

UCLA



Childrens Hospital



# Patient and Family Handbook

Westwood



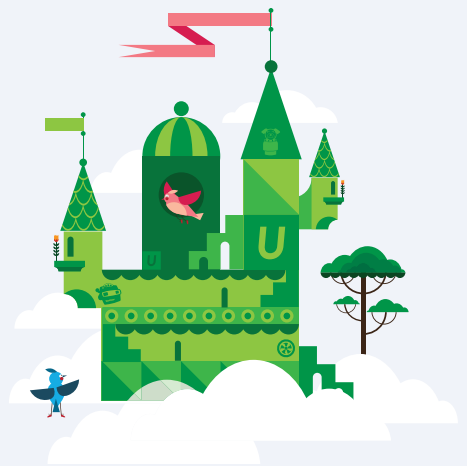
# Welcome

We welcome you and your child to UCLA Mattel Children’s Hospital. For many children and families, staying overnight at the hospital can be a difficult and confusing experience. At UCLA Mattel Children’s Hospital, we understand what you are going through and want to take this opportunity to assure you that we are committed to treating your child and your family with respect and compassion.

We deliver the highest quality care for your child because we promote strong partnership and collaboration among the patient, family and our dedicated team of physicians, nurses, healthcare professionals and support staff. Your child’s treatment plan will be tailored to fit his or her physical and developmental needs, and we encourage you and your family to be active participants in the decisions regarding your child’s care.

UCLA Mattel Children’s Hospital ranks among the best in the nation, according to *U.S. News & World Report’s* “America’s Best Children’s Hospitals.” We are proud of this accomplishment, and it is our goal to re-earn it with each new patient who enters our hospital.

This handbook is designed to introduce you to our staff and facility and to ensure your child’s stay will be as comfortable and positive as possible. Thank you for choosing UCLA Health. We look forward to caring for your child and loved ones.



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# Before your visit

## Preparing for an overnight stay

### What to bring

When you and your child arrive at the admissions office at Ronald Reagan UCLA Medical Center, you will be greeted by an admissions and registration counselor. To help the admissions process proceed as quickly and smoothly as possible, please bring:

Your child's health insurance plan card

Your child's prescription insurance plan card

A list of your child's prescription medications

Personal identification that identifies you as the patient's parent or legal guardian (such as a driver's license or passport)

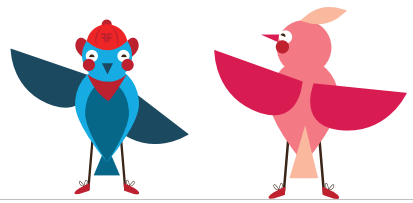
HMO/PPO referral forms (if required)

Your child's medical records, imaging studies or prior test results (if your physician has requested them)

A check or credit card for deductibles, co-payments and/or deposits

Please put your child's name on all personal items.





## What not to bring

### Patient-owned medical equipment

Patient-owned medical equipment necessary for providing patient care may be brought to the medical center only if:

- Continuous operation of the equipment cannot be interrupted (for clinical and patient safety reasons).
- The medical center cannot provide clinically equal (or better) equipment.

If the patient meets one or both of the above criteria, the patient-owned equipment will be considered acceptable for use in the medical center, provided that:

- There is a written physician's order.
- The "Permission and Release for Use of Outside Equipment/Appliance for Patient Treatment" form is completed and signed.

### Valuables

Valuables, such as watches, jewelry and cash, should remain at home. If family members are not present to take your or your child's valuables home, the items will be secured in the cashier's safe. You will receive a receipt for any items stored in the safe. The medical center is unable to reimburse lost valuables other than those kept in the cashier's safe.

### Medications from home

If your child's physician asks you to bring your child's medications, or if your child is on an investigational drug that is not widely available, these medications will be secured in our pharmacy for safekeeping. In these cases, please notify your child's nurse upon admission and they will assist you in safely storing the medications. You will receive a receipt for any medications placed in the pharmacy.

# Before your visit

## Preparing parents and caregivers

Having a sick child is a very difficult experience for any parent or caregiver. To help alleviate anxiety, try to understand your own feelings, perceptions and fears about hospitalization before talking to your child. Do not be afraid to ask for help and identify people in your life who can be your support systems. Talk with your child's healthcare team about his or her treatment plan and learn about the tests and procedures involved in your child's care and recovery.

## Preparing your child

Hospitals can be a frightening place for a child. Preparing your child in advance of his or her hospital stay may reduce anxiety by setting clear expectations. It will also help your child cope and establish trust with you and the people he or she meets in the hospital.

It is common to see changes in a child's behavior before, during or after hospitalization. Children's responses to hospitalization and medical procedures will differ depending on their age, the procedure being done and their past experiences with medical care.

Here are some ways to prepare your child for a more comfortable hospital stay:

- For a child under 5 years of age, talk to him or her one or two days before he or she enters the hospital. Older children should have a few days to a week to process the information and ask questions.
- Be careful not to force a discussion if your child does not seem ready.
- Talk openly and honestly. If you do not know the answer, tell your child you do not know, but you will find out.
- Use words your child will understand.
- Encourage your child to express his or her feelings and ask questions about his or her upcoming hospitalization. When you answer your child's questions, keep his or her age, developmental stage, personality and experiences with medical encounters in mind.
- Ask your child to pack a suitcase with the things he or she wants in the hospital, such as a favorite stuffed animal, tablet or book.



## Preparing siblings

The siblings of patients can also face unique challenges during their brother's or sister's hospitalization. Issues may arise due to:

- Separation from caregiver(s) and sibling(s)
- Changes in daily routines
- Feelings of guilt about their sibling's illness
- Fears or misconceptions regarding hospitalization or his or her sibling's condition
- Less attention from caregivers

As a result, siblings may eat or talk less, withdraw, act out in attention-seeking ways, have outbursts of pent-up feelings and/or start acting in a more immature manner than normal.



# Before your visit

## Getting here

### 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 Ave. (the street becomes Westwood Plaza). The hospital is on the left, past UCLA Medical Plaza.



## Parking

Patients and guests of Ronald Reagan UCLA Medical Center, Resnick Neuropsychiatric Hospital at UCLA and UCLA Mattel Children's Hospital have valet parking services available at our hospital entrance on Westwood Plaza. When leaving, you will retrieve your vehicle from the Valet Lobby located on Level P, which you can access through a separate elevator located behind the Information Desk by the Westwood entrance.





## Patient drop-off

Patient drop-off is available at all entrances.

## Long-term parking

Alternate parking is available on campus. For information regarding discounted long-term parking permits, contact the UCLA Office of Patient Experience at (310) 267-9113.

## Call us

For current parking rates and more information, visit [transportation.ucla.edu](https://transportation.ucla.edu) or call (310) 206-7275.



# Before your visit

## Overnight accommodations at the hospital

If your child is in a private room in the third or fifth floor acute-care pediatrics units (3F/5 West), two family members are allowed to stay overnight. If your child is in a double room or the pediatric intensive care unit (PICU)/pediatric cardiothoracic intensive care unit (PCTICU), only one family member will be allowed to stay overnight. Family members must be 18 years or older to stay overnight at the hospital. Parents of patients in the neonatal intensive care unit (NICU) are permitted to stay overnight with their babies but sleeping accommodations are not provided in this unit. The staff reserves the right to make a decision regarding overnight stays each night that is in the best interest of your child's health and safety.

In-room accommodations for family members staying in acute-care pediatrics and PICU/PCTICU consist of a sleeper chair, a pillow and a blanket. To prevent injury, patients under 3 years of age must sleep in a crib. For safety reasons, you may not sit or sleep in the crib with your child. You should expect many interruptions to your sleep while in the room. Lights are often on for frequent assessments and the equipment needed to take care of your child may make noise.

