



**Ventura County Medical Center
Santa Paula Hospital**

PATIENT INFORMATION BOOKLET



- *Mission and Values*
- *Hospital Visiting Guidelines*
- *Infection Control*
- *“Speak Up” - The Joint Commission*
- *Patient Rights and Responsibilities*
- *Patient Guide to Surgical Services*
- *Religious, Spiritual & Ethics*
- *Infection Control*

VCMC MISSION & VISION

MISSION

Provide comprehensive, cost-effective, compassionate health care for our diverse community, especially those facing barriers, through an exceptional workforce, education, and forward thinking leadership.



VISION

Setting the standard in health care excellence.
Healthy people in healthy communities throughout Ventura County.

**WELCOME TO
VENTURA COUNTY MEDICAL CENTER
AND SANTA PAULA HOSPITAL
ASSOCIATED WITH THE UCLA SCHOOL OF MEDICINE.**

Your comfort and recovery are important to us. VCMC/SPH has employees to help you with any problems, complaints, or special needs. If the staff on your unit is unable to meet your needs, the Patient Advocate or Social Services is available Monday through Friday 8:00 a.m. to 5:00 p.m. After 5:00 p.m., the Nursing Supervisor may be reached by contacting the hospital operator at (805) 652-6000.

The policy of VCMC/SPH is to assure that patients understand their medical treatment or procedures that are performed while a patient is at VCMC/SPH. If interpretation services are needed, please let your caregiver know and we will obtain the necessary assistance.

**FOR YOUR CONVENIENCE, WE HAVE LISTED SOME
FREQUENTLY USED TELEPHONE NUMBERS:**

VCMC

| | |
|------------------|----------|
| Admitting | 652-6071 |
| DOU | 652-6054 |
| Emergency Room | 652-6165 |
| Family Care | 652-6100 |
| GI Lab | 652-6049 |
| Gift Shop | 652-6697 |
| ICU | 652-6195 |
| IPU | 652-6729 |
| Lab | 652-6037 |
| Nursing Office | 652-6001 |
| NICU | 652-6088 |
| OB | 652-6090 |
| Ortho Clinic | 652-6139 |
| Patient Advocate | 652-6691 |
| Patient Rep | 652-6171 |
| Pediatrics | 652-6224 |
| Same Day Surgery | 652-3221 |
| Telemetry | 652-6572 |
| X-Ray | 652-6080 |
| 2West | 652-6244 |
| 3West | 652-6271 |
| 4North | 652-6241 |
| Operator | 652-6000 |

SPH

| | |
|------------------|----------|
| Admitting | 933-8632 |
| Emergency Room | 933-8663 |
| Gift Shop | 933-8638 |
| ICU/DOU | 933-8689 |
| Med/Surgery | 933-8487 |
| Nursing office | 933-8617 |
| OB | 933-8620 |
| Patient Advocate | 652-6691 |
| Patient Rep | 933-8605 |
| Social Services | 933-8605 |
| Surgery | 933-8637 |

HOSPITAL VISITING GUIDELINES

For the welfare of our patients and to contribute to each patient's recovery, we urge all visitors to please observe the following visiting practices established by the Medical Center:

1. Patients require adequate rest and attention. Please observe the following visiting hours:

9:00 a.m. to 9:00 p.m. DAILY

We ask that all visitors leave the patient rooms during the times of 6:30 a.m. to 8:00 a.m. and 6:30 p.m. and 8:00 p.m. so that the nursing staff can discuss patient care with each other as they change shifts. Please feel free to wait in our waiting rooms or lobby until shift change is over. Please refrain from gathering in hallways and outside the doors of the area you are visiting.

2. Patient visits should not exceed two (2) visitors at any given time, unless there is a special circumstance.
3. Visitors must be in good health.
4. No visitors under the age of 13 years are permitted in patient care areas, with the EXCEPTION of a brother or sister of a child who is a patient in Pediatrics, NICU, OB and family members of a terminally ill patient. They may visit under these conditions:
 - A. Siblings may visit during regular visiting hours only. They must be accompanied by a responsible adult.
 - B. The child visitor must be in good health which is determined as necessary by a nurse or physician in the unit.
 - C. Siblings will receive a green identifying arm band to wear.

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HOSPITAL VISITING GUIDELINES

5. Shoes and shirts are required for all visitors.
6. Noise levels should be kept to a minimum in the corridors and while in patient rooms.
7. No food should be brought in from outside the hospital for patients. Visitors should not eat in patient areas.
8. No smoking within the hospital; smoking is only permitted within the designated smoking area, outside the hospital.
9. Visiting is not allowed if the visitor is ill.

