



the choc experience

Guiding your child through the hospital

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welcome to choc children's

While your child is in the hospital we will work closely with you to create a nurturing experience and compassionate environment while providing excellent medical care.

Your presence in the hospital is very important to your child and to us. We will be here to answer your questions and help you play an active role in your child's care and experience at CHOC.





orientation to hospital unit

Upon arrival, your admitting nurse will orient you to the environment and all the equipment in your room. In addition, they will inform you regarding services specific to your unit and in the hospital.

PATIENT/FAMILY LOUNGE

Each floor has a parent lounge – a place for families to relax and meet with guests. Restrooms for parents and visitors are located in the lounge.

PLAYROOMS

Patients admitted to the 3rd, 4th and 5th floors may attend the playroom located on their unit. Visitors under the age of 12 must be accompanied by an adult when attending the playroom. Arrangements can be made with the Child Life Department for siblings of patients admitted to the NICU or PICU to attend the playroom on the 5th floor. If the patient is in isolation neither patient nor siblings are allowed in playroom. Playroom hours are posted.

CAFETERIA

CHOC has two full-service cafeterias located in our North Tower and Holmes Tower. CHOC North Café and CHOC Holmes Café hours of operation are posted on choc.org. Both serve hot entrées, deli sandwiches, salads, beverages and desserts for eating in or taking out.

You may access the cafeteria menu by calling extension 12123 inside the hospital only (Monday - Friday only). The cafeteria cash registers will accept Visa, Mastercard, American Express and Discover cards. Gift cards may also be purchased through the cafeteria cashier. Vending machines are available 24 hours a day near the North Tower cafeteria.

ROOM SERVICE

CHOC is pleased to offer room service to our patients. This service is an extension of our continuing commitment to provide you with excellence in patient care. To place your order, simply dial 13663 on your room phone to place your order anytime between 6:30 a.m. and 6:30 p.m. (please allow up to 45 minutes for delivery). If you are on a modified or restricted diet, our call center operators will assist you with your selections.

MEALS FOR PARENTS

Parent guest trays are available for a fee of \$5.00 per meal. Parents may choose from our room service menu. The service is available only on the medical and surgical floors and in oncology. Due to hospital regulations, parents of children in our PICU, CVICU and NICU are allowed to order a meal but it cannot be eaten in their child's room. Room service staff accepts Visa, Mastercard and Discover cards.

BEDSIDE PHONE CALLS

To make bedside telephone calls:

Local: Dial 9, 1, 714 and then the number.

Toll and Long Distance Calls: Dial 7 (dial tone) 0, then the number.

Calls from patient rooms for Toll and Long Distance must be charged on a credit card or billed to the home phone.

CELLULAR PHONES

The use of cellular phones is allowed in many areas of the hospital. However, cellular phones may interfere with some types of medical equipment. For this reason, cellular phones must be "OFF" in certain areas of the hospital. Signage will be posted in all restricted areas. Please limit your cell-phone usage to the unrestricted areas.

BLUE PHONES (TRANSLATING PHONE)

Each patient bedside is equipped with a blue phone that has two handsets. Hospital staff and physicians will use this phone to connect to a translator when a patient/family speaks a language other than English. The blue phone can also be used as regular phone. To use it as a regular phone, please use the left hand set.

INTERPRETERS

The Interpreter/Translator Department helps patients and families communicate with the nursing and medical staff. Spanish and over-the-phone interpreters are available seven days a week. Efforts are made to provide on-site interpreters for other languages when possible. Multi-lingual phone interpretation (blue phones) is available 24 hours a day. To request an interpreter, please contact your child's nurse.

room accommodations

CALLING YOUR NURSE

In most units, a call button is located at your bedside. When you press this button, the nursing station is alerted that you need assistance and a light flashes above your door.

A staff member may use an intercom to speak with you and someone will respond to your room as soon as possible.

DURING THE NIGHT

Please use the call light to alert a staff member if you need anything.

HOSPITAL BEDS

Hospital beds are electrically operated. A staff member will show you how to work your bed.

PARENT SHOWERS

Ask at the nurse's station.

SIDE-RAILS

For safety reasons, we ask that you make sure the side-rails on your child's crib or bed are raised at all times.

ROOM ASSIGNMENT

The room your child is assigned has been arranged in order to allow the best care. Single bed rooms are utilized for patients needing isolation.

ROOM ENVIRONMENT

CHOC Children's has always believed in creating a healing environment for children and their families. We wish to provide an environment that will reduce stress and promote healing. We ask for your participation and cooperation in maintaining a calm and nurturing environment. If you have any concerns about the environment for your child, or yourself, please talk with a CHOC staff member. We are happy to help you.





PREVENTING PATIENT FALLS

Be sure your child wears shoes or slip resistant socks or slippers. Do not let your child ride on the IV pole. Be careful around monitor cables and cords. During your child's stay, he/she may be given medications for pain, sedation or seizures that may cause your child to be dizzy. Always ask for help before getting up.

TELEVISION

Televisions are provided in each patient room. In addition to the major networks, select cable channels are provided free of charge.

Seacrest Studios at CHOC Children's (in-house radio station) is broadcast through the TV during weekly scheduled broadcasts.

Educational videos are also available for you to view.



during your stay

VISITING HOURS AND GUIDELINES

Parents and legal guardians are welcomed 24 hours a day. Other adults and children may visit between 8 a.m. and 8 p.m. Check with your nurse on the specialty areas such as PICU, NICU and CVICU for more specific guidelines. Visitors should not be ill or have been exposed to a contagious disease. Additional visitor restrictions may be in place during flu season.

PARKING/VALET PARKING

Valet parking and self parking are available for patients, families and visitors. Patients, families and visitors park in the CHOC Children's Hospital and Clinics parking structure. You can access the hospital through Admitting on the first floor and by the second floor parking structure bridge.

PARENT AND VISITOR IDENTIFICATION

All parents, guardians and visitors must check in and obtain a pass every day at the Admitting desk in the main lobby on the first or second floor. You may be given a long-term visitor pass. This pass allows the parent, legal guardian or surrogate to bypass the Admitting desk for as long as the visitor pass is valid. The name tag must be worn in plain sight on the person's right chest area. Parents/guardians will also receive a yellow armband to wear which must be worn and visible to identify them. If the band comes off or is lost, notify nursing staff to replace the band immediately.

PATIENT IDENTIFICATION

CHOC patients are required to wear identification bands for safety and security reasons. If the band comes off or is lost, notify nursing staff to replace the band immediately.

You must have a physician's order for your child to leave the floor. When you leave to go to the gift shop, Turtle Talk, radio station and cafeteria you must let your nurse know. The nurse will provide you an orange badge for your child to wear.

EMPLOYEE IDENTIFICATION

All of our employees and staff physicians wear a hospital badge so they can be easily identified. It's a good idea to become familiar with the hospital staff working in the unit where your child is staying. Do not leave your child with anyone who is not wearing a CHOC identification badge or without knowing where your child will be taken and how long the tests will take. Please notify the nurse immediately if you see any unfamiliar person(s) entering your child's room or asking about your child.

INFECTION PREVENTION/ISOLATION PRECAUTIONS

Hospital staff will follow special precautions while caring for your child in order to prevent the spread of infection. This is why you will sometimes see your child's health care team wearing gloves, gowns, mask or goggles. They will also wash their hands or use hand sanitizer prior to and after providing care. You can help prevent the spread of germs by washing your hands and having your child wash his/her hands before eating, going to the cafeteria and after using the bathroom. Hand sanitizer should be used before and after going to the playroom. Family and visitors may be required to wear gloves, gowns or masks. If this is necessary you will see a posted isolation sign and receive instruction from your child's nurse. In addition, you may receive information on preventing specific types of health care acquired infections such as bloodstream, urinary tract, pneumonia or surgical site infections.





