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Welcome

THANK YOU FOR TRUSTING US



Thank you for choosing Victor Valley Global Medical Center to meet your healthcare needs.



Mission Statement

Commitment to improved community health



Contact Us

15248 Eleventh St.
Victorville, CA 92395
760-245-8691
vvgmc.com

Welcome to Victor Valley Global Medical Center, where providing excellence in quality and patient care is more than our mission—it's our commitment to you and your family. This commitment has driven our mission for over 50 years. In fact, it is the foundation for everything we do. Each member of our team is dedicated to your recovery and positive experience to ensure you receive the highest level of quality care—with exceptional service.

We are here to assist you with any questions or concerns you may have during or after your stay, and we welcome feedback on your patient experience at VVGMC.

Thank you for allowing us to be your partner in health—it is our privilege.

Sincerely,
Mindy C. Ofiana, MSN, RN
Chief Nursing Officer/Chief Operating Officer

Our Values

Respect, Quality, Compassion, Service,
Collaboration, Communication, Involvement

Our Vision

We are committed to our position as the premier hospital in our community, providing excellence in care, community leadership and being the employer of choice.

About Us

WHY WE ARE THE RIGHT CHOICE FOR YOUR CARE



Victor Valley Global Medical Center, founded in 1967 as Victor Valley Community Hospital, is a 101-bed acute care hospital. The hospital is committed to providing high-quality, cost-effective healthcare services to residents of the High Desert communities. The medical center is governed by a board of directors—comprised of area business professionals and physicians—and fully accredited by The Joint Commission.

As we work toward our vision, we look forward to our partnership with the community, physicians and other providers in ensuring our community remains strong and healthy. As the community's healthcare needs grow, VVGMC supports and maintains a range of specialty services that serve inpatients and outpatients.

We continue to improve patient care, increase access to healthcare and adapt to new technologies and innovations as our community grows and the medical needs of our residents expand.

Our Services Include

- + 24-Hour Emergency Services
- + Delivery Land™ Labor & Delivery Unit
- + Cardiac Catheterization Laboratory
- + Surgical Services
- + ICU and NICU
- + Interventional Radiology
- + Comprehensive Stroke Center



We Care About Your Care

Please speak up and tell us if we can do more. In fact, after your visit, we'll be reaching out to you to find out how we did. Please be honest and take a few moments to tell us what you think. Your responses to this patient satisfaction survey will help improve our services.

Phone Directory

WE ARE HERE TO HELP YOU

KEY NUMBERS	
Main	760-245-8691
Complaint Line	760-843-6230
Information Desk	Ext. 4022
Pastoral Care	760-843-6046
Security	760-792-6250

Calling from inside the hospital?
Dial the **FOUR-DIGIT EXTENSION** only.

OTHER HOSPITAL SERVICES			
Administration	760-843-6105	Medical Records	760-843-6296
Admitting	760-245-8691, ext. 4022	Nursing Administration	760-843-6076
Case Management	760-245-8691, ext. 4160	Outpatient Center	760-245-4555
Compliance	760-245-8691, ext. 4322	Patient Financial Services	800-270-0702
Housekeeping	760-843-6237	Quality/Risk	760-843-6200
Human Resources	760-843-0620	Social Services	760-245-8691, ext. 4160
Maternal Child Services	760-843-6080		

To reach any of the following departments from inside the hospital, just dial 0.

- + Cardiopulmonary Services
- + Emergency Department
- + Engineering
- + Imaging Services
- + Intensive Care Unit
- + Laboratory Services
- + Nutritional Services
- + Surgical Services

Learn More



For more information on the resources available at Victor Valley Global Medical Center, visit **vvgmc.com**.

Our Commitment to Care

PATIENT SATISFACTION MATTERS TO US

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue still is not resolved, then contact our Quality Management Department at 760-843-6200. You also have the right to file your complaint with either:

+ **California Department of Public Health**

464 W. Fourth St., Suite 529
San Bernardino, CA 92401
909-383-4777

+ **Office of Quality and Patient Safety The Joint Commission**

One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: 630-792-5636
Website: www.jointcommission.org, then
click "Report a Patient Safety Event"



Making a Difficult Healthcare Decision?