Please check in at the nursing stations for the following departments prior to visiting:

- Pediatrics
- Neonatal ICU
- Emergency Department
- ICU-DOU
- OB
- PACU

**PATIENT BEING DISCHARGED SHOULD ARRANGE
TRANSPORTATION PRIOR TO 12:00 P.M.**

PREVENTING INFECTIONS: WHAT YOU CAN DO...

1. Clean your hands.

Wash your hands with soap and water, rubbing the soap on your hands for 15 seconds.

OR

Use the alcohol gel, rubbing it all over your hands until they are dry.

Clean your hands after you use the bathroom, before eating and frequently throughout your day, and prior to entering a patient's room.

Ask your care givers to clean their hands before they touch you.

2. Cover your mouth and nose when you cough and sneeze. If you do not have a tissue, please cough or sneeze into your sleeve.
3. Visitors: Rest is an important part of healing and we want you to get better, so please ask your friends and family to not visit if they have been or are sick. If there is an increased amount of influenza in the community, our Infection Control Committee may restrict visiting during the outbreak.
4. Surgery: If you are having surgery, talk with your surgeon about what you can do to decrease the risk of infection.

Speak^{UP}[™]

The goal of the Speak Up program is to help patients become more informed and involved in their health care.

You have rights and a role regarding your treatment and care. This brochure has questions and answers to help you find out about your rights and role as a patient. Knowing your rights and role can help you make better decisions about your care.

WHAT ARE YOUR RIGHTS?

- You have the right to be informed about the care you shall receive.
- You have the right to get information about your care in your language.
- You have the right to make decisions about your care, including refusing care.
- You have the right to know the names of the caregivers who treat you.
- You have the right to safe care.
- You have the right to have your pain treated.
- You have the right to know when something goes wrong with your care.
- You have the right to get an up-to-date list of all your current medicines.
- You have the right to be listened to.
- You have the right to be treated with courtesy and respect.

(The Joint Commission[™])

DO YOU HAVE A CONCERN OR COMPLAINT?

First, call the hospital or health system so that they can correct the problem. Next, if you still have concerns, complaints can be sent to:

HOSPITAL ADMINISTRATION

Ventura County Medical Center/Santa Paula Hospital
3291 Loma Vista Road
Ventura, CA 93003
(805) 652-6058 OR (805) 652-6001

PATIENT ADVOCATE

Ventura County Medical Center/Santa Paula Hospital
3291 Loma Vista Road
Ventura, CA 93003
(805) 652-6691
(805) 652-6018 -- TTY OR (805) 652-6075 -- Nursing Supervisor
Nursing Supervisor (Santa Paula) 933-8600

PATIENTS' RIGHTS ADVOCATE

Ventura County Behavioral Health
300 North Hillmont Ave.
Ventura, CA 93003
(805) 477-5731

CALIFORNIA DEPARTMENT OF HEALTH SERVICES

1889 N. Rice Ave., Suite 200
Oxnard, CA 93030
(805) 604-2926 TTY -- (800) 236-9747
TTY -- (800) 735-2929 Voice -- (800) 735-2922

THE JOINT COMMISSION

One Renaissance Blvd.
Oakbrook Terrace, IL 60181
(630) 792-5000

PATIENT RIGHTS AND RESPONSIBILITIES:

All staff members of the Ventura County Health Care Agency are committed to giving you the highest quality of care possible as a patient. It is our policy to respect you as an individual and it is important that each patient has the right to:

1. Exercise these rights without regard to gender, economic, educational or religious background, race, color, ancestry, national origin, sexual orientation, marital status or the source of payment for care.
2. Security, privacy, considerate and respectful care in a safe environment, free from all forms of abuse, neglect, or harassment.
3. Know the name of the physician who has primary responsibility for coordinating your care and the names and roles of each professional that is a member of the health care team that shall be treating you.
4. Information about the illness, the course of treatment and prospects for your recovery in terms that you can understand. You have the right to receive a treatment plan adapted (personalized) to your specific needs and limitations.
5. Receive as much information about any proposed treatment or procedure that you need in order to give informed consent or to refuse the course of treatment. Except in emergencies, this information shall include a description of the procedure of treatment, alternate courses of treatment or non treatment and the risks involved in each, and to know the name of the person who will carry out the procedure or treatment.
6. Participate actively in decisions regarding your medical care. To the extent permitted by law, this includes the right to refuse treatment.

