

# Patient and Family Guide

Compassionate, Quality Health Care



**MemorialCare**<sup>™</sup>  
Miller Children's & Women's  
Hospital Long Beach

800-MEMORIAL  
[millerchildrens.org](http://millerchildrens.org)

# A Letter From The CEO

On behalf of the entire care team at MemorialCare Miller Children's & Women's Hospital Long Beach, I would like to welcome you and your family. Miller Children's & Women's is dedicated exclusively to the quality and compassionate care of kids, teens and expectant mothers all under one roof.

Each year, Miller Children's & Women's treats more than 14,000 children and an additional 84,000 children in the outpatient setting. The BirthCare Center welcomes 6,000 babies annually.

Patient and family centered care is the cornerstone of our commitment to compassionate, quality care. A large part of our mission is to involve patients and families in information sharing and health care decision making. At Miller Children's & Women's, you and your family are included in all team meetings and get the same information as the medical professionals. Your observations and opinions matter in your family's care.



When a child is admitted into a hospital, it can be overwhelming for the child and their families. Miller Children's & Women's provides a variety of programs, resources and support groups to make the hospital stay as easy as possible. Even the environment was designed for children, including the child-sized equipment and the artwork on the walls.

The BirthCare Center is designed for comfort and safety, allowing an entire birthing experience to take place in a private labor, delivery and recovery suite. A warm, friendly environment helps promote healing for the entire family. The High-Risk Program is just down the hall from the Level III Neonatal Intensive Care Unit (NICU) – ensuring a smooth transition from delivery.

Miller Children's & Women's was recognized as a Magnet™ organization for the delivery of exceptional pediatric patient care, constant promotion of staff growth, continued employee development and positive patient outcomes. I am proud to say that of nearly 6,000 hospitals nationwide, only 481, including Miller Children's & Women's, have earned Magnet™ recognition to date — a four-year designation by the American Nurses Credentialing Center's (ANCC).

A collaboration between specialty doctors, an extensive multi-disciplinary care team of nurses, social workers and more ensures that every need is met. We encourage you to have discussions and ask questions of your care team. They are here to help you and your family during your time at Miller Children's & Women's.

We encourage you to take the time to go through this booklet to learn about the important features Miller Children's & Women's has to offer. Please feel free to ask anyone on the care team if you have any questions or need us to be of further assistance.

**We hope that you and your child have a positive, healthful experience.**

**Best wishes,**

A handwritten signature in black ink that reads "John Bishop". The signature is fluid and cursive.

John Bishop  
Chief Executive Officer  
MemorialCare Miller Children's & Women's Hospital Long Beach



# Welcome

## Our Mission

Miller Children's & Women's 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

Miller Children's & Women's philosophy is 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 and tell us how you and your family would like to participate.

## You can expect the following from us:

- Respectful communication from your nurses, doctors and care team
- Answered questions about your medications
- Responsiveness to your clinical needs
- An environment designed for healing
- Helpful information to guide you after you've been discharged



# Parking Information

The campus of Miller Children's & Women's is shared with MemorialCare Long Beach Medical Center 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 is located off Memorial Medical Center Dr. and is open 24-hours a day, 7-days a week, including holidays. The visitor parking garage is a pay lot. Limited street parking is available.

## Parking Rates

Parking is \$6 per ticket, first 45 minutes are free. Miller Children's & Women's 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 lobby.

## Valet Parking Service

Available Monday - Friday, 7 a.m. - 7 p.m. Valet service is located at the valet circle at the Long Beach Medical Center 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 visitor's car and give them a claim check. Please keep the receipt with you 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 **(562) 933-0121**.

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

## Automatic Teller Machine (ATM)

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

## 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



➔ Street Entrances    
 ➔ Building Entrances    
 P Parking    
 P\$ Parking Pay Station    
 👤 Valet

- 1** MemorialCare Long Beach Medical Center
- 2** MemorialCare Miller Children's & Women's Hospital Long Beach
- 3** Todd Cancer Pavilion - 2810 Long Beach Blvd.
- 4** Miller Children's & Women's West/MemorialCare Rehabilitation Institute
- 5** Cheresse Mari Lauhere BirthCare Center
- 6** Emergency Department
- 7** Thomas & Dorothy Leavey Radiation Oncology Center
- 8** Columbia Medical Building - 2840 Long Beach Blvd. Adult Outpatient Diabetes Program Adult Outpatient Rehabilitation Clinical Research Center
- 9** Hartley Medical Building - 2888 Long Beach Blvd. The Larry & Helen Hoag Foundation Pediatric Urology/ Nephrology Clinic PET/CT Center Wound Healing Center

