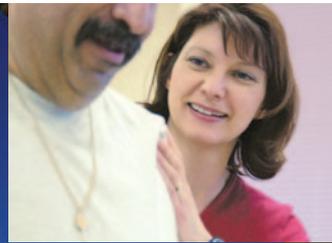




Patient & Family Handbook

Inpatient Services



Our mission, vision and values

Mission

Casa Colina will provide individuals the opportunity to maximize their medical recovery and rehabilitation potential efficiently in an environment that recognizes their uniqueness, dignity and self-esteem.

Vision

Leading and continuously redefining a patient-centered approach for those requiring highly specialized medically driven levels of care.

Values

It is our commitment to enhance the quality of life of every person we serve.



Table of contents

Welcome	1
Casa Colina Hospital and Centers for Healthcare	2
Preparing for your stay	3
What to bring	3
Do not bring	3
Understanding your insurance	4
During your stay	5
Your safety and security	5
Know your hospital staff	8
Your visitors	10
Communications, electronic devices and television	12
Food and nutrition	13
Special services	13
Preparing to go home	15
Patient rights and responsibilities	17
Important notices	22
Supporting Casa Colina	24
Hospital map	25
Your notes	27
Contact us	28
Campus and freeway maps	Back cover

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 among 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 here significant and beneficial but also to meet your highest expectations of us in every department. 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 question or 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 written in a cursive style with a large, stylized "O" at the end.

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

Casa Colina Hospital and Centers for Healthcare

Casa Colina has been a leader in providing rehabilitation and medical care for more than 75 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

- Inpatient rehabilitation and medical surgical services
- 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

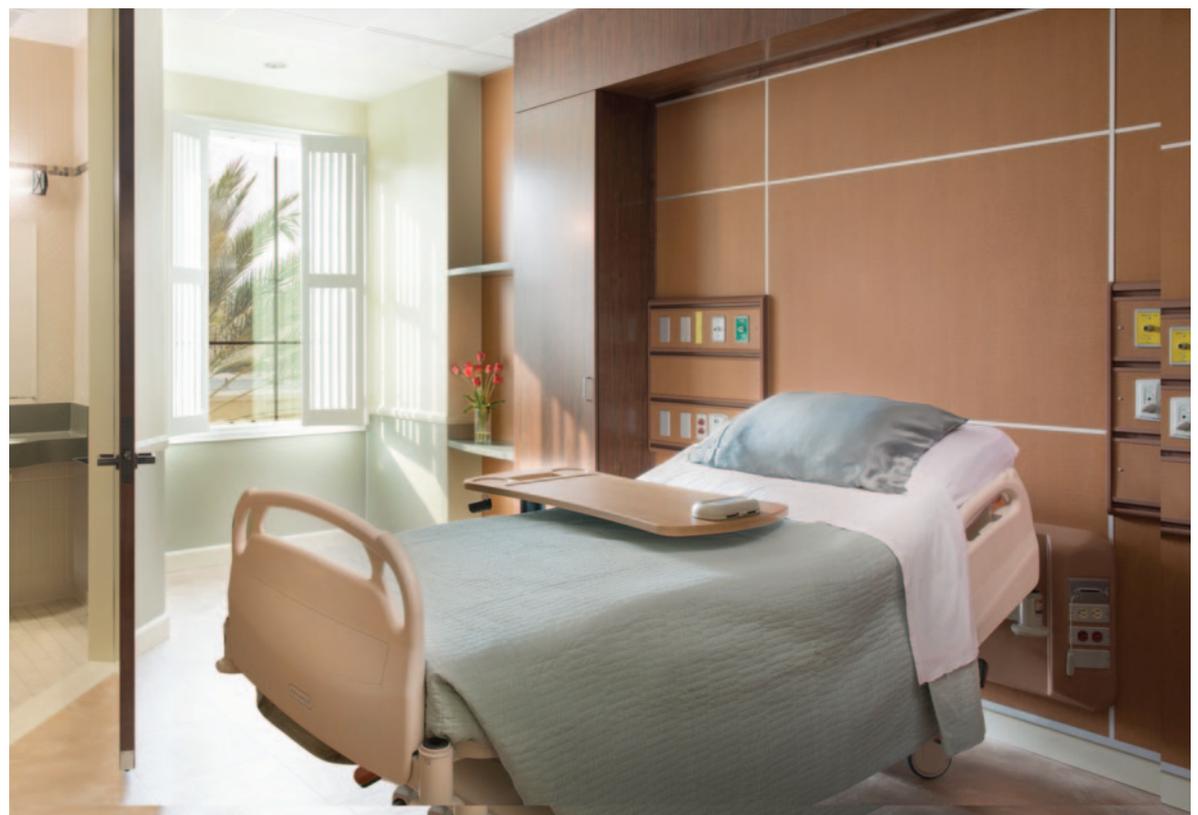
Casa Colina Adult Day Health Care Center

