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CHINESE HOSPITAL
845 JACKSON STREET
SAN FRANCISCO, CALIFORNIA 94133

Caring for the community over 100 years

I. Chinese Hospital

Our Mission

Chinese Hospital, a community-owned, not-for-profit organization, exists primarily to deliver quality health care in a cost-effective way, responsive to the community's ethnic and cultural uniqueness, providing access to health care and acceptability for all socioeconomic levels. Chinese Hospital is governed by a voluntary Board of Trustees, broadly representative of the community, and strives to assume a leadership role in all health matters.

Committed to Caring

Chinese Hospital has been meeting the healthcare needs of the Chinese community since 1899. Today, we offer state-of-the-art medical services in a wide variety of specialties. Our bilingual and multicultural staff is proud to provide the utmost in professional and personalized care.

We realize hospitalization can be a difficult time for both patients and family members. This booklet will assist you and your family members in understanding the policies necessary for patient care, and make certain you are aware of the services and amenities available at Chinese Hospital. If you have any questions or concerns regarding your visit, please contact your nurse or the Patient Relations Coordinator at ext. 2492.

Services

Chinese Hospital offers a wide range of medical, surgical and diagnostic services to provide progressive health care for the community. Our **List of Services**:

- ❖ Nursing Services:
 - Inpatient Care
 - Intensive Care
 - Medical/Surgical
 - Telemetry
 - Outpatient Care
 - 24-hour Treatment Center -
 - Same Day Surgery Unit / Endoscopy Suite
 - Medical Therapy Center
 - Specialty Clinic
- ❖ Diagnostic and Interventional Radiology (X-ray) Services
 - CAT Scan
 - Dual Energy X-ray Absorptiometry Scan
 - Mammography
- ❖ Nuclear Medicine
- ❖ Ultrasound
- ❖ Cardiopulmonary Services
 - (UCSF) Memory and Aging Clinic
- ❖ Acute Dialysis
- ❖ Laboratory Inpatient/Outpatient Services
- ❖ Nutritional Counseling
- ❖ Pharmaceutical Services
- ❖ Social Services / Discharge Planning
- ❖ Patient Financial Services
- ❖ Health Education
- ❖ Interactive Health Information Services
- ❖ Surgical Suite / Post Anesthesia Care
- ❖ Pastoral Care

Patient Care Services

24 - hour Treatment Center - Second Floor

Access to emergency care is available twenty-four hours every day of the year. Services are provided by board certified emergency care physicians and trained nursing staff.

Cardiopulmonary Unit (CPU) - First Floor

Various tests, such as electrocardiograms (EKGs), echocardiograms, 24-hour ambulatory EKGs, Electroencephalograms (EEGs), and pulmonary function tests, may be ordered by your physicians to help diagnose cardiac, neurological and pulmonary problems. All these tests are performed by technologists and interpreted by specialty physicians. EKG stress (treadmill) testing is performed with a cardiologist present.

Licensed respiratory care practitioners administer respiratory treatments, oxygen and various diagnostic tests to all patients requiring respiratory rehabilitation or the prevention of respiratory complications as ordered by a physician. Telephone: (415) 677-2435

Outpatient CPU hours are: Monday through Friday 8:00 a.m. – 6:00 p.m. Saturday 8:00 a.m. – 2:00 p.m.

The Memory and Aging Clinic - First Floor

Chinese Hospital in collaboration with UCSF provides services to conduct thorough evaluation of patients with memory loss and other cognitive impairments. Interpreters will facilitate the evaluation. Services are provided at the Hospital's Cardiopulmonary Unit. For appointments, contact the Cardiopulmonary Unit at (415) 677-2435.

Diagnostic Imaging / Radiology (X Ray) - Second Floor, Medical Office Building

A radiologist supervises registered technologists who are trained to operate different types of diagnostic imaging and/or x-ray equipment that your physician may request for you. The radiologist studies your images in conjunction with your medical history and prepares a report of finding and diagnosis, which is sent to your physician. Telephone: (415) 677-2320

Hours: Monday through Friday 8:00 a.m. – 7:00 p.m. Saturday 8:00 a.m. – 4:30 p.m.