Other options to staying in the room include nearby hotels and guest houses. The waiting rooms are not sleeping areas and must be kept open for immediate use. Our social services or patient experience staff can help you locate accommodations.





## Lodging near the hospital

### UCLA Tiverton House

Tiverton House is a guest hotel designed to meet the needs of patients and families. Tiverton House offers comfortable accommodations, a children's playroom, a community kitchen and more. It is located within walking distance of the medical center, and shuttle service is available Monday through Friday. Parking is also provided free of charge in our hotel garage. Please call (310) 794-0151 for Tiverton House reservations.

### Hotels near Ronald Reagan UCLA Medical Center

For your convenience, the Ronald Reagan UCLA Medical Center Information Desk provides a list of hotels not affiliated with UCLA but located near the medical center. It's recommended that you visit the accommodations prior to making reservations to ensure that it suits your needs. The information desks are located on the first floor in the east and west lobbies of the medical center. UCLA Health Office of Patient Experience may also assist with accommodations and is located on the first floor, Suite 1107. You may reach the office at (310) 267-9113.

The Patient Family Assistance Program helps families in financial need by offering affordable lodging options near UCLA. Ask your child's nurse or social worker for more information on this program.



# Before your visit

## Amenities

### Information desks

Information desks are available to assist with:

- Locating patient rooms and hospital services
- Locating UCLA and community services
- Providing maps
- Providing a list of hotels and RV parks near the medical center

To contact the hospital's west-side desk, call (310) 267-9119. To contact the hospital's east-side desk, call (310) 267-9120.

### Internet access

Wireless high-speed internet is available to patients and family members throughout the medical center. Patients and family members need to provide their own laptops and tablets. No password is required to access the internet.

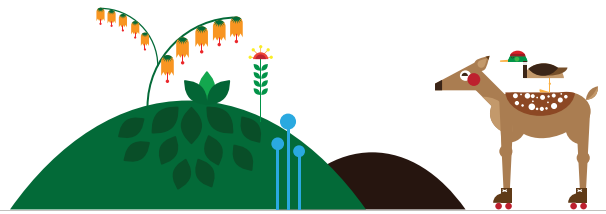
### Phone

For your convenience, your child's bedside phone has its own direct number and is available to you for outgoing calls 24 hours a day. For parents/families of NICU patients, there is one telephone available for each section (or pod) in the unit. Telephone calls inside the UCLA campus and calls to local Los Angeles numbers (selected prefixes within the 310, 323, 213 and 818 area codes) are free. Long-distance calls will incur a charge.

### Quick dialing tips:

- For all phone calls within the hospital or any on-campus departments, dial the five-digit extension (the last five digits).
- For local calls, dial 8, then 1, then the area code and number.
- For long-distance calls, dial 80# and wait for an operator to answer. Calls placed through an operator will be charged at a higher rate.

Visitors and families are permitted to use cell phones.



## Television

Every patient room in acute-care pediatrics and PICU/PCTICU is equipped with a television.

## Faxing and copying

The UCLA Office of the Patient Experience, located on Level 1, Suite 1107, can assist with faxing and copying.

## Gift Shop

Operated by the UCLA Health Auxiliary, the Gift Shop offers flowers and plants, greeting cards, candy, gifts, toys, games, books, magazines and UCLA signature items. Delivery of gifts to patient rooms is complimentary. The Gift Shop is located on Level 1 and is open Monday through Friday from 9 am to 7:30 pm, and from 11 am to 5 pm on Saturday. To contact the Gift Shop, call (310) 267-9522.

## Cashier's Office

The Cashier's Office is located on Level 1 adjacent to the Gift Shop. Cash, personal checks, traveler's checks and most major credit cards are accepted for payment of hospital charges and other services. Office hours are 8 am to 5 pm, Monday through Friday. To contact the Cashier's Office, call (310) 267-9400.

## ATM

For your convenience, an ATM is located near the Gift Shop on Level 1.

## Notary Public

If you need a notary public, the Office of the Patient Experience can provide a list of private notary publics who are not affiliated with the university. These private notaries charge for their services. For questions, call (310) 267-9113.

# During your stay

## Pediatric inpatient units

In Westwood, UCLA Mattel Children's Hospital is located on the third and fifth floors of Ronald Reagan UCLA Medical Center. Depending on your child's age, condition and the level of care required, he or she will be admitted to one of the following units:

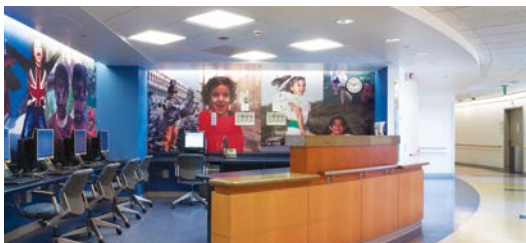
- Acute-care pediatrics unit (3F/5 West) — third and fifth floors
- Pediatric intensive care unit (PICU)/pediatric cardiothoracic intensive care unit (PCTICU) — fifth floor
- Neonatal intensive care unit (NICU) — fifth floor

## Nursing station contact information

If you are a parent/guardian of a child cared for in acute-care pediatrics (3F, 5 West) or the PICU/PCTICU, you may call your child's room directly or call the nursing station and your call will be transferred to your child's room. Parents of infants in the NICU may call the unit's nursing station.

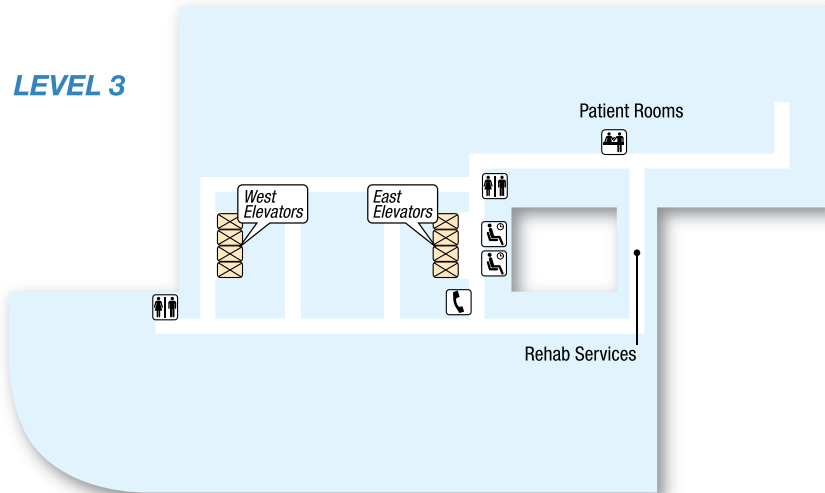
We are here to work as a team with you. When you need to leave your child, feel free to call us at any time to check on his or her progress:

- Third floor (3F) nursing station: (310) 267-7320
- Fifth floor (5W) nursing station: (310) 267-7530
- West pediatric intensive care unit (PICU) nursing station: (310) 267-7540
- East pediatric intensive care unit (PICU) nursing station: (310) 267-7541
- Neonatal intensive care unit (NICU) nursing station: (310) 267-7565

