

Patient & Family Guide



Toni Knox-Smith, 52
Breast Cancer Survivor

Compassionate, Quality Health Care


MemorialCare[™]
Long Beach Medical Center

800.MEMORIAL
memorialcare.org/LongBeach

Letter from the CEO

Dear Patient,

On behalf of the entire care team at MemorialCare Long Beach Medical Center, I would like to welcome you and your family. For more than 100 years, our medical center has provided compassionate, quality health care to generations of families in our community. Long Beach Medical Center is recognized as a major regional provider of medical and surgical programs, and you can feel confident in the expertise of our physicians and care teams.



You are being cared for in a patient and family centered environment, which means that your family is encouraged to be involved in all aspects of your care. We want to partner with you and your loved ones to develop treatment plans that work for you. Our goal is to provide you with quality medical care that meets all of your needs. Everyone on your health care team is here to help you along in your journey, so if you have any questions, please don't hesitate to ask.

As a leader in health care, Long Beach Medical Center provides the latest technology, conducts research and provides an academic learning environment for students from local universities and colleges. The medical center has received numerous accolades and awards, and keeps patient care and safety as its top priority.

Long Beach Medical Center houses multiple Centers of Excellence specializing in cancer, heart, rehabilitation, orthopedics, neurology rehabilitation and wound care that are on the forefront of health care management. Long Beach Medical Center also shares a campus with MemorialCare Miller Children's & Women's Hospital Long Beach — one of only eight children's hospitals in the state.

I am proud to say that of nearly 6,000 hospitals nationwide, only 395, including Long Beach Medical Center, have earned Magnet™ recognition to date — a four-year designation by the American Nurses Credentialing Centers (ANCC). Long Beach Medical Center was recognized as a Magnet™ organization for the delivery of exceptional patient care, constant promotion of staff growth, continued employee development and positive patient outcomes.

I encourage you to look through this patient guide to learn about the important features Long Beach Medical Center has to offer to help make your stay with us positive and healthy.

Best wishes,

A handwritten signature in black ink that reads "John Bishop". The signature is written in a cursive, flowing style.

John Bishop
Chief Executive Officer
MemorialCare Long Beach Medical Center

Welcome

Our Mission

Long Beach Medical Center is dedicated to providing compassionate, quality health care to the greater Long Beach area, while leading in premier, specialized care through its renowned Centers of Excellence.

Our Vision

Exceptional People. Extraordinary Care. Every Time.

Patient and Family Centered Care

It is the philosophy of Long Beach Medical Center to ensure the best health outcomes, improve patient and staff engagement and provide high quality care while partnering with our patients and families. We are committed to excellence in patient and family centered care. Our care is guided by four principles: dignity and respect, information sharing, participation and collaboration. Be involved in your own care and tell us how you and your support person would like to participate.

You can ALWAYS expect the following from us:

- Respectful communication with your nurses and doctors
- Communication about your medications
- Responsiveness of all hospital staff
- A quiet and clean environment to help you heal
- Effective pain management
- Helpful information for your health after you leave the hospital



Greet and Connect

– We greet everyone with a warm smile, with eyes, and “Hello”.



Extraordinary Hosts

– We care for our place of work like it’s our own home.



Guide People

– We take people where they are going and help them understand their care journey.



Express Appreciation

– We show appreciation and gratitude to patients and families, and colleagues.



Always Improving

– We reinforce what’s working well and focus on what could be improved.

Parking Information

The campus of Long Beach Medical Center is shared with Miller Children's & Women's and is quite large. To make it convenient for you to find your way, we have several parking options around the medical campus.

It may be beneficial to take a look at the map (on the next page) to see which parking structure is closest to the building you will be visiting. In order for us to maintain our safe and secure campus, it is necessary for us to charge for parking.

The Visitor Parking Garage and Lot are located off Memorial Medical Center Dr. and are open 24 hours a day, 7 days a week, including holidays. All parking lots are pay lots. Limited street parking is available.

Quick Reference Contacts

- Parking Office: (562) 933-0121
- Public Safety: (562) 933-0010

Parking Rates

Parking is \$6 per ticket, first 30 minutes are free. Long Beach Medical Center is not responsible for lost or misused parking passes. A lost ticket is \$10. Each parking ticket is valid for one vehicle only. Parking can be paid at one of the several self-pay machines located around campus, including one by the valet right outside of the Long Beach Medical Center main lobby.

