

Your Guide to
Stanford Hospital
& Clinics

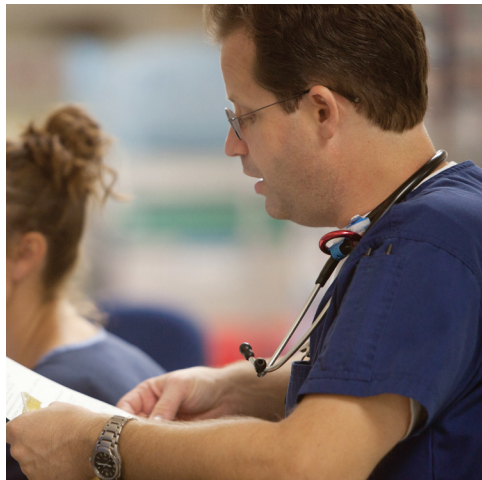
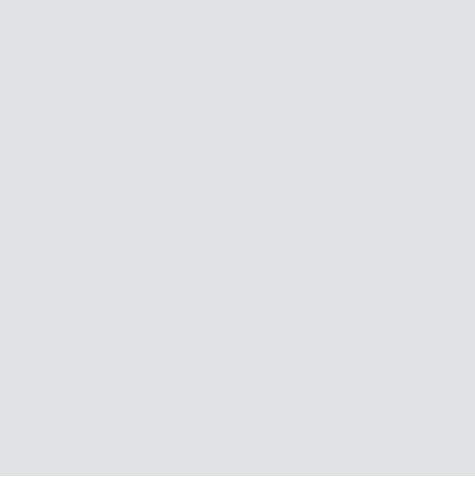


Stanford
HEALTH CARE
STANFORD MEDICINE

Stanford Hospital & Clinics is dedicated to providing you with clinical excellence, patient care and support. Complementing the Hospital's renowned medical care, we are here to focus on your unique needs before, during, and after your visit.

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Welcome, we're here to help you.

At Stanford Hospital & Clinics we are committed to healing humanity—one patient at a time. We're here to provide you with the absolute best in health care, along with our personalized concern and compassion for you and your family. We also seek to make your stay as comfortable as possible through an array of amenities and personal services.

Our physicians, staff, and volunteers are dedicated to helping you and your family in every aspect of your experience at Stanford. We are committed to helping you stay involved, informed, and comforted throughout your time with us. In every way, we are here to help you.

This booklet provides a brief overview of the many programs and resources available at the hospital, as well as your rights and responsibilities as a patient. Please let us know how we can assist you in any way.

Thank you for choosing Stanford Hospital & Clinics.

Sincerely,



Amir Dan Rubin
President and Chief Executive Officer



Welcome to Stanford Hospital & Clinics

At Stanford Hospital & Clinics, more than 2,100 physicians, representing nearly 100 specialties, and over 2,100 nurses, 1,000 interns and residents and 2,700 staff are dedicated to providing you with individual care and attention.

As part of an academic medical center, Stanford Hospital is directly involved in turning scientific breakthroughs into life-saving care for patients—a process known as translational medicine. We are consistently ranked among the top institutions in the *U.S. News & World Report* annual list of “America’s Best Hospitals” and are internationally recognized for our innovative programs to diagnose and treat cardiovascular disease, cancer, neurological disorders, and other illnesses.

Stanford Hospital is a teaching hospital, which means a team of caregivers will be caring for you. A senior doctor or attending physician will supervise your treatment, and the team may include fellows, residents, and medical students. Registered nurses, pharmacists, social workers, and clinical dietitians may also take part in your hospital care. Their collaboration and attention enhances your care while you contribute to the education of future physicians.

What to Expect

- We may wake you during the night to check your blood pressure, temperature, heart rate, or other vital statistics.
- You may have blood drawn every morning very early or several times a day. The doctors need these results early—and some times often—to make treatment decisions and to monitor your status.
- Nurses require an order from a physician before food, drink, medicine, or treatments can be given to you.
- You may hear noises from equipment that are unfamiliar. Do not hesitate to ask a nurse if you have concerns about any sounds you may hear.
- The unit you are admitted to may have special visiting hours.
- Nurses work 8-hour and 12-hour shifts, so you may have several different nurses taking care of you during your stay.
- Use your call button if there is anything you need, or if you need to talk about any fears or anxiety you feel.
- Your level of pain is of utmost importance to us. Use the call button to alert the nurse if you have pain or discomfort.



- You will be asked to confirm your identification information repeatedly throughout your stay. This protocol is for your safety and security while in the hospital.

Your Privacy

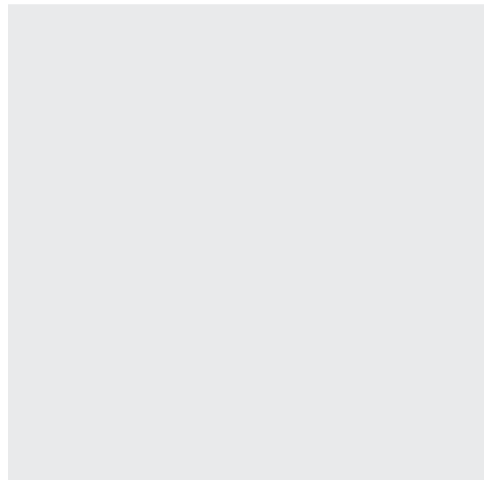
Stanford Hospital & Clinics is committed to protecting the privacy of your medical information. As a patient, the care and treatment you receive is recorded in a medical record which is shared with the health-care providers involved in your treatment. We share your information only to the extent necessary to conduct our business operations, to collect payments for the services we provide you, and to comply with the laws that govern health care. We will not use or disclose your information for any other purpose without your permission.