SPIRITUAL CARE

Spiritual care services are available seven days a week, 8 a.m. until 4:30 p.m. for all patients and their families. After-hours care may be available upon request. A visit with the chaplain can be arranged by your nurse or another member of the health care team. The chaplain can arrange visitation with community clergy from your particular faith tradition. Family members may also wish to visit our Meditation and Prayer Center, located on the second floor of the Bill Holmes Tower, beside "the Family Resource Center.

RAPID RESPONSE TEAM

We have developed a medical emergency team, much like 911, here at the hospital called Rapid Response Team (RRT). They are a group of doctors and nurses trained to deal with medical emergencies. Nurses and other staff may call this team if they are concerned about your child's medical condition. We also want to partner with you, because you know your child the best. As a family member, you can call the RRT if you see a sudden change in your child's medical condition or if there is a medical emergency.

To activate the Rapid Response Team, talk to your child's nurse and/or medical team and tell them what you are worried about. If you are still uncomfortable about your child's condition, dial 15433 to activate Rapid Response. The phone number is posted in your room. The operator will ask you a few questions to get more information and the team will be there within 5 minutes. Please tell the team about your child's medical emergency.

VISITOR PHOTOGRAPHY

There may be times during your stay when you would like to take a photograph or record a video. We understand and want to work with you. In return,

we ask that you please respect our policies, guided by state and federal laws, to protect the health, safety, and privacy of everyone on our campus. Please note the following:

Please do not take photos or video recordings of anyone without their permission. This includes individuals who are the direct subjects of your photo or video, as well as those in the background.

Taking photos or video recordings is not allowed in areas where treatment is actively occurring.

If a member of our staff believes patient care is being compromised or that an individual's safety or privacy has been violated, you or your family members may be asked to stop recording, delete photos or videos from your device, and/or leave the room or area.

Thank you for your cooperation, helping us maintain a safe and positive environment.

hospital services

CUSTOMER SERVICE REPRESENTATIVES

Our customer service representatives are here to help you cope with the complex hospital environment by explaining policies, connecting you with appropriate staff, answering questions or assisting with problem solving. Customer service representatives can act as a personal link to the hospital and ensure that your rights as a patient/family are respected. To contact a customer service representative, please call the Customer Service CARE Line at (714) 509-3200.

SECURITY/LOST & FOUND

The hospital security staff can assist you in many ways, ranging from helping with car trouble to escorting you to your car after dark. Members of the security staff patrol the hospital and parking structures 24 hours a day. Please lock your vehicle and place any valuables in a locked compartment so they will be hidden from view. Valuable items should be left at home to prevent loss. Valuables that you must bring, such as a purse or wallet, should never be left unattended in a patient room or parent lounge. The hospital cannot be responsible for lost

or damaged personal items. Security can help you locate missing items in our "Lost and Found." If you should lose an item during your child's hospitalization, notify the Security department. To reach Security, call (714) 509-3900 from inside the hospital.

SCHOOL PROGRAM

If your child will be missing more than a week of school, CHOC has a teacher on staff. The teacher will coordinate lesson plans with your child's school. Please call (714) 509-8567 to arrange.

hospital staff

While your child is in the hospital, members of the health care team will come to evaluate the status of the child many times throughout the day and night. This includes the nurse, the respiratory therapist, the physicians and any other members of the team needed to provide the best possible care. If you have a question regarding anyone's role in your child's care, please feel free to ask.

TEACHING HOSPITAL

CHOC Children's is a training hospital for health care providers who are receiving additional education. That means that in addition to CHOC physicians and nurses, your child's care team might include medical students, residents or fellows, who have learned the very latest medical practices in the classroom and are bringing these advancements to the bedside.

Students, residents and fellows may participate in a child's care but are not the primary caregivers. They are closely supervised by physicians with more experience, so you will always receive the expert care you expect from CHOC. These supervising physicians are not only excellent doctors, but also talented teachers. Although the number of people involved in your child's care may seem like a lot, rest assured that the team is working closely together to make the best decisions about the care of your child.

Everyone who treats your child will be wearing a badge. Here are the types of badges you might see:

- A badge with a purple Choco bear indicates a CHOC Children's physician. CHOC physicians are fully educated, trained and licensed to practice medicine.
- A badge with a green Choco bear indicates a resident or fellow. These doctors have completed medical school and are receiving additional training in a specialized area.
- A badge with an orange Choco bear indicates a medical student. These providers are in their third or fourth year of medical school.
- A badge with a red Choco bear indicates a nursing student. These nurses are nearing the end of their medical education.

MEDICAL STAFF

Your child's physicians will work with other members of the health care team to take care of your child. They evaluate your child's condition daily and determine what tests, medicines and treatments your child needs.

NURSING

You will have one nurse assigned to your child during each nursing shift around the clock. The nurse makes sure all planned and ordered care and treatments are performed for your child. They will also be taking care of other patients on the unit.

RESPIRATORY SERVICES

Respiratory therapists have had special training in treating lung problems and will be working with the other members of the health care team to provide care for your child.



REHABILITATION SERVICES

Rehabilitation Services provide occupational, physical and speech therapists to assist your child in meeting developmental milestones, managing functional limitations of any kind and/or restoring function where it once existed. Occupational therapists will work with your child on self-care skills like dressing, grooming, hygiene, toilet, feeding, swallowing, sensory integration and occupational roles. Speech therapists work on functional communication, language development, cognition and play development, along with feeding and swallowing. Rehabilitation Services provide therapy services to both inpatients and outpatients.

PAIN MANAGEMENT

CHOC is a true advocate in managing your child's pain. Your nurse will use a pain scale to help understand how much pain your child feels. The nurse can help your child with the pain they are feeling in several ways. In addition to medication, they can use relaxation methods and coping strategies to help ease your child's pain. Services are available at CHOC to help you learn and assist with these methods. Please ask your child's doctor or nurse what to expect regarding pain and pain management. We want you to feel comfortable discussing pain relief options.

CLINICAL DIETITIANS

CHOC's registered dietitians are specialists in the nutritional care of babies and children of all ages. The dietitians work with doctors, nurses, therapists and many other individuals to support your child. Upon admission to the hospital, all of our patients are screened by the nutrition department to determine how our dietitians might be able to assist in the hospital care plan. They might assist by teaching you about a special diet, providing formula instructions or advising on specialized nutrition support.

LACTATION CONSULTANTS

CHOC has certified lactation consultants on staff available for consultation to assist new and experienced moms who may have concerns or need support in breastfeeding a premature or sick baby. To support the nutritional needs of nursing babies, electric breast pumps and a quiet place to pump milk are available for all breastfeeding moms.

CASE MANAGERS

A case manager is assigned to every patient. The case manager is responsible for discharge planning, care coordination and communicating with insurance companies about insurance-related issues.

CHILD LIFE SPECIALISTS

Child Life specialists assist patients and families in adjusting to the hospital environment. They offer developmental stimulation for your child, activities while preparing for procedures, therapeutic play/activities, special entertainment and family support and education.

SOCIAL WORKERS

Social workers are professionally trained to provide counseling and support to patients and their families. They help families access community resources to meet their specific needs, such as financial and emotional support. There are support groups available for those families who may need assistance. Please contact the department at (714) 509-8521 to learn more about the current support groups available.

VOLUNTEERS

More than 1,000 energetic and dedicated volunteer workers provide vital assistance at the information desk, in the gift shop, as part of the pet therapy program and in patient care areas. If you are interested in volunteering, call (714) 509-8673.

