



Patient & Family Handbook

Inpatient Services



Our mission, vision, and values

Mission

Optimize medical recovery and rehabilitation outcomes for all patients in a safe environment that respects their dignity, diversity, and individuality.

Vision

Leading and defining excellence in specialized medical and rehabilitative care.

Values

Apply clinical excellence, education, and research to enhance quality of life in the communities we serve, with a commitment to compassion, collaboration, and integrity.



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Welcome



We would like to take this opportunity to welcome you to Casa Colina Hospital and, on behalf of the entire staff, to thank you, your physician, and your payor for choosing us to provide your care.

We view delivering health care as a partnership between our patients, their families, and our dedicated physicians, nurses, therapists, other health care professionals, and support staff. We are committed to providing you with the highest-quality care, tailored to your individual needs, in an environment that is supportive, respectful, and compassionate.

Hospitalization can be stressful for patients and their families. We have developed this guide to help answer many of your questions and to make your stay at Casa Colina Hospital as comfortable as possible.

It is our job not only to make your patient experience positive and beneficial but also to meet your highest expectations in every way possible. This includes all aspects of our service to you, from the cleanliness of our facilities to the meals prepared in our kitchen to the professionalism of our staff. If at any time you would like to share comments or concerns, please speak with your nurse supervisor. If you still have a concern that has not been addressed to your satisfaction, I invite you to call me directly. My internal extension is 2300.

Again, thank you for choosing Casa Colina. We look forward to serving you.

A handwritten signature in black ink that reads "Felice Loverso". The signature is fluid and cursive, with a large loop at the end.

Felice L. Loverso, Ph.D.
President and CEO



Patients and their families enjoy an abundance of natural light and a sense of plentiful space throughout the campus, with views that overlook lush garden courtyards and neighboring mountain ranges.

Casa Colina Hospital and Centers for Healthcare

Casa Colina has been a leader in providing rehabilitation and medical care for more than 80 years. Today, its physicians and clinical staff provide a broad range of innovative specialty services. Facilities located on the 20-acre Pomona campus and other sites in Southern California include:

Casa Colina Hospital

- Medical-surgical services, intensive care unit, and inpatient rehabilitation
- Outpatient rehabilitation and physician services

Casa Colina Transitional Living Center

Casa Colina Diagnostic Imaging Center

Casa Colina Children's Services Center

Casa Colina Azusa Center

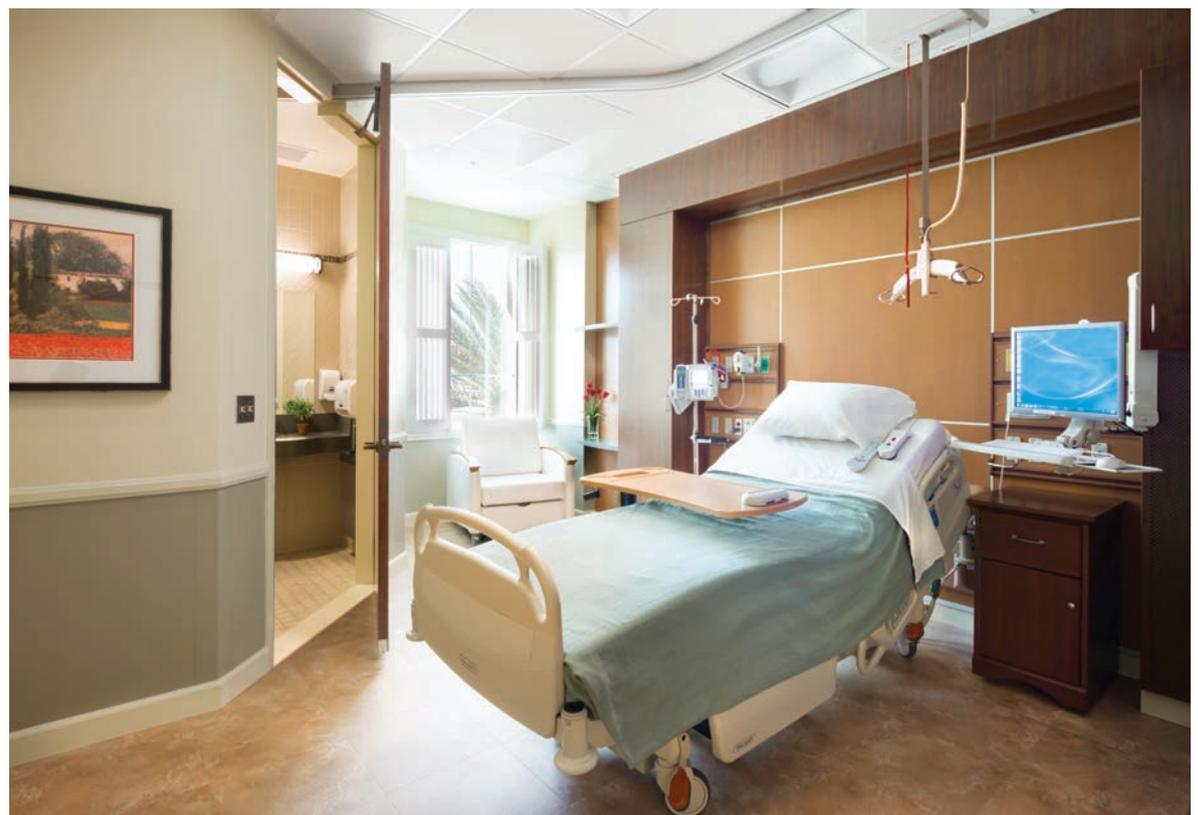
Casa Colina Adult Day Health Care Center

Casa Colina Long-term Residential Centers

Casa Colina prides itself on meeting the needs of people in our community. From our medically directed rehabilitation services to our state-of-the-art acute medical and surgical care, we stand as a leader in our region, offering an array of highly specialized services to people of all ages and diagnoses.