Sometimes a healthcare choice can involve an ethical concern—such as a wish to refuse life-saving treatment or a disagreement over advance directives (see p. 27). Our hospital social worker or Ethics Committee can help your team of support people make difficult decisions. For help, contact Social Services at ext. 4165 or the Medical Staff Office at ext. 4156.

How Are We Doing?



We want you to be satisfied with your care. To help, speak up if we can ...

- respond quicker to your needs
- explain things more clearly
- help keep your room clean or quiet
- ease your pain
- help you understand your treatment plan

Our Commitment to Care continued



After Your Stay

Once you leave our care, we will continue to seek your feedback through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey is a tool to measure and report patient satisfaction. It's made up of simple questions on key care topics such as:

- + nurse communication
- + communication about medicines
- + doctor communication
- + discharge information
- + responsiveness of hospital staff
- + cleanliness of hospital environment

If you're selected to receive this brief survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve.

Want to Know How We Score?



You can review and compare the quality, care and safety ratings for different hospitals at:

- Medicare Hospital Compare, which uses HCAHPS results and other data: www.medicare.gov/hospitalcompare/search.html

You also can find information on hospitals through our accrediting organization:

- The Joint Commission: www.qualitycheck.org

Rapid Response Team

SPECIAL SUPPORT TO PREVENT EMERGENCIES



During your stay, you have access to a special service called the Rapid Response Team. You can call this service, and a critical-care team will check on you or your loved one and provide help before there is a life-threatening emergency.

When to Call Rapid Response

Call for help if you notice:

- + change in heart rate or blood pressure
- + change in respiratory (breathing) rate or oxygen levels
- + change in urine output (much more or less urine)
- + change in mental status or level of consciousness
- + any time you are worried something might be wrong
- + any change in the patient's condition that needs immediate attention and the healthcare team is not responding, or if you continue to have serious concerns after speaking with the healthcare team



How to Call Rapid Response

STEP 1:

Contact your nurse or dial 5 on the bedside phone.

STEP 2:

Tell the operator:

- your name
- room number
- patient's name
- your concern

STEP 3:

The Rapid Response Team will be sent to your room.

Fast Facts About Your Stay

YOUR GUIDE TO THE MOST FREQUENTLY ASKED QUESTIONS

ATM

Located in the hospital main lobby.

Bedside Shift Report

We want you to feel comfortable and cared for throughout your stay, so at each nursing shift change—around 7:00 a.m. and 7:00 p.m.—your nurse will introduce your new nurse to you. The team will talk about your progress, medicine and tests scheduled for the day, and you can ask questions as well.



Cafeteria

Monday through Friday

Hours:

Breakfast: 7:30 a.m. to 10:00 a.m.

Lunch and Dinner: 11:00 a.m. to 8:00 p.m.

Saturday and Sunday Hours:

Lunch and Dinner: 11:00 a.m. to 8:00 p.m.

The dining hall is open seven days a week, offering affordable hot meals, a salad bar and grill items. All visitors are welcome to dine in the cafeteria. Complimentary coffee is available inside the cafeteria during visiting hours.

Calling Your Nurse

All patient rooms are equipped with a call system and should be used to alert the nurse that you need help. A staff member will answer your call light either by intercom or in person as soon as he or she is available.

Electrical Appliances

Only battery-operated devices are allowed in patient rooms. Do not use electric hairdryers, curling irons, razors, heating pads, portable heaters, DVRs, computers or other electric devices.

Fire Safety

We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will instruct you on what to do.

Flowers

Flowers are delivered to patient rooms by hospital staff. Please note that flowers are not allowed in Intensive Care units.

Hospital Safe for Valuables

We cannot accept responsibility for valuables left in your room. We encourage you to give money, medicines, credit cards, wallet, cell phones, jewelry, etc. to a family member or close friend to take home. You may ask your nurse to put your valuables in the safe. Valuables may be picked up

between 8:00 a.m. and 5:00 p.m.
Monday through Friday.

Hourly Rounding

Nursing staff will visit you every hour during the day and every two hours at night to check on your comfort, help you change positions in bed, assist with trips to the bathroom, and make sure you can reach your phone, call light and personal items easily.

