

Keck Medical Center of **USC**
Keck Medicine of **USC**

Patient Information Handbook



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.

Our Values

- I deliver quality health care through uncompromised service excellence.
- I show compassion while building positive relationships with my colleagues, our patients and their families.
- I contribute to innovation through collegial collaboration.
- I am empowered to improve the performance of the organization.
- I have integrity and I am accountable to the highest professional standards.

- I demonstrate respect for our environment by my demeanor, actions, and personal appearance.
- I demonstrate vitality by being fully present and engaging others.
- I am responsible for authentic communication with my colleagues, our patients and their families.
- I provide a private, safe and secure environment.
- I commit to personalizing the “KNOWN” Service Standards.

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



Welcome to the Keck Medical Center of USC

Keck Medical Center of USC is part of Keck Medicine of USC, the health system of the University of Southern California. It is comprised of the two hospitals on the USC Health Sciences Campus — Keck Hospital of USC and USC Norris Cancer Hospital, and four medical office towers.

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 this handbook 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.



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. 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, from our four USC-owned private hospitals — Keck Hospital of USC, USC Norris Cancer Hospital, USC Verdugo Hills Hospital and USC Arcadia Hospital — to outpatient clinics in Los Angeles, Orange, Kern, Tulare and Ventura counties and Las Vegas.



Keck Medicine of USC

Keck Medicine of USC is the University of Southern California's medical enterprise, one of only two university-based medical systems in the Los Angeles area. Keck Medicine combines academic excellence, world-class research and state-of-the-art facilities to provide highly specialized care for some of the most acute patients in the country.

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Before Your Stay

For appointments, call
(800) USC-CARE
(800-872-2273)



What to bring to the hospital

We recommend that all items be kept at home except for those listed below. You are responsible for the items brought to the hospital and the hospital is not responsible for any loss or damage to your personal property.

What to bring

- 1. Photo ID**
- 2. Medical Insurance Card**
- 3. Cell Phone and Charger**
- 4. Assistive Devices** (e.g., glasses, hearing aids, dentures, canes, walkers, etc.)
- 5. List of Medications** (e.g., Include dose, frequency, and when you last took them)

What not to bring

- 1. Cash**
- 2. Valuables** (e.g., jewelry, watches, credit cards, checkbooks)
- 3. Electronics** (e.g., laptops, tablets, hair styling tools, heating pads). Our Patient Experience department has iPads for your use upon request.
- 4. Toiletries**
- 5. Additional Clothing**
- 6. Weapons**
- 7. Illegal Drugs**
- 8. Medications from home or loose pills** (unless advised by your care team)

We realize that we are asking our patients not to bring certain valuables to the hospital that may be considered essential, but we do this to lessen the likelihood that valuables may be lost. In case your valuables do get lost please inform your nursing staff or the Patient Experience Office at (323) 442-9516 or USC Norris Cancer Hospital at (323) 865-3958.



Insurance and 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.

If you have any questions about your hospital billing or insurance, please call (855) 532-5729.

Transportation & 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 1, Healthcare Center 2, USC Norris Cancer Hospital, USC Tram Stop at the corner of Eastlake and San Pablo, and Healthcare Center.

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.

Lodging

For a up-to-date list of on campus and local hotels with USC discounts, visit keckmedicine.org/international-health/lodging.



Drop-off & Pick-up Locations

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.

Keck Medicine has partnered with Pied Parker to provide a contactless parking experience for our patients and visitors at the following parking facilities: Keck Hospital, Healthcare Center 2 and Healthcare Center 4. This means your entire parking experience will be cashless and done through the Pied Parker app or piedparker.com.

We recommend downloading the Pied Parker app or creating your online account before your visit.



HOW IT WORKS

- 1** Download the app or visit piedparker.com to create your online account. Download the Pied Parker App for: iPhone or Android.
- 2** Follow the prompts to set up your parking account. You will need your: email, license plate, and credit card. You do not need to reserve a parking space, simply set up your account and drive up to the entrance of the parking facility.
- 3** Once you have an account, our contactless technology will recognize your license plate when you enter and exit the parking structure and process any payments automatically.

Note: Patients and visitors who do not have access to a mobile phone can use our on-site tablets to get parking validation or make a payment. We will also have staff available to assist patients and visitors with any parking questions.

