

Kaweah Health

Patient Guide



Compassion spoken here



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KaweahHealth.org/Patient



Kaweah Health
MORE THAN MEDICINE. LIFE.

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WELCOME

Welcome to Kaweah Health Medical Center. Your health matters to us, and we are grateful for the opportunity to care for you.

We see our work as a way to serve our community. We want to give every person kind, skilled, and caring help, every time. We promise to offer top-quality healthcare and many services to meet almost any health need you have.

Kaweah Health is known as a healthcare leader in Central California. We want to show this to every patient who comes here. We know hospital visits can be hard for patients and families. So, we made this guide to answer your questions and make your stay as comfortable and positive as possible.

We're here to give you safe, high-quality care that's all about you. If you have questions or concerns, please tell your nurse. Or call the Kaweah Health Risk Management Department at (559) 624-2340.

Again, thank you for allowing Kaweah Health to serve you. Health is our passion. Excellence is our focus. Compassion is our promise.

Marc Mertz

Chief Executive Officer
Kaweah Health

OUR MISSION

Health is our passion.
Excellence is our focus.
Compassion is our promise.

Our mission statement articulates Kaweah Health’s fundamental purpose both within our organization and for our community.

OUR VISION

To be your world-class healthcare choice, for life.

Our vision statement is what we aspire to be for our community and sets the future path and framework in our strategic planning.

OUR PILLARS

We must strive to do the following to achieve our mission and vision:

- Achieve outstanding community health.
- Deliver excellent service.
- Provide an ideal work environment.
- Empower through education.
- Maintain financial strength.

Important numbers

Main Number.....(559) 624-2000
Case Management(559) 624-2235
Chaplain Care.....(559) 624-2263
Financial Services.....(559) 624-4200
Medical Records.....(559) 624-2218
Patient Experience.....(559) 624-5151
Risk Management.....(559) 624-2340
Website: KaweahHealth.org

Medical Center Address:
400 W. Mineral King Ave.
Visalia, CA 93291

KAWEAH HEALTH PATIENT GUIDE

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ABOUT US

Since 1963, Kaweah Health has been helping people in Central California stay healthy. We care for patients, teach about health, and do research. We've grown into a level III trauma center and one of the best health systems in Central California.

Kaweah Health has more than 700 doctors and 5,300 workers. They are well-trained to care for different patient needs. We have locations across Tulare and Kings counties with 613 hospital beds total. We offer many services like cancer care, a top baby unit (NICU), mental health help, heart surgery, brain surgery, bone surgery, family doctors, exercise therapy, and more.

Kaweah Health is proud to give safe and personal care, and we all work to keep our patients and community healthy. Kaweah Health wants to be your world-class healthcare choice, for life.



DURING YOUR STAY

Your Safety and Security

We want to keep you safe while caring for you. Kaweah Health has special safety steps to lower the chance of mistakes. All hospitals have some common risks. Read these simple tips to avoid or reduce those risks.

ID Band

When you come to the hospital, you will get a band with your name and record number on it. For your safety, do not take it off until you leave the hospital.

Know Your Medicine

Our nurses are very careful to give the right medicine to the right person. They will tell you what each new medicine does and its common side effects. If the medicine looks different, tell your nurse.

If You Feel Different

We take how you are feeling seriously. If you or your family think you are feeling different, tell a health team member (nurse, doctor, or staff) right away. We will always listen to your concerns.

Be sure to ask questions about your care!

No-Tobacco Rule

For everyone's health and comfort, Kaweah Health is tobacco-free in all indoor and outdoor areas. This includes all streets, sidewalks, and parking lots nearby. You cannot use any tobacco products or devices, like e-cigarettes or chewing tobacco, on our grounds. Your nurse has info to help you quit tobacco. You can also call 1-800-NO-BUTTS (1-800-662-8887) for more help.

Stopping Falls

Good communication between patients, visitors, and nurses helps stop falls. Visitors can help by watching out for the person they are visiting and telling a nurse about any worries. Patients should use the call button to ask for help getting out of bed. When walking, they should wear non-slip shoes with a back or back strap. Flip-flops or slippers are unsafe. Patients who might fall easily need a support person or nurse with them for all bathroom activities.

Cleanliness

Kaweah Health expects all care providers (doctors, nurses, and other staff) to wash their hands before and after they touch patients. Strong proof shows that hand washing is the most important step anyone (including your doctor or nurse) can take to stop the spread of germs. If you see any health team member forget to wash their hands, remind them — it helps everyone.

Your Property

We ask patients to send their things home with a support person. Any items kept in hospital rooms are the patient's job to watch. Found items will go to Lost and Found for 30 days. After that, unclaimed items go to charity or the garbage. Call Lost and Found at (559) 624-2044.

Overnight Visitors

One (1) overnight visitor is allowed. Overnight visitors must be at least 18 years old. They must check in at the main entrance to receive an overnight visitor badge before the doors lock at 9 p.m. There will be no re-entry after 9 p.m. Additional visitation restrictions apply for Maternal Child Health areas.