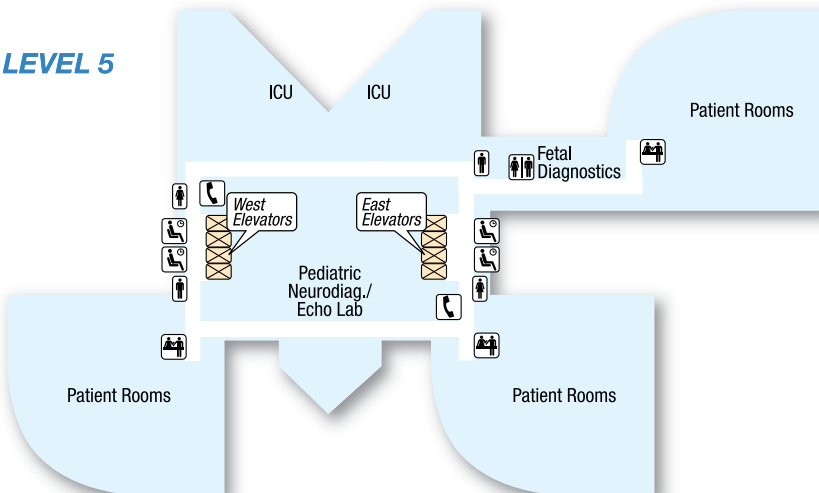


# Floor guide

## LEVEL 3



## LEVEL 5



Information	Public Elevators	<p>Room Numbers Level 4-8</p>
ATM	Stairs	
Telephone	Waiting Area	
Restrooms	Reception Desk	
Conference/Library	Vending	

# During your stay

## Patient confidentiality and your contact information

Patient-care updates are generally given only to the parents/legal guardians of the patient. Parents/legal guardians may call the unit at any time to speak to their child's nurse or doctor. Our pediatric team will share all information about the patient's care with them.

To protect your child's privacy, information will only be given to other family and friends with the permission of the parents/legal guardians. If you would like us to share information with other family members or friends, we utilize a personalized code number. Share this code number with those you choose to receive information. Callers with the number will have their questions answered. Callers without the number will be directed to call you for any information.

Please also remember that it is helpful if you designate one family member to relay information about your child to others. Multiple phone calls to the bedside nurse take time away from the care your nurse is providing to your child. The staff cannot discuss any information regarding other patients.

When you leave the unit, please make sure that the nurse has a phone number where you can be reached in case there's a change in your child's condition and we need to contact you.







## Food and drinks

There is limited space for storing food from home in acute-care pediatrics (3F/5W) and the PICU/PCTICU. If you would like to store a small amount of food, please wrap or seal the food and give it to a staff member to label and put in the unit's refrigerator. For health and safety reasons, food left in the refrigerator for more than 72 hours will be discarded.

Your child's food can be heated and served under the supervision of unit personnel. Food may not be reheated more than once. If your child is on isolation, we will not be able to take the food out of the room. Please remember that your child may be on a special diet, so check with his or her nurse before giving your child any food you bring from home.

Please note: the NICU does not have a refrigerator or freezer available to store food.

# During your stay

## Parent/guest tray program

You may call from your child's room to order a guest tray by dialing extension 79218. Please ask your child's nurse or care partner for a guest tray menu.

Parent/guest tray eligibility and rates vary by patient unit and room accommodation.

**Private rooms:** Family members of pediatric patients in private rooms are eligible to order one guest tray per day for either breakfast, lunch or dinner for a special rate of \$7 (blue meal ticket).

**Semi-private rooms:** Parents/guests of pediatric patients in semi-private rooms are eligible to order one guest tray for breakfast at a special rate of \$7 in addition to a complimentary lunch and dinner tray each day (blue meal ticket).

**Breastfeeding mothers of infant patients:** Mothers of breastfeeding infants are offered discounted meal trays (\$4 per meal) that may be redeemed daily for breakfast, lunch and dinner. Mothers may place their guest tray order by dialing extension 79218. However, mothers of NICU patients will go directly to the B-level dining room, ring the nutrition kitchen door bell and the nutrition staff will collect the meal ticket then hand the meal tray to the mother. Mothers of infants on all other pediatric units may have their meals delivered to their babies' rooms.

Please note: Vouchers for guest trays must be purchased in advance of your order at the main cashier on the first floor of the hospital, Suite 1119 (adjacent to the Gift Shop) between the hours of 8 am and 4 pm, Monday through Friday, excluding UCLA holidays. You may also use meal vouchers issued by the UCLA Social Work Department when ordering guest trays. The guest tray meal ticket is cash only, non-refundable and not for use in the cafeteria.

Guest tray vouchers requested after 4 pm or on weekends/holidays must be paid to the cashier in the cafeteria. The guest will obtain a receipt that he or she will then give to the ambassador when the food is delivered.



## Breastfeeding

We recognize that breastfeeding is often the preferred method of infant feeding whenever possible. A UCLA lactation specialist works as part of our team to support breastfeeding infants with special healthcare needs and to manage breastfeeding problems. If your child is unable to breastfeed at any time during his/her hospital stay, you can express milk with a breast pump and store it for later use when your child is able to eat. We will provide the breast pump and supplies. Expressed breast milk must be labeled with your child's name, medical record number and the date it was pumped. Please inform your infant's nurse of any medication that you are taking at this time due to any crossover into the breast milk.

Speak to your nurse about additional instructions and information on breastfeeding, milk expression and storage.



# During your stay

## Patient safety

### Identification bands

Your child is required to wear an ID band at all times to help staff properly identify him or her and ensure his or her safety. If your child has any allergies, he or she will also need to wear a red band to alert staff of these allergies.

### Pediatric unit security

All visitors must be registered to enter or exit our pediatric inpatient units. To enter the unit, please ring the bell next to the door and the receptionist will buzz you in. Please note: Doors on the third and fifth floor pediatric acute-care units are alarmed. To exit these units, please ask the front desk or another staff member to open the door to avoid setting off the alarm.

Do not hesitate to ask anyone, “Who are you?” or “How are you involved in my child’s care?” For your child’s safety, all UCLA staff are required to wear picture ID badges. Please do not allow your child to leave the unit with anyone who is not wearing an ID badge.





## Pediatric Rapid Response Team

The Pediatric Rapid Response Team is a group of medical professionals who offer critical-care expertise when there is a sudden change in a patient's medical condition. This team provides service to the third- and fifth-floor pediatric acute-care units and the PICU/PCTICU. Parents, caregivers, hospital staff or the medical team on these units may activate the Pediatric Rapid Response Team for help. The Pediatric Rapid Response Team is activated through any hospital phone by dialing #36. You may also ask your nurse or any hospital employee to activate the system for you.

### Warning signs to look for in your child include:

- Sudden changes in breathing and/or heart rate
- Sudden onset of confusion
- Difficulty responding
- You feel like something is wrong regarding your child's acute condition

## Preventing the spread of germs

To protect our pediatric inpatients and healthcare providers, we must be extra cautious to prevent spread of infection in the hospital. The best way to prevent infection is to frequently wash your hands with soap and warm water or use the alcohol-based hand sanitizer in your child's room.

**Anyone who enters your child's room, including visitors, must wash their hands for at least 15 seconds or use the provided hand cleanser upon entering and leaving the room.** If your child is on isolation, as indicated by the colored sign on the door, you must follow the specified isolation precautions. These precautions are in place to prevent the spread of infection to you, your family members, the staff and other patients.

To protect against infection, infestation and possible damage to sensitive equipment, we must keep our environment clean. Patient rooms are cleaned daily; however, you may also request your child's room be cleaned at any time by approaching any of our staff members.

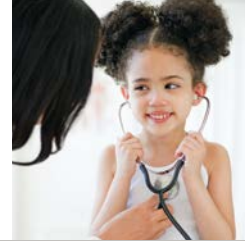
# During your stay

## Family and visitor guidelines

UCLA recognizes the vital role family and friends play in enhancing the health and well-being of our patients. Parents/legal guardians and close family members may visit 24 hours a day unless otherwise specified by a unit's individual guidelines or your child's care team.

The well-being of our patients is the most important consideration when making decisions regarding visitors and visiting hours. The number of visitors allowed will depend on the needs of the patient and space considerations.