Medication Safety

The medications you normally take at home should not be brought to the hospital unless you have been directed to do so by your physician.

Hospital Care Response Hotline — 232

The Hospital Care Response Hotline is in place for emergencies in which you feel your medical needs are not being met by your nurse or physician team. Visitors should use the hotline when there is a noticeable change in the patient's condition and a member of the health-care team is not present or responding to your concerns. A Resource Nurse will be notified and come to the bedside. To activate the hotline, dial 232 from any patient room or hospital phone.



Your Hospital Room

Your room assignment is based on the kind of care you need. Most rooms are semi-private, and there are some private rooms. If you ask for a private room, we will make every effort to honor your request but it may not be possible since patients with special needs have priority for these rooms. Many insurance companies will not pay for a private room, and you may be responsible for the difference in cost between a private and a semi-private room.

All rooms have a telephone, bedside table for toiletries, a closet for personal belongings, and a bedside control for contacting a member of the staff. High-definition monitors feature TV shows, movies, and specialty stations.

Comforts from Home

If you have not brought the following items from home, you may want a visitor to bring you these items for your comfort:

- Non-skid slippers and robe
- Comb and brush
- Toothbrush and toothpaste
- Toiletries
- Reading and writing materials
- Laptop / MP3 player
- A small amount of cash (please do not bring more than \$30)

Small electrical appliances such as shavers and hair dryers are acceptable, except in the Intensive Care Unit. Do use your regular medical devices, such as hearing aids, eyeglasses, and dentures.

In-Room Entertainment and Information

Your television system offers the latest movies on demand, entertainment selections, and specialty channels like ESPN and the Food Network. It also features Internet connection options, customized and updated health information, educational videos, and the Window Channel, which displays videos of relaxing nature scenes.

The Stanford At Your Service (SAYS) system includes a complete video tour of the hospital and a full listing of patient services. You can read your e-mail using the SAYS remote control handset and a hospital-provided keyboard. You can also respond to questions about your care and receive immediate feedback to your comments.



Meals

Your physician will prescribe a diet appropriate to your medical needs. “At Your Request” is our patient room-service dining program, available from 7 am to 8 pm daily. Patients decide when they want to eat and select food choices from a restaurant-style menu located at the bedside. We embrace a sustainable approach to food service and our products are sourced as local, fresh, natural and organic as possible. To place an order call 3-4888 and your meal will be delivered in about 45 minutes. Our food service representatives will assist you in selecting items to meet any special dietary requirements. If you are unable to call or need special assistance, one of our Dietetic Assistants will visit you in your room. If you have questions about your diet or nutrition in general, a consultation with a registered dietitian may be arranged through your nurse. Please ask your nurse if you have any questions.

Meals from Home

The Food Service Department makes every effort to provide you with healthy food selections and nourishing meals. Should family or friends wish to bring outside food, please observe the following guidelines:

- All food must be acceptable on the diet your doctor has ordered for you.
- Check with the nurse on the unit before you ask visitors to bring food from home since you may be put on a restricted diet. If you do not know what foods you can have, ask your nurse to contact the dietician who will discuss food choices with you.
- Food that needs to be refrigerated must be labeled with your name, room number, and the date it was brought to the hospital. Please use the labels that are provided in the unit kitchen. Food that is not labeled will be thrown out.
- Please do not bring in more food than you can eat in one day, and use disposable containers. To comply with state health regulations, all food must be thrown out the following day.
- Keep your food safe. Cold food should be kept in the refrigerator and hot food should be reheated thoroughly.



Phone Use

To call a department within the hospital from your room, use only the last five digits of the telephone number. To make a local call from your hospital room, dial 9 followed by the phone number. Long-distance calls can be made collect or with a phone card. Please be considerate of those around you by keeping ring tones and voices low. Cell phones are allowed but be aware that cell phone service is inconsistent in the hospital.

Technology from Home

You may use your laptop computer, MP3 player, electronic reader, or cell phone, as well as the appropriate chargers. You can connect your laptop through a nearby data port without getting out of bed, or you can access the hospital's Friends and Family wireless service. Your nurse or a Guest Services representative can provide you with the access password.

Laptop computers may also be used in non-patient care areas with free wireless service, including the cafeteria and waiting areas. Computer stations are available near Admitting on the first floor, on the third floor by the E unit waiting area, and in 875 Blake Wilbur Dr.

Visiting Hours

Visiting hours vary on the patient care areas based on patient need, acuity level and treatment schedules.

Visitation Rights

You have the right to designate visitors of your choosing if you have decision-making capacity, unless:

- no visitors are allowed
 - Stanford Hospital & Clinics reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, member of the staff or would significantly disrupt the operation of the facility
 - you have indicated to Stanford Hospital & Clinics staff that you no longer want this person to visit
- Stanford Hospital & Clinics may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.

Visitors may include, but are not limited to, spouses, domestic partners, both different-sex and same-sex significant others, both different-sex and same-sex parents, foster parents, children, other family members, friends, and persons from a patient's community.

Important Numbers

When calling from inside the hospital,
use only the last five digits of the number.

Admitting	650-723-6221
Billing	650-498-7200
Care Response	232
Discharge Planning	650-723-5091
Ethics Committee	650-723-5760
Feedback	650-498-3333
Food Service	650-723-5538
Gift Shop	650-723-5089
Guest Services	650-498-3333
Health Library	650-725-8400
Interpreters	650-723-6940
Medical Records	650-723-5721
Parking / Valet	650-736-8000
Pharmacy	650-838-0429
Social Work	650-723-5091
Spiritual Care	650-723-5101



Dining Services

Stanford Hospital & Clinics features a number of options for dining and snacks. Vending machines with beverages and food are located on the first floor by the Emergency Department entrance.