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PATIENT RIGHTS AND RESPONSIBILITIES:

7. Full consideration of your privacy. Case discussion, consultation, examination, treatment, and personal hygiene activities should be conducted discreetly. You have the right to be advised of the reason for the presence of any individual during exam, treatment, or care.
8. Know which hospital rules and policies apply to your conduct as a patient.
9. Confidential treatment of all communications and records pertaining to your care and your stay in the hospital. Your medical record may be accessed in the following situations:
 - a. Providers of patient care—restricted to the information necessary to perform assigned job duties.
 - b. Chart auditing processes for completeness, accuracy, and appropriateness of care.
 - c. Billing, insurance or eligibility functions.
 - d. Legal obligation to report.
 - e. Regulatory agency audits.
 - f. Written permission shall be obtained before the medical records can be made available to anyone not listed above.
10. Reasonable responses to any reasonable requests made for service.
11. Be free of restraints of any form that are not medically necessary, or used for coercion, discipline, convenience, or retaliation from staff—including drugs that are used as restraints.

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PATIENT RIGHTS AND RESPONSIBILITIES:

12. Continuity of care and to know in advance the time and location of appointments as well as the identity of persons providing the care.
13. Be advised if hospital personnel or a physician proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate. Doing so shall not result in any negative implications for you.
14. Have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on your behalf.
15. Have a family member or representative of your choice notified promptly of your admission to the hospital. You may designate visitors of your choosing, whether or not the visitor is related by blood or marriage, unless:
 - a. No visitors allowed.
 - b. 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, or other visitors to the health facility, or would significantly disrupt the operations of the facility.
 - c. You have indicated to the health facility staff that you no longer want this person to visit.
 - d. The facility establishes reasonable restriction upon visitation based on the specific situation at the time. This would occur for the sole purpose of the patient's safety, privacy and comfort.

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PATIENT RIGHTS AND RESPONSIBILITIES:

16. Have his/her wishes considered in determining who may visit if the patient lacks decision-making capacity. The medical care team shall include any person living in the household. This section may not be construed to prohibit a health facility from otherwise establishing reasonable restrictions upon visitation and number of visitors.
17. A procedure established whereby your complaints are forwarded to Hospital Administration for consideration and an appropriate response.
18. Formulate advance directives and to have hospital staff comply with these directives.
19. Leave the hospital even against the advice of the physicians.
20. Have access to protective services.
21. Examine and receive an explanation of your bill regardless of source of payment.
22. A clear explanation of the outcome of any treatment or procedure including when there is a significant difference from the anticipated outcome.
23. Be informed of your continuing health care requirements following discharge from the hospital.

EMERGENCY MEDICAL SCREENING, COBRA, EMTALA

In accordance with the mission of Ventura County Medical Center/ Santa Paula Hospital and under Section 1867 of the COBRA Act, you have the right to:

- A medical screening examination, within the capability of the VCMC/Santa Paula Emergency Department, (including ancillary services), to determine whether or not an Emergency Medical Condition exists, regardless of diagnosis, financial status, race, color, national origin, handicap, or payment source.
- Necessary stabilizing treatment for emergency medical conditions (including women in labor).
- A safe transfer to another hospital when appropriate.
- No delay in medical screening and / or stabilizing treatment in order to inquire about payment status.

AVAILABILITY OF INTERPRETER SERVICES

In order to meet the needs of our patient, we recognize the need to ensure adequate and speedy communication to our patients who have language or communication barriers. In accordance with the Health and Safety Code Section 1259, Ventura County Medical Center / Santa Paula Hospital provides interpreter services upon request. The following interpreter services are available immediately on site: Spanish.

There are other interpreter services available by arrangement. To request an interpreter, please notify your nurse or doctor.

UNIFORM STANDARD FOR OBSTETRICAL CARE

It is the mission of Ventura County Medical Center / Santa Paula Hospital to “ensure the provision of care to persons, regardless of race, creed, color or economic status, especially those persons who have difficulty obtaining care elsewhere”. In keeping with the VCMC/SPH mission and the Health and Safety Code Section 1256.2, we will provide one standard of obstetrical care to our OB patients.

PAIN MANAGEMENT

Ventura County Medical Center / Santa Paula Hospital are committed to our patient’s comfort and well-being. We will not deny pain management based on financial status, ability to pay or for any other reason. You have the right to have your pain or discomfort assessed and treated. We encourage you to participate actively in the planning and treatment of your care, including pain management. Please help us by asking questions and letting us know what we can do to assist you to be more comfortable.

