

Patient Guide



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Welcome from Marcia Manker, CEO



Dear friend,

On behalf of our employees, volunteers, medical staff and board of directors at MemorialCare Orange Coast Medical Center: welcome. We are the only nonprofit hospital in the Fountain Valley/Huntington Beach area and we are dedicated to our patients and the communities we serve. As a community hospital, it is our pledge to provide comprehensive, quality healthcare with compassion, courtesy and a commitment to best practice medicine, every day.

We take great pride in our hospital and its services. Our employees dedicate themselves to supporting your needs with uncompromising standards and our physicians choose to work with us because they share our commitment to first-rate healthcare.

While at Orange Coast Medical Center, you will be treated with dignity and respect and we will be diligent in keeping you informed of all procedures. We acknowledge that coordination of your care and your hospital stay may raise some questions for you. I want you to know that we understand your concerns and are here to help. This

guide is designed to walk you through your hospital stay, from the time you are admitted to the time you are back at home. It is also a useful resource for education on your rights as a patient at Orange Coast Medical Center.

You may have questions that this guide does not specifically answer. Please do not hesitate to address any concerns with your nurse or physician. We are here to serve you and welcome any input that you or your family members have about your care or hospital stay. If there is anything we can do to make your stay more comfortable, please let us know by dialing "0" from any hospital telephone.

Thank you for choosing Orange Coast Medical Center. We offer our best wishes for your health and wellness.

Sincerely,

Marcia Manker
Chief Executive Officer
Orange Coast Medical Center

Section One:

About Your Stay

Orange Coast Medical Center: A difference you will notice

At Orange Coast Medical Center, patients notice a difference. Our staff is committed to setting the standard of excellence by delivering patient-focused care that exceeds expectations. Fully accredited by the Joint Commission, Orange Coast Medical Center offers full-service care in nearly every medical specialty. The medical staff of physicians, along with our highly trained nurses and clinicians, study and implement the best practices in medicine, resulting in the most advanced care and latest treatment options for patients.

With 222 beds in modern rooms, our campus is designed to promote healing at every turn – from the view balconies and flat-screen televisions in every room to the digital concierge service and beautifully landscaped grounds, patients appreciate the special touches that add to their comfort. And as the only nonprofit hospital in the area, all revenues after expenses are reinvested into patient care enhancements, technology upgrades and service development.

The Patient Care Pavilion is a state-of-the-art outpatient medical building connected to the main hospital by a Skybridge. The Pavilion serves as the main entrance to the hospital and offers patients convenient access to comprehensive medical care and multiple physician specialists – all under one roof.

Over the years, Orange Coast Medical Center has received a number of acknowledgments for our achievements in healthcare excellence. Orange Coast Medical Center has achieved Magnet® recognition for excellence in nursing and superiority in patient care, as recognized by the American Nurses Credentialing Center (ANCC). We have also been selected as a Top Workplace and voted as a Best Hospital by readers of the *Orange County Register*. At Orange Coast Medical Center, our patients experience the difference.

Mission

To improve the health and well-being of individuals, families and our communities.

Values

- **Integrity:** Always holding ourselves to the highest ethical standards and values. Doing the right thing, even when no one is watching.
- **Accountability:** Being responsible for meeting the commitments we have made, including ethical and professional integrity, meeting budget and strategic targets, and compliance with legal and regulatory requirements.
- **Best Practices:** Requires us to make choices to maximize excellence, and to learn from internal and external resources about documented ways to increase effectiveness and/or efficiency.
- **Compassion:** Serving others through empathy, kindness, caring and respect.
- **Synergy:** A combining of our efforts so that together we are more than the sum of our parts.

Comprehensive medical care

Services offered at Orange Coast Medical Center include:

Award-winning Emergency Department

The Emergency Department at Orange Coast Medical Center provides the upmost in patient care and service, including wait times that typically average below state and local benchmarks. This department is equipped with advanced patient monitoring systems, is designated as a cardiovascular receiving center by Orange County Emergency Medical Services agency and is staffed with experienced, board-certified physicians.

MemorialCare Breast Centers

Well-known for our respected physicians and expertise in the prevention, early detection and treatment of breast cancer, we offer comprehensive, high-quality services using the latest technology. Recognized as a Breast Imaging Center of Excellence and accredited by the National Accreditation Program for Breast Centers (NAPBC) and the American College of Radiology, we perform screening and diagnostic mammograms for more than 15,000 women each year.

