

PATIENT INFORMATION HANDBOOK

Keck Hospital of USC

1500 San Pablo Street, Los Angeles, CA 90033

USC Norris Cancer Hospital

1441 Eastlake Avenue, Los Angeles, CA 90033

Keck Medical
Center of **USC**

Keck Medicine of **USC**

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Keck Medicine of **USC**

CARDINAL AND GOLD STANDARDS

Our Mission

We are the Keck Medical Center of USC.

We strive to be the trusted leader in quality health care that is personalized, compassionate and innovative.

- We stand for empowerment, integrity, respect, collegiality and vitality.
- We commit to authenticity.
- We commit to excellence in clinical care, teaching and research.

You can count on us to be fully present in the delivery of uncompromising health care.

Service Credo

We are the USC Family, working together to serve the lives entrusted to us.

KNOWN Service Standards

Kind Greeting

Notice Needs

Own It

Wow Them

Next Steps

Our Values

1. I deliver quality health care through uncompromised service excellence.
2. I show compassion while building positive relationships with my colleagues, our patients and their families.
3. I contribute to innovation through collegial collaboration.
4. I am empowered to improve the performance of the organization.
5. I have integrity and I am accountable to the highest professional standards.
6. I demonstrate respect for our environment by my demeanor, actions, and personal appearance.
7. I demonstrate vitality by being fully present and engaging others.
8. I am responsible for authentic communication with my colleagues, our patients and their families.
9. I provide a private, safe and secure environment.
10. I commit to personalizing the “KNOWN” Service Standards.

Welcome to the Keck Medical Center of USC



Keck Medical Center of USC is comprised of the two hospitals on the University of Southern California (USC) Health Sciences Campus — Keck Hospital of USC and Norris Cancer Hospital. We are part of Keck Medicine of USC, which includes the renowned Keck School of Medicine and more than 40 healthcare centers in the Los Angeles area where you can see Keck faculty physicians. With more than 600 physicians and researchers, we make up a collaborative, innovative and pioneering medical enterprise dedicated to you — our patient.

At the Keck Medical Center of USC, we view every patient and visitor as a member of our Trojan Family.

We understand that every patient has a unique story, and we are dedicated to providing an experience that is just as unique. Our hospitals and outpatient care facilities combine research, education and advanced medicine to deliver personalized care. Our physicians and staff are compassionate and focused on our patients — getting to know who you are, what you need and how we can help.

In our ongoing effort to provide the best possible experience for those we serve, we want to be sure you have all the tools you need to make your stay as comfortable as possible. This handbook provides a wealth of information about the many services and amenities available to you and your loved ones.

We suggest you keep it with you during your time here. Thank you for choosing Keck Medicine of USC as your trusted health care provider. We look forward to making your time with us as pleasant as possible.

A handwritten signature in black ink, appearing to read "Thomas E. Jackiewicz". The signature is fluid and cursive, written over a white background.

Thomas E. Jackiewicz, MPH

Senior Vice President and Chief Executive Officer
Keck Medicine of USC

About Keck Medical Center of USC

The Keck Medical Center of USC is one of only two university-owned academic medical centers in the Los Angeles area. It is comprised of Keck Hospital of USC (formerly USC University Hospital) and USC Norris Cancer Hospital, the private hospitals of the University of Southern California. The two world-class USC-owned hospitals are staffed by more than 600 physicians who are faculty at the renowned Keck School of Medicine of USC.

Keck Hospital of USC

Keck Hospital of USC — conveniently located just off the San Bernardino (I-10) and Golden State (I-5) freeways near Downtown Los Angeles — is home to world-class doctors, nurses and state-of-the-art medical treatment. At Keck Hospital of USC, our patients and their families come first. Our staff is committed to caring for our patients with outstanding service and excellent clinical care, making the overall patient experience the best it can be. Among the hospital's advanced services are heart, lung and vascular care; weight loss and digestive disorders; gynecology; organ transplantation; urology; orthopedics; neurology and neurosurgery.

USC Norris Cancer Hospital

USC Norris Cancer Hospital is one of only a few facilities in Southern California built exclusively for cancer research and patient care. It is part of the USC Norris Comprehensive Cancer Center, one of the original eight comprehensive cancer centers designated by the National Cancer Institute. As such, it is home to some of the most experienced doctors and progressive cancer treatments available.

USC Physicians

Our doctors are among the nation's leaders in innovative clinical care, research and the education of future physicians. There are more than 600 physicians who are faculty members of the Keck School of Medicine of USC. They provide care in a wide range of medical specialties, from the most complex diagnoses and treatments to primary care for the entire family. Our physicians practice in numerous locations throughout Los Angeles and Southern California, including the Eye Institute and two USC-owned private hospitals — Keck Hospital of USC and USC Norris Cancer Hospital — providing leading-edge treatments and technology. In addition, USC physicians see patients at our satellite offices in Downtown Los Angeles, La Cañada, Beverly Hills, Orange County, Kern County, Pasadena and other locations.

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Where to find Keck Medicine of USC

Our network of Keck Medicine of USC primary and specialty care physicians is larger than ever, spreading throughout the Los Angeles region. With the USC Network Medical Plan, you and your family have access to world-class care close to where you live and work.

Primary and specialty care locations

From preventative care to highly specialized treatments, each of these locations offers a full range of care.

- Beverly Hills**
- Downtown Los Angeles**
- Health Sciences Campus**
- La Cañada Flintridge**
- Pasadena**
- University Park Campus**

Specialty care locations

- USC Eye Institute**
- Arcadia
- Beverly Hills
- Los Angeles
- Pasadena

- USC Institute of Urology**
- Bakersfield
- Beverly Hills
- Glendale
- Glendora
- Lancaster
- Los Angeles
- Pasadena
- Thousand Oaks
- Tulare
- Tustin

- USC Obstetrics/ Gynecology**
- Burbank
- Los Angeles
- Mission Hills
- Pasadena

- USC Surgery**
- Arcadia
- Covina
- Glendale
- Los Angeles
- Mission Hills
- Montebello
- Montgomery Park
- Newport Beach
- Van Nuys

- USC Oncology/ Hematology**
- Beverly Hills
- Irvine
- Los Angeles
- Newport Beach
- Pasadena

- Affiliate Locations**
- Children's Hospital Los Angeles
- LAC+USC Medical Center

For appointments, call **(800) USC-CARE**

DURING YOUR STAY

Concierge Services

The Keck Medical Center of USC is proud to provide Concierge Services to our patients and their families. Our concierge staff can assist you with any questions or needs that might arise during your treatment — from transportation, lodging, food and gifts to business services such as faxing, notary and special deliveries

We want to make your stay as comfortable as possible so you can concentrate on feeling better. Please feel free to contact Concierge Services by calling: Keck Hospital (323) 442-8787 or Norris Hospital (323) 865-3958.