## General visitor guidelines:

- All visitors must register with one of the information desks on the first floor to receive an official visitor badge.
- Visitors must call to request entry into the unit.
- Waiting rooms are available immediately outside the unit for our guests' comfort while waiting to enter the unit.
- Children under 18 years old must be supervised by an adult family member at all times.
- Your family's clergy may visit, with your permission, at any time.
- For safety reasons, visitors are not allowed to sit in chairs with wheels. We provide comfortable chairs without wheels in each patient's room.
- Visitors must allow staff clear access to the patient and equipment at all times.
- Visitors are welcome if they have no cold or flu symptoms (such as a fever, runny nose or cough). Parents/legal guardians that intend to stay with their child in the hospital must also be free of illness.
- With the exception of service dogs and UCLA pet-therapy dogs, no animals are permitted in the hospital.

UCLA Child Life Specialists, healthcare professionals who help pediatric patients cope with illness and hospitalization, are also available to help prepare children for visits with hospitalized family members.

## Balloons

Mylar balloons are safe and allowed in patient rooms. Latex balloons present choking and allergy risks and are not allowed in the hospital.



# During your stay

## Your child's daily care and services

### Bedside report

Bedside report takes place at 7 am and 7 pm daily. At these times, the outgoing nurse will give a report on your child's condition and care plan to the oncoming nurse. Our goal in conducting bedside report is to improve patient safety and to improve communication between families and care teams. Bedside report includes a brief discussion of why your child is in the hospital, his or her plan of care and goals for the day. Communication between the patient/family and the healthcare team is important and we encourage you to listen and/or participate during your child's bedside report. Please plan to be in your child's room before these times so that our nurses may focus on your child's care with minimal distractions. In the NICU, visitation is restricted during bedside report to maintain patient and family confidentiality.

### Baths and linen changes

Your child's nurse and/or care partner will offer your child a daily sponge bath, usually in the morning. Please let us know if you would like to assist with your child's bath. Showers and bathtubs are available for patients who feel well enough to use them. If your child has a central line or an invasive device, he or she will receive a chlorhexidine gluconate (CHG) antiseptic treatment daily to prevent infections, unless such treatment is medically contraindicated. In an attempt to reduce environmental waste, bed linens will only be changed as needed.

### Vital signs

Your child's vital signs (temperature, heart rate, respiratory rate, blood pressure, pain assessment) are routinely checked every four hours. Occasionally, vital signs may be taken more often. We will try not to disturb your child during the night, although it may be necessary to obtain vital signs when you and/or your child are sleeping.





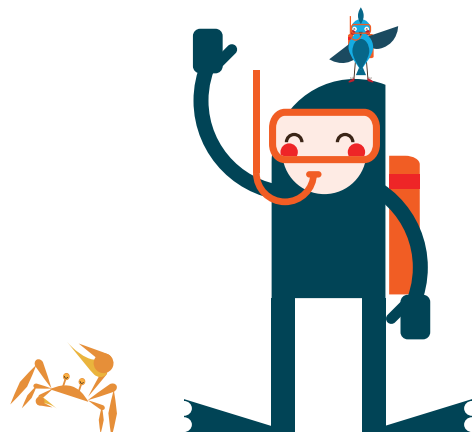
## Measuring intake and output

We need to record everything your child consumes while in the hospital. If you give food or drinks to your child, please keep track and let us know. The doctor may give orders for your child not to eat or drink anything for a period of time (known as NPO). If your child requires anesthesia for a procedure or surgery, he or she may not be able to eat food and/or drink for several hours before the procedure. We also measure your child's urine and stool outputs. Your nurse will give you a special cover for the toilet (called a "hat") or a urinal to help collect these measurements. If your child wears a diaper, please keep the dirty diapers and your nurse will weigh them. Many children will be weighed every day, usually in the evening, while others may not need to be weighed as frequently.

## Meal service

UCLA is proud to offer healthy gourmet meals to our patients. Dietitians work closely with your child's doctors and nurses to ensure that your child is receiving his or her optimal nutrition. The meal service team will only deliver food that is approved in your child's current diet order.

Hotel-style room service is available for pediatric patients and may be ordered from 6:45 am to 7:30 pm. You will receive a special pediatric-friendly menu that complies with the diet ordered by your child's physician. To order from this menu, there is a signature-dining button on the phone in your child's room, or you can call (310) 267-9218.



# During your stay

## Your child's care team

UCLA Mattel Children's Hospital is a teaching hospital. Your child's care team will include many types of doctors at various stages of training and various other types of professional staff members. Every member of your child's care team is dedicated to providing your child, you and your family with the highest quality care.

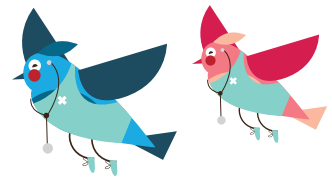
Members of the team include:

### Doctors

**Attending physician:** Supervising physician who oversees your child's care as well as the residents, fellows and medical students tending to your child. Attending physicians may change during your child's stay in the hospital. If a new attending physician is assigned to your child's care, he or she will introduce himself or herself to your child and your family.

**Fellow:** Licensed pediatrician who is training in a pediatric specialty field. Each specialized pediatric service includes fellows who will take a role in helping plan and communicate your child's treatment plan. Fellows may change during your child's stay as well.

**Resident:** Licensed doctor who is training to become a pediatrician. Residents are an integral part of the medical team that cares for your child. They will have the most contact with you and your child. Attending physicians rely on information gathered by residents when making decisions about your child's treatment. They will examine your child every morning, give daily orders for care and update the care team about your child's progress. Residents communicate information to attending physicians and fellows during morning rounds.



## Nurses

**Charge nurse (CN):** Registered nurse who plans, coordinates and delivers care for each shift. This should apply to everyone.

**Clinical nurse specialist (CNS):** Registered nurse with advanced education and training who oversees quality, safety and staff education. A CNS is a clinical expert who cares for patients with complex care needs.

**Nurse practitioner (NP):** Registered nurse with advanced education and training who practices independently and works closely with doctors. Nurse practitioners diagnose, treat and teach patients and families about serious and chronic conditions.

**Nursing manager/unit director:** Runs the patient care unit.

**Registered nurse/bedside nurse (RN):** Provides and coordinates most of your child's daily care and education. They are your main contact with other members of the healthcare team.



# During your stay

## Other staff

**Care coordinators/discharge planners:** Coordinates complex inpatient care and works with families, the healthcare team and community resources to arrange care at home.

**Chaplain:** Provides pastoral, spiritual and emotional support to patients and families from diverse faith traditions and cultures (available 24/7).

**Child Life Specialist:** Focuses on your child's emotional and developmental needs; helps reduce the stress of a hospital stay; and provides information about play, child development and adjustment to illness.

**Clinical care partner:** Assists the nurse with your child's daily activities.

**Clinical social worker:** Provides support services and resource referrals with a focus on helping the family adjust to the impact of illness and hospitalization. Guidance is also available for families needing help outside the hospital setting, including referrals for housing, transportation (including parking) and financial assistance.

**Medical student:** UCLA medical students may examine your child in the morning and take part in rounds with residents and the attending doctor.

**Occupational therapist (OT):** Works with your child if he or she faces challenges due to injury, illness, disease, or developmental delay. They may assess how your child performs daily tasks by looking at strength, balance, vision and cognition.

**Pharmacist:** Prepares medicine prescribed by doctors. They can also tell you about a medicine's purpose, effectiveness and side effects.

**Physical therapist (PT):** Helps patients gain independence by restoring strength and function.

**Registered dietitian:** Evaluates your child's growth and nutrition status and makes nutrition recommendations based on your child's medical condition.



**Respiratory therapist (RT):** Treats and monitors your child's breathing problems.

**Speech and language pathologist (SLP):** Assesses and supports your child's ability to speak, understand, read, write and swallow.