Market Square Café

The hospital's main cafeteria is located on the first floor near the garden entrance. Market Square Café offers hot entrees, salad and fruit bars, sandwiches, made-to-order hamburgers and grill items, soups, and soft-serve ice cream.

Hours: 6 am–8 pm daily

Starbucks / Mrs. Fields

Located adjacent to the Market Square Café, this kiosk offers gourmet coffee drinks and teas, as well as sandwiches, breakfast items, and sweets.

Hours: 6 am–2:00 am Monday–Friday

Café Salute

Light meals, homemade soups, and snacks made using fresh, organic meats and produce are offered in the atrium of 875 Blake Wilbur Drive.

Hours: 7 am–5:30 pm Monday–Friday

Courtyard Café

Hot entrees, sandwiches, salads, and beverages are available on the ground floor of Lucile Packard Children's Hospital.

Hours: 7 am–7 pm Monday–Friday;
7 am–3 pm weekends and holidays

Bing Dining Room

The Bing Dining Room is a full-service restaurant located on the third floor of the hospital near the escalators. It is open to patients and their guests from 11:30 am–2 pm Monday–Friday. Reservations are recommended by calling 650-725-7840 (5-7840 from a hospital phone). Walk-ins are welcome after 1 pm.



Hospital Protocols

Stanford Hospital & Clinics has a number of systems and services in place for your health, safety, and comfort.

Automated Teller Machine

Wells Fargo and Stanford Credit Union ATMs are located on the first floor by the Emergency Department entrance.

Controlling Germs

Colds and flu. Ask friends and relatives who have colds, respiratory symptoms, or other contagious illnesses not to visit you or anyone in the hospital.

Wash your hands. Stanford Hospital follows a rigorous safety protocol that involves using the hand sanitizer dispensers throughout the hospital and in all patient rooms. Most germs can be removed by using soap and water for at least 15 seconds. Please follow the “gel in/gel out” policy when entering and leaving a patient room.

Chapel and Meditation Room

A non-denominational chapel and meditation room is located on the first floor, near the entrance to the D1 unit, and a meditation room is located on the second floor of 875 Blake Wilbur Drive.

Cyber Cafes

Stanford Hospital & Clinics provides cyber cafes at no cost for our patients and guests. Each cyber cafe has two computers. They are located at:

- The Admitting waiting area on the hospital first floor. Coffee service is offered 7 am–4 pm.
- The Market Square dining room on the hospital first floor
- The waiting area outside the third floor E unit
- The first floor of 875 Blake Wilbur Drive, outside the Health Library

Disability Access

Restrooms, telephones, and drinking fountains are accessible to persons with disabilities. Amplified public telephones and TTY (text telephones) are available near the cafeteria and in the hospital admitting lobby. These special telephones are designated by a one-inch blue square in the telephone’s left corner. Other services and assistive devices are available upon request.

Exposure to Chemicals

Health care facilities in California are required by law (Proposition 65) to notify patrons about the presence of chemicals that are known to cause cancer, birth defects, or reproductive harm. One such chemical is alcohol, which is used as a disinfectant, an antiseptic, and a solvent in medical drugs. For more information, contact the Environmental Health and Safety Department at 650-723-8143 (3-8143 from a hospital phone). California Health and Safety Code Sec. 25249.6

Interpreters

Interpreters are available to provide medical interpretation in many languages, including Spanish, Mandarin, Cantonese, Russian, and Vietnamese, as well as American Sign Language. This service is free of charge to patients. Spanish interpreters are available 24 hours a day, seven days a week. Sign language and other in-person language services are available during clinic hours (8:30 am–4:30 pm Monday–Friday) or when scheduled 24 hours in advance. Telephone interpreters in more than 200 languages are available at all times. Please call Interpreter Services at 650-723-6940 for more information.

El servicio de intérpretes ofrece interpretación médica en muchos idiomas sin costo alguno. Por favor llame al 650-723-6940 o al 650-498-4150 (español) para mayor información.

Những thông dịch viên cung cấp dịch vụ thông dịch y khoa bằng nhiều thứ tiếng miễn phí. Xin gọi số điện thoại 650-723-6940 để biết thêm chi tiết.

口譯員可免費提供多國語言的醫療口譯服務。請致電 650-723-6940 查詢詳情。中文請電 650-498-6330。

Переводческий отдел бесплатно предоставляет услуги медицинского перевода на многие языки. За информацией обращайтесь по телефонам: 650-723-6940 (англ.) или 650-723-6723 (рус.).

Lost and Found

Found items are stored in Room H0258 on the ground floor of the hospital for 90 days. An ID is required to collect lost items. For information on lost items, contact Security at 650-723-7222 (3-7222 from a hospital phone).

Mail

Mail can be delivered directly to your room, and will be forwarded to your home after discharge. The mailing address is:

Stanford University Medical Center
Attn: Patient Name
Patient Room Number
300 Pasteur Drive
Stanford, CA 94305