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

Patient parking for USC Norris Cancer Center is located via the circular driveway in front of the hospital on Eastlake Avenue. **Parking is currently “first two hours free”. Patients who are coming in for longterm / recurring treatment will receive validation from participating departments.** As a new patient, inform the parking attendant that this is your first appointment and provide the name of the physician you are seeing.

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



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.

Please feel free to contact Concierge Services by calling:
Keck Hospital (323) 442-8787 or USC Norris Cancer Hospital (323) 865-3176.

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.

Where to Wait

SURGICAL WAITING AREA

The surgical waiting areas are located in both Cardinal and Gold lobbies at Keck Hospital of USC. 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 cell phone number).



In Your Room

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

Communication

As nurses change duty, they will post the names of your current care team on your board. 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. If you need your nurse urgently, please use the nurse call button to request assistance.

Telephone Calls

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 USC Norris Cancer Hospital and follow the prompts to reach your room.

The use of cell phones is permitted in most areas of the hospital. However, there are certain areas where your cell phone could interfere with hospital equipment. You are asked to curtail cell phone 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. Our goal is to make our patients feel welcomed and informed at Keck Medical Center of USC.

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 USC Norris Cancer Hospital **(323) 865-3958**.

Patient Advocates

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 the Office of Patient and Family Experience to speak with our Patient Relations Specialists directly, or to request a visit. Patient and Family Experience Department at: Keck Hospital **(323) 442-9516** or USC Norris Cancer Hospital **(323) 865-3958**.

Television and *GetWellNetwork* Interactive System

Each room has a television with a variety of channel options. A list of television channels can be found on the insert included with this booklet.

GetWellNetwork is an Interactive Patient System installed on your television. The *GetWellNetwork* 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, *GetWellNetwork* offers access to free movies.



Wireless Internet Access

All rooms are equipped with free wireless Internet access. No password is required.

Receiving Mail

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

Advance Health Care Directives

You have the right to make healthcare decisions and plan what should be done when you can’t speak for yourself. For more information, or to prepare an Advance Health Care Directive, please contact Social Services at (323) 865-3150.



Your Safety



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.

Smoking/Vaping is Prohibited

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.

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.

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.

For the current visitor policy, please refer to our website, [keckmedicine.org](https://www.keckmedicine.org) and select Patients & Visitors.

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 USC Norris Cancer Hospital (323) 865-3958. Visitor areas open at 8 a.m. and close at 8 p.m. If you have any questions about visiting procedures, please check with your nurse.

Children

Children under 14 must be accompanied by an adult at all times, in all areas of the hospital. Approval to visit patients is required. Children will not be permitted in treatment or procedural areas and cannot stay overnight. Any children who show signs/symptoms of infection or illness will not be permitted to visit patients.

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 USC 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 USC Norris Cancer Hospital (323) 865-3958.

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 (323) 442-2830 for information about specific guidelines.

Preparing to Go Home



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 plan to 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.

Before you leave the hospital, please make sure you understand any special diets, medications or activities your doctor has ordered for you.

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.

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. To contact a financial counselor with any questions or concerns, please call (323) 865-3101.

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.

Also, remember to check your room for all personal belongings.

If you have any questions about your hospital billing or insurance, please call (855) 532-5729.

Departments & Services



For Your Convenience

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 entrées, grilled foods, salad bar, sandwiches, snacks and beverages. Open seven days; call for hours. **(323) 442-8500, ext. 28452**

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

Vending machines are available 24 hours a day.

USC NORRIS HOSPITAL RAINBOW CAFÉ

Located on the Ground floor of the USC Norris Comprehensive Cancer Center and Hospital. Sandwiches, salads, fresh fruit and cookies. Open seven days; call for hours. **(323) 865-3000**

Vending machines are available 24 hours a day.

STARBUCKS

Located in Healthcare Center HC3 on the Lower Level.

Monday - Friday (323) 442-9140

PLAZA MARKET PLACE

Located in the Seaver Residence Hall behind USC Norris Cancer Hospital, The Market Place includes a Café and a mini-market. California cuisine that features hot entrees, salads, sandwiches, soups, pizza, snacks and beverages.