**Unit coordinators (UC):** Responsible for administrative duties at the front desk of your unit.

### Specialty services

When your child is an inpatient at UCLA, he or she will be assigned to a pediatric specialty service that will consist of a team of doctors and nurses who will take the lead in your child's care. Other specialty service teams may be brought in for consultation on a specific issue, but the overall plan of treatment and care for your child will be coordinated by the primary specialty service team.

If your child receives care on the acute-care pediatric floor, a hospital medicine attending (called a hospitalist) will often assume leadership of your child's care. If your child receives care in the NICU or PICU/PCTICU, the attending physician for the unit (such as the neonatologist or intensivist) will assume leadership of your child's care and will coordinate care with the primary specialty team until your child is well enough to be transferred to a pediatric acute-care unit.



# During your stay

## Staying informed

Residents and medical students will come to your child's room from 6:15 am to 7:45 am every day to examine your child and ask about concerns from overnight. Medical team members (attending physicians, fellows, residents, medical students and nurses) will be available during daily rounds to consult with you and answer your questions. They are available after rounds to continue to discuss your child's progress and plan of care.

Make sure to share all of your phone numbers (home, cell and business) with the charge nurse and bedside nurse. Please let them know if any of your phone numbers change. We suggest that you write your best contact number on the white board in your child's room to allow the team to contact you if there are questions or to update you on new information.

## Family-centered rounds

As a parent, you are an integral part of your child's medical team, and we encourage you to participate in daily rounds. If you prefer not to participate or are unable to attend, the medical team is available to you throughout the day and night to provide up-to-date information and to answer your questions.

If a lengthy discussion is needed, a physician will return after rounds are completed to speak with you further.

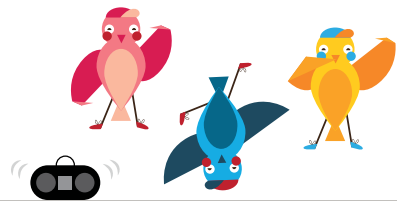
### **Pediatric ward rounds:**

8 am to noon each day except for Friday (9 am to noon)

### **PICU/PCTICU rounds:**

7:30 am to 11:30 am each day except for Friday (7 am to 11:30 am)

Do you want to be part of rounds? Do you want your child to listen to rounds? Please express your preference to the team.



### Goals of daily rounds:

- Medical team reviews child’s progress, medications and lab results and discusses a unified care plan for the day.
- Continue open communication and exchange of information between family and medical team.
- Provide opportunity for family/child to express concerns and questions at the end of the presentation.
- Provide teaching opportunity for family and healthcare team.
- Support fellow, resident and medical student education.

### Communicating with your child’s medical team

Having your child in the hospital is an emotional experience, and at times it can be difficult to think clearly let alone engage in a productive conversation with a team of doctors. Yet, as your child’s guardian and advocate, you know him or her better than anyone else, and are therefore an essential member of his or her medical team. Only you can recognize slight changes in your child, tell what is “normal” or quickly bring up experiences that may be relevant to his or her care. We understand that communicating concerns with your child’s physicians and other members of the medical team can be challenging. To help you organize your thoughts and discuss an immediate concern with the medical staff, we’ve included some sample questions:

- What is the concern or change?
- What are the circumstances that led to this concern or change?
- What do you think the problem is?
- What should we do to correct the problem?

To make the most of your time with your medical team, consider making a bulleted list of questions, observations or concerns ahead of time to discuss with your child’s clinicians.

# During your stay

## Managing your child's pain

Children of all ages feel pain, but sometimes they are too young, sick or afraid to say how much they hurt. At these times, parents, in conjunction with the care team, are the best judges of a child's pain. Parents know how to comfort their child and help them cope with discomfort.

### Importance of pain control

Untreated pain can affect your child's appetite, sleep, energy level and ability to do things. Pain may also change his or her mood and relationships with others. If pain is treated, your child feels better and may heal more quickly.

**We learn about pain through a child's:**

- Words
- Actions
- Body language and behavior

We will always ask you and your child about his or her pain in a way he or she can understand. We will look at your child's behavior and how his or her body is reacting to the pain caused by his or her condition, procedure or surgery. Children may have pain and not show it clearly. Your nurse will assess pain upon admission to the hospital by taking your child's vital signs, and will continue do so at each new report of pain, during/after procedures and before/after administering pain medication.







## How to determine pain

Pain scales are tools that help measure and assess your child's pain. School-age children use the Wong-Baker faces pain-rating scale to point to a facial expression that best depicts how they feel. Older children or teens may choose a numeric scale (0 to 10) to rate pain. We also have pain behavior scales to assess infants/children unable to verbalize their pain.

If your child has undergone surgery, postoperative pain management may vary depending on your child's procedure. More minor surgeries typically require less pain medicine, while other surgeries need more active care to prevent and treat pain. Most postoperative pain can be minimized or prevented. There are many medications/methods that can be used to treat pain.

Please do not wait until your child's pain is severe. Tell your child's care team if his or her pain gets worse or you are concerned your child is uncomfortable. While not all pain can be eliminated, almost all pain can be reduced.



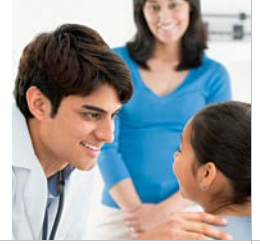
# During your stay

## Our commitment to you and your child

All members of your healthcare team have a responsibility to:

- Advocate for effective pain management
- Teach you and your child about pain/pain management
- Involve you and your child in pain-care decisions
- Tailor pain-relief interventions to your child's individual needs
- Monitor and modify pain interventions as needed
- Communicate with other members of your healthcare team about your child's pain
- Listen to you and your child, understanding that children's reports of pain reflect their real experiences
- Assess pain using a developmentally appropriate assessment tool





There are also several therapies and interventions that you and your healthcare team can employ to help alleviate your child's pain-management process. Here are a few ways to help support your child:

- Children often feel more secure with a parent or loved one present
- Give simple, honest information about what will happen
- Help children ask questions and express their feelings
- Give children choices and control over their treatment when possible
- Try deep, steady breathing and relaxation exercises
- Distract your child through play, imagination exercises, TV, music or books

UCLA Child Life Specialists are available for pre-procedure preparation, procedural support and non-pharmacological behavioral interventions as well as pain management consultations with the UCLA Pediatric Pain & Palliative Care Program.

If you have any questions or concerns about your child's pain or pain-management plan, please do not hesitate to discuss them with a member of your child's care team.



# During your stay

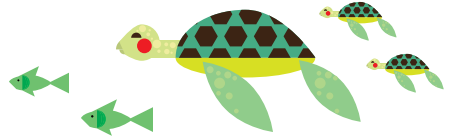
## Support services

### Child Life Specialists

UCLA Chase Child Life Specialists are part of an interdisciplinary, family-centered model of care, collaborating with the family, physicians and other members of the healthcare team to develop a plan of care. Child Life Specialists address the social, emotional and developmental needs of hospitalized children by communicating age-specific information, identifying potential stressors and practicing coping strategies. Child Life Specialists help parents maintain their caregiving roles by promoting parent-child play sessions and sharing strategies for comforting their children during medical procedures.

#### Services provided by UCLA Chase Child Life include:

- Pre-hospitalization visits for children and their families
- Developmental preparation for medical procedures, support during procedures and post-procedural medical play
- Therapeutic intervention including music therapy and medical play
- Supervision of playroom and teen lounge
- Family Resource Room and peer support programs
- Sibling support
- Comfort positioning and relaxation activities
- Access to interactive gaming resources and laptop computers
- Special events that entertain and engage children and families
- Assistance in transitioning from hospital to home and/or school following an illness
- Support during times of loss



Community volunteers also help coordinate special events, arts and crafts or other projects. They are available to play a video game, read a story or simply sit at a child's bedside to provide comfort and companionship. To learn more, visit [uclahealth.org/childlife](https://uclahealth.org/childlife) or call (310) 267-9440.

