



CEDARS-SINAI®

Welcome to Cedars-Sinai

# PATIENT AND FAMILY GUIDE



# WHEN YOU NEED HELP DURING YOUR STAY

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## SERVICES

These services can be called directly from the phone in your room:

- Hospitality – call 3-4444
- Patient Relations – call 3-3683
- Operator – call 3-3277
- Spiritual Care – call 3-5550
- Patient Financial Services – call 6-8600
- Security – call 3-5511

*Please see page 3 for more tips on using the phone. You can also tell us if you need help.*

## VISITING HOURS

Visiting hours are 10 a.m. to 9 p.m. Some units may have special visiting hours. Please talk to your nursing staff if you have questions.

## MAILING ADDRESS

Cedars-Sinai  
8700 Beverly Blvd.  
Los Angeles, CA 90048  
310-4-CEDARS (310-423-3277)  
1-800-CEDARS-1 (1-800-233-2771)

## PARKING AND FEES

We offer discounted parking on the first and the last day of your stay with us. Once we validate your parking ticket, your cost is \$5. Take your parking ticket to the information desk on the Street Level of the South Tower for validation.

Cedars-Sinai has self-parking as well as valet parking. The cost for self-parking is \$1.50 for the first 15 minutes and \$1.50 for each 15 minutes after that, up to \$10 for the day. Valet parking is \$5 more. The Parking Office sells weekly parking passes for \$30 and biweekly parking passes for \$50. You also can call the Parking Office at 310-423-5535 for more information.

# WELCOME TO CEDARS-SINAI

We promise to give you the best care that we can during your stay with us.

We will work closely with you to meet your needs and find ways to help you. We believe that you and your loved ones are part of our team. We want you and your family to be fully involved in your care.

This handout will give you helpful tips to support your health, wellbeing and safety during your stay with us. We will talk to you to find out what your questions are. Please tell us if you need help with any part of your care.

We wish you good health.

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## DURING YOUR STAY

### YOUR CARE

#### Your Care Team

Your care team is made up of doctors, nurses, healthcare experts and support staff. The roles of some of the team members are described below:

- **Registered Nurse (RN)**  
RNs work closely with you, your doctor and your healthcare team to give you the best care. They plan with you each day to manage tests, procedures and treatments. They listen and ask questions to learn what matters most to you and your family. RNs teach you about your health and how to take care of yourself to get better. They keep you safe by making sure you are getting the right medications and right treatments. They also make sure that your treatments are working, and they will let your doctor know about any changes to your health.
- **Charge Nurse**  
The charge nurse supervises the nursing unit and makes sure that there is good communication between members of your healthcare team.
- **Clinical Partner (CP)**  
The CPs take care of your basic daily needs, such as bathing and going to the bathroom.
- **Nurse Manager**  
The nurse managers are in charge of the day-to-day management of the nursing unit.
- **Case Manager**  
Case managers help you and your family deal with any physical or mental health problems. They work closely with you and members of your care team to find solutions that will help make your quality of life better.
- **Social Worker**  
Social workers serve as your coordinator of care and offer emotional support to help you deal with an illness or injury. They also can help you with community resources such as transportation, in-home caregiver support, nutrition programs and insurance issues.

#### Hourly Rounds

Your care team will come into your room at least once an hour during the day and every two hours at night. They will ask how you are feeling, if you need to change position and if you have any pain. They also will help you with any needs that you have, such as going to the bathroom.

#### Patient Care Rounds

Each morning your care team will write your care plan on the white board in your room, if you approve. This lets you and other team members know what your care plan is for the day.

#### Pain Care

We want you to be as comfortable as you can be during your stay. Your care team will ask you if you have pain. They will ask how bad the pain is so that they can help you find the best treatment.

### YOUR ROOM

#### Bedside Control

Your nurse and CP will show you how to use the bedside control. You can reach the nursing staff by pressing the red call button. The bedside control also lets you turn on the TV and the lights in your room.