Valet Parking Service

Valet service is available Monday - Friday, 6 a.m. - 6 p.m. and is located at the valet circle at the Long Beach Medical Center main lobby entrance. Valet service is free, however the owner of the car will be required to pay for parking at the pay station (see above for rates). A valet will park the visitor's car and give them a claim check. Please keep the receipt with the visitor at all times.

Extended Day Parking

For visitors who may visit frequently, it is recommended they purchase a monthly/extended day parking pass. Visitors can purchase passes in the parking office Monday - Friday, 6 a.m. - 6 p.m. For more information, call the parking office at **(562) 933-0121**.

- 5-day pass: \$30
- 10-day pass: \$40
- 30-day pass: \$60

Senior Parking Passes

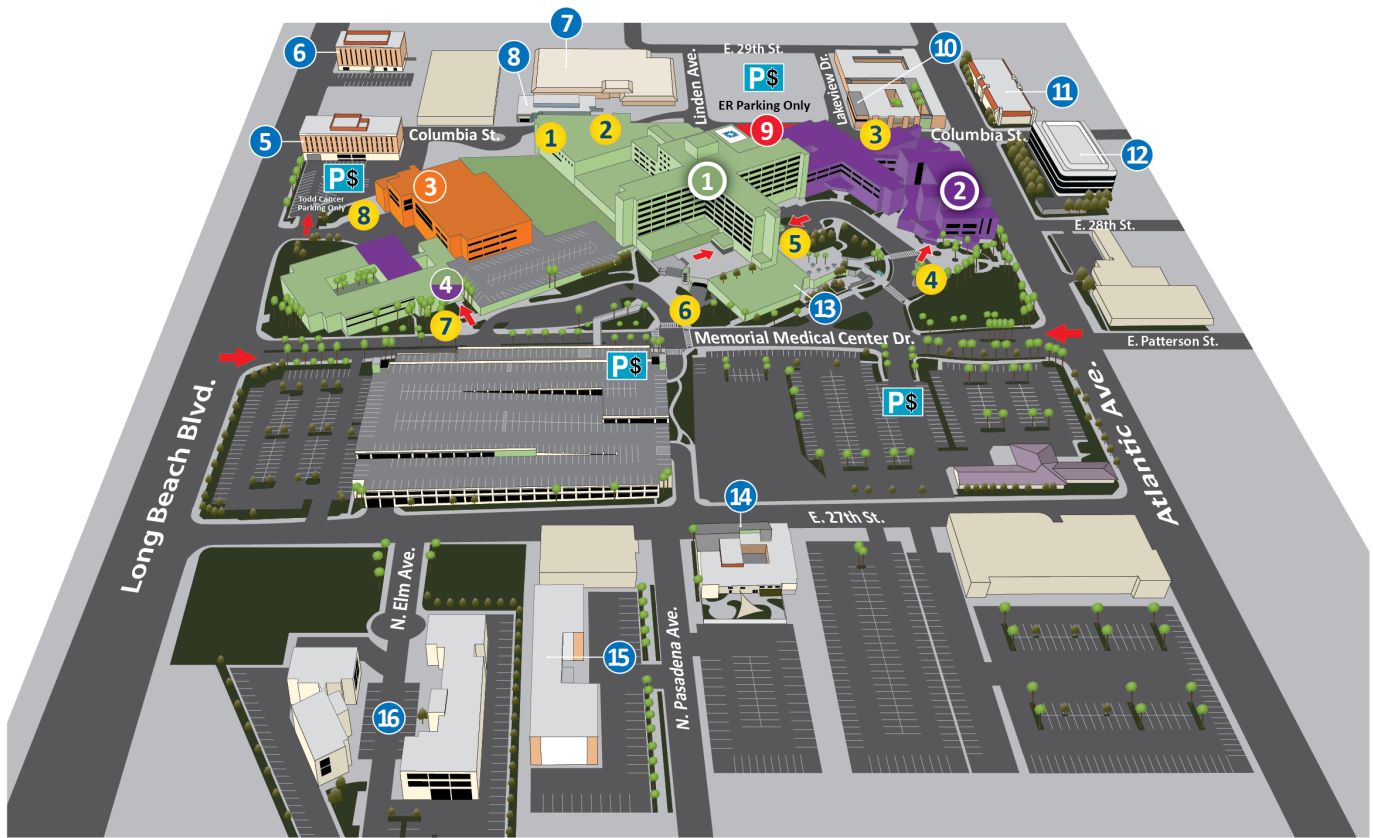
Senior parking passes are available for purchase from the parking office, Monday - Friday, 6 a.m. - 6 p.m. For more information, call **(562) 933-2786**.