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 a broad range 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 is comprised of spacious private and semi-private patient rooms huddled around specialized nursing units and comfortable day rooms. Patients benefit from an abundance of natural light and a sense of plentiful space with views that overlook lush garden courtyards and neighboring mountain ranges.



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 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.

Also note that 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 family members or friends assist with taking your soiled clothing home after visiting and then return it after laundering at their next visit.

If being admitted to the Medical Surgical Wing, you will be advised on what to bring during your pre-operative 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 patient arrives at the hospital
- The hospital cannot provide clinically equal (or better) equipment

After meeting any of the criteria above, nursing will obtain a written physician's order. Any medical equipment with electrical power must be tested and approved by the Casa Colina Facilities Department.

Valuables such as jewelry, watches, 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 security and 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 your medications placed in the pharmacy.

Understanding your insurance

A representative from Admissions 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, your 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.

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 Finance 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

Partnering with our patients

At Casa Colina Hospital, we strive to make health care safety a priority. We strongly encourage our patients to be active participants in their health care through the use of the “Speak up” Program.

Speak up to your nursing supervisor or any member of your clinical team if you have questions or concerns. If you still don't understand, ask again. It's your body, and you have a right to know.

Pay attention to the care you receive. Always make sure you are receiving the right treatments and medicines by the right health care professionals. Don't assume anything.

Educate yourself about your illness. Learn about the medical tests you receive and your treatment plan.

Ask a trusted family member or friend to be your advocate (advisor or supporter).

Know what medicines you take and why you take them.

Use a hospital, clinic, surgery center or other type of health care organization that has been carefully reviewed by an accrediting agency. For example, The Joint Commission regularly visits Casa Colina Hospital to ensure it is meeting their quality standards.

Participate in all decisions about your treatment. You are the center of the 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 to you who walks into your hospital room without a photo identification badge.

Fall prevention

Casa Colina uses a “colored wristband” system to help identify patients who are at risk of falling.

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 facilities 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

Rapid response

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



Always call nursing staff for assistance with:

- Using the bathroom/getting out of bed
- Getting to items beyond your reach
- Feeling dizzy or unsteady

Pain management

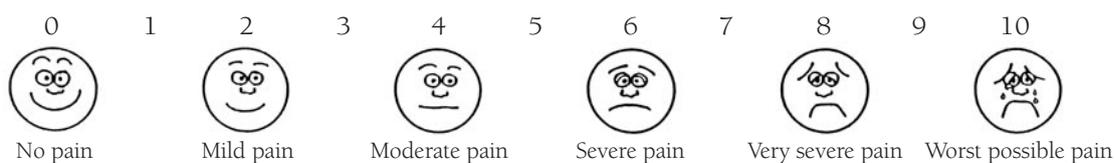
As a patient at Casa Colina Hospital, your medical team will provide you with:

- Information and education about pain and pain-relief measures, including the potential limitations and side effects of pain treatments
- Health professionals who will respond quickly to reports of pain
- Experienced staff trained to assess and manage pain
- State-of-the-art pain management interventions

As a patient at Casa Colina Hospital, we request the following:

- That you ask your doctor or nurse about what to anticipate about pain and pain management, potential limitations, and side effects of pain treatments
- That you discuss pain relief options with your doctor and nurse
- That you work with your doctor and nurse to develop a pain management plan
- That you ask for pain relief when pain first begins
- That you help your provider and nurse to assess your pain
- That you tell your doctor or nurse if your pain is not relieved
- That you tell your doctor or nurse about any worries or concerns you may have about pain and pain medication management

At Casa Colina Hospital, we utilize a point system that corresponds to various facial expressions to help describe your pain. Choose the face that best describes how you feel:



If you or a family member is unable to use this scale, an alternative scale is available to identify pain. Please contact your nurse.