Housekeeping Services

A member of our Environmental Services Department will clean your room daily. If you have a concern with the cleanliness of your room, please let our staff know.

Interpreters

Interpreter services are available in many languages, including Spanish. Services also are available for hearing-impaired patients. Interpreting services are provided by the hospital in medical terminology, anatomy and other appropriate vocabulary commonly needed to communicate with patients and their families. These services are offered 24 hours a day, seven days a week, using a telephone service, free of charge. Please ask any staff member for help.

Lost and Found

Please call our operator at ext. 0 to be connected with the Public Safety Department.

Champion of the Month



Victor Valley Global Medical Center Employee Patient Satisfaction Champion of the Month Program recognizes employees who display a high level of commitment to patient satisfaction at VVGMC through our vision, mission and values. The program is designed to create a positive working environment, boost morale, show employees how much they are valued and appreciated, aid in retention and recruitment, and foster a spirit of healthy competition.

Champion of the Month

The two Champion of the Month categories are:

- Patient Care Champion
- Non-Clinical Champion

How to Nominate

Anyone can nominate an employee to be a Clinical or Non-Clinical Patient Satisfaction Champion by filling out a nomination form and providing it to the department manager. If you would like to nominate one of our staff members for this award, please ask your nurse for a nomination form.

Fast Facts About Your Stay continued

Mail

Mail is delivered to each unit Monday through Friday. Mail arriving after a patient has been discharged will be forwarded to the patient's home address.

Medicines

We will review any prescription or over-the-counter medicines you bring to the hospital. Tell your doctor about any medicines you regularly take. If you still need them, hospital staff will give them to you and return your medicines to you for your safekeeping at home. All medicines you take in the hospital need to be prescribed, filled and given to you by hospital staff. Upon discharge, if you need to continue taking any medicines, you will be given a prescription and you can fill it at any retail pharmacy of your choice.

Parking

Parking is free. We have preferred parking at the front of the hospital for our Delivery Land patients.

Pastoral Care

Patients and their loved ones can call upon a group of volunteer chaplains at any time. Simply ask your nurse to request these services.

Patient Meals

Delivery Times:

Breakfast: around 7:15 a.m.

Lunch: around 11:30 a.m.

Dinner: around 5:15 p.m.

Occasionally your meal service may be disrupted for medical treatment. We will ensure that you have the proper diet as soon as your doctor resumes your diet order. Each morning you will receive a menu that is designed for your personal selection. We will gladly customize menus to accommodate your needs and cultural preferences.



Personal Belongings and Valuables

Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. Victor Valley Global Medical Center cannot be responsible for replacing personal belongings.

Public Restrooms

For everyone's health and safety, we ask visitors not to use patient restrooms. Public restrooms are located throughout the hospital. Ask hospital staff to direct you to the nearest one.

Rapid Response Team

You can call a critical-care response team to respond if your condition worsens and you do not get the immediate care you need. Dial 5 to request this special service. See p. 7 or ask a staff member to learn more.

Smoking

Smoking is only allowed in designated areas.

Telephone

All patient rooms have telephones. To call someone within the hospital, dial the four-digit extension or 0 for assistance. For most outside calls, dial 9, wait for a dial tone, then dial 1, area code and the number. For long-distance calls, contact the operator for assistance.

For family and friends calling the hospital, dial 760-245-8691 and ask for the patient by name or room number.

TV

Each patient room has a television. Please be considerate of others by keeping the volume down and turning off your TV at bedtime. Ask a staff member if you have any questions on using your TV. See p. 13 for the channel listing.

Vending Machines

Here you can find beverages, snacks, sandwiches, yogurt and microwaveable meals 24 hours a day, seven days a week. Machines are located in the hospital cafeteria.

Weapons

No weapons are allowed on hospital property. Victor Valley Global Medical Center has a zero-tolerance violence policy.



Fast Facts About Your Stay continued



Visitor Information

Victor Valley Global Medical Center understands that having loved ones by your side can help with your healing and care. You have the right to choose and prioritize visitors from among family, friends, partners, personal care aides and other individuals (regardless of the person's gender or your relationship to the person). You also can choose a support person to be present throughout your stay, unless that person's presence affects your health or the rights or safety of other patients.