- Must be 55+ years of age
- \$50/year, valid for 12 months from the date of purchase

Shuttle Service

Monday - Friday, 6 a.m. - 6 p.m., excludes holidays and weekends. If you have any questions regarding shuttle service, parking valet or security please contact Public Safety at **(562) 933-0010**.

Campus Map



1 MemorialCare Long Beach Medical Center

Ground Floor

Cafeteria
Center for Health Education
Farmer's & Merchants Bank
Human Resources
Medical Records
Public Safety/Security

1st Floor

Admitting
Blood Donor Center
Chapel
Emergency Department
Gift Shop
Lobby/Visitor Check-In
Seaside Café
Surgical Pavilion
Volunteer Services

2nd Floor

Cherese Mari Lauhere BirthCare Center
Perinatal Special Care Unit

3rd Floor

MemorialCare Heart & Vascular Institute

4th Floor

MemorialCare Joint Replacement Center
MemorialCare Neuroscience Institute

5th Floor

Diabetes Program
Medical/Surgical Unit

6th Floor

Oncology

7th Floor

Intensive Care Unit (ICU)

2 MemorialCare Miller Children's & Women's Hospital Long Beach

Ground Floor

Children's Outpatient Specialty Centers
Children's Rehabilitation Program
Children's Surgical Center

1st Floor

Admitting
Children's Imaging Center
Children's Infusion Center
Children's Pharmacy
Conference Room A1/A2/B/C
Meditation Room
Sibling Time

2nd Floor

Child Life Playroom
Family Resource Center
General Pediatrics
Neonatal Intensive Care Unit (NICU)

3rd Floor

Jonathan Jaques
Children's Cancer Institute
Cherese Mari Lauhere Pediatric Intensive Care Unit (PICU)

3 Todd Cancer Pavilion - 2810 Long Beach Blvd.

2nd Floor

Cancer Clinical Research
Cancer Risk & Prevention
MemorialCare Breast Center
Women's Specialty Center

3rd Floor

Ambulatory Infusion Center
Cancer Registry
Infusion Pharmacy
Integrated Cancer Medicine Program
Multi-Disciplinary Medicine Program
Roof Garden
Specialty Center

4 Miller Children's & Women's West/ MemorialCare Rehabilitation Institute

Ground Floor

MemorialCare Rehabilitation Institute

1st Floor

Cardiac Rehabilitation
Family Resource Center
Miller Children's & Women's West
Pulmonary Institute

5 Columbia Medical Building

Adult Outpatient Diabetes Program
Adult Pulmonary Rehabilitation
Clinical Research Center

6 Hartley Medical Building

The Larry & Helen Hoag Foundation
Pediatric Urology/Nephrology Clinic
PET/CT Center
Wound Healing Center

7 Buffum Medical Pavilion

Children's Dental Health Clinic
Family Medicine
HomeCare Pharmacy
Surgical Clinic Pre-Op Assessment
The Children's Clinic
Vaccine Hub

8 MemorialCare Imaging Center

9 Emergency Department

10 Memorial Medical Building

Bickerstaff Pediatric Family Center
Cardiac Health Program
Lactation Consultants
Multi-Specialty Clinic
OB Clinic

11 Hillside Medical Plaza

Children's Endocrine Center
Children's Heart Institute Outpatient
Children's Neurology Center

12 Atlantic Medical Building

Jonathan Jaques Children's Cancer
Institute Administration Offices

13 Houssels & Van Dyke Theatre

14 Long Beach Ronald McDonald House

Long Beach Medical Center and
Miller Children's & Women's Foundation
Nursing Education
Parks Medical Library

15 Elm Ave. Medical Plaza

Jonathan Jaques Children's Cancer
Institute Outpatient
Long Beach Alliance for Children
with Asthma
Sleep Disorders Center - 2653 Elm Ave.
Stramski Children's Developmental
Center - 2651 Elm Ave.