Dietary Department - Basement Floor

The Dietary Department prepares nutritious meals according to your diet orders prescribed by your physician. Your diet, like your medication, is important to your recovery. Registered Dietitian (RD) performs nutritional assessments and provides appropriate interventions and recommendations. RD also provides diet instruction and drug-food interaction education to you and your family. If you need more information from the RD upon discharge, please call (415) 677-2307.

Intensive Care Unit (ICU) - Fourth Floor

Staffed with skilled Registered Nurses and other trained health care providers who use centralized sophisticated equipment to provide constant observation and intensive quality management for critically ill patients.

Laboratory / Pathology Services - First Floor

Most patients entering the hospital will have laboratory tests ordered by their admitting physician. The medical director is a physician whose specialty is pathology. Licensed medical technologists with specialized education and training perform the tests. The pathologists, technologists and support personnel work together as a team to provide you and your physician with timely, high quality service. Telephone: (415) 677-2420

Hours: Monday through Friday 8:00 a.m. – 6:00 p.m. Saturday 8:30 a.m. – 3:00 p.m.

Medical / Surgical Unit - Third Floor

The Medical / Surgical Unit provides care of acutely ill patients, ages 13 and up, not requiring intensive or telemetry care. This includes, but is not limited to, care of patients with respiratory infections, cancer, cerebrovascular disorders, and general, orthopedic, urological, or gynecological surgery.

Medical Therapy Center - Second Floor, Medical Office Building, #219

Provides therapeutic interventions for outpatients that include, but are not limited to, chemotherapy, blood transfusions, and hydration therapy. Telephone: (415) 677-2363

Hours: Monday through Friday 8:00 a.m. – 6:00 p.m.

Pastoral Care

A pastoral care program is available to meet the needs of the patients through prayer, compassionate listening and counseling. If you or a member of your family would like to speak to a spiritual care provider, please notify your nurse or call (415) 677-2472.

Patient Grievance

Chinese Hospital will respond in a timely manner to all concerns / complaints expressed by patients and visitors. Any concern should be shared with your nurse or the Patient Relations Coordinator at (415) 677-2492.

Pharmacy - First Floor

Located next to the hospital lobby, the Pharmacy provides a wide range of services that ensure each patient's medication requirements are met. Licensed pharmacists welcome questions from patients and their families. Working closely with the Nursing and Medical Staff, all medications are routinely monitored to ensure that a high standard of care is maintained.

The outpatient pharmacy is fully computerized and offers a multitude of customized patient services such as providing take-home medications, maintaining patient medication records, and monitoring drug interactions, thus ensuring a continuum of care within our healthcare network. Telephone: (415) 677-2430

Outpatient pharmacy hours are: Monday through Friday 9:00 a.m. – 6:00 p.m.

Saturday, Sunday and Holidays 9:00 a.m. – 4:00 p.m.

Same Day Surgery Unit & Endoscopy Suite - Fifth Floor

Same Day Surgery Unit (SDSU) is a multi-specialty unit that provides pre and post-procedure nursing care to patients receiving same day invasive radiology, surgery, and endoscopic services. Telephone: (415) 677-2350

Hours: Monday through Friday 6:30 a.m. – 5:30 p.m.

Endoscopy Suite specializes in diagnostic and therapeutic procedures such as endoscopy, bronchoscopy, colonoscopy, liver biopsy, and thoracentesis. The unit consists of two endoscopic suites staffed with specially trained nurses to assist the physicians in the procedures.

Hours: Monday through Friday 7:30 a.m. – 3:30 p.m.

Social Service / Discharge Planning

The Social Service / Discharge Planning Department helps patients and families plan post-hospital care. This includes arranging for home care or transfers to Skilled Nursing Facilities. A relative, friend, or the physician can request to have the Social Worker / Discharge Planner see the patient prior to discharge. Just ask the nursing staff to contact the Social Worker / Discharge Planner. If you need to contact the Social Worker / Discharge Planner after discharge, please call (415) 677-2377.

