

### **About El Camino Hospital**

*As an independent, nonprofit hospital with campuses in Mountain View and Los Gatos, we are empowered to do whatever it takes to bring you the finest quality care. Our administrative leadership helps foster a dynamic, collaborative environment. Our world-class physicians actively seek out the latest treatments and technologies to benefit our patients. And all of our nurses, staff and volunteers share our commitment to excellence. Together, we do our utmost to bring you compassionate, comprehensive medical care that is truly state-of-the-art. Our key medical specialties include cancer care, heart and vascular services, neuroscience, genomic medicine, urology, ophthalmology, orthopedic and spine surgery, weight loss surgery, and women's health.*

*For a more detailed look at our capabilities, please visit our Web site at [www.elcaminohospital.org](http://www.elcaminohospital.org).*

2500 Grant Road  
Mountain View, CA 94040

**800-216-5556**  
**[www.elcaminohospital.org](http://www.elcaminohospital.org)**

©2009 El Camino Hospital  
E-2801\_HospStay Oct09

Need a doctor referral? Visit our  
Web site or call the El Camino Hospital  
Health Line at 800-216-5556.



**El Camino Hospital**  
THE HOSPITAL OF SILICON VALLEY

# Your Hospital Stay



**El Camino Hospital**  
THE HOSPITAL OF SILICON VALLEY

## **WELCOME TO EL CAMINO HOSPITAL**

Thank you for choosing El Camino Hospital. During your stay, you will meet many members of the El Camino Hospital family — physicians, nurses, technologists, therapists, other employees, and volunteers. Our goal is to provide you with high-quality, compassionate care, and your comfort and well-being are extremely important to all of us.

This brochure is intended to answer your questions about your hospital stay. In addition, we encourage you to speak openly and honestly with those caring for you, and share any additional questions or concerns. We also invite you to call or write us if you have any suggestions for improving our services. Our address and phone number are on the back of this brochure.

## TABLE OF CONTENTS

A message to patients and families, 3	Patient rights, 8
Preadmission program, 3	Ethics, 11
Preadmission to-do list, 3	Interpretation services, 11
Hospital billing to your insurance company, 4	What to bring to the hospital, 11
Patient account representatives, 5	What not to bring, 12
Medicare, 5	Your room assignment, 12
Medicare as secondary payer questionnaire, 5	Telephones, 12
Health insurance counseling, 5	Nursing care, 12
Personal/requested items, 6	Pain management, 12
Workers' compensation, 6	Fall prevention, 12
Liability claims, 6	Smoking policy, 13
Medi-Cal, 6	For your safety — how you can help, 13
Self-pay, 6	Visiting, 13
Physician services, 6	Balloons, 14
Emergency services, 7	Meals, 14
Advance Health Care Directive documents, 7	Newspapers, 14
	Flowers and mail, 14

*(continued, next page)*





## **TABLE OF CONTENTS**

Library, 14

Television, 14

Gift shops, 14

Los Altos Pharmacy, 15

Spiritual support, 15

Going home, 15

Care coordination, 15

Patient concerns and complaints, 15

Patient satisfaction, 16

Gifts, 16

**Hospital Telephone Numbers, 17**

### **A message to patients and families**

Before your hospital stay begins, we would like you and your family to be aware of the admission and billing policies at El Camino Hospital. Your hospital bill can seem complicated and confusing, especially at a time when you and your family are preoccupied with other issues.

The billing process begins when you register as a patient:

- The information you provide us is used to file claims with your insurance company.
- The patient registration and patient accounts staff can help reduce any confusion regarding the processing of your account.

### **Preadmission program**

People who are scheduled for surgery or a medical procedure are strongly encouraged to make an appointment for our preadmission program. This on-site briefing is your chance to learn about hospital procedures, receive informational materials, and ask questions about your upcoming hospital stay.

The components of the preadmission program include:

- A preadmission packet of information about your hospital stay
- A nursing assessment or interview
- Lab work, if ordered by your doctor

- A review of your insurance coverage by a financial counselor
- A discussion of your care following your hospital stay

A hospital representative will call to schedule you for this program. If you do not receive a call to attend this program and would like to do so, call 650-940-7180 and ask for a preadmission appointment. If you are unable to come in, we can also schedule a phone appointment and mail you the appropriate handouts. The staff at the preadmission program and at patient registration are available to answer any questions you may have regarding the preadmission process.

