Patient guide. On behalf of our team of physicians, nurses, volunteers and staff, welcome. We look forward to providing you with world-class care and making your stay with us as pleasant as possible.
**Your visit, at a glance.**

**How to place calls.** To place a local telephone call, dial 9 + the seven-digit telephone number from your room telephone.

**Visiting hours.** Visiting hours are daily from 11 a.m. to 8 p.m., unless otherwise posted. (See page 6 for visiting hours for specific departments.)

**WiFi access.** Wireless internet is available in our patient rooms and across our care campus. To access our WiFi network, please select the network called “Guest.” No password is required.

**TV.** Televisions are provided in each patient room. See page 44 for a listing of channels.

**Dining.** We offer “At Your Request” dining by Sodexo, with a restaurant-style menu that includes a wide selection of meal options available in your room. To order, simply dial (626) 397-3663 (FOOD) any time between 6:30 a.m. and 7 p.m.

Family and guests can visit our Bistro Garden Café, located on the first floor of the West Tower. Additionally, guests may order from room service for $5 per breakfast and $9 per lunch or dinner. Tickets for guest trays are available for purchase in the Bistro Garden Café.

**Parking.** You may self-park for free for the first 15 minutes. Valet parking is available at two locations. Visit www.huntingtonhospital.org/parking for information about parking rates and how to obtain a discount pass for an extended stay. For a map of parking areas, please turn to page 30.
Caregivers. Our talented, multidisciplinary care team includes nurses, therapists, technicians, physicians, pathologists and other supportive care providers. See page 19 for more information.

Gift shop. The S. Robert and Denise Zeilstra Gift Shop offers jewelry, flowers and plants, children’s items, seasonal gifts, treats and much more. Centrally located in the main lobby, the gift shop is open from 9 a.m. to 8 p.m., Monday through Friday, and from noon to 4 p.m. on weekends.

myhuntingtonhealth.com
myhuntingtonhealth.com allows patients to quickly and easily manage their health and health care. Log on to review your laboratory results, medication history, immunization records, discharge instructions and more. See page 39 for more information.

HelpHub. For help with medical records and other billing-related questions, please visit our HelpHub, located in the main lobby. See page 37 of this guide for more information.

Before you go home. On page 38 you’ll find information about your discharge process, which will include guidance regarding any needed medications, follow-up care and more.

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Thank you for choosing Huntington Hospital.

Our team of exceptional, compassionate medical professionals is here to provide you with world-class care and ensure the best possible experience during your stay.

Your well-being is important to us, so you can expect every one of our physicians, nurses, volunteers and administrative staff to care for you with kindness, dignity and respect.

We created this guide to help you learn about the programs and services that are available to you and your loved ones during your stay and as you leave our hospital. Please feel free to use this tool as you take an active role in your care.

Every member of your care team is happy to help you find answers to any questions you may have.

Please let us know any way we can help you.

Lori J. Morgan, MD, MBA
President and Chief Executive Officer
We care about you.

Our innovative care brings together multiple disciplines and specialties in a personalized, coordinated approach that focuses first and foremost on your health, wellness and care experience.

We will:
- Include you and your family in your plan of care.
- Treat you with courtesy and respect.
- Listen carefully to you.
- Explain things in a way that makes sense to you.
- Answer your questions and keep you informed.
- Promptly address your needs.
- Respond to your concerns.
- Provide a safe and clean environment.
- Be sensitive to your cultural needs.
- Work together as a team to care for you.

We want you to participate actively in your care, ask questions and ensure you are comfortable with the answers you receive. Our goal is for you to experience complete satisfaction with your care and the best possible outcomes.

Your experience here matters to us, so please let your care provider know if we are not living up to our goals or your expectations.

After your time here, you may receive a patient satisfaction survey in the mail. Please take a few moments to share your thoughts with us so we can understand what we do well and what we can do even better.

Thank you for placing your trust in us.

Paula Verrette, MD
Senior Vice President, Quality and Physician Services, and Chief Medical Officer

Gloria Sanchez-Rico
Vice President and Chief Nurse Executive
Visitors are welcome.

Visitors are an important part of your recovery and comfort. You may welcome visitors of your choice, whether or not the visitor is related to you, unless:

- You have clinical restrictions or limitations.
- We determine that the presence of a particular visitor would interfere with the care, health and safety of you or others.
- We determine that a particular visitor could engage in disruptive, threatening, or violent behavior that could significantly disrupt the operations of the hospital.

If you no longer wish to have a particular person visit, just tell your nurse or physician. If you should lack decision-making capacity, your appointed healthcare agent, legally recognized decision-maker, or support person may consider your wishes in designating who may visit.

Your care providers will ensure that your visitors enjoy full and equal visitation privileges consistent with your preferences. Your visitors will not be kept from visiting you on the basis of their sex, economic status, educational background, race, color, religion, ancestry, national origin, disability, gender identity or expression, sexual orientation or marital status. Exceptions to our visiting policy may be made at the discretion of your caregiver, based upon your condition and need for visitation.

To ensure your optimal care and recovery, please follow our visitation guidelines:

- Our visiting hours and policy are designed to encourage the participation of your support system in your care. Visiting hours are daily from 11 a.m. to 8 p.m., unless otherwise posted. (See page 6 for visiting hours for specific departments.)
- We may limit you to two visitors in your room at one time, depending upon the nursing unit, type of room you are in and any equipment in it. All other visitors should wait in the designated waiting areas and take turns visiting you.
You may have a family member or significant other approved to remain with you at night, unless restricted by your physician. No children under 14 years old may stay overnight in your room.

- Children are permitted to visit, unless otherwise indicated.
- Pets are permitted to visit on outside patio areas only, with the exception of service animals.
- Clergy or spiritual leaders are permitted to visit you at any time.
- Visitors are encouraged to participate in your care under the direction and discretion of your caregiver.
- Visitors should be in good health and free from communicable diseases or recent exposure to an infectious disease. Visitors showing signs and symptoms of an illness such as cold, flu, or other potential communicable disease will be asked to leave the hospital so they don’t impact the health of others.
- All visitors must follow the hospital’s isolation and infection-control policies.
  - Wash hands or use hand sanitizer when entering and exiting your room and after contact with you.
  - Follow posted isolation signs on the door of your room.
  - Ensure vaccinations are current for all visitors under the age of 18.
- Visitors may not violate an existing court order restricting contact with you or another of your visitors.
- Visitors who disrupt patient care or who violate hospital policies will be reported to hospital security.

Visiting hours are 11 a.m. to 8 p.m. daily, unless otherwise posted or listed on page 6.
Visitors are welcome. continued

Visiting hours by department

Critical Care Unit (CCU)
- Visiting hours are from 8:30 a.m. to 7 p.m., and 8:30 p.m. to 7 a.m.
- Children under the age of 14 are not permitted in the unit. They may remain in the waiting room, accompanied by an adult.

Neonatal Intensive Care Unit (NICU)
- Visiting hours are from 8 a.m. to 6:30 p.m., and 8 p.m. to 6:30 a.m.
  This includes designated visitors and siblings.
- Visitation by minors (ages 3 to 14) will be permitted under the guidelines stated in Administrative Policy & Procedure #264. Please ask your caregiver for a copy of the guidelines.

Pediatric Unit
- Visiting hours are from 11 a.m. to 8 p.m.
- Patients’ siblings under the age of 3 and children under the age of 13 (non-siblings) will not be allowed in the pediatric unit, except at the discretion of the unit’s care team.

Maternity
Visiting hours are from 11 a.m. to 2 p.m., and 4 p.m. to 8 p.m.
Visiting is not encouraged between 2 p.m. to 4 p.m. to allow for bonding between parents and babies.