#### Bed Controls and Bed Alarm

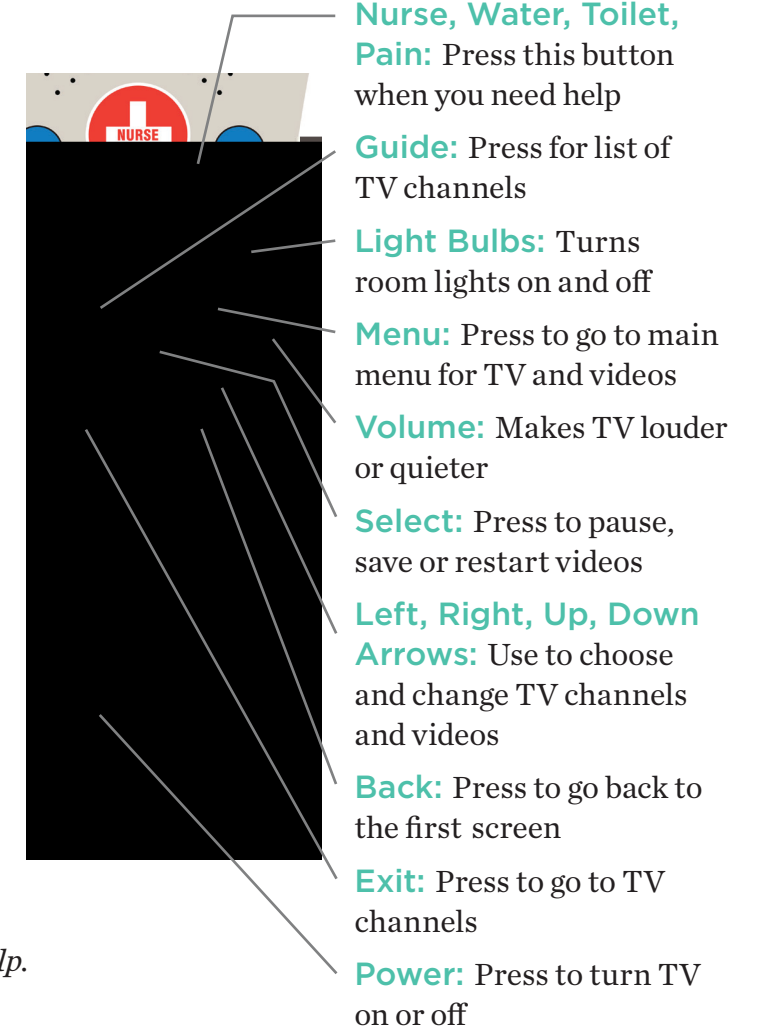
Your bed has control buttons to move the head of the bed up and down. The buttons also move the bed closer to the floor to help you get in and out. Take your time when getting up. Sit on the edge of the bed for a few moments before you stand up. Your bed may have an alarm to let us know when you are out of bed. Your care team will tell you if the alarm is on. Please don't get out of bed by yourself when the alarm is on. The alarm will keep you from falling and hurting yourself.

*Please press the red call button on your bedside control if you need immediate help.*

#### How To Use Your Hospital Phone

- **Holding Calls**  
Patient phones will ring between 8 a.m. and 9 p.m. If you don't want to get any calls in your room, please call the operator at "0." You also can ask for your phone to ring 24 hours a day.
- **Making Calls to Cedars-Sinai Numbers**  
You can reach other places in the hospital by simply calling the five-number extension from your hospital room phone (call 3-4444 instead of 310-423-4444).
- **Making Calls to Outside Numbers**  
You can make calls from your hospital room phone 24 hours a day. To make local calls, press "9" and "1" plus the area code and the number.

#### BEDSIDE CONTROLS





### Using Your TV

Press the green Power button on the bedside remote control to turn the TV on and off. The volume control is found on the right side of the remote. Move the control up to make the TV louder and move it down to make the TV quieter. Channel 51 includes a guide for all Cedars-Sinai program times and channel lists.

### Educational Videos

There are special channels on your TV that have educational videos. These videos teach you about your health, medications and healthy life choices. Your nurse will show you how to find the videos that your care team wants you to watch.

### Meals

Patient meals are served at these times:

- Breakfast – 7:30 - 9 a.m.
- Lunch – noon - 1:30 p.m.
- Dinner – 5:30 - 7 p.m.

### Snacks

If you are hungry and would like a snack or drink between meals, ask your nurse or call Hospitality at 3-4444. We will give your request to Food & Nutrition Services. They will be happy to serve your item if it fits into the food plan that your doctor ordered. If you would like a snack after 8:30 p.m., please call your nurse for help.