Casa Colina prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

Casa Colina Hospital features spacious private and semi-private patient rooms huddled around specialized nursing units and comfortable day rooms.



Preparing for your stay

What to bring

When you arrive at Casa Colina, we want you to be as comfortable as possible.

If being admitted to the Medical-Surgical Wing, you will be advised on what to bring for your visit.

If being admitted to the Acute Rehabilitation Wing, please bring the following items from home:

- Rubber-soled shoes (not slippers)
- 5 tops or shirts, a sweat shirt or sweater
- Nightwear
- 5 pairs of pants or shorts
- 5 changes of undergarments and socks
- Personal grooming items

Please put your name on all items.

Personal laundry services are not provided at Casa Colina Hospital. Therefore, if staying in the Acute Rehabilitation Wing for an extended period, we request that visiting family members or friends assist with taking your soiled clothing home and then return it after laundering at their next visit.

Do not bring

Patient-owned medical equipment

Casa Colina Hospital provides necessary medical equipment for patients during their stay with us. Patient-owned medical equipment may be brought to the hospital only if such a need meets any of the following criteria:

- The continuous use and operation of the equipment cannot be interrupted, for clinical and patient safety reasons, when the patient arrives at the hospital.
- The hospital cannot provide clinically equal (or better) equipment for the patient.

All equipment should be checked in with nursing to be documented as part of your possessions while at Casa Colina. Any medical equipment with electrical power must be tested and approved by the Casa Colina Facilities department.

Valuables such as jewelry, watches, electronic devices, cash, and credit cards

Please do not bring valuables such as cell phones, laptop computers, tablets, jewelry, watches, cash, and credit cards during your hospital stay. Casa Colina is not responsible for their safekeeping. If you find you have packed valuable items, please send them home with a family member or loved one. If you have questions, please speak with your nursing supervisor.

Medications from home

Please bring a list of your current medications and dosages with you to the hospital. If your physician has asked you to bring medications from home or if you are on investigational drugs or medications that are not widely available, they will be secured in the pharmacy for safekeeping. Please notify your nurse upon admission. You will receive a receipt for any medications placed in the pharmacy.

Understanding your insurance

A representative from our Admissions department will coordinate your admission to Casa Colina Hospital with your physician. A pre-admission coordinator will call you to verify basic information, such as the name of your employer, home address, and insurance carrier.

We recommend that you examine the coverage provided by your health insurance carrier and that you know whether you've met all the necessary terms and conditions.

When you arrive, you may be required to pay a deductible or co-payment. In certain cases, an admissions deposit (based on your estimated length of stay) may be required. A representative from our Patient Services department will discuss the deposit with you.

Your insurance company will be notified of the day and time of your anticipated admission to ensure that adequate information is provided to them for authorization and payment. We will communicate with your insurance carrier during your stay to inform them of any continued need for care. Our financial counselors are available to discuss any concerns you or your family may have regarding your insurance plan or other financial issues related to your hospital care. To contact a financial counselor, please call 909/596-7733, ext. 5558.



During your stay

Your safety and security

SPEAK UP about your care

At Casa Colina, we strive to make health care safety our highest priority. We strongly encourage patients to be active participants in their care through the Joint Commission's "Speak Up" program.

Speak up ... If you don't understand something or if you require an explanation for your medication, treatment, or medical forms.

Pay attention ... Check the identification of your nurses, doctors, and anyone who is taking care of you.

Educate yourself ... So you can make well-informed decisions about your care.

Advocates (family members and friends) can help ... They can ask questions, request help, and get instructions to support your care.

Know about your new medicine ... Find out how it will help, side effects you may experience, and how you should take your medicine.

Use a quality health care organization that ... Is accredited and has experience with your condition and can support you receiving safe and quality care.

Participate in all decisions about your care ... Discuss each step of your care with your provider, ask for a second or third opinion if you need it, and share medication lists and medical records with your health care team.

Staff identification

Throughout your care, you will come into contact with many people. All Casa Colina representatives – doctors, nurses, clinicians, and staff – wear their photo identification in a prominently displayed manner. Although we secure the premises, we ask that you first alert a nurse by call light and question anyone unknown who walks into your hospital room without a photo identification badge.

Fall prevention

Casa Colina uses a "colored wristband" system to identify each patient's level of independence with toileting and mobility.

While you are in the hospital, there are steps you can take to prevent a fall:

- Keep the call button in reach at all times.
- Call your nurse before getting out of bed to use the bathroom or transfer to chair or wheelchair.
- Always wear shoes or non-slip footwear if standing or walking.
- Report any spills or obstructions to staff immediately.

Suicide prevention

Tragically, the rates of suicide in the United States are increasing. In an effort to combat this trend, Casa Colina Hospital and Centers for Healthcare has implemented measures to help better identify and support patients who are struggling with suicidal thoughts. Please speak up to a



member of the care team if you find yourself having thoughts of suicide or death, so that we can help you during this difficult time. Help is also available within the community through these free and confidential services.

- Suicide Prevention Lifeline: 1-800-273-TALK (8255)
- Crisis Text Line: Text Hello to 741741

In the event of an emergency, call 911 or go to the nearest emergency room.

Rapid response

Casa Colina Hospital uses Rapid Response teams to bring critical care to the patient when there is a sudden change in medical condition or a medical emergency. Patients or families who are concerned about a sudden change in medical condition may initiate a Rapid Response by contacting the nearest caregiver or by calling ext. 5888 from any house phone.

Our team approach to pain management

Managing pain in the hospital setting requires an effective partnership between patients and caregivers. Casa Colina is committed to listening to your experience of pain, supporting you in setting goals for managing your pain effectively, and providing a range of therapeutic options to maximize your recovery, comfort, and activity level. Our multidisciplinary team includes nurses, physical and occupational therapists, spiritual caregivers, neuropsychologists, pharmacists, and pain management specialists. We also offer diversion activities that have been shown to be effective in managing pain, such as exercise, music therapy, mindfulness exercises, and support groups.