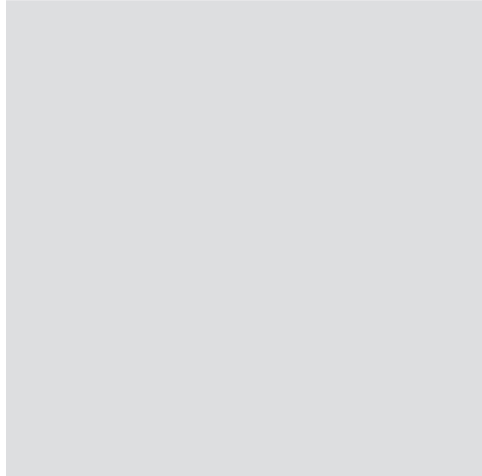
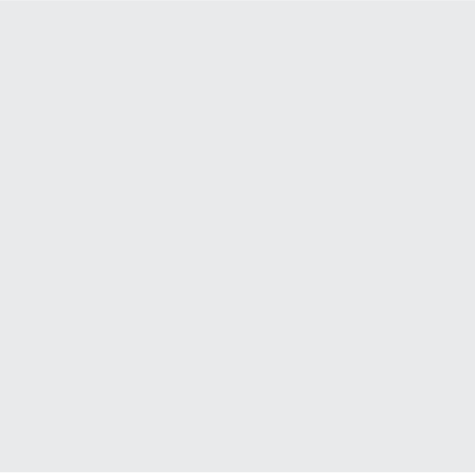
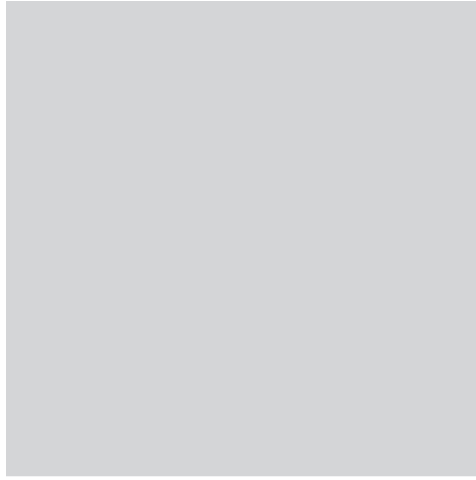
Pharmacy Services

For your convenience, a Walgreens pharmacy is located at 875 Blake Wilbur Drive, just to the right of the main entrance. In addition to a full-service pharmacy for filling your discharge prescriptions, there is also a selection of general drugstore merchandise. The pharmacy will deliver your discharge medications to your bedside from 9:00 am–5:30 pm Monday–Friday. Please call 650-838-0429.

Smoke-Free Environment

Stanford Hospital & Clinics does not permit smoking anywhere within its premises, including the gardens, entrances, and courtyards.

A smoking cessation video is available on your hospital room TV. To schedule a consultation, please call Guest Services.



Stanford Guest Services

We consider every patient, family member, and friend who comes to Stanford Hospital & Clinics our guest, and we are here to help make your visit as pleasant as possible. We realize you probably have many questions. Stanford Guest Services can help you with personal assistance, support, and resources before, during, and after your visit.

A Guest Services representative can help arrange individualized services ranging from interpreters to massage therapy, respond to special requests, and provide expertise on both hospital programs and local attractions. We also offer the tools and technologies you need to stay accessible and in touch with your regular routine.

You can reach Guest Services by calling 650-498-3333 (or dial 8-3333 from any hospital phone).

You may also learn more at the Stanford Guest Services website at stanfordhealthcare.org.



Guest Services

A wide range of services can keep you educated, involved, informed, and connect you to specialists in health and well-being.

Aging Adult Services

Aging Adult Services coordinates an extensive network of health resources for older adults and their families. Services range from planning and managing appointments, to physician referrals, classes to maintain strength and independence, community support, and unique programs designed for the needs of aging adults.

To contact Aging Adult Services, please call 650-723-1303 (3-1303 in the hospital) or visit our website at stanfordhealthcare.org.

Cancer Supportive Care Program

The Cancer Supportive Care Program offers free resources for the physical, mental, and emotional health of patients, families, and caregivers. The program also offers physical fitness classes, meditation workshops, and support groups. For more information, please call 650-725-9456 (5-9456 from a hospital phone).

Stanford Health Library

Stanford Health Library is free and available while you are in the hospital and after you return home. It offers extensive information resources related to health and medicine in multiple formats and languages. Professional medical librarians can assist in research, identifying resources, and compiling reports. The library also sponsors lectures and seminars on health-related topics. A calendar of events is available on the Health Library website at HealthLibrary.stanford.edu.

There are several Stanford Health Library branches located both in the hospital and in the surrounding community. For more information, contact the main branch at 650-725-8400 (5-8400 from a hospital phone).

International Medical Services

The International Medical Services program offers special assistance for patients and their families coming from outside the United States for care at Stanford Hospital & Clinics. For more information, please call 650-723-8561 (3-8561 from a hospital phone).



Navigation Services

Navigation Services help coordinate care in a personal and comprehensive manner, and assist you in finding your way around the hospital. Navigators can also provide information about area activities, restaurants, attractions, and shopping, as well as a local hotel directory. For more information, please call 650-498-3333 (8-3333 from a hospital phone).

Patient Representation

Patient Representation provides resolution for any concern or issue patients and family members may have with their experience at Stanford Hospital. For more information, please call 650-498-3333 (8-3333 from a hospital phone).

Spiritual Care Service

The Spiritual Care staff assists patients, family members, friends, and staff in obtaining comfort and support from their faith. Staff and volunteers are available for most denominations and faith traditions.

An on-call chaplain is available 24 hours a day and may be contacted by calling 650-723-8222 (3-8222 from a hospital phone), and then entering the pager number 15683.

Volunteer Services

Our many dedicated volunteers work at the reception areas and information desks, escort visitors, provide directions, and help keep the hospital running smoothly. To learn more, please visit the website at stanfordhealthcare.org or call 650-723-7424 for Volunteer Services and 650-723-6636 for Auxiliary.

Advance Health Care Directive

An Advance Health Care Directive is a legal document to ensure that your health care wishes are known if you become unable to speak for yourself. Completing an Advance Directive allows you to appoint another person to be your health care “agent,” who will legally be able to make decisions about your health care on your behalf.