Visiting Guidelines

We recognize the vital role family members and friends play in enhancing the health and healing of patients. Immediate family members, and others designated by the family, are encouraged to visit or call for information about their loved one's condition. It is recommended that you select a family spokesperson to relay information to others who may not be able to visit. The well-being of patients is the most important consideration when making decisions regarding visitors and visiting hours. The number of visitors allowed will depend upon the needs of the patient and space considerations.

Checking In

All visitors must check-in at the Concierge desk in the hospital lobby when they arrive and will be given a badge to wear during their visit. They should return the badge to the Concierge desk when they leave.

Visiting Hours

Friends and relatives are welcome to visit patients during their stay. Check with your nurse regarding unit visiting hours.

To inquire about a patient in the ICU, call Concierge Services at: Keck

Hospital (323) 442-8787 or Norris Hospital (323) 865-3958. Visitor areas such as waiting rooms on each patient care floor open at 6 a.m. and close at 10 p.m. After 10 p.m., visitors must obtain a night pass from the security officer at the main lobby desk. The hospital lobby is open at all times. In certain cases, visitors can stay in the patient's room. However, we are unable to provide a space for showering, bedding or linens. If you have any questions about visiting procedures, please check with your nurse.

Children

Visitors under 18 are allowed in the facility from 6:00 am to 10:00 pm. Children under 14 must be accompanied by an adult at all times, in all areas of the hospital. Parents of unattended children will be paged by Security and requested to keep their children with them at all times.

Children under the age of 14 years must be screened for obvious infectious illness by the Concierge. If signs/symptoms of infectious illness are present:

- Keck - Evaluation and Treatment Clinic will be notified and the child will be evaluated by a registered nurse prior to visiting above the first floor of the hospital.
- Norris – the Nurse Lead will be notified and the child will be evaluated by a registered nurse prior to visiting above the first floor of the hospital.

Children under the age of 14 years will not be permitted in treatment or procedural areas.

Flowers, Plants and Balloons

Patients enjoy receiving gifts that remind them of the outdoors while they are in the hospital. However, due to Health Department regulations, some types of flowers and plants are not permitted in certain areas of the hospital. Patients that are in Intensive Care Units (ICUs), protective isolation rooms, or Norris inpatient units may not have fresh flowers. Artificial arrangements are acceptable as long as they do not contain potting soil. All other patients may have flower arrangements as long as there is sufficient space to house them. Living plant arrangements are not

allowed in any areas within the hospitals, except for the Ground Floors. In addition, latex balloons are not permitted in any patient rooms. Mylar balloons are acceptable in some of the patient rooms. If you need further clarification, please contact Concierge Services at: Keck Hospital (323) 442-8787 or Norris Hospital (323) 865-3958.

If You Smoke

For the health and safety of our patients and visitors, smoking – including tobacco and electronic/vapor smoking - is not allowed throughout the Keck Medical Center of USC. Smoking cessation assistance is available through our pharmacy. Please ask your doctor, nurse or pharmacist for assistance.

Photographs and Videos

Due to the Department of Health and Human Services' Health Insurance Portability and Accountability Act (HIPAA) guidelines about patient privacy, please be mindful about pictures and videos taken in common areas. Avoid taking photos with patients in the background and use caution when posting photos to social media sites. If you are interested in posting photos, video or other content related to USC or its clinical services, please contact the Health Sciences Public Relations and Marketing office at (323) 442-2830 for information about specific guidelines.

Where to Wait

Surgical Waiting Area

The surgical waiting areas are located in both Cardinal and Gold lobbies at Keck Hospital of USC. You may be given a pager to carry with you that will buzz and flash as updates are available about your loved one. Pagers are given only in the Gold Lobby. When you arrive, check in with the concierge and provide your name, the name of the patient you are waiting for, and a way that you can be reached with updates (for example, your cellphone number).

Non-Surgical Waiting Areas

Non-surgical waiting areas, located near the elevators on each floor, are comfortable places to wait for patients who might be undergoing testing or other procedures.

Transportation and Parking

Train and Bus Service to Keck Medical Center

There are bus and train services available to Union Station in Downtown Los Angeles. From Union Station to Keck Medical Center on the Health Science Campus, there is USC Tram Service available from the early morning until early evening Monday through Friday, excluding holidays. Please access the University tram schedules at <http://transnet.usc.edu/index.php/bus-map-schedules/>.

Patient Shuttle

We provide shuttle service for our patients, families and visitors. The shuttle is on a continuous loop between the hours of 8:30 a.m. and 5:00 p.m. Monday through Friday. The shuttle bus stops include Keck Hospital of USC, Healthcare Center I, Healthcare Center II, USC Norris Cancer Hospital, USC Tram Stop at the corner of Eastlake and San Pablo, and Healthcare Center IV.

Security and Escort Services

The safety and security of all visitors and staff is our top priority. We welcome visits from family and friends. Please check in at the Concierge desk for a visitor pass, and wear your visitor pass visibly at all times. Escort service to the parking structure is available upon request. Call the USC Department of Public Safety at (323) 442-8571 to request an escort.

Keck Hospital of USC

Patient Drop-Off and Pick-Up Areas

Keck Hospital of USC patients may be dropped off and picked up via the circular driveway located in front of the hospital entrance on San Pablo Street.

Where to Park

A parking structure, P6, is located adjacent to Keck Hospital of USC at the end of the driveway off of San Pablo Street. Valet parking also is available. Extended stay and overnight parking passes may be obtained from the parking kiosk located on the first level of the parking structure. For further information, you may reach the parking office by calling (323) 442-8630 during business hours.

USC Norris Cancer Hospital

Patient Drop-Off and Pick-Up Areas

Patients who will be receiving treatment at USC Norris Cancer Hospital can be dropped off and picked up via the circular driveway located in front of the hospital on Eastlake Avenue.