### **Preadmission to-do list**

**Complete your inpatient preadmission form.** You will receive preadmission information from your physician or the hospital prior to your hospital admission. It is extremely important to complete this form before you are admitted, and return it at either the preadmission program office or patient registration.

**Get us a copy of your insurance card.** We need a copy of the front and back of your insurance card(s) in advance, or at the time of your hospital admission. In order to maintain up-to-date information on billing addresses, utilization review requirements, and insurance policy numbers, a copy of your insurance card will be made each time you register at the hospital.

**Ask your insurance company about pre-authorization.**

Most insurance companies require prior authorization to use hospital services. Check with your insurance company to see they if they need an authorization number. Please obtain this number before the date of service.

**Talk to one of our financial counselors.** Financial counselors in patient registration can assist you with payment arrangements, both prior to your admission and while you are in the hospital. Your counselor will verify your insurance coverage, identify copayments and deductibles, and discuss the necessary deposit requirements with you. Our financial counselors can also aid in identifying any special requirements for pre-verification, and, if you are a self-pay patient, supply you with an estimate of charges for your hospitalization. Please remember that this is only an estimate, since each patient's stay is unique. Estimates for your hospital stay given by physicians' offices cannot be honored by El Camino Hospital. Any questions regarding this process may be directed to the patient registration admit line at 650-988-8275.

**Understand patient responsibilities.** Please be prepared to pay copayments and deductibles before your admission to the hospital. While El Camino Hospital staff is here to assist you, it is your responsibility to see that all of your insurance requirements are met. If you

have any questions regarding your coverage, contact either the benefits coordinator at your place of employment or your insurance company.

**Hospital billing to your insurance company**

El Camino Hospital is a participating provider with Medicare, Medi-Cal, HMOs, PPOs, and other private insurance plans. The billing department is generally able to submit a claim to your insurance company 10 days after your service. This period of time may increase if the information we received from you is incomplete or inaccurate, or if your insurance company requires that medical records be submitted with the billing.

If you have supplied us with secondary insurance information, a bill will be submitted to the secondary insurer for any balance owed after your primary insurance has paid. We do not expect payment from you until your primary and secondary insurers have been billed, except when there is a known deductible or copayment.

Ultimately you are responsible for all charges not paid for or covered by your insurance within a reasonable period of time. If for any reason insurance payment is delayed longer than 45 days after the first billing, the balance of the bill becomes your responsibility.

Some people prefer to work directly with their insurance companies. If you wish to do this, you will be requested to make a deposit prior to elective procedures and to pay your account in full within 30 days of billing.

### **Patient account representatives**

A patient account representative is responsible for following your hospital account after you have been discharged and your account has been billed. Any questions regarding your account should be directed to the patient accounts staff at 650-940-7220 between the hours of 7:00 a.m. and 6:00 p.m., Monday through Friday.

### **Medicare**

Generally, for hospital services you must pay the deductible amount determined each year by the Medicare program. If you do not have supplemental insurance, you are responsible for Medicare deductibles and copayments. You are also responsible for paying the cost of any items that Medicare does not cover, such as take-home medications and personal items.

You will receive a bill for these expenses after Medicare processes your claim.

El Camino Hospital accepts Medicare assignments. This means that after you have paid the deductible, copayment, and non-covered items, the hospital will accept the amount paid by Medicare as payment-in-full.

### **Medicare as secondary payer questionnaire**

If you are eligible for Medicare, you will be asked to complete a Medicare questionnaire. Federal law requires that the hospital obtain complete insurance information each time you receive services at the hospital. This information assists Medicare and the hospital in identifying the primary insurance payer for your stay. Financial counselors are available to assist you in completing this questionnaire.

### **Health insurance counseling**

Volunteer counselors at El Camino Hospital's Health Library & Resource Center are available to assist persons and their families with insurance questions, claim forms, and comparison of Medicare supplementary insurance programs. To schedule an appointment, call 650-940-7210.





### **Personal/requested items**

Payment for all items not covered by private insurance is the patient's responsibility.

### **Workers' compensation**

For scheduled admissions, workers' compensation claims will be verified before your arrival at the hospital. For emergency admissions, the verification will occur within two business days. El Camino Hospital will accept workers' compensation only when an insurance company guarantees coverage. At the time of service, please provide us with the address of your workers' compensation carrier, the name and address of your employer, your claim number, and date of injury. When registering, please tell the patient registrar whether the services are for an old or new injury, and if you have changed employment since the injury. If you use any hospital service not authorized by workers' compensation, you are responsible for the charges and will be billed for payment.