Different types of pain medications can provide relief when other therapeutic options are not sufficient. In these cases, our physicians and nurses will keep your safety our highest priority, while effectively working to manage your pain. When pain medications are indicated, we will carefully weigh the balance between offering a safe dose of medication for pain relief, while limiting potential unsafe/undesirable side effects. Our caregivers are trained to assess your pain level and will maximize pain management interventions at regular intervals, but feel free to raise any concerns you might have about your pain at any time. As you transition from your time at Casa Colina, we will provide information to you and your loved ones on how to manage your pain beyond your hospital stay.

Opioid safety

Certain strong pain medications, known as opioids, require special assessment and monitoring to be administered safely. At Casa Colina, we are committed to proper use of opioids for patients that have been carefully screened as safe to receive them. These medications, which can be given through a vein or in pill form, are designed for short-term use and are known for certain side effects such as constipation, dizziness, nausea/vomiting, tolerance/physical dependence, and respiratory depression. If your doctor determines you need opioids to manage your pain, we will monitor your safety carefully to avoid undesirable side effects. While the use of opioid medications is indicated in certain situations for short-term management of moderate to severe pain, we will work to actively transition you to milder medications you can take by mouth as you approach your discharge date.

During your stay

As a patient at Casa Colina Hospital, we request that you:

- Ask your care team about what to anticipate about pain and pain management, potential limitations, and side effects of pain treatments.
- Discuss pain relief options with your care team.
- Work with your doctor to develop a pain management plan.
- Tell your doctor or nurse about any worries or concerns you may have about pain management.

Working together

While pain is a common event in the hospital setting, it can be an unsettling experience for patients and families. Effective pain management is a partnership between patients and caregivers that relies on open communication and a multidisciplinary team approach. At Casa Colina Hospital, we will work with you from admission through discharge to address your pain needs from a variety of angles.

Anticoagulants

Anticoagulants, sometimes referred to as “blood thinners,” are medications prescribed to prevent or reduce blood clots. While anticoagulants are essential for preventing life-threatening conditions caused by blood clot formation, they also increase the risk of bleeding. Should you be prescribed an anticoagulant during your stay, the healthcare providers, nurses, and pharmacists will collaborate to ensure your safety while you are taking these medications. Prior to your discharge, they will work closely with you to ensure you know how to take the medication safely, including any drug or food interactions or required laboratory testing. Tips for taking anticoagulants safely after you discharge from Casa Colina Hospital include:

- Monitor for signs of bleeding (for example: bleeding gums after brushing or the presence of blood in your stool or urine) and notify your healthcare provider immediately should you notice any increase in bleeding.
- Notify your physician before starting any new medications, including over-the-counter medications and supplements.
- Notify your dentist or physician about taking anticoagulation medication prior to any dental or other surgical procedure.
- Take the medication around the same time every day. If you miss a dose, take the medication as soon as you remember. If you miss a whole day, do not double your dose, but take your normal dose and notify your healthcare provider.
- Do not stop taking the medication without first talking to your healthcare provider.





Recognizing your medications

All medications you take while in the hospital are prescribed by your doctor, dispensed by the hospital pharmacy, and administered by a nurse. Patients are not permitted to administer their own medications unless as part of supervised education, nor are they permitted to keep personal medications at their bedside. If at any time you are given medications that are not familiar to you, alert your nurse or doctor before taking them.

Upon being admitted to Casa Colina Hospital, you will be asked to provide a list of all medications from home to compare with current medications prescribed at the hospital. This will ensure a complete and accurate medication list. A complete and updated medication list will be provided to you upon discharge from Casa Colina. Please provide this list to your primary physician and/or any other physicians you may see at your next medical appointment(s).

Lost items

If you should lose a personal item, please report it to your nurse. If you should find any item, please turn it in at the nurses' station. Items not on the patient belonging list are not the responsibility of Casa Colina.

Cameras

No photography, video, or voice recordings of other patients or staff are permitted at Casa Colina Hospital. If taking personal pictures during your stay, please be mindful of the privacy of other patients and staff.

Smoking

Due to our commitment to provide the most healthful environment for all patients, Casa Colina Hospital is a non-smoking facility. Smoking is not permitted indoors or in outdoor hospital courtyards at any time. Smoking is permitted in designated outdoor areas of the hospital grounds only. Please refer to the campus map on the outside back cover of this handbook to locate the designated smoking areas.

Alcohol and drugs

Alcoholic beverages and unauthorized drugs are strictly forbidden at Casa Colina Hospital. The non-prescribed use of alcohol, marijuana, or other drugs may result in immediate discharge.

Know your hospital staff

Casa Colina utilizes a unique team approach in which the patient is the key team member. Your treatment team consists of experienced professionals who combine their specialized skills in a collaborative, interdisciplinary approach to treatment – one that best ensures your safety and meets your individual needs, learning style, and recovery goals. Your team continually assesses your needs and modifies your course of care, treatment, education, and services as necessary to assist you in achieving your maximum recovery. Communication among team members is paramount to quality care during your hospital stay and at discharge.

During your stay

Physicians

At Casa Colina, both internal medicine and family practice physicians work closely with specialists, such as physical medicine and rehabilitation physicians and surgeons, to direct your care. Your physicians oversee the quality of care, treatment, and services provided by the members of the treatment team. They will regularly meet with you and your treatment team to evaluate your progress, direct treatment efforts, and prescribe any medication and services you require. In addition, we welcome the participation of your personal physician as a member of your treatment team. If your personal physician is not on our medical staff or chooses not to serve as an attending physician, then a physician, as appropriate for your condition, will be assigned to you during your stay.

Charge nurses

Each nursing unit is supervised by a registered nurse who leads the nursing team and is responsible for the operations of the unit during each shift. They are a direct resource should you have any issues or concerns regarding your care. The charge nurse can be reached 24 hours per day, seven days per week by calling the phone extension listed on the Communication Board in your room. They can also be contacted by pressing the nurse call button and asking to speak to the charge nurse.