COMMUNITY EDUCATION

At CHOC, we are committed to taking a leadership role in ensuring the health and well-being of children and their families. Community Education offers award-winning programs that promote health and well-being to children as they grow from birth through childhood and adolescence to adulthood. For information call (714) 509-8887.



discharge

discharge planning starts at admission

YOU ARE A PART OF THE TEAM

As a parent and caregiver, you are an important member of the planning team. During your stay, your doctor and the staff will work with you to help you plan for your child's discharge from CHOC starting at the very beginning of your stay.

Below is a checklist of important things you should know to prepare for going home. Start using this packet right away to help you be prepared for your child's discharge.

Don't be afraid to ask questions and to reach out to anyone on the team for clarifications or concerns.

ORIENTATION TO THE ROOM AND HOSPITAL ROUTINE

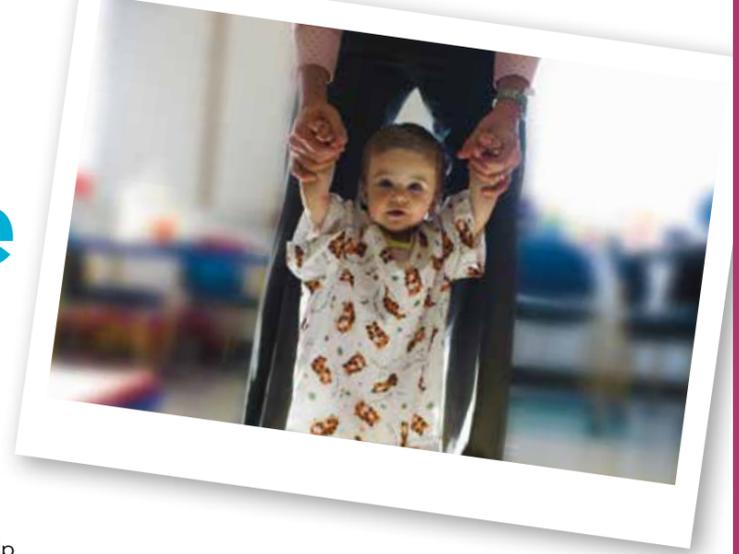
What is Physician/Team Rounding and when does it take place: _____

Name of your child's primary care team physician: _____

START PREPARING FOR DISCHARGE

(Check off below)

- Anticipated date: ____/____/____
- Do you have arranged transportation to go home when you are ready to be discharged?
- Ask the doctors and staff about an "anticipated" discharge date. (Anticipated date is a date that is planned for you to go home, but not a set date. You could potentially go home earlier or later, depending on your child's health.) So, ask your doctors and staff to help you better prepare for the day that you do go home.
- If required, do you have your child's car seat, booster seat or other special travel equipment necessary for your child?



- Ask about your child's health condition and what can you do to help, what problems to watch for and what to do about them.
- Ask what equipment you might need to go home. Who will arrange this? Use the checklist below to keep track of the equipment you need to bring for discharge.

The name of my case manager is: _____

Check off below:

- Car seat to go home
- Crutches
- Wheelchair
- Nebulizer
- Oxygen tank
- Feeding pump(s)
- Dressing change supplies
- Medication pump/home IV therapy
- Other

Is your child is ready to do the activities below when going home?

- Bathing
- Dressing
- Using the bathroom
- Climbing the stairs
- Returning to school
- Physical Education Classes
- Ask for a note for school, P.E. or work if necessary

During your stay, ask the staff to show you any tasks that require special skills. Then, show them you can do these tasks.

- Changing a bandage
- Giving a shot
- Drawing up insulin
- Giving medications
- Changing a tube
- Cleaning the skin around a tube



Write down your child's prescription drugs, over-the-counter drugs, vitamins and herbal supplements. Review this list with staff.

My child is taking: _____

Should my child still take these after discharge?

- Yes No

Feel free to ask to speak with a pharmacist if you have any questions or concerns regarding the medications your child is receiving in the hospital.

Questions to ask pharmacist:

- If your child's medication looks different (color, shape, size) to you, make sure to question why. Sometimes there are multiple brands for the same medication that look different, but it is always good to double check.
- If your child's dose looks different (i.e. the volume looks larger or smaller) check with your pharmacist to see if the dose was changed.
- When you are picking up your child's prescription read back the directions to the pharmacist. For example: I will give my child 10 mL of amoxicillin three times a day.
- Ask your pharmacist for an appropriate device to measure the dose safely for your child. Demonstrate how you will use the device to your pharmacist. For example: If you will be using an oral syringe, pull the plunger back to reflect your child's dose. If you are unclear on the process at all, ask the pharmacist to mark the syringe to help you remember.
- Ask your pharmacist what the most common side effects of the medication are.

- Ask your nurse/pharmacist if your child is taking any medications that should be separated rather than given together.
- If you forget to give a dose, ask your pharmacist if you should give it when you remember or wait until the next dose is due.

Make sure to give the name, address and phone number of your pharmacy to your doctor and nurse to fill any necessary medications on discharge. List the meds or the pharmacy below:

Before you go home, please go over the discharge summary with your nurse to review any medications that you will be giving to your child at home.

Ask for the time of the last dose of any medication given to your child and always speak up if you have any questions.

On discharge, you will receive written discharge instructions that you can read and understand. Make sure to ask about any follow-up appointments that you will need to bring your child in the next several weeks.

If you have any questions about the items on this checklist or on the discharge instructions, please write them down and discuss with your health care team.

Notes:

CHOC LINK

CHOC Link is your online connection to your child's medical information. This secure website lets you send a message to your child's physicians, view lab results, request and cancel appointments, renew prescriptions and more. CHOC Link is available for parents and legal guardians of patients who are under age 12 and for patients who are 18 and older. To sign up, talk to your child's care team.

my health info

ALL ABOUT ME

My name is: _____

I was born on: _____

My current weight is:

Date _____ Kg _____ Lbs _____

My current height is:

Date _____ Kg _____ Lbs _____

I am allergic to:

Allergy _____

Reaction _____

Allergy _____

Reaction _____

Allergy _____

Reaction _____

My immunizations:

Important things to know about my medical history:

Infections I've had before:

Surgeries/Procedures I've gone through before:

Date _____ Surgery _____

Date _____ Surgery _____

Date _____ Surgery _____

Date _____ Surgery _____

These are the medicines I take:

Medicine _____

How much I take _____

How I take the medicine _____

How often I take it _____

Medicine _____

How much I take _____

How I take the medicine _____

How often I take it _____

Medicine _____

How much I take _____

How I take the medicine _____

How often I take it _____

Medicine _____

How much I take _____

How I take the medicine _____

How often I take it _____

Medicine _____

How much I take _____

How I take the medicine _____

How often I take it _____

Medicine _____

How much I take _____

How I take the medicine _____

How often I take it _____

Medicine _____

How much I take _____

How I take the medicine _____

How often I take it _____

This is what my home schedule is like:

12:00 a.m. _____

1:00 a.m. _____

2:00 a.m. _____

3:00 a.m. _____

4:00 a.m. _____

5:00 a.m. _____

6:00 a.m. _____

7:00 a.m. _____

8:00 a.m. _____

9:00 a.m. _____

10:00 a.m. _____

11:00 a.m. _____

12:00 p.m. _____

1:00 p.m. _____

2:00 p.m. _____

3:00 p.m. _____

4:00 p.m. _____

5:00 p.m. _____

6:00 p.m. _____

7:00 p.m. _____

8:00 p.m. _____

9:00 p.m. _____

10:00 p.m. _____

11:00 p.m. _____

This is what I eat:

This is what I use at home (Medical Equipment):

These are the people who work with me and my parents (Vendors):