Childbirth Center

Our experienced and compassionate team of obstetricians, pediatricians, perinatologists and other specialists deliver the highest quality care. The center

includes modern labor, delivery and recovery suites, testing rooms and a Neonatal Intensive Care Unit.

MemorialCare Cancer Institute

Participating in some of the world's most promising clinical trials is just one of the ways we stay on the forefront of the latest treatments and medical advancements in oncology, including minimally invasive options. Accredited by the American College of Surgeons Commission on Cancer, we are home to the CyberKnife®, the only hospital-sited radiosurgery system in Orange County. Under the leadership of expert physicians and in one convenient location, patients receive complete cancer care and support.

Digestive Care Center

Our comprehensive program offers diagnosis and treatment for gastroesophageal reflux disease (GERD), motility disorders and benign and cancerous diseases of the upper gastrointestinal system (esophagus, stomach and duodenum). Our clinical experts include gastroenterologists and surgeons who specialize in the treatment of mild to severe GERD and other digestive disorders. The LINX® Reflux Management System is offered at the center for patients with severe GERD.

MemorialCare Heart & Vascular Institute

As a leading heart and vascular center, we offer personalized prevention programs, advanced diagnostics, expert surgeons and innovative care. Orange Coast Medical Center is home to Orange County's first hybrid cardiovascular interventional suite.

MemorialCare Imaging Center

Our skilled radiologists and technologists utilize the latest, fully digital technology for fast, more precise imaging and quicker reporting. Our state-of-the-art, multi-channel spiral CT enables imaging of the entire body within a single breath hold, minimizing radiation exposure and the amount of contrast required. Our imaging center has been recognized with Gold Seal Accreditation by the American College of Radiology.

MemorialCare Joint Replacement Center

Dedicated to improving the quality of life for people with severe or debilitating joint disease, our center has an exceptional track record of success. From education and diagnosis through surgery, inpatient therapy and home

care, we're focused on getting patients back on their feet again quickly.

MemorialCare Surgical Weight Loss Center

A caring team of nutritionists, psychologists and surgeons collaborate to help patients, weighing 75 pounds or more above their ideal weight, achieve long-term weight loss. Orange Coast Medical Center is an Accredited Comprehensive Center designated by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP®).

Parkinson's & Movement Disorders Disease Program

This specialized program offers advanced treatment and support programs for patients with Parkinson's disease, essential tremor, dystonia and other movement disorders. Staffed with top neurologists and neurosurgeons, our program offers innovative procedures like Neuravive™ MR-guided Focused Ultrasound, deep brain stimulation (DBS) and state-of-the-art technology, including brain mapping and DaTscan™ imaging for the evaluation of Parkinson's disease.

Spine Health Center

Committed to enhancing the quality of life for people with long-term or recent spine problems, we are a destination for comprehensive, quality spine care. Our team of experts evaluate, diagnose and treat spine issues. Patients are triaged to the best course of treatment for their condition and receive care from our participating providers which include specialists in physical therapy, pain management and surgical treatment of the spine.

The Orange Coast Medical Center Foundation

The purpose of the Orange Coast Medical Center Foundation is to develop financial resources through philanthropy and to help strengthen Orange Coast Medical Center's ability to fulfill its mission of improving the health and well-being of the community.

As a nonprofit hospital, we rely on donations to help us keep pace with the growing demand for healthcare services. Support from the community allows us to invest in new technologies and ensure the continued availability of high-quality patient care.

If you would like to make a tax-deductible contribution, or for more information about the Orange Coast Medical Center Foundation, please call **(714) 378-7397**.

About MemorialCare

We are a nonprofit integrated healthcare delivery system that includes leading hospitals – Long Beach Medical Center, Miller Children’s & Women’s Hospital Long Beach, Orange Coast Medical Center, and Saddleback Medical Center; award-winning medical groups – MemorialCare Medical Group and Greater Newport Physicians; MemorialCare Select Health Plan; and convenient outpatient health centers, imaging centers, breast centers, surgical centers, and dialysis centers throughout Orange and Los Angeles Counties. For more information about MemorialCare, please visit our website at: memorialcare.org.

Before check-in

What to leave at home:

Personal belongings

Please leave jewelry, credit cards, wallets and purses at home. The hospital cannot be responsible for valuables.