Where to Park

Patients receiving outpatient services at USC Norris Cancer Hospital are provided with complimentary valet parking located via the circular driveway in front of the hospital on Eastlake Avenue. As a new patient, inform the parking attendant that this is your first appointment and provide the name of the physician you are seeing.

Norris visitor parking is available in the Biggy Parking Structure, P8, located at 1334 Biggy Street, Los Angeles 90033.

In Your Room

When you are settled in your hospital room, you will find many conveniences to help you feel connected and comfortable.

Personal Belongings

You are encouraged to bring only essential items to the hospital, such as sleepwear and toiletries. Large sums of money, keys, jewelry, personal papers and other valuables should be left at home. For safety reasons, do not bring TVs, radios, hairdryers or other electric devices. The hospital is not responsible for lost or stolen items, such as laptops, iPads or cellphones.

To keep personal items secure you should:

- Keep eyeglasses in a case in the top drawer of your bedside table when you are not using them. Upon request, our staff can provide you with a case for smaller essential items. You may take the case home with you upon discharge.
- Keep clothing in your room closet, bedside table or suitcase.
- If you do have personal valuables (jewelry, watches, money, credit cards, etc.) that need to be secured, please notify your nurse, who will notify the appropriate staff.
- If you wear dentures or hearing aids, please keep them in a designated cup in the top drawer of your bedside table. Do not place dentures on your food tray or on the bed linen.

For additional information pertaining to these matters, please call: Keck Hospital (323) 442-8500 or Norris Hospital (323) 865-3000.

Medications from Home

If you are bringing medications from home, please tell your admitting representative, who will provide further instruction.

Pillow Speaker and Communication Board

Every bed is equipped with a pillow speaker with television and room light controls, as well as a nurse call button. If you need your nurse urgently, please use your bedside telephone and dial the extension provided on the communication board to be directed to the unit desk. As nurses change duty, they will post the current nurse's. Your nurse also uses the communication board to list your goals for the day as they relate to pain management, therapy and discharge from the hospital.

Telephone Calls

In addition to the pillow speaker, each bed is equipped with a standard telephone with its own telephone number. Those trying to reach you may dial (323) 442-8500 for Keck Hospital, (323) 865-3000 for Norris Hospital and follow the prompts to reach your room.

Your telephone number is displayed on your communication board so you can share it with anyone who might want to reach you. Outgoing telephone calls placed to most local area codes are free. If you have questions about what is considered a local call, please check with your nurse. Please note that ICU patients can be contacted only through Concierge Services. If you have questions about a patient in the ICU, contact Concierge Services at (323) 442-8787 for Keck and (323) 865-3176 for Norris. In addition, teletype equipment for the hearing impaired (TDD) is available upon request. Please notify your nurse for assistance.

Cellphones

The use of cellphones is permitted in most areas of the hospital. However, there are certain areas where your cellphone could interfere with hospital equipment. You are asked to curtail cellphone usage in those areas.

Welcome Rounds

A Welcome Round is a brief visit that provides an opportunity to connect with each patient who is admitted to one of our Medical/Surgical (Med/Surg) units, within 24 hours of admission, excluding weekends. Patients who are in critical care units (ICU) receive a Welcome Round visit when they have been transferred to a Med/Surg Unit. Our goal is to make our patients feel welcomed and informed at Keck Medical Center of USC.

During this visit, we orient patients and families to their Care Team and hospital services, as well as check the environmental surroundings to be sure that they are comfortable and that their needs are being met. We educate our patients and families regarding their unit leadership and provide contact information should any questions or concerns arise. We provide complimentary comfort items such as an amenity kit, which contains shampoo, lotion, toothbrush, toothpaste, mouthwash, deodorant, cotton swabs, Kleenex, lip balm and earplugs. We also provide a care kit, which contains a case to hold your cellphone or eyeglasses, a pad of paper and pen, and a hand sanitizer. Other care items are available upon request.

For more information, or to schedule a Welcome Round visit, please contact the Patient and Family Experience Department at: Keck Hospital (323) 442-9516 or Norris Hospital (323) 865-3958.

Patient Advocacy

The hospital experience can be confusing and stressful. Communication is key to promoting a positive, healthy experience. During your hospital stay, you might have questions or concerns about the quality of care you are receiving. Or, you may simply want to voice a complaint to someone.

You can contact a Patient Advocate directly in the Office of Patient and Family Experience at (323)442-9516, to discuss your concerns, or request that they come by and see you. Feel free to speak to your Patient Advocate. They listen to your concerns, respond to a complaint, explain hospital policies and procedures, as well as assist you with communication between you and your medical team. The Patient Advocate's goal is to resolve your concern during your hospital stay so that you can focus on getting well!

Television and Skylight Interactive System

Each room has a television with a variety of channel options. A list of television channels can be found in the Resources section of this guide on page 15.

Skylight is an Interactive Patient System installed on your television. The Skylight system contains an abundance of information and services, including education regarding a specific diagnosis and treatment as well as various educational videos on topics ranging from reducing falls, safety strategies for surgical patients and medications. It also contains calming visual and audio simulations to create a serene and peaceful atmosphere that promotes healing. In addition to these features, Skylight offers access to free movies, games and more.

The Skylight System also provides an easy way to request a multitude of special services. Through Skylight, you are empowered to request services ranging from information about your discharge planning to requests for in-room snacks, housekeeping, social services, spiritual care, prescription services at USC Plaza Pharmacy, pet therapy, salon services, the entertainment library and more.

Wireless Internet Access

All rooms are equipped with free wireless Internet access. If you are having connection problems, contact Concierge Services at (323) 442-8787.

Bringing Your Own Electronic Devices

If you'd like to bring your own electronic device with you while you're in the hospital, or if one of your visitors has an electronic device to plug in, please ask your nurse, who will direct you to plug your device into a charging station that doesn't interfere with any of the hospital's electronic equipment. All devices must be approved before use (See "For Your Safety" section).

Receiving Mail

Loved ones can send mail directly to your room with your name and room number on the envelope. Mail is sent to your room as it is received. If you have outgoing mail, hospital staff will assist you in sending it.