These are my friends who help me stay healthy (Specialists):

Provider Name _____
Type of Specialist _____
Contact Number _____

Provider Name _____
Type of Specialist _____
Contact Number _____

Provider Name _____
Type of Specialist _____
Contact Number _____

Provider Name _____
Type of Specialist _____
Contact Number _____

These are some things I like and dislike:

Likes _____

Dislikes _____

This is my care team:

Day Shift _____

Night Shift _____



MY GOALS TODAY

DATE _____	GOALS _____	MET? _____
	_____	MET? _____
	_____	MET? _____
DATE _____	GOALS _____	MET? _____
	_____	MET? _____
	_____	MET? _____
DATE _____	GOALS _____	MET? _____
	_____	MET? _____
	_____	MET? _____
DATE _____	GOALS _____	MET? _____
	_____	MET? _____
	_____	MET? _____
DATE _____	GOALS _____	MET? _____
	_____	MET? _____
	_____	MET? _____
DATE _____	GOALS _____	MET? _____
	_____	MET? _____
	_____	MET? _____
DATE _____	GOALS _____	MET? _____
	_____	MET? _____
	_____	MET? _____

hospital resources

family amenities

(Second Floor of Holmes Tower)

COFFEE KIOSK

CHOC is proud to present our very own Starbucks. CHOC's Coffee Kiosk hours are posted on choc.org. It offers both hot and cold coffee drinks, teas, bottled beverages, delicious pastries, sandwiches and salads to go.

FAMILY RESOURCE CENTER

Our Family Resource Center features a library full of books and references for families to learn more about their child's pediatric illness as well as general health and wellness. The children's section has books for all ages. The Family Resource Center also includes a business center with computers, wi-fi, fax machine, printer and copier.

LAPTOP COMPUTERS

If you are in need of internet access or laptops through our CHOC laptop loaner program or have any computer issues, you can contact the Geek Squad directly at (714) 509-4824. You may also visit our Family Resource Center in the Holmes Tower on the second floor for computer access.

SEACREST STUDIOS

In partnership with the Ryan Seacrest Foundation, CHOC is pleased to offer an interactive broadcast multimedia center where patients can engage in activities related to radio, TV and new media. The programming is broadcast to patient rooms for those who cannot come downstairs. Please turn your TV channel to 36 to participate.

TEEN ROOM

The teen room is equipped with flat panel TVs, DVD players, game systems, PCs and much more.

LOLLIPOP MOVIE THEATER

Come watch films and sports, play video games and relax in our very own movie theater.



OUTDOOR PATIOS

Near the Holmes Café, there is a relaxing outdoor roof garden with patio tables.

Outside the pre-teen/teen rooms, there is a patient play area with benches and a bear sculpture – in honor of our beloved mascot Choco.

TURTLE TALK

Disneyland Resort has provided CHOC with a magical interactive experience called Turtle Talk. Patients can interact with Crush the turtle from the Disney movie Finding Nemo. Shows are at 1:30 pm and 5:30 pm Sunday-Friday.

PRAYER/MEDITATION ROOM

Whether your need is for a moment of comfort or a quiet space to pray, the Meditation and Prayer Center is intended as a sacred place for all of our patients and their families. Open 24 hours per day, this space is located on the second floor of the Bill Holmes Tower, beside the Family Resource Center.

GIFT SHOP

The gift shop, located on the second floor in the Holmes Tower, offers a variety of merchandise, including stuffed animals, toys, activities, gifts, snacks, toiletries and magazines. Phone orders are welcome by calling (714) 509-8668 and we will gladly deliver to your child's room. The gift shop accepts cash, debit and credit cards. Proceeds from the gift shop are used to support the hospital.

finances and records

ABOUT YOUR BILL

We know that medical bills can be confusing. In an effort to simplify matters, we will assist you in verifying your insurance and identifying prior authorization requirements, deductibles and co-payments. The financial counselors in the admitting department are available to answer any questions you may have concerning your child's account, including setting up payment arrangements. If your child is not covered under a commercial insurance plan and you need financial assistance, our counselors may also be able to provide you with information about many government plans your child may qualify for to receive benefits. In the event your child does not qualify for any of these programs, the financial counselor will review CHOC's financial assistance program with you.

After you leave the hospital, we will bill your insurance company directly and you will receive an itemized copy of your charges. Once we have settled your account with your insurance company, a payment may be requested by the hospital for any amounts not covered by your insurance or government-sponsored program. In addition to cash or check, we accept Visa, Mastercard or American Express.

CHOC has a dedicated team available M-F, 8:00 a.m. to 4:30 p.m. to assist you with any of your CHOC billing or payment arrangement inquiries. Please call (714) 509-8600.

Please note: In addition to your hospital bill, you may also receive separate bills from your doctor, radiologist, anesthesiologist, pathologist and other specialists who cared for your child. For inquiries regarding these charges or to verify if a physician is contracted with your health plan, please call the physician directly.

REQUESTING A COPY OF YOUR CHILD'S MEDICAL RECORDS

Requests for copies of your child's medical record must be in writing, dated and signed by the child's legal guardian. If you wish to obtain copies of the record, the hospital will provide you with an authorization form to use. Please go to medical records located in the CHOC Clinic building. Telephone requests cannot be honored. There is a minimal charge for copies.



additional resources

ATMS/BANKING

A Wells Fargo bank automatic teller machine is available on the first floor in the North Tower.

AREA RESOURCE GUIDE

This guide provides information about the hotels, restaurants (organized by type of food), grocery stores, drugstores, shopping centers, banks, transportation (taxis and buses), public notaries and churches/places of worship in the surrounding area. Please keep in mind that the listing does not provide an endorsement or recommendation from CHOC Children's and is for informational purposes only. Each unit in the hospital has this guide on their floor. Please ask your nurse for a copy of this guide or you may access it on choc.org.

PATIENT CARE PAGES ON THE WEB

During your child's stay, you may stay in touch with personalized web pages through choc.org. Family and friends can learn about a patient's progress, share messages of support and offer assistance in a non-intrusive manner. It's free, private and easy to use. Simply visit choc.org/carepages to learn how to build your personalized patient care page.

TDD FOR HEARING IMPAIRED

A TDD device is available upon request. Please ask your nurse.

RONALD MCDONALD HOUSE

For families in need of lodging close to the hospital during your child's stay, the cozy, 20-bedroom Orange County Ronald McDonald House is located a few blocks from the hospital. For information, speak with someone on your care team.

Ronald McDonald House Address:
383 South Batavia Street, Orange, CA 92868-3904
(714) 639-3600

CUSTOMER SERVICE BOXES

Customer Service Boxes are located throughout the hospital and waiting areas. Please submit a form if you would like to recognize an associate for exhibiting exemplary customer service behaviors by demonstrating the CHOC values: EXCELLENCE, COMPASSION, INNOVATION, COLLABORATION, SERVICE and ACCOUNTABILITY.

PHARMACY

CHOC has an outpatient pharmacy located in the basement of the CHOC Clinic building. The outpatient pharmacy is open Monday through Friday, 9 a.m. to 7 p.m. and Saturday 9:30 a.m. to 4 p.m. The pharmacy is closed on Sunday and most major holidays. If there are any questions regarding your child's outpatient prescription needs and/or insurance plans accepted, please call extension 18856 from inside the hospital or (714) 509-8856.