Nurses

Your nurse, in collaboration with your physician and other members of your health care team, works to treat medical conditions, promote optimal health and recovery/rehabilitation, and educate you on your treatments and medications. Registered nurses provide direct patient care by continually assessing and reassessing your health condition, treating your medical needs, and administering medications.

Physical therapists

The physical therapist will guide and assist you in therapeutic activities and functional training to develop more strength, endurance, flexibility, balance, coordination, and locomotion. Mobility and transfers are a primary focus. The physical therapist will also teach you exercises to continue on your own that are essential for your long-term health and fitness.

Occupational therapists

The occupational therapist helps you relearn the activities of daily living that will allow you to become more independent. These areas focus on dressing, grooming, personal hygiene, and feeding. Your coordination, balance, strength, flexibility, sensation, cognition, and visual perception will also be addressed by the occupational therapist.

Speech language pathologists

Speech language pathologists evaluate patients with acquired and developmental speech, language, cognitive, and swallowing disorders to determine a culturally and linguistically appropriate plan of care as directed by the physician. Speech language pathologists use evidence-based practices to provide patients with the highest standards of treatment to improve articulation, voice, auditory



comprehension, expressive language, reasoning/problem solving, augmented communication, and swallowing. The objective of the speech language pathologist is to improve a patient's quality of life by optimizing their ability to communicate and/or swallow.

Neuropsychologists/psychologists

Your physician may recommend that you see a neuropsychologist as part of your treatment plan. A neuropsychologist is a licensed clinical psychologist who has specialized education and training in understanding brain functions and disorders. They may assess how your brain is functioning with standardized tests or functional activities and then help you and your family, as well as the treatment team, understand how your brain is working. They may also help you see how your brain has changed after an injury or illness. A neuropsychologist may also provide psychotherapy, behavioral management, cognitive rehabilitation, and other types of treatment. The neuropsychologist incorporates knowledge of how brain injuries or disorders can affect emotions, behavior, and cognitive functioning in order to make individualized recommendations to increase success and achieve the best quality of life.

Respiratory therapists

The respiratory therapist assists and administers care and life support to patients with cardio-pulmonary deficiencies and/or abnormalities. This is done under the direction of a physician and by prescription to help patients achieve their maximum cardio-pulmonary potential.

Pharmacists

Pharmacists are a critical part of your health care team. They work closely with your medical and nursing staff to ensure you receive drug therapy that maximizes clinical effects while minimizing any potentially adverse reactions. Pharmacists also work with patients who require additional education on prescribed medications.

Registered diet technicians/registered dietitians

The registered diet technician and registered dietitian work with the treatment team, your family, and you to make sure that your diet meets your specific needs to promote a healthy recovery. Special diets are sometimes prescribed for patients with certain medical conditions. Your registered diet technician/registered dietitian will assist you with ethnic and cultural preferences as well as prescribed food restrictions.

Social workers

The social worker works with you and your family to identify barriers that may prevent you from optimizing the healing process while hospitalized. They collaborate and consult with your physicians, other health care providers, and community agencies as needed to assist with personal adjustment and psychosocial needs and issues. The goal of social work is to enable you to utilize health care services to their maximum benefit and to facilitate continuity of care.

During your stay

Case managers

The case manager works with hospital staff and physicians in coordinating your care, treatment, and services, which may include external resources when needed by the patient, family, or designated caregiver. Beginning at the time of admission, your case manager will work with you and your family to keep them informed about your care plan, implement a discharge plan, facilitate continuity of care, educate you on Casa Colina's health care continuum, and arrange for appropriate follow-up care. The case manager will also coordinate your treatment plan as needed with your insurance company.

Other personnel

During your stay, many other health care professionals may assist you, including personnel from the laboratory and diagnostic imaging services departments. Our environmental services staff will clean your room daily. If you have any housekeeping concerns in your room, please inform your nurse, and it will be taken care of as soon as possible. Volunteers and students also contribute many hours of service at Casa Colina Hospital. All staff and volunteers can be identified by their name badges. There are many other personnel behind the scenes, such as the Health Information Management staff, Patient Accounting staff, accountants, facilities personnel, administrative assistants, admissions coordinators, and food service workers, all contributing to your well being while you are at Casa Colina Hospital.

Your visitors

At Casa Colina Hospital, we believe that your family and friends are important participants in your care, so we encourage you to have visitors. To promote the support of family and friends and also ensure that our patients receive the rest that is so necessary for medical recovery, please be respectful of visiting hours.

Visiting practices and patient passes

- For the Acute Rehabilitation Wing, general visiting hours are: 11 a.m. to 1 p.m. and 5 p.m. to 8 p.m. (Monday through Friday) and 10 a.m. to 8 p.m. (Saturday and Sunday). For the Medical-Surgical Wing, visiting hours are 10 a.m. to 8 p.m. Visitation outside of these specified times is at the discretion of your care team. Patients in the Intensive Care Unit may have visitors at any time.
- We request that visitors dress appropriately and wear shirts and shoes at all times.
- Visitors should enter and leave the hospital through the main hospital entrance/lobby. All visitors must sign in and obtain and wear a visitor's badge while on the premises.
- Due to patient privacy, visitors are typically not allowed to spend the night in a patient's room. On rare occasions, visitors may be allowed to spend the night; however, approval is required by hospital administration.
- Patient beds should not be occupied by visitors or other family members.
- No more than two visitors are allowed at a patient's bedside at one time. Visitors in semi-private rooms should be considerate of both patients. If more than two visitors are present, and if you are



able to visit in another area, please utilize the courtyards, patient lounges, cafeteria, or patios. For your safety and security, patients must notify nursing staff when leaving the unit. The number of visitors may be restricted based on the patient's medical condition.

