



**Huntington**  
Hospital

*Emergency department guide.*

On behalf of our team of physicians, nurses, volunteers and staff, welcome. We look forward to providing you with world-class care.



Compassionate community care.

# Compassionate community care for every need.

## Primary care →



**Your primary care doctor is for day-to-day medical care.**

**Examples.** Routine exams, annual physicals, ongoing care for non-emergency conditions and overall wellness services.

**Care resource.** Huntington Health Physicians offers a broad network of highly qualified doctors, including primary care physicians and others. Visit [www.huntingtonhealthphysicians.org](http://www.huntingtonhealthphysicians.org) to learn more. Patients may also request a referral to a primary care physician on staff at Huntington Hospital by calling (800) 903-9233.

## Urgent care →



**Urgent care is for non-emergency medical conditions.**

**Examples.** Broken bones, sprains and strains, cuts, scrapes and rashes, fevers, vomiting and/or diarrhea.

**Care resource.** For patients whose condition is not life-threatening but needs to be handled promptly, Pasadena Community Urgent Care Center (PCUC) offers outpatient care on a walk-in basis without an appointment. The center is staffed by physicians who are affiliated with Huntington Health Physicians. PCUC is located at 3160 E. Del Mar Boulevard in Pasadena. You may call them at (626) 270-2400, or visit [www.huntingtonhealthphysicians.org/urgent-care](http://www.huntingtonhealthphysicians.org/urgent-care) to learn more.\*

**Huntington Hospital offers a broad continuum of care, including urgent and emergent care, in collaboration with community partners.**

## Emergency care →



**The emergency room is for emergency medical conditions.**

**Examples.** Suspected heart attack or stroke, sudden loss of consciousness, major burns, bleeding that will not stop, severe unexplained pain.

**Care resource.** Our emergency department offers care for patients with severe or life-threatening medical problems or injuries requiring swift treatment. Care is available 24 hours a day, seven days a week, year-round. The emergency department is located at 100 W. California Boulevard in Pasadena. To reach the department by phone, call (626) 397-5112.\*

## Trauma care



**Trauma care is for life-threatening injuries.**

**Examples.** Injuries sustained during an accident, fall or attack. Call 911.

**Care resource.** Our trauma center provides care around the clock and throughout the year. Trauma team members provide high-quality response when every second counts. The trauma center is located at 100 W. California Boulevard in Pasadena. To reach the center by phone, call (626) 397-5112.\*

\*When in doubt, always call 911.

Visit [www.huntingtonhospital.org](http://www.huntingtonhospital.org) to learn more.



## ***Please participate in your care.***

We are all working to make health care safe. As a patient, you can make your care safer by being an active, involved and informed member of your healthcare team.

### **Patient rights.**

**The Centers for Medicare and Medicaid Services want you to be aware of your right to:**

- Considerate and respectful care, and to be made comfortable.
- Respect for your cultural, psychosocial, spiritual and personal values, beliefs and preferences.
- Have a family member (or other representative of your choosing) and your own physician notified promptly of your hospitalization.
- 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.
- Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery, end-of-life care options

and outcomes of care (including unanticipated outcomes) in terms that you can understand.

- Effective communication and to participate in the development and implementation of your plan of care and ethical issues that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and foregoing or withdrawing life-sustaining treatment.
- Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as 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.
- 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.
- Leave the hospital even against the advice of physicians, to the extent permitted by law.
- Be advised if a 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.
- Reasonable responses to any reasonable requests made for service.
- Appropriate assessment and management of your pain, information about 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 must inform you that there are physicians who specialize in the treatment of severe, chronic, intractable pain with methods that include the use of opiates.
- Formulate an advance directive. This includes designating a medical decision-maker should you become incapable of understanding a proposed treatment, or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patient rights also apply to your legally recognized decision-maker.



- Have your personal privacy respected. Case discussion, consultation, examination and treatments are confidential and should be conducted discreetly.
- Be told the reason for the presence of any individual.
- Have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
- Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate “Notice of Privacy Practices” that explains your privacy rights in detail and how we may use and disclose your protected health information.
- Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment, and to access protective and advocacy services, including notifying government agencies of neglect or abuse.
- Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
- Reasonable continuity of care and to know in advance the time and location of appointments, as well as the identity of the person(s) providing the care.
- Be informed by the physician, or a delegate of the physician, of

continuing healthcare requirements and options following discharge from the hospital.