MED-TO-BED PROGRAM

CHOC's Med-to-Bed program makes it convenient for you to get your child's medications filled and delivered to you prior to discharge. During your stay, you will be provided with an option to have this service brought to your child's bedside. This can save you a trip to our outpatient pharmacy or an outside pharmacy and through a pharmacist consultation, provides you with education on your discharge prescription.

patient and family satisfaction

PATIENT AND FAMILY CENTERED CARE

Patient and Family Centered Care is a partnership of health care staff and families, working together to best meet the needs of the child. We want you to be an active part of your child's care team. As partners in providing the best care for your child, we (the health care team) can share our knowledge about medical treatments, while you (the parents) can share your knowledge about your child and family and what is important to you. We encourage you to ask questions regarding medications, tests and procedures. Patient and Family Centered Care also means open communication and information sharing in a language and style you can understand. We want you to ask us questions and

work with us to develop a communication style that works for you and your family. We are committed to making sure you know how your child is doing and you are involved in the plan of care.

PATIENT/FAMILY CONCERNS AND GRIEVANCES

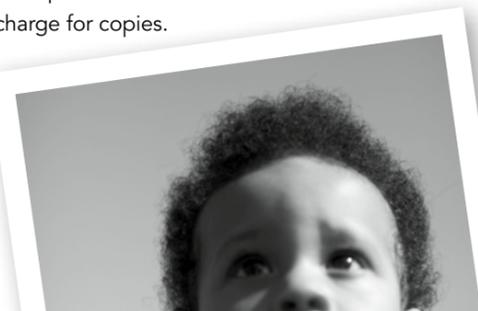
To file a concern/grievance with the hospital, you may do so by calling the CHOC Customer Service CARE Line at 714-509-3200 or mailing correspondence to CHOC Children's Hospital, Customer Service Department, 1201 W. La Veta, Orange, CA 92868. You may file a complaint/grievance directly with the State of California Department of Public Health, Orange County District Office, 681 S. Parker St. Suite 200, Orange, CA 92868, phone (714) 567-2906, fax (714) 567-2815 or toll-free (800) 228-5234.

PATIENT EXPERIENCE SURVEY

As part of our commitment to provide the ideal patient experience, we regularly ask our patients and families for feedback on the care and service they have received. Shortly after discharge, you may receive a questionnaire about your patient experience. Your participation in this survey will be very helpful to us and future patients. Please take a few moments to complete and return the survey.

PATIENT PRIVACY (HIPAA)

CHOC is committed to respecting patient privacy and protecting patient health information. If you have any questions, please contact a member of your care team or privacy officer at (714) 509-7500. Please refer to Notice of Privacy Practices you received in admitting.



safety

CHOC has taken a number of steps to make sure that your child is in a safe, secure environment at CHOC. The hospital constantly monitors and tests a wide range of security and safety measures. You may hear overhead announcements for drills and other messages. Please notify your nurse if you have questions.

DISASTER PLAN

CHOC maintains a coordinated emergency response plan to respond both to internal and external emergencies.

EARTHQUAKES

In case of an earthquake, keep calm. Patients should stay in bed. A staff member will arrive as soon as possible to offer assistance. Keep the over-bed table and any shelving clear of heavy objects that may fall. TVs have been seismically anchored to prevent them from falling. All windows have been treated with an earthquake-resistant film to prevent glass from shattering and causing injury.

ELECTRICAL EQUIPMENT

Plant Operations or Biomedical Engineering must inspect and approve the use of personal electrical equipment in patient care areas.

FIRE—CODE RED

For your protection and to comply with fire prevention standards and local regulatory agencies, CHOC performs frequent fire drills. If a Code Red is announced during your child's hospitalization, please remain calm and stay in your room. A staff member will arrive shortly with additional information or assistance. If necessary, a staff member will move your child to a safe location. Do not use elevators during fire drills or when the fire alarm is sounding.

CHILD PASSENGER SAFETY

Car crashes are a leading cause of death in the U.S. for children 1-14 years of age. They are also a major cause of permanent brain damage, epilepsy and spinal cord injuries. Many of these deaths and injuries can be prevented with the proper use of car seats. California state law says that children must ride in the back seat in a child restraint until they are 8 years or 4' 9" in height. The law also requires that children over 8 years or 4' 9" in height must ride in a properly fitted seat belt.

If you require education or assistance in properly using your child's car seat prior to discharge, please have your child's nurse contact our certified child passenger safety technicians for an appointment.

CPR

Based upon your child's diagnosis, you may need to participate in CPR education prior to discharge. Classes are offered in English and Spanish throughout the week. If you need to participate, your child's nurse will sign you up for a class with our American Heart Association certified Basic Life Support Instructors.

SMOKING

Smoking is not allowed in the hospital or other CHOC offices, buildings and vehicles. Smoking is not permitted in the direct path to building entrances or van doorways. Contact a staff member for information on designated smoking areas.

HELP US KEEP YOUR CHILD SAFE

Follow these eight tips for ensuring a safe experience every time:

- 1. Be an advocate for your child.** Don't be shy. Ask questions about your child's care, raise safety concerns you have, or ask the caregiver to double check their chart before they act. Write down your questions to make sure the caregiver addresses them.
- 2. We're children's experts, but you know your child best.** Share unique things about your child that may be important to your child's overall care.
- 3. Wash.** Wash your hands and your child's hands. Hand washing prevents spread of infection.
- 4. Ensure they wash too.** It is okay to remind doctors and nurses about washing their hands before working with your child—even if they are wearing gloves.
- 5. Keep skin clean and dry.** Especially if your child has an intravenous catheter (IV) or a wound, keep the skin around the dressing clean and dry and let your caregiver know if it gets wet or loose.
- 6. Watch for red or irritated skin.** If you notice any new redness or irritation on your child's skin, notify your child's caregiver. Ask what steps can be taken to prevent harm to the skin.
- 7. Know the meds.** Ask for the names of the medications your child is receiving and why they are being given. Caregivers will check your child's ID band before giving a medication to make certain the correct medication is being given. If you don't see this, ask staff to double check that the medication is for your child.
- 8. Be prepared when going home.** Make sure you are comfortable with knowing:
 - Medications and treatments
 - Signs to watch for that require a call to your doctor
 - What doctor to call
 - When you should make a follow-up doctor appointment

If you have concerns about your child's treatment, please Speak Up! Ask your caregiver to Stop and Listen. If you are still uncomfortable about your child's condition, dial 15433 to activate the Rapid Response Team



patient rights and responsibilities

We believe everyone deserves special treatment and high quality health care. You and your family have rights and responsibilities under California law.

We want you to understand and use these rights and responsibilities. If for any reason you do not understand or you need help, we will provide assistance, including an interpreter.

YOU HAVE THE RIGHT TO:

1. Considerate and respectful care, and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
2. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
3. Know the name of the licensed health care practitioner acting within the scope of his or her professional licensure who has primary responsibility for coordinating your care, and the names and professional relationships of physicians and nonphysicians who will see you.
4. Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
5. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or nontreatment 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 members of the medical staff, to the extent permitted by law.
7. Be advised if the hospital/licensed health care practitioner acting within the scope of his or her professional licensure proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
8. Reasonable responses to any reasonable requests made for service.
9. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic pain with methods that include the use of opiates.
10. Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
11. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
12. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.
13. Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
14. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
15. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
16. Be informed by the physician, or a delegate of the physician, of continuing health care requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.
17. Know which hospital rules and policies apply to your conduct while a patient.
18. Designate a support person as well as visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood, marriage, or registered domestic partner status, 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.