Della Martin Center
Visiting hours vary by unit within the Della Martin Center, as follows:

**Chemical Dependency and Recovery Center (CDRC)**
*Monday – Sunday*  5:30 p.m. to 7 p.m.

**CDRC Family Group**
*Saturday*  10:30 a.m. to 7 p.m.

**Units 200 and 400**
*Monday – Sunday*  5:30 p.m. to 7 p.m.
Safety and security.

Fire safety
We periodically conduct fire drills. If you hear an alarm, please do not leave your location/room. In the event of an actual emergency, hospital staff will notify you of any required action.

For your safety
Smoking of any substance, including electronic cigarettes, is prohibited on our care campus. Huntington Hospital is a drug- and alcohol-free facility. Illegal substances, as well as firearms and weapons are prohibited on our campus.

Patient-owned medical equipment
All patient-owned medical equipment must be approved for use in the hospital by our clinical technology department. Equipment not conforming to standards will not be authorized for use. If you have questions, please contact our clinical technology department at (626) 397-5481.

Photography
To protect the privacy of our patients, we maintain a strict policy regarding photography. Photography is not permitted outside of your patient room. Photos you or your visitors take may not include anyone other than you, your family and your visitors. If you have any questions regarding this policy, please ask your caregiver.

Surveillance
We strive to make our facilities safe for our patients, staff and visitors. We monitor our campus through surveillance cameras located throughout the hospital. We use additional security measures, such as access control, in many areas across our campus.
Please participate in your care.

We are all working to make health care safe. As a patient, you can make your care safer by being an active, involved and informed member of your healthcare team.

Patient rights

The Centers for Medicare and Medicaid Services want you to be aware of your right to:

- Considerate and respectful care, and to be made comfortable.
- Respect for your cultural, psychosocial, spiritual and personal values, beliefs and preferences.
- Have a family member (or other representative of your choosing) and your own physician notified promptly of your hospitalization.
- 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.
- Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery, end-of-life care options and outcomes of care (including unanticipated outcomes) in terms that you can understand.
- Effective communication and to participate in the development and implementation of your plan of care and ethical issues that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and foregoing or withdrawing life-sustaining treatment.
- 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.
- 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.
- Leave the hospital even against the advice of physicians, to the extent permitted by law.
- Be advised if a physician proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
- Reasonable responses to any reasonable requests made for service.
• Appropriate assessment and management of your pain, information about 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 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.

• Formulate an advance directive. This includes designating a medical decision-maker should 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 also apply to your legally recognized decision-maker.

• Have your personal privacy respected. Case discussion, consultation, examination and treatments are confidential and should be conducted discreetly.

• Be told the reason for the presence of any individual.

• Have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.

• 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.

• Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment, and to access protective and advocacy services, including notifying government agencies of neglect or abuse.

• Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.

• Reasonable continuity of care and to know in advance the time and location of appointments, as well as the identity of the person(s) providing the care.

• Be informed by the physician, or a delegate of the physician, of continuing healthcare requirements and options following discharge from the hospital.

• Be involved in the development and implementation of your discharge plan and to designate someone else to be involved and notified upon discharge.

• Know which hospital rules and policies apply to your conduct while you are a patient.

• 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 because of clinical restrictions or limitations;
  – 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, the hospital may establish reasonable restrictions upon visitation, including restrictions upon the hours
Please participate in your care. continued

of visitation and number of visitors. The hospital must inform you (or your support person, where appropriate) of your visitation rights, including any clinical restrictions or limitations. The hospital is not permitted to restrict, limit or otherwise deny visitation privileges on the basis of sex, economic status, educational background, race, color, religion, ancestry, national origin, disability, gender identity or expression, sexual orientation or marital status.

- Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration complies with federal law and is disclosed in the hospital’s Administrative Policy & Procedure, Visitation, Patient #264. At a minimum, the hospital shall include any persons living in your household and any support person defined in federal law. We will ensure that visitors enjoy full and equal visitation privileges consistent with your preferences.

- Examine and receive an explanation of the hospital’s bill regardless of the source of payment.

- Exercise these rights without regard to your sex, socioeconomic status, educational background, race, color, religion, ancestry, national origin, disability, medical condition, gender identity or expression, sexual orientation, marital status, registered domestic partner status, genetic information, citizenship, primary language, immigration status (except as required by federal law) or the source of payment for your care.

- Express a grievance or complaint of any nature. If you want to express a grievance with the hospital or be informed of the grievance process, you may write or call: Patient Relations, Huntington Hospital, P.O. Box 7013, Pasadena, CA 91109-7013, (626) 397-5211. The patient relations department will review each grievance and provide you with written acknowledgment within seven days that an investigation regarding your concerns is being conducted. Our final response letter will be sent to the patient within 30 days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate and the results and 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).

- Express a complaint with the state Department of Health and Human Services regardless of whether you use the hospital’s grievance process. The state Department of Health Services phone number and address is: County of Los Angeles, Department of Health Services, 3400 Aerojet Avenue, Suite 323, El Monte, CA 91731, (800) 228-1019, (626) 569-3727. The Los Angeles County Department of Mental Health phone number is (800) 700-9990 or (213) 738-4888. You may also contact The Joint Commission if you have any patient safety or quality concerns through www.jointcommission.org, using the “Report a Patient Safety Event” link in the “Action Center” on the home page of the website; by fax to (630) 792-5636; or by mail to Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

Authored by California Hospital Association
Patient responsibilities
We ask that you:

• Provide complete and accurate information, including your full name, address, home telephone number, date of birth, Social Security number, insurance carrier and employer, when it is required.
• Provide the hospital or your doctor with a copy of your advance directive, if you have one.
• Provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.
• Ask questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment plan, tell your physician. You will impact outcomes if you do not follow the care, treatment and services plan.
• Actively participate in your pain management plan and to keep your physicians and nurses informed of the effectiveness of your treatment.
• Treat all hospital staff, other patients and visitors with courtesy and respect; abide by all hospital rules and safety regulations including no smoking; and be mindful of noise levels, privacy and the number of visitors you have.
• Refrain from behavior that unreasonably places the health of others at risk.
• Provide complete and accurate information about your health insurance coverage and pay your bills in a timely manner.
• Keep appointments, be on time for appointments or call your healthcare provider if you cannot keep your appointments.
• Respect the property of other persons and that of the hospital.
Please participate in your care. continued

Pain control

Our goal is to provide you with the best level of pain relief that can be safely achieved. Your nurse and doctor will talk to you about pain and pain-control treatments.
• We will ask you to rate your pain level.
• 0 (zero) is no pain and 10 (ten) is the worst pain you can imagine.
• If you are a family member of a patient who is not able to tell us about his/her pain level, please tell us if you think he or she is in pain.
There are many types of medicines to treat your pain. They can be given in different ways — two of the most common are:
• IV pain medicines that work in 15-30 minutes and last about two hours.
• Pills that work in 45-60 minutes and last four to six hours.

You should:
• Ask for pain medicine as soon as pain begins.
• Tell us how well your pain is relieved and your pain relief goals.
• Use additional comfort measures for pain control — listening to music you like, meditating, changing your position in bed, talking with friends or family, playing games, walking or anything else that might help relieve your pain.

Preventing falls

Never get up without help, unless your nurse says it is okay. Simply press your nurse call button and we will come to help you get up, use the bathroom, or provide any other help you may need. Call, don’t fall!

Clothing and equipment
• Wear non-skid slippers or socks — we’re happy to give you non-skid socks if you need them.
• Don’t wear loose fitting shoes or socks when walking.
• Don’t wear clothing that drags on the ground.
• If you have a cane, walker, brace, and/or crutches, be sure to use them.
• Make sure you know how to use the hospital wheelchairs or walkers safely.
• Lock your wheelchair before getting in or out of it.

Bedroom and bathroom
• Be sure your bed is in the lowest position (closest to the ground) before you get up.
• Sit on the side of your bed for a few moments to make sure you don’t feel dizzy before you try to stand up.
• Don’t try to climb over side rails.
• Use the bathroom before you go to sleep at night.
• Give yourself enough time to get to the bathroom.
• Don’t get off the stretchers without help.
Family and friends
• If your family and friends need to leave your room, please let us know.
• Family and friends should ask your nurse to help you get up instead of trying to help you by themselves.