### **Liability claims**

El Camino Hospital only honors liability claims if our financial counselor can verify insurance coverage and the insurance company agrees to pay the hospital directly within 30 days of billing.

### **Medi-Cal**

We are currently contracted to accept Medi-Cal insurance. You must present your identification card each time you receive hospital services. If you have restrictive Medi-Cal coverage, you will be responsible for non-covered services. If you are waiting for Medi-Cal assistance, a deposit is required at the time of service. Should you be denied Medi-Cal assistance or miss your appointment with the County Social Service office, you will be responsible for full payment of your account.

### **Self-pay**

For patients without insurance coverage, payment in full at the time of service is appreciated. If this is financially impossible, a deposit based on the service provided must be arranged. A 75 percent discount can be applied if you are either uninsured or choose not to bill your insurance. A financial counselor can assist you with further information regarding payment arrangements and qualifications for financial assistance.

### **Physician services**

In addition to your hospital bill, you will receive bills from the physician(s) involved in your care. If you were admitted through the emergency department, the physician who treated you will submit his/her bill through a separate billing agency. You will also be billed separately for professional interpretations done by radiologists and pathologists. If you have surgery,

the anesthesiologist will bill separately for his/her services. If you have any questions about these bills, you will need to talk directly with the physician's office. Questions regarding insurance coverage also need to be discussed directly with the physician's office.

*It is important to note that although El Camino Hospital may be a preferred provider for your insurance company, we cannot guarantee that your anesthesiologist, pathologist, radiologist, or emergency department physician is also a preferred provider. Please call 650-988-8275 if you have any questions or concerns.*

If you are a Medicare patient, ask your physician if he or she accepts Medicare assignment as payment-in-full.

### **Emergency services**

El Camino Hospital never refuses to provide emergency treatment, regardless of the patient's ability to pay. Once you have received your medical screening, a registrar will obtain your insurance information or, if applicable, provide you with a financial assistance packet.

Emergency department physicians' fees are billed separately by an outside billing agency and are not included in your hospital bill.

### **Advance Health Care Directive documents**

When you are admitted to El Camino Hospital, you will be asked if you have an Advance Health Care Directive, and be offered help creating one. An Advance Health

Care Directive allows you to express your wishes in writing. In this document you also have the option to name an "agent" (also called surrogate), a person or persons to act as your representative. Your agent should be a person you trust to make health care decisions for you if you are mentally incapacitated and unable to make decisions for yourself. If you choose to name an agent, be sure to talk to that person to make sure he/she is willing to take on this responsibility and understands your wishes. In addition, a patient may orally designate an adult as a surrogate (agent) to make health-care decisions by personally informing the supervising health care provider. This oral declaration must be promptly recorded in the medical record and is effective only during that particular stay in the hospital.

If you already have an Advance Health Care Directive, please be sure that your physician has a copy, and bring a copy with you to be placed in your medical record; or, bring the original, and a copy will be made at the hospital. We honor copies and originals equally.

Please be assured that the quality of your care will not be affected by a decision not to complete an Advance Health Care Directive. We do, however, encourage you to discuss your wishes in advance with your physician(s), family members, and anyone else who would be concerned with your care.

El Camino Hospital provides education for staff and the community on issues relating to Advance Health Care Directives. Should you wish to obtain more information about these forms, contact the El Camino Hospital care coordination department at 650-940-7200, or the Health Library & Resource Center at 650-940-7210. Forms are also available in the patient registration department and at nursing units.

### **Patient rights**

You have the right to competent and compassionate health-care treatment and to informed participation in decisions regarding your health care. The primary goal of health care is to assist in promoting and restoring your health. In the event of an unanticipated medical emergency, you may record personal preferences regarding life support systems, organ donation, or other matters of concern.

A patient shall have the right to:

1. Receive considerate, safe, respectful care, and to be made comfortable. You have the right to receive respect for your personal values and beliefs.
2. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
3. Know the name of the physician who has primary responsibility for coordinating your care, and the names and professional relationships of other physicians and non-physicians who will see you.
4. Receive information about your health status, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and continuing or withdrawing life-sustaining treatment.
5. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
6. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of physicians, to the extent permitted by law.
7. Be advised if the hospital/personal physician proposes to engage in human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.