- Be involved in the development and implementation of your discharge plan and to designate someone else to be involved and notified upon discharge.
- Know which hospital rules and policies apply to your conduct while you are a patient.
- 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 because of clinical restrictions or limitations;
  - 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, the hospital may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. The hospital must inform you (or your support person, where appropriate) of your visitation rights, including any clinical restrictions or limitations. The hospital is not permitted to restrict, limit or otherwise deny visitation privileges on the basis of sex, economic status, educational background, race, color, religion, ancestry, national origin, disability, gender identity or expression, sexual orientation or marital status.

- Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration complies with federal law and is disclosed in the hospital's Administrative Policy & Procedure, Visitation, Patient #264. At a minimum, the hospital shall include any persons living in your household and any support person defined in federal law. We will ensure that visitors enjoy full and equal visitation privileges consistent with your preferences.
- Examine and receive an explanation of the hospital's bill regardless of the source of payment.
- Exercise these rights without regard to your sex, socioeconomic status, educational background, race, color, religion, ancestry, national origin, disability, medical condition, gender identity or

expression, sexual orientation, marital status, registered domestic partner status, genetic information, citizenship, primary language, immigration status (except as required by federal law) or the source of payment for your care.

- Express a grievance or complaint of any nature. If you want to express a grievance with the hospital or be informed of the grievance process, you may write or call:

*Huntington Hospital  
Patient Experience  
P.O. Box 7013  
Pasadena, CA 91109-7013  
(626) 397-5211*

The grievance committee will review each grievance and provide you with a written response within 7 days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate and the results and date of completion of the grievance process. Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO).

- Express a complaint with the state Department of Health and Human Services regardless of whether you use the hospital's grievance process. The state Department of Health Services phone number and address is:

*County of Los Angeles, Department of Health Services  
3400 Aerojet Ave., Suite 323  
El Monte, CA 91731  
(800) 228-1019, (626) 569-3727*

You may also contact The Joint Commission if you have any patient safety or quality concerns through [www.jointcommission.org](http://www.jointcommission.org), or by calling them at (800) 994 - 6610.

*Authored by California Hospital Association*





## Patient responsibilities

### We ask that you:

- Provide complete and accurate information, including your full name, address, home telephone number, date of birth, Social Security number, insurance carrier and employer, when it is required.
- Provide the hospital or your doctor with a copy of your advance directive, if you have one.
- Provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.
- Ask questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment plan, tell your physician. You will impact outcomes if you do not follow the care, treatment and services plan.
- Actively participate in your pain management plan and to keep your physicians and nurses informed of the effectiveness of your treatment.
- Treat all hospital staff, other patients and visitors with courtesy and respect; abide by all hospital rules and safety regulations including no smoking; and be mindful of noise levels, privacy and the number of visitors you have.



- Refrain from behavior that unreasonably places the health of others at risk.
- Provide complete and accurate information about your health insurance coverage and pay your bills in a timely manner.
- Keep appointments, be on time for appointments or call your healthcare provider if you cannot keep your appointments.
- Respect the property of other persons and that of the hospital.

## **Pain control**

**Our goal is to provide you with the best level of pain relief that can be safely achieved.** Your nurse and doctor will talk to you about pain and pain-control treatments.

- We will ask you to rate your pain level.
- 0 (zero) is no pain and 10 (ten) is the worst pain you can imagine.
- If you are a family member of a patient who is not able to tell us about his/her pain level, please tell us if you think he or she is in pain.

There are many types of medicines to treat your pain. They can be given in different ways — two of the most common are:

- IV pain medicines that work in 15-30 minutes and last about two hours.
- Pills that work in 45-60 minutes and last four to six hours.