### Comfort Corner

The Comfort Corner, located on the third floor, serves as a private place to meet with your child's doctors and other members of your child's care team outside of your child's hospital room.

### Family resource room

Our family resource room is available for caregivers to network with other parents, engage in support groups or participate in educational or creative arts seminars. Caregivers may use this room to access computer services, watch television, participate in educational and recreational activities, connect with families with similar challenges and have light refreshments and quiet time. A volunteer librarian is available to share resources on child development, medical conditions, community resources and opportunities to connect with families with similar challenges.

The family resource room is located on the fifth floor, room 5236B, and has flexible hours. Services provided in the family resource room include:

- Printing, faxing and copying
- Light refreshments for pediatric families
- Knitting classes
- Scrapbooking classes



# During your stay

## Heart Touch Massage Program

The purpose of the Heart Touch Massage Program is to provide compassionate touch services to children hospitalized at UCLA who meet appropriate medical criteria and who desire this treatment. Studies show that providing regular compassionate touch services to hospitalized infants, children, adolescents and young adults can provide numerous benefits to the patient and may improve the family's satisfaction with the inpatient care experience.

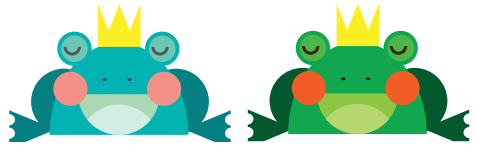
## Integrative therapy

An integrative therapy session incorporates three gentle healing modalities — healing touch therapy, essential oil therapy and yoga therapy — to address the primary symptoms of pain, anxiety, nausea, insomnia, constipation and exhaustion. Ask your nurse for more information.

## Massage therapy

Massage therapy for relaxation and stress reduction is available for patients and families. For more information, talk to your nurse, visit [uclahealth.org/rehab/massage-therapy](https://uclahealth.org/rehab/massage-therapy) or call (310) 206-3055.





## Music therapy

Music therapists help patients feel better by allowing them to creatively express their feelings and ideas. Your child doesn't have to sing or play an instrument to see a music therapist. They can sing or play familiar songs, record music or relax and listen to music.

## Paula's PetPal Place

Paula's PetPal Place is a service that allows patients to unite with their personal pets during hospitalization at UCLA. To learn more, call (310) 267-8184.

## Pediatric Pain & Palliative Care Program

The UCLA Pediatric Pain & Palliative Care Program is a special consultation service designed to alleviate pain and suffering and increase well-being for children with serious and life-threatening illnesses. This team is directed by a child psychologist and also includes a physician pediatric pain specialist, pediatric nurse practitioner, social worker, chaplain and Child Life Specialist. This consultation service can be requested on your behalf by your child's treating physician. The Pediatric Pain & Palliative Care team evaluates all aspects of your child's care to help reduce pain, nausea, anxiety and other discomforts that may be associated with serious illness, as well as help with communication between you and your child's medical teams if needed. The team can also help with treatment decisions, when needed, and integrates mind-body care into all aspects of its consultations.

The Pediatric Pain & Palliative Care team is located in the third-floor Comfort Corner room. To learn more, visit [uclahealth.org/peds/pain](https://uclahealth.org/peds/pain) or call (310) 825-0731.

# During your stay

## People-Animal Connection (PAC)

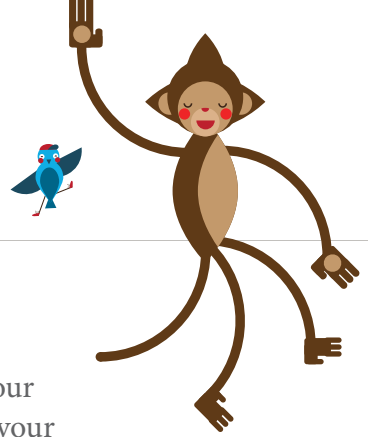
PAC volunteer-dog teams offer companionship and warmth to critically ill children and adults. PAC teams enhance physical healing and emotional well-being by providing a positive bonding opportunity between canines and patients of all ages, cultures and socioeconomic levels. PAC teams (consisting of the canine and his or her human parent) meet UCLA's strict eligibility criteria and successfully complete a nationally standardized behavioral exam before engaging in bedside visits. If you feel your child would benefit from this service, please tell your bedside nurse. Visit [uclahealth.org/pac](http://uclahealth.org/pac) to learn more.

## Psychology/psychiatry services

Psychiatry and psychology consultants become involved in the care of your child when requested by your child's primary medical team. Because hospitalization can be very stressful for any child, these consultants evaluate and treat a wide variety of behavioral, cognitive, emotional and developmental concerns that can complicate medical care and recovery from illness. Consultants may also teach specific coping techniques to children struggling with serious illnesses or distressing procedures, teach parents specific parenting strategies and provide medication recommendations for symptoms such as insomnia, pain, trauma, distress, anxiety or depression.







## School instruction

If your child's hospital stay is longer than 10 days, your child's physician and social worker can arrange for your child to receive schooling according to his or her individual needs. A hospital teacher offers individual lesson plans for patients during hospitalization. Lessons follow curricula set by the Los Angeles Unified School District and the state of California.

## Spiritual care

Interfaith chaplains are members of the healthcare team and are available to visit regardless of a patient's faith tradition, to pray at request, to share in faith questions, to bring scriptures or holy writings from a specific faith tradition, and to help meet specific faith needs, such as communion, baptism, anointing of the sick and reconciliation.

If you would like a visit from the interfaith chaplain on your unit, tell your nurse, or call (310) 825-7484.

## Urban Zen

In partnership with the Urban Zen Foundation, we offer a unique Eastern healing program designed to enhance the care of our patients through interventions such as yoga, Reiki, essential oils and contemplative care. UCLA caregivers are trained in applying these techniques to address the primary symptoms of pain, anxiety, nausea, insomnia, constipation and exhaustion.

# During your stay

## Resources for patients and families

### Bereavement and support groups

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

### Family support and hospitality

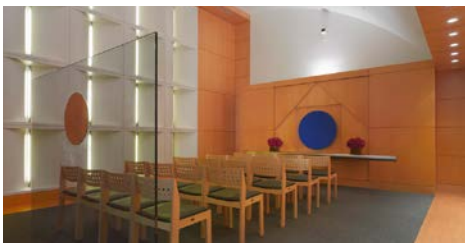
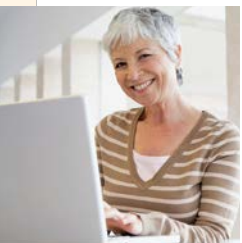
Our volunteers offer special services to families, including concierge services, complimentary newspapers, family comfort care kits, Art-to-Go kits and more. Call (310) 267-8180 for more information.

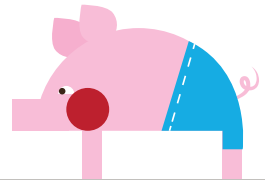
### Garden of Peace

The Garden of Peace, located to the right of valet parking on Westwood Plaza, offers a tranquil outdoor retreat for patients and their families to enjoy.

### International patients

All patients receiving care at UCLA who reside outside of the United States should contact UCLA International Services at (310) 794-8759 for assistance with physician appointments, review of medical records, facilitation of care and information about transportation, housing and other resources.