During your stay

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, or 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. Typically, despite its appearance, the medication is correct. But it is always advisable to be an informed patient.

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 appointments.

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.

Cameras and videos

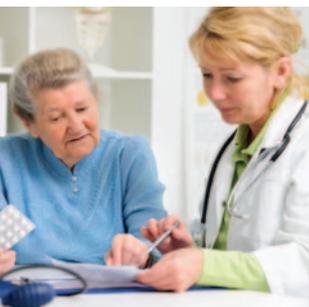
No photography or video recording of other patients or staff is permitted at Casa Colina Hospital. If taking personal pictures during your stay, please be mindful of the privacy of other patients.

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 any of the 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 un-prescribed use of either alcohol or drugs may result in immediate discharge.





Know your hospital staff

Casa Colina utilizes a unique team approach in which you, our patient, are the key team member. Your treatment team is made up of a group of highly skilled professionals who combine their experience and specialized skills to develop a collaborative, interdisciplinary approach to treatment that best ensures your safety and meets your individual needs, learning style and goals for recovery. Your treatment team will consistently reassess your needs to modify your course of care, treatment, services, and need for education to assist you in achieving your maximum recovery. Communication among team members is paramount to quality care during your hospital stay and at discharge.

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 will evaluate, re-evaluate, and provide oversight for 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 an internal medicine or family practice physician or surgeon, as appropriate for your condition, will be assigned to you during your stay.

Nurse managers

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. He or she is a direct resource should you have any issues or concerns regarding your care. The nurse manager 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 nurse manager.

Nurses

Your nurse, in collaboration with your physician and other members of the health care team, works to treat medical conditions, promote optimal health and recovery or rehabilitation and to educate you on your treatments and medications. Registered nurses provide direct patient care by continuously 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 many exercises for you to continue on your own and that are essential for your long-term health and fitness.

During your stay

Occupational therapists

The occupational therapist will help 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 or augmented communication and swallowing. The objective of the speech language pathologist is to improve a patient's quality of life by optimizing the 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 his or her 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 deficiencies and/or abnormalities to their cardio-pulmonary system. 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 to maximize the clinical effects while minimizing any potentially adverse reactions. Pharmacists will also work with certain patients that require additional education on medications they are being prescribed.



Registered diet technicians/registered dietitians

The registered diet technician and registered dietitian work with the treatment team, your family and with 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 will work with you and your family to identify barriers that may prevent you from optimizing the healing process while hospitalized. He or she will collaborate and consult with your physicians and 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.

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 to 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, including personnel from the laboratory and diagnostic imaging services departments, may assist you. Our environmental services staff will clean your room daily. If you have any housekeeping concerns in your room, please tell 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.

During your stay

Visiting practices and patient passes

- General visiting hours are: 11:00 a.m. to 1:00 p.m. and 5:00 p.m. to 8:00 p.m. (Monday through Friday) and 10:00 a.m. to 8:00 p.m. (Saturday and Sunday) for the Acute Rehabilitation Wing and 10:00 a.m. to 8:00 p.m. for the Medical Surgical Wing. Any visitors who request to be with the patient outside of these hours will be considered by Management based on the needs and wishes of the patient.
- 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 the patient is 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 the patient's room and should visit with patients in the public areas of the hospital: 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 tests, treatments, or when the doctor or nurse needs to examine the patient. 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 you and your visitors to use the many garden courtyards that have been designed to meet, talk, reflect, or just have a quiet moment. Please ask your nurse if you have any questions about using these areas. Also, for your safety and security, 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.
- As a concern for patient privacy and confidentiality, patients and/or visitors shall not take photographs or videos while inside the hospital.

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.

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. 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 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 nursing supervisor.

Desktop computers with Internet access are available in the Acute Rehabilitation and Medical Surgical Wings for patient use.