Other safety tips
• Learn where things are in your hospital room, including the nurse call light.
• Always wear your glasses and hearing aids if needed.
• Don’t lean on your bedside table for support.
• Be careful when opening doors.
• Go around corners slowly.
• Report spills or any mess on the floor.

Safety tips to help prevent falls at home

Lighting
• Replace dim, burned out or glaring lights with bright, soft white light bulbs.
• Use a night light.
• Make sure lights are easy to turn on and off.
• Keep a flashlight available.

Stairs
• Remove clutter, especially from hallways and stairwells.
• Use handrails when walking up or down stairs.
• Place non-skid treads or bright, reflective tape to mark the edge of the stairs.

Floors
• Remove scatter/throw rugs.
• Place non-skid treads or double-sided tape under area rugs that can’t be removed.
• Keep floors free from clutter.
• Wipe up spills immediately.
• Make sure floors are not slippery.

Additional tips
• Store items you use a lot at waist level.
• Choose furniture with armrests for support when getting up and down.
• Keep the phone within easy reach.
What you can do to participate in your care*

- **Ask questions.** Speak up if you have questions or concerns, and if you don’t understand, ask again.
- **Pay attention to the care you are receiving.** Know the members of your medical team: all healthcare professionals must wear identification badges. Staff will use two methods of identifying you when administering medications, obtaining specimens, etc. This is done for your protection.
- **Wash your hands.** Hand-washing helps prevent the spread of germs. Wash your hands before eating your meal or touching any wounds. Wash your hands after you move around your room, touch things or use the bathroom. It’s OK to ask your medical professionals and visitors if they’ve washed their hands. Depending on your illness, staff and visitors may be required to wear a protective gown and gloves.
- **Share important health information with the members of your medical team.** Several medical professionals may ask you the same questions. That’s all part of making sure you receive safe care. Discuss all the medicines you take and be sure to ask questions if you are unclear. Ask your doctor why you should take a certain medicine and what the side effects might be. Discuss your advance health care directive with your physician.
- **Participate in all decisions about your treatment.** Ask your medical professionals to check that you receive the medicines, tests and procedures ordered for you. When you’re in the hospital or in an outpatient setting, make sure your identification wristband is checked before you receive medication or treatment.
- **Get all your test results.** Ask your physician or nurse when and how to get your test or procedure results. Be sure you know what the results mean and, if not, ask questions of your physician or nurse.
- **Compare expectations.** Tell your medical professionals, whether as an
Condition H (Help)
A help line for patients and families

Condition H was created to address the needs of the patient in case of an emergency or when the patient is unable to get the attention of a healthcare provider. This service provides our patients and families a resource to call for immediate help when they feel they are not receiving adequate medical attention.

When to call:
If a noticeable medical change in the patient occurs and the healthcare team is not recognizing the concern.

To access Condition H, please dial 6# from any hospital telephone. The operator will ask for caller identification, room number, patient name and concern. The operator will immediately activate a “Condition H” and a team of medical professionals will arrive in the room to assess the situation. Additional clinical support will be called in as needed.

*Adapted with permission from copyrighted material of Kaiser Foundation Health Plan, Inc., California Regions.
At Huntington Hospital, we want our patients to understand their right to make medical treatment decisions. The hospital has formal policies to ensure that your wishes about treatment will be followed. You have the right to participate in decisions about your medical care. If you are too sick to make treatment decisions, your doctors will ask your closest available relative(s) or healthcare agent(s) to guide them toward what you would decide. Most of the time, that works, but relatives don’t always agree about what you would want. If you have written down your wishes in a legal document, the hospital’s staff and bioethics consultant can help advocate for those wishes if any questions arise.

An advance health care directive has gone by many names over the years, including living will, healthcare power of attorney and Natural Death Act Declaration. It is a legal document that allows you to appoint someone to work with your doctors and others to help make sure your decisions about end-of-life health care are honored and respected in the event that you become unable to make these decisions for yourself. There can be many issues to consider, including whether you want to:

- Be resuscitated if your breathing or heartbeat stops.
- Receive mechanical ventilation (help breathing by machines).
- Receive artificial hydration (fluids through a tube).
- Receive artificial nutrition (tube feeding).
- Receive kidney dialysis.
- Be an organ and tissue donor.

You do not need a lawyer to complete an advance health care directive, but you do need to have the document notarized or witnessed by two people who are not affiliated with the hospital and not named as your healthcare agent(s). At least one of the witnesses cannot be related to you, or an heir to your estate. Your doctor is the best person to ask about what medical treatment you should consider.

The laws governing advance directives vary from state to state. It is therefore important to make sure that you use a proper form or format for the state in which you live.

A Huntington Hospital social worker or chaplain can assist you in obtaining and/or completing an advance health care directive. Advance health care directive forms and Huntington Hospital’s Advance Care Planning Guide can be downloaded by visiting www.huntingtonhospital.org/ACP and clicking on Forms and Documents.
What to do if you have a concern about your hospital stay

Huntington Hospital is committed to providing you with the best care possible and to ensuring your complete satisfaction with your stay. Should you have any concerns about your stay, please read below to learn how to receive a speedy response.

- First, contact your nurse. If your nurse is unable to assist you, or you are not satisfied, ask to speak to the patient flow coordinator, the department manager or the house supervisor.
- For unresolved concerns/issues, ask to speak with our patient relations staff or leave a message at (626) 397-5211.

You also have the right to file a grievance. If you wish to file a grievance with the hospital, or be informed of the grievance process, you may do so by writing or calling:

Patient Relations
Huntington Hospital
P.O. Box 7013
Pasadena, CA 91109-7013
Phone: (626) 397-5211

A grievance review process is in place if an immediate resolution is not accomplished at the bedside during the patient’s hospitalization. Each written or verbal complaint or grievance is reviewed, and where necessary, referred to the appropriate department for further action and/or follow-up. A written acknowledgment letter is mailed to the patient within seven calendar days of receipt of grievance to inform the patient that a grievance review is in process.

The grievance should be resolved and a written response should be issued to the patient within thirty calendar days of receipt of the grievance unless the complexity of the grievance warrants additional time to ensure a thorough and credible review has been done. If additional time is needed the patient will be notified accordingly. Concerns regarding quality of care or premature (early) discharge will also be referred to the appropriate Quality Improvement Organization (QIO).

You also have the right to file a complaint with the California Department of Public Health and/or The Joint Commission regardless of whether you use the hospital’s grievance process. Contact information for these organizations is as follows:

California Department of Public Health
3400 Aerojet Avenue, Suite 323
El Monte, CA 91731
Phone: (800) 228-1019

The Joint Commission
Office of Quality and Patient Safety
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Phone: (800) 994-6610
Fax: (630) 792-5636

Website: www.jointcommission.org
E-mail: patientsafetyreport@jointcommission.org
We provide the highest quality care.

We believe two of the most important measures of quality in health care are clinical outcomes and patient satisfaction.

We are proud of our tradition of excellence, which spans more than a century. To support excellent outcomes, we continue to combine a superior care environment, the most advanced technologies, best-practice models of care, and compassion.

The most important element of providing the highest quality care is our talented and multidisciplinary team of physicians, nurses, therapists, and technicians. During your stay, you will likely interact with various caregivers, who will work closely with you — and your loved ones — to address your needs. See page 19 to learn more about our team.

Please let us know if there is anything we can do to make your stay more comfortable.
Meet your care team.

You’re in the best and most skilled hands at Huntington Hospital.

As a leader in the field, with an advanced care environment, we attract the very best doctors, nurses and other caregivers. As a result, our patients experience the highest-quality medical care possible.

