411

Saint Augustine by-the-Sea Episcopal Church

12274th St.
Santa Monica, CA 90404
310-395-0977

Santa Monica Seventh-Day Adventist Church

1254 19th St.
Santa Monica, CA 90404
310-829-1945

Soka Gakkai International-USA Visitor Center

606 Wilshire Blvd.
Santa Monica, CA 90401
310-260-8900

St. Monica Catholic Church

725 California Ave.
Santa Monica, CA 90403
310-566-1500

The Santa Monica Synagogue

1448 18th St.
Santa Monica, CA 90404
310-453-4276

Unitarian Universalist Community Church – Welcoming Congregation

1260 18th St.
Santa Monica, CA 90404
310-829-5436

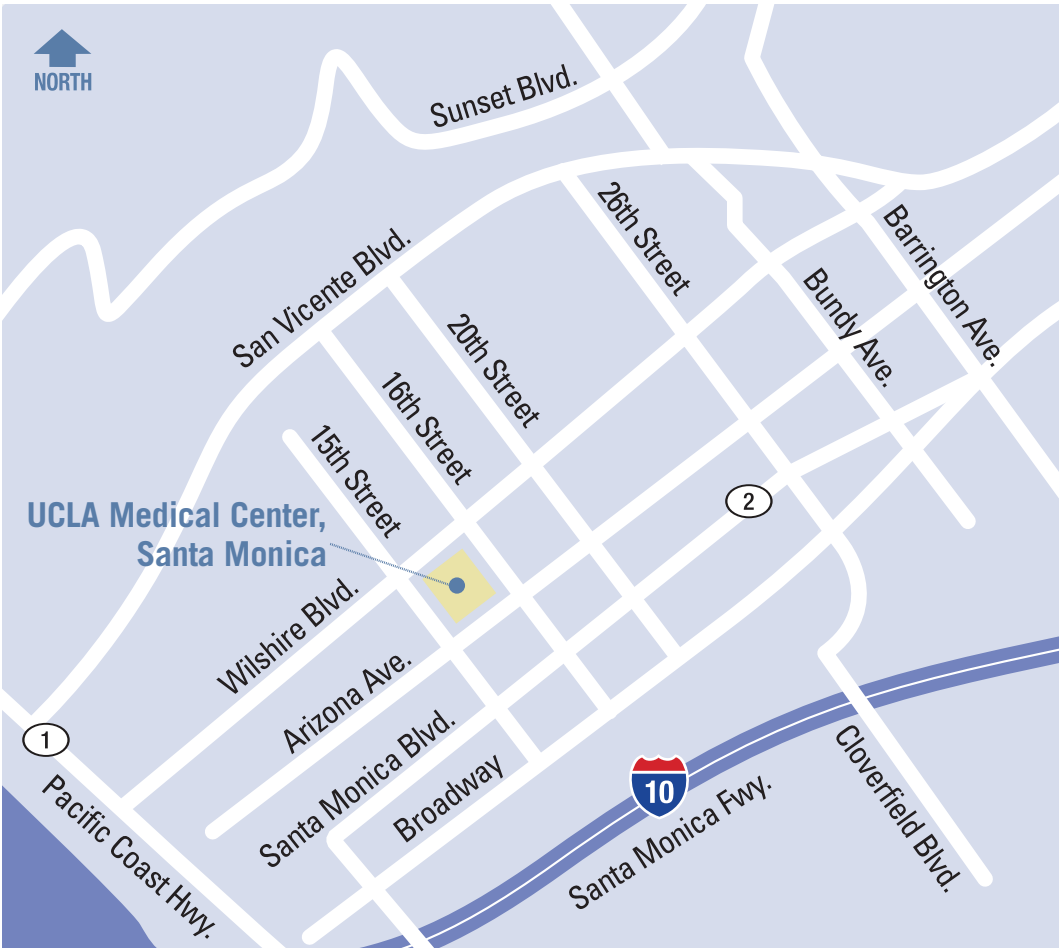
Trinity Church of Santa Monica

1015 California Ave.
Santa Monica, CA 90403
310-395-9961



Family Support and Hospitality Services

1250 16th Street
Santa Monica, CA 90404
Volunteer Services
424-259-8176
uclahealth.org/santamonica



For more patient and visitor information, visit: uclahealth.org/santamonica