Specialty Clinic - Third Floor, Medical Office Building, #329

The Specialty Clinic is created to assist your physician to monitor patients with chronic diseases such as diabetes, chronic obstructive pulmonary diseases, congestive heart disease, hypertension, osteoporosis, chronic hepatitis B, and other recurring diseases. The Family Nurse Practitioner/Dietitian will provide one-to-one care based on patient's needs including nature of the chronic diseases, medication management, diet/exercise and other life style modifications. Telephone: (415) 677-2370

Hours: Monday, Wednesday and Thursday, 8:30a.m. – 5:00p.m.

Surgical Suite and Post Anesthesia Care Unit (PACU) - Fifth Floor

Surgical Suite provides major and minor surgical or diagnostic operation services to inpatients and outpatients thirteen (13) years old and over. The Surgical Suite provides and facilitates care for both elective and emergency surgical cases. PACU provides intensive care and management of patients during the immediate post anesthesia period.

Telemetry / Medical Surgical Unit - Fourth Floor

The Telemetry / Medical-Surgical Unit is a medical-surgical bed unit for which twelve (12) have telemetry monitors. The unit provides care of acutely ill patients, ages 13 and up, not requiring intensive cares. It specializes in the care of patients with arrhythmias, CHF and patients who require close cardiac monitoring.

Special Services

Community Health Education

The primary mission of the Chinese Community Health Resource Center (CCHRC) is to promote a healthier lifestyle through our bilingual health education programs by providing:

- ❖ Health education classes on general health, geriatric health, women's health and perinatal education
- ❖ Asthma education
- ❖ Weight management
- ❖ Individual nutrition counseling
- ❖ Diabetes education
- ❖ Video viewing program
- ❖ Bilingual health education materials
- ❖ Bilingual library (books and videos)
- ❖ Quarterly health newsletter
- ❖ Community workshops and programs
- ❖ Referrals

For individual nutrition counseling, you must obtain a written referral from your doctor before making an appointment. All other services do not require referrals, however pre-registration is necessary for health education classes and community workshops. You may pick up a copy of our class schedule at your doctor's office or obtain one from the Center. We welcome you to participate in our programs so you and your family can enjoy a healthier lifestyle. Please call (415) 677-2473 to register.

Resource Center Location: Chinese Hospital Medical Office Building, Room 407 Telephone: (415) 677-2365
Hours: Monday to Friday 9:00 a.m. – 12:00 p.m. and 1:00 p.m. – 5:00 p.m.

Interactive Health information Services Location: Chinese Hospital First Floor Telephone: (415) 677-2473
Hours: Monday to Friday 8:00 a.m. – 12:00 p.m. and 1:00 p.m. – 4:30 p.m.
Saturday: 8:30 a.m. – 12:00 p.m. and 12:30 p.m. – 4:30 p.m.

Volunteer Opportunities

Chinese Hospital values the role of the volunteer, and appreciates the ongoing dedication of our volunteers to the care of others. Volunteering is a great way to learn and grow while also serving your community. We have rewarding volunteer opportunities, which will fit your schedules, talents and interests. You will meet new people and gain new skill or valuable job experience while helping us provide excellent patient care and service. If you are interested in becoming a volunteer and/or a member of the Auxilliary, please call (415) 677-2477.

II. About Your Admission and Stay

Your admission to Chinese Hospital is at the request of affiliated physicians who will be responsible for coordinating your care and ordering any clinical treatments, medications and other services.

What to bring:

Chinese Hospital will provide most of what you need during your stay with us. Medications that you take at home should not be brought into the hospital unless you have been directed to do so by your physician. Please bring only a list of the medication you are currently taking. Include all over-the-counter medications and herbal supplements.

If you have a living will, Power of Attorney for Healthcare, or any other advance directive, please bring a copy of it with you. In addition, please remember to bring:

- ❖ Insurance Identification card or policy number
- ❖ Social Security number
- ❖ Medicare or Medi-Cal card
- ❖ Any other medical insurance information

What not to bring:

Electrical Safety - Privately-owned electrical devices are **not** permitted in patient rooms. These items include, but are not limited to, hair dryers, razors, radios, heating pads or portable heaters. Only battery-operated devices are permitted, but must not be used in an oxygen-enriched atmosphere.

