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Welcome

THANK YOU FOR TRUSTING US



Thank you for choosing Anaheim Global Medical Center to meet your healthcare needs.



Mission Statement

Commitment to improved community health



Contact Us

1025 S. Anaheim Blvd.
Anaheim, CA 92805
714-533-6220
www.anaheim-gmc.com

Thank you for entrusting your healthcare to Anaheim Global Medical Center (AGMC). At AGMC, we are committed to making your stay with us as comfortable as possible.

Our hospital takes great pride in the excellent care we provide, the wide array of services we offer, and the high level of expertise our compassionate physicians, nurses and staff deliver to every person who steps through our doors.

If you have any comments about your stay with us, please contact any member of our hospital staff, and they will be happy to help you. For immediate assistance, ask to see the charge nurse.

Thank you again for choosing Anaheim Global Medical Center.

Scott Rifkin
Chief Executive Officer

Our Values

Respect, Quality, Compassion, Service, Collaboration, Communication, Involvement

Our Vision

We are committed to our position as the premier hospital in our community, providing excellence in care, community leadership and being the employer of choice.

About Us

WHY WE ARE THE RIGHT CHOICE FOR YOUR CARE



Anaheim Global Medical Center is a 189-bed, acute care facility that has served Anaheim and its surrounding communities for 40-plus years. We offer a range of medical expertise and advanced technology for the entire family. Our physicians, nurses and staff members focus on the needs of our patients and celebrate the cultural diversity of the communities we serve. We are located one mile northeast of Disneyland and are an active member in the Anaheim Chamber of Commerce.

Our Services Include

- + 24-hour emergency services – cardiac and paramedic receiving center
- + Primary Stroke Center
- + Comprehensive cardiology services
- + Maternal child health
- + Behavioral health – inpatient and outpatient programs
- + Surgical services



We Care About Your Care

Please speak up and tell us if we can do more. In fact, after your visit, we'll be reaching out to you to find out how we did. Please be honest and take a few moments to tell us what you think. Your responses to this patient satisfaction survey will help improve our services.

Phone Directory

WE'RE HERE TO HELP YOU

KEY NUMBERS	
Admitting	714-563-2818
Business Office	800-270-0702
Discharge	714-563-2847
Food Services	714-563-5041
Main	714-533-6220
Rapid Response	ext. 2555

Calling from inside the hospital? **Dial the LAST FOUR DIGITS only.**

OTHER HOSPITAL SERVICES			
Admitting	714-563-2818	Intensive Care Unit	714-563-2801
Behavioral Health Intake Services	714-254-0590	Laboratory	714-563-2810
Birthing Center	714-563-2890	Maintenance	714-563-2828
Cardiology	714-563-2844	Medical Records	714-563-2838
Case Management	714-563-2847	Medical Surgical Unit	714-563-2804
Compliance Hotline	866-311-4217	Quality Management Department	714-563-2840
Emergency Department	714-563-2808	Radiology	714-563-2813
Food Services	714-563-5041	Security	714-563-2870
H.O.P.E. Center • Unit 3 • Unit 5 • Unit 6	714-808-8304 714-563-2803 714-563-2805 714-563-2806	Social Services	714-563-2847
Housekeeping	714-304-8899	Surgery	714-563-2848
Human Resources	714-563-2841		

Our Commitment to Care

PATIENT SATISFACTION MATTERS TO US

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue still is not resolved, then contact our Quality Management Department at 714-563-2840. You also have the right to file your complaint with either:

✦ **California Department of Public Health**

681 S. Parker St., Suite 200
Orange, CA 92968
714-567-2906

✦ **Office of Quality and Patient Safety
The Joint Commission**

One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: 630-792-5636
Website: www.jointcommission.org, then
click "Report a Patient Safety Event"



Making a Difficult Healthcare Decision?

Sometimes a healthcare choice can involve an ethical concern—such as a wish to refuse life-saving treatment or a disagreement over advance directives (see p. 28). Our Ethics Committee can help your team of support people make difficult decisions. For help, contact Social Services at ext. 2847 or the Medical Staff Office at ext. 2891.

How Are We Doing?



We want you to be satisfied with your care. To help, speak up if we can...