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

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

Gift Shops

USC NORRIS COMPREHENSIVE CANCER CENTER AND HOSPITAL GIFT SHOP

Located on the first floor of the hospital. (323) 865-3166

KECK HOSPITAL OF USC GIFT SHOP

Located on the first floor.
(323) 442-8432

NORRIS HEALTHCARE CENTER - HC3 USC GIFT SHOP

Located on the first level.
(323) 276-7523



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 a post-surgical fitting or mastectomy 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 or video and/or by American Sign Language when needed. If you'd like to request an interpreter, please ask your nurse or contact the hospital operator:

Keck Hospital: (323) 442-8500
TTD/TTY: 1 (800) 735-2922
USC Norris Cancer Hospital:
(323) 865-3000

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
USC Norris Cancer 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. Dietitians work closely with your doctors and nurses to ensure your nutritional needs are met during your stay. Meal delivery services are provided between the hours of 7 a.m. and 7 p.m. For assistance at:

Keck Hospital: (323) 442-8452
USC Norris Cancer Hospital:
(323) 865-3042

Pharmacy

MEDICAL PLAZA PHARMACY

Located on the USC's Health Sciences Campus
Healthcare Consultation Center 1
1510 San Pablo Street
Suite 144
Los Angeles, CA 90033

Monday – Friday: 8:30 a.m. – 6 p.m.
Saturday: 9 a.m. – 3 p.m. (closed for lunch
12:00pm-12:40 pm), Sunday: Closed
(323) 442-5770
pharmacies@usc.edu

USC PHARMACY AT UNIVERSITY PARK CAMPUS

Located in the heart of USC's University
Park Campus in King Hall (KOH).
1025 West 34th Street
Suite 105
Los Angeles, CA 90089

Monday – Friday: 9 a.m. – 5 p.m.
Saturday and Sunday: Closed
(213) 821-6100
pharmacies@usc.edu



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 Resources

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. For information and to learn more about your treatment, please speak with your care team.

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 for anyone 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**.

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.

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, brief counseling, education, community resource information and referral, and advocacy. Individual, conjoint and family meetings are available.

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

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**.

Spiritual Services



Our services strive to embrace the diverse spiritual and faith traditions of everyone, with sacredness and care. Spiritual accompaniment and support are provided by trained, professional Chaplains. We

can be requested by speaking to any hospital staff or by calling **(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 is also a meditation room at USC Norris Cancer Hospital for patients and their loved ones to use, which is located on the first floor.

Security Office

Health Sciences Campus
2001 Soto St.
Los Angeles, CA 90032

Emergency: **(323) 442-1000**
Non-Emergency: **(323) 442-1200**

Other Important Information



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 and additional information are available online at <https://www.keckmedicine.org/quality-transparency/records/> or from the Health Information Office at Keck Hospital of USC and at USC Norris Cancer Hospital (626) 293-2400.

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.

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 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.

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 USC Norris Cancer

Hospital (323) 865-3958. You may also email us

at PatientExperience@med.usc.edu.

- 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 submit via fax to: **(323) 442-9928**, by mail to 1500 San Pablo St., Los Angeles, CA 90033 or in person to our Patient and Family Experience department.

Upon receipt of a grievance, you will be mailed a Letter of Acknowledgment within 7-10 business days, followed by a final resolution letter within 30-45 business days.

The letter will contain:

- Name of the person to contact.
 - Steps taken to investigate.
 - Results of the review.
- 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**.

Notice of Nondiscrimination

Keck Medicine of USC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Keck Medicine of USC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Keck Medicine of USC:

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

If you need these services, contact the hospital operator.

Keck Hospital: **(323) 442-8500**

TTD/TTY: **1 (800) 735-2922**

USC Norris Cancer Hospital: **(323) 865-3000**

If you believe that Keck Medicine of USC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Office of Patient and Family Experience
Keck Hospital of USC, Suite 1133
1500 San Pablo St. , Los Angeles, CA 90033

(323) 442-9516
PatientExperience@med.usc.edu

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Office of Patient and Family Experience is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building,
Washington, DC 20201

Toll Free: **1 (800) 868-1019, (800) 537-7697 (TDD)**

Complaint forms are available at:
<http://www.hhs.gov/ocr/office/file/index.html>

The Joint Commission accredited hospitals must provide notice to the public that they may contact the Joint Commission for concerns about patient safety and quality of care. The contact information is:

Email: complaint@jointcommission.org

Phone: (800) 994-6610

Website: jointcommission.org

Postal Mail:

Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181



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 to our team 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 **(323) 442-9516** or USC Norris Cancer 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 USC Norris Cancer 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.

Language Services

ATTENTION: If you speak Spanish, Chinese, Vietnamese, Tagalog, Korean, Armenian, Persian-Farsi, Russian, Japanese, Arabic, Punjabi, Cambodian, Hmong, Hindi or Thai or another language, language services are available to you free of charge. Call the hospital operator for assistance.