Your Personal Belongings - As we cannot accept responsibility for personal items or valuables left in your room, please give all your belongings (your money, medication, credit cards, wallets, jewelry, cellular phone, etc.) to a family member to take home. If this is not possible, ask your nurse to put your valuables in the hospital safe. An itemized receipt, which serves as your claim ticket, will be provided.

Eyeglasses, Dentures, Hearing Aids - These items require special care. Ask your nurse for a denture cup, if appropriate. Take care not to leave these items on your meal tray or lying on your bed. The hospital is not responsible for the replacement of your lost personal items.

If You Are Having Surgery

Before Surgery

If ordered, a sedative may be given to you during the night before your surgery. Do not eat or drink anything on the day of your surgery unless a doctor or nurse tells you to do so.

Consent Forms

You may be asked to sign consent forms for certain types of treatments, tests and / or procedures that your doctor has discussed with you and you have given your informed consent. If you are unsure of the treatment or procedure, tell your nurse who will notify your doctor.

Day of Surgery

It may be necessary to prepare the area of your body where the surgery will take place. If ordered by the anesthesiologist, you may receive preoperative medication about one hour prior to surgery. You will be taken to the operating room approximately 45 minutes before your planned surgery time. If there is a need to delay your surgery, you will be informed.

Recovery

After surgery, you will be taken to the post-anesthesia care unit (recovery room) where specially trained nurses will monitor your blood pressure, pulse and breathing until you are ready to return to your room or the Intensive Care Unit (if your doctor feels you need closer monitoring). You can expect to continue having frequent checks of your pulse, breathing and blood pressure, as well as observation of surgical site dressings and maintenance of IV solutions. You will be allowed liquids by mouth if ordered by your doctor. Be sure to tell your nurse if you are uncomfortable in any way.

Visitors

Family members may visit you before and after your surgery. However, during your surgery they will be asked to wait in the lobby or in the waiting room (Room # 410). The doctor will come to talk to them after your surgery. Visitors are asked to remain in the lobby until they are notified that you have been transferred back to your room and may receive visitors.

Visiting Information

Visiting Hours

- ❖ For Medical Surgical Units - 11:00 a.m. to 8:00 p.m.
- ❖ For the Intensive Care Unit (ICU) - Visiting privileges are generally limited to adult members of the immediate family only. During regular hospital visiting hours, no more than two visitors may be at the bedside for 10 minutes at a time out of every hour from 11:00 a.m. to 8:00 p.m.

Visiting Policy

Visitors are welcome at Chinese Hospital. However, our primary objective is to maintain a controlled environment for your speedy recuperation, which requires adequate rest. Good nursing care requires that no visitors be allowed in the room at the time of treatment or nursing care. Please help us enforce the following visitor regulations your physician has approved for your benefit:

- ❖ Please keep visits brief.
- ❖ Visitors should use the main entrance of the hospital to enter and exit.
- ❖ Visitors and patients should speak quietly and be considerate of other patients.
- ❖ Visitors with colds, flu or other contagious diseases are asked not to visit patients.
- ❖ Visitors should check with the nurse before bringing food or gifts to the patient's room. Patients may be on special diets and certain foods are restricted.
- ❖ Visitors should not visit other patients in the unit, touch equipment within the patient's room or change the position of the patient or his or her bed without consulting the nurse.
- ❖ Visitors may be asked to step out of the room or unit to maintain patient privacy during procedure and/or patient care.

For your visitors' convenience, public telephones are available in designated areas.

Patient Inquiries

We ask that you designate one family member as the spokesperson who will communicate and update the rest of the family. This will enable the nurse to spend more time caring for your family member.

III. For Patient Comfort

Chinese Hospital offers number of services and amenities to help make patients and visitors as comfortable as possible. The nurses are happy to assist with access to any of these services.

Your Room

Your room includes a nurse call button that rings at the nurses' station and will be answered. Your bed has two upper side rails that will be raised at all times for access to bed control and the nurse call system. **For your safety, please call the nurses, especially when you need to get out of bed.** An emergency cord is in the bathroom should you require assistance. Extra pillows, blankets and bathrobes are available for you by asking your nurse.