- Respond quicker to your needs
- Explain things more clearly
- Help keep your room clean or quiet
- Ease your pain
- Help you understand your treatment plan

Our Commitment to Care continued



After Your Stay

Once you leave our care, we will continue to seek your feedback through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey is a tool to measure and report patient satisfaction. It's made up of simple questions on key care topics such as:

- + doctor and nurse communication
- + medicine and discharge information
- + pain management and staff responsiveness
- + overall quality of the hospital environment

If you're selected to receive this brief survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve.

Want to Know How We Score?



You can review and compare the quality, care and safety ratings for different hospitals at:

- Medicare Hospital Compare, which uses HCAHPS results and other data: www.medicare.gov/hospitalcompare/search.html

You also can find information on hospitals through our accrediting organization:

- The Joint Commission: www.qualitycheck.org

Rapid Response Team

SPECIAL SUPPORT TO PREVENT EMERGENCIES



During your stay, you have access to a special service called the Rapid Response Team. You can call this service, and a critical-care team will check on you or your loved one and provide help before there is a life-threatening emergency.

When to Call Rapid Response

Call for help if you notice:

- + change in heart rate or blood pressure
- + change in respiratory (breathing) rate or oxygen levels
- + change in urine output (much more or less urine)
- + change in mental status or level of consciousness
- + any time you are worried something might be wrong
- + any change in the patient's condition that needs immediate attention and the healthcare team is not responding, or if you continue to have serious concerns after speaking with the healthcare team



How to Call Rapid Response

STEP 1:

Contact your nurse or dial ext. 2555 on the bedside phone.

STEP 2:

Tell the operator:

- your name
- room number
- patient's name
- your concern

STEP 3:

The Rapid Response Team will be sent to your room.

Fast Facts About Your Stay

YOUR GUIDE TO THE MOST FREQUENTLY ASKED QUESTIONS

ATM

Located in the hospital cafeteria.

Bedside Shift Report

We want you to feel comfortable and cared for throughout your stay, so at each nursing shift change—around 7:00 a.m. and 7:00 p.m.—your nurse will introduce your new nurse to you. The team will talk about your progress, medicine and tests scheduled for the day, and you can ask questions as well.



Cafeteria

Hours:

Breakfast: 7:00 a.m. to 10:00 a.m.

Lunch: 11:00 a.m. to 2:00 p.m.

The Anaheim Global Café is open seven days a week, offering affordable hot meals, a salad bar and grill items. All visitors are welcome to dine in the cafeteria. Complimentary coffee is available inside the cafeteria during hours of operation.

Calling Your Nurse

All patient rooms are equipped with a call system that should be used to alert the nurse that you need help. A staff member will answer your call

light either by intercom or in person as soon as possible.

Electrical Appliances

Only battery-operated devices are allowed in patient rooms. Do not use electric hair dryers, curling irons, razors, heating pads, portable heaters, VCRs/DVRs, computers or other electric devices.

Fire Safety

We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

Flowers

Please note that flowers are not allowed in Intensive Care Units.

Hospital Gift Shop

Celebrating the birth of a new baby or need to bring cheer to a loved one? TC's Gifts in the hospital lobby provides a selection of cards, gifts, balloons and more. Open Monday through Friday from 10:00 a.m. to 8:00 p.m.

Hospital Safe for Valuables

We cannot accept responsibility for valuables in your room. We encourage you to give money, medicines, credit cards, wallet, jewelry, etc., to a family member or close friend to take home. You may ask your nurse to put your

valuables in the safe. Valuables may be picked up between 8:00 a.m. and 5:00 p.m. Monday through Friday. For an emergency involving a lost item, call the hospital operator at ext. 0 and ask to speak with the nursing supervisor.

Hourly Rounding

A nurse will visit you every hour during the day and every two hours at night to check on your comfort, help you change positions in bed, assist with trips to the bathroom, and make sure you can reach your phone, call light and personal items easily.



Housekeeping Services

A member of Environmental Services will clean your room daily. If you have a concern with the cleanliness of your room, please let our staff know.

Interpreters

Interpreter services are available in many languages. Services also are available for hearing-impaired patients. Interpreters provided by the hospital are knowledgeable in medical terminology,

Champion of the Month



Anaheim Global Medical Center Employee Patient Satisfaction Champion of the Month Program recognizes employees who display a high level of commitment to patient satisfaction at AGMC through our vision, mission and values. The program is designed to create a positive working environment, boost morale, show employees how much they are valued and appreciated, aid in retention and recruitment, and foster a spirit of healthy competition.