- An adult must accompany children under the age of 14 at all times. For the safety of children and our patients, children under the age of 14 are not allowed in patient care areas and should visit with patients in the public areas of the hospital such as the lobby, cafeteria, and courtyards.
- In the event that family members or friends are ill with flu-like symptoms, colds, sore throats, or any contagious diseases, the hospital asks that they refrain from visiting until symptom-free for at least three days.
- Visitors should maintain a quiet environment and avoid unnecessary noise.
- Visitors may be asked to leave the room during patient tests, treatments, or examinations. Visitors are not permitted in the inpatient rehabilitation gym unless specifically asked by a patient's therapist to participate in a patient's therapy session as part of the rehabilitation process.
- Visitors are asked to practice infection control precautions by using designated hand sanitizing stations and sinks for hand washing throughout patient care areas. Visitors will also be required to wear personal protective equipment when visiting patients in isolation (e.g. gloves, masks, and gowns). Signs located outside of the patient's room will alert you to the need for protective equipment.
- Fresh air and a change in venue can be therapeutic. Unless contraindicated by your medical condition, Casa Colina invites patients and visitors of our Acute Rehabilitation Wing to use the many garden courtyards that have been designed for your comfort. Patients in our ICU or Medical-Surgical Wing may use these areas if permitted by their physician. For safety and security, any such patients must notify the nursing staff if they are leaving the unit to go outside. Please refer to the map at the back of this handbook for courtyard locations throughout the hospital.

Gifts, food, and flowers for patients

Visitors are required to check with the nurse before bringing gifts of food and/or beverages to patients, as many patients are on restricted or special diets. Please check with the nurse to make sure your gift is appropriate and safe for the patient's condition.

Flowers are not allowed in the Intensive Care Unit and discouraged in the Medical-Surgical and Acute Rehabilitation Wings. Potted plants are not allowed in any patient rooms. We appreciate your cooperation in helping to protect our patients with a wide range of medical conditions that could be negatively affected with exposure to flowers and potted plants.

Communications, electronic devices, and television

Calling your nurse

If you need assistance, please use the call system located at your bedside. Nursing staff can be reached by dialing the 4-digit extension located on your room's Communication Board, which will activate your nurse's cellular phone.

During your stay

Telephones and Internet access

Telephones are provided at each bedside. Patients may receive calls in their rooms from 7:30 a.m. to 10:00 p.m. Any calls outside of this time are routed to the nurses station. The nurse will determine whether the patient is awake and can accept the call without disturbing other patients. Outgoing local telephone calls may be made by dialing “9” first and then the phone number you wish to call. Pay phones are also available in the hospital lobby for visitors and guests.

Please limit the use of your phone during times when you are interacting with your health care providers.

Please do not bring valuables such as cell phones, laptop computers, or tablets during your hospital stay. If you find you have packed these items, please assume responsibility for their safekeeping and remove them from your bed or bedside when not in use – or simply send them home with a family member or loved one. Casa Colina is not responsible for their safety and security. If you have questions, please speak with your charge nurse.

Desktop computers with Internet access are available in the Acute Rehabilitation Day Rooms.

The WiFi network for Casa Colina patient and visitor use is *Casa Hospital* and the password is 12345678.

Television

Television monitors are provided at each patient’s bed with free programming and hospital educational channels. If you would like assistance, please speak with your nurse. Please be considerate of other patients by watching your television set at a low volume or by using supplied headphones and by turning off your television set at bedtime.

Food and nutrition

Patient meals

Wholesome, nourishing, and well-balanced meals are an important part of your treatment and recovery. Casa Colina Hospital makes every effort to provide appetizing and nutritious meals that are prepared according to your doctor’s orders. A member of the dietary department will visit you to review your food preferences and explain your meal schedule and dietary program.

Cafeteria

The cafeteria is open to visitors, family, and friends and serves breakfast, lunch, and dinner. Please refer to the cafeteria entrance signage for current hours of operation. A limited menu and hours are typically offered on Saturdays, Sundays, and holidays.

Vending machines

Vending machines for snacks, beverages, and microwavable items are located in the cafeteria’s dining area and are available 24 hours per day.



Special services

Family housing

Casa Colina is pleased to offer affordable short-term residential services for non-local patient families who wish to be near their loved ones during the inpatient rehabilitation process. These homes, located steps away from the campus, are owned and managed by Casa Colina and are available on a first come, first served basis. For more information, please contact your case manager to request a Housing Application form.

Interpretive services

Communication assistance is provided to all patients and family members with special communication needs, such as those who are sight or hearing impaired or non-English speaking. Assistance includes printed, digital, or verbally presented patient information, foreign language and sign language interpreters, and supplemental hearing devices.

Spiritual care

Casa Colina Hospital is committed to the total well being of its patients. Spiritual care is an integral part of the healing process. Chaplain services are available and may be obtained by speaking to your charge nurse.

Support groups

Casa Colina offers a number of support groups for patients and their family members. These groups not only offer emotional support but important educational information as well. All support groups are held on the Casa Colina campus in Pomona. For a complete list and schedule of support groups, visit casacolina.org/supportgroups.



During your stay

Mail

Patients may receive mail at the hospital. Once received at the hospital, it will be delivered within 24 hours, except on weekends and holidays. The patient's address while an inpatient at Casa Colina Hospital is:

Patient name/room number
Casa Colina Hospital and Centers for Healthcare
255 E. Bonita Avenue
P.O. Box 6001
Pomona, CA 91769-6001

Letters and parcels that arrive after you have been discharged are forwarded to your discharge address. A patient's outgoing mail, with postage applied, may be deposited with the lobby receptionist at any time.

Parking

Parking for patients and visitors is available 24 hours per day, seven days per week. All parking is free. Patients and visitors are cautioned not to park in reserved areas or certain designated areas. Please be sure to lock your car. To request assistance or to arrange for an escort to your vehicle, please call security by dialing "0" on a hospital phone for the operator. You may obtain a parking map from the reception desk in the main lobby or refer to the back cover of this handbook.