- 10** Buffum Medical Pavilion - 450 E. Sprint St. Children's Dental Health Clinic Family Medicine HomeCare Pharmacy Surgical Clinic Pre-Op Assessment The Children's Clinic Vaccine Hub
- 11** MemorialCare Imaging Center - 403 E. Columbia St.
- 12** Memorial Medical Building - 2865 Atlantic Ave. Bickerstaff Pediatric Family Center Lactation Outpatient Clinic Adult Multi-Specialty Clinic OB Clinic
- 13** Hillside Medical Plaza - 2880 E. Columbia St. Children's Endocrine Center Children's Heart Institute Outpatient Specialty Center Children's Neurology Center

- 14** Atlantic Medical Building - 701 E. 28th St.
- 15** Houssels Forum & Van Dyke Theatre

- 16** Long Beach Ronald McDonald House - 500 E. 27th St.
- 17** Van Camp Building - 2625 N. Pasadena Ave. Long Beach Medical Center and Miller Children's & Women's Foundations Nursing Education Parks Medical Library Simulation Lab
- 18** Elm Ave. Medical Plaza - 2650 Elm Ave. Jonathan Jaques Children's Cancer Institute Outpatient Specialty Center Long Beach Alliance for Children with Asthma Sleep Disorders Center - 2653 Elm Ave. Stramski Children's Developmental Center - 2651 Elm Ave.



## SHUTTLE STOPS

- A** BirthCare Center
- B** Emergency Department
- C** Lakeview/Columbia
- D** Miller Children's & Women's
- E** Long Beach Medical Center - East Entrance
- F** Long Beach Medical Center - West Entrance
- G** Miller Children's & Women's West/MemorialCare Rehabilitation Institute
- H** Todd Cancer Pavilion

Shuttles run approximately every 20 minutes, but can be requested by calling, (562) 933-0010.

# Hospital Stay

## Your Room

We have both private and shared rooms. If you are in a shared room, please be considerate of your roommate by following the visiting guidelines provided in this guide. At your bedside and in your restroom there is a call button if you need assistance.

## Meal Times

A representative from Food & Nutrition Services will come by every day to assist in food selection. We do our best to accommodate dietary preferences and provide 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.

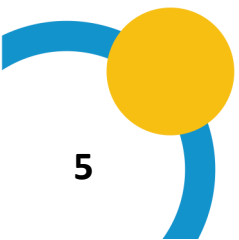
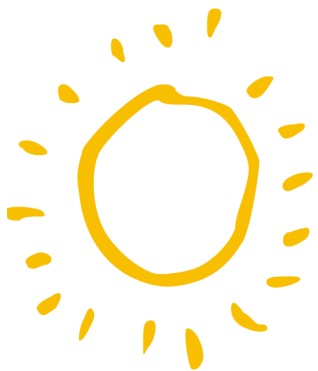
Breakfast is served between 7 - 8:30 a.m. Lunch is served between 11:30 a.m. - 1 p.m. Dinner arrives between 4:30 - 6 p.m. Snacks are available upon request and are served at 10 a.m. and 3 p.m.

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

Miller Children's & Women's is committed to providing a quiet environment for our valued patients and families to rest and heal. Talk to the care team about ways to create an environment that's comfortable. If preferred, earplugs are available 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.



# Hospital Stay (Continued)

## Ways That We Provide You With Care

**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 pain, position in bed, restroom use and ensuring that your personal belongings are within reach.

**Patient Communication Boards** are utilized by all care team members to engage our patients and their families in the following ways:

- 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 for you and your family. 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 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 Miller Children's & Women's is our top priority. The care team at Miller Children's & Women's 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 Pediatric Intensive Care Unit (PICU) or Neonatal Intensive Care Unit (NICU).
- If there are loved ones who cannot visit, they may email a patient at **millerchildrens.org/emailpatient**. 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 public safety 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**.

To ensure our patients' safety, as well as the family's safety, care team members will double check your identity each time they perform a treatment or give medication. New moms are given the same security band as their baby and are always paired together. Only Miller Children's & Women's staff with a pink bar on their identification badge can remove your baby/child from the room.





# Safety & Quality (Continued)

## 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 care team if they have washed their hands or used hand sanitizer.

## Condition Help (Condition H)/Rapid Response

**Condition Help**, or **Condition H**, allows family members to call for immediate help from a hospital phone, if after speaking to their child's care team and still have serious concerns about their child's condition while in the hospital. Condition H is like dialing 9-1-1 in the hospital and should only be used in emergencies.