Quiet Place

Kaweah Health knows rest is very important for patients to feel good in mind and body. We support a H.U.S.H. (Help Us Support Healing) environment where staff, patients, and visitors work together to lower noise. Two easy ways to help are 1) talking softly and 2) having only two visitors at a time. Visitor rules may change depending on time of year.



The DAISY Award

Kaweah Health works with The DAISY Foundation to honor top nurses using The DAISY Award for Amazing Nurses. This award celebrates nurses who give caring, skilled help every day. It was made to say “thank you” to special nurses who do more than they have to. If a nurse gave you or someone else amazing care and you want to nominate them for The DAISY Award, please ask a nurse or the nurse station for a form.

The DAISY Foundation began in 1999, by the family of J. Patrick Barnes, who died at 33 from a rare blood problem. The nursing care Patrick got during his eight weeks in the hospital deeply touched his family. They made The DAISY Foundation to honor his life and the skilled, caring work of nurses everywhere. DAISY means Diseases Attacking the Immune System. More than 2,200 health places in all 50 states and more than 15 countries now honor their nurses with The DAISY Award.



Nominate your nurse

KaweahHealth.org/DAISY



Nominate your nursing team

KaweahHealth.org/DAISYTeam



The LOTUS Award

The LOTUS Award employee recognition program honors and celebrates non-nursing staff members who go above and beyond in carrying out Kaweah Health's mission.



Nominate your care team

KaweahHealth.org/LOTUSAward

Your Room

On your room wall, nurses will write their names and phone number on the board. You can call them any time using the phone next to your bed. You can also call local numbers by pressing 9 first, then the number.

Next to your bed is a small box with a nurse call button. It also has controls for the TV and lights. Inside your bed rail, you will also find a nurse call button. This rail also has controls for the TV, lights, and your bed position.

Using the Internet

Kaweah Health offers wireless internet. To use the internet, look for or type in the network named **guest**. You do not need a password.

Be sure to ask questions about your care!

TV CHANNEL GUIDE



Press the button on your TV control to cycle through the channels in this order.

- | | |
|------------------------------|---------------------|
| 1. Kaweah Health Information | 14. TBS |
| 2. Telemundo | 15. INSP (westerns) |
| 3. Univision | 16. Freeform |
| 4. NBC News | 17. Animal Planet |
| 5. Fox 26 | 18. Disney |
| 6. ABC | 19. PBS Kids |
| 7. CBS | 20. Discovery |
| 8. CW 59 | 21. History |
| 9. CNN | 22. HGTV |
| 10. Fox News | 23. Lifetime |
| 11. ESPN | 24. AMC |
| 12. TNT | |
| 13. USA | |

WHAT TO EXPECT FROM YOUR NURSES AND DOCTORS

Your nurse

- should be a kind, caring person.
- makes sure your room is safe.
- should act in a proper way and treat you and your family with respect.
- is your helper and will listen to you and act on your worries.
- wants you to take part in your care and will try to include your family too.
- will keep you informed, be your main link to doctors and other caregivers, and get answers for you.
- is part of a health team, working with others to plan your care.
- respects your privacy and always thinks about your comfort.



Your doctor

- will visit at least once each day.
- asks you about your symptoms.
- will check your body if needed.
- tells you about any planned tests or changes in your care plan.
- updates you on how you are doing overall.

Be sure to ask questions about your care!

PAIN MANAGEMENT

What is pain management?

Pain management is the care and medicine used to help lower your pain, so you can take care of yourself. The goal is not to get rid of all pain, as that is often not possible or safe. The goal is to help you do things like take a deep breath, turn in bed, walk around, and see friends. The medicines may change based on what causes your pain, the type of pain, and what has worked for you before.

Your doctors and nurses can help you know your type of pain, how much pain you may have, and how long it may last.



Medicines for pain may include pills, creams, pumps, films, or shots:

- Opioids (morphine, hydromorphone, hydrocodone, etc.)
- Non-opioids: acetaminophen (Tylenol), NSAIDs (ibuprofen/Motrin, naproxen/Aleve, celecoxib/Celebrex, etc.), nerve pain medicines (gabapentin and pregabalin)

Your nurse, doctor, and pharmacist can tell you more about your medicines. Each one will have different side effects and risks.

What else may help my pain?

There are simple things that you, your family, or nurses can do to help lower your pain. Getting more rest, warm blankets, cool or heat packs, extra pillows, taking a short walk, or moving in bed can help. You can also use puzzles, coloring books, laptops, and tablets to take your mind off the pain.

Another way to ease your pain is taking deep breaths to relax more. Try closing your eyes and thinking of a calm place. Picture the places, things, and sounds you like. This will help your mind and body relax. Physical and/or occupational therapy may also make your pain better.

How should I tell my care team about my pain?

You will be asked many questions about your pain:

- How bad is your pain on a scale of 0-10?
- Please describe your pain. Does it feel sharp, shooting, dull, achy, burning, or something else?
- Is your pain better, worse, or the same as before?

The more you tell your care team about your pain, the better they can help you.

How will my pain feel after I leave the hospital?

Remember that you may have more pain after you leave the hospital. As you go back to your normal life, it is important to take your medicine as you were told. Keep doing the things listed before, such as resting and deep breathing to calm the pain. Talk to your doctors and nurses and read your hospital papers. Review any reasons why you would need to call your doctor or go to the emergency room.