Tram service and security escorts

Casa Colina offers a free parking lot tram service for the convenience and safety of patients, visitors, and staff. The tram service is available Monday through Friday from 5 a.m. to 8 p.m.

For the safety of patients, visitors, and staff, security escorts from the hospital to the parking lot are also available upon request. Please see the operator in the main lobby or dial "0" from any Casa Colina phone from 7 a.m. to 8 p.m., seven days per week. Security escorts may also be requested after hours by calling security directly at 909/973-5911.



Preparing to go home

Working with your doctors and patient care team, you will be an active participant in your discharge plan and will be kept apprised of the approximate date of discharge from admission through discharge. At Casa Colina Hospital, our commitment is to provide you with services that will enable you to return to and maintain a lifestyle that is healthy, active, productive, and as independent as possible. In order to meet that commitment, one of our major goals is to ensure that you and your family or significant other are sufficiently prepared for a successful return to your home and community. Therefore, planning and preparation for your discharge and for the next step in your recovery will begin at admission and continue throughout your stay.

Under the leadership of your physician, your treatment team will work with you to determine when your stay is complete. Your physician will write a discharge order, and your case manager will communicate closely with you and your family and/or significant other in planning the discharge date and time.

Your treatment team will help you determine your need for medical equipment and other supplies prior to your discharge. Your case manager will help obtain appropriate authorizations and assist in ordering to ensure any necessary equipment is available for you at discharge. Your case manager will also identify which of these items will be covered by your insurance. If your insurance does not provide the equipment you need, our treatment team will offer alternatives to obtaining the needed items.

Post-discharge services and continuum of care

At the time of discharge, your hospital case manager will inform you of any future appointments made on your behalf. Casa Colina offers many services on its Pomona campus, satellite campus, and residential centers to further your successful recovery. Services include outpatient rehabilitation, physician specialty clinics, diagnostic imaging, outpatient surgery, transitional rehabilitation, long-term residential centers, adult day health care, support groups, wellness programs, outdoor recreation, and much more. If you have questions about any of these services, please ask your hospital case manager or visit us at www.casacolina.org.

Post-discharge follow-up contact

It is important for Casa Colina to know how you are doing after discharge and to learn how we can improve our services. We utilize a variety of follow-up services to obtain this information, including telephone and mail contact. Examples include patient satisfaction surveys, our Patient Navigation program, or contracted services to follow up with you from time of discharge to six months after. We appreciate your time and input during the follow-up to your care.

Billing

Casa Colina Hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. However, your coverage is a contract between you and your insurance company, and you have the final responsibility for payment of your hospital bill. Casa Colina acts solely as your agent in filing for insurance benefits and therefore assumes no responsibility in guaranteeing payment of your account by your funding source. We have several payment options available to assist you in paying your bill.

Patient rights and responsibilities

If you have certain tests or treatments in the hospital, you may receive bills from physicians involved in your care. All physicians and surgeons providing services, including the radiologists, pathologists, anesthesiologists, and others, have been granted the privilege of using Casa Colina for the care and treatment of patients; however, they are not employees, representatives, or agents of Casa Colina. They are independent practitioners. These physicians will bill separately for their services. If you have questions, please call the phone number printed on the billing statement that you receive from them.

If you do not have insurance coverage, you may qualify for financial assistance. Casa Colina has a program to assist uninsured and/or low-income patients with payment of their Casa Colina bills. For more information about financial assistance, please ask our admissions or registration staff representatives or call the Patient Services department directly at 909/596-7733, ext. 5558.

Patient rights

It is our goal at Casa Colina to ensure that your experience with care, treatment, and services is conducted in a manner that provides respect, fosters dignity, encourages positive self-esteem, protects civil rights, and involves patients and those who support them in the treatment, recovery, and rehabilitation process.

As a patient of Casa Colina, you have the right to:

1. Receive 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 and who has primary responsibility for coordinating your care as well as the names and professional relationships of 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. You may request an Ethics consult by dialing extension 3018.
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 as well as 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. Expect reasonable responses to any reasonable requests made for service.
9. Receive 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 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. Receive 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. Receive 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 or marriage, unless:
 - No visitors are allowed.
 - The facility reasonably determines that the presence of a particular visitor would endanger the

Patient rights and responsibilities

health or safety of a patient, a member of the health facility staff or other visitor to the health facility or would significantly disrupt the operations of the facility.

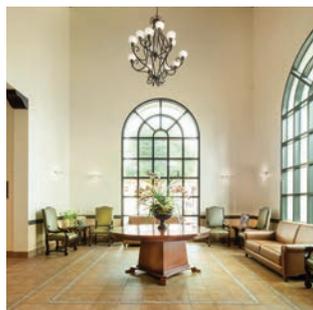
- You have told the health facility staff that you no longer want a particular person to visit.

However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. The health facility must inform you (or your support person, where appropriate) of your visitation rights, including any clinical restrictions or limitations. The health facility is not permitted to restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

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 identity/expression, disability, medical condition, marital status, age, registered domestic partner status, genetic information, citizenship, primary language, immigration status (except as required by federal law) 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 Hospital Administration, Casa Colina Hospital and Centers for Healthcare, 255 East Bonita Avenue, PO Box 6001, Pomona, CA 91769-6001; 909/596-7733 ext. 3000.

The grievance committee will review each grievance and provide you with a written response within 7 (seven) days of receipt. 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 for Medicare patients should be referred to the Quality Improvement Organization (QIO) as follows: Livanta, 9090 Junction Drive, Suite 10, Annapolis Junction, MD 20701 Attn: Beneficiary Complaints; 877/588-1123; www.BFCCQIOAREA5.com. Non-Medicare patients would need to contact their private insurance's customer service department.



23. File a complaint with the California Department of Public Health Services regardless of whether you use the hospital's grievance process. The California Department of Public Health Service's phone number and address is: California Department of Public Health Services, Health Facilities Inspection/LACounty Acute & Ancillary Unit, 3400 Aerojet Avenue, Suite 323, El Monte, CA 91731: 800/228-1019 or 626/312-1104.