## What you can do to participate in your care\*

- **Ask questions.** Speak up if you have questions or concerns, and if you don't understand, ask again.
- **Pay attention to the care you are receiving.** Know the members of your medical team: all healthcare professionals must wear identification badges. Staff will use two methods of identifying you when administering medications, obtaining specimens, etc. This is done for your protection.
- **Wash your hands.** Hand-washing helps prevent the spread of germs. Wash your hands after you move around your room, touch things or use the bathroom. It's OK to ask your medical professionals and visitors if they've washed their hands. Depending on your illness, staff and visitors may be required to wear a protective gown and gloves.
- **Share important health information with the members of your medical team.** Several medical professionals may ask you the same questions. That's all part of making sure you receive safe care. Discuss all the medicines you take and be sure to ask questions if you are unclear. Ask your doctor why you should take a certain medicine and what the side effects might be. Discuss your advance health care directive with your physician.
- **Participate in all decisions about your treatment.** Ask your medical professionals to check that you receive the medicines, tests and procedures ordered for you. When you're in the hospital or in an outpatient setting, make sure your identification wristband is checked before you receive medication or treatment.
- **Get all your test results.** Ask your physician or nurse when and how to get your test or procedure results. Be sure you know what the results mean and, if not, ask questions of your physician or nurse.
- **Compare expectations.** Tell your medical professionals, whether as an inpatient or outpatient, what you expect from the medical treatment or procedure you are going to receive and ask if that's realistic. Ask a family member or friend to be your advocate and be with you to listen, ask questions, and help remember answers.
- **Understand what will happen if you need surgery.** Make sure you, your physician and your surgeon all understand and agree on what will be done. The side or site of your procedure will be marked by your physician, with your involvement, prior to the procedure being performed.



- **Make sure you know what you need to do next, before you leave the hospital** or are discharged from your outpatient service, and whom to contact if you have questions.
- **Let your caregiver know if your respiratory condition worsens.** Be sure to use a tissue or cover your mouth and nose with the crook of your elbow or hands and wear a protective mask if asked to do so.
- **To express a concern or complaint about your inpatient or outpatient experience, please refer to page 12, “What to do if you have a concern about your hospital stay.”**
- **If you experience a medical emergency — or you feel you are not receiving adequate medical attention — please contact Condition H (Help),** the hospital’s help line for patients and families, by dialing 6# from your room telephone. (See page 14 for additional details.)

\* *Adapted with permission from copyrighted material of Kaiser Foundation Health Plan, Inc., California Regions.*

## Helpful hotlines.

Highly trained advocates are available 24 hours a day to talk confidentially with anyone seeking support, resources or information.

### **L.A. County Childhelp Child Abuse Hotline**

Department of Children & Family Services  
(800) 540-4000

### **Elder or Dependent**

#### **Adult Abuse Reporting Hotline**

Adult Protective Services (877) 477-3646

### **Los Angeles County**

#### **Domestic Violence Hotline**

(800) 978-3600

### **Peace Over Violence**

#### **San Gabriel Valley**

#### **Domestic Violence Hotline**

(626) 793-3385

### **National Suicide Prevention Lifeline**

(800) 273-TALK

### **Los Angeles County**

#### **Suicide Prevention Hotline**

(800) 854-7771

### **California Victims**

#### **Compensation Program**

(800) 777-9229



## What to do if you have a concern about your hospital stay

Huntington Hospital is committed to providing you with the best care possible and ensuring your complete satisfaction with your stay. Should you have any concerns about your stay, please read below to learn how to receive a speedy response.

- First, contact your nurse. If your nurse is unable to assist you, or you are not satisfied, ask to speak to the patient flow coordinator, the department manager or the house supervisor.
- For unresolved concerns/issues, ask to speak with our patient relations staff or leave a message at (626) 397-5211.

You also have the right to file a grievance. If you wish to file a grievance with the hospital, or be informed of the grievance process, you may do so by writing or calling:

*Huntington Hospital  
Patient Relations  
P.O. Box 7013  
Pasadena, CA 91109-7013  
Phone (626) 397-5211*

A grievance review process is in place if an immediate resolution is not accomplished at the bedside during the patient's hospitalization. Each written or verbal complaint or grievance is reviewed, and where necessary, referred to the appropriate department for further action and/or follow-up. A written acknowledgment letter is mailed to the patient within seven calendar days of receipt of grievance to inform the patient that a grievance review is in process.

The grievance should be resolved and a written response should be issued to the patient within thirty calendar days of receipt of the grievance unless the complexity of the grievance warrants additional time to ensure a thorough and credible review has been done. If additional time is needed, the patient will be notified accordingly. Concerns regarding quality of care or premature (early) discharge will also be referred to the appropriate Quality Improvement Organization (QIO).

You also have the right to file a complaint with the California Department of Public Health and/or The Joint Commission regardless of whether you use the hospital's grievance process. Contact information for these organizations is as follows:

*California Department of Public Health  
3400 Aerojet Avenue, Suite 323  
El Monte, CA 91731  
Phone (800) 228-1019*

*The Joint Commission  
Office of Quality and Patient Safety  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
Website: [www.jointcommission.org](http://www.jointcommission.org)  
E-mail: [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org)  
Phone (800) 994-6610  
Fax (630) 792-5636*



## **Bioethics consult**

The hospital's bioethics consultant and committee provide assistance to patients and their families experiencing ethical conflicts. Such conflicts can arise when you are faced with complex decisions and communication regarding medical care. If you would like to speak to the bioethics consultant, please notify your doctor, nurse or a hospital social worker or chaplain.