The Advance Directive also allows you to write down detailed instructions about your treatments, called an Individual Health Care Instruction, which must be followed by your doctor and agent.

Stanford Guest Services offers a free, confidential meeting with a trained professional to help you understand and formulate your Advance Directive. Please call Spiritual Care at 650-723-8222 (3-8222 from a hospital phone) for more information.



Guest Services

Stanford Hospital is committed to offering patients, family, and staff a range of programs that bring comfort and cultural richness to the hospital environment.

Art Programs

Art Collection

The hospital's art collection includes contemporary works by many renowned artists and includes paintings, photographs, monotypes, lithographs, and sculptures. You can learn more about the collection at stanfordhealth-care.org.

Art for Health

An artist will come to your room or work with a group to help you paint, sculpt, or draw as a way to relieve stress and lift spirits. Selected artwork is displayed on the first floor of the hospital near the cafeteria and the G1 Unit. To schedule an Art for Health session, please contact Guest Services.

Gardens

The hospital grounds are lush with plants and flowers, with many inviting spots to sit and relax while enjoying nature. There are more than 20 different courtyards, patios, and walkways throughout the medical center for your pleasure and inspiration.

Gift Shop and Boutique

The gift shop offers floral arrangements and a wide array of gifts, magazines, clothing, and personal items. The boutique features many cancer-related and specialty products related to wellness and relaxation. Purchases can be sent directly to the patient's room.

The gift shop is located on the first floor of the hospital, near the main entrance. Hours are 9 am–8 pm Monday–Friday; 10 am–3 pm weekends and holidays.

The Helen Salzman Boutique is located on the first floor of the Blake Wilbur Clinic. Hours are 10 am–5 pm Monday–Friday.

Massage Therapy

Massage therapists offer individualized 30-minute bedside massages to hospital patients. Inpatient massages can be scheduled 10 am–6 pm Monday–Friday and afternoons and evenings on Saturday and Sunday. Please contact Guest Services during business hours to schedule an appointment. After hours and on weekends, contact the massage appointment number directly at 650-498-3333.

Chair massages for guests and visitors are also available in the E3 waiting area and at 875 Blake Wilbur Drive. Massages cost \$15



for 15 minutes; \$30 for 30 minutes. Gift certificates for massages can be purchased in the hospital gift shop.

Music Programs

Bing Concert Series

The Bing Concert Series offers an ongoing series of concerts in a variety of genres: classical, ethnic, jazz, popular, folk, and choral. Performances take place 12:30–1:30 pm Wednesdays and Fridays in the hospital atrium. Schedules can also be viewed on the web at www.stanfordhealthcare.org

Piano Recitals at 875 Blake Wilbur Drive

The Cancer Center hosts an ongoing concert series from noon–3 pm Wednesdays and Thursdays. Musicians also provide ambient music in waiting or admitting areas throughout the hospital.

Visiting Musicians

Professional musicians will visit bedside to perform for patients who are unable to attend a concert or who prefer the privacy of a live musical experience. Unit visits are offered seven days a week. To request a bedside music performance, please contact Guest Services.

Pet Visitation

Pet Assisted Wellness at Stanford (PAWS) brings well-trained, carefully selected dogs to the patient bedside for a friendly visit. Visits to various units are scheduled during the week. If you would like a visit, tell your nurse or call Guest Services.

Walking Tours

Tours of Stanford University can be arranged by appointment. Walking tours of the Stanford campus highlight the Rodin Sculpture Garden, the Cantor Arts Center collection, Memorial Church, and public art displays. Please contact Guest Services for more information.

**To reach Guest Services,
dial 8-3333 from a hospital phone,
or call 650-498-3333.**



Going Home

Preparing for Discharge

Your doctor will determine when you are ready to leave the hospital. Your doctor, nurse, and other members of your health-care team will work with you to plan the care you will need when you are discharged. If services such as nursing or therapy, or equipment such as beds or oxygen are needed at home, the case manager or social worker may be involved in helping to make arrangements. They will also help you with financial concerns and applications to facilities if you are unable to return home.

Medications to be Taken at Home

If you are given prescriptions for medications to be taken at home you will need to have them filled at a pharmacy of your choice. For your convenience there is a Walgreens pharmacy located on the first floor of 875 Blake Wilbur Drive, which will deliver your prescription to your room. Call 650-838-0429.

Your Billing Statement

Your bill comprises two separate parts: a statement for hospital services and one for your physician services.

If you have any questions about your hospital services statement, contact:
Customer Service Department
Stanford Hospital & Clinics
9 am–4 pm Monday–Friday
800-794-8978 or 650-498-7200

If you have a question about your physician services bill, contact:
Physician Billing at Stanford
9 am–4 pm Monday–Friday
800-549-3720 or 650-498-5850

If you prefer to discuss your billing statement in person, visit Patient Financial Services, 9 am–4 pm, Monday–Friday at 2465 Faber Place, Palo Alto.

Discharge Checklist

- Arrange for someone to pick you up in person from the hospital. Discharge time is scheduled for 11 am, so please be ready to leave by that time.
- Review any written instructions from your doctor or nurse and be sure to ask any questions you may have about medications, activity, and diet after discharge.
- If your doctor has given you a prescription for medications to be taken at home, be sure you know what the medications are and what they are for. The hospital's onsite Walgreens pharmacy will deliver your discharge medications to your bedside (call 650-838-0429), or you can arrange to have someone take the prescriptions to a pharmacy of your choice.
- Make sure you know when you are to return to see your doctor and how to make

arrangements for any additional treatments you may need, such as rehabilitation therapy.