Connecting with Friends and Family on the Web

There are several free, private websites to help patients stay connected with family, friends and colleagues before, during and after a healthcare challenge. The sites make it easy to update those who care about your welfare all at one time, share photos, collect supportive messages from friends and loved ones, and connect to others with similar conditions. Some examples of health-related websites include CarePages.org, CaringBridge.org and MyLifeLine.org.

Discharge Day Information

Your physician will inform you about the approximate date of your discharge from the hospital. On your discharge day, please make arrangements for a family member or friend to pick you up. Final orders for discharge are written after your physicians visit with you on the day you are to be discharged. If you have been discharged in the morning, we ask that you leave the hospital by 11 a.m. If you require special equipment or services after discharge, a case manager will assist in arranging for them. To contact a case manager, ask your nurse for assistance. Outstanding insurance co-payments and deductibles will be collected by a financial counselor prior to discharge. Self-pay patients will be required to complete the financial clearance process and set up payment arrangements prior to departure from the facility. Contact a financial counselor at (323) 865-3101 with any questions or concerns. (See the Financial Counseling section on page 28.)

Before you leave the hospital, please make sure you understand any special diets, medications or activities your doctor has ordered for you. Also remember to check your room for all personal belongings. Discharge medications can be filled at USC Plaza Pharmacy, (323) 442-5770, Monday through Friday from 8:30 a.m. to 6 p.m. and Saturday from 9 a.m. until 1 p.m., or your local pharmacy.

Telephone Numbers

Each department can be dialed from a hospital telephone by using the last five digits as extensions.

Keck Hospital of USC

Admitting	(888) 700-5700 (323) 442-8999
Billing	(323) 442-8500
Bioethics Committee	(323) 442-8686
Concierge Services	(323) 442-8787
Gift Shop	(323) 442-8432
Pain Management	(323) 442-6202
Patient and Family Experience	(323) 442-9516
Security	(323) 442-8571
Social Services	(323) 865-3150
Spiritual Services	(323) 442-8488

USC Norris Cancer Hospital

Admitting	(800) 700-3956 (323) 865-3100
Billing	(323) 865-3000
Bioethics Committee	(323) 442-8686
Concierge Services	(323) 865-3176
Gift Shop	(323) 865-3166
Image Enhancement Center	(323) 865-3158
Pain Management	(323) 442-6202
Patient and Family Experience	(323) 865-3958
Physician Referral Office	(866) 997-2262
Security	(323) 865-3175
Social Services	(323) 865-3150
Spiritual Services	(323) 442-8488

Television Channels

Each bed is equipped with its own television offering the following channels:

- 2 KCBS- CBS
- 3 KNBC- NBC SPORTS
- 4 KNBC-NBC
- 5 KTLA-CW
- 6 PBS
- 7 KABC-ABC
- 8 KSCI- LA 18
- 9 KCAL
- 10 CNN
- 11 KTTV-FOX
- 12 Headline News
- 13 KCOP
- 14 TNT
- 15 USA
- 16 The Weather Channel
- 17 TBS
- 18 Keck Hospital Educational
- 20 FOX- SPORTS 1
- 21 Discovery Channel
- 22 TLC
- 23 Cartoon Network
- 24 AMC
- 25 Animal Planet
- 26 KMEX Univision
- 27 Galavision
- 28 ESPN
- 29 ESPN2
- 30 ESPN Classic
- 31 FOX Sports West
- 32 Discovery Fit & Health
- 33 Bloomberg
- 34 Music

FOR YOUR SAFETY AND COMFORT

Patient Safety Precautions

We take the safety of our patients, their family members and visitors very seriously. If you observe anything that causes you concern for your safety, please notify a staff member immediately.

Fall Prevention

Certain medications and medical conditions may place you at higher risk for falling. If your nurse assesses that you are at high risk for falling, he or she places a yellow armband on you as a reminder to all that you should not get out of bed without assistance from your nurse or therapist. We also offer the following suggestions to help you avoid a fall during your hospitalization:

- Always wear slippers with non-skid soles when you are out of bed.
- Ask for help if you feel weak, dizzy or light-headed when you get up.
- Use the call-switch in the bathroom if you become weak or need assistance.
- Notify the nursing staff immediately if a spill of any kind occurs.
- Ask to have objects such as bedside tables, a telephone or call-lights within easy reach for your convenience.
- Never hesitate to use your call button to ask for assistance.

Electrical Safety

Patients who bring their own electrical items to the hospital must have all such equipment approved by the hospital before use. Upon your arrival, please ask your nurse to call engineering to approve any equipment.

Fire Safety and Emergency Management

- Fire Drills are conducted by our hospital staff on a regular basis. In addition, all hospital staff is trained on fire response procedures. You

may hear overhead announcements and bells or see strobe lights when our staff is conducting a fire drill.

- Emergency Management drills are conducted to ensure that our staff provide the best possible response in the event of an actual emergency. In the event of an emergency, you should remain in your room until you receive instructions from a nurse or other staff member.

Pain Management

Our goal is to keep you as comfortable as possible. Because pain could signal a problem, the hospital staff will often ask you about the presence and intensity level of your pain. Relieving your pain is important to us, and keeping pain under control helps you to recover faster with fewer problems.

Because each person's pain or discomfort level is different, your self-report is the best measure of the presence and intensity of pain. We use a "0 to 10" pain-rating scale to describe the intensity of pain, with "0" being no pain and "10" being the worst pain you can imagine. Please do not hesitate to talk with your nurse or doctor if you are not comfortable, in pain, have any other symptoms, or if you have any questions.

Additionally, we have a dedicated pain management nurse specialist who may visit you to discuss your pain management. If you would like to speak to our pain management specialist, please ask your nurse.

DEPARTMENTS AND SERVICES

Advance Health Care Directives

This section explains your rights to make healthcare decisions and how you can plan what should be done when you can't speak for yourself. A federal law requires each hospital to provide this information, and we hope this information will help increase your control over your medical treatment.

Who decides about my treatment?

Your doctor will give you information and advice about treatment. You have the right to choose. You can say “yes” to treatments you want. You can say “no” to any treatment you don’t want — even if the treatment might keep you alive longer.

How do I know what I want?

Your doctor must explain your medical condition to you and what different medical treatments can do. Many treatments have side effects. Your doctor must explain the potential risks of each medical treatment. Often, more than one treatment might help you, and people have different ideas about which is best. Your doctor can tell you which treatments are available to you, but your doctor cannot choose for you. That choice depends on what is important to you.