## Condition H (Help)

### ***A help line for patients and families***

Condition H was created to address the needs of the patient in case of an emergency or when the patient is unable to get the attention of a healthcare provider. This service provides our patients and families a resource to call for immediate help when they feel they are not receiving adequate medical attention.

#### **When to call:**

If a noticeable medical change in the patient occurs and the healthcare team is not recognizing the concern.

**To access Condition H, please dial 6# from any hospital telephone.** The operator will ask for caller identification, room number, patient name and concern. The operator will immediately activate a “Condition H” and a team of medical professionals will arrive in the room to assess the situation. Additional clinical support will be called in as needed.

## ***Your privacy and information***

### **Protected health information**

If you believe your health information was used or shared in a way that is not allowed under state or federal privacy laws, or if you were not able to exercise your rights, you can file a complaint. Written complaints should be sent to the hospital at the following address:

*Huntington Hospital  
Compliance Officer  
100 W. California Blvd.  
Pasadena, CA 91105*

All complaints must be submitted in writing, but you may contact the Compliance Officer at (626) 397-5335 with questions or other concerns. You will not be penalized for filing a complaint.

### **Who must follow federal privacy laws?**

- Doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers.
- Health insurance companies, HMOs and employer group health plans.
- Medicare and Medicaid.
- Healthcare clearinghouses.

### **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.
- Most other health information about you held by those who must follow this law.

### **You have rights over your health information.**

Providers and health insurers who are required to follow this law must comply with your right to:

- Ask to see and get a copy of your health records.
- Have corrections added to your health information.
- 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.

To make sure that your health information is protected in a way that does not interfere with your health care, your information can be used and shared:

- For your treatment and care coordination.
- To pay doctors and hospitals for your health care and help run their businesses.
- With your family, relatives, friends or others you identify who are involved with your health care 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 gun-shot wounds.
- With insurance companies, healthcare service plans, Worker's Compensation carriers, or to any person or corporation who/that is or may be liable for all or any portion of the hospital's charges.

**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.

The hospital's notice of privacy practices is available at [www.huntingtonhospital.org](http://www.huntingtonhospital.org) or at the admissions department.

*Adapted from U.S. Department of Health and Human Services Office for Civil Rights*





## ***Immunization registry notice to patients and parents***

Immunizations, or ‘shots,’ prevent serious diseases. Tuberculosis (TB) screening tests help to determine if you may have TB infection and can be required for school or work. Keeping track of shots/TB tests you have received can be hard. It’s especially hard if more than one doctor gave them. Today, doctors use a secure computer system called an immunization registry to keep track of shots and TB tests. If you change doctors, your new doctor can use the registry to see the shot/TB test record. It’s your right to choose if you want shot/TB test records shared in the California Immunization Registry.

### **How does a registry help you?**

- Keeps track of all shots and TB tests (skin tests/chest X-rays), so you don’t miss any or get too many.
- Sends reminders when you or your child need shots.
- Gives you a copy of the shot/TB record from the doctor.
- Can show proof about shots/TB tests needed to start child care, school, or a new job.

### **How does a registry help your healthcare team?**

Doctors, nurses, health plans and public health agencies use the registry to:

- See which shots/TB tests are needed.
- Remind you about shots needed.
- Prevent disease in your community.
- Help with record-keeping.

### **Can schools or other programs see the registry?**

Yes, but this is limited. Schools, child care and other agencies allowed under California law may:

- See which shots/TB tests children in their programs need.
- Make sure children have all shots/TB tests needed to start child care or school.

### **What information can be shared in a registry?**

- Patient's name, sex and birth date.
- Parents' or guardians' names.
- Limited information to identify patients.
- Details about a patient's shots/TB tests.

What's entered in the registry is treated like other private medical information. Misuse of the registry can be punished by law. Under California law, only your doctor's office, health plan or public health department may see your address and phone number.

### **Patient and parent rights**

It's your legal right to ask:

- Not to share your (or your child's) registry shot/TB test records with others besides your doctor.\*
- Not to get shot appointment reminders from your doctor's office.
- To look at a copy of your or your child's shot/TB test records.
- Who has seen the records or to have the doctor change any mistakes.