The WiFi password at Casa Colina is 12345678.

Television

Television monitors are provided at each patient's bed with free DirectTV® programming and hospital educational channels. Refer to your Patient Television Guide at your bedside for a list of viewing options. 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.

During your stay

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 be visiting you to review your food likes and dislikes and to explain your meal schedule and dietary program.

Cafeteria

The cafeteria is open to visitors, family and friends serving 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 holidays as well as Saturday and Sunday.

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 our patients' families who live some distance away but want 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 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 nurse supervisor.

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 <http://www.casacolina.org/Community-Services/Support-Groups.aspx>



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.

Please note that flowers are not allowed in the Intensive Care Unit. Also, flowers are discouraged throughout the Acute Rehabilitation and Medical Surgical Wings. 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.

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. Outgoing mail 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 ensure your safety, provide you with any necessary assistance or to arrange for an escort to your vehicle, please call the security department 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.

Also 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 your successful return to your home and community. Therefore, planning and preparation for your discharge from the hospital and for the next step in your recovery will begin at admission and continue throughout your stay.

Your physician will provide the leadership for the treatment team that will work with you to determine when your stay has been completed. 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 coordinate obtaining appropriate authorizations and ordering of the equipment so it will be 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

Your hospital case manager will inform you of any appointments which have been made on your behalf at the time of discharge. Casa Colina offers many services on its Pomona campus, as well as satellite and residential centers, which may further your successful recovery. Programs range from outpatient rehabilitation to physician specialists clinics, diagnostic imaging services to outpatient surgery, transitional rehabilitation to long-term residential centers, outdoor adventures to adult day health care, support groups, wellness programs 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.



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.

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 radiologist, pathologist, anesthesiologist 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 financial services department directly at 909/596-7733, ext. 5558.



Patient rights and responsibilities

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. Please refer to the document “Patient Rights” that was provided to you at the time of admission.

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 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.

Patient rights and responsibilities

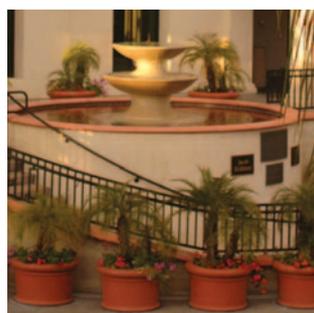
However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. The health facility must inform you (or your support person, where appropriate) of your visitation rights, including any clinical restrictions 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, age, religion, ancestry, national origin, sexual orientation, gender identity or expression, disability, medical condition, marital status, registered domestic partner status or the source of payment for care.

22. File a grievance. If you want to file a grievance with this hospital, you may do so by writing or by calling 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, 12440 E. Imperial Highway, Room 522, Norwalk, CA 90650; 800/228-1019.



-
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:

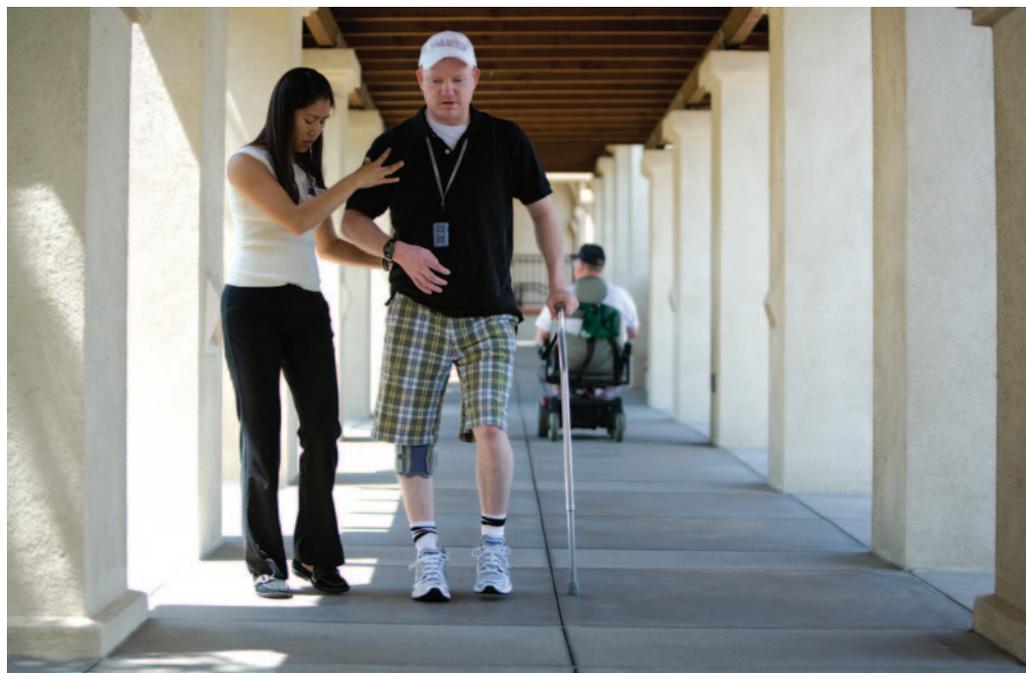
Regarding Physicians or Podiatrists:
Medical Board of California
Central Complaint Unit
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
800/633-2322 or online at www.mbc.ca.gov