- Check to see that you have packed everything you brought with you.
- If you need follow-up assistance while you recover or would like information about support services for rehabilitation and independence, please contact Guest Services.

Requesting Your Medical Records

Follow the steps below to receive an electronic copy of your medical records from the Health Information Management Services (HIMS) Department.

Step 1: Authorize

In order to receive your medical records, first complete an “Authorization for Release of Health Information” form.

This form can be found:

1. Online: <http://stanfordhospital.org/hims>
2. At your physician’s office or clinic
3. At the hospital or outpatient clinical area
4. In the Health Information Management Services Department
 - a. Hospital Office – 300 Pasteur Drive, Ground Floor, Room HC021
 - b. Redwood City Office – 450 Broadway, Pavilion C

Step 2: Complete and send the form by fax (650-725-9821) or mail to Stanford Hospital & Clinics, Health Information Management Services, 450 Broadway, PAV-C, Room C14, MC5200, Redwood City, CA 94063.

To reach Guest Services, dial **8-3333** from a hospital phone, or call **650-498-3333**.



Once Stanford’s Health Information Management Services (HIMS) Department receives your completed authorization, they will provide your records to you via a secure web portal or flash drive. Please call 650-498-6200, Option 1 for questions or to obtain a status regarding release of your medical records.

We encourage you to contact Guest Services if you have any questions or feedback regarding your care or experience at Stanford Hospital & Clinics. We are here to answer questions, address complaints, and offer any assistance you may require. You can reach a Guest Services representative at 650-498-3333 (8-3333 in the hospital).

You may also report a complaint to the Joint Commission, the accreditation organization for hospitals and other health care institutions.

Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800-994-6610
complaint@jointcommission.org

Patient Rights & Responsibilities



You have the right to:

- Exercise your rights without regard to ancestry, age, color, culture, disability (mental and physical, including HIV and AIDS), economic background, educational background, genetic information, gender, gender identity, gender expression, marital status, medical condition (genetic characteristics, cancer, or a record or history of cancer), national origin (includes language use restrictions), race, religion (includes religious dress and grooming practices), sex (includes pregnancy, childbirth, breastfeeding and/or related medical conditions), sexual orientation, the source of payment for care, and veteran status or any other classification protected by law.
- Considerate and respectful care and to be made comfortable. You have the right for your personal values and beliefs to be respected.
- Have a family member (or other representative of your choosing) and your own physician notified promptly of an admission to the hospital.
- Receive care in a safe setting, free from verbal or physical abuse, harassment or exploitation. You have the right to access protective services including notifying government agencies of neglect or abuse.
- Knowledge of 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.
- Receive information about your health status, the course of treatment, prospects for recovery, and outcomes of care (including unanticipated outcomes) in terms that you can understand. You have the right to participate in the development and implementation of your plan of care and you may include or exclude family members from participating in care decisions.
- Receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in each treatment, alternate courses of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment.
- Participate actively in decisions regarding medical care. To the extent permitted by law, this includes the right to refuse treatment and to be informed of the medical consequences of such refusal. You do not have the right to



receive treatment or services deemed medically unnecessary or inappropriate.

- Participate in resolving ethical dilemmas that arise in the course of care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment. You may consult with a member of the hospital's ethics committee regarding ethical questions and concerns by asking the nurse or physician.
- Have your 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 should be used in semi-private rooms.
- Confidential treatment of all communications and records pertaining to the care and the stay in Stanford Hospital & Clinics. You will receive a separate "Notice of Privacy Practices" that explains patients' privacy rights in detail and how Stanford Hospital & Clinics may use and disclose protected health information.
- Reasonable responses to any reasonable requests made for service.

- Leave Stanford Hospital & Clinics even against the advice of physicians to the extent permitted by law.
- Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of persons providing your care.
- Be informed of any human experimentation or other research/educational projects affecting your care or treatment. You are given a description of alternative services that might be advantageous. You have the right to refuse to participate in such research projects, which will not compromise access to services.
- Be informed of continuing healthcare requirements following discharge from Stanford Hospital & Clinics, and if you request, have this information given to a friend or family member.
- Examine and receive an explanation of the bill regardless of source of payment.
- Know which Stanford Hospital & Clinics rules and policies apply to your conduct while a patient.
- Have all patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf. This includes the right of the patient's guardian, next of kin or legally authorized representative

to exercise, to the extent permitted by law, the rights of the patient if the patient is: adjudicated incompetent in accordance with the law; is found by his/her physician to be medically incapable of understanding the proposed treatment or procedure; is unable to communicate his/her wishes regarding treatment; or is an unemancipated minor.

- 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
 - Stanford Hospital & Clinics reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, member of the staff or would significantly disrupt the operation of the facility
 - you have indicated to Stanford Hospital & Clinics staff that you no longer want this person to visit

Stanford Hospital & Clinics may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.

Visitors may include, but are not limited to, spouses, domestic partners, both different-sex and same-sex significant others, both different-sex and same-sex parents, foster parents, children, other family members, friends, and persons from a patient's community.

- Have your wishes considered for purposes of determining who may visit if you lack decision-making capacity and to have the method of consideration disclosed in the hospital policy on visitation. At a minimum, Stanford Hospital & Clinics shall consider any person living in the household.

- Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
- Be provided with information about accessing protective services (that is, guardianship and advocacy services, conservatorship, and child or adult protective services.)
- Appropriate assessment and management of 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 suffering 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 intractable pain with methods that may include the use of opiates.
- Formulate advance directives, if you are at least 18 or an emancipated minor, and appoint a surrogate to make healthcare decisions on the patient's behalf to the extent permitted by law. Stanford Hospital & Clinics staff providing care shall comply with these directives within the limits of the law. The provision of care is not conditioned on the existence of an advance directive. In the absence of the actual directive, your wishes may be documented in the medical record. Assistance is provided to patients who would like to formulate an advance directive.
- Information, at the time of admission, about the Stanford Hospital & Clinics patient rights policies and mechanism for the initiation, review, and when possible, resolution of patient complaints concerning the quality of care.
- File a grievance/complaint about care, services or any form of discrimination and be informed of the action taken, with the as-

insurance that future access to and quality of care will not be affected. This may be done in writing or by calling the Patient Representation Department at 650/498-3333, 300 Pasteur Drive, Stanford, CA 94305.

- File a complaint with the California Department of Public Health, whether or not you use the hospital's grievance process. CDPH Licensing and Certification, 100 Paseo de San Antonio, Suite 235, San Jose, CA 95113; 408/277-1784; fax 408/277-1032.
- You may also report a complaint to The Joint Commission:
 Mail: Office of Quality Monitoring
 The Joint Commission
 One Renaissance Boulevard
 Oakbrook Terrace, IL 60181
 Email: complaint@jointcommission.org
 Phone: 1-800-994-6610
- Request discharge planning services. For assistance, please call 650-723-5091 (3-5091 in the hospital).

You have the responsibility to:

- Make informed decisions. Gather as much information as you need. You may be asked to consent in writing to certain tests, procedures, or operations. You should ask questions to fully understand each document to be signed.
- Understand. If the explanation of the medical problem or treatment is not clear, ask such questions as:
 - a. Why is the treatment recommended?
 - b. What risks or side effects are involved?
 - c. What alternatives are available?
 - d. Will the treatment cause discomfort or pain?

- Be honest. Give an accurate, complete medical history and report changes in your health to your medical practitioner. This includes reporting your degree of pain and the effects or limitations of treatment for pain.
- Respect others. Be considerate of others by allowing them privacy, limiting visitors, and maintaining a quiet atmosphere. Telephones, televisions, radios, and lights should be used in a manner agreeable to others.
- Follow the treatment plan. Tell your doctor if you believe you cannot follow through with the treatment plan and why you cannot. Find out about the consequences of refusing treatment or of selecting an alternative treatment not recommended by the medical team. You do not have the right to receive treatment that is considered medically unnecessary or inappropriate.
- Recognize, as a medical teaching institution, Stanford Hospital & Clinics has a commitment to the education of future healthcare professionals. Patients receiving medical care in Stanford Hospital & Clinics are a part of this process.
- Follow the Stanford Hospital & Clinics rules and regulations affecting patient care and conduct.
- Recognize the effect of lifestyle on your personal health.



Directions & Parking

Directions to Stanford Hospital & Clinics

300 Pasteur Drive, Stanford, CA 94305

From Bayshore US Highway 101 North or South

- Take the Embarcadero Road/West exit.
 - Follow Embarcadero Road for about two miles.
 - Cross El Camino Real, after which the road becomes Galvez Street.
 - Turn right at Arboretum Road.
 - Turn left on Sand Hill Road.
 - Turn left on Pasteur Drive.
 - Continue on Pasteur Drive and cross Welch Road.
 - Self-parking is to your left immediately after crossing Welch Road. Continue forward for Valet and Drop-off at the Main Entrance.
-

From 280 North or South

- Take the Sand Hill Road exit, head east.
 - Turn right on Pasteur Drive.
 - Continue on Pasteur Drive and cross Welch Road.
 - Self-parking is to your left immediately after crossing Welch Road. Continue forward for Valet and Drop-off at the Main Entrance.
-

From the East Bay / Dumbarton Bridge

- Turn left on University Avenue.
 - Cross El Camino Real, after which the road becomes Palm Drive.
 - Turn right at Arboretum Road.
 - Turn left on Sand Hill Road.
 - Turn left on Pasteur Drive.
 - Continue on Pasteur Drive and cross Welch Road.
 - Self-parking is to your left immediately after crossing Welch Road. Continue forward for Valet and Drop-off at the Main Entrance.
-

Self Parking

For visitors going to 300 Pasteur Drive, please park in the Pasteur Visitor Garage (PS4) on Pasteur Drive. Please note, this is an underground garage. Acceptable payment methods are cash and all major credit cards. Handicapped parking is readily available with a valid handicapped parking permit. For those visiting 875/900 Blake Wilbur Drive, please take the free tram located outside the parking garage or valet park at 875/900 Blake Wilbur Drive.

Valet Parking

Valet parking is available for visitors at the Stanford Hospital Main Entrance at 300 Pasteur Drive, the Emergency Department, and 875/900 Blake Wilbur Drive. Acceptable pay-



ment methods are cash and all major credit cards. Stanford Hospital Main Entrance valet is available from 5:00 am – 5:30 pm, Monday – Friday. The Emergency Department valet is 24 hours a day, 7 days a week. 875/900 Blake Wilbur Drive valet is available from 6:00 am – 7:30 pm, Monday – Friday. Off hours return service is provided 24 hours a day by calling the Security Office at 650-723-7222.

Tram Service

Free tram service is available to transport visitors between the Pasteur Visitor Garage (PS4), Stanford Hospital Main Entrance at 300 Pasteur Drive, and 875/900 Blake Wilbur Drive. A Guest Services representative is present at each stop to provide additional assistance.