The team of healthcare professionals at Huntington Hospital includes a variety of caregivers who might provide care during your stay. Some of these include:

**Nurses:** Huntington Hospital’s highly skilled, compassionate nurses are available to provide bedside care 24 hours a day, seven days a week. You can be sure that your nurses have the training, skills, and compassion needed to provide the best possible experience.

**Physicians:** Our physicians are highly trained and respected experts in their fields, and are skilled at leading care teams and overseeing the care process from diagnosis to discharge and beyond.

**Technicians:** A variety of technical professionals are available to ensure that in keeping with the latest best practices, the highest-quality care is provided.

**Therapists:** A range of expert professionals is available to support your health and well-being. Your care team may include a physical, occupational, speech or respiratory therapist.

**Supportive care providers:** Care coordinators, discharge planners, social workers, spiritual care providers and health navigators may be involved in your recovery, discharge plan and post-hospital care. Huntington Hospital’s palliative care team is available to provide supportive services for those diagnosed with a serious illness and their families.

**Pathologists:** Our pathologists are highly trained in general, surgical and breast pathology and offer subspecialty expertise. They perform rigorous quality control measures, with most cases reviewed by multiple pathologists to ensure accuracy.
Meet your care team. continued

In addition to receiving care from skilled nurses, clinicians and — in some cases — your personal physician while you’re in the hospital, you may also be seen by one or more of our excellent hospital-based physicians. These top-notch specialists are available around the clock to respond to your needs. Our team includes:

**Hospitalists:** Internal medicine physicians who specialize in caring for hospitalized patients. Think of them as your doctor while you are in the hospital. Often, these experts will act in the place of your personal physician if your physician is unable to be present.

**OB hospitalists:** Obstetricians with training in emergent care, and other aspects of labor and delivery, who provide around-the-clock coverage for our expectant moms.

**Intensivists:** Critical care physicians dedicated solely to in-hospital care.

FAQs about hospital-based physicians

**Q. What is a hospitalist?**
A hospitalist is an internal medicine physician who specializes in the care of hospitalized patients. Because hospitalists spend most or all of their workday in the hospital, they can typically be at bedside more quickly than a doctor who works in an outpatient office or clinic setting. Hospitalists’ prompt availability can provide important benefits as your needs change during your stay.

**OB hospitalists** and **intensivists** function similarly to hospitalists within their own specialty areas. OB hospitalists are ob/gyns with special experience in obstetric emergencies and surgeries. Intensivists provide care exclusively for patients in the hospital’s critical care unit. Hospitals with hospitalists, OB hospitalists and intensivists as part of their team have been proven to provide better patient results.

**Q. Why am I being seen by a hospitalist/OB hospitalist/intensivist when I have my own physician?**
Hospitalists, OB hospitalists and intensivists act as an extension of your physician while you’re in the hospital. Their collaboration with your primary physician, combined with their expertise in providing quality care in the hospital setting, helps ensure the best experience and outcomes. You may also be cared for by one of these expert
physicians when your primary doctor is not in the area or is not on staff at Huntington Hospital. These highly qualified professionals will involve you and your family in the decision-making process, listen to your concerns, keep your primary care physician informed, and answer any questions you might have throughout your stay.

Q. **How are hospital-based physicians involved in my care?**
Hospitalists, OB hospitalists and intensivists are available around the clock to provide high-quality, personalized care when you need it. From your admission through discharge, they may order needed tests and track results; prescribe medications or medical procedures; continuously update treatment based on any changes in your condition; and help transition you safely to other levels of care as needed. In addition, they coordinate the care that may be needed from a variety of specialists during your stay.

Q. **Who are Huntington Hospital’s hospital-based physicians?**
The medical groups providing exclusive care for Huntington Hospital patients are Huntington Health Physicians (hospitalists), Ob Hospitalist Group (OB hospitalists), and Huntington Pulmonary Medical Group (intensivists). All of our hospitalists are board-certified.
FAQs about nurse bedside shift reports

Q. What is nurse bedside shift report?
Nurse bedside shift report is when the nurses going off and coming on duty meet by your bedside to talk about your care. This gives you a chance to meet the nurse taking over your care, ask questions, and share important information. Nurse bedside shift report does not replace the conversations you have with your doctor. You can invite a family member or friend to stay during nurse bedside shift report. We will only talk about your health with others when you say it is okay.

Q. When is nurse bedside shift report?
Nurse bedside shift report happens every day, usually between 7 and 7:30 a.m., and 7 and 7:30 p.m. It usually lasts about five minutes.

Q. What should I expect?
During bedside shift report, the nurses going off and coming on duty will:
• Introduce themselves to you and anyone with you. The outgoing nurse will introduce the oncoming nurse.
• Invite you to take part in the nurse bedside shift report. You should decide who else can take part with you.
• Talk with you about your health, including the reason you are in the hospital and what is going on with your care. The nurses will review your medical record.
• Check the medicines you are taking, and follow up on any tests that were done or lab work that was ordered.
• Ask about your goals, for example, you may want to get out of bed. The nurse will try to help you meet this goal.
• Encourage you to ask questions and share your concerns. If needed, the nurse coming on duty may come back after the bedside shift report to spend more time discussing your concerns.

Q. What should I do?
• Listen. You are an important part of the healthcare team. We want to make sure you have complete and timely information about your care.
• Speak up. If you have questions or concerns, nurse bedside shift report is the perfect time to raise them.
• Ask questions. If the nurses use any words or share any information you don’t understand, feel free to ask them to explain it.

We are partners in your care. If nurse bedside shift report does not happen, please ask to speak with the nurse leader.
Above-and-beyond care.

Volunteers

Our volunteer program began in 1926. Since that time, thousands of volunteers have served in every area of the hospital to help patients, families, visitors and staff. Today, more than 1,700 volunteers help enhance the patient experience as they perform tens of thousands of tasks in the hospital’s direct-care units and administrative offices.

During your stay, you might encounter volunteers providing valuable service in areas such as patient relations, nursing support, music, and our S. Robert and Denise Zeilstra Gift Shop. Volunteers also staff the Huntington Collection, a one-of-a-kind resale shop located on Fair Oaks Avenue, which sells merchandise to benefit Huntington Senior Care Network.

Our volunteers donate more than 125,000 hours of their time to the hospital each year, and they are one of our greatest assets. When you meet them, we know you’ll agree.

For more information, please contact the volunteer department at (626) 397-5208.

Music volunteer program

Music has long been recognized for its ability to heal and uplift. In 2009, we introduced a music volunteer program to bring comfort and relieve stress. Much of the music you’ll hear is provided by generous volunteers. Volunteer musicians play piano in our rehabilitation unit and a board-certified music therapist brings the healing sounds of harp music throughout our hospital. Volunteers playing other musical instruments are available to play on patient room floors — just ask!

For more information about our music volunteer program, please call (626) 397-5208.
We offer Reiki services to our patients, as a complement to traditional medical treatment. Originally practiced in Japan, Reiki is an ancient technique using spiritually guided touch that can help reduce stress, improve relaxation and support healing.

The whole treatment lasts between 15 and 60 minutes. Reiki volunteers at Huntington Hospital offer their services free of charge for patients. Ask your nurse for an appointment with a Reiki practitioner, or call (626) 397-5208.

Our volunteers are making it more convenient than ever to purchase snacks, toiletries, and other assorted items from our gift shop with Gift Shop On the Go. You can catch them as they roll a cart full of goodies around our hospital, or call errand & escort at (626) 397-5500 if you’d like them to visit your room. Cash and major credit cards are accepted.

For many patients, shaking a furry paw or stroking a floppy ear is the very best medicine. In 1989, we became one of the first full-service hospitals in the United States to offer a pet-assisted therapy (PAT) program. Today, more than 30 therapy dogs regularly visit interested patients at the hospital. Our Harvey and “Kitty” Lenkin Pet-Assisted Therapy program helps cheer and comfort patients and their families — and has been shown to help improve outcomes, too.