What if I am too sick to decide?

If you can’t make treatment decisions, your doctor will ask your closest available relative or friend to help decide what is best for you. But in case there is disagreement, it is helpful to have an advance directive to speak for you. There are several kinds of advance directives that you can use to say what you want and who you want to speak for you. One kind of advance directive under California law lets you name someone to make healthcare decisions when you can’t. This form is called a Durable Power of Attorney for Health Care.

Who can fill out this form?

You can if you are 18 years or older and of sound mind. You do not need a lawyer to fill it out.

Who can I name to make medical treatment decisions when I’m unable to do so?

You can choose an adult relative or friend you trust as your “agent” to speak for you when you’re too sick to make your own decisions.

How does this person know what I would want?

After you choose someone, talk to that person about your wishes. You also can write down in the Durable Power of Attorney for Health Care when you would or wouldn’t want medical treatment. Talk to your doctor about what you want and give your doctor a copy of the form. Give another copy to the person named as your agent, and take a copy with you when you go into a hospital or other treatment facility. Sometimes treatment decisions are hard to make, and it truly helps your family and your doctors if they know what you want. The Durable Power of Attorney for Health Care also provides legal protection when they follow your wishes.

What if I don’t have anybody to make decisions for me?

A “living will” takes effect while you are still alive but have become unable to speak for yourself. The California Natural Death Act lets you sign a living will called a declaration. Anyone 18 years or older and of sound mind can sign one. When you sign a declaration, it tells your doctors that you don’t want any treatment that would only prolong your life. All life-sustaining treatment would be stopped if you were terminally ill with no other treatment options and your death was imminent, or if you were permanently unconscious; however, you would still receive some type of treatment to keep you comfortable during that period. The doctors must follow your wishes about limiting treatment or turn your care over to another doctor who will. Your doctors also are legally protected when they follow your wishes.

Are there other living wills I can use?

Instead of using the declaration in the Natural Death Act, you can use any of the available living will forms. You can use a Durable Power of Attorney for Health Care form without naming an agent, or you can write down your wishes on a piece of paper. Your doctors and family can use what you write in deciding your treatment. But living wills that don’t meet the requirements of the Natural Death Act don’t give as much legal protection for your doctors if a disagreement arises about following your wishes.

What if I change my mind?

You can change or revoke any of these documents at any time as long as you can communicate your wishes. Forms don't have to be filled out. Talk with your doctors and ask them to write down what you've said in your medical chart. Also, talk with your family. Your treatment wishes are clearest and more likely followed if written down, however.

Will I still be treated if I don't fill out these forms?

You will still get medical treatment if you don't fill out any of these forms. However, if you become too sick to make decisions, someone else will have to make them for you. Remember that:

- A Durable Power of Attorney for Health Care lets you name someone to make treatment decisions for you. That person can make most medical decisions, not just those about life-sustaining treatment, when you can't speak for yourself. Besides naming an agent, you also can use the form to say when you would and would not want particular kinds of treatment.
- If you do not have someone you want to name to make decisions when you can't, you can sign a Natural Death Act Declaration. This declaration says that you do not want life prolonging treatment if you are terminally ill or permanently unconscious. The California Consortium on Patient Self-Determination has prepared the preceding text, which has been adopted by the California Department of Health Services to implement Public Law 101-508. The staff of the Keck Medical Center of USC respects your right to make decisions about your health care. We have procedures in place to make sure that those who take care of you know whether or not you have an advance directive on file. If you would like more information about completing an advance directive, please contact your physician, nurse or social worker at (323) 865-3150.

ATMs

USC Seaver Residence Hall (Outside)
1969 Zonal Ave.
Los Angeles, CA 90033

Keck Hospital of USC
Cafeteria, First Floor
1500 San Pablo St.
Los Angeles, CA 90033

Food Services

Keck Hospital of USC Cafeteria

Located on the first floor. Hot entrees, grilled foods, salad bar, sandwiches, snacks and beverages. Open seven days. Hot meals are served during the following hours:

- › Breakfast: 6:30 a.m. to 9:30 a.m.
- › Lunch: 10:30 a.m. to 2:30 p.m.
- › Dinner: 4 p.m. to 11:00 p.m.

Snacks and beverages are available when hot meals are not being served.

Vending machines available 24 hours a day.

- › Phone: (323) 442-8500, ext. 67299.

Zebra Coffee Cart

Located in front of Keck Hospital of USC. Gourmet coffee and pastries.

- › Hours: Monday - Friday, 7 a.m. to 6 p.m.
- › Phone: (323) 442-8742

Rainbow Café

Located in the basement of the USC Norris Comprehensive Cancer Center and Hospital. Sandwiches, salads, fresh fruit and cookies.

Vending machines available 24 hours a day.

Monday - Friday

- Breakfast: 7:30 a.m. to 9:30 a.m.
- Snack: 9:30 a.m. to 11 a.m.
- Lunch: 11 a.m. to 3 p.m.
- Dinner: 5 p.m. to 7 p.m.
- Phone: (323) 865-3000, ext. 74150

Weekend

- Breakfast: 7 a.m. to 9:30 a.m.
- Lunch: 10 a.m. to 2 p.m.

Einstein Bros. Bagels

Located on the first floor of the Zilkha Neurogenetic Institute. Bagels, breakfast bagel sandwiches, muffins, gourmet coffee, deli sandwiches, bagel dogs, salads, roll-ups and beverages.

- Hours: Monday - Thursday, 7 a.m. - 5 p.m., Friday, 7 a.m. - 3 p.m.
- Phone: (323) 442-4333

Plaza Market Place

Located in the Seaver Residence Hall. The Market Place includes a restaurant, a Café and a mini-market. The restaurant provides quick-service California cuisine that features hot entrees, salads, sandwiches, soups, pizza, snacks and beverages.

- Hours: Monday - Friday, 7 a.m. to 5 p.m.

With extended hours, the Café offers gourmet specialty coffee and pastries.

- Hours: Monday - Thursday, 7 a.m. to 7:30 p.m., Friday, 7 a.m. to 5 p.m.