SHUTTLE STOPS



- 1 BirthCare Center
- 2 Emergency Department
- 3 Lakeview/Columbia
- 4 Miller Children's & Women's
- 5 Long Beach Medical Center - East Entrance
- 6 Long Beach Medical Center - West Entrance
- 7 Miller Children's & Women's West/ MemorialCare Rehabilitation Institute
- 8 Todd Cancer Pavilion

Your Hospital Stay

Your Room

Your medical condition determines your room assignment. At your bedside and in your restroom there is a button to call for help. Long Beach Medical Center offers both private and shared rooms. If you are in a shared room, please be considerate of your roommate.

Meal Times

A representative from Food & Nutrition Services will come by every day to assist in your food selection. We do our best to accommodate your dietary preferences and provide you with food that is nutritional and appealing. Guest trays are available for a small fee. Please ask your nurse or call **(562) 933-0500** if you have questions regarding your meals.

Breakfast is served between 7 - 8:30 a.m. Lunch is served between 11:30 a.m. - 1 p.m. Dinner arrives between 4:30 - 6 p.m. Snacks are available upon request and are served at 10 a.m. and 3 p.m.

Quiet Zone — Help Us Support Healing (H.U.S.H.)

Long Beach Medical Center is committed to providing a quiet environment for our valued patients and families to rest and heal. Talk to your care team about ways to create an environment that's comfortable for you. If preferred, earplugs are available to you upon request.

Smoke-Free Campus

In our commitment toward health and safety, our hospital campus is an official smoke-free zone. To protect employees, patients and visitors from secondhand smoke exposure please avoid smoking on hospital property.

Ways That We Provide You With Care Always

Hourly Rounding is the practice of checking on you or your loved one frequently (every one or two hours) to follow up on your specific needs, including your pain, your position in bed, restroom use and your personal belongings are within reach.

Patient Communication Boards are used by all care team members to engage our patients and their families in:

- daily care goals
- questions
- pain management
- medications
- discharge preparation
- fall score—a fall prevention method that helps evaluate a patient's likelihood of falling out of bed
- scheduled tests or procedures

Interactive Patient Education GetWellNetwork®

The television in your room features many benefits. We want you to explore all education and entertainment options available to you. Please take time to discover the numerous education videos, entertainment movies, relaxation videos, music and TV channels on your TV. You also are able to answer a few simple questions and provide us with feedback about your experience. Your health care team can help you learn how to use the TV. GetWellNetwork® is the leading provider of Interactive Patient Care solutions serving hospitals and health care organizations throughout the United States.

Safety & Quality

Keeping Patients Safe is a Priority

Safety and security of patients at Long Beach Medical Center is our top priority. The care team at Long Beach Medical Center is committed to providing friends and family with peace of mind that patients will be safe in our care.

Important Information for your Visit

- Postpone your visit if you have a cold, sore throat or other contagious condition, as this can affect a patient's recovery. Visiting guidelines are subject to change during the flu season.
- Immunizations are recommended for children who will be visiting.
- For any safety concerns, speak with your nurse or call the safety hotline at **(562) 933-2500**.
- Some patients may have allergies to latex (rubber), so please do not bring latex balloons.
- Flowers are not allowed in the Intensive Care Unit (ICU) or Cardiac Care Unit (CCU).
- If there are loved ones who cannot visit, they may email you at **memorialcare.org/EmailAPatient**. Emails will be printed and delivered to patients by hospital volunteers or patient ambassadors.

To ensure a safe environment, we have special security measures in place:

- Security cameras and security staff are on duty 24-hours a day.
- Employee badges are required to be worn by all hospital staff members and physicians.
- All patients wear identification bands.
- Public Safety (Lost and Found) can be contacted at **(562) 933-0010**.

Hand Washing Initiative

Everyone is encouraged to use the hand sanitizers throughout the hospital. "It's OK to Ask!" hand washing signs are posted in patient rooms to remind families and patients to ask their health care team if they have washed their hands or used hand sanitizer.