## Fall Prevention: "Call, Don't Fall"

We may be giving patients new medications that may make them drowsy or feel light headed. To avoid falls, we encourage you or your child (if they are old enough) to call for help. Non-skid footwear should be worn when getting out of bed. If we determine a risk of falls, we will let you know what interventions we are taking to prevent falling. The hospital bed is equipped with a bed alarm, and will be used if a patient is deemed at risk for falls.



# 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 guidelines 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

1. Children under the age of 14 are welcome, but will need to remain with a visiting adult at all times.
2. 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.
3. Children entering the Pediatric Intensive Care Unit (PICU) will require proof of immunization. The Child Life team can offer support and prepare the child for their first visit to the PICU. The Child Life team can be reached at **(562) 933-8060**.



# Visitor and Family Information (Continued)

## Patient Relations

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

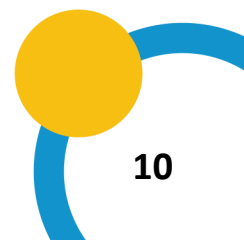
To speak with a Patient Ambassador, please call the Patient Relations Hotline. All messages left after hours will be returned by the next business day. **Patient Relations Hotline: (562) 933-9315**

## 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**.



# Maternity Care



## Baby Bonding Hour & Cuddle Time

In the BirthCare Center, there are certain times we designate for mother/baby bonding called “Baby Bonding Hour” and “Cuddle Time.” For the first hour following delivery, called “**Baby Bonding Hour**,” mother, baby and partner in care will spend this initial bonding time uninterrupted. “**Cuddle Time**” is a special time each day from **3 - 5 p.m.** to provide mother/baby and partner in care additional bonding time.

## Lactation Support

Recognizing that breast milk is the ideal nutrition for babies, we encourage new mothers to breastfeed during their hospital stay and continue after discharge. All nurses at the BirthCare Center can provide support and education on breastfeeding. In addition, the BirthCare Center has nurses who are board-certified lactation consultants and are able to provide specialized assistance during hospitalization and after discharge. The Outpatient Lactation Clinic is available to mothers and their infants after discharge to assist in meeting their breastfeeding needs. Call **(562) 933- 2779** to set up a consultation.

## Perinatal Special Care Unit (PSCU)

The Perinatal Special Care Unit offers private rooms to high-risk expectant mothers, and works with the patient and their family to make their stay as comfortable as possible. The Antepartum Program offers new moms with high-risk pregnancies support through bedside activities, education and parent-to-parent mentoring.

## Escort to Exit

When a mother and newborn baby are ready to go home, a member of the care team can safely escort them to the exit of the hospital and help carry any patient belongings.



# Going Home

## Car Seats

All babies must have a car seat in order to leave the hospital. The BirthCare Center recommends using a rear-facing infant seat from birth to at least 1-year and up to 20 lbs. (as long as possible up to seat size limits). Go to [carseat.org](http://carseat.org) for locations offering car seat inspections or for more information on car seat laws. When mom and baby are ready to go home leave the car seat in the car.

## Classes and Events

We offer a variety of classes, support groups and events, including perinatal education. For class information, visit [millerchildrens.org/events](http://millerchildrens.org/events) or call **800-MEMORIAL (800-636-6742)**.

## Going Home

Leaving the hospital to go home can feel overwhelming. Below are questions to ask the care team to help get information needed for after-hospital care for patients:

### Mothers:

- 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?



### Children:

- Who is the doctor in charge of my child's health care?
- How do I reach the doctor after hours?
- What should I expect when my child comes home from the hospital?
- Will my child need follow-up appointments when we leave the hospital?
- Will my child need special medication when we leave the hospital?
- Will my child need special equipment when we leave the hospital?
- Will my insurance cover the care my child needs when we leave the hospital?
- Is there family support for me and my family when we leave the hospital?

For more information, support and resources, visit [millerchildrens.org](http://millerchildrens.org).