If you DO want your or your child's records in the registry, do nothing. You're all done.

If you DO NOT want your doctor's office to share your immunization/TB test information with other registry users, tell your doctor, or download a "Decline or Start Sharing/Information Request Form" from the CAIR website: [cairweb.org/cair-forms](http://cairweb.org/cair-forms)

Fax or email it to the CAIR Help Desk at (888) 436-8320 or [CAIRHelpDesk@cdph.ca.gov](mailto:CAIRHelpDesk@cdph.ca.gov)

For more information, contact the CAIR Help Desk at [CAIRHelpDesk@cdph.ca.gov](mailto:CAIRHelpDesk@cdph.ca.gov) or (800) 578-7889.

\* *By law, public health officials can also look at the registry in the case of a public health emergency.*

*California Department of Public Health: Med Office IZ Registry Disclosure Letter rev 7/13 IMM-891 E/S*



## ***Billing information***

### **As you leave our hospital, you will receive a billing statement.**

In keeping with our mission as a nonprofit community hospital, our goals are to provide excellent care and support wellness — not to add financial stress or strain following the need for hospitalization. We offer a variety of flexible repayment options — including no-interest payment arrangements and financial assistance — to those who qualify. If you are a patient with a high-dollar deductible or no insurance, or if you have questions regarding your hospital bill, please call our HelpHub at (626) 397-2259 or (626) 397-4823 during regular business hours.

You may also receive a separate bill from your primary care physician, as well as from other hospital-based physicians who have provided care. This may include one or more of the providers listed below.

Should you receive a separate billing statement and have questions regarding these billings, we encourage you to contact the provider directly at the number listed. They will be able to explain all aspects of their billing methods and the nature of their contractual relations (if any) with your insurance carrier.

#### **Emergency Physicians**

HMH Emergency Medical Group  
P.O. Box 60259  
Los Angeles, CA 90060  
(626) 821-5701

#### **Lab/Pathology**

Huntington Pathology Medical Group  
P.O. Box 50050  
Pasadena, CA 91115-0050  
(626) 397-3448

#### **Radiology**

CA Med Business Serv  
P.O. Box 60049  
Arcadia, CA 91066-0049  
(626) 821-1411



***If you have billing or medical records requests, visit our HelpHub.***

### **What is HelpHub?**

**HelpHub is a one-stop resource for financial and medical record support**, where you can get answers from our expert team in a friendly environment. They can help you with:

- Paying your bills.
- Answering your questions about statements.
- Applying for financial assistance.
- Setting up payment plans.
- Helping you understand your insurance coverage.
- Providing information to assist with billing.
- Getting a price quote for future services.
- Requesting a copy of your medical records.

### **Location**

HelpHub is located in the main lobby of our hospital, within the admitting department, directly across from the gift shop.

### **Hours**

HelpHub is open Monday through Friday from 7 a.m. to 6 p.m.



## How do I get copies of my medical records?

If you would like a copy of your medical record after your stay, please visit our HelpHub or submit a request in writing to our medical records department.

**Huntington Hospital**  
Medical Records  
100 W. California Blvd.  
Pasadena, CA 91105  
(626) 397-5054

For medical records related to inpatient admissions since March 1, 2014, limited information, including laboratory results and discharge instructions, is also available through our online patient portal: **myhuntingtonhealth.com**. To learn more, or to sign up today, speak with a volunteer or ask your nurse for more information.

Please note that records related to inpatient admissions prior to this date must be retrieved from our medical records department.

## ***Financial assistance policy summary.***

Huntington Hospital is dedicated to making healthcare services accessible to our patients and acknowledges the financial needs of our community who are unable to afford the charges associated with the cost of their medical care. In that regard Huntington Hospital provides financial assistance for *qualifying patients who receive emergency or medically necessary care*. Patients must complete an application, submit certain verification documents and meet the eligibility requirements listed below. This policy does not cover any other providers of service except Huntington Hospital.

### **Who is eligible for financial assistance?**

Our program helps low-income, uninsured or underinsured patients who need help paying for all or part of their medical care. Patients are eligible for financial assistance when their family income is at or below 350% of the Federal Poverty Guidelines (FPG). Additional information may be requested and ultimately may affect the hospital's decision.