Meals

Dietary Department provides meals for patients as prescribed by physicians. Authentic Chinese food and American food are available. Meal hour are:

Breakfast - 7:45 a.m.

Lunch - 11:45 a.m.

Dinner - 5:45 p.m.

Special in-between meal nourishment is available for patients with special dietary needs. Milk, juice and crackers are available throughout the day from Nursing when diets permit. Jook (porridge) is available as a bedtime snack.

Dietary staff visits patients for food preferences and information regarding food allergies. Registered Dietitian (RD) is available to assist you with meal planning. Please notify Nursing if you would like to speak to a R.D. Your family and guests may purchase food in the cafeteria located in the basement. Daily menus for patients and Cafeteria are posted at each Nursing station.

Television

Each room is equipped with a remote control television set.

Telephone

Your telephone is located on the table next to your bed. For local calls, dial "9" wait for the dial tone, then dial the number. For calls outside of the "415" area code, dial "8880"; wait for the dial tone, then dial the area code and the number. When the recorded message comes on the line, please select the type of billing you prefer.

Parking

Paid parking is available at Chinese Hospital.

Hearing Impaired / Interpreter Services

Chinese Hospital makes all possible efforts to comply with Federal ADA standards. The hospital is equipped with a TDD telephone unit. Whenever possible, we provide interpreters for patients who have difficulty reading or speaking English or Chinese. Please ask your nurse for assistance.

IV. YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT

Patient Rights

As a consumer of health care, you have important patient rights to ensure that you receive the health care you deserve. All your rights as a health care consumer also apply to the person who may have legal responsibility to make decisions regarding your health care. By learning your rights and accepting responsibilities, you can be an informed health care consumer.

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 physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.
4. Receive information about your health status, 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 physicians, to the extent permitted by law.
7. Be advised if the hospital/personal physician proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
8. Reasonable responses to any reasonable requests made for service.
9. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to

relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic intractable pain with methods that include the use of opiates.

10. Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
11. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in 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.
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 also be provided this information.
17. Know which hospital rules and policies apply to your conduct while a patient.
18. Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:
 - No visitors are allowed.
 - The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility.
 - You have told the health facility staff that you no longer want a particular person to visit.

However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.

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 be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household.
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 or marital status or the source of payment for care.
22. File a grievance. If you want to file a grievance with the hospital, you may do so by writing or calling:
Chinese Hospital Patient Relations, 845 Jackson Street, San Francisco, Ca 94133. Telephone: ext. 2492 or (415) 677 - 2492
23. File a complaint with the state Department of Public Health, 350 90th Street, 2nd Floor Daly City, Ca 94015. Hotline: 1-800-554-0353 and Telephone: (650) 301 – 9971 or call the Joint Commission Office of Quality Monitoring at 1-800-994-6610 regardless of whether you use the hospital's grievance process.

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 (Medicare Conditions of Participation).

Patient Responsibilities - As a patient at this hospital, we expect that you will:

- ❖ Ask your doctor or nurse what to expect regarding pain and pain management,
- ❖ Discuss pain relief options with your doctors and nurses,
- ❖ Work with your doctor and nurse to develop a pain management plan,
- ❖ Ask for pain relief when pain first begins,
- ❖ Help your doctor and nurse assess your pain,
- ❖ Tell your doctor or nurse if your pain is not relieved, and
- ❖ Tell your doctor or nurse about any worries you have about taking pain medication.

Provision of Information

You must provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health. Report unexpected changes in your condition to the responsible practitioner. Patients are responsible for reporting whether they clearly comprehend a contemplated course of action and what is expected of them.

Compliance Instructions

Follow the treatment plan recommended by the practitioner primarily responsible for your care. This includes following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the responsible practitioner's orders, and enforce the applicable hospital rules and regulations. The patient is responsible for keeping appointments, and for notifying the practitioner or the hospital when they are unable to do so.

Refusal of Treatment

Please understand you are responsible for your decisions and actions, including refusing treatment or not following the practitioner's instructions. We advise you to discuss or clarify any concerns or issues with your caregivers.