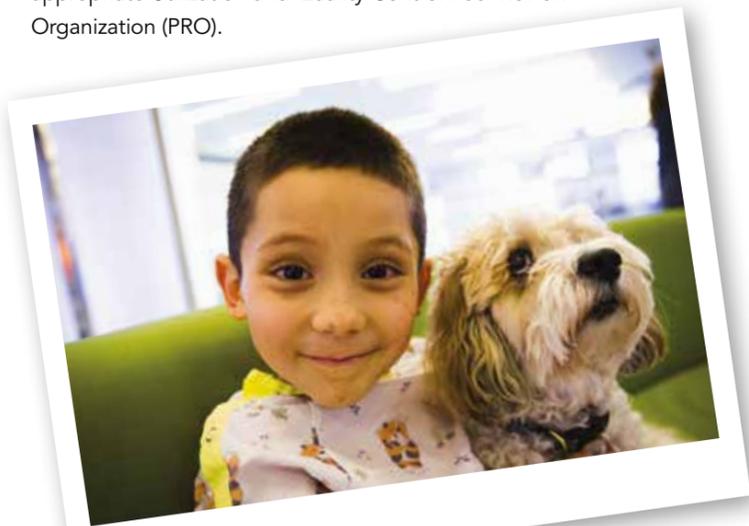
However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. The health facility must inform you (or your support person, where appropriate) of your visitation rights, including any clinical restrictions or limitations.



The health facility is not permitted to restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

19. Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will comply with federal law and be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household and any support person pursuant to federal law.
20. Examine and receive an explanation of the hospital's bill regardless of the source of payment.
21. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, gender identity/expression, disability, medical condition, marital status, age, registered domestic partner status, genetic information, citizenship, primary language, immigration status (except as required by federal law) or the source of payment for care.
22. File a grievance. If you want to file a grievance with this hospital, you may do so by writing or by calling the CHOC Customer Service CARE Line at 714-509-3200 or mail correspondence to CHOC Children's Hospital, Customer Service Department, 1201 W. LaVeta, Orange, CA 92868.

The 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).



23. 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 and address is: (local address and phone number of CDPH), 681 S. Parker St., Suite 200, Orange, CA 92868, Phone: (714) 567-2906, Fax: (714) 567-2815

YOU AND YOUR CHILD HAVE THE RESPONSIBILITY TO:

1. Participate actively in decisions about care and treatment. Treat others with respect and dignity. Respect other's privacy.
2. Be considerate of other patients, families and staff and follow hospital rules about patient, family and visitor conduct.
3. Follow the hospital's rules and restrictions about the number of visitors allowed, when they can visit, and for how long.
4. Respect hospital property and the property of others.
5. Let us know if you have any questions or concerns about your child's treatment or care.
6. Know your child's health care requirements following discharge from the hospital, including follow-up care.



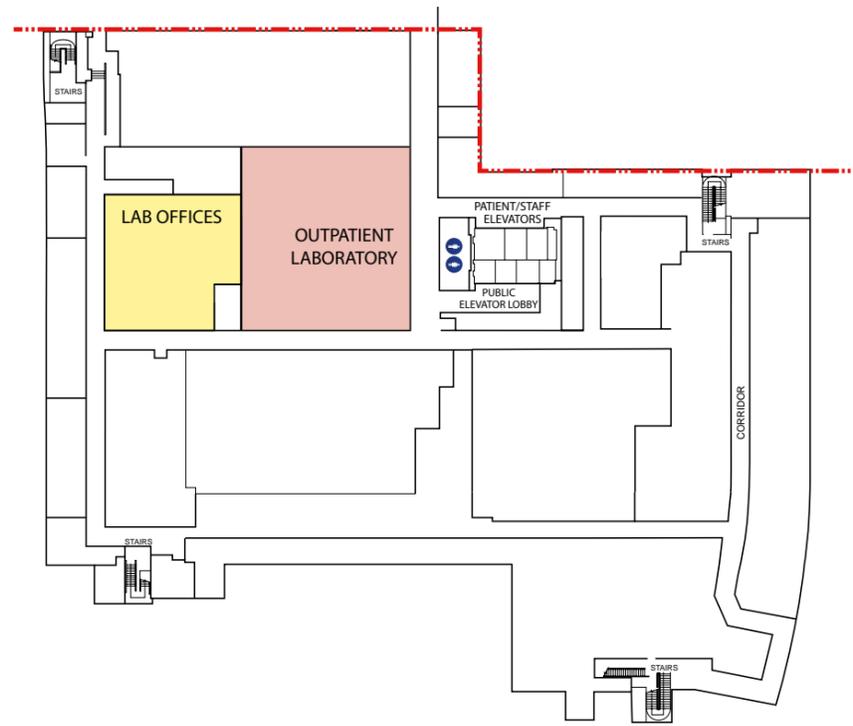
7. Be part of your child's health care team. This means:
 - Providing accurate and complete information about your child's health;
 - Answering all questions honestly and accurately;
 - Asking questions so that you understand what is happening and why;
 - Following the treatment your child's doctors and nurses have planned;
 - Telling us about any changes; and
 - Knowing the doctor who is in charge of your child's care.
8. Provide accurate and complete information about your family's health insurance and payments. Pay bills in a timely manner.
9. Know your responsibilities regarding your child's ongoing health needs.

These Patient Rights combine Title 22 and other California laws, The Joint Commission and Medicare Conditions of Participation requirements. (3/17)



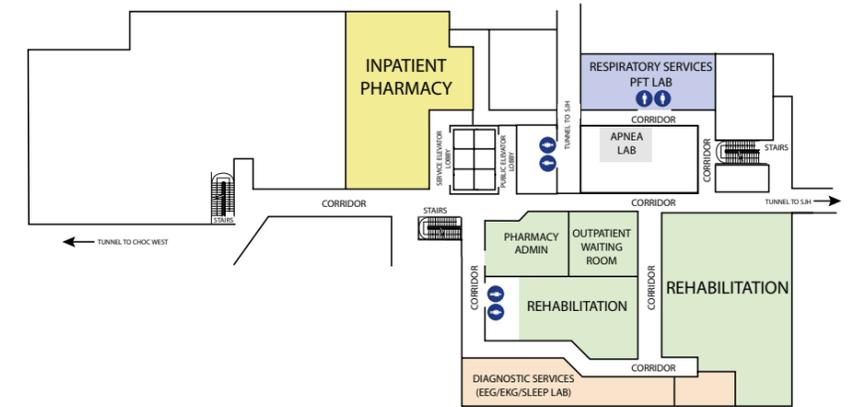
holmes tower

LOWER LEVEL



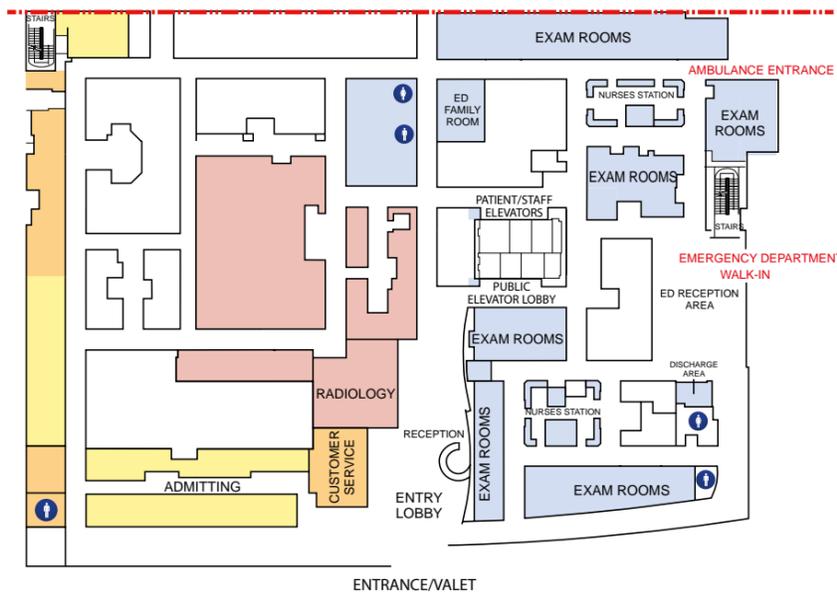
north tower

LOWER LEVEL



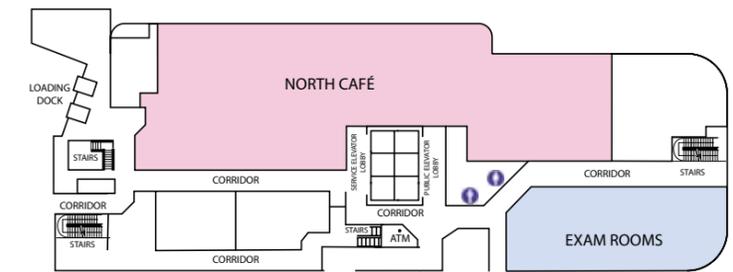
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LEVEL 1