Rapid Response Team

The Long Beach Medical Center Rapid Response Team (Star Team) consists of trained critical care team members that can take quick action when there is a noticeable decline in a patient's health. We encourage family members and loved ones to notify any member of your health care team and request that the Rapid Response Team is called if they see a noticeable decline.

Fall Prevention: "Call, Don't Fall"

We may be giving you new medications that make you drowsy or light headed. To avoid falls, we encourage you to call for help, and wear non-skid footwear when you get out of bed. If we determine you are at risk of falls, we will let you know what interventions we are taking to keep you from falling. Your hospital bed is equipped with a bed alarm and will be used if you are at risk for falling. This bed alarm helps the staff keep you safe. We also will let your loved ones know what we are doing to keep you safe.

Visitor and Family Information

Visits from family and friends are important to a patient's healing process. We use a patient and family centered care visiting model here, meaning visitors and family are a welcomed part of individualized patient treatment.

Our professional care teams and staff members use discretion and compassion in their determination to make necessary exceptions to the visiting plan. The plan is dynamic and will change based on the fluctuating needs of the patient, family, health care team and department.

Partner in Care

We welcome a partner in care — a support person appointed by the patient that may be present during the course of the hospital stay and may make visitation decisions on the patient's behalf if the patient is unable to do so.

Visitor Check-In Process:

1. All visitors must check in at the lobby to obtain a visitor's badge.
2. All visitors (18+) must provide a valid government issued photo ID at check-in.
3. Visitors are screened against the Megan's Law Registry. If a match is found, a Public Safety Officer will be notified.
4. Visitor badges must be visible at all times.

Children Visiting

- Children under the age of 14 are welcome, but will need to remain with a visiting adult at all times.
- For children under 14 visiting in critical care areas, we recommend that the health care team speaks with the parent/guardian and offers a consultation with a social worker and Child Life prior to the child/children visiting.
- Children entering the Intensive Care Unit (ICU) will require proof of immunization. The Child Life Program can offer support and prepare the child for their first visit to the ICU. The Child Life Program can be reached at **(562) 933-8060**.

Patient Relations

Patient Ambassadors are available to partner with our patients, families and visitors during their hospital stay. Our goal is to help make your hospital experience into a positive one by answering your questions and addressing any concern. The Patient Relations Office is open Monday – Friday, 9 a.m. – 4 p.m.

To speak with a Patient Ambassador, please call the Patient Relations Hotline. All messages left after hours will be returned by the next business day.

- **Patient Relations Hotline: (562) 933-9315**

Support and Going Home

Help Us Improve - Patient & Family Satisfaction Survey

Patient Satisfaction Survey Will Be Mailed by Our Vendor, Press Ganey

Patients and their families are sent a survey shortly after being discharged from the hospital. You will be asked about the services and care received. Please complete this survey, so we can see if we met your needs, and learn how we can improve care for families in the future. If you have any questions about our Patient and Family Satisfaction Survey, please call **(562) 933-1625**.

Patient & Family Engagement

Are you interested in partnering with us to improve the patient experience for future patients and family members? Tell us more about the experience you've had here and ways you would like to be involved. Please call **(562) 933-8044**.

Classes & Events

We offer a variety of classes, support groups and events. For class information, visit memorialcare.org/classes.

Going Home

A variety of health care team members will help you in the transition from the hospital to your home. Your nurse will review your written discharge instructions with you and your family before you are discharged and discuss what health concerns to look for at home.

- Do you know what symptoms to look for at home?
- Do you have the help you need when it's time to go home?
- Have you arranged for a ride home with a relative or a friend?
- Will you be on a special diet?
- What limitations are there to your daily activities, and how long will you have those limitations?
- Are there any medications you need to take and do you understand how they are to be used, as well as any side effects you might expect?
- Do you need to arrange for any post-hospital care, such as physical therapy or other treatments?



Patient Rights

You have the right to...