Keck Hospital: (323) 442-8500

TTD/TTY: 1 (800) 735-2922

USC Norris Cancer Hospital: (323) 865-3000

ATTENTION: If you speak Spanish, Chinese, Vietnamese, Tagalog, Korean, Armenian, Persian-Farsi, Russian, Japanese, Arabic, Punjabi, Cambodian, Hmong, Hindi or Thai, language services are available to you free of charge. Call the hospital operator for assistance.

Keck Hospital: 323-442-8500

TTD/TTY: 1-800-735-2922

Norris Hospital: 323-865-3000

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

ՈՒՇԱԿՈՒՄԻՔՈՒՄԻՆ՝ եթե խոսում եմ հայերեն, ապա ձեզ անվճար կարող եմ արձանագրվել Լեզվական օգնություն անհատական ծառայություններ:

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤਾਮਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ।

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយភាសាដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរទូរស័ព្ទ
LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี

Directory and Maps



Meditation Garden

A tranquil meditation garden that provides a wonderful area for relaxation is available for all patients, visitors, and other guests to enjoy. The garden is located at USC Norris Cancer Hospital outside of the Harlyne G. Norris Tower.

Telephone Numbers

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

Keck Hospital of USC(888) 700-5700

Admitting	(323) 442-8999
Billing	(323) 442-8500
Bioethics Committee.....	(323) 442-8989
Concierge Services.....	(323) 442-8787
Food and Nutrition Services	(323) 442-8452
Gift Shop	(323) 442-8432
Health Information Management.....	(626) 293-2400
Language/Interpreter Services	(323) 442-8500
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.....(800) 700-3956

Admitting	(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
Language/Interpreter Services	(323) 865-3000
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

QUESTIONS? We can help!

Look for a Keck Medicine team member wearing an **ASK ME** badge.

Need help with directions? Call 800-USC-CARE

Parking Information

If you have an appointment at Keck Hospital of USC, the following parking lots are your closest options: Keck Valet Service, Keck Hospital Parking Structure (P6), and Healthcare Center Parking Garage (P4)

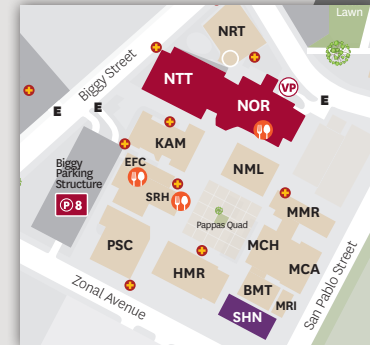
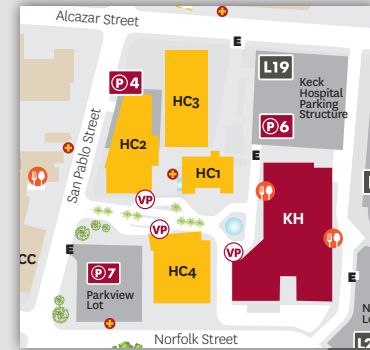
If you have an appointment at the USC Norris Cancer Hospital, the following parking lots are your closest options: Norris Valet Parking, Biggy Parking Structure (P8)

If you have an appointment at the USC Healthcare Center 1 (HC1), the following parking lots are your closest, options: Keck Valet Service, Keck Hospital Parking Structure (P6), and Healthcare Center Parking Garage (P4)

If you have an appointment at the Willametta Keck Day Healthcare Center 2 (HC2), the following parking lots are your closest options: Keck Valet Service, Keck Hospital Parking Structure (P6), and Healthcare Center Parking Garage (P4)

If you have an appointment at the Norris Healthcare Center 3 (HC3), the following parking lots are your closest options: Keck Valet Service, Keck Hospital Parking Structure (P6), and Healthcare Center Parking Garage (P4)