# Phone Directory

## Blood Donor Center

(562) 933-0808

## BirthCare Center – Admitting

2<sup>nd</sup> Floor, Long Beach Medical Center

(562) 933-1340

## BirthCare Center – Labor & Delivery

2<sup>nd</sup> Floor, Long Beach Medical Center

(562) 933-2711

## BirthCare Center – Post Partum

2<sup>nd</sup> Floor, Long Beach Medical Center

(562) 933-2761

## Child Life

(562) 933-8060

## Children's Dental Clinic

Buffum Medical Pavilion

455 E. Columbia St., Suite #32

Long Beach, CA 90806

(562) 933-3141

## Family Resource Center

(562) 933-8048

## General Pediatrics

(562) 933-8200

## Hospital Operator

(562) 933-2000

## Miller Children's & Women's Admitting

(562) 661-1125

## Medical Records

Ground Floor

(562) 933-1141

## Palliative Care Program

(562) 933-0613

## Neonatal Intensive Care Unit (NICU)

(562) 933-0500

## Nightingales' Infusion Center

Ground Floor, Miller Children's & Women's

(562) 933-8273

## Nutrition Services

(562) 933-0500

## Patient Relations

(562) 933-9315

## Pediatric Imaging

1<sup>st</sup> Floor, Miller Children's & Women's

(562) 426-2928

## Pediatric Intensive Care Unit (PICU)

(562) 933-8300

## Pediatric Hematology/Oncology – Inpatient Unit

3<sup>rd</sup> Floor, Miller Children's & Women's

(562) 933-8500

## Pediatric Pulmonary Center

2<sup>nd</sup> Floor, Miller Children's & Women's, Above  
the MemorialCare Rehabilitation Institute

(562) 922-9200

## Pediatric Rehabilitation – Inpatient Unit

Ground Floor, Long Beach Medical Center

(562) 933-8830

## Public Safety

(562) 933-0010

## Wound Healing Center

(562) 933-3136

# 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.
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 notifying government agencies of neglect or abuse.

# Patient Rights (Continued)

## You have the right to...

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 persons providing the care.
16. 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.
17. Know which hospital rules and policies apply to your conduct while a patient.
18. 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, gender identity, sexual orientation or disability.
19. 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.
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, 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.
22. File a grievance. If you want to file a grievance with this hospital, you may do so by writing or by calling MemorialCare Miller Children's & Women's; 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).
23. 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 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.*



# Resources, Services and Support

## Child Life Program: Kids Need More Than Medicine to Get Well

Child Life Specialists plan individualized and group programs that help children adjust to their hospital stay and maintain their normal, daily childhood activities. Child life Specialists are available to help children in the hospital and their siblings. To reach Child Life, call **(562) 933-8060**.

## Family Resource Centers

Two Family Resource Centers are located at Miller Children's & Women's to offer parents knowledge and support throughout their child's hospitalization. The Centers are coordinated "by parents, for parents" and offer important resources that can be used to learn about services that can help families during the transition home. Family Resources Centers are located on the 2<sup>nd</sup> Floor in Miller Children's & Women's and at Miller Children's & Women's West. For more information, call **(562) 933-8050**.

## Long Beach Alliance for Children with Asthma (LBACA)

The Long Beach Alliance for Children with Asthma (LBACA) is a community coalition — part of Miller Children's & Women's — that is dedicated to improving the lives of children with asthma in the greater Long Beach area. LBACA works directly with families in their home and at their school to help them manage their child's asthma. LBACA uses a team approach, which involves parents, child, doctor, school, after-school program, childcare, coaches and anyone that spends time caring for the child. For more information, call **(562) 427-4249**.

## Long Beach Ronald McDonald House

The Long Beach Ronald McDonald House is a "home away from home" for families with critically ill children. They provide families a place to stay, a source of comfort and care, and a chance to focus all of their energies on the one thing that matters most of all: their child. The Long Beach Ronald McDonald House is open 24 hours a day, 365 days a year, for the families of children facing critical, often life-threatening, illnesses. For more information, call **(562) 285-4300**.

## Hospital Volunteers

As a nonprofit health care system, MemorialCare Miller Children's & Women's Hospital Long Beach 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](http://MemorialCare.org/VolunteerLBMC).

## 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**.

## Parent-to-Parent Program

Parent-to-Parent program offers peer parent support as a core resource for families with children who have a special health care needs, disability or mental health concern. The program provides parents emotional and informational support from one parent to another whose child has a similar diagnosis. For more information, call **(562) 933-8044**.



# Resources, Services and Support (Continued)

## 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. For more information, call **(562) 933-8044**.

## 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: Five Wishes® Advance Health Care Directives

What are your future health care plans or wishes for you or your family? If you are a patient over 18 years-of-age, consider discussing your future health care plans or wishes with your family and complete a Five Wishes® 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, Five Wishes® advance health care directive form and other resources to have the conversation about end-of-life care are available in Admitting, Spiritual Care office, Social Services or from your doctor. For more information on the Five Wishes® advance health care directive form, call Social Services at **(562) 933-0017** or a Spiritual Care team member at **(562) 933-1450**.