Champion of the Month

The two Champion of the Month categories are:

- Patient Care Champion
- Non-Clinical Champion

How to Nominate

Anyone can nominate an employee to be a Clinical or Non-Clinical Patient Satisfaction Champion by filling out a nomination form and providing it to the department manager. If you would like to nominate one of our staff members for this award, please ask your nurse for a nomination form.

Fast Facts About Your Stay continued

anatomy and other appropriate vocabulary commonly needed to communicate with patients and their families. These services are offered 24 hours a day, seven days a week, free of charge. Please contact our staff members, who will be pleased to help you.

Isolation Precautions

When patients have or are suspected of having harmful, contagious germs, we take precautions to prevent those germs from spreading. If you are placed in medical isolation, please follow these instructions:

- + Clean your hands frequently, especially after coughing and sneezing.
- + Keep your door closed at all times.
- + Be sure visitors read the sign on your door.
- + Leave your room only when medically necessary and wear a mask when you do.
- + Limit visitors to a few family members and friends, and make sure your visitors have immunity to your illness.
- + Ask your nurse to help you if you plan to leave your room.

Lost and Found

Please call our operator at ext. 0 to be connected with the Security Department.

Mail

Mail is delivered to each unit Monday through Friday. Mail arriving after a patient has been discharged will be forwarded to the patient's home address.

Medicines

We will review any prescription or over-the-counter medicines you bring to the hospital. All medicines you take in the hospital need to be prescribed, filled and given to you by hospital staff. Tell your doctor about any medicines you regularly take. If you still need them, hospital staff will give them to you and return your medicines to you for your safekeeping at home.



Parking

Parking is free. We have preferred parking at the front of the hospital for our Delivery Land patients.

Pastoral Care

Patients and their loved ones can call a volunteer minister at any time. Simply ask your nurse to request these services.

Patient Meals

Breakfast: around 7:15 a.m.
Lunch: around 11:30 a.m.
Dinner: around 5:15 p.m.



Occasionally, your meal service may be disrupted for medical treatment. We will ensure you have the proper diet as soon as your doctor resumes your diet order. Each morning, you will receive a menu designed for your personal selection. We will gladly customize menus to accommodate your needs and cultural preferences.

Personal Belongings and Valuables

Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. Anaheim Global cannot be

responsible for replacing personal belongings.

Public Restrooms

For everyone's health and safety, we ask visitors not to use patient restrooms. Public restrooms are located throughout the hospital. Ask hospital staff to direct you to the nearest one.

Rapid Response Team

You can call a critical-care response team to respond if your condition worsens and you do not get the immediate care you need. Dial ext. 2555 to request this special service. See p. 7 or ask a staff member to learn more.

Smoking

Our hospital is smoke-free. No smoking or e-cigarettes are allowed anywhere in the hospital or on the hospital grounds.

Fast Facts About Your Stay continued

Telephone

All patient rooms have phones. To call someone within the hospital, dial the four-digit extension or 0 for assistance. For most outside calls, dial 9, wait for a dial tone, then dial 1, area code and the number. For long-distance calls, dial 0 for operator assistance. For family and friends calling the hospital, dial 714-533-6220 and ask for the patient by name or room number.

TV

Each patient room has a television. Please be considerate of others by keeping the volume down and turning off your TV at bedtime. Ask a staff member if you have any questions on using your TV. See the channel listing below.

Vending Machines

Here you can find beverages, snacks, sandwiches, yogurt and microwaveable meals 24 hours a day, seven days a week. Machines are located in the hospital cafeteria.

TV CHANNELS

Digital	Analog	Name	Digital	Analog	Name
2	23	CBS	14	38	ESPN
3	27	Univision	15	39	ESPN2
4	28	NBC	16	40	FX
5	29	KTLA	17	41	Syfy
6	30	CNN	18	42	TNT
7	31	ABC	19	43	TBS
8	32	Discovery	20	44	A&E
9	33	KCAL	21	45	TV Land
10	34	Disney	22	46	AMC
11	35	FOX	23	47	Lifetime
12	36	USA	24	48	History
13	37	KCOP	25		Sirius Music

Visitor Information

Anaheim Global understands that having loved ones by your side can help with your healing and care. You have the right to choose and prioritize visitors from among family, friends, partners, personal care aides or other individuals (regardless of the person's gender or your relationship to the person). You also can choose a support person to be present throughout your stay, unless that person's presence affects your health or the rights or safety of other patients.