8. Receive reasonable responses to any reasonable requests made for service.
9. Appropriate assessment and management of your pain, information about pain, and 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 opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic intractable pain with methods that include the use of opiates.
10. Formulate an Advance Health Care Directive. 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 patient rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
11. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
12. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. Written permission shall be obtained before medical records are made available to anyone not directly concerned with your care, except as otherwise may be required or permitted by law.
13. Access information contained in your records within a reasonable time frame, except in certain circumstances specified by law.
14. Receive care in a safe setting, free from verbal or physical abuse or harassment. You have the right to access protective services including notifying government agencies of neglect or abuse.
15. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
16. 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.
17. Be informed by the physician, or a delegate of the physician, of continuing health care requirements following discharge from the hospital. Upon your request, a friend or family member may be provided this information also.
18. Know which hospital rules and policies apply to your conduct while a patient.

19. Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:
- No visitors are allowed.
  - The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility.
  - You have told the health facility staff that you no longer want a particular person to visit. However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.
20. Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household.
21. Examine and receive an explanation of the hospital's bill regardless of the source of payment.
22. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation or marital status or the source of payment for care.

23. File a grievance. If you want to file a grievance with this hospital, you may do so by writing the Manager, Risk Management at El Camino Hospital, 2500 Grant Road, Mountain View, CA 94040-4378, or by calling 650-940-7238, or by faxing 650-988-7818.

An ad hoc grievance committee will review each grievance and provide you with a written response within 30 days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process. Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO).

24. File a complaint with the California Department of Public Health regardless of whether you use the hospital's grievance process. The California Department of Public Health's phone number is 408-277-1784. Its address is 100 Paseo de San Antonio, Suite 235, San Jose, California 95113.

Copies of patient rights are available in English and Spanish. Please check with the patient registration department or with your nursing unit to obtain a copy. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail.

## Ethics

The El Camino Hospital ethics committee is available to patients, families, and staff for consultation on clinical ethics issues. Such consultation may help you make decisions and relieve anxieties concerning:

- Treatment and non-treatment options
- Communication difficulties
- Patient or family/staff conflicts

The committee provides an objective assessment of ethical dilemmas and offers recommendations. The committee has no decision-making authority. To request a consultation, call 650-988-8228 (extension 8228 from inside the hospital) or ask your nurse, doctor, or social services coordinator.

Other ethics resources:

- *Choices* is a booklet that explains life-support treatments, including cardiopulmonary resuscitation (CPR), do-not-resuscitate (DNR) status, ventilators, and artificial methods of providing food and fluids. The booklet is available in several languages: Spanish, Tagalog, Vietnamese, Persian, Chinese, and Japanese. Please ask your nurse for this booklet.
- Representatives from social services and chaplaincy are available for consultation. They provide information and support to patients, families, and staff

regarding ethical questions and concerns. They can help caregivers, patients, and families understand their options and reach decisions, and can assist with arranging a care conference if indicated. There is no charge for their services. You may contact social services directly at 650-940-7200.

## Interpretation services

It is El Camino Hospital's policy to facilitate effective communication with all patients, including non-English-speaking, limited-English-speaking, and hearing-impaired patients. Please notify the patient registration department if you have interpreting needs before you are admitted to the hospital.

## What to bring to the hospital

Please bring the following items:

- A robe, slippers with non-skid soles, and basic toiletries, including a case for glasses, hearing aids, or denture containers
- A list of allergies to medications or foods
- A complete list of all current prescription medications and over-the-counter medications such as herbals, vitamins, or dietary supplements, including the strength, dose, and frequency of the medications
- A copy of your Advance Health Care Directive

- Insurance identification cards
  - › If you have group health insurance, bring your identification card plus any special forms or preauthorization.
  - › If you have Medicare, bring your identification card.
  - › If you are covered by Medi-Cal, bring your identification card.
- A check or credit card for deductible, copayments, or deposits (once registered, please send home)

### **What not to bring**

- Please leave at home your valuables such as jewelry, large sums of cash, cell phones, laptop computers, pagers, or video equipment.
- Medications taken at home should not be brought to the hospital unless you are instructed to do so by your physician.

The hospital cannot be responsible for the loss or damage of any personal property kept in your room.