Other items for which the hospital cannot be responsible are dentures, contact lenses, eyeglasses, hearing aids and comparable personal belongings. Please store these items carefully when not in use, and never leave them on a meal tray or wrap them in tissue paper. If you forget to leave your valuables at home and do not wish to entrust them to a friend or relative, they may be deposited in the hospital safe.

Personal equipment

The hospital maintains strict safety policies regarding all electrical appliances used in the patient care environment, with the exception of personal devices like cell phones and laptops.

Medications and herbal medicines/supplements

During your hospitalization, all necessary medications will be prescribed to you by your physician. For this reason, please leave all other prescriptions and over-the-counter (OTC) medication at home unless your physician advises you otherwise.

Even aspirin may interfere with the way certain therapies work, so please notify your nurse if you have brought any medications with you. We are interested in all

medications and herbal preparations you are taking at home and will ask you what they are as part of your initial assessment. It is always helpful if you have a written list of names, times and doses of medications you are using, including over-the-counter medications and preparations prescribed by a specialist, such as eye drops or topical creams.

If medications are brought to the hospital and not taken home by your family, they will be stored in the pharmacy until you or a family member can make arrangements to pick them up.

Upon arrival

You will receive a comprehensive initial assessment by a registered nurse within 24 hours of your admission to the hospital. This includes physical, psychosocial, spiritual and functional evaluations. This information will help to identify and prioritize your overall treatment plan. The scope, intensity and timeliness of further assessment will be determined by your healthcare team based on your diagnosis, care setting, desire for care and response to prescribed treatment.

Your room

Your room is designed to be as pleasant as possible while allowing for your comfort and safety. If your accommodations are semiprivate, please be considerate of your roommate’s needs and limit your visitors and activities accordingly.

The call system

There is a button at your bedside and in your bathroom to call for assistance. Press the button or pull the bathroom cord and a staff member will respond.

GetWellNetwork

All our patient rooms feature a state-of-the-art GetWellNetwork interactive patient engagement system. This technology transforms television sets into interactive communication and entertainment platforms. Using a pillow speaker or keyboard, patients can receive key education about Orange Coast Medical Center and directly request assistance from patient support departments. Patients can view on-demand health education and enjoy entertainment with cable TV, new-release movies, music, internet, games and email on a modern flat-screen television.

Telephones

Keeping in touch with loved ones is important, especially when you are ill. For your convenience, there is a designated telephone on your bedside table (except in critical care and pre-operative units). If friends and relatives need to reach you, they can call the hospital’s main number, **(714) 378-7000**, and ask the operator to be connected to your room. In addition, all local calls (geographically) will not be charged to the patient. Simply dial “9” on your room telephone, then the telephone number, including “1” and the area code. Should you need to make a long distance call, you may do so by dialing “0” and the hospital operator will assist you. Special amplifying devices and/or a telecommunication device for the deaf (TDD) are available upon request.

Daily routine

Housekeeping

Our housekeeping staff makes sure your room is neat and clean each day. They are especially sensitive to your needs for privacy and quiet and try to complete their tasks discretely with as little disturbance as possible. If you have any special housekeeping requests, please let one of our staff members know or request assistance directly through the GetWellNetwork television system.

Nutritional services

Proper nutrition is crucial to your health process. Your diet is personally prescribed by your physician and carefully planned by a registered dietitian. Each morning, a nutritional services employee will review and assist you in selecting an approved menu for breakfast, lunch and dinner. Guest trays are also available for a nominal fee and can be ordered by calling the Nutrition Services department at extension “7033” at least one hour in advance of your mealtime. For questions regarding your meals, you may call Nutrition Services or request assistance directly through the GetWellNetwork television system.

Mealtimes

Breakfast is usually delivered between 7 – 8 a.m. Lunch is usually delivered between 11:30 a.m. – 12:30 p.m. Dinner is usually delivered between 5 – 6 p.m. Snacks are available based on your nutritional plan and are delivered at 10 a.m., 2 p.m. and 8 p.m. The time of tray delivery may vary depending on hospital census.

Interpreters

We provide services to a diverse population and utilize a service called LanguageLine for immediate translation

needs. This allows us to communicate in virtually any spoken language. We also offer the interpreter services for individuals who are “hard of hearing.”

Private duty care

Unfortunately, it is not possible to have a member of the hospital’s nursing staff continually at your bedside. However, arrangements can be made to have a private duty nurse or sitter stay with you at your expense. Please ask your nurse for information about private duty nurses and sitters.