Visitor Guidelines

To provide a restful and safe environment, we ask that visitors follow these guidelines:

- + Do not visit if you have a cold, sore throat, fever or other illness.
- + Avoid noisy, disruptive behavior to help respect the healing of all patients.
- + Ask before bringing foods, drinks or items that might trigger allergies—like balloons, flowers or perfume—into patient rooms.
- + Wash your hands before entering a patient's room.
- + Make sure all children have a supervising adult with them at all times.

When you visit, please pick up a wristband from the security guard or at the front desk. Wristbands must be worn at all times in all areas of the hospital and returned when you leave.



Visiting Hours

To promote healing and safety and limit infection, some units may limit the number of visitors you can receive at one time.

General Hours:

Regular visitation through the main entrance of the hospital is available between 8:00 a.m. and 8:00 p.m., except the Behavioral Health Units and the Correctional Health Services Unit.

Note: *No more than two visitors at one time. Children under age 16 may visit with the approval of the unit charge nurse/designee or administrative house supervisor. Clinical staff may ask you to leave the room when providing direct care to ensure patient privacy.*

Behavioral Health Units:

6:00 p.m. to 8:00 p.m.

Senior Mental Health (Unit 5):

Noon to 2:00 p.m. and
5:00 p.m. to 8:00 p.m.

Take Charge of Your Care

SPECIAL FEATURE



Concerns or Complaints?

Your safety and satisfaction are top priorities at AGMC, so we value feedback from our patients, their family members and visitors. Please let us know if we do not meet your expectations or if you have any concerns or questions. Our goal is to take care of all your concerns or complaints and ensure a satisfactory experience.

If you feel that your patient care issues, safety concerns or complaints cannot be taken care of through the hospital's internal grievance process, you also may contact the Quality Management Department.

You are the center of your healthcare team. Let this special guide help you get the best results from your hospital stay.

Speak up! If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. To help, share your answers to these questions with hospital staff.

- + What language would you prefer to speak?
- + Do you need glasses, hearing aids or other devices to help with talking to hospital staff?
- + Do you prefer to hear, see or read health information?
- + Do you have any cultural, ethnic or religious-based special needs?
- + Who will be your support person who talks with hospital staff about your healthcare wishes?

Source: The content within the "Take Charge of Your Care" section reinforces the safety and quality care goals and standards issued by The Joint Commission and other hospital accreditation organizations.

7 Key Ways to Take Charge

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

1. Speak Up

Ask questions and voice concerns. It's your body and you have the right to know.

2. Pay Attention

Always double-check that you are getting the right treatments and medicines from the right hospital staff.

3. Educate Yourself

Learn about your medical condition, tests and treatment options so you know why following your care plan is so important.

4. Find a Support Person

Pick someone to help speak up for your care and needs during your stay.

5. Know Your Medicines

Understand what your medicines treat, why you need them and how to take them for the best results.

6. Check Before You Go

Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to www.qualitycheck.org to learn more.

7. Participate in Your Care

You are the center of your healthcare team. Make sure you know what's happening every step of the way—from admission through discharge.



Protect Your Health

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



Remember!

Don't forget to tell the staff who you've picked to be your support person.

Choose a Support Person

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your healthcare advocate. If you become stressed or your ability to communicate changes, this person can stand in for you—and stand up for your care.

A support person can:

- + ask questions you might not think of and write down information
- + double-check your medicines and treatments
- + watch for signs your condition is getting worse and ask for help



Name Check

Always double-check your name with staff to avoid errors.

Check IDs

While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients.

To prevent errors in your care:

- + Ask to see the ID of everyone who comes into your room, so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.
- + Speak up if hospital staff does not check your ID. Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date. This may seem repetitive at times, but it helps ensure you receive the correct care.

5 Ways to Fight Infections

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

1. Clean your hands.

- after touching hospital objects or surfaces
- before eating
- after using the restroom

2. Ask hospital staff members to clean their hands. This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands too!

3. Cover if you are sick. If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

4. Keep an eye on bandages or dressings. If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

5. Keep your vaccinations up-to-date. Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.



Cleaning Tip

Use soap and water or alcohol-based hand sanitizer under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 15 seconds (the time it takes to sing "Happy Birthday").