YOUR RESPONSIBILITIES...

You (and your family, as applicable) also have the responsibility to:

1. Keep appointments, or call ahead if you cannot keep your appointment.
2. Provide to the best of your knowledge, accurate information about present complaints, past illnesses, medications (including prescribed, non prescribed, and herbal medications), allergies, hospitalizations, unexpected changes in your condition, possible risks in your care, and any other matters relating to your health. Please provide us with feedback about your needs and expectations.
3. Bring immunization records for your child if the appointment or hospitalization is for your child.

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YOUR RESPONSIBILITIES...

4. Follow instructions; ask questions to make sure you are fully informed about treatment and understand the plan for care. Be honest with us about instructions you receive; let us know if you do not understand them or feel that you cannot follow them.
5. Understand that you are responsible if you refuse treatment or if you do not follow your doctor's instructions and/or recommendations for care.
6. Follow the rules and regulations of the hospital, including the no smoking policy, cell phone restrictions, and visitation guidelines.
7. Show respect and consideration for the safety and property of other patients and staff; keep information about others confidential; help maintain a quiet atmosphere; ask that your visitors do the same.
8. Be prompt about payment of bills; give us information necessary for insurance processing of your bills, ask any questions you may have concerning your bills.
9. Make us aware of any Advance Directives or any other health care instructions or directions you may have about the medical care you want to receive.

WHAT IS YOUR ROLE IN YOUR HEALTH CARE?

- You should be active in your health care.
- You should ask questions.
- You should pay attention to the instructions given to you by your caregivers. Follow the instructions.
- You should share as much information as possible about your health with your caregivers. For example, give them an up-to-date list of your medicines. And remind them about your allergies.

CAN YOUR FAMILY OR FRIENDS HELP WITH YOUR CARE?

Find out if there is a form you need to fill out to name your personal representative, also called an advocate. Ask about your state's laws regarding advocates.

HOW CAN AN ADVOCATE HELP WITH YOUR CARE?

They can get information and ask questions for you when you can't. They can remind you about instructions and help you make decisions. They can find out who to go to if you are not getting the care you need.

CAN YOUR ADVOCATE MAKE DECISIONS FOR YOU?

No, not unless they are your legal guardian or you have given them that responsibility by signing a legal document, such as a health care power of attorney.

CAN OTHER PEOPLE FIND OUT ABOUT YOUR DISEASE OR CONDITION?

The law requires health care providers to keep information about your health private. You may need to sign a form if you want your health care providers to share information with your advocate or others.

WHAT IS “INFORMED CONSENT”?

This means that your health care providers have talked to you about your treatment and its risks. They have also talked to you about options to treatment and what can happen if you aren't treated.

WHAT HAPPENS IF SOMETHING GOES WRONG DURING TREATMENT OR WITH MY CARE?

If something goes wrong, you have the right to a timely, honest explanation and an apology.

PATIENT GUIDE TO SURGICAL SERVICES

IF YOU ARE HAVING SURGERY

Welcome to Ventura County Medical Center/Santa Paula Hospital Surgery Department. Our dedicated Surgery, Medical, Nursing, Hospital Faculty and Ancillary staff are committed to meet the surgical needs of you and your family.

PRE-ADMISSION PROCEDURE

After your clinic visit, you will complete the necessary admission paperwork at the clinic site or be asked to see the admission clerk in Admitting Department located on the second floor of the hospital. After registration, you will also be asked to have any laboratory workup, EKG or any other diagnostic procedures required by your physician for your surgery.

PRE-OP HOLDING AREA

You will meet your surgeon and Anesthesiologist. They will re-evaluate your medical history, laboratory tests results and answer further questions you may have. For your safety, you will be asked to verify and mark the correct site of your surgery. The nurse may give you medicine via your intravenous line to relax you before you are taken to the Operating Room. Visitors free of infections are allowed into the Holding Area.

FAMILY SURGERY WAITING ROOM

The waiting room is designed with you & your family in mind. Our staff is available to answer any of your questions. The surgeon will come to talk to you once surgery is completed. Please pick up the phone located inside the cubicle when it rings, a staff member may need to reach you for updates.

**DAY PRIOR TO YOUR SURGERY, PLEASE REFER TO THE
PRE-OPERATIVE INSTRUCTIONS/PATIENT INFORMATION
HANDOUT THE CLINIC GIVES YOU.**

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PATIENT GUIDE TO SURGICAL SERVICES

DAY SURGERY

On the day of surgery, please proceed to the Admitting Department (second floor of the hospital) for check in. You will then be directed to Day Surgery. You will be asked to change into your hospital gown. The nurse will record your blood pressure, temperature, and start your intravenous fluids at this time.