Regarding Doctors of Osteopathy:
Osteopathic Medical Board of California
1300 National Drive, Suite 150
Sacramento, CA 95834-1991
916/928-8390

Regarding a Psychologist, Psychological Assistant, or Registered Psychologist:
Board of Psychology
1625 North Market Street, Suite M-215
Sacramento, CA 95834
866/503-3221

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: patientsafetyreport@jointcommission.org. You can also write to: The Joint Commission, Office of Quality and Patient Safety, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181.

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).

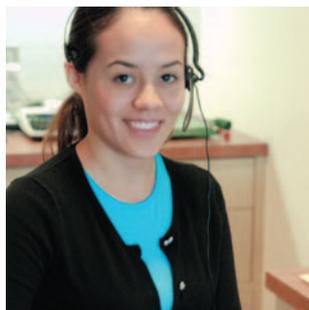
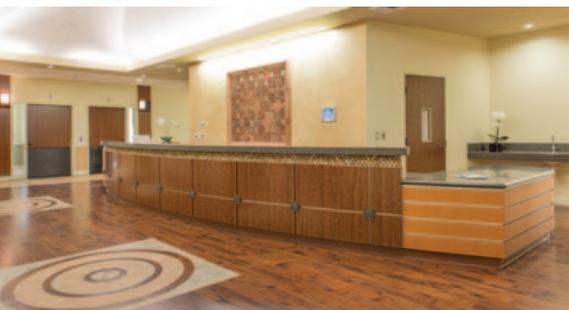


Patient rights and responsibilities

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 and report any questions, 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 to 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



Code of ethical behavior and corporate compliance

The Governing Board of Casa Colina has established a Code of Ethical Behavior and a Corporate Compliance Program 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 Ethical Behavior. The Corporate Compliance Program promotes adherence to the principles set forth in the Code of Ethics and includes training and prevention activities, 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 federal law entitled the “Health Insurance Portability and Accountability Act” (HIPAA), you have 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 and disclosures 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 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 and health clinics, adult day care 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 non-profit, 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.