### **Your room assignment**

El Camino Hospital has two-bed and private rooms. We make every effort to give you the room of your choice.

### **Telephones**

Each patient has a bedside telephone, except in critical care areas. You may receive incoming calls from 7:00 a.m. to 9:30 p.m., unless you or your physician request restrictions.

To call outside the hospital, follow the instructions printed on the telephone or contact the operator. There is no charge for local calls (650 area code). There may be charges to dial certain numbers in the 408 and 510 area codes, as well as long distance calls. TDD is available for the hearing impaired.

### **Nursing care**

Nursing care is provided by registered nurses, licensed vocational nurses, and certified nursing assistants. If you have any questions or concerns about the care you receive while in the hospital, please talk to a nurse or the nursing manager of your unit.

### **Pain management**

El Camino Hospital is committed to managing your pain effectively. At the time the nursing staff takes your blood pressure and temperature, they will ask you what your pain level is on a scale of 0 (no pain) to 10 (worst possible pain). Your response to this question helps us to better meet your pain management needs.

### **Fall prevention**

While in the hospital, you may need more assistance with walking and other activities. Please don't hesitate to ask for help. At times we may ask your family members to stay with you to help prevent falls. Please use your call light and wait for assistance.

### Smoking policy

The smoking prohibition policy at El Camino Hospital is based on our commitment to protect and promote good health by eliminating the hazards associated with smoking. For this reason, we do not allow smoking anywhere on the hospital campus — including in former designated smoking areas. We hope our policy encourages people to think about quitting. We recognize that giving up smoking is a challenge, and we are committed to helping people quit. El Camino Hospital offers the Staying Free Smoking Cessation Program and Ash Kickers Classes for those who want to kick the smoking habit. For more information, call 650-988-8225.

### For your safety — how you can help

Our utmost goal is to provide you with high-quality, error-free care. But you or your family advocate can also play a vital role in preventing medical errors. At El Camino Hospital we welcome your participation in planning your care. Some ways you can participate:

- Offer to show your ID wristband to staff when they enter your room
- Make sure your physician knows what medications you are currently taking
- Alert your physicians and nurses about any allergies
- Feel free to ask your caregiver if they have cleansed their hands before providing care to you
- Ask staff to explain what they are doing and why

- Ask questions whenever you do not understand what is going on
- Review our Patient Rights document, which is posted in the hospital and in this booklet
- Review and sign our Notice of Privacy Practices document

### Visiting

Visiting guidelines vary from one nursing unit to another. You may contact the unit directly or call the information desk at 650-940-7211.





### **Balloons**

Allergic sensitivity to latex products is a concern to many staff and patients. To help maintain a latex-safe environment, we ask visitors to include only mylar balloons when bringing a balloon bouquet to family and friends.

### **Meals**

Your diet is prescribed by your doctor and is a vital part of your treatment. You will receive a menu each day from which to select meals for the following day. Your meals are carefully prepared by our nutrition services staff and provide a wide choice of appetizing and nutritious foods. Between-meal snacks are available if your diet allows. Guest trays may be ordered for a nominal fee.

The hospital cafeteria is located on the ground floor of the new main hospital. Meals are served daily. Hours are subject to change and are posted at the entrance to the cafeteria.

The Bistro, also located on the ground floor of the new main hospital, is open weekdays, 6:00 a.m.–10:00 p.m., with limited weekend hours. (Hours are subject to change.)

Vending machines are on the first floor of the new main hospital, in a nook near the emergency department waiting room.

### **Newspapers**

Selected newspapers are provided free of charge by the Auxiliary and are delivered Monday through Friday. Newspapers are also available at stands outside the entrance to the new main hospital.

### **Flowers and mail**

Volunteers offer daily delivery service for flowers and mail. You can give stamped outgoing mail to a nurse or leave it at the nurses' station. After discharge, flowers and mail will be forwarded to you at home.

### **Library**

The Auxiliary's library cart makes frequent visits to patient rooms. There is no charge for this book service.

### **Television**

Television is free of charge. Interactive TV in patient rooms offers network and satellite programming, including information on hospital services; health education videos, movies, and music on demand; and humor and relaxation programs.