Visitor Guidelines

To provide a restful and safe environment, we ask that visitors follow these guidelines:

- ✦ Do not visit if you have a cold, sore throat, fever or other illness.
- ✦ Avoid noisy, disruptive behavior to help respect the healing of all patients.
- ✦ Ask before bringing foods, drinks or items that might trigger allergies—like balloons, flowers or perfume—into patient rooms.
- ✦ Wash your hands before entering a patient's room.
- ✦ Make sure all children have a supervising adult with them at all times.

When you visit, please pick up a wristband at the public safety officer desk or front desk. Wristbands must be worn at all times in all areas of the hospital and returned when you leave.



Visiting Hours

To promote healing and safety and limit infection, some units may limit the number of visitors you can receive at one time.

General Hours:

Visitation is allowed 8:00 a.m. to 8:00 p.m.
Note: No more than two visitors at a time. Children under age 14 may visit with the approval of the unit charge nurse/designee or administrative house supervisor. Clinical staff might ask you to leave the room when providing direct care to ensure patient privacy.

TV CHANNELS

3	CBS - KCBS	23	Nickelodeon	43	HGTV
4	NBC - KNBC	24	Cartoon Network	44	GSN
5	CW - KTLA	25	Disney Channel	45	Turner Classic Movies
6	ABC - KABC	26	Paramount Network	46	TV Land
7	FOX - KTTV	27	Travel Channel	47	Freeform
8	PBS - KOCE	28	VH1	48	Comedy Central
9	My TV	29	CMT	49	E!
10	UBD	30	History	50	Syfy
11	ION	31	TLC	51	Food Network
12	Telemundo	32	Oxygen	52	A&E
13	Univision	33	ESPN	53	Animal Planet
14	Weather Channel	34	ESPN2	54	Discovery Channel
15	Fox Business Network	35	FS West	55	MTV
16	CNN	36	FS Prime Ticket	56	truTV
17	HLN SportsNET	37	Time Warner	57	AMC
18	CNBC	38	Fox Sports 1	58	MSNBC
19	TNT	39	MLB Network	59	BET
20	TBS	40	NBC Sports Network	60	OWN
21	FX	41	Lifetime	61	Investigation Discovery
22	USA	42	Hallmark Channel	62	Galavision

Quick Quiz!



By the age of 65, how many years of the average American's life is spent in front of the TV?

☐ 2 years

☐ 5 years

☐ 9 years

☐ 12 years

Answer: With 4 hours of viewing each day or 28 hours a week, by age 65 TV-viewing time can equal roughly 9 years!

Take Charge of Your Care

SPECIAL FEATURE



Concerns or Complaints?

Your safety and satisfaction are top priorities at VVGMC, so we value feedback from our patients, their family members and visitors. Please let us know if we do not meet your expectations or if you have any concerns or questions. Our goal is to take care of all your concerns or complaints and ensure a satisfactory experience.

If you feel that your patient care issues, safety concerns or complaints cannot be taken care of through the hospital's internal grievance process, you also may contact the Quality Management Department at 760-843-6200.

You are the center of your healthcare team. Let this special guide help you get the best results from your hospital stay.

Speak up! If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. To help, share your answers to these questions with hospital staff.

- + What language would you prefer to speak?
- + Do you need glasses, hearing aids or other devices to help with talking to hospital staff?
- + Do you prefer to hear, see or read health information?
- + Do you have any cultural, ethnic or religious-based special needs?
- + Who will be your support person who talks with hospital staff about your healthcare wishes?

Source: The content within the "Take Charge of Your Care" section reinforces the safety and quality care goals and standards issued by The Joint Commission and other hospital accreditation organizations.

7 Key Ways to Take Charge

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

1. Speak Up

Ask questions and voice concerns. It's your body, and you have the right to know.

2. Pay Attention

Always double-check that you are getting the right treatments and medicines from the right hospital staff.

3. Educate Yourself

Learn about your medical condition, tests and treatment options so you know why following your care plan is so important.