Hospital Rules and Regulations

Patients and visitors are responsible for following hospital rules and regulations regarding patient care and conduct.

Respect and Consideration

Patients and visitors are responsible for being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise, smoking, and the number of visitors.

Patients are responsible for being respectful of the property of other persons and of the hospital.

Advanced Health Care Directives

Chinese Hospital supports the patient's right to participate in decision making regarding medical care, including the right to refuse treatment, including life-sustaining treatment. You may provide oral or written individual healthcare instructions and/or appoint an agent to make healthcare decisions through a Power of Attorney for Healthcare. It is the patient's or surrogate decision maker's responsibility to provide a copy of the Advance Health Care Directive to the hospital so that it can be placed in the medical record. If you would like more information, ask your doctor, nurse or social worker, or call "California Health Decisions" at (714) 647-4920.

Chinese Hospital Practice Statement

Chinese Hospital shall respect the patient's Advance Health Care Directive (Directive to Physician or Durable Power of Attorney for Health Care) authorizing another person to make health care decisions on behalf of the patient.

The hospital does not condition the provision of care or otherwise discriminate against anyone based on whether or not an Advance Health Care Directive has been executed.

V. SAFETY AND SECURITY

A Word About Safety and Security

The care and safety of patients, visitors and employees is important to all of us at Chinese Hospital.

Familiarizing yourself with the following information will help us keep you safe and comfortable throughout your stay.

- ❖ All staff of the hospital wear a Chinese Hospital identification badge. If anyone without a badge should approach you for tests, or other services, please refuse the service and contact your nurse immediately.
- ❖ Your nurses are here to help. Please call on them before attempting an action or movement that may result in an accident or fall. This includes lowering bedrails.
- ❖ Occasionally, Chinese Hospital conducts a routine fire or disaster drill to help ensure our staff is current on procedures. Please do not be alarmed if a drill occurs during your stay.

Smoking Policy

As a health institution, Chinese Hospital recognizes the hazards of smoking. In accordance with Title 6, Chinese Hospital has adopted the no smoking policy.

Medication

Please give your nurse a list of any medications or herbs you are taking, including dosage and times. Your doctor will review them and decide on which medications you will continue to take during your hospitalization

and on discharge. Your nurse will also ask you questions concerning your physical condition, allergies and past medical history. This information is important for the hospital health care team as they plan for your care. For your safety and protection, only medicines approved by your doctor and supplied by our Pharmacy will be given to you during your stay. Your nurse will bring your medication to you.

Drug and Food Interactions (DFI)

It is important for your physicians to be aware of every medication you are taking. Some foods and drugs, when taken together, can alter the body's ability to utilize certain food (nutrients) and drugs. Occasionally DFI may cause serious side effects. If you need information or assistance with DFI, please contact the hospital's Pharmacists [ext.2432 or (415) 677-2432] or the Registered Dietitian [ext. 2307 or (415) 677-2307].

VI. PREPARING TO LEAVE THE HOSPITAL

To make sure you'll have the care you need when you leave, here's what you need to do **NOW** while you're staying in the hospital.

1. **Think about what you will need** at home and whether anyone at home can take care of your needs. You may need help with:
 - **TRANSPORTATION** – How will you get home from the hospital? How will you get to your doctors' appointments and other activities once you are home?
 - **ACTIVITIES** – Will you have to change your daily activities when you get home?
 - **STEPS** – Are there stairs going up to your home or to get to the bathroom?
 - **MEDICATION** – Do you have the information you need about your medications?
 - **ERRANDS** – How will you pick up prescription drugs and groceries?
 - **FOOD** – Can you prepare meals? Do you have food? Will your diet change?
 - **PERSONAL CARE** – Will you need help showering, in the bathroom, or eating?
 - **HOUSEHOLD CHORES** – Will you need help with cooking, cleaning or laundry?
 - **EQUIPMENT** - Will you need commode or shower chair?
2. A **Hospital Discharge Planner, Case Manager or Social Worker** is available to help you plan for care when you are leaving the hospital. This person can help you arrange for services for which you may be eligible.
3. Find out from your doctor when you are likely to leave the hospital so you can plan for what will happen when you leave. Your **Hospital Doctor** is the leader of the Hospital Health Care Team.
4. Your **Social Worker / Discharge Planner / Case Manager** will work with you or your representative to develop a plan of care. If you can, involve family or friends in making decisions and arrangements. A **discharge instruction sheet** will be given to you at the time of discharge from the hospital.
5. If you have **questions or concerns** about your discharge tell your doctor, or Discharge Planner / Social Worker / Case Manager as soon as possible.