### **Gift shops**

Located on the main concourse of the new main hospital, The Gift Connection is a general gift shop including fresh floral and plant arrangements, drinks, snacks, cards for all occasions, as well as inspirational and everyday gifts. Open Monday–Friday, 9:00 a.m.–8:00 p.m.; Saturday, 10:00 a.m.–5:00 p.m.; and Sunday, 11:00 a.m.–4:00 p.m. (Hours are subject to change.)

The Health Connection, also located on the main concourse of the new main hospital across from The Gift Connection, offers health-related products for the mind and body, as well as gifts. Open Monday – Friday, 10:00 a.m.–5:00 p.m. (Hours are subject to change.)

The Cancer Center Boutique is located in Suite 111 in the Melchor Pavilion and specializes in practical gifts for cancer patients, as well as “feel good” items for the community at large. Beautiful scarves, hats, and other gift items are available for purchase Monday–Friday, 8:30 a.m.–5:00 p.m.

### **Los Altos Pharmacy**

Open five days a week, Los Altos Pharmacy is a full-service pharmacy for patients as well as guests, and is located on the main concourse of the new main hospital. The pharmacist is available for consults and will provide prescription delivery to a patient’s room upon discharge. Hours of operation are Monday–Friday, 10:00 a.m.–6:00 p.m. (Hours are subject to change.)

### **Spiritual support**

A full-time chaplain and volunteers of all faiths offer spiritual support. These services are provided free of charge. Please ask your nurse or doctor, or call 650-988-7568 for more information.

### **Going home**

Discharge time is generally 11:00 a.m. on the day your doctor says you can go home. Many insurance companies have strict guidelines for defining your length of stay. Please make sure your physician is aware of these guidelines to prevent coverage denial and increased financial liability for you. Before leaving the hospital, carefully collect your personal belongings.

### **Care coordination**

If you or your family will need assistance after discharge, a care coordinator or social worker can discuss community and home-care services with you. Ask your doctor or nurse to arrange an appointment, or you may contact your care coordinator through the care coordination department at 650-940-7200.

### **Patient concerns and complaints**

In order for us to deliver the safest care possible, we need your help. We ask that you provide us with accurate and complete information about your health history. Feel free to ask questions as they occur to you.

It is our responsibility to provide patients with considerate and respectful care. If you have concerns or complaints regarding your patient care or safety, please notify a staff member, clinical manager, or department manager to assist in the prompt resolution of any issues.

If you are unable to resolve your concerns about patient care and safety with the hospital managers, please contact our manager of risk management at 650-940-7238, or hospital administration at 650-940-7300.

Additionally, you may choose to report your issues to the California Department of Public Health at 408-277-1784, or you may contact the Joint Commission's Office of Quality Monitoring at 800-994-6610 or by e-mail at [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

### **Patient satisfaction**

We are interested in knowing if your hospital stay was satisfactory. Comment cards are available in most departments and at nursing units. Please contact clinical effectiveness at 650-940-7200 if you have any questions or comments. To assist us with quality control, we may call you with a patient satisfaction survey shortly after your stay. Please don't hesitate to share your opinions and comments with us. If you would like to know more about some of our special services, screenings, consultations, or programs, please call our guest services coordinator, Jean Altman, at 650-962-5836.

### **Gifts**

Patients and their families often consider philanthropic gifts, which make it possible for El Camino Hospital to maintain modern facilities and equipment, and expand services to meet community needs. Gifts to the El Camino Hospital Foundation are tax-deductible and deeply appreciated. The Foundation can be reached at 650-940-7154.

**Thank you for letting us take care of you.  
We wish you a quick and full recovery.**



## NOTES

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

## Hospital telephone numbers

Main phone number	650-940-7000
Preoperative/Short stay	650-940-7180
2C Medical unit	650-940-7103
3A Critical care	650-940-7175
3A Progressive care	650-940-7135
3B Cardiac telemetry	650-940-7124
3C Telemetry/Stroke	650-940-7114
4A Pediatrics	650-940-7120
4A Surgical unit	650-940-7115
4B Medical/surgical oncology	650-940-7107
Care coordination	650-940-7200
Patient registration	650-940-7111
Financial counselor	650-988-8275
Laboratory	650-940-7022
Imaging services	650-940-7044
Health Library & Resource Center	650-940-7210
Surgery waiting room	650-962-7539
The Gift Connection	650-962-5873
The Health Connection	650-962-5877
Cancer Center Boutique	650-988-8338
Los Altos Pharmacy	650-962-5860
The Bistro	650-962-5870