1. Considerate and respectful care, and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
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 licensed health care 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.
4. 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. 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 forgoing 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, and 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 members of the medical staff, to the extent permitted by law.
7. Be advised if the hospital/licensed health care 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.
8. Reasonable responses to any reasonable requests made for service.
9. Appropriate assessment and management of your pain, information about pain, 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 pain with methods that include the use of opiates.
10. Formulate advance directives. This includes designating a decision maker if you become incapable of understand 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 semi-private 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.

Patient Rights (Continued)

13. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
14. Reasonable continuity of care and to know in advance the time and location of appointments, as well as the identity of the persons providing the care.
15. Be informed by the physician, or a delegate of the physician, of continuing health care requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.
16. Know which hospital rules and policies apply to your conduct while a patient.
17. 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 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.
 - However, a 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, where 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.
18. 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.
19. Examine and receive an explanation of the hospital’s bill regardless of the source of payment.
20. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, gender, gender identity, disability, medical condition, marital status, registered domestic partner status or the source of payment for care.
21. File a grievance. If you want to file a grievance with this hospital, you may do so by writing or by calling MemorialCare Long Beach Medical Center; 2801 Atlantic Ave. Long Beach, CA 90806; (562) 933-9315. The grievance committee will review each grievance and provide you with a written response within 7 - 21 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 Peer Review Organization (PRO).
22. File a complaint with the California Department of Public Health regardless of whether you use the hospital’s grievance process. The California Department of Public Health’s phone number and address is (714) 567-2906 at 681 South Parker St. Orange, CA 92868.

This Patient Rights document incorporates the requirements of The Joint Commission; Title 22, California Code of Regulations, section 70707; Health and safety Code sections 1262.6, 1288.4, and 124960; and 42 C.F.R. Section 482.13 9 Medicare Conditions of Participation).

Phone Directory

Admitting

Long Beach Medical Center Lobby
(562) 933-1335

Blood Donor Center

Long Beach Medical Center Lobby
(562) 933-0808

Inpatient Surgical Services

6th Floor
(562) 933-6100

Intensive Care Unit (ICU)

7th Floor
(562) 933-7100

Mainline (Operator)

(562) 933-2000

Medical Records

Ground Floor
(562) 933-1141

MemorialCare Breast Center

Todd Cancer Pavilion, 2nd Floor
(562) 933-7880

MemorialCare Heart & Vascular Institute

3rd Floor
(562) 933-3001

MemorialCare Neuroscience Institute

- **Sleep Disorders Center**
(562) 933-8645
- **Stroke Program**
4th Floor
(562) 933-4006

MemorialCare Rehabilitation Institute

Memorial West - Ground Floor
(562) 933-WAVE (9283)

MemorialCare Senior Plus Program

(562) 933-1650

MemorialCare Todd Cancer Institute

For patient support from 9 a.m. - 5 p.m.,
call **(562) 933-0900**.

Orthopedic Services

4th Floor
(562) 933-4000

Interpreter Services

Professional medical interpreters are available 24/7. We also provide TTY, video-remote interpreting and telephonic interpreting support in more than 140 languages. If you need an interpreter, please inform your nurse and an interpreter will be provided at no cost to you. To reach Interpreter Services, call **(562) 933-1113**.

Patient Financial Services Office

If you have questions about our billing procedures, or about your hospital bill, please call the Patient Financial Services office at **(866) 283-3686**, Monday - Friday from 9 a.m. - 4 p.m. A copy of your bill is available upon request.

Patient Health Care Decisions Advance Health Care Directives

What are your future health care plans or wishes? If you are a patient over 18-years-of-age, consider discussing your future health care plans or wishes with your family and complete an Advance Health Care Directive in the event you are unable to speak for yourself. This legal document also gives specific instructions about what you want for your medical care.

For your convenience, Advance Health Care Directive forms are available in Admitting, Spiritual Care office, Social Services or from your doctor. If you need assistance in completing the form, contact Social Services at **(562) 933-0017** or a Spiritual Care team member at **(562) 933-1450**.

Ways to Give

There are several ways to make a philanthropic gift, through the MemorialCare Long Beach Medical Center Foundation, to support the extra measure of care at Long Beach Medical Center. Your gift may support patient care programs, medical equipment, clinical research, medical education or community programs.

To speak to one of our development officers, please call **(562) 933-GIVE (4483)**.