Parking Rates

Pasteur Visitor Garage (PS4)

1st Hour	Free
1 – 2	\$2
2 – 3	\$3
3 – 4	\$4
4 – 5	\$6
5 – 6	\$7
6 – 7	\$8
7 – 8	\$10
8 - 24	\$12

Valet at 875 and 900 Blake Wilbur Drive

1st Hour	Free
1 – 8	\$12
8 – 24	\$15

Valet at 300 Pasteur Drive and Emergency Department

1st Hour	Free
1 – 8	\$10
8 – 24	\$15

Seven-day parking passes can be purchased for \$35 through the gift shop or security office. These passes are good for seven consecutive days and allow in and out privileges. If you need parking accommodations for longer than 30 days, please contact the parking office at parking@stanfordmed.org.

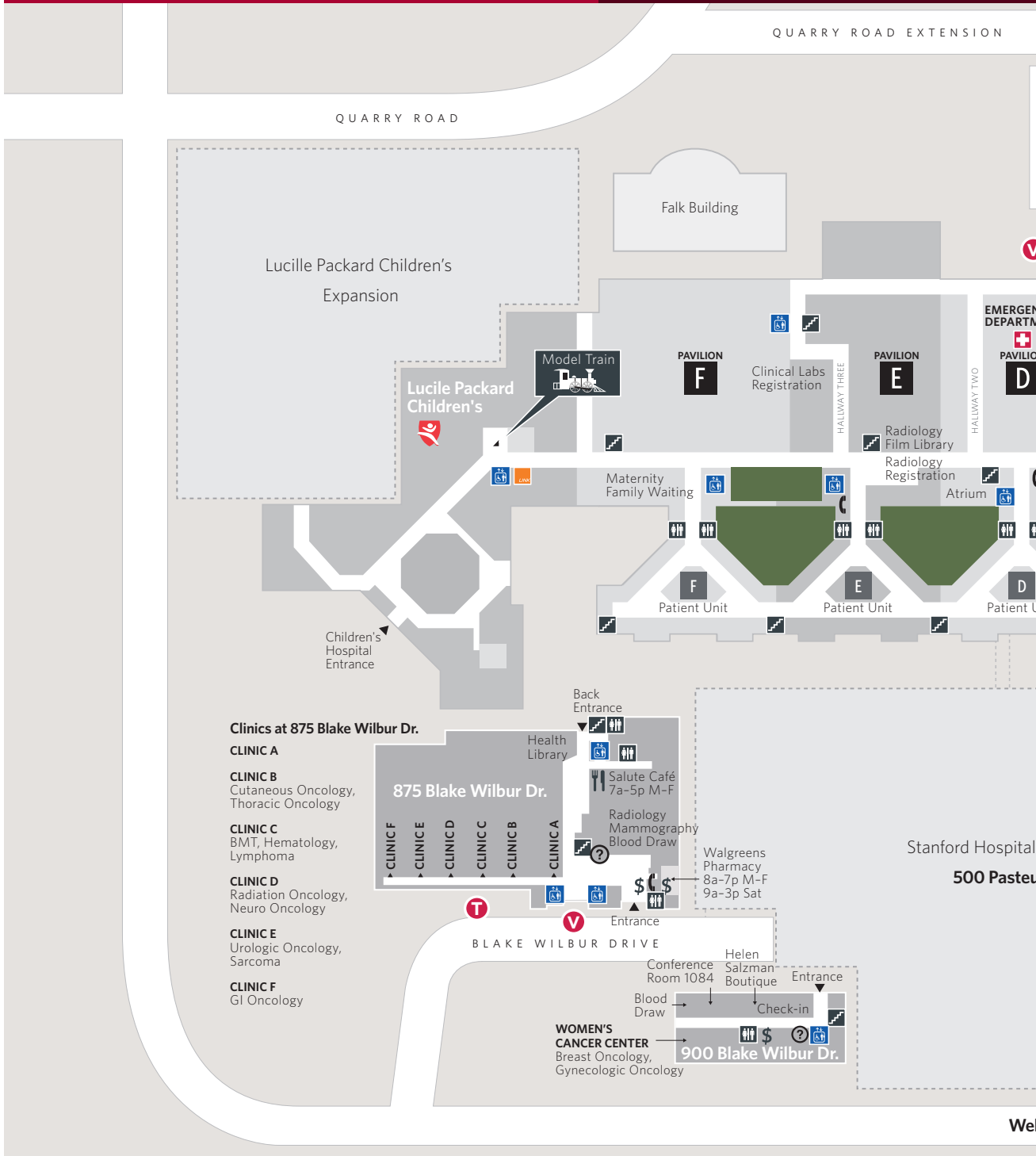
Medi-Cal patients can receive free parking at the Pasteur Visitor Garage (PS4) by showing the cashier their valid Medi-Cal card and appointment sheet upon exiting the garage.

Campus Shuttle

Stanford operates the Marguerite shuttle service that connects the medical center to the rest of the university, nearby shopping centers, and train stations. The shuttle is free to the public and wheelchair accessible. You can check the schedule and routes on its website at transportation.stanford.edu/marguerite

STANFORD MEDICAL CENTER

-  Emergency Dept
-  Elevator
-  Escalator
-  Stairs
-  Building Entrance
-  Restrooms
-  Cafeteria
-  Gift Shop



Chapel	Bus Stop	Under Construction
ATM	Tram Stop	Gardens & Lawns
Phone	Valet Parking	Link to 875 & 900 Blake Wilbur Drive
Information	Parking Lot	

Stanford Hospital & Clinics
 Lucile Packard Children's Hospital Stanford
 875 & 900 Blake Wilbur Drive
 Stanford University School of Medicine



HOSPITAL MAP

To reach Guest Services, dial **8-3333** from a hospital phone, or call **650-498-3333**



Stanford
HEALTH CARE

STANFORD MEDICINE

Updated August 2014

Stanford Hospital & Clinics
300 Pasteur Drive
Stanford, CA 94305
650-723-4000
stanfordhealthcare.org