Safety

We are committed to making your hospital stay a safe and positive experience. We have procedures in place to prevent errors in your care. At the top of our safety priorities is our patient identification policy. We want to ensure that you are the correct patient to receive a medication, lab work, procedure or surgery. We will ask you or your family to identify you by name and date of birth. A staff member will check your armband to make sure that information matches you as well as the unique medical record number that has been assigned to you.

Specific procedures are in place for surgery including the marking of your surgical site with an indelible marker. While in the operating room, the surgical staff will state your name, surgical site, and type of procedure before the operation begins.

Everyone has a role in making healthcare safe – family members, caregivers, physicians and healthcare professionals. You can also play a vital role in making your care safe by becoming an active, involved member of your healthcare team. Please speak up if you have questions or concerns about the care that you are receiving. If you have a safety concern, we encourage you to discuss it with the healthcare professional involved or call our anonymous Patient Safety Hotline at **(714) 378-7888**. We investigate every concern that is brought to our attention.

Fall prevention

The following guidelines are provided to you and your family by Orange Coast Medical Center to help reduce your risk of a fall:

- Be sure you can reach and use your call light to request help in getting in and out of your bed or chair.
- Keep the phone and your personal items within reach, when possible.

- Follow your physician’s orders and the nurses’ instructions regarding whether you must stay in bed, require help getting out of bed, getting in and out of a chair or need help to walk.
- Side rails may be utilized to ensure your safety and protection. Ask for help with the side rails before getting out of bed.
- If you feel weak or dizzy getting out of bed, use your call light to call for help. You are more likely to feel dizzy or faint after sitting or lying down for a long time.
- If your physician says you may get up without help, sit up in bed for a few minutes before standing.
- It is important to remain seated or lying down while waiting for help. Please be patient, someone will answer your call light as soon as possible.
- Please wear non-skid, low-heeled shoes or slippers when you walk in the hospital.

Pain management

Pain management is an important part of your care. It allows you to feel more rested, more in control and speeds up your recovery. We will listen and respond to your concerns about pain even though it may not always be possible to achieve complete pain relief. We will help you achieve reasonable pain relief goals. One of the most important things you can do is tell us about your pain. Only you know when you are in pain, how bad it is, and what it feels like. When you describe the intensity, type and location of your pain, you help us do a better job of caring for you.

We want you to be involved in all aspects of your care. Several individuals working as a team will help you control your pain. Pain scales will be used to evaluate the level of pain or discomfort that you are experiencing. A rating of “0” means no pain at all, while a rating of “10” represents the worst possible pain you have ever had or could imagine having.

Please take a moment to view the pain management video on your GetWellNetwork interactive patient engagement system.

Non-drug treatment options

The best way to treat pain is to prevent it before it becomes too difficult to handle. Some methods of pain relief don’t involve using medicine. All of the following options may be helpful to you:

- Relaxation
- Visual imagery (TV)

- Ice therapy, heating pads
- Breathing exercises
- Meditation
- Music

Please do not hesitate to ask your nurse or doctor for more information regarding these safe and effective options.

Commitment to excellence

We are committed to providing you with timely interventions for discomfort or pain. We believe that pain is whatever you say it is and where you say it is located. We believe in treating pain early before it becomes unbearable. If you do not feel we are living up to our commitment at any time during your hospital stay, please do not hesitate to contact your nurse or physician immediately so we can discuss options available to you.

Medical immobilization

During some medical tests or procedures it may be necessary to immobilize a part of your body, such as an arm or a leg that is being sutured. This may be achieved with splints, positioning supports or soft restraints. These devices will be kept in place only during the procedure or treatment.

Every effort will be made to ensure that your dignity and privacy are respected. Physical restraints will only be considered if your safety is at risk and alternative measures have been unsuccessful. Your family will be informed of the necessity to use restraint measures. Ongoing assessments will be conducted to evaluate alternatives to physical restraints and ensure your safety. Our goal is always to remove the restraints as soon as it is safe to do so.

Infection control

Our goal is to prevent the spread of infection among patients, healthcare workers and visitors. Many of the measures taken in the hospital will help to control infections at home as well.

The first and best way to help prevent the spread of infection is to wash your hands using soap and running water before you eat or drink and after you go to the bathroom. Clean your hands using soap and water or a rinseless alcohol product after you cough, sneeze or blow your nose. Cover your nose and mouth when you sneeze or cough.