If you disagree with your discharge, contact your insurance company or the number provided to you by the hospital. Every type of insurance has an appeal process. Appeal rights vary based on the type of insurance you have. Talk to the Social Worker / Discharge Planner / Case Manager to understand these appeal rights, and look at the information on this sheet.

6. If you're sent somewhere besides your home when you leave the hospital, tell the important **people in your life** so they can reach you. **IF YOU HAVE PROBLEMS AT THE HOSPITAL OR WITH YOUR DISCHARGE PLAN**, a **Patient Advocate** can investigate complaints – **ask your hospital**

Community Services You May Be Eligible For

- Aging and Adult Services Information and Referral – 1-800-510-2020
- In-Home Supportive Services – 415-557-5251
- IHSS Public Authority (on-call care/private pay) – 415-243-4477
- Elder Care at Home (emergency homecare) – 415-982-9171 ext. 144
- San Francisco Paratransit – 415-351-7000
- MV transportation (lift vans) – 415-468-4300
- Home Delivered Meals – 415-648-5592
- Friendship Line for the Elderly – 415-752-3778
- Retired Senior Volunteer Program Tele/Friend Program – 415-731-3335

IF YOUR NEEDS ARE NOT BEING MET AND YOU WANT TO APPEAL YOUR DISCHARGE, FOLLOW THESE GUIDELINES:

If you have **MEDICARE** (With or without Medi-Cal or other coverage)...

- ❖ Insist on a written notice.
- ❖ Call Lumetra at **1-800-841-1602**.
- ❖ Call HICAP (Health Insurance Counseling & Advocacy Program) at 415-861- 4444.
- ❖ You may have the right to an expedited appeal.
- ❖ For more information call 1-800-Medicare or visit www.medicare.gov.

If you have **MEDI-CAL**, but **NOT** Medicare...

- ❖ Call Bay Area Legal Aid at 415-982-1300.
- ❖ For automated information you may call the California Department of Social Services at **1-800-952-5253**.

If you have **PRIVATE INSURANCE**, but **NOT** Medicare, call your insurance company or HMO to find out about its rules and what you can do.

(Above "Preparing To Leave The Hospital" section prepared by Planning for Elders Healthcare Action Team, San Francisco Ombudsman Office, HICAP and the Hospital Council of Northern California)

When You Leave the Hospital

Your doctor will complete your discharge order on your chart. Either your doctor or your nurse will discuss your release with you. Be sure to gather all personal belongings and ask your nurse for help if you need assistance with packing. When you go to the cashier's office to settle your account, be sure to reclaim any valuables you have stored in the hospital safe. The recommended time for discharge is at or before 11 a.m.

Going home is a happy time for you, so remember:

- ❖ Have you checked in the closet, bedside furniture and bathroom for personal items?
- ❖ Do you need to withdraw personal items deposited for you in the hospital safe?
- ❖ Have you received prescriptions from your physician and do you understand the instructions concerning your medication and / or diet, as well as follow-up appointments with your physician?
- ❖ Have you discussed any problems or concerns with your nurse?

Your Ride Home

A capable adult needs to be available to provide transportation to your home.

Continuing Your Care

If you need assistance at home after your hospitalization, Chinese Hospital discharge planners can provide you with information about home health care, medical equipment, transportation, Meals-On-Wheels and other community resources. They can assist you with answers regarding Medicare, Medi-Cal, Social Security, State Disability and Workers' Compensation.

VII. Billing and Insurance

Your Bill

Chinese Hospital will bill your insurance company for you. If you do not have health insurance, a deposit may be required upon admission. You may pay the deposit or the bill by cash, check, money order, VISA, Mastercard, American Express or Discover card.