Resources, Services and Support

Amenities

Essentials Mother/Baby Store

Breastfeeding and maternity items available.
Located on the 2nd Floor in the BirthCare Center.
Please call **(562) 933-2744** or visit memorialcare.org/essentials.

- Open Tuesdays & Thursday, 8 a.m. - 4 p.m.
Closed weekends and most holidays.
Appointments also are available.

Free Wi-Fi

Stay connected during your stay at our hospital.
Select the “Hotspot” network.

Gift Shop

Gifts, toiletries, flowers and snacks available.
Located in the Long Beach Medical Center lobby.
(562) 933-2309

- Monday - Friday, 9:30 a.m. - 6 p.m.
- Saturday, 1 - 4 p.m.

Automatic Teller Machine (ATM)

ATMs are located on the ground level and in the Long Beach Medical Center lobby.

Food Options

Our hospital offers a variety of options for families who want to grab a bite to eat. Below is an outline of available options:

Hospital Cafeteria

Long Beach Medical Center’s cafeteria is located on the Ground Floor. Cash and debit cards accepted.
For menu updates, call **(562) 933-3079**.

Open every day:

- 6 - 9:30 a.m.
- 10 a.m. - 8:30 p.m.
- 10:30 p.m. - 3:30 a.m.

Seaside Café (Seated Dining)

Located on the 1st Floor in the Long Beach Medical Center lobby. For menu updates, call **(562) 933-2038**.

- Monday - Friday, 7 a.m. - 3 p.m.
Closed holidays.

Pharmacy

Prescriptions may be filled at a pharmacy of your choice.
For your convenience, we have two pharmacies available on the hospital campus.

Long Beach Medical Center Pharmacy

Monday - Friday, 8 a.m. - 9:30 p.m.
Saturday & Sunday, 9:30 a.m. - 6 p.m.
(Closed for lunch from 1 - 1:30 p.m.)
Located in the Long Beach Medical Center Lobby
(562) 933-7948

HomeCare Pharmacy

Monday - Friday, 8:30 a.m. - 5:30 p.m.
Located in the Buffum Medical Pavilion at
450 E. Spring St., Suite #11, Long Beach, CA 90806
(562) 933-2273

Hospital Volunteers

As a nonprofit health care system, Long Beach Medical Center relies on community volunteers to strengthen our ability to provide compassionate services. Learn about how you can get involved and make a difference in your community as a hospital volunteer at memorialcare.org/volunteerlbmc.

Spiritual Care

Interfaith Chapel and Meditation Room

Monday - Friday, 8 a.m. - 4:30 p.m.

The Interfaith Chapel is always open and is located on the 1st Floor. Literature is available for many religions. Request for a visit also can be made through nursing.

The Meditation Room is open 24/7 and is located in the Miller Children’s Pavilion Lobby on the 1st Floor.

Interfaith resources available upon request. For more information, call Spiritual Care at **(562) 933-1450**.

An on-call chaplain is available 24/7, call **(562) 933-2000**.

Resources, Services and Support (Continued)

Adult Protective Services

Protective services for elderly and dependent adults who may have been victims of abuse or neglect.
(800) 992-1660

American Board of Medical Specialties

Verifies board certification of doctors.
(312) 436-2600

California Department of Health Services

Licenses hospitals and addresses patients' complaints about hospitals.
(800) 228-1019

California HMO Help Center

Accepts consumer complaints regarding HMO(s).
(800) 400-0815

California Medical Review, Inc.

Addresses Medicare patients' complaints about hospitals and home health care. Evaluate patients' appeals for review of Hospital Issued Notices of Non-Coverage that may be given to Medicare patients in the hospital.
(800) 841-1602

California Quality Improvement Organization

Addresses patient complaints, quality of care reviews, Emergency Medical Treatment and Labor Act, and other types of case reviews for Medicare beneficiaries.
(877) 588-1123

Consumer Information Line

Licenses and regulates doctors, surgeons and some allied health professionals.
(916) 263-2382

Joint Commission on Accreditation of Health Care Organizations

Addresses patients' complaints about hospitals.
(630) 792-5800 or (800) 994-6610

Medical Board of California Central Complaint Unit

Addresses patients' complaints regarding doctors, surgeons and some allied health professionals.
(800) 633-2322