OPERATING ROOM

Once in the operating room, monitoring devices such as blood pressure cuffs, heart and respiratory monitors and other safety devices shall be attached to you. You will be ready for anesthesia and surgery. The length of surgery will depend on the type of surgery you are having.

POST-ANESTHESIA CARE UNIT

After surgery, you will be taken to the recovery room. For the first 30-60 minutes, you will be watched closely by a specially trained nurse. If you are being admitted, you will be transferred to your hospital room. If you had an outpatient surgery, before you go home, your nurse will give you and your caregiver both written and verbal postoperative care discharge instructions. You must have a responsible person take you home. You are not allowed to drive home after surgery.

RECOVERY ROOM VISITING GUIDELINES

A spouse or one family member, parents or guardians of small children, or caretakers of mentally and physically impaired patients recovering from anesthesia will be allowed to visit.

RELIGIOUS, SPIRITUAL, ETHICS AND OTHER RESOURCES AVAILABLE AT THE VENTURA COUNTY MEDICAL CENTER AND SANTA PAULA HOSPITAL

The Ventura County Medical Center (VCMC) and Santa Paula Hospital (SPH) are deeply committed to the personal well-being of our patients. Spiritual and cultural values are an intricate part of the healing process. We know that hospitalization can be very stressful and can add burdens far beyond the physical problems we are treating.

VCMC and the SPH do not organize or directly provide religious or spiritual care. However we strongly support and encourage the volunteer efforts of all clergy, pastors, priest, ministers, rabbis and representatives of all creeds and faiths. For convenience we've listed here the telephone numbers of organizations who have volunteered to be available, in case you have no other person to contact.

Our hospitals have each provided a "Quiet Room" to be used as a private and secluded place where families can be alone, or with their physicians, religious representatives or in consultation for dealing with the family's emotions of grief and other feelings involved in hospitalization. We encourage the use of this room, either alone or with a trusted religious representative of your choice.

VCMC and the Santa Paula Hospital provide access to members of our Ethics Committee to discuss with you issues regarding hospitalization, medical care, family responsibilities, patients' needs, etc. The VCMC and Santa Paula Hospital Ethics Committee and its members are prepared to offer advice and counsel over issues which might confront families and physicians in providing care, or involve the decisions which must be made in those areas. The Committee does not make decisions for patients, families or physicians. Rather it facilitates the discussions of issues, helping to bring perspective at a time when such advice can be most helpful to those charged with this responsibility.

CLERGY LIST

BAPTIST

First Baptist Church 642-3244
Ventura, CA

Freewill Baptist 525-4060
Santa Paula, CA

CATHOLIC

Our Lady of Assumption
Ventura, CA 642-7966

Our Lady of Guadalupe
Santa Paula, CA 525-3716

St. Sebastian Church 525-2149
Santa Paula, CA

EPISCOPAL

St. Paul's Episcopal 643-5033
Ventura, CA

FOUR SQUARE

Ventura, CA 648-7955

Valley Community 525-4273
Santa Paula, CA

JEHOVAHS WITNESS

Ventura, CA 676-1327
Santa Paula, CA 889-0500

JEWISH

Temple Beth Torah 647-1781
Ventura, CA

Chabad of Ventura 647-4181
Santa Paula, CA

LUTHERAN

Trinity Lutheran 644-7474
Ventura, CA

Emmanuel Lutheran 525-1326
Santa Paula, CA

METHODIST

First United Methodist
Ventura, CA 643-8621

El Buen Pastor 525-7268
Santa Paula, CA

MORMON

Church of Jesus Christ
of Latter-day Saints
Ventura, CA 658-1974
Santa Paula, CA 933-9268

PRESBYTERIAN

Community Presbyterian
Ventura, CA 648-2737

1st Presbyterian 525-6654
Santa Paula, CA

SANTA PAULA

VINEYARD CHURCH

The Vineyard 229-6059
Santa Paula, CA

VCMC CONTACTS

NURSING ADMINISTRATION
652-6001

ETHICS COMMITTEE
652-6062

HOSPITAL ADMINISTRATION
652-6058

MEDICAL DIRECTOR
652-6062

PATIENT ADVOCATE
652-6691

SOCIAL SERVICES
652-3280

**TTY - ADMITTING OFFICE
FOR SPEECH AND HEARING IMPAIRED**
652-6018

VOLUNTEER SERVICES
652-6693