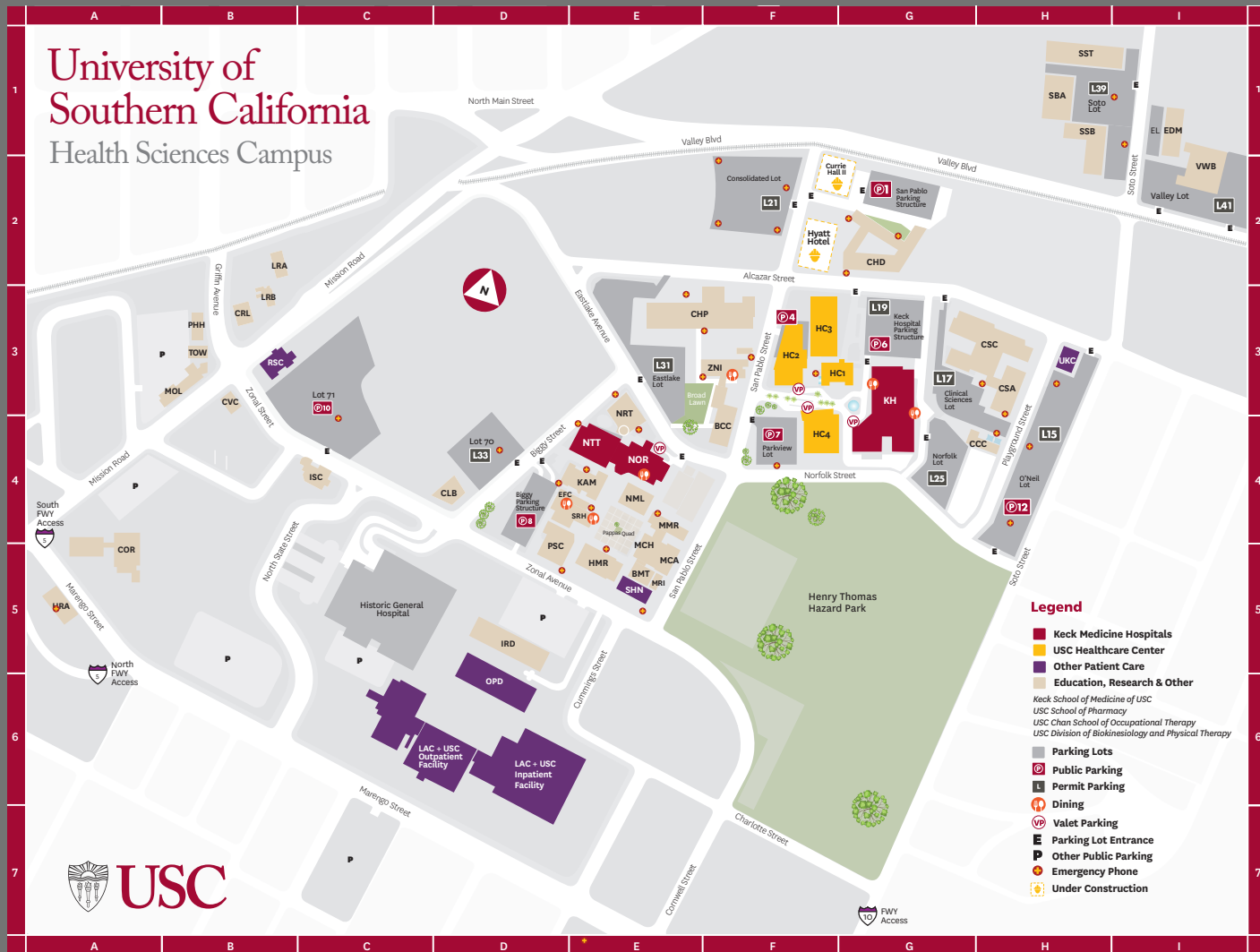
If you have an appointment at the USC Healthcare Center 4 (HC4), the following parking lots are your closest options: Keck Valet Service, Keck Hospital Parking Structure (P6), and Healthcare Center Parking Garage (P4)



For more information about Keck Medical Center of USC Parking, rates, and hours of operation, please visit our website at keckmedicine.org/parking

University of Southern California

Health Sciences Campus



Legend

- Keck Medicine Hospitals
- USC Healthcare Center
- Other Patient Care
- Education, Research & Other
- Keck School of Medicine of USC
- USC School of Pharmacy
- USC Chan School of Occupational Therapy
- USC Division of Biokinesiology and Physical Therapy
- P Parking Lots
- P Public Parking
- L Permit Parking
- Ⓜ Dining
- Ⓜ Valet Parking
- Ⓜ Parking Lot Entrance
- Ⓜ Other Public Parking
- Ⓜ Emergency Phone
- Ⓜ Under Construction





Keck Hospital of USC

1500 San Pablo Street
Los Angeles, CA 90033

USC Norris Cancer Hospital

1441 Eastlake Avenue
Los Angeles, CA 90033

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