The mini-market adjacent to the Café sells sandwiches, snacks, microwave dinners, desserts and other convenience store items. There is a frozen yogurt machine as well as a microwave oven.

- Hours: Monday - Thursday, 7 a.m. to 6:30 p.m., Friday, 7 a.m. to 5 p.m.

Vending machines are located between the Market Place and the ATM machine.

- Phone: (323) 442-1582

Edmonson Faculty Center

Located in the Seaver Residence Hall, between the Plaza Market Place and the Biggy parking structure. The Edmondson Faculty Center is based on a farm-to-fork concept. The clean and modern atmosphere provides guests with an open dining room, lounge area and private dining rooms for meetings and special occasions. The menus include fresh and seasonal ingredients that provide our guests with an abundance of flavors.

- Hours: Monday - Friday,
Lunch: 11 a.m. to 2 p.m., Lounge: 4 p.m. to 7 p.m.
- Phone: (323) 442-1591; Website: <http://www.theedmonson.com>

Financial Counseling

Our trained financial counselors are available to answer questions and assist you with concerns regarding financial issues related to your health care. Financial counselors are available to review your insurance coverage with you. Pre-verification of your benefits will take place prior to your admission whenever possible. Insurance co-payments and deductibles will be collected at the time that services are rendered. Self-pay accounts require payment at the time that services are rendered.

Health Maintenance Organization (HMO) patients and patients participating in a managed health care program must present written authorization from their HMO or primary care physician at the time of service. HMO and managed care patients who are self-referred must provide full payment at the time of service. Please note that many insurance companies require pre-certification prior to medical services being rendered. It is important to familiarize yourself with your particular benefit requirements to ensure maximum reimbursement from your carrier.

You will receive a billing statement from the hospital for hospital-provided services. In addition you will receive separate billing statements from your physicians, including radiologists, anesthesiologists, pathologists, etc. The hospital will provide your billing information to all physicians involved in your treatment.

If you have any questions about your hospital billing or insurance, please call (800) 346-0775.

Gift Shops

USC Norris Comprehensive Cancer Center and Hospital Gift Shop

Located on the first floor of the hospital.

Monday – Friday, 9 a.m. to 4:30 p.m., (323) 865-3166

Gifts, cards, clothing and magazines.

Keck Hospital of USC Gift Shop

Located on the first floor.

Monday – Friday, 9 a.m. to 6 p.m., (323) 442-8432

Flowers, cards, clothing, gifts, candy, books, magazines and patient amenities.

Health Information Management and Medical Records Requests

Confidentiality of patient identifying information and related medical data is strictly maintained in accordance with the Health Insurance Portability and Accountability Act (HIPAA). Copies of your medical records may be released to you, other physicians, as well as to specifically designated persons (spouse, son or daughter) at your request and with your written authorization. Release forms are available from the Health Information Office at Keck Hospital of USC and at USC Norris Cancer Hospital.

MyUSCchart –Patient Portal to Access your Health Information

Enjoy convenient access to your health information from a computer or smartphone with myUSCchart. This secure, private service allows you to:

- Send and receive non-urgent messages with your physicians and staff. Receive health reminders and letters from your physician's office.
- View your medical history with convenient access to your medical records, such as medication, immunizations and care summaries.
- Manage your prescriptions by reviewing your current medications or requesting a refill.
- Check lab test results by viewing and printing results from routine tests such as weight, blood pressure and cholesterol.

- Request an appointment, view or cancel non-urgent appointments with a Keck Medicine of USC physician.

For more information about the advantages of myUSCchart, please visit myUSCchart.KeckMedicine.org.

Image Enhancement Center

Patients undergoing treatment for illness may experience alteration in their appearance, including hair loss and changes in complexion. The Image Enhancement Center is designed to help individuals, both men and women, cope with these cosmetic and physical challenges through education and the availability of specialized products. Services also include that of Certified Mastectomy Fitters for post-surgical fittings.

The center is located in USC Norris Cancer Hospital, Room 1362, on the Lobby Level between the Lee Breast Center and the Vicky and Robert Latter Clinic. It is open Monday through Friday from 9 a.m. to 4:30 p.m. For more information, or to make an appointment for the breast prosthesis fitting, please call (323) 865-3158.

International Patients

We understand the challenges that patients from other countries can face. We have a program in place to work with international patients to arrange for lodging, along with help exchanging currency and communicating with embassies. For more information, or to request assistance, please contact (323) 442-8303.

Interpreters

Non-English speaking patients and deaf patients may arrange to have an interpreter available by telephone and/or by American Sign Language when needed. If you'd like to request an interpreter, please ask your nurse or contact the Nursing Administration office at (323) 442-8555.

Meditation Gardens

Tranquil meditation gardens that provide wonderful areas for relaxation are available in two locations for all patients, visitors and other guests to enjoy. One is outdoors behind Keck Hospital of USC. The second is located at USC Norris Cancer Hospital outside of the Harlyne G. Norris Tower.

Notary

If you need a notary for any reason while you are in the hospital, please contact Concierge Services for a referral by calling: Keck Hospital (323) 442-8787 or Norris Hospital (323) 865-3958.

Nutrition and Diet

It is the goal of Keck Medical Center's Food and Nutrition Services to provide wholesome, nourishing and well-balanced meals that will aid in your treatment and recovery. We make every effort to deliver nutritious meals prepared to your satisfaction.

What you can expect from our department during your time at Keck Medical Center of USC:

- Meal delivery service is provided between the hours of 7 a.m. and 7 p.m. Depending on your floor location, meals are delivered between these times: Breakfast: 7 a.m. – 9 a.m.; Lunch: 12 p.m. – 2 p.m.; Dinner: 5 p.m. – 7 p.m.
- Our nutrition assistants visit or call you for breakfast, lunch and dinner selections.
 - We attempt to obtain your menu selections, either in person or by phone, within one meal after your admission to the hospital.
 - In the event that you are sleeping or in a procedure and we are unable to get a hold of you, we send you a pre-set meal.
 - If you are unable to order a meal and your family member/caregiver is present, they can order for you.