Medicare/Medi-Cal Complaints

U.S. Dept. of Health & Human Services hotline for Medicare and Medi-Cal Fraud.
(800) 447-8477

Medicare Telephone Hotline

Assists with Medicare issues, second opinions and information on medigap insurance policies.
(800) 638-4227

National Domestic Violence Hotline

Federal crisis intervention service.
(800) 799-7233

Office of the Public Guardian

Conservatorship information and help.
(213) 974-0515

Ombudsman Crisis Line

Assists with complaints relating to skilled nursing facilities and board and care homes.
(800) 334-9473

Disability Rights California

Advocacy services for people ages 5 and older with developmental, mental or physical disabilities.
(213) 427-8747

Social Security Benefits Information

(800) 772-1213
(TTY) - (800) 325-0778

Support for the Uninsured

If you currently are uninsured, a financial counselor is available to assist you with your financial needs and may be contacted Monday - Friday from 8 a.m. - 4 p.m. at **(562) 933-1385**.

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

Assists with filing complaints related to discrimination.
(800) 368-1019

Resources, Services and Support (Continued)

Neighborhood Stores & Restaurants

Sometimes it's nice to leave the hospital environment, so we have included a list of nearby stores and restaurants.

The listings are provided for your convenience. No recommendation or endorsement of any restaurant or lodging by Long Beach Medical Center is intended.

Shopping

- **Albertsons - 0.2 miles**
101 E. Willow St.
(562) 988-8785
- **CVS Pharmacy - 0.4 miles**
233 E. Willow St.
(562) 989-9868
- **Rite Aid Pharmacy - 0.4 miles**
300 E. Willow St.
(562) 595-8588
- **Target - 1 mile**
950 E. 33rd St.
(562) 427-7751

Restaurants

- **Jersey Mike's Subs - 0.2 miles**
141 E. Willow St.
(562) 548-1888
- **Starbucks - 0.2 miles**
281 E. Willow St.
(562) 290-0711
- **Applebee's - 0.8 miles**
899 E. Spring St.
(562) 426-6723
- **Chipotle - 0.8 miles**
959 E. Spring St.
(562) 206-7199
- **In-N-Out Burger - 0.8 miles**
799 E. Spring St.
(562) 424-6900

Pizza Delivery

- **Papa John's Pizza - 0.2 miles**
141 E. Willow St.
(562) 424-6900

- **Buono's Authentic Pizzeria - 0.7 miles**
401 W. Willow St.
(562) 595-6138
- **Domino's Pizza - 0.8 miles**
501 W. Willow St.
(562) 427-6612

Hotel Accommodations

Does your child's care require you to stay a few nights, or up to a week or month? Check out the short-term and long-term accommodations featured below. Hotels marked with an asterisk (*) provide discounted rates for Long Beach Medical Center patient families.

- **Best Western of Long Beach - 1.5 miles**
(562) 599-5555
- **Holiday Inn Long Beach Downtown* - 2.1 miles**
(562) 590-8858
- **Best Western Plus Hotel at the Convention Center - 3 miles**
(562) 285-0281
- **The Cove Hotel - 0.5 miles**
(562) 426-7611

Public Transit

By Bus

Long Beach Transit

Long Beach Transit bus stops surround Long Beach Medical Center. Visit LBTransit.com or call **(562) 591-2301** for schedules and fares.

By Train

Metropolitan Transportation Authority (Metro)

The Metro Station's Blue Line can be accessed across from the hospital on Long Beach Blvd. and Memorial Medical Center Dr. Visit metro.net or call **(323) GO-METRO (466-3876)** for schedules and fares.

Local Car Rental

- **Avis Car Rental - 0.9 miles**
(562) 599-936
- **Budget Car Rental (LB Airport) - 4.0 miles**
(562) 421-0143

Long Beach Yellow Cab

- (562) 444-4444
Text: 469-222

MemorialCare Values

Long Beach Medical Center is affiliated with its parent organization, MemorialCare. MemorialCare stands for excellence in health care, and the organization's core values are integrated into everything that we do. We are committed to:

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.

Stay Connected with Long Beach Medical Center



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2801 Atlantic Ave.
Long Beach, CA 90806

(562) 933-2000
memorialcare.org/LongBeach




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