Specially trained volunteers and dogs are available to visit patients in all units (except maternity), seven days a week. To request a visit from a PAT dog, ask your nurse, a patient relations volunteer, or the volunteer office at (626) 397-5208.
**Therapy dog policies**

- **Pet-assisted therapy (PAT) dogs** have satisfactorily completed screening and training for the PAT program at Huntington Hospital and visit patients with their owners when requested by a patient.

- **Service animals** are dogs that are individually trained to do work or perform tasks for the benefit of an individual with a disability — including a physical, sensory, psychiatric, intellectual or other mental disability.

  The work or tasks performed by a service animal must be directly related to the handler’s disability.

- **Emotional support/comfort animals** are dogs that can provide comfort to a person with anxiety or a psychiatric disability, but are not trained to perform specific tasks to assist them. Emotional support animals are not covered under the Americans with Disabilities Act (ADA) and other similar laws that apply specifically to service animals.

  Unlike service animals, emotional support animals are not limited to dogs. Effective March 15, 2011, there are no ADA protections for emotional support animals in terms of access to public accommodations and public entities. A patient must have patio privileges to visit with their own pet/emotional support animal.
**Spiritual care**

We believe everyone is spiritual, though not necessarily religious. Illness, injury and loss often cause one to reflect on the meaning and significance of their life, goals and beliefs. Our spiritual care staff is available daily to listen and help patients and families sort through their spiritual and emotional distress and questions. This may include a spiritual perspective, prayer or blessing, if the patient or family so desires, as well as faith-specific resources. All chaplains are professionally trained and hold a master’s degree in a theology-related specialty.

Our chaplains are here to serve you and your family in the following ways:

- Provide emotional and spiritual support in times of pain, suffering, loss or stress.
- Serve as a resource for decision-making at the end of life.
- Furnish religious texts, spiritual literature, and other spiritual resources.
- Conduct rituals, prayers and blessings.
- Facilitate visits from your own clergy or faith tradition.
- Provide communion and other sacraments.

Our chapel and meditation room is located on the first floor of our Wingate building. It is always open and serves as a quiet, peaceful place for prayer and meditation.

To request a visit from a chaplain, or for additional information regarding our spiritual care services, please ask your nurse or call (626) 397-5051.

Huntington Hospital also has a No One Dies Alone (NODA) program to provide comfort to patients in their final hours. The program can be reached through a chaplain, or by calling (626) 397-3757.
Palliative care

Our palliative care program provides specialized care for patients who have been diagnosed with a serious, progressive illness. Palliative care takes a whole-person approach to treating the physical, emotional, psychosocial and spiritual aspects of an illness and can provide patients with relief from symptoms, pain and stress. It is appropriate at any age and at any stage of an illness, and can be provided along with curative treatment. Palliative care is not the same as hospice care, but can help to assess for and refer to hospice when appropriate.

A multidisciplinary team — including a physician, nurse, chaplain and social worker — provides palliative care services to help patients experience the best possible quality of life. We encourage you to consider the benefits of palliative care if you or your loved one has cancer, heart failure, COPD, AIDS, liver disease, kidney disease, ALS, Parkinson’s disease, dementia, or any other serious, progressive illness. A palliative care consult may help if you are uncomfortable due to pain, shortness of breath, nausea, vomiting, loss of appetite, difficulty sleeping, diarrhea, constipation or depression. Palliative care can also help if you have questions about or wish to plan for the future, or if you have difficult medical decisions to consider.

To meet with a member of the hospital’s palliative care team, please ask your physician to order a palliative care consult. For more information, please call *(626) 397-3737.*

For information and resources regarding creation of an advance health care directive — a document that ensures your medical wishes are clearly stated — please see page 16 of this guide.
Helpful information.

ATM
• A First City Credit Union ATM is located on the first floor of the West Tower.
• A Wells Fargo ATM is located on the first floor of the Valentine building.

Deliveries
• Patient mail is delivered to your nursing unit between 8 a.m. and 9 a.m., Monday through Saturday. Patient mail received after discharge will be forwarded to your home. Outgoing mail may be taken to the nursing station or given to your attending nurse.
• To request delivery of the Los Angeles Times or Pasadena Star-News to your room, dial (626) 397-5201.
• If you would like to read a book or magazine, you may request that a hospital volunteer bring the book cart to your room between 8 a.m. and 6 p.m., Monday through Thursday, and Friday from 8 a.m. to 4 p.m., by dialing (626) 397-5500.
• Packages and flowers will be delivered to you by a hospital volunteer. Please note that for the safety of our patients, flowers are not allowed in our critical care unit.

Dining
Bistro Garden Café
Located on the first floor of the West Tower
Open daily except 2 a.m. – 6:30 a.m.
Meals for your family and guests are available for purchase in the Bistro Garden Café. It offers a variety of food options and cuisines, including a grill and deli, salad bar, pre-packaged foods and more.

We proudly serve Starbucks.
Located adjacent to the café on the first floor of the West Tower.
Open daily 6:30 a.m. – 10 p.m.
Room service
We offer “At Your Request” dining for patients. This option includes a restaurant-style menu with a wide variety of food selections. To order meals, simply dial (626) 397-3663 (FOOD) any time between 6:30 a.m. and 7 p.m. Please allow 45 minutes for meals to be delivered to your room. A selection of juice, crackers, broth, soda, and other hot and cold beverages are also kept in each nursing unit and these items are available to you upon request.

Please note that if your doctor has placed you on a modified diet, all restrictions will be followed, and this may affect some of your selections. If you have special nutritional requirements, your dietitian will arrange to meet your specific needs.

Guests may order from room service for $5 per breakfast and $9 per lunch and dinner. Tickets for guest trays are available for purchase in the Bistro Garden Café.

Interpreters
Interpreters are available in any language, including American Sign Language, through video interpreters. If you would like to use an interpreter, please ask your caregiver for assistance. Please see page 42 for more information.

Personal belongings and valuables
We recommend that patients and visitors do not bring valuables to the hospital and that you send valuables home with friends or family whenever possible. If you are unable to send your valuables (jewelry, credit cards, etc.) home, please ask your caregiver for assistance in locking them in the hospital safe. Please note that your signature on the Conditions of Admission form releases the hospital from responsibility for valuables not left in our safe. Remember to pick up your valuables before you leave the hospital.

Telephones
Your family and friends can reach you by dialing you directly. (Please check your admitting information for your assigned telephone number. Often, the number is also posted in your room.) People may also reach you by calling the main hospital number — (626) 397-5000 — and giving your name and/or room number to the hospital operator.

To request that your calls be held, dial 0 for the hospital operator from your room telephone. To request that you be listed as a confidential patient (so no one will be able to contact you via phone) please call the admitting office at (626) 397-5294.

When making phone calls, please note the following.
• Local calls:
  Dial 9 + the seven-digit telephone number.
• Long distance or toll calls:
  Dial 9 + 1 + area code + seven-digit telephone number.
• Calling card calls:
  Follow the directions on the back of your calling card.

Television
Televisions are provided in each room. Please be considerate of other patients and keep the volume on your television down. All televisions have closed captioning available. For a listing of channels, please see page 44.
The Pasadena Avenue parking lot and La Viña entrances will be closed during construction until Fall 2019. La Viña patients register at Main Entrance.
Parking

Please use this map to locate the best place to park based on the department or service you need. Valet parking is available at the Main Entrance and by the Emergency & Trauma Center.

Call (626) 397-5282 for assistance to or from your car.

Call (626) 397-5500 for wheelchair assistance.