Second, we ask that your loved ones stay home when they are feeling ill. They need to take care of themselves first. If they come to the hospital ill, there is a great risk that they will give the illness to you or someone else who is in the hospital.

Third, if there is a “precautions” sign on your door, the directions on the sign need to be followed. Your visitors may have to wear special protective gear. Preventing infections is important to help you recover quickly and keep your visitors and the healthcare staff healthy, too.

We may, from time to time, restrict access to the facility to certain age groups of visitors to prevent the spread of influenza. Please follow the restrictions put in place in order to protect our employees, your family and yourself from this virus.

Security and life safety

To make sure patients, visitors and employees are safe, the hospital continually monitors and tests a wide range of security and life-safety measures. You may hear overhead announcements for drills and other messages. Your nurse will monitor these announcements and inform you and your family of any important information.

Friends and family

Mail and flowers

If you will be hospitalized for more than a day, mail should be addressed to you with your first and last name and room number, **Orange Coast Medical Center, 18111 Brookhurst St., Fountain Valley, CA 92708**. Mail received after you leave the hospital will be forwarded to your home address. Flowers will be delivered to your room as soon as possible after delivery (please note that flowers are not allowed in the ICU/CCU).

Gift shop

The Orange Coast gift shop, Gifts at the Coast, located in the lobby of the Patient Care Pavilion, offers a wide variety of gifts, flowers, snacks and personal items. All proceeds benefit the Orange Coast Medical Center Foundation. Staffed by volunteers, the gift shop is open Monday – Friday, 9 a.m. – 4:30 p.m. For more information, call **(714) 378-7502**.

Reporting your condition

When friends or family call to inquire about your condition, the call will be transferred to the nursing unit on your floor. If you and your nurse have determined that you are able to take phone calls, friends and family will

be transferred to your telephone. If you would prefer that we withhold all information, including your condition and location within the hospital, please notify the registration clerk upon your admission to the hospital.

Smoking

Orange Coast Medical Center maintains a smoke-free environment. Patients and visitors are not allowed to smoke anywhere on hospital grounds, including the cafeteria, restrooms, lounges or parking areas. If you smoke, please check with your nurse for alternative options during your stay at the hospital. The use of e-cigarettes is also prohibited.

Patient family education

We believe that patient and family education promotes healthy behavior, supports a speedy recovery and enables people to be involved in decisions about their care. Our healthcare professionals individualize their approach according to your diagnosis, assessed needs, abilities, developmental age and readiness to learn.

Consideration is also given to cultural and religious practices, emotional barriers and other issues. Instruction on many topics is provided, including nutrition, safety, pain management, community resources, rehabilitation techniques, therapeutic healthcare options, coping strategies, and the safe and effective use of medication and equipment. These educational topics and many more may be found on your GetWellNetwork television system.

Visitor information

Your right to receive visitors

You have the right to receive visitors and to designate a person to support you while you receive care in the hospital.

We do not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, or disability. Visitors enjoy full and equal visitation privileges consistent with your preferences.

Your right to have visitors may be limited or restricted when visitation would interfere with your care and/or the care of other patients. Circumstances that may provide a basis to impose restrictions or limitations on visitors include (but are not limited to) when:

- There may be infection control issues.
- Visitation may interfere with the care of other patients.

- The hospital is aware that there is an existing court order restricting contact.
- Visitors engage in disruptive, threatening, or violent behavior of any kind.
- The patient or patient’s roommate(s) need rest or privacy.
- The patient is undergoing care interventions.
- Visitation is otherwise medically not recommended.

We may need to limit the number of visitors for any one patient during a specific period of time, as well as establish minimum age requirements for visitors when reasonably necessary to provide safe care. You will be informed of the reason for any restriction or limitation of visitors.

The number of visitors and length of visitation may be limited in specific care settings, such as intensive care units and post-operative/invasive recovery areas, due to your care needs and the level of required medical care.

General visitor access to areas where newborn infants and pediatric patients are housed may be limited due to security concerns and the need to protect these vulnerable populations.

Due to care and safety concerns, visitation is not permitted during the performance of operative, invasive, or other high-risk procedures. To protect patient privacy, visitation is generally not permitted when a patient is receiving personal care, such as toileting, bathing, etc.

You also have the right to:

- Consent to and receive visitors you have designated, either orally or in writing, including but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend.
- Withdraw or deny your consent to receive specific visitors, either orally or in writing at any time.