4. Find a Support Person

Pick someone to help speak up for your care and needs during your stay.

5. Know Your Medicines

Understand what your medicines treat, why you need them and how to take them for the best results.

6. Check Before You Go

Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to www.qualitycheck.org to learn more.

7. Participate in Your Care

You are the center of your healthcare team. Make sure you know what's happening every step of the way—from admission through discharge.



Protect Your Health

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



Remember!

Don't forget to tell the staff who you've picked to be your support person.

Choose a Support Person

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your healthcare advocate. If you become stressed or your ability to communicate changes, this person can stand in for you—and stand up for your care.

A support person can:

- + ask questions you might not think of and write down information
- + double-check your medicines and treatments
- + watch for signs your condition is getting worse and ask for help



Name Check

Always double-check your name with staff to avoid errors.

Check IDs

While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients.

To prevent errors in your care:

- + Ask to see the ID of everyone who comes into your room so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.
- + Speak up if hospital staff does not check your ID. Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date. This may seem repetitive at times, but it helps ensure you receive the correct care.

5 Ways to Fight Infections

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

1. Clean your hands.

- after touching hospital objects or surfaces
- before eating
- after using the restroom

2. Ask hospital staff members to clean their hands. This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands too!

3. Cover if you are sick. If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

4. Keep an eye on bandages or dressings. If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

5. Keep your vaccinations up-to-date. Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.



Cleaning Tip

Use soap and water or alcohol-based hand sanitizer under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 20 seconds (the time it takes to sing "Happy Birthday" twice).



Isolation

If you are placed in medical isolation, please follow these instructions:

- Clean your hands frequently.
- Always keep your door closed.
- Ask your nurse before leaving the room. If you do leave, wear a mask.
- Limit visitors, and make sure they won't catch your illness.

Don't Ignore Pain

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



You're the Expert on Your Pain

Starting to get uncomfortable? Pain medicine not working? Speak up. You may need to get more pain medicine or switch to a different kind of medicine to get relief. Don't try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.

Only you know how much pain you're in. Tell your doctor or nurse when you feel pain or if it comes back after it goes away. Talk about your pain level throughout your stay.

Ask yourself, then share with your nurse:

- + Where does it hurt?
- + When does it hurt?
- + What makes it feel better or worse?
- + Does it keep you from doing things like sleeping, dressing or eating?

What does your pain feel like?

Sometimes it's easier to describe your pain by comparing it to another feeling. It's okay to use your imagination. Some examples include:

- + Does it feel like something is burning, stabbing, pinching or pressing on you?
- + How does it compare to other pain you've felt?
- + Is it like a paper cut, broken bone or passing a kidney stone? Does it feel better or worse?
- + Does your stomach feel like it's tied in knots?
- + Do your limbs feel like lead?
- + Does the pain make it hard to do normal tasks?

You also can use these words to describe your pain: aching, bloating, pulling, constant, numbing, sharp and searing.

How bad is it on this pain scale? Wong-Baker FACES® Pain Rating Scale



0
No
Hurt



2
Hurts
Little Bit



4
Hurts
Little More



6
Hurts
Even More



8
Hurts
Whole Lot



10
Hurts
Worst

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Stay Safe

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

Prepare for Surgery

Before your procedure, make sure you and your surgical staff confirm:

- + your name
- + the type of surgery you are having
- + the body part to be operated on—in fact, hospital staff will mark the correct spot on your body. Make sure you or your support person checks that it's correct.

Take simple steps like these to help prevent medical mistakes.

Prevent Falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet.

To keep yourself safe:

- + Use the nurse call button for help getting out of bed.
- + Ask for help going to the bathroom or walking around. (And use hospital handrails when they're available.)
- + Wear nonslip socks or footwear.
- + Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- + Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem.



Surgery Reminder

Ask your surgeon to take a “time out” to check:

- you're the right person
- getting the right surgery
- on the right body part



Look for Yellow

The color yellow indicates a risk for falls. If you see yellow on your body or in your room, you may need extra help moving around so you don't fall. Always call your nurse for help.