A. North Parking Structure
Open 24 hours a day, 7 days a week. | Park here for:
- Administration
- Admitting/Help Hub
- Braun Auditorium
- Cafeteria and Coffee Shop
- Cardiology Services
- Cath Lab
- Della Martin Center (visitors)
- Endoscopy Center
- Gift Shop
- Labor & Delivery
- Main Entrance
- Medical Records
- Neurosciences Stroke Center
- Nursing Resource Center
- Nutritional Counseling
- Perinatal High Risk
- Post-surgery
- Radiology
- Senior Care Network
- Station 32/CTU

B. Pavilion Parking Structure
Open 24 hours a day, 7 days a week | Park here for:
- Cancer Treatment Support
- Huntington Ambulatory Surgery Center (HASC)
- Huntington-Hill Imaging
- Jim and Eleanor Randall Breast Center
- Neurology
- Outpatient Lab Testing
- Huntington Perioperative Health Center
- Vascular Center

Pavilion parking is owned and operated by PCI. If you have any issues or questions, PCI’s office is located on the ground floor of the garage.

C. East Parking Structure
Open 24 hours a day, 7 days a week | Park here for:
- Blood testing, donation and transfusions
- Breastfeeding Center
- Cardiac Rehab
- Chapel and Meditation Room
- Emergency Room & Trauma Center
- Health Sciences and Community Health Library
- Human Resources
- Huntington Ambulatory Care Center (HACC) (formerly known as Dispensary)
- Lotus Research
- Materials Management and Purchasing
- Medication Therapy Management
- Pediatrics
- Perinatal Health Education
- Pulmonary/Respiratory Service
- Research Conference Center
- Security
- Spiritual Care Services/ Chaplain
- Station 45
- Sweet Success

Parking Hours

- Main Entrance/ Main Lobby: 5 a.m. – 10 p.m. | Seven days a week.
  After hour phone access for maternity patients and ICU visitors.
- Emergency & Trauma Center: 24-hour access.
  Information desk covered 9 a.m. – 10 p.m.
- La Viña: See note on map.*
- Wingate: 6 a.m. – 8 p.m. | Monday – Friday.
  8 a.m. – 8 p.m. weekends
- HACC: 6 a.m. – 6 p.m. | Monday – Friday. Closed weekends.
- East parking bridge to Wingate: 5 a.m. – 3 p.m. | First five days of each month.

*See note on map.*
Please stop at the information desk in the main lobby to get a visitor’s pass when you enter the hospital.
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<tr>
<th>Hospital services</th>
<th>Building</th>
<th>Floor</th>
<th>Parking</th>
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<tbody>
<tr>
<td><strong>Patient and visitor services</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>- Administration</td>
<td>Valentine</td>
<td>1</td>
<td>North</td>
</tr>
<tr>
<td>- Admitting</td>
<td>Main Lobby</td>
<td>1</td>
<td>North</td>
</tr>
<tr>
<td>- Cashier, Help Hub, Financial Assistance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Benefactors’ Lounge</td>
<td>West Tower</td>
<td>1</td>
<td>North</td>
</tr>
<tr>
<td>- Braun Auditorium</td>
<td>La Viña</td>
<td>Gmd.</td>
<td>North</td>
</tr>
<tr>
<td>- Business Office</td>
<td>Wingate</td>
<td>1</td>
<td>East</td>
</tr>
<tr>
<td>- Cafeteria and Coffee Shop</td>
<td>West Tower</td>
<td>1</td>
<td>North</td>
</tr>
<tr>
<td>- Chapel and Meditation Room</td>
<td>Wingate</td>
<td>1</td>
<td>East</td>
</tr>
<tr>
<td>- Community Health Library</td>
<td>Wingate</td>
<td>1</td>
<td>East</td>
</tr>
<tr>
<td>- Conference Rooms A, B, C</td>
<td>Wingate</td>
<td>1</td>
<td>East</td>
</tr>
<tr>
<td>- Conference Rooms 1 – 4</td>
<td>La Viña</td>
<td>Gmd.</td>
<td>North</td>
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<tr>
<td>- Conference Rooms 5 – 8</td>
<td>West Tower</td>
<td>1</td>
<td>North</td>
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<tr>
<td>- Conference Rooms 9 – 10</td>
<td>West Tower</td>
<td>2</td>
<td>North</td>
</tr>
<tr>
<td>- East, North, South</td>
<td>Wingate</td>
<td>1</td>
<td>East</td>
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<td>- East Tower Annex</td>
<td>Wingate</td>
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<tr>
<td>- Gift Shop</td>
<td>Main Lobby</td>
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<td>North</td>
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<tr>
<td>- Human Resources</td>
<td>Wingate*</td>
<td>1</td>
<td>East</td>
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<tr>
<td>- Huntington Collection</td>
<td>766 S. Fair Oaks Ave.</td>
<td>1</td>
<td>East</td>
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<tr>
<td>- Medical Staff Office</td>
<td>Wingate</td>
<td>1</td>
<td>East</td>
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<tr>
<td>- Patient Experience</td>
<td>La Viña</td>
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<td>North</td>
</tr>
<tr>
<td>- Pulmonary/ Respiratory Service</td>
<td>Wingate</td>
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<td>East</td>
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<tr>
<td>- Research Conference Center</td>
<td>HIMRI</td>
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<td>- Security</td>
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<td>- Volunteer Services</td>
<td>La Viña</td>
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<td>North</td>
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</table>

| Education, outreach and support |          |       |         |
| Clinics, Programs and Resources |          |       |         |
| - Anticoagulation Clinic | Wingate | 2 | East |
| - Cardiac Rehabilitation | Wingate | 2 | East |
| - Health Sciences Library | Wingate | 1 | East |
| - Lotus Research | Wingate | 2 | East |
| - Medication Therapy | Wingate | 2 | East |
| - Management | | | |
| - Nursing Resource Center | La Viña | 1 | North |
| - Ostomy Clinic HACC | Wingate | Gmd. | East |
| - Perinatal Health Education | Wingate | Gmd. | East |
| - Sweet Success | Wingate | Gmd. | East |
| - Graduate Medical Education | La Viña | Gmd. | North |
| Huntington Senior Care Network | 100 W. California Blvd. | North | |

* Staffed by Hill Radiology, operated by Huntington Health Physicians
† Human Resources has temporarily moved to the trailer between the Valentine and La Viña buildings until December 2019.
Your privacy and information.

Protected health information

If you believe your health information was used or shared in a way that is not allowed under state or federal privacy laws, or if you were not able to exercise your rights, you can file a complaint. Written complaints should be sent to the hospital at the following address:

Huntington Hospital
Attn: Compliance Officer
100 W. California Boulevard
Pasadena, California 91105

All complaints must be submitted in writing, but you may contact the Compliance Officer at (626) 397-5335 with questions or other concerns. You will not be penalized for filing a complaint.

Who must follow federal privacy laws?
- Doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers.
- Health insurance companies, HMOs and employer group health plans.
- Medicare and Medicaid.
- Healthcare clearinghouses.

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

You have rights over your health information.
Providers and health insurers who are required to follow this law must comply with your right to:
- Ask to see and get a copy of your health records.
- Have corrections added to your health information.
- Receive a notice that tells you how your health information may be used and shared.
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing.
- Get a report on when and why your health information was shared for certain purposes.
- File a complaint.

To make sure that your health information is protected in a way that does not interfere with your health care, your information can be used and shared:
- For your treatment and care coordination.
- To pay doctors and hospitals for your health care and help run their businesses.
- With your family, relatives, friends or others you identify who are involved with your healthcare bills, unless you object.
- To make sure doctors give good care and nursing homes are clean and safe.
- To protect the public’s health, such as by reporting when the flu is in your area.
- To make required reports to the police, such as reporting gunshot wounds.
- With insurance companies, healthcare service plans, Worker’s Compensation
carriers, or to any person or corporation who/that is or may be liable for all or any portion of the hospital’s charges.

**Without your written permission, your provider cannot:**
- Give your health information to your employer.
- Use or share your health information for marketing or advertising purposes.

- Share private notes about your mental health counseling sessions.

The hospital’s notice of privacy practices is available at [www.huntingtonhospital.org](http://www.huntingtonhospital.org) or at the admissions department.