### Using the Internet

- Go to your wireless settings on your laptop or notepad
- Choose the “csguest” network
- A “guest” log-in window will appear
- Select “log on as guest”
- No password is needed to join the network

### Kosher Food Services

Kosher meals are made for our patients in our kosher kitchen. Kosher meals can be made to fit most of the food plans that doctors order. Tell your doctor or nurse if you need kosher meals or snacks.

## YOUR GUESTS

### Visiting Hours

Visiting hours are from 10 a.m. to 9 p.m. Family members or friends who would like to visit at other times must first check with your nurse. They also must check in with Security when they arrive. Certain units have special visiting hours and visiting limits. Please talk to your nurse if you have questions.

### Guest Stays During the Night

Having someone stay with you during the night can help you feel better. We have a limited number of rollaway cots (based on availability) for a guest who wants to sleep in your room with you. Please ask your nurse for help or call Hospitality at 3-4444.

### Guest Dining

Your guests may bring their own meals into your room. Your guests may also order a guest tray from our Family Meal Menu. A valid credit card is needed for payment when the order is placed. Call Hospitality at 3-4444 to ask for a guest tray.

### Food and Dining Choices

There are many places to buy food and eat in the medical center. Please see the campus map inside this packet for more information:

- **Ray Charles Cafeteria**  
Street Level, South Tower  
7 days a week, 6 a.m. - midnight
- **Plaza Café**  
Plaza Level, South Tower  
Monday – Friday, 7 a.m. - 7 p.m.
- **Starbucks**  
Plaza Level, South Tower  
Monday – Friday, 4 a.m. - 10 p.m.  
Saturday and Sunday, 6 a.m. - 2 p.m.
- **LaBrea Bakery**  
Plaza Level, North Tower  
Monday – Friday, 7 a.m. - 7 p.m.
- **Pavilion Café**  
Plaza Level, Pavilion  
Monday – Friday, 7 a.m. - 3 p.m.



## YOUR HEALTH, SAFETY AND SECURITY

### Taking Your Medications Safely

We want you to be involved in your medication plan. It is very important that you know what medications you are taking and why you are taking them.

### Using Medications During Your Stay

We want to make sure you are always safe:

- Please leave your home medications at home. While you are in our care, your nurse will give you medications from the hospital pharmacy.
- Bring a list of all of the medications you are taking. Be sure to include medication patches or pumps.
- Please tell us about any vitamins, minerals, herbs, teas and nonprescription medications that you take.
- Tell us about any medications that you cannot take or if you have ever had a bad reaction to any medication. Tell us about any allergies to medications or foods.

While you are in the hospital, your nurse will make sure that your ID wristband matches your health information in our computer.

- We want you to ask questions about the medications that we give you.
- We want you to know how the medications will help you.
- If a pill looks different or if you are getting it at a different time than you usually do, ask your nurse to tell you why.

Before you leave the hospital:

- Make sure you know what your medications are for and when to take them.
- Tell your nurse or doctor if you have questions about your medications.
- You can fill your prescriptions at the Cedars-Sinai Pharmacy on the Plaza Level of the Pavilion. It is open weekdays from 7:30 a.m. to 9 p.m. Patients leaving the hospital also can fill their prescriptions on Saturdays and holidays from 9:30 a.m. to 6 p.m. The phone number is 310-423-1400.
- The Ambulatory Care Pharmacy on the second floor of the Spielberg Building also fills prescriptions for patients who are going home, as well as for outpatients. The pharmacy is open weekdays from 8 a.m. to 6 p.m. It is closed on weekends and holidays. The phone number is 310-423-5775.

## YOUR SECURITY

### Leave Items of Value at Home

Please leave any items you would not want to lose at home. This includes jewelry, money and other personal items. Any items of value you bring will be given to Security for safekeeping. Don't forget to ask for them before you leave the hospital.

### Lost and Found

Any nonvaluable items that you lose or leave behind are sent to Patient Belongings. Please call Hospitality at 310-423-4444 to retrieve your nonvaluable items, such as clothing. All valuable items are sent to Security. Please call Security at 310-423-5511 before you come back to the hospital to get any items you lose or leave behind.