*Patients who are eligible for financial assistance will not be charged more than amounts generally billed (AGB) for emergency or other medically necessary care to patients with insurance. (AGB as defined by IRS Section 501(r)).*

### **What does the program cover?**

The financial assistance program covers medically necessary care provided at Huntington Hospital. Elective cosmetic services are not covered under this policy.

### **How do I apply for financial assistance or obtain the full policy?**

Download an application and a copy of the policy at  
[www.huntingtonhospital.org](http://www.huntingtonhospital.org)

*For assistance with completing the application or to request a copy of the policy, you may receive help at any of the following sources:*

- At any inpatient, outpatient or emergency department patient intake area.

- Call the business office at (626) 397-5324 between the hours of 8 a.m. and 4 p.m. (Leave a message if after hours.) Live translation services are available.
- By mail (no cost) at:  
*Huntington Hospital*  
*Patient Financial Services*  
*100 W. California Blvd.*  
*Pasadena, CA 91105*
- At the HelpHub in the main lobby of the hospital, Monday through Friday, 7 a.m. - 6 p.m.

### **Is language assistance available?**

The policy and application forms are available in most languages spoken in our community at the above mentioned locations. Interpreter services are also available.

## ***Our non-discrimination statement.***

### **Discrimination is against the law.**

Huntington Hospital complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

We provide the following translation and interpretation services:

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

If you need these services, please contact the patient relations department at (626) 397-5211.

If you believe that Huntington Hospital has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the patient relations department is available to help you:

*Huntington Hospital*

*Patient Relations*

*P.O. Box 7013*

*Pasadena, CA 91109-7013*

*Phone (626) 397-5211*

*Fax (626) 397-2119*

*debora.jackson@huntingtonhospital.com*

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal or by mail or phone at:

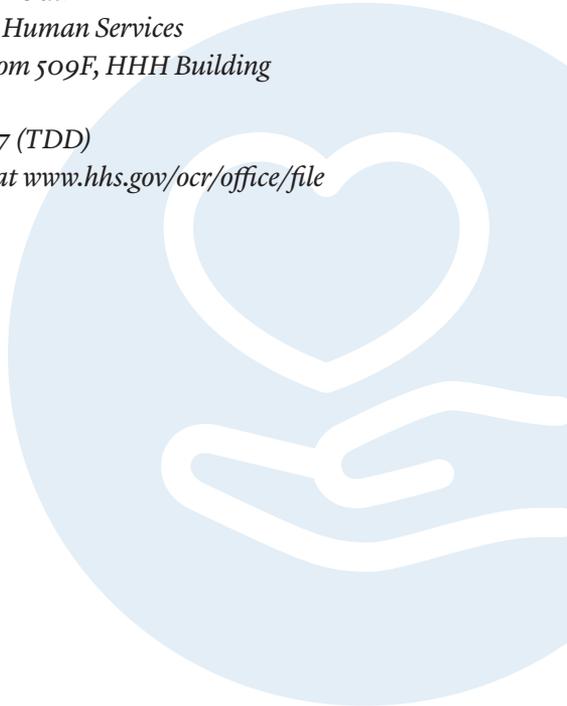
*U.S. Department of Health and Human Services*

*200 Independence Ave., SW Room 509F, HHH Building*

*Washington, D.C. 20201*

*(800) 368-1019, (800) 537-7697 (TDD)*

*Complaint forms are available at [www.hhs.gov/ocr/office/file](http://www.hhs.gov/ocr/office/file)*



## ***We speak your language.***

We are committed to providing you with compassionate care regardless of the language you speak.

### **Spanish**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (626) 397-5211.

### **Chinese**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (626) 397-5211。

### **Vietnamese**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (626) 397-5211.

### **Tagalog**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (626) 397-5211.

### **Korean**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (626) 397-5211 번으로 전화해 주십시오.

### **Armenian**

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Հանգահարեք (626) 397-5211

### **Persian (farsi)**

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد.  
با (626) 397-5211 تماس بگیرید.

### Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (626) 397-5211.

### Japanese

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます (626) 397-5211 まで、お電話にてご連絡ください。

### Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (626) 397-5211 رقم هاتف الصم والبكم

### Punjabi

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। (626) 397-5211 'ਤੇ ਕਾਲ ਕਰੋ।

### Mon-Khmer, Cambodian

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតល្អ្លល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ (626) 397-5211។

### Hmong

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau (626) 397-5211.

### Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (626) 397-5211 पर कॉल करें।

### Thai

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร (626) 397-5211.





**Huntington**  
Hospital

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