# Resources, Services and Support (Continued)



## Sibling Time

We understand that it is difficult to have a child in the hospital, and sometimes siblings grow restless in a hospital room, or you need quiet time with your hospitalized child. Sibling Time is available in the Miller Children's & Women's Pavilion lobby for families to help them through this time. For more information, call **(562) 933-8060**.

## Transition Care Program

The Transition of Care Program helps teens and young adults learn how to manage their health independently, how to navigate the adult health care system and provides support and care coordination to help with the process. The program is available to patients of the Outpatient Specialty Care Centers. Call or text **(562) 480-2562** for assistance or more information.

## Ways to Give

There are several ways to make a philanthropic gift, through MemorialCare Medical Center Foundation, to support the extra measure of care at Miller Children's & Women's. Gifts 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 (Continued)

## Amenities

### Essentials Mother/Baby Store

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

- Open Tuesdays & Thursdays, 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.

## 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 1<sup>st</sup> Floor (in the hallway between the two lobbies). 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 & Women’s Pavilion lobby on the 1<sup>st</sup> 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**.

## 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

Friday, 8:30 a.m. - 5:30 p.m.  
Located in Buffum Medical Pavilion, Suite #11.  
**(562) 933-2273**

## 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

Miller Children’s & Women’s cafeteria is located on the Ground Floor. Cash and debit cards accepted.  
For menu updates, call **(562) 933-3079**.

Open every day from:

- 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 1<sup>st</sup> 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.*

# 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 Children's Services (CCS)

Miller Children's & Women's has 16 different California Children's Service (CCS) Centers. CCS is a statewide program funded by the federal, state and local government. CCS provides specialized medical treatment, diagnostic and therapy services for children under 21-years-of-age with certain health care needs.

For more information, call **(800) 288-4584** or go to [publichealth.lacounty.gov/cms/ccs.htm](http://publichealth.lacounty.gov/cms/ccs.htm).

## Consumer Information Line

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

## 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**

## Disability Rights California

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

## The 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**

## Medi-Cal Complaints

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

## Medi-Cal Telephone Hotline

If you have a question, need help or need to report a problem, please call the Medi-Cal Member and Provider Helpline.  
**(800) 541-5555**

## 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

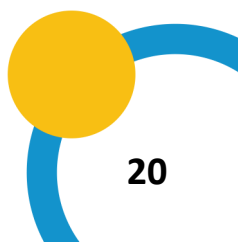
Assists with complaints relating to skilled nursing facilities and board and care homes.  
**(800) 334-9473**

## Social Security Benefits Information

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

## 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 a list of nearby stores and restaurants. The listings are provided for your convenience.

### 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 - 1.0 mile**  
950 E. 33<sup>rd</sup> St.  
(562) 427-7751

### Restaurants

- **Subway - 0.2 miles**  
321 E. Willow St.  
(562) 427-7610
- **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
- **Starbucks - 0.8 miles**  
999 E. Spring St.  
(562) 579-7467

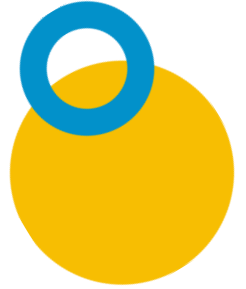
## Pizza Delivery

- **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

Check out the short-term and long-term accommodations featured below.

- **Best Western of Long Beach - 1.5 miles**  
(562) 599-5555
- **Holiday Inn Long Beach Downtown - 2.1 miles**  
(562) 590-8858 *Discounted rates provided for families of Miller Children's & Women's patients.*
- **Best Western Plus Hotel at the Convention Center - 3.0 miles**  
(562) 285-0281
- **The Cove Hotel - 0.5 miles**  
(562) 426-7611



\*No recommendation or endorsement of any restaurant or lodging by Miller Children's & Women's is intended.

# Resources, Services and Support (Continued)

## Public Transit

### By Bus

#### Long Beach Transit

Long Beach Transit bus stops surround Miller Children's & Women's. Visit [lbtransit.com](http://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](http://metro.net) or call (323) GO-METRO (466-3876) for schedules and fares.

### Local Car Rental

- **Avis Car Rental - 0.9 miles**  
(562) 599-6936
- **Budget Car Rental (Long Beach Airport) - 4.0 miles**  
(562) 421-0143

### Long Beach Yellow Cab

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





### MemorialCare Values

Miller Children's & Women's 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.

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