

***VALLEYCARE***  
**OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS**  
**POLICY & PROCEDURE**

**NUMBER: 212**  
**VERSION: 1**

**SUBJECT/TITLE:** **PATIENT RIGHTS AND RESPONSIBILITIES**

**POLICY:** ValleyCare observes and respects the rights of patients and staff at all times and provides patients and visitors with information as to their rights and responsibilities.

**PURPOSE:** To ensure that ValleyCare complies with all state and federal, legal and regulatory mandates providing for patient's rights and responsibilities while under in the organization's care.

**DEPARTMENTS:** All

**DEFINITIONS:**

**PROCEDURE:** ValleyCare will abide by the "Patients Rights and Responsibilities" delineated in the attached document. Signs shall be posted in English and Spanish in all patient care areas of the hospital and clinics informing patients and visitors of these rights and responsibilities and of how to report a complaint about the service provided.

Patients needing assistance expressing concerns about the quality of care received, and/or the safety of ValleyCare, are encouraged to address concerns at the organizational level for visitors/clients. Patients may communicate to:

- Clinic or department supervisor where the service was received
- ValleyCare Customer Service Department:
  - For Olive View-UCLA Medical Center call (818) 364-4813
  - For ValleyCare Health Centers call (818) 947-4033, located at Mid-Valley Comprehensive Health Center's Member Services Office

If concerns are not resolved, or if the patient believes that staff cannot properly assist with his/her concerns, the patient will be referred to address concerns and/or schedule an interview with any of the following agencies.

Division of Accreditation Operations Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Fax: (800) 994-6610

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E-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

Institute for Medical Quality  
221 Main Street, Suite 210  
San Francisco, CA 94105  
(415) 882-5151  
E-mail: [liacopi@imq.org](mailto:liacopi@imq.org)

U.S. Department of Health and Human Services  
Centers for Medicare and Medicaid Services  
7500 Security Boulevard, Mail Stop S2-12-25  
Baltimore, Maryland 21244-1850  
(800) 633-4227

California Department of Public Health  
Licensing and Certification Division  
Information Hotline: (800) 236-9747

References: California Welfare & Institutions Code, Section 1288.4;42 ; 5325 and 5326 California Administrative Code, Title 22, Section 70707 Medicare Conditions of Participation The Joint Commission	
Approved by: VEC-2007Nov	Date: 05/21/2008
Review Date: 09/17/2018, 10/01, 12/98, 03/05	Revision Date: 6/83, 3/92, 3/96, 12/98, 6/01, 04/05, 12/07
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