Manage Your Medicines

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



Prevent Medicine Errors

Be sure your doctors and nurses know:

- all the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take
- any allergies you have to medicines, anesthesia, foods, latex, etc.
- that your name matches the name on the medicine (hospital staff may scan your ID bracelet to double-check)

Whether you take one medicine or many, it's important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take:

- + What is the name of my medicine?
Generic name?
- + Why am I taking it? How will it help?
When will it start working?
- + What dose? How often? How long?
- + What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- + What are possible side effects?
What do I do if they happen?
- + Are there any foods, drinks or activities to avoid?
- + What do I do if I miss a dose?

A qualified clinical personnel may educate you on drug-food interactions. Ask your nurse for details.

For a medicine tracker, see p. 31.

Remember, Take Charge of Your Medicines



Think you're due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don't be afraid to ask.

Patient Rights

YOU HAVE THE RIGHT TO THE BEST CARE

Please review the rights and responsibilities below to help us provide you with quality care.

You Have the Right to:

1. Considerate, safe and respectful care, and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual and personal values, beliefs and preferences. You have the right to receive pastoral and other spiritual services.
2. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
3. Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.
4. Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication, including translation and interpretation. You have the right to consideration of any special needs that relate to vision, hearing, speech, language and recognition impairment. You have the right to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
5. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as



Concerns?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, contact our Quality Management Department at 760-843-6200.

Patient Rights continued

- you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment. You have the right to have your family, when given your permission or your surrogate decision-maker's permission, to be involved with your care, treatment and service decisions.
6. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of physicians, to the extent permitted by law.
 7. Be advised if the hospital/ personal physician proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects. Refusing to participate or discontinuing participation at any time will not compromise your access to care, treatment and services not related to research.
 8. Reasonable responses to any reasonable requests made for service.
 9. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic pain with methods that include the use of opiates.
 10. Formulate advance directives. This includes designating a decision-maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decision regarding medical care on your behalf.
 11. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will

be used in semi-private rooms. You have the right to telephone privacy.

12. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate “Notice of Privacy Practices” that explains your privacy rights in detail and how we may use and disclose your protected health information.
13. Receive care in a safe, secure setting for yourself, your property and your visitors. You have the right to be free from mental, physical, sexual or verbal abuse, neglect, exploitation or harassment by hospital staff, students, volunteers, other patients, visitors, family members and physicians. You have the right to receive information regarding advocacy and protective services. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
14. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
15. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
16. Be informed by the physician, or a delegate of the physician, of continuing healthcare requirements and options following discharge from the

hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.

17. Know which hospital rules and policies apply to your conduct while a patient.
18. Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:
 - ✦ No visitors are allowed.
 - ✦ The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility.
 - ✦ You have told the health facility staff that you no longer want a particular person to visit. However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the house of visitation and number of visitors.
19. Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will be disclosed in the hospital policy on visitation. At a

minimum, the hospital shall include any persons living in your household.

20. Examine and receive an explanation of the hospital's bill regardless of the source of payment. You have the right to access, request amendment, and receive an accounting of disclosures regarding your health information as permitted under the applicable law.
21. Exercise these rights without regard to sex, race, color, religion, ancestry, national origin, age, disability, medical condition, marital status, sexual orientation, educational background, economic status or the source of payment for care. You have the right to safe, competent care, treatment and services regardless of your ability to pay.
22. File a complaint or grievance and have your grievance promptly investigated and satisfactorily resolved. You are entitled to information regarding your right to file a complaint with state authority without risk of coercion, discrimination, reprisal or unreasonable interruption of care, treatment and services. If you want to file a complaint or grievance with this hospital, you may do so by writing or by calling Administration and/or Risk Manager at:

Victor Valley Global Medical Center

15248 Eleventh St.
Victorville, CA 92395
760-245-8691

Designated staff will review each grievance and provide you with a written response within seven (7) 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 investigation, and the date of completion of the grievance process.

23. File a complaint with the state Department of Health Services or The Joint Commission regardless of whether you use the hospital's grievance process. The phone numbers and addresses are:

Department of Public Health Licensing & Certification Division

464 W. Fourth St., Suite 529
San Bernardino, CA 92401
909-383-4777

Office of Quality and Patient Safety The Joint Commission

One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: 630-792-5636
Website: www.jointcommission.org, then click "Report a Patient Safety Event"

Your Privacy Matters

PRIVACY AND HEALTH INFORMATION

You have privacy rights under a federal law that protect your health information. This law sets rules and limits on who can look at and receive your health information. These rights are important for you to know.