24. Submit written complaints related to the professional competence or professional conduct of a physician, Doctor of Osteopathy, or doctor of podiatry. These complaints should be forwarded to the only authority in the State of California that may take disciplinary action against the provider's license. The applicable State Boards are as follows:

Regarding Physicians or Podiatrists:
Medical Board of California
Central Complaint Unit
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
800/633-2322 or online: www.mbc.ca.gov

Regarding Doctors of Osteopathy:
Osteopathic Medical Board of California
1300 National Drive, Suite 150
Sacramento, CA 95834-1991
916/928-8390 or online:
www.ombc.ca.gov/forms_pubs/complaints.shtml

Regarding a Psychologist, Psychological Assistant, or Registered Psychologist:
Board of Psychology
1625 North Market Street, Suite M-215
Sacramento, CA 95834
866/503-3221 or online: California Board of Psychology's On-line Consumer Complaint Form

25. If you have concerns about patient care and safety that cannot be resolved through the hospital, you are encouraged by the hospital to contact the Joint Commission Office of Quality and Patient Safety either by faxing 630/792-5636 or sending an email to: www.jointcommission.org/report_a_complaint.aspx. You can also write to:
The Joint Commission, Office of Quality and Patient Safety, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181.

These Patient Rights combine Title 22 and other California laws, The Joint Commission and Medicare Conditions of Participation requirements.



Patient rights and responsibilities

Patient responsibilities

As a patient of Casa Colina, you have the responsibility to:

1. See that your Patient Rights are followed, along with those in the health care profession.
2. Provide all information (including prior treatment and other services) relating to your illness.
3. Plan for your complete care, along with your licensed health care practitioner.
4. Follow your physician's instructions (including taking medicine ordered) after you have agreed to a treatment.
5. Inform your physician if you cannot follow his or her recommendations.
6. Assure that the financial obligations of your health care are fulfilled as promptly as possible.
7. Express your concerns or feelings regarding your treatment with the hospital staff.
8. Become an active, involved, and informed participant on your health care team. Speak up, ask questions, and report any safety or risk concerns. If you don't understand, ask again. It's your body, and you have a right to know.
9. Follow hospital rules and regulations affecting patient care and conduct.
10. Be considerate of the rights and property of other patients and hospital employees and assist in the control of noise, smoking, and the number of visitors.
11. Notify hospital staff or your licensed health care practitioner if you do not understand the treatment being given to you or what is expected of you.
12. Keep your appointments.
13. Assume the burden of your health care if you refuse treatment or do not follow the physician or hospital staff instructions.
14. Provide a copy of your advance directive to the hospital so that it can be kept with your records.



Important notices



Compliance Program and Code of Conduct

The Governing Board of Casa Colina has established a Compliance Program and Code of Conduct in recognition of the organization's responsibility to our public, including patients, clients, residents, donors, internal staff, board of directors, volunteers, referring agents, regulatory agents, suppliers, and the general public. It is everyone's responsibility to act in a manner consistent with the Code of Conduct. The Compliance Program and Code of Conduct promotes adherence to principles that include training and prevention activities as well as auditing, detecting, and correcting any breaches of our assurance to behave in a legal and ethical manner.

The guiding principle: All publics deserve to be treated with dignity, respect, and courtesy. The organization strives to adhere to this principle and expands on it through policy and procedures. We fairly and accurately represent ourselves and our capabilities, and we provide appropriate services to meet identified needs of patients and do not provide services that are unnecessary. We do not discriminate on any basis. We provide for the uniform performance of care processes throughout the organization and strive to provide care that meets or exceeds local standards. We strive to maximize benefits to patients as well as advocate for the larger community of persons living with impairment and disability. Respect for the patient includes keen recognition of his or her rights, including involvement in care decisions, right to complain, and fair and objective resolution of conflicts.

It is our policy to request the disclosure of potential duality of interest of all members of the governing board, administration, medical staff, and employees so that such interests do not inappropriately influence important clinical or organizational decisions.

We will bill fairly and accurately and explain the bill in detail upon request. Patients who qualify with limited resources will be provided with uncompensated care as resources are made available from donors for such needs and, when they exist, from the operating profits of the corporation as designated by the Governing Board.

In marketing our services, we will accurately represent ourselves and our capabilities. Specific reports of the quality and outcomes of our services will be supported by evidence to substantiate any claims made.

Casa Colina Hospital recognizes the need to maintain confidentiality of information about patients. In addition, personnel and management issues will be maintained in confidence. Access will be given only to authorized individuals.

Important notices

Standards for privacy of protected health information

According to the Health Insurance Portability and Accountability Act (HIPAA), you have federally protected rights concerning the use of individually identifiable health information. Only individuals with a legitimate “need to know” may access, use, or disclose patient information. Protected health information may be released to other covered health care providers without patient authorization if used for treatment, payment, health care operations, or for public good purposes as permitted by state and federal laws. Disclosures of protected health information for uses outside treatment, payment, and health care operations require patient authorization.

The patient or his or her personal representative may request an accounting of the patient’s protected health information. Any patient who contacts Casa Colina to obtain this information will be given a Casa Colina Request for Accounting Form. The patient will be asked to complete this form and submit it to the hospital’s privacy officer for processing. Casa Colina will also accept any other written requests from the patient desiring this information.

While receiving care at Casa Colina Hospital, you may request that your name not be included in the hospital directory, which means that any persons inquiring about you will be told, “I have no information about this person.” If you want to receive deliveries of cards and flowers, then you should keep your name included in the hospital directory.

State adult protective services

The county Adult Protective Services (APS) agency provides assistance to elderly and dependent adults who are functionally impaired, unable to meet their own needs, and who are victims of abuse, neglect, or exploitation. The county agency investigates reports of abuse of elderly and dependent adults who are living in private homes, hotels, acute care hospitals, health clinics, adult day care centers, and social day care centers.