## Interpreter, translation and deaf services

UCLA Health's Interpreter/Translation and Deaf Services program provides services at no cost to all inpatients, outpatients and their relatives. Every attempt is made to provide services in any language. The service will be provided by an in-person interpreter, video conference or telephone. A telecommunications device is available to help hearing-impaired patients or patients who want to communicate with a hearing-impaired relative or friend. Arrangements can be made through Interpreter Services to have a sign-language interpreter assist a hearing-impaired patient. For questions, please call (310) 267-8001 or visit [uclahealth.org/interpreters](https://uclahealth.org/interpreters).

## Maddie's Room (Surgical Waiting Room)

Maddie's Room is a comfortable surgical waiting area located on the first floor near the west-side Information Desk. A volunteer from the Recovery Room will call the surgical waiting room to notify the visitor when the patient has arrived in the Recovery Room.

## Meditation room/chapel

An interfaith meditation room/chapel is available for meditation, prayer and quiet reflection 24 hours a day. It is located on the first floor, just inside the main hospital entrance, Room 1109. Religious services are also available in the hospital and on campus.

## Office of the Patient Experience

Patient liaisons are available to assist patients and their families with any nonmedical questions. They assist with various concerns that relate to the overall experience at UCLA, such as quality of care, staff interactions, access to care and general assistance and information. All interactions between patients, or their representatives, and our patient liaisons remain confidential. To reach Patient Experience, call (310) 267-9113.

# During your stay

## Reflections boutique

Reflections is a boutique and consultation suite designed to help individuals manage the physical changes caused by cancer and its treatment.

Reflections is a non-profit organization, part of the Simms/Mann–UCLA Center for Integrative Oncology, which provides a range of services oriented toward optimizing wellness after a cancer diagnosis.

## Security and escort services

If your visitors would like to be escorted to their cars after dark, we will provide an escort for their safety. Ask your nurse or the clerk at the nursing station to make the call, or you may call (310) 267-7100.

## UCLA Blood & Platelet Center

The UCLA Blood & Platelet Center offers opportunities to donate blood components for a specific patient. Patients may be able to donate for their own surgeries when medically appropriate. Volunteer and directed donors may give specific blood components, including single or double red blood cells, platelets and plasma, through our Automated Blood Collection Program. To schedule an appointment or to schedule a blood drive, call (310) 825-0888 or visit [gotblood.ucla.edu](http://gotblood.ucla.edu).

## UCLA Health Apps

Visit our website to download UCLA Health apps available for iPhone and Android: [uclahealth.org/apps](http://uclahealth.org/apps)





## UCLA Health Ethics Center

Specialists in ethics, in conjunction with the UCLA Ethics Committee, are available to help patients, their families and our healthcare teams address ethical issues. Our ethics specialists assess the values and concerns of those involved and help them better understand the goals of treatment, the plan of care and/or the process of decision-making when patients are unable to do so for themselves. Call (310) 794-6219 with questions.

## UCLA Police Department

The UCLA Police Department operates 24 hours a day, seven days a week and can be contacted by calling the Police Department Dispatch Center at (310) 825-1491. A police officer is assigned to Ronald Reagan UCLA Medical Center, Monday through Friday. The UCLA Police Department is located at 601 Westwood Plaza, Los Angeles, CA 90095.



# Preparing to go home

## Discharge instructions

Most patients will have their discharge orders signed the morning they are leaving the hospital. Only parents/legal guardians or other authorized persons may take a child home. Most patients are able to leave the hospital by 11 am. Your child's nurse will go over all necessary instructions with you before discharge, including information about medications, follow-up appointments and at-home care. Please do not hesitate to ask any questions you might have about your child's at-home or follow-up care.

As of January 2012, all children younger than 8 years old, or under 4 feet 9 inches, must be secured in a car seat or booster. Please bring an age-appropriate car seat to the hospital on the day of discharge.

## Prescriptions: UCLA Outpatient Pharmacy

You have the option of filling your child's prescription(s) at the UCLA Outpatient Pharmacy or at a pharmacy of your choice. If you choose to have your child's prescriptions filled at the UCLA Outpatient Pharmacy, your child's physician may send his/her prescriptions electronically to the pharmacy to be filled, or you may ask a family member or other person you designate to take the prescription(s) to the Outpatient Pharmacy before the patient is discharged. A pharmacist may deliver your child's prescriptions to your room or the medications may be picked up during regular business hours from the Outpatient Pharmacy before you leave the hospital. A pharmacist will always review the medications with you, your child or his/her designee and answer any relevant questions.

The UCLA Outpatient Pharmacy is located on Level B, Room B140, of Ronald Reagan UCLA Medical Center. Pharmacy hours are Monday to Friday, 8 am to 9 pm; Saturday 8 am to 7 pm; and Sunday and holidays 8 am to 5 pm. To reach the pharmacy, please call (310) 206-3784.



## Billing

After your child leaves the hospital, you will receive several bills for services provided during his or her hospital stay. You will receive a hospital bill, which will include room charges, food, medical supplies and any tests and procedures that your child may have had. You will also receive bills from your child's doctors for his or her medical and surgical care.

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 child's 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.

For questions about your child's hospital bill, please call (310) 825-8021.

For questions about your child's physician bill, please call (310) 301-5200.

For more information on billing, visit [uclahealth.org/billing](https://uclahealth.org/billing). To pay your bill online, visit [my.uclahealth.org](https://my.uclahealth.org).

## Medical records and release of information

For questions about your child's medical records, please call (310) 825-6021.

To reach the Release of Information Customer Service Office, open Monday to Friday from 8 am to 4:30 pm, please call (310) 825-6021.

The office is located at 100 UCLA Medical Plaza, Suite 140, Los Angeles, CA 90095, and walk-in services are available.

To fax the office, dial (310) 983-1468.



# Important phone numbers

For all calls made within the hospital or any on-campus departments, simply dial the five-digit extension (the last five digits).

Admissions .....	(310) 267-8000
Billing department, customer service .....	(310) 825-8021
Blood & Platelet Donor Center .....	(310) 825-0888
Care coordination services .....	(310) 267-9700
UCLA Chase Child Life Program .....	(310) 267-9440
Emergency room .....	(310) 825-2111
Ethics Center .....	(310) 794-6219
Gift Shop .....	(310) 267-9522
Home care liaison .....	(310) 794-1400
Hotel/lodging information .....	(310) 267-9113
Information desk .....	West (310) 267-9119 / East (310) 267-9120
International relations .....	(310) 794-8759
Interpreter services .....	(310) 267-8001
Lost and found .....	(310) 825-0670
Medical records .....	(310) 825-6021
Office of the Patient Experience .....	(310) 267-9113
Page operator .....	(310) 825-6301
Parking and transportation .....	(310) 206-7275
Pharmacy .....	(310) 206-3784
Pharmacy (outpatient) .....	(310) 267-8524
Security .....	(310) 267-7100
Social work services .....	(310) 267-9700
Spiritual Care .....	(310) 825-7484
Surgical Waiting Room (Maddie's Room) .....	(310) 267-9325
Tiverton House (UCLA's patient/family hotel) .....	(310) 794-0151
UCLA Police Department .....	(310) 825-1491
Volunteer Services .....	(310) 267-8180



# Patient rights and responsibilities

## **As a patient of UCLA Health, you have the right to:**

- Considerate and respectful care, and to be made comfortable.
- Have your cultural, psychosocial, spiritual, and personal values, beliefs and preferences respected.
- Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
- Know the name of the licensed healthcare practitioner acting within the scope of his or her professional licensure who has primary responsibility for coordinating your care, and the names and professional relationships of physicians and nonphysicians who will see you.
- Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care.



# Patient rights and responsibilities

- Participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment, or to request an ethics consultation by calling (310) 794-6219 or paging ID# 38442.
- 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 nontreatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
- 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 members of the medical staff, to the extent permitted by law.
- Be advised if the hospital/licensed healthcare practitioner acting within the scope of his or her professional licensure proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
- Reasonable responses to any reasonable requests made for service.