The Hospital Bill

The hospital bill reflects the cost of supplies and services provided during your visit. If you have any questions concerning your hospital bill, please contact Patient Financial Services at (415) 982-2400.

The Physician Bill

The Hospital bill excludes physician fees for services provided by certain hospital-based specialties, such as the Radiologist, Anesthesiologist and the Pathologist. They are billed separately from the hospital bill. Typically, you can receive several physician bills in addition to the Hospital bill.

Should you have any questions concerning the physician bills, the physician's billing office may be contacted at the address and telephone number provided on the bill.

Patients With Insurance

Always bring your health insurance card with you when seeking healthcare services. Be aware that your insurance company may require you to notify them when you require admission to the hospital. Also, some insurance companies require prior authorization or a second opinion for certain services.

In some cases, it may be necessary for you to make a cash deposit. We also ask that you prepay the amount of any patient deductible required by your insurance policy.

Please remember that your hospitalization coverage is a contract between you and your insurance company. We will cooperate to the fullest in expediting your claim; however, you are ultimately responsible for your account.

Medicare Patients

Always bring your insurance identification card with you when seeking healthcare services. The Medicare Program normally pays most of your hospital bill. We will bill your supplemental insurance after Medicare pays. You will be responsible for your patient deductible if not paid by your supplemental insurance, and non-covered charges such as private room charges, etc.

Medi-Cal Patients

Medi-Cal patients should bring Proof of Eligibility.

Liability Insurance

If your hospitalization involves a liability claim, we must ask you to pay your hospital bill in full when discharged. It is your responsibility to settle liability claims with your insurance company.

Workers' Compensation

If you are admitted for an injury received at work, we must have certification of insurance by your employer and the workers compensation insurance carrier. Please make sure that we have accurate information so as to speed the settlement of your hospital bill.

Those Without Insurance

If you do not have insurance, a cash deposit is required in advance for an elective admission. Periodic statements will be sent to you so that the account can be kept current. If you require assistance with your hospital bill, please ask about your eligibility for our financial assistance program. We will make every effort to help you complete payment arrangements. We accept Visa, MasterCard, America Express and Discover Cards to assist in your payment for our services. If you think it will be difficult to pay for your hospitalization, we urge you to consult our Manager of Patient Financial Services Immediately so you can make financial arrangements prior to discharge.

Your Medical Records

You may obtain a copy of your medical record from the Medical Records Department for a minimal copying fee. Any questions concerning your medical record should be directed to your personal physician.

VIII. Other Important Considerations

Blood is Priceless

Blood is a valuable, life-saving resource, but large demand and limited donors often creates life-threatening shortages. Because of this, Chinese Hospital encourages healthy individuals to donate blood. If you choose to be an autologous donor, (donating your own blood for use in your surgery) or directed donation (from family or friends in your name) we will provide you with additional information on the donation process.

Organ Donations

Federal and state laws have been enacted to achieve the goal in obtaining more organs and tissue suitable for donation. California's Uniform Anatomical Gift Act requires hospitals to comply with these laws. The advances in transplant medicine and technology have created a critical need for many organs and tissues. For more information contact your healthcare provider.

Smoking Cessation

For help, please call California Smokers' Helpline 1-800-NO-BUTTS or the Chinese Community Health Resource Center (CCHRC) at (415) 677-2473.

Disease Management (Diabetes, obesity, congestive heart failure asthma, etc)

Disease management empowers individuals, in concert with physicians and other care providers, to effectively manage disease and prevent complications through adherence to medication regimens, regular monitoring and

healthful diet, exercise and other lifestyle choices. CCHRC offers individual counseling to people living with chronic disease. For further information, please call (415) 677-2473 or stop by the Interactive Health Information Services located on the First Floor of Chinese Hospital. We are open Monday to Friday 8:00 a.m. – 12:00 p.m. and 1:00 p.m. – 4: 30 p.m. and Saturday 8:30 a.m. – 12:00 p.m. and 12:30 p.m. – 4:30 p.m.