For Visitors

Tell friends and family not to visit if they are sick. And make sure all your guests wash their hands when they enter your room.

Don't Ignore Pain

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



No one knows how much pain you are in but you. Tell your doctor or nurse when you feel pain or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

Ask yourself, then share with your nurse.

- + Where does it hurt?
- + When does it hurt?
- + Does it keep you from doing things—like sleeping, dressing, eating?



You're the Expert on Your Pain

Starting to get uncomfortable? Pain medicine not working? Speak up. You may need to get more of the current pain medicine you are on or switch to a different kind of medicine to get relief. Don't try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.

Which words describe your pain?

- | | |
|---|------------------------------------|
| <input type="checkbox"/> aching | <input type="checkbox"/> pressure |
| <input type="checkbox"/> bloating | <input type="checkbox"/> pulling |
| <input type="checkbox"/> burning | <input type="checkbox"/> radiating |
| <input type="checkbox"/> comes and goes | <input type="checkbox"/> searing |
| <input type="checkbox"/> constant | <input type="checkbox"/> sharp |
| <input type="checkbox"/> cramping | <input type="checkbox"/> shooting |
| <input type="checkbox"/> cutting | <input type="checkbox"/> soreness |
| <input type="checkbox"/> dull | <input type="checkbox"/> stabbing |
| <input type="checkbox"/> numbing | <input type="checkbox"/> throbbing |
| <input type="checkbox"/> pressing | <input type="checkbox"/> tightness |

How bad is it on this pain scale? Wong-Baker FACES® Pain Rating Scale



0
No Hurt



2
Hurts Little Bit



4
Hurts Little More



6
Hurts Even More



8
Hurts Whole Lot



10
Hurts Worst

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Stay Safe

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

Prepare for Surgery

Before your procedure, make sure you and your surgical staff confirm:

- + your name
- + the type of surgery you are having
- + the body part to be operated on—in fact, hospital staff will mark the correct spot on your body. Make sure you or your support person checks that it's correct.

Take simple steps like these to help prevent medical mistakes.

Prevent Falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet.

To keep yourself safe:

- + Use the nurse call button for help getting out of bed.
- + Ask for help going to the bathroom or walking around. (And use hospital handrails when they're available.)
- + Wear nonslip socks or footwear.
- + Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- + Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem.



Surgery Reminder

Ask your surgeon to take a “time out” to check:

- you're the right person
- getting the right surgery
- on the right body part

Manage Your Medicines

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



Prevent Medicine Errors

Be sure your doctors and nurses know:

- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc.
- That your name matches the name on the medicine. (Hospital staff may scan your ID bracelet to double-check.)

Whether you take one medicine or five, it's important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take:

- + What is the name of my medicine?
Generic name?
- + Why am I taking it? How will it help?
When will it start working?
- + What dose? How often? How long?
- + What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- + What are possible side effects?
What do I do if they happen?
- + Are there any foods, drinks or activities to avoid?
- + What do I do if I miss a dose?

Remember, Take Charge of Your Medicines



Think you're due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don't be afraid to ask.

Patient Rights

YOU HAVE THE RIGHT TO THE BEST CARE

Please review the patient rights below to help us provide you with quality care.

You Have the Right to:

1. Have considerate, safe and respectful care, and to be made comfortable. You have the right to have respect for your cultural, psychosocial, spiritual and personal values, beliefs and preferences. You have the right to receive pastoral and other spiritual services.
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 healthcare practitioner acting within the scope of his or her professional licensure who has primary responsibility for coordinating your care, and the names and professional relationships of other physicians and non-physicians 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, including translation and interpretation. You have the right to consideration of any special needs that relate to vision, hearing, speech, language and recognition impairment. You have the right 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



Concerns?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, contact our Quality Management Department at 714-563-2840.

Patient Rights continued

- 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 nontreatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment. You have the right to have your family, when given your permission or your surrogate decision-maker's permission, involved with your care, treatment, service decisions and emotional support.
 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. Refusing to participate or discontinuing participation at any time will not compromise your access to care, treatment and services not related to research.
 8. Receive reasonable responses to any reasonable requests made for services.
 9. Have 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 the pain, including opiate medication, if you suffer from severe, chronic, intractable pain. The doctor may refuse to prescribe opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic pain with methods that include the use of opiates.
 10. Formulate advance directives. This includes designating a decision-maker if you become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patient 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. You have the right to telephone privacy.
12. Have 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, secure setting for yourself, your property and visitors. You have the right to be free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment by hospital staff, students, volunteers, other patients, visitors, family members or physicians. You have the right to receive information regarding advocacy and protective services. You have the right to access protective and advocacy services, including notifying government agencies of neglect or abuse.