What should I do with extra medicine at home?

- Keep medicines in a safe place and out of reach of others (children, friends, family, and visitors).
- Do not leave medicine or pill bottles on counters, tables, night stands, or where people can see them.
- Lock travel cases when you take prescription medicine on trips.
- Do NOT flush medicine down the toilet unless it is a patch, such as Duragesic (fentanyl) or Butrans (buprenorphine).

How to throw away extra medicine in the trash

1. Remove or cross out your name and the drug name on the label.
2. Mix medicine with water or soda and then add something like kitty litter, dirt, spices, or coffee grounds.
3. Close and seal medicine bottles with strong tape.
4. Place sealed bottles in a box or a bag you cannot see through.
5. Place in a trash bin just before the garbage truck comes.

Places in the community that will take back your medicine

Please contact each place before taking your medicine there to make sure they will accept controlled substances.

Drop box locations

Walgreens • 100 W. Walnut Ave., Visalia, CA 93277, (559) 635-7810

CVS Pharmacy • 1102 N. Demaree St., Visalia, CA 93291, (559) 624-4880

Medicine collection events

The U.S. Drug Enforcement Administration (DEA) holds a Got Drugs event one Saturday in April and October of each year. For more information, call the Visalia Police Department at (559) 734-8116 or the City of Visalia at (559) 713-4531.

If you live outside of the Visalia area, find your local take-back or mail-back program here:

- DEA Office of Diversion: 1-800-882-9539
- Online: DeaDiversion.usdoj.gov/DrugDisposal/TakeBack
- National Safety Council: 1-800-621-7615
- Online: NSC.org/DisposalResources

SEPSIS

Sepsis is when your body fights too hard against an infection. This strong fight can harm your body parts, make your organs stop working, and even cause death. Finding and treating sepsis early helps more people live and get better.

Be sure to ask questions about your care!

KNOW YOUR HOSPITAL STAFF

All Kaweah Health team members wear a photo ID that is easy to see. This includes doctors, nurses, student doctors, and staff. The hospital is safe, but if someone without an ID comes into your room, call a nurse first before talking to them. Kaweah Health is a teaching hospital, so a team of doctors will take care of you. You may see many doctors.

You will meet many people during your care. All team members, even doctors, should tell you their name, their job, what they will do, when they will do it, how it will affect you, and what comes next. If you have questions, please ask.



Doctors are your care team. A lead doctor, called an attending doctor, is in charge. Doctors, even the lead, may switch during your stay. New doctors will tell you who they are. Each doctor will help you.

Student doctors, called **residents**, are those who just finished school. They work under a lead doctor. By being a patient here, you are helping train future doctors.

Registered nurses are a key link between you and the health team. They give you care, tell doctors your needs, and teach you about your drugs, hospital care, and home care after you leave. Nurses also watch over other workers, like care partners, to make sure you are comfortable and clean.

Charge nurses run the nursing unit each day. They can help you if you need more help. Nurse managers/directors are leaders who make sure the unit gives good care. They guide and support all the care team.

Pharmacists are drug experts who are key team members. They make your drugs with great care. They check that the drugs work, watch for side effects, look for allergies, and see if food or other drugs might cause problems.

Chaplains are part of your team who can help with your spiritual needs. They listen, talk about faith issues, help you find peace, and bring you holy books of your choice. They can also help you get faith acts, call your faith leaders, and help with other faith needs. To see a chaplain, tell your nurse or call (559) 624-2263.

Case managers work with you, your family, and your health team to plan your hospital stay. They also help plan your move from the hospital to home or other care places. Call them at (559) 624-2235.

Discharge advocates work with case managers to move you to a long-term care place or home. They want you to leave the hospital well and stay healthy.

Social workers help you and your family with personal, emotional, and family problems from your illness. They can set up support for sudden illness, being away from home and work, loss, drug use, domestic violence, and more. You can them at (559) 624-2257.

Dieticians are food experts who work closely with your health team. They make sure you get the right mix of healthy meals during your stay.

Physical therapists help patients rebuild their strength and balance. They also make sure a patient is strong enough to safely go home.

EveryBODY Moves: While you are in the hospital, your nurse will check how well you can move and help you set a daily goal. Moving and exercising are a big part of getting better. Ask your nurse to learn more or visit KaweahHealth.org/EveryBODYMoves.

BEFORE YOU GO HOME

On the day before you leave the hospital, be sure to do these things:

Talk to your discharge planner

- Meet with your discharge planner to learn why you are going home and how your care is changing.

Ask questions

- Make a list of questions for your care team and take notes. You can ask about your health, future care, and how to take your medicine. If you do not speak English well, you can ask for an interpreter.



Ask for printed information about your discharge

- Ask your nurse for any printed information you want.

Make sure you have a ride home

- Arrange for a ride home from the hospital. If no one can pick you up, tell your care team.

Get your home ready

- Is your home safe for recovery? Do you have food and other needs? Find help getting what you need or plan to stay with someone who can help you.

Get your medicines

- Your nurse can