About your support person

A support person is someone who can help you and provide emotional support during your time with us. This person does not necessarily have to be the same person as your representative (if you have one), who is legally responsible for making medical decisions on the patient’s behalf. A support person could be a family member, friend, or other individual who supports the patient during the course of care, treatment or service. Not only may your support person visit you, but he or she may also

exercise your visitation rights on your behalf with respect to other visitors if you are unable to do so.

Visiting hours and information

The hours and number of visitors permitted may vary by unit. Please check with hospital staff or memorialcare.org/OrangeCoast for current visitation guidelines and information.

Orange Coast Café

The Orange Coast Medical Center Cafeteria offers a wide variety of hot and cold food and beverage options. The Patient Care Pavilion Café offers Starbucks coffee and a Grab & Go station. Both locations include outdoor patio seating and are open during the following hours:

Cafeteria hours of service:

Seven-days-a-week 7 a.m. – 9 p.m.

Cafeteria hours for hot food service:

Monday – Friday

Breakfast	7 – 9:30 a.m. Hot Food & Grill
Lunch	11 a.m. – 2 p.m. Hot Food & Grill
Dinner	5 – 9 p.m. 5 – 7 p.m. Hot Food 6 – 9 p.m. Grill

Vending machines are also available 24/7 in the main hospital cafeteria.

Patient Care Pavilion Café hours:

Monday – Friday 7:30 a.m. – 5 p.m.

To access the Café from the Inpatient hospital building, take the Skybridge located on Hospital Level 2.

Planning your care and leaving the hospital

Planning for your needs upon discharge begins within 24 hours of your admission and is a collaborative process between you, your family and your healthcare team. We want your hospitalization to be as comfortable as it can be and to ensure that you are kept informed about your current treatment and options for post-hospital care.

Your physician and other healthcare team members are here to ensure that you receive the education you need about your illness and treatment and that your care is coordinated to meet your needs in a timely manner.

Licensed nurse case managers will work together with you and your family in arranging needed post-hospital care, including skilled nursing home placement, rehabilitation, home healthcare and home medical equipment needs. Comprehensive information about social service agencies and other community resources offering help to patients after discharge can be obtained from your case manager or social worker. You may contact your case manager, by asking your primary nurse, the charge nurse, or having the hospital operator page them for you.

Leaving the hospital

When your doctor decides you are ready, you will leave the hospital to continue your recovery at home or a transitional facility. Your doctor may write prescriptions for medications to take after you leave the hospital. You may choose to have your prescriptions filled by the Orange Coast Medical Center Outpatient Pharmacy, located at **18035 Brookhurst St., Suite 1400, Fountain Valley, CA 92708**, or a pharmacy of your choosing.

Support services for you and your family

Social services

Illness, whether short or long term, can elicit feelings of anger, depression and helplessness. Don’t be afraid to ask for assistance if you are feeling overwhelmed. The hospital’s social workers are available to provide individual or family counseling to help you and your loved ones cope with emotional difficulties related to your condition. They will also provide you with any community resources that might help you when you leave the hospital.

Spiritual services

It is the goal of Orange Coast Medical Center to provide spiritual and emotional care to patients and families. At your request, our hospital chaplain is available to meet with you for prayer, counseling or a friendly visit. Your own spiritual representative from your faith community is also invited to visit you at any time. Our chapel is located in the Emergency Department lobby area and is available to patients, families, visitors and staff 24/7. The hospital lobby receptionist is available to direct you to the chapel, where you will find comfortable chairs and a quiet atmosphere.

Financial information

Your bill

We know that medical bills can be confusing. In an effort to simplify matters, we will assist you in verifying your insurance and identifying prior authorization requirements, deductibles and copayments.

After you leave the hospital, we will courtesy bill your insurance company directly. You will be billed for any amount indicated as your responsibility by your insurance company. For your convenience, you may pay by cash, check, Visa or MasterCard. If you have questions about your bill, please contact Patient Financial Services at **(877) 323-0043**, available Monday – Friday, 9 a.m. – 4 p.m.

In addition to your hospital bill, you may also receive separate bills from your doctor, anesthesiologist, radiologist, pathologist and other specialists who cared for you. For inquiries regarding these charges, or to verify if a physician is contracted with your health plan, please call the physician directly.

Medicare

If you are enrolled in Medicare, we will send you a bill only if you have any outstanding deductible amounts or have incurred charges for non-covered items or services. This also applies to patients enrolled in supplemental policies. If there are no uninsured items, we will bill Medicare directly and you will not receive a bill from us.