Patient Rights continued

14. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
15. Receive reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of persons providing the care.
16. Be informed by the physician, or a delegate of the physician, of continuing healthcare requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided with this information also.
17. Know which hospital rules and policies apply to your conduct while you are 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 or marriage, unless:
 - a. No visitors are allowed (such restrictions/limitations must be clinically necessary or reasonable).
 - b. 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.
- c. You have told the health facility staff that you no longer want a particular person to visit.

You have the right to withdraw or deny visitation consent at any time and change your mind about who may 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.
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. You have the right to access, request amendment and receive an accounting of disclosures regarding your health information as permitted under the applicable law.

21. Exercise these rights without regard to sex, race, color, religion, ancestry, national origin, age, disability, medical condition, marital status, sexual orientation, educational background, economic status or the source of payment for care. You have the right to safe, competent care, treatment and services regardless of your ability to pay.

22. File a grievance and have your grievance promptly investigated and satisfactorily resolved if possible. If you want to file a grievance with the hospital, you may do so by writing or by calling either:

The Privacy Officer

714-953-3310

Quality Department

714-563-2840

The grievance committee will review each grievance and provide you with a written response within 30 days. The written response will contain the name of a person

to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process and the date of completion of the grievance process. Concerns regarding quality of care or premature discharge also will be referred to the appropriate Utilization and Quality Control 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. You have the right to freely voice and/or file a complaint without being subject to coercion, discrimination, reprisal or unreasonable interruption of care, treatment and services. The phone numbers and addresses are:

California Department of Public Health

681 S. Parker St., Suite 200
Orange, CA 92968
714-567-2906

Office of Quality and Patient Safety

The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: 630-792-5636
Website: www.jointcommission.org

then click "Report a Patient Safety Event"

Your Privacy Matters

PRIVACY AND HEALTH INFORMATION



Right to Complain

You may file a written complaint with either us or with the federal government. We will not take any action against you or change our treatment of you in any way if you file a complaint. To file a written complaint with us, you may bring your complaint directly to our Privacy Officer or you may mail it to:

Attn. Privacy Officer

Anaheim Global Medical Center
1025 S. Anaheim Blvd.
Anaheim, CA 92805

To file a written complaint with the federal government, please use the following contact information:

Office for Civil Rights

U.S. Dept. of Health and Human Services
200 Independence Ave. SW
Room 509F, HHH Building
Washington, D.C. 20201
877-696-6775
Email: OCRComplaints@hhs.gov

You have privacy rights under a federal law that protect your health information. This law sets rules and limits on who can look at and receive your health information. These rights are important for you to know.

Who must follow this law?

- + Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers and their vendors
- + Health insurance companies, HMOs and most employer group health plans
- + Certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?

- + Information your doctors, nurses and other healthcare providers put in your medical records
- + Conversations your doctor has with nurses and others regarding your care or treatment
- + Information about you in your health insurer's computer system
- + Billing information about you at your clinic
- + Most other health information about you held by those who must follow this law

What rights do you have over your health information?

Providers and health insurers must comply with your right to:

- + Ask to see and get a copy of your health records
- + Have corrections added to your health information

- + Receive a notice that tells you how your health information may be used and shared
- + Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- + Get a report on when and why your health information was shared for certain purposes
- + File a complaint

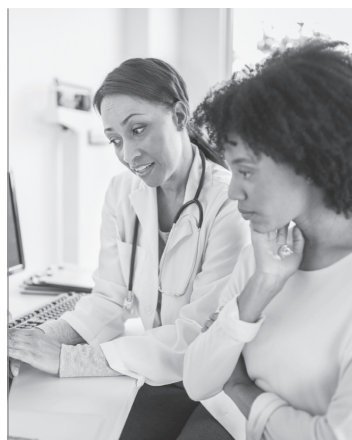
What are the rules and limits on who can see and receive your health information?