north tower

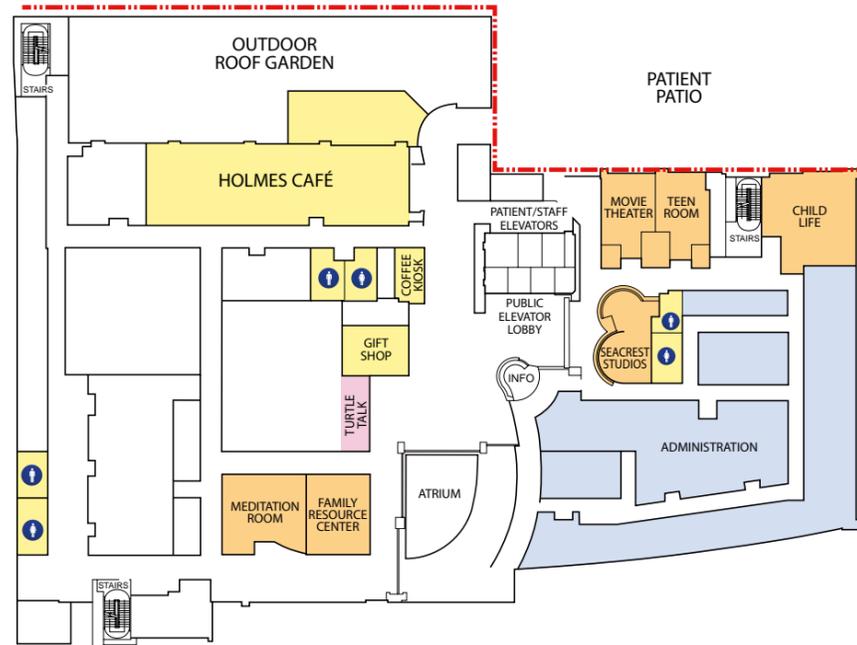
LEVEL 1



North and Holmes Tower Division

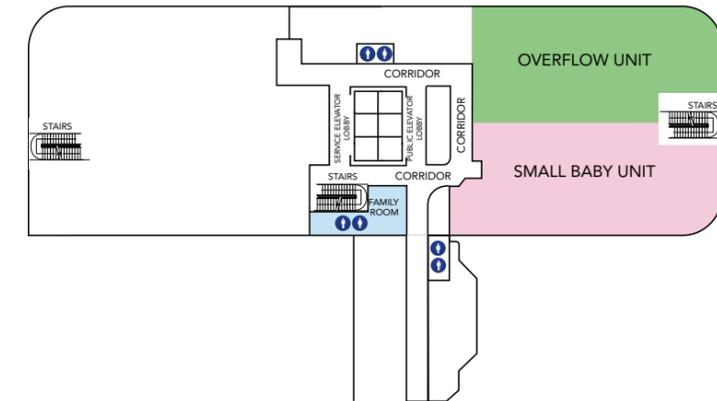
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LEVEL 2



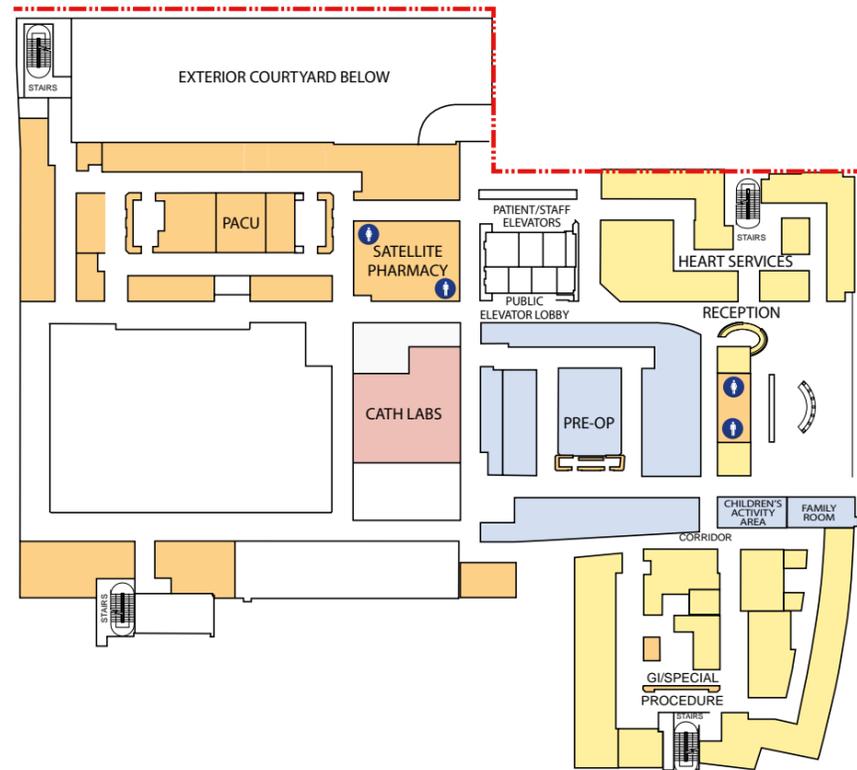
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LEVEL 2



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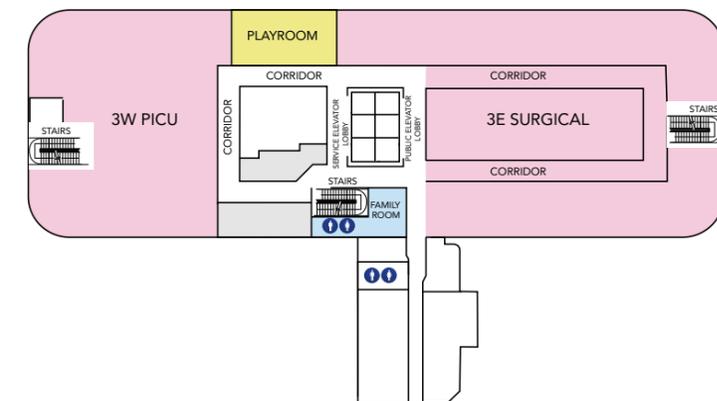
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North and Holmes Tower Division