Billing for the uninsured

We know that not everyone is covered by medical insurance. If you are currently uninsured, you should be prepared to pay your estimated charges before or at the time you are admitted. A financial counselor is available to assist you with your financial needs and may be contacted at **(714) 378-7973** Monday – Friday, 8 a.m. – 4 p.m.

Section Two:

Respecting Your Rights

Patient rights

We, the physicians, nurses and staff at Orange Coast Medical Center, are committed to delivering the best

possible care to you. We treat each patient as an individual, showing the same respect we would to a member of our own family. Our goal is to facilitate your care through clear communication between you, your family, and the entire healthcare team, recognizing that you and your family are the ultimate decision-makers. Our philosophy is that you have the right to personal consideration, information about and full participation in your care.

Specifically, we respect your right to:

1. Considerate and respectful care and to be made comfortable. You have the right to receive respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
2. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
3. Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.
4. Receive information about your health status, 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. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and foregoing or withdrawing life-sustaining treatment.
5. Make decisions regarding medical care and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, in addition to the name of the person who will carry out the procedure or treatment.
6. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of physicians, to the extent permitted by law.

7. Be advised if the hospital/personal physician 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.

8. Reasonable responses to any reasonable requests made for service.

9. Appropriate assessment and management of your pain, information about pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic intractable pain with methods that include the use of opiates.

10. Formulate advance directives. This includes designating a decision-maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.

11. 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.

12. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.

13. 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 notification of government agencies of neglect or abuse.

14. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.

15. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the person providing the care.

16. Be informed by the physician, or a delegate of the physician, of continuing healthcare requirements following discharge from the hospital. Upon your request, a friend or family member may also be provided this information.

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

18. Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:

- No visitors are allowed.
- The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility.
- You have told the health facility staff that you no longer want a particular person to visit.

19. Your designated support person may exercise visitation rights on your behalf when you are unable to do so.

20. Examine and receive an explanation of the hospital's bill regardless of the source of payment.

21. Exercise these rights without regard to sex, physical attributes, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation or marital status or the source of payment for care.

22. File a grievance. If you want to file a grievance with this hospital, you may do so in Orange Coast Medical Center, Patient Relations, **18111 Brookhurst St., Fountain Valley, CA 92708**, or by calling **(714) 378-7524**. We will review each grievance and provide you with a written response, which will include the name of the person to contact at the hospital and the steps taken to investigate the grievance process.

23. File a complaint with the California Department of Public Health, regardless of whether you use the hospital's grievance process. The phone number for the California Department of Public Health – Orange County is **(714) 567-2906** and address is **681 S. Parker St., Suite 200, Orange, CA 92868**.

Patient responsibilities

Optimal patient care depends on your cooperation with the healthcare team. You can positively affect your care, and the care of others, by fulfilling the following responsibilities, providing complete information and actively participating.

Specifically, we ask that you:

- Be cooperative with hospital and medical staff.
- Treat hospital personnel and other patients in the same courteous, dignified manner that you expect from your healthcare team.
- Provide accurate information about your medical history, your drug sensitivities and any medicine you are presently taking (including herbal supplements).
- Report any changes in how you feel to your physician or a member of your healthcare team as soon as possible.
- Follow hospital rules and regulations for the safety of all involved.
- Photos, audio recordings and/or videos of patients, employees, volunteers, medical staff members, and other visitors are only permitted if written consent has been given, if they do not interfere with patient care, and they do not include medical treatment. Any violation could result in confiscation of the device.
- Be accountable for following your post-discharge instructions.
- Be responsible for assuring that your bills are paid in a timely manner.
- Provide the hospital with a copy of your advance health care directive.

Advance health care directive

An advance health care directive is a written or verbal statement allowing you to give directions about future medical care or to designate another person(s) to make medical decisions. Advance health care directives may include a written power of attorney for health care, do-not-resuscitate (DNR) order, or similar documents expressing your preferences.

Orange Coast Medical Center complies with California statutes and court decisions regarding advance health care directives and supports your right to participate in healthcare decision-making. We encourage you to

communicate your healthcare preferences and values to your healthcare team. Advance health care directive/ power of attorney for health care forms are available through registration services or social services.