*Adapted from U.S. Department of Health and Human Services Office for Civil Rights*

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**Immunization registry notice to patients and parents.**

Immunizations, or ‘shots,’ prevent serious diseases. Tuberculosis (TB) screening tests help to determine if you may have TB infection and can be required for school or work. Keeping track of shots/TB tests you have received can be hard. It’s especially hard if more than one doctor gave them. Today, doctors use a secure computer system called an immunization registry to keep track of shots and TB tests. If you change doctors, your new doctor can use the registry to see the shot/TB test record. It’s your right to choose if you want shot/TB test records shared in the California Immunization Registry.

**How does a registry help you?**
- Keeps track of all shots and TB tests (skin tests/chest X-rays), so you don’t miss any or get too many.
- Sends reminders when you or your child need shots.
- Gives you a copy of the shot/TB record from the doctor.
- Can show proof about shots/TB tests needed to start child care, school, or a new job.

**How does a registry help your healthcare team?**
Doctors, nurses, health plans and public health agencies use the registry to:
- See which shots/TB tests are needed.
- Remind you about shots needed.
- Prevent disease in your community.
- Help with record-keeping.

**Can schools or other programs see the registry?**
Yes, but this is limited. Schools, child care and other agencies allowed under California law may:
- See which shots/TB tests children in their programs need.
- Make sure children have all shots/TB tests needed to start child care or school.

**What information can be shared in a registry?**
- Patient’s name, sex and birth date.
- Parents’ or guardians’ names.
- Limited information to identify patients.
- Details about a patient’s shots/TB tests.

What’s entered in the registry is treated like other private medical information.
Immunization registry notice to patients and parents. continued

Misuse of the registry can be punished by law. Under California law, only your doctor’s office, health plan or public health department may see your address and phone number.

Patient and parent rights
It’s your legal right to ask:
• Not to share your (or your child’s) registry shot/TB test records with others besides your doctor.*
• Not to get shot appointment reminders from your doctor’s office.
• To look at a copy of your or your child’s shot/TB test records.
• Who has seen the records or to have the doctor change any mistakes.

If you DO want your or your child’s records in the registry, do nothing. You’re all done.

If you DO NOT want your doctor’s office to share your immunization/TB test information with other registry users, tell your doctor, or download a “Decline or Start Sharing/Information Request Form” from the CAIR website: cairweb.org/cair-forms/
Fax or email it to the CAIR Help Desk at (888) 436-8320 or CAIRHelpDesk@cdph.ca.gov
For more information, contact the CAIR Help Desk at (800) 578-7889 or CAIRHelpDesk@cdph.ca.gov

* By law, public health officials can also look at the registry in the case of a public health emergency.

California Department of Public Health: Med Office IZ Registry Disclosure Letter rev 7/13 IMM-891 E/S

Billing information.

As you leave our hospital, you will receive a billing statement. In keeping with our mission as a nonprofit community hospital, our goals are to provide excellent care and support wellness — not to add financial stress or strain following the need for hospitalization. We offer a variety of flexible repayment options — including no-interest payment arrangements and financial assistance — to those who qualify. If you are a patient with a high-dollar deductible or no insurance, or if you have questions regarding your hospital bill, please call our HelpHub at (626) 397-2259 or (626) 397-4823 during regular business hours.

You may also receive a separate bill from your primary care physician, as well as from other hospital-based physicians who have provided care. This may include one or more of the providers listed on the right.

Should you receive a separate billing statement and have questions regarding these billings, we encourage you to contact the provider directly at the number listed. They will be able to explain all aspects of their billing methods and the nature of their contractual relations (if any) with your insurance carrier.
HelpHub

What is HelpHub?
HelpHub is a one-stop resource for financial support, where you can get answers from our expert team in a friendly environment. They can help you with:
• Paying your bills.
• Answering your questions about statements.
• Applying for financial assistance.
• Setting up payment plans.
• Helping you understand your insurance coverage.
• Providing information to assist with billing.

Location
HelpHub is located in the main lobby of our hospital, next to the cashier, close to the admitting department.

Hours
HelpHub is open Monday through Friday from 8:30 a.m. to 4 p.m.
Medication Therapy Management Clinic

Huntington Hospital’s Medication Therapy Management Clinic provides coordinated care and drug-therapy management for patients with chronic medical conditions. The Medication Therapy Management Clinic is staffed by registered pharmacists and licensed technicians with extensive experience in medication therapy management. The pharmacy team works closely with physicians to ensure the patient’s medication plan is achieving targeted therapeutic goals.

Services provided by the clinic include:
• Anticoagulation therapy management.
• Immunization services for adult patients.
• Insulin-therapy optimization.
• Heart failure-therapy management.
• Transitional Care Medication Assessment Program.

Medication Therapy Management services for anticoagulation, heart failure and insulin therapy require referral by a physician. No referral is necessary for immunization services.

Huntington Hospital’s Transitional Care Medication Assessment Program (TCMAP) provides comprehensive medication review, as well as education and assistance with medications, as needed, within one week after hospital discharge. For qualified patients, a physician, nurse, or other healthcare provider can arrange for enrollment in the program during the discharge process. Patients with chronic conditions can also self-enroll in TCMAP by calling the Medication Therapy Management Clinic at (626) 397-5559.

Things to know before you leave the hospital.

When it is time for you to leave the hospital, your physician will authorize your discharge. This does not necessarily mean that you are completely well, but that you no longer require in-hospital care. Most patients look forward to returning home. However, if you disagree with your discharge, you or your surrogate decision-maker (an alternate decision-maker of your choosing) can contact your health plan to appeal your doctor’s decision.

Before you leave the hospital and return home, please ensure that you or your caregiver has made arrangements regarding:
• Clothes for you to wear when you leave.
• Transportation.
• A key to enter your home in case no one is there.

We also encourage you to develop a plan, in advance, regarding any new medical or caregiving needs you may have following discharge. The planning process will involve your nurse and could also include a discharge planner, case manager or social worker. Your doctor will work with these health professionals to make arrangements related to your medical needs, including home health care, durable medical equipment, rehabilitation, or placement in another care facility, if necessary. If you have concerns regarding your care or needs after leaving the hospital, please ask your doctor or nurse to speak with your primary care physician regarding your discharge plan. We want your transition to your home or other environment to be as smooth as possible.
Before you leave the hospital

- Your nurse will provide you with discharge instructions that will include a list of medications to be taken after discharge. Review this list with your nurse before you leave the hospital.
- Know which medications you should take and when, and be sure you understand the correct dosages. Ask your physician or nurse if you are unsure if you have any questions.
- We may send an electronic prescription to your pharmacy. We are now using electronic prescribing to improve the safety, security, and accuracy of your prescriptions. We recommend that the medications be picked up by your caregiver before or directly after leaving the hospital to maximize your potential for recovery.
- Do not resume medications you have at home without checking with your nurse or physician first.
- Know when you need to see your physician next and whether you should schedule a follow-up visit. Patients who follow up with a physician within a week of going home are less likely to have an unplanned return to the hospital. We recommend scheduling this follow-up appointment before leaving the hospital. If you’re unable to do so, be sure to ask a relative or friend for help.
- Clarify your recommended activity level with your physician and care team, and know which activities you should avoid.

Medicare beneficiaries

If you are a Medicare patient, be sure you are given “An Important Message from Medicare” by the hospital’s registration or discharge planning staff. This document details your rights and lets you know whom to contact to appeal your discharge.

Health navigation

Here at Huntington Hospital, we have a group of nurse navigators and a community navigator who are ready to support you during your hospital stay. Our focus is to ensure that you have a safe and successful transition to home through education, coaching, and advocating. Our navigators may visit you at the bedside and call you when you get home. The navigator will also work with your doctors, in-hospital case manager, and social workers to create a smooth transition to home. This program is a free service that focuses on keeping you well after your hospital stay.

For more information, call (626) 397-3736. Navigation hours are Monday – Friday, 7 a.m. to 4 p.m.
Helpful resources for after you’ve left the hospital.