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- + For your treatment and care coordination
- + To pay doctors and hospitals for your healthcare and help run their businesses
- + With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object
- + To make sure doctors give good care and nursing homes are clean and safe
- + To protect the public's health, such as by reporting when the flu is in your area
- + To make required reports to the police, such as reporting gunshot wounds

Without your written permission, your provider cannot:

- + Give your health information to your employer
- + Use or share your health information for marketing or advertising purposes
- + Share private notes about your mental health counseling sessions



Medical Records

Contact 714-563-2838 for copies of medical records.



Laws for Alcohol and Drug Treatment

Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit www.samhsa.gov.

Advance Directives

A SIMPLE AND SMART WAY TO TAKE CHARGE OF YOUR CARE



One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with your Admissions department or nurse if you have any questions. Directives can include:



Fill Out Your Forms

Bring a copy of your advance directives with you the day of your procedure so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and if you need forms, contact our Admitting Department at 714-563-2818.



Choose Your Care

Fill out advance directives, so your wishes are met and your loved ones are sure of what you want.

Living Will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

Durable Power of Attorney

For healthcare: This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you're unable to do so. An official healthcare proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.

For finances: You also have the right to appoint someone to help manage your finances if you cannot. Your healthcare proxy also can do this if you'd like.

Before You Leave the Hospital

SPECIAL FEATURE



A successful recovery starts with a solid plan before you go.

Reduce your chances of complications and increase your chances for a healthy recovery. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, review the following with your nurse:

- + your discharge summary and discharge plan
- + your complete medicine list and instructions
- + your upcoming appointments
- + what to do if you don't feel well

A Reason to Plan Early



If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you'll need time to find and weigh your options. For help comparing services in your local area, go to:

- www.qualitycheck.org
- www.medicare.gov/nursinghomecompare/search.html
- www.medicare.gov/homehealthcompare/search.html

Checklist for Discharge

SPECIAL FEATURE: BEFORE YOU LEAVE THE HOSPITAL



Not Ready to Leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your doctor or nurse, and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.



Teach-Back Method

Try the teach-back method. Repeat back what you hear the discharge planner say to make sure you understand the details correctly.

Make sure you have the following information before you leave the hospital.

- Discharge summary**—This includes why you were at the hospital, who cared for you, your procedures and medicines.
- Medicine list**—This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not okay to take together. Also make sure you know why, how and when to take each one.
- Prescriptions**—Check that your pharmacy has your new prescriptions and you have a plan to get them filled.
- Follow-up care instructions**—Beyond medicine, these can include:
 - foods or activities to avoid
 - tests or appointments
 - how to care for incisions or use equipment
 - warning signs to watch for
 - daily living adjustments (like how to get into bed)
 - who to call with questions
- After-hospital services**—Know how much support you'll need in these areas:
 - Personal care: bathing, eating, dressing, toileting
 - Home care: cooking, cleaning, laundry, shopping
 - Healthcare: taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment
- Local resources**—Ask your discharge planner for help finding local after-care services or other support groups.

Top 10 Questions to Ask

SPECIAL FEATURE: BEFORE YOU LEAVE THE HOSPITAL

1. What number can I call 24 hours a day if I have questions or concerns? Who is my contact?

2. Has my follow-up appointment been scheduled? With who? Do I have a ride there?

3. What are key warning signs I need to watch out for? Who do I call if they happen?

4. What special equipment do I need? What special instructions do I need (wound care, injections, etc.)?

5. What kinds of activities and foods are limited? For how long?

6. Do the doctors caring for me after my stay have access to my test results and medicines? Do I need follow-up tests?

7. Are my new medicines safe to take with my other medicines, vitamins or supplements?

8. Do I know how and when to take my medicines and how I will get prescriptions filled?

9. Who will provide the extra personal, home or healthcare services I may need?

10. Who can help me if I have concerns about medical costs?



Need Medical Equipment or Supplies?

If you need durable medical equipment (walker, wheelchair, hospital bed, oxygen, etc.), Medicare will only cover the cost if you use an approved supplier. To find one in your area, visit www.medicare.gov and select “Find suppliers of medical equipment and supplies” or call 1-800-MEDICARE (800-633-4227).

Notes

KEEP YOUR HEALTHCARE QUESTIONS AND ANSWERS HERE

Let Us Know



Have a question or concern on your mind? Share it with hospital staff. We want to help but can't unless you tell us what you need.