Who must follow this law?

- + most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers and their vendors
- + health insurance companies, HMOs and most employer group health plans
- + certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?

- + information your doctors, nurses and other healthcare providers put in your medical records
- + conversations your doctor has with nurses and others regarding your care or treatment
- + information about you in your health insurer's computer system
- + billing information about you at your clinic
- + most other health information about you held by those who must follow this law

What rights do you have over your health information?

Providers and health insurers must comply with your right to:

- + ask to see and get a copy of your health records
- + have corrections added to your health information



Right to Complain

You may file a written complaint with us or the federal government. We will not take any action against you or change how we treat you. To file a written complaint with us, you may bring your complaint directly to our Privacy Officer or you may mail it to:

**Attn. Privacy Officer
Victor Valley Global
Medical Center**

15248 Eleventh St.
Victorville, CA 92395
760-245-8691,
ext. 4322

To file a written complaint with the federal government, contact:

**Office for Civil Rights
U.S. Dept. of Health
and Human Services**

200 Independence Ave.
SW, Room 509F, HHH
Building, Washington,
D.C. 20201, 877-696-
6775, OCRComplaints@
hhs.gov

Your Privacy Matters continued



Laws for Alcohol and Drug Treatment

Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit www.samhsa.gov.

- + receive a notice that tells you how your health information may be used and shared
- + decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- + get a report on when and why your health information was shared for certain purposes
- + file a complaint

What are the rules and limits on who can see and receive your health information?

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- + for your treatment and care coordination
- + to pay doctors and hospitals for your healthcare and help run their businesses
- + with your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object
- + to make sure doctors give good care and nursing homes are clean and safe
- + to protect the public's health, such as by reporting when the flu is in your area
- + to make required reports to the police, such as reporting gunshot wounds

Without your written permission, your provider cannot:

- + give your health information to your employer
- + use or share your health information for marketing or advertising purposes
- + share private notes about your mental health counseling sessions

Advance Directives

A SIMPLE AND SMART WAY TO TAKE CHARGE OF YOUR CARE

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with your Admissions department or nurse if you have any questions. Directives can include:

Living Will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

Durable Power of Attorney

For healthcare: This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you're unable to do so. An official healthcare proxy can represent your wishes on emergency care and other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.

For finances: You also have the right to appoint someone to help manage your finances if you cannot. Your healthcare proxy also can do this if you'd like.



Fill Out Your Forms

Bring a copy of your advance directives with you the day of your procedure so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and if you need forms, contact our Admitting Department at 760-245-8691, ext. 4022.

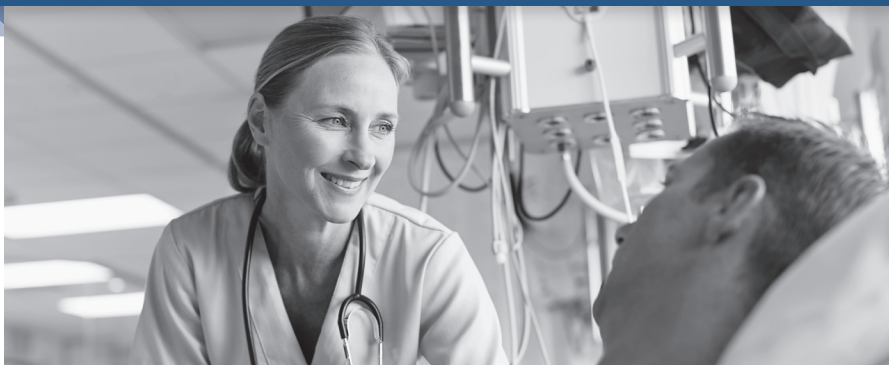


Choose Your Care

Fill out advance directives, so your wishes are met and your loved ones are sure of what you want.

Before You Leave the Hospital

SPECIAL FEATURE



A successful recovery starts with a solid plan before you go.