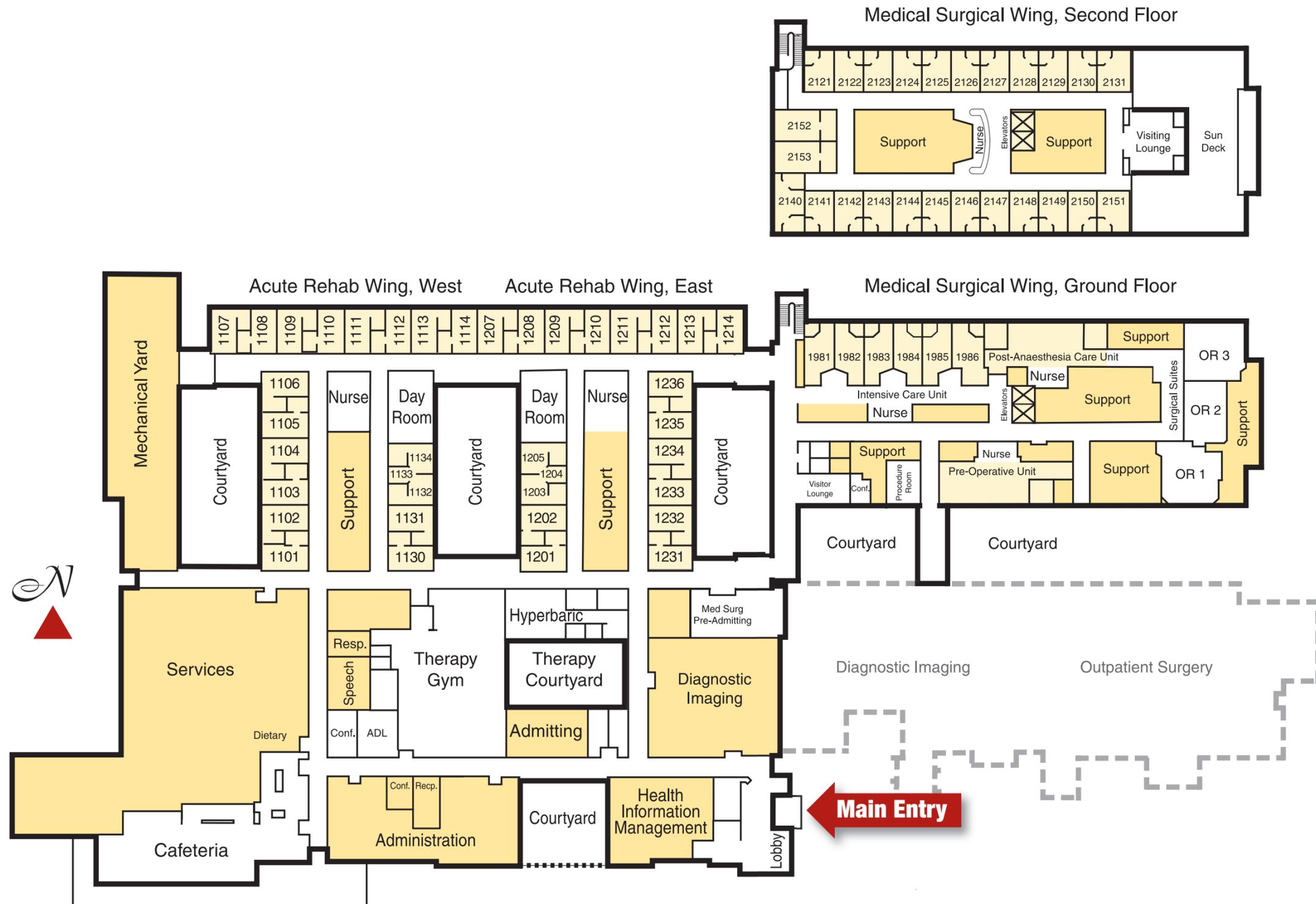
If you are interested in supporting Casa Colina Foundation, here is how you can help:

- 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.



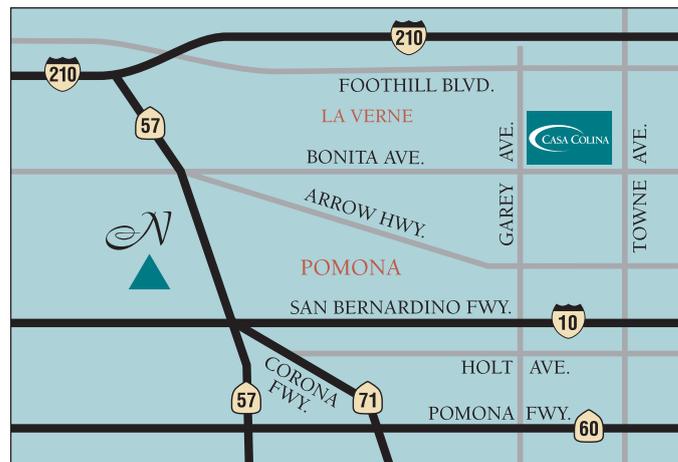
Hospital map



Campus map



Freeway map



○ Indicates designated smoking area. All smoking areas are at least 25 feet from entrances or air intake.