### Fire Safety

The medical center has routine fire drills. These drills are tests of our fire safety system. Please stay where you are if you hear an alarm. Staff members will come to you at once if there is a real fire.



### No Smoking Rule

Cedars-Sinai is a nonsmoking medical center. Smoking, including e-cigarettes, is not allowed any place on campus or on nearby sidewalks. Guests who smoke can check our campus map to find out where smoking is allowed outside the medical center.



### Hospital Staff ID Badges

All staff members and volunteers must wear a Cedars-Sinai ID badge with their name and photo. If a person who you don't know comes into your room without an ID badge, please call the nurse.

## SUPPORT AND SERVICES FOR YOU

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### Interpreter Support

It is very important that we understand you and that you understand us. Please tell us if you would like an interpreter. We have certified interpreters in almost all languages.

### Deaf and Hard of Hearing Support

We have certified ASL (American Sign Language) interpreters and TDD (Telecommunication Device for the Deaf) tools. The TV in your room also features closed captioning.

### Spiritual Care

Chaplains in the hospital can give support and guidance with many religious customs and faiths. Spiritual Care is offered 24 hours a day, seven days a week. You can schedule a visit with Spiritual Care by calling 3-5550 (or 310-423-5550) during business hours.

### The Chapel

Our chapel is open 24 hours a day for people of all faiths. The chapel is on the Plaza Level near the main lobby information desk.

### Religious and Spiritual Visits

You can ask for visits to your room from a Cedars-Sinai chaplain at any time during your stay. Our Spiritual Care team can also call local clergy of your own faith or religion to ask for a visit. You can invite your own spiritual leaders to visit you at any time. Please ask them to call Spiritual Care at 310-423-5550 to arrange a visit.

### Social Services

Our social workers can help you or your family deal with problems at home or in the hospital. You can call the Cedars-Sinai social worker you met when you first came to the hospital anytime during your stay. Social workers can help:

- Arrange a ride home
- Help with your care after you leave the hospital
- Give referrals to you for community support, such as support groups
- Give emotional support to cope with stress

*To call your social worker, call 310-423-4446 or speak with your care team.*

### Hospitality Services

310-423-4444

Hospitality Services is open 24 hours a day. Call them for help with:

- Arranging a cot for overnight visitors who wish to stay in your room
- Making food item requests for you or your guests
- Making service requests for maintenance and other building-related items
- Getting names and phone numbers of hotels close to the hospital

## OTHER SERVICES

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### Mail and Deliveries

A Cedars-Sinai volunteer will bring to your room any mail, packages or flowers that are sent to you. You can give mail to anyone on your care team, and they will put it in a mailbox for you.

### Banking/Onsite ATM

- There are two Wells Fargo ATMs in the hospital. One is next to the cafeteria on the Street Level, and the other is next to the Plaza Café on the Plaza Level.
- There is a Wells Fargo branch office on the Street Level of the East Medical Office Tower.

### Helping Hand Gift Shop

The gift shop is on the Plaza Level and offers snacks, flowers, gifts, clothing, books and magazines. Call the gift shop at 310-423-5241. The gift shop is open:

- Monday-Thursday from 8:30 a.m. - 8 p.m. and Friday from 8:30 a.m. - 5 p.m.
- Saturday and Sunday from 9:30 a.m. - 5 p.m.

## GOING HOME

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### Leaving the Hospital

We want to make sure you have everything you need before you leave the hospital:

- Your care team will take care of everything you need to go home on your scheduled day. Let your nurse know what time you will be ready to leave so we can get your paperwork ready. Our goal is to have our patients leave between 10 a.m. and noon.
- Your nurse will give your discharge instructions to you before you leave. They include your doctors' orders for medications, wound care, food plan and staying active.
- The nurse will tell you if you need to visit your doctor after you go home.
- Ask questions about anything you do not know or if the orders are not clear.
- Check the room and closet to make sure you have all of your belongings.
- Ask your care team for any items of value that were given to Security.
- You will be discharged from the South Tower lobby on the Street Level, unless given another location by your nurse. Tell the person who is taking you home to get their parking validated before you get in the car to leave.

### Follow-Up Care

We want your healing process to go smoothly. A Cedars-Sinai nurse will call you shortly after you leave the hospital to find out how you are feeling. Our goal is to help you on your way to better health.



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