In addition to investigating and evaluating reports of abuse, APS staff provides or coordinates support services such as conservatorships and advocacy. They also provide information and education to other agencies and the public about reporting requirements and other responsibilities under the elder and dependent adult abuse reporting laws. Services are available to any person, regardless of income. Services are available in all 58 California counties.

Assistance: If you want to make a report about elder abuse, contact the office listed for your county. Abuse reports may also be made to the local law enforcement agency. For county Adult Protective Services, contact:

APS Central Intake: 213/351-5401

24-Hour Hotline: 877/477-3646

General Information: 888/202-4248

Supporting Casa Colina

Casa Colina is a nonprofit, freestanding, community-governed organization. With incredible support from our community, we have been privileged to provide care to tens of thousands of people since our first patient in 1938. Casa Colina Foundation raises funds each year that help sustain our various programs, provide free and subsidized care for patients, and support major capital expenditures and equipment upgrades.

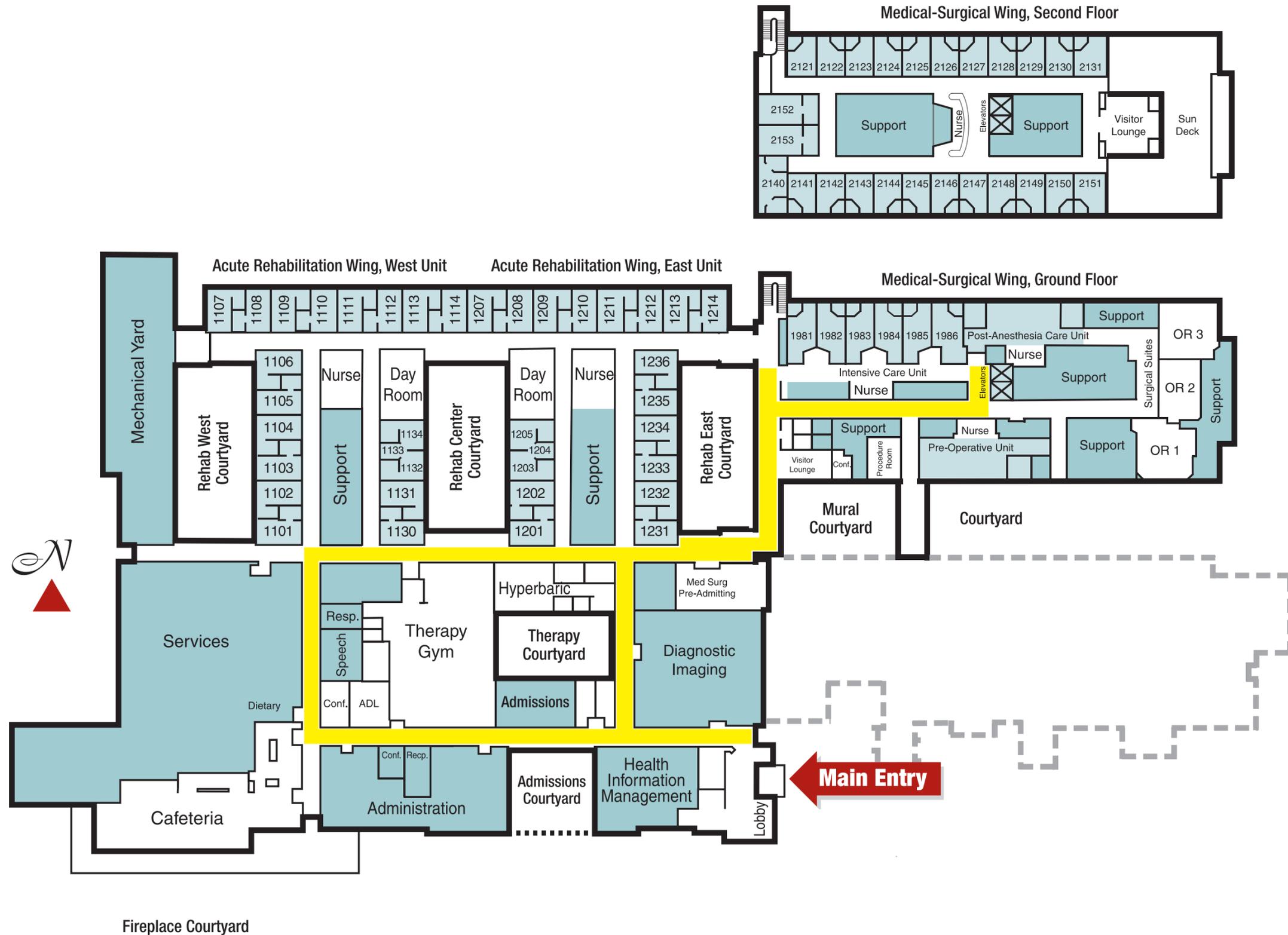
If you are interested in supporting Casa Colina Foundation, here is how you can help:

- Make a donation to Casa Colina Foundation
- Become a Sustaining Member of the Frances Eleanor Smith Circle of Giving
- Become a member of the Legacy Leadership Society by making a bequest in your will
- Purchase a personally inscribed commemorative brick or tile for our courtyard pathway through the Casa Colina Buy-A-Brick campaign
- Participate in Casa Colina Foundation special events throughout the year
- Encourage your employer to support Casa Colina Foundation through sponsorship, employee giving, or matching gift programs
- Give a gift in memory or in honor of a loved one
- Become a volunteer and donate your time and talents
- Request to be added to our mailing list to receive the annual *Keystone* magazine

For more information about supporting Casa Colina, please call ext. 2232 from hospital phones or 909/596-7733, ext. 2232 from outside of the hospital. You may also email us at care@casacolina.org or visit us online at www.casacolina.org.



Hospital map



Campus map



Freeway map