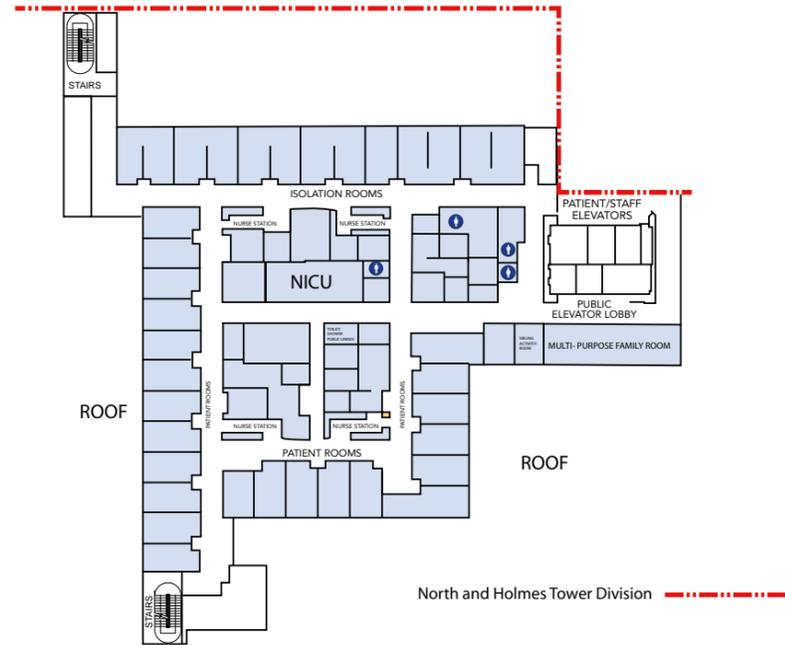
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LEVEL 3



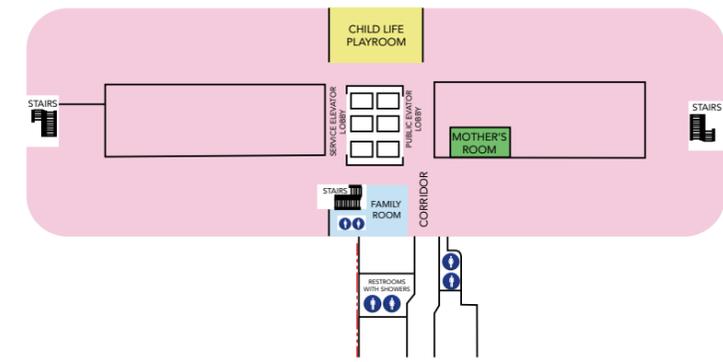
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LEVEL 4



north tower

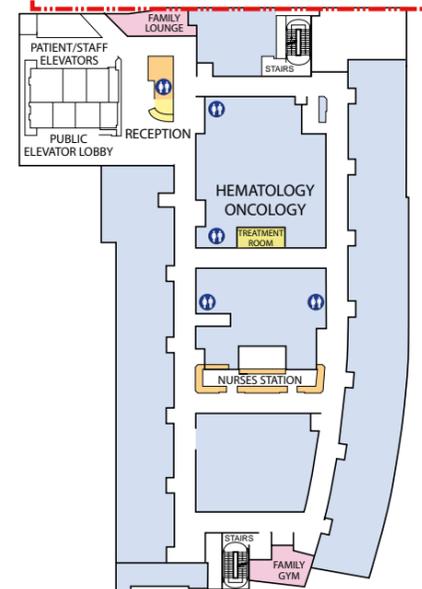
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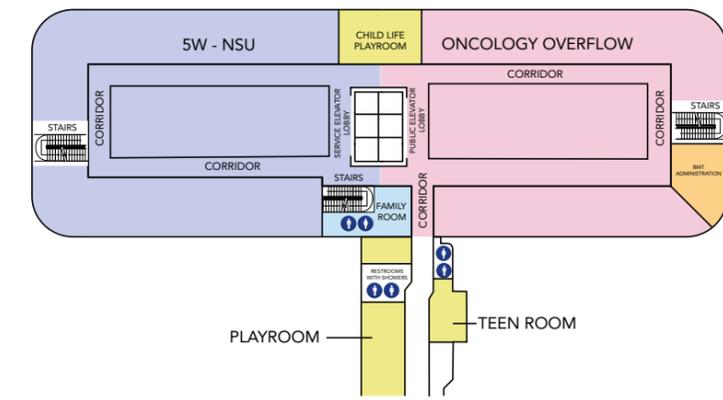
LEVEL 5

North and Holmes Tower Division



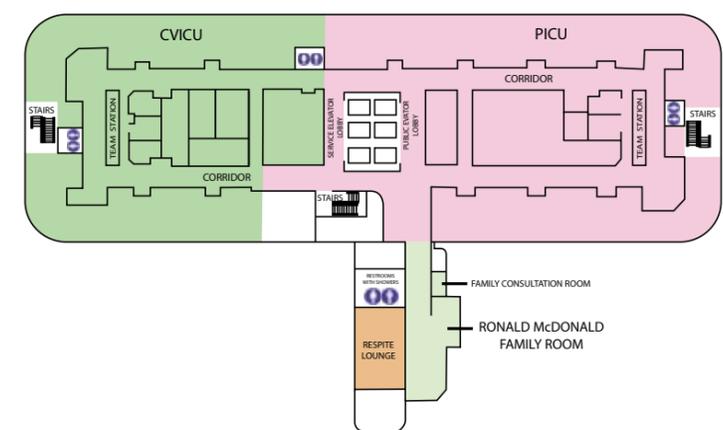
north tower

LEVEL 5



north tower

LEVEL 6



miscellaneous

BLOOD AND DONOR SERVICES

CHOC Blood and Donor Services support CHOC patients and families in a variety of ways. The program provides onsite blood donation for the children at CHOC. Please call (714) 509-8339 for more information or to schedule an appointment.

CHOC CHILDREN'S FOUNDATION

CHOC Children's Foundation exists to generate community awareness and resources for CHOC Children's and CHOC Children's at Mission Hospital. Family members and friends of our young patients often seek ways to give back to the physicians, nurses and staff as a way of saying thank you for the excellent care their loved ones received at CHOC.

WAYS YOU CAN SAY THANK YOU AND JOIN THE CHOC FAMILY

BECOME A DONOR. You can make a personal and dramatic impact through a gift to support CHOC. As a nonprofit organization, we look to the community to partner with us to address the needs of our children through compassionate, innovative medical care and treatments, today and far into the future.

TELL A FRIEND. Share your experience with the community and let them know about the wonderful care and treatment your child received at CHOC. Miracles take place at CHOC every day and it's important for the community to understand the high quality of pediatric medical care that is available to them right here in Orange County.

BE AN ADVOCATE. Every child needs someone to speak on their behalf and defend what is in their best interests. Reach out and express yourself with elected officials to promote legislation that will generate support and awareness for children and pediatric health issues.

JOIN. With a CHOC Guild for nearly every region in Orange County, there is no shortage of opportunities to support CHOC through fundraising programs and events in your own community, meet your neighbors and make new friends while you're at it.

The Foundation helps to provide vital funding for care, education and research. For more information about ways you can help support CHOC, please call the CHOC Children's Foundation at (714) 509-8690, or visit choc.org/giving.



CHOC CHILDREN'S SOCIAL MEDIA

Join CHOC on any of these networks. We invite you to join our community.

 **Facebook:** www.facebook.com/chocchildrens

 **Twitter:** www.twitter.com/chocchildrens

 **CHOC Children's Blog:** blog.chocchildrens.org

 **Instagram:** www.instagram.com/chocchildrens

 **Yelp:** www.choc.org/yelp

 **YouTube:** www.youtube.com/chocchildrens

about choc children's

MISSION STATEMENT

Nurture, advance and protect the health and well-being of children.

VISION STATEMENT

To be the leading destination for children's health by providing exceptional and innovative care.

SIX CORE VALUES

Excellence – setting and achieving the highest standards in all we do

Compassion – caring with sensitivity and respect

Innovation – advancing children's healthcare by leading with new ideas and technology

Collaboration – working together with our colleagues and partners to achieve our mission

Service – delivering unmatched personal experience

Accountability – serving as dedicated stewards of the lives and resources entrusted to us

www.choc.org