Community health counseling and screenings
Our registered nurses provide free health services at various locations throughout our community every week:
• Personal health guidance and counseling.
• Hypertension (high blood pressure) screening.
• Diabetes (high blood sugar) risk assessment and screening.
• Medical and social services referrals.
• Health promotion literature and resources.
No appointment is necessary. Call (626) 397-3376 or visit www.huntingtonhospital.org for the schedule.

If you are looking for urgent care
For non-emergency medical conditions that need immediate care.

Exer More Than Urgent Care is an alternative to the emergency department for conditions that are serious or urgent but not life-threatening. Patients receive comprehensive medical services, no appointment is needed, and the clinic is staffed by the same ER doctors who work at Huntington Hospital. www.huntingtonhospital.org/exer

Huntington Senior Care Network
Huntington Senior Care Network (SCN) has helped older adults in the San Gabriel Valley and neighboring communities remain healthy, productive and independent since 1984. We educate on aging, link to in-home and community services, and increase the skills of caregivers, service providers and others.

Resource Center
If you’re caring for an older adult or an adult with a disability, need information on community resources for seniors, or have questions about aging, the professionals in our Huntington Senior Care Network Resource Center can help. We also provide referrals to care management providers throughout the United States, as needed. (626) 397-3110 or (800) 664-4664

Care coordination
Huntington Senior Care Network provides a variety of care coordination programs to help older adults and people with disabilities live as safely and independently as possible. Services are provided by SCN’s team of expertly trained and experienced social workers and nurses. Most services are free for eligible participants.

To learn more, call (626) 397-3110 or visit www.huntingtonhospital.org/SCN
Grateful Hearts: gratitude through giving.

Are you grateful to your Huntington Hospital caregiver? Make a gift in his/her honor today!

Caregivers at Huntington Hospital make a difference in the lives of patients in countless ways. When your heart is filled with gratitude, you can show it by making a gift to Huntington Hospital in honor of your caregiver. The Grateful Hearts program supports the work they do and lets you express your appreciation.

When you acknowledge a special physician, nurse, volunteer or other hospital care provider, he/she will be notified of your appreciation. The amount of your gift will remain confidential.

The caregivers on your floor should have materials to facilitate your gratitude through giving, but if they do not, or if you have any questions, please contact Lindsay Koerner, manager of annual fund and donor groups, at lindsay.koerner@huntingtonhospital.com or (626) 397-3568.

To make a gift of gratitude, you may send a check or donation form to our office of philanthropy and communications, visit giving.huntingtonhospital.com or call us at (626) 397-3241.

Please make sure you include as much information about your caregiver (full name, department, etc.) as possible so that we may honor him/her properly. If you send a check in the mail, please indicate Grateful Hearts and the caregiver you wish to honor in the memo line, and send it to:

Huntington Hospital
Office of Philanthropy and Communications
100 West California Boulevard
Pasadena, CA 91105
Proposition 65.

California’s Proposition 65 requires that businesses must notify individuals if there is a possibility of exposure from chemicals known to the state to cause cancer, birth defects or reproductive toxicity. Although the products used in this facility meet rigorous standards of multiple regulatory health agencies, state law still requires notification to customers if there is a small possibility that there may be trace or residual amounts of substances on products.

Some medical products used in this facility may contain Prop 65-listed chemicals. Examples include tubing products made with plasticizers that contain vinyl chloride, which is known to the State of California to cause cancer, and BPA, which is known to the State of California to cause birth defects or other reproductive harm. Visit www.P65warnings.ca.gov for more information.

Our non-discrimination statement.

Discrimination is against the law.

Huntington Hospital complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

We provide the following translation and interpretation services:

- Free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters.
  - Written information in other formats (large print, audio, accessible electronic and others).
- Free language services to people whose primary language is not English, such as:
  - Qualified interpreters.
  - Information written in other languages.

If you need these services, please contact the patient relations department at (626) 397-5211.

If you believe that Huntington Hospital has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the patient relations department is available to help you:

Huntington Hospital
Patient Relations
P.O. Box 7013
Pasadena, California 91109-7013
(626) 397-5211 (phone)
(626) 397-2119 (fax)
debora.jackson@huntingtonhospital.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue,
SW Room 509F, HHH Building
Washington, D.C. 20201
(800) 368-1019, (800) 537-7697 (TDD)

Complaint forms are available at www.hhs.gov/ocr/office/file
We speak your language.

We are committed to providing you with compassionate care regardless of the language you speak.

Spanish
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (626) 397-5211.

Chinese
注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 (626) 397-5211。

Vietnamese
CHÚ YÊU: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (626) 397-5211.

Tagalog
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulang sa wika nang walang bayad. Tumawag sa (626) 397-5211.

Korean
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (626) 397-5211 번으로 전화해 주십시오.

Armenian
ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող ենտրամադրվել լեզվական աջակցության ծառայություններ: Զանգահարեք (626) 397-5211

Persian (farsi)
توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می شود. تماس بگیرید.

Russian
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (626) 397-5211.

Japanese
注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます (626) 397-5211 まで、お電話にてご連絡ください。

Arabic
لمحطة: إذا كنت تتحدث اللغة، فإن خدمات المساعدة اللغوية تتوفر لك بالمنان. اتصل برقم (626) 397-5211.

Punjabi
ਧਾਵਾਂ ਹੋਵੇਂਦਰੀ: ਤੁਸੀ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਸੀ ਕੇਵਲ ਮੁਫਤ ਹੋਣ ਵਾਲੀ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੀ ਲਈ ਮਹਾਨਤਮ ਹੁੰਦੀ ਹੈ। (626) 397-5211 ਤੇ ਕਲਾਲ ਕੋਲ।

Mon-Khmer, Cambodian
ប្រយ័ត្ន៖ ប្រឈឃ្មុេសជាមួយអ្នកណាអ្នកណាកា, អ្នកប្រឈឃ្មុេសមួយសម្រាប់អ្នកមួយ កាត់ជាមួយអ្នកមួយមកប្រឈឃ្មុេស ចេញពី (626) 397-5211

Hmong
LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau (626) 397-5211.

Hindi
ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (626) 397-5211 पर कॉल करें।

Thai
เรื่อง: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี (626) 397-5211.
## TV channels.

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<td>XM Radio</td>
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In the neighborhood.

Local hotel, dining and shopping options

**Hotels.** We have arranged for a special rate with a number of local hotels. Please visit www.huntingtonhospital.org/hotels for additional details. Please mention our name when booking your stay.

**Dining.** In addition to our own Bistro Garden Café, a wide selection of dining options is available on or near the hospital’s campus, including a Subway restaurant on South Fair Oaks Avenue next to our Huntington Cancer Center. A shopping center with a large supermarket and a variety of restaurants is located immediately across the street from our campus on West California Boulevard between South Pasadena Avenue and South Fair Oaks Avenue.

**Shopping.** The Huntington Collection is an upscale resale store that provides shoppers with high-quality goods at attractive prices. Visit the Collection at 766 South Fair Oaks Avenue in Pasadena. Hours are weekdays from 10 a.m. to 4 p.m., except Thursdays, when hours are from noon to 6 p.m. Proceeds from the Collection benefit Huntington Senior Care Network.

Visit our gift shop.

The S. Robert and Denise Zeilstra Gift Shop, in our main lobby, has a wide variety of items for patients and visitors. Shop for flowers and plants, toiletries, magazines and books, baby clothes and toys, seasonal gifts, treats and much more.

- **Monday through Friday,** 9 a.m. – 8 p.m.
- **Saturday and Sunday,** noon – 4 p.m.
Our vision.
To be the leader in creating community well-being through world-class health care delivered with kindness and dignity.

Our mission.
To provide excellent health care and compassionate service to each person by bringing together outstanding physicians, caring nurses, professional staff and advanced technologies.

Our values.
Respect
Integrity
Stewardship
Excellence
Collaboration