

## **In Patient FAQ**

### **1. Where will I be taken care of if I have to be hospitalized?**

At Santa Monica–UCLA Medical Center and Orthopaedic Hospital (SM–UCLA MC and OH), we provide hospital care for our patients on our dedicated Geriatric Medicine unit. SM–UCLA MC and OH is an acute–care medical center that has served the healthcare needs of West Los Angeles and Santa Monica since 1926. One of the two hospital campuses of UCLA Health System, SM–UCLA MC and OH is the inpatient home of the *U.S. News & World Report* No. 1–ranked UCLA Geriatrics Program. SM–UCLA MC and OH is located at 1250 15th Street.

### **2. Where should I go if I have an emergency and I have to go to an emergency room?**

The Nethercutt Emergency Center is located on the ground floor of SM–UCLA MC and OH’s Southwest Wing on 15th Street, north of Arizona Avenue in Santa Monica.

In 2008, our Nethercutt ER launched a fast–track service for minor injuries and illnesses. Called FastER, the service strives to treat patients who meet qualifying criteria within 90 minutes or less. FastER is available daily from 11 a.m. to 11 p.m. Tell your friends and neighbors!

#### **Phone:**

Emergency Center (310) 319–4870

Hospital Information (310) 319–4000

### **3. Will my primary doctor be kept informed of my status in the hospital?**

When you are admitted to our inpatient service, the geriatric faculty caring for you will communicate with your primary care geriatrician on a daily basis.

#### **4. What are visitor hours?**

General visiting hours are from 8 AM to 8 PM. After 9 PM, visitors will have to check in at the security desk with a photo ID to obtain a pass before visiting patient

#### **5. How many visitors can come at the same time?**

The number of visitors allowed at any time depends on patient needs and space accommodation.

#### **6. Can my family or caregiver stay with me in the hospital?**

Overnight stays for one family member/patient caregiver can be arranged with the Unit Charge Nurse or Unit Director.

#### **7. What kind of meals are served?**

Nutritious, well-balanced meals are prepared according to your doctor's order.

A host or hostess from the Food Services or your nurse will explain the meal-ordering process and present the Room Service menu specific to your prescribed diet. You may order meals from this menu anytime between 7 AM and 7 PM. Just make your selection, dial ext. 93535 and an operator in the Food Services Call Center will take your order. If you are unable to order your meal, your nurse will assist you.

#### **8. Can I have a private room?**

Yes. Based on availability, a patient can pay an extra fee per night for a private room, if it is available. The hospital is currently undergoing a major rebuilding project, replacing most of the existing facility with a new, state-of-the-art medical center offering optimal inpatient facilities. This is projected to be completed in spring 2011. At that time, the geriatrics unit will move into the new hospital, and all geriatric patients will have private rooms.

#### **9. Can I make outside calls from my room?**

Yes.

**10. How can I reach the nurses if I need help?**

A call-button system is located at your bedside. When you press the button, the nursing station is alerted that you need assistance. A staff member will ask for your needs over the intercom, and your needs will be communicated to your nurse or an aide to attend to you as soon as possible. A light will also flashes above your room door when you press the call-button. A staff member will also respond when he/she sees the signal.

**11. How can I reach my doctor if I need help?**

The nurses can contact your physician for you.

**12. Can I receive assistance with bathing and dressing?**

Certified care partners provide help with hygiene that includes bathing and dressing

**13. If the patient is demented, can the hospital provide a sitter?**

Only when patients are a danger to self or others. Families may stay or hire caregivers to stay at the patient's bedside, and this can be arranged with the Unit Charge Nurse or Unit Director.

**14. If I have to go to a skilled nursing facility post-hospitalization, will I still be cared for my UCLA Geriatrics?**

Yes. We are also affiliated with several post-hospital care rehabilitation facilities in West Los Angeles and Santa Monica.