- To place an order or ask questions about your food, please call your nutrition assistant. The phone number can be found on the whiteboard in your room.
- If the nutrition assistant is unable to answer because they are assisting another patient, please leave a voicemail and your call will be returned as soon as possible.
- If you get hungry between meals and it is permitted on your diet order, snacks can be requested by the following:
 - Juices, milks, water can be provided directly to you by your nurse.
 - Substantial snacks can be ordered by the Skylight television interactive system. Keck Hospital interactive orders will be honored between 10 a.m. – 7 p.m. Norris hours are between 10:30 a.m. – 6 p.m.
 - After 7 p.m., light fare can be provided to you directly by your nurse.
 - Upon delivery of your meal, our staff asks your name and birth date to confirm your identity. This is to ensure we deliver the correct meal to the correct person.
 - If needed, a nutrition assistant provides assistance opening beverage or condiment packages.
 - After serving your tray, the nutrition assistant verifies that you received the food you ordered and asks if anything else is needed.
 - If an ordered item is unavailable, we provide alternative options allowed within the limits of your diet order.
- A Registered Dietitian is available if you have any questions regarding your prescribed diet order, have decreased appetite/intake or need education. Please communicate this request to your nurse or physician.
- If your visitors wish to dine with you bedside, they may order and purchase a meal tray from the nutrition assistant. Prices are at market value and vary depending on selection. Cash only is accepted upon delivery.

Pharmacy

Medical Plaza Pharmacy

Located on the USC's Health Sciences Campus at:
1510 San Pablo Street, Suite 144
Los Angeles, CA 90033
Hours: Monday – Friday: 8:30 a.m. to 6 p.m.
Saturday: 9 a.m. to 1 p.m., Sunday: Closed

USC Pharmacy at University Park Campus

Located in the heart of USC's University Park Campus in the Gwynn Wilson Student Union at:
3601 Trousdale Parkway, Suite 101
Los Angeles, CA 90089
Hours: Monday – Friday: 9 a.m. to 5 p.m.
Saturday – Sunday: Closed

USC Health Center Pharmacy at University Park Campus

Located in the parking structure directly across from the entrance of the Engemann Student Health Center on USC's University Park Campus at:
1150 W Jefferson Blvd, Suite 150
Los Angeles, CA 90089
Hours: Monday – Thursday: 9 a.m. to 7 p.m.
Friday: 9 a.m. to 6 p.m.
Saturday: 10 a.m. to 2 p.m., Sunday: Closed
Phone: (213) 821-6100

Patient Blood Management Program and Transfusion-Free Surgery

Blood management is a process designed to reduce or eliminate blood transfusions that in some cases can lead to lower rates of infection and improved outcomes. The USC Transfusion-Free Surgery and Patient Blood Management Program is the only academic program focusing on these options in this region. Many of our physicians and surgeons have the expertise required to administer transfusion-free medicine and surgery. There are many reasons that individuals may choose transfusion-free

medicine and surgery. In support of this decision, our program can assist with physician referrals and scheduling, educate patients about what to expect during their inpatient and outpatient hospital stays, and answer any questions that patients or their families may have. For more information, please contact the Transfusion-Free Surgery and Patient Blood Management Program by calling (323) 442-5261.

Patient Education

All of our patients and their family members deserve complete, accurate and current healthcare information. We believe that patient and family education contributes to reaching expected outcomes and provides opportunities to modify individual lifestyles, which lead to healthier behaviors. We are proud to be leaders in patient education so that our patients understand their illnesses. This educational foundation allows our clinical experts to provide immediate and first-hand information as they treat you. For information about learning more about your treatment, please contact the Patient Education/Social Services office at (323) 865-3150.

The Jennifer Diamond Cancer Resource Library at the USC Norris Cancer Hospital is home to the Patient Education and Outreach Center and the Resource Library. This is a state-of-the-art facility with print and electronic cancer education and resource materials devoted to patients, their families and community members seeking information about cancer and other diseases. The center is located on the Ground floor of the Harlyne J. Norris Cancer Research Tower, Level A, Suite 501. It is open Monday through Friday from 10 a.m. to 3 p.m. and can be reached at (323) 442-7800.

Norris Medical Library at the Keck School of Medicine of USC has a vast array of medical information and research librarians who can assist you in learning more about your illness and treatments. It is located on the Health Sciences Campus at 2003 Zonal Ave. The library's hours are Monday through Thursday from 7 a.m. to midnight, Friday from 7 a.m. to 8 p.m., Saturday from 9 a.m. to 5 p.m., and Sunday from 9 a.m. to 10 p.m. For more information, please contact the library at (323) 442-1116.

Radiology

Copies of your imaging studies may be requested from the Radiology department. Please contact Keck Hospital of USC at (323) 442-8955 and USC Norris Cancer Hospital at (323) 865-3218. A 24-hour minimum advance notice of CD/film request is necessary and appreciated. There is a fee at the time of the request to provide copies or CDs of your X-ray.

Security Office

Health Sciences Campus
2001 Soto St.
Los Angeles, CA 90032
Emergency: (323) 442-1000
Non-Emergency: (323) 442-1200

Social Services

We know that our patients and family members face many emotional, interpersonal, occupational, financial, practical and survivorship challenges related to their medical condition. As part of our interdisciplinary team approach, the Clinical Social Workers are trained clinicians who provide psychosocial assessment, crisis intervention, counseling, education, community resource information and referral, and advocacy. Individual, conjoint and family counseling services are available.

Request a consultation with a social worker by contacting the Social Services Office at (323) 865-3150.

Spiritual Services

Chaplains representing a variety of denominations are on call 24 hours a day to offer spiritual support and counseling for patients and families. Our chaplains will be happy to serve you or will contact your clergy member if desired. Spiritual Services can be reached at (323) 442-8488. Chapel and meditation room visitors and patients are invited to visit the hospital chapel located in the main lobby at Keck Hospital of USC. The

chapel is open 24 hours per day for prayer and meditation. There also is a meditation room at USC Norris Cancer Hospital for patients and their loved ones to use, which is located on the first floor across from the Image Enhancement Center. Assistance in locating off-site houses of worship can be obtained by calling Concierge Services at (323) 442-8787.

Support Groups

The Keck Medical Center of USC Social Services Department offers a variety of support groups at Keck Hospital of USC and USC Norris Cancer Hospital. Given the reported potential connection between support group participation and the positive outcome of treatment, the Keck Medical Center of USC offers patients and their families the opportunity to take part in such groups.

All groups are free. Dates and times may vary. For more information, or to be added to the mailing list for one of these groups, please call (323) 865-3150.