If you do not already have one, we strongly recommend that you complete a written advance health care directive before it is time to be admitted to the hospital. This includes getting all required signatures as hospital employees cannot serve as witnesses for these documents. While many people complete their written advance health care directives on their own, you can choose to have your private attorney assist you with completing the directive as well.

If you have a completed written advance health care directive form, we request that you present it when you are registering for hospital admission. The directive will be placed in your medical record and ensures that your healthcare team is aware of your healthcare preferences and, if applicable, your designated healthcare decision-maker. We also recommend that you provide copies of your written advance health care directive to your spouse/domestic partner, other family members and your primary care provider. The original should be kept in a secure place other than a safe deposit box.

Power of attorney for healthcare

This legal documentation allows you to appoint another individual to make medical decisions if you become temporarily or permanently unable to make those decisions.

Living wills

This document tells the physician and other healthcare providers whether or not you want life sustaining treatments or procedures administered in a terminal condition or permanently unconscious state.

Organ donation

Tissue and organ donations sustain and improve the quality of life for countless individuals each year. At Orange Coast Medical Center, many patients and their families choose to make this ultimate gift, consistent with all requirements under the California Health and Safety Code. If a family agrees, staff and volunteers pay their respects to each tissue and organ donor patient at Orange Coast Medical Center during a specially scheduled Honor Walk for that patient.

Advocacy and regulatory agencies

The following agencies provide advocacy and reporting services for patients and their families:

Orange County Adult Protective Services
(800) 451-5155
ssa.ocgov.com

California Department of Public Health – Orange County
(714) 567-2906
cdph.ca.gov

Orange County Child Protective Services
(800) 207-4464
ssa.ocgov.com

Department of Managed Health Care
(888) 466-2219
dmhc.ca.gov

The Joint Commission – Office of Quality Monitoring
(800) 994-6610
jointcommission.org

Medical Board of California
(800) 633-2322
mbc.ca.gov

Medicare general information line
800-MEDICARE (633-4227)
cms.gov

Orange County Medical Association
(949) 398-8100
ocma.org

Concerns and complaints

If you are concerned about something – whether it is your care, your room, your meals, your testing schedule, your visitors or anything else – please let us know right away and we will try to address your concerns immediately. You may speak to your caregivers in confidence, which includes your nurse, charge nurse, clinical supervisor, department manager, or physician. If you prefer to speak to someone in our Patient Relations Department regarding your concerns or complaints, please feel free to contact our Patient Relations Department at **(714) 378-7524** or by dialing “7524” from your hospital phone during normal business hours. During evenings, weekends or holidays, you may call the operator and request to speak to the administrative house officer.

You can be sure that talking about your concern or complaint will not interfere with your treatment. Our goal is to take care of you according to your wishes and those of your family knowing that situations and decision-making can, at times, cause concerns in the course of your care.

Patient/family grievance

If you do not feel that you received adequate resolution to your complaint, you may lodge a formal complaint/grievance with the Patient Relations Department. Please be assured that each complaint/grievance is taken seriously and shared with the appropriate management for a formal investigation. You may contact the Patient Relations Department at:

**Orange Coast Medical Center
Patient Relations Department**
18111 Brookhurst St.
Fountain Valley, CA 92708
(714) 378-7524
memorialcare.org

To lodge a grievance with the state agency, you may contact:

California Department of Public Health – Orange County
681 S. Parker St., Suite 200
Orange, CA 92868
(714) 567-2906

Access to the Bioethics Committee

The Bioethics Committee at Orange Coast Medical Center consists of nurses, social workers, doctors, hospital chaplain and community members. This committee is dedicated to helping you cope with problems you may encounter concerning your personal goals for your medical treatment. The committee may be pulled together whenever there is a difference of opinion regarding wishes about the medical care you are or will be receiving, and to provide information for decision-making. The bioethics team promotes dignity, fairness, honesty, compassion and trust in all interactions between and among the healthcare team, patients and families. This committee is an advisory committee and all discussions are confidential. You and your family can contact the Bioethics Committee through your attending doctor, nurse, social worker or hospital chaplain.

Compliments

If you experience excellent service while in our care, we greatly appreciate compliments that encourage our staff to continue providing the best service possible. Recognition cards are available on every unit for your remarks. You may also receive a patient satisfaction survey at home after you are discharged. We appreciate any feedback you can give us regarding your care and how we can improve our service to you.



MemorialCareTM
Orange Coast Medical Center



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18111 Brookhurst St.
Fountain Valley, CA 92708
memorialcare.org/OrangeCoast