Reduce your chances of complications and increase your chances for a healthy recovery. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, review the following with your nurse:

- + your discharge summary and discharge plan
- + your complete medicine list and instructions
- + your upcoming appointments
- + what to do if you don't feel well

Try the teach-back method—repeat back what you hear the nurse say to make sure you understand the details correctly.

A Reason to Plan Early



If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you'll need time to find and weigh your options. For help comparing services in your local area, go to:

- www.medicare.gov/nursinghomecompare/search.html
- www.medicare.gov/homehealthcompare/search.html
- www.qualitycheck.org

Checklist for Discharge

SPECIAL FEATURE: BEFORE YOU LEAVE THE HOSPITAL

Make sure you have the following information before you leave the hospital.

- ☐ **Discharge summary**—This includes why you were at the hospital, who cared for you, your procedures and medicines.
- ☐ **Medicine list**—This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not okay to take together. Also make sure you know why, how and when to take each one.
- ☐ **Prescriptions**—Check that your pharmacy has your new prescriptions and you have a plan to get them filled.
- ☐ **Follow-up care instructions**—Beyond medicine, these can include:
 - foods or activities to avoid
 - tests or appointments
 - how to care for incisions or use equipment
 - warning signs to watch for
 - daily living adjustments (like how to get into bed)
 - who to call with questions
- ☐ **After-hospital services**—Know how much support you'll need in these areas:
 - Personal care: bathing, eating, dressing, toileting
 - Home care: cooking, cleaning, laundry, shopping
 - Healthcare: taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment
- ☐ **Local resources**—Ask your discharge planner for help finding local after-care services or other support groups.



Not Ready to Leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your doctor or nurse, and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.



Get Copies

Be sure to get copies of your medical records before you leave. Call 760-843-6296.

Top 10 Questions to Ask

SPECIAL FEATURE: BEFORE YOU LEAVE THE HOSPITAL



Need Medical Equipment or Supplies?

If you need durable medical equipment (walker, wheelchair, hospital bed, oxygen, etc.), Medicare will only cover the cost if you use an approved supplier. To find one in your area, visit www.medicare.gov and select “Find suppliers of medical equipment and supplies” or call 1-800-MEDICARE (800-633-4227).

1. Who can I call right after I leave the hospital if I have questions or concerns?

2. Has my follow-up appointment been scheduled? With who? Do I have a ride there?

3. What are key warning signs I need to watch out for? Who do I call if they happen?

4. What special equipment do I need? What special instructions do I need (wound care, injections, etc.)?

5. What kinds of activities and foods are limited? For how long?

6. Do the doctors caring for me after my stay have access to my test results and medicines? Do I need follow-up tests?

7. Are my new medicines safe to take with my other medicines, vitamins or supplements?

8. How and when do I take my medicines, and how do I get my prescriptions filled?

9. Who will provide the extra personal, home or healthcare services I may need?

10. Who can help me if I have concerns about medical costs? How do I contact them?

Medicine Tracker

KNOW WHAT YOU TAKE

Fill out this list with hospital staff to double-check you're taking your medicines correctly and that they're safe to take together. Include over-the-counter medicines, vitamins and supplements.

MEDICINE 1	Drug name	What it treats	Dose
	How to take it (With food, on an empty stomach, etc.)	When to take it (Time of day, morning, night, etc.)	Notes (Prescribing doctor, pharmacy, side effects)

MEDICINE 2	Drug name	What it treats	Dose
	How to take it	When to take it	Notes

MEDICINE 3	Drug name	What it treats	Dose
	How to take it	When to take it	Notes

MEDICINE 4	Drug name	What it treats	Dose
	How to take it	When to take it	Notes

MEDICINE 5	Drug name	What it treats	Dose
	How to take it	When to take it	Notes

MEDICINE 6	Drug name	What it treats	Dose
	How to take it	When to take it	Notes

Notes

KEEP YOUR HEALTHCARE QUESTIONS AND ANSWERS HERE

[illegible]

Let Us Know



Have a question or concern on your mind? Share it with hospital staff. We want to help but can't unless you tell us what you need.