YOUR RIGHTS AND RESPONSIBILITIES

Patient Responsibilities

It is our belief that great health care for patients occurs when patients, their family members and hospital staff participate as a team. Each team member is responsible to the other members. Patient responsibilities include:

Providing Information

The patient and family members are responsible for providing, to the best of their knowledge, accurate and complete information about present conditions, past illnesses, hospitalizations, medications and other matters relating to the patient's condition. The patient and family members are responsible for asking questions when they do not understand clearly what they have been told about the patient's care or what they are expected to do.

Following Instructions

The patient and family members are responsible for following the treatment plan developed with the practitioner. They should express any concerns they may have about their ability to follow the proposed course of treatment; the hospital, in turn, makes every effort to adapt the treatment plan to the patient's specific needs and limitations. Where such adaptations are not recommended, the patient and family will be informed of the consequences of failing to follow the recommended course of treatment or of using other treatments.

Following Hospital Rules and Regulations

Patients and families are responsible for following the hospitals' rules and regulations concerning patient care and conduct. Acting with consideration and respect, patients and families are expected to be considerate of other patients and hospital personnel by not making unnecessary noise or causing distractions. Patients and families are responsible for respecting the property of other people and that of the hospitals. In addition, we request that all cellular telephones be turned off in areas where posted signs request it.

Patient Feedback

You may receive a survey in the mail or by email. We value your input. This is your opportunity to tell us what we did well and how we can improve to better serve our patients and their loved ones. If you would like to share your experience at another time, please call the Patient and Family Experience Office at: Keck Hospital (323) 442-9516 or Norris Hospital (323) 865-3958. You may also email us at PatientExperience@med.usc.edu.

Patient Rights

You have the right to:

- Considerate and respectful care, and to be made comfortable. You have the right to 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 admission to the hospital.

- Know the name of the licensed healthcare 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 non-physicians who will see you.
- 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.
- Make decisions regarding medical care and receive as much information about any proposed treatment or procedure as you may need 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. You have the right to leave the hospital, even against the advice of members of the medical staff, to the extent permitted by law.
- 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.
- Reasonable responses to any reasonable requests made for service.

- 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 medications, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe opiate medication but, if so, must inform you that there are physicians who specialize in the treatment of severe chronic pain with methods that include the use of opiates.
- 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 patient rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
- 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.
- 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. You have the right 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 persons providing the care.
- Be informed by the physician, or delegate of the physician, of

continuing healthcare requirements and options

- Plan to be involved in the development and implementation of your hospital discharge. Upon your request, a friend or family member may also be provided with this information.
- Know which hospital rules and policies apply to your conduct while a patient.
- Designate visitors of your choosing, if you have decision-making capacity, unless no visitors are allowed.
- Know if the facility 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.
- Tell the health facility staff that you no longer want a particular person to visit. A health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors, but the health facility must inform you, or your support person, 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.
- 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.
- Examine and receive an explanation of the hospital’s bill regardless of the source of payment.
- Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, gender identity, disability, medical condition, marital status, registered domestic partner status or the source of payment for care.

- File a grievance. If you want to file a grievance with either hospital, you can obtain a “Patient/Family Grievance” form from any hospital staff member, physician or volunteer and either write or call Keck Hospital of USC or USC Norris Cancer Hospital, attention Risk Management office at 1500 San Pablo St., Los Angeles, CA 90033 or (323) 442-9968. The grievance committee will review each grievance and provide you with a written response within three business 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 also will be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO).
- File a complaint with the California Department of Public Health regardless of whether you use the hospitals’ grievance process. The California Department of Public Health Acute and Ancillary Unit/South Section is located at 3400 Aerojet Ave., Suite 323, El Monte, CA 91731. The telephone number is (626)-569-3740.

Problems, Concerns and Compliments

It is the philosophy of Keck Hospital of USC and USC Norris Cancer Hospital that patient concerns and problems are addressed by the most appropriate staff member as soon as they arise. We realize that as a patient receiving care, you might at times feel vulnerable as you are coping with the difficulties that illness can bring. As your healthcare team, we are committed to making you feel as comfortable as possible at all times. Patients and their families or representatives are encouraged to voice concerns and complaints directly to caregivers or other hospital staff. In most instances, the problem can be resolved quickly and effectively without formal review.

Additionally, patients and their families may contact the Patient and Family Experience office to express any concerns if they cannot be resolved with the nurse or physician. The complaint may be made in writing, by telephone or in person. Call Patient and Family Experience at: Keck Hospital (323) 442-9516 or Norris Hospital (323) 865-3958 for

more information about the best way to relay your concerns. If your concern about patient safety or the quality of care remains unresolved, you may contact the Joint Commission at (800)-994-6610, by email at complaint@jointcommission.org, or by U.S. Mail at Office of Quality Monitoring, The Joint Commission, One Renaissance Blvd., Oakbrook Terrace, IL 60181.

If you or your family would like to express a compliment to recognize an employee including a physician for being extraordinary, let us know. You can send a written compliment to the Patient and Family Experience Office, email PatientExperience@med.usc.edu or call: Keck Hospital (323) 442-9516 or Norris Hospital (323) 865-3958.

Compliments are greatly appreciated and are shared with all employees through our Rewards and Recognition program. Staff members who are mentioned by name receive a thank you card and small token of appreciation. Similarly, compliments are shared throughout the organization in a daily publication which includes a segment called “Wow Recognition” and are presented monthly at our hospital wide huddles.

Ethical Issues

If complex bioethical issues arise, the hospital has a Bioethics Committee, which will act in an advisory capacity to assist patients and their families in making difficult decisions. The Keck Medical Center of USC’s Bioethics Committee serves as a resource to clarify issues and assist in the resolution of ethical concerns and dilemmas that arise in the care of individuals hospitalized here. Members of the Bioethics Committee are professionals from the disciplines of medicine, nursing, social services, clergy, law, ethics and administration. Anyone may request a bioethics consultation, which will be convened as soon as feasible and should occur within 24 hours. During case consultation, members of the Bioethics Committee will listen, help clarify issues and remain objective as facilitators of the resolution process. If at any time you wish to discuss questions or concerns with the Bioethics Committee, you may contact the Office of the Medical Staff Administration at (323) 442-8686.