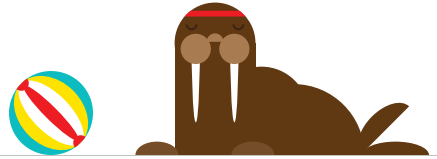
- Appropriate assessment and management of your pain, information about pain and pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic pain with methods that include the use of opiates.
- Formulate advance directives. This includes designating a decision-maker if 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. Patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
- Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semiprivate rooms.
- 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," which explains your privacy rights in detail and tells how we may use and disclose your protected health information.
- 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.
- Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
- Reasonable continuity of care and to the degree feasible to know in advance the time and location of your appointments, as well as the identity of the persons providing the care.

# Patient rights and responsibilities

- Be informed by the physician, or delegate of the physician, of continuing healthcare requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.
- Know which hospital rules and policies apply to your conduct while you are a patient.
- Designate a support person as well as visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood, marriage or registered domestic partner status unless:
  - No visitors are allowed.
  - The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitors to the health facility, or would significantly disrupt the operations of the facility.
  - You have told the health facility staff that you no longer want a particular person to visit.

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

- Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will comply with federal law and be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household and any support person pursuant to federal law.
- Examine and receive an explanation of the hospital's bill regardless of the source of payment.



- Exercise these rights without regard to sex, economic status, educational background, race, color, age, religion, ancestry, national origin, sexual orientation, gender identity/expression, disability, medical condition, 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.
- File a grievance. If you want to file a grievance with UCLA Health, you may do so in writing, or by calling:
  - Ronald Reagan UCLA Medical Center, Office of the Patient Experience (Inpatient/Ambulatory Care): (310) 267-9113
  - UCLA Medical Center, Santa Monica, Office of the Patient Experience (Inpatient/Ambulatory Care): (424) 259-9120
  - Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA, Patient Relations: (310) 267-9092

The grievance committee will review each grievance and provide you with a written response within 30 days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process. Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO).

- File a complaint with the California Department of Public Health (CDPH), regardless of whether you use the hospital's grievance process, by calling (916) 552-8700 or Toll Free: (800) 236-9747, or writing to: CDPH, Health Facilities Inspection Division, Los Angeles District Office, 3400 Aerojet Avenue, Suite 323, El Monte, CA 91731
- File a grievance with The Joint Commission (TJC) by calling (800) 994-6610, faxing (630) 792-5636 or e-mailing: [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org). You can also write to: Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181

# Patient rights and responsibilities

- File a grievance regarding the conduct of a physician by calling the Medical Board of California at (800) 633-2322 or (916) 263-2382, by fax (916) 263-2435 or by writing to:  
Medical Board of California, Central Complaint Unit,  
2005 Evergreen Street, Suite 1200, Sacramento, CA 95815

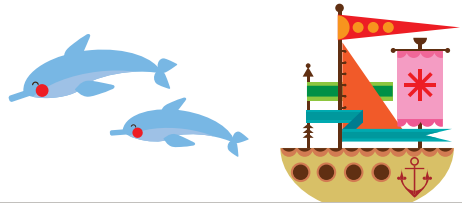
## Patient responsibilities

Healthcare is a shared responsibility. Engaging in discussion, asking questions, seeking information, and exploring alternatives improves communication and understanding of one's health and treatment.

As a patient of UCLA Health, you have the following responsibilities:

- To respect the rights and property of other patients and UCLA Health personnel. Just as you want privacy, a quiet atmosphere and courteous treatment, so do other patients.
- You have the responsibility to follow the organization's rules and regulations, limit your visitors, follow smoking regulations, and use the telephone, television and lights courteously so that you do not disturb others.
- To report to your physician, and other healthcare professionals caring for you, accurate and complete information to the best of your knowledge about present complaints, past illness and hospitalizations, medications, unexpected changes in condition and other matters relating to your health. If applicable, you are to provide a copy of your advance directive or POLST to be filed in your medical record.





- To seek information about your health and what you are expected to do. Your healthcare provider may not know when you're confused or uncertain, or just want more information. If you don't understand the medical words they use, ask for a simpler explanation.
- The most effective plan is one agreed upon by all participants and carried out exactly. It is your responsibility to tell your healthcare provider whether or not you can and want to follow the treatment plan recommended for you.
- To ask your healthcare provider for information about your health and healthcare. This includes following the instructions of other health team members, including nurses and physical therapists that are linked to this plan of care. The organization makes every effort to adapt a plan specific to your needs and limitations.
- To continue your care after you leave UCLA Health, including knowing when and where to get further treatment and what you need to do at home to help with your care.
- To accept the consequences of your own decisions and actions, if you choose to refuse treatment or not comply with the care, treatment and service plan offered by your healthcare provider.
- To keep appointments with your healthcare provider. If you need to cancel an appointment, you should do so at least 24 hours before your appointment time.
- To fulfill your financial obligations by paying bills promptly. Late payments increase overall charges. You are responsible for working with your account representative to make payment arrangements and for providing the information necessary to determine how your hospital bill will be paid.
- To follow UCLA Health rules and regulations affecting patient care and conduct.
- To be considerate of UCLA Health facilities and equipment and to use them in such a manner so as not to abuse them.

If you have any questions regarding these patient responsibilities, please contact:

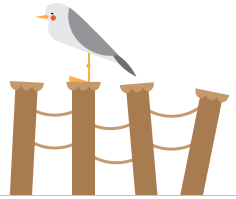
- Ronald Reagan UCLA Medical Center, Office of the Patient Experience (Inpatient/Ambulatory Care): (310) 267-9113
- UCLA Medical Center, Santa Monica, Office of the Patient Experience (Inpatient/Ambulatory Care): (424) 259-9120
- Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA, Patient Relations: (310) 267-9092

**These Patient Rights combine Title 22 and other California laws, The Joint Commission and Medicare Conditions of Participation requirements.**

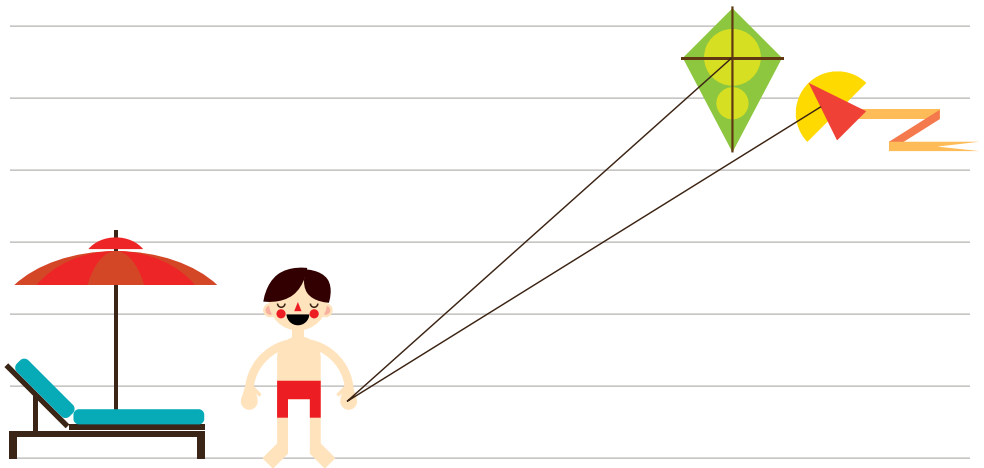




# Notes



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**UCLA**  **Childrens Hospital**

UCLA Mattel Children's Hospital  
757 Westwood Plaza, Los Angeles, CA 90095

Main Operator – Hospital Information (310) 825-9111  
Operator – Patient Information (310) 825-8611  
Emergency Department (310) 825-2111

[uclahealth.org/mattel](http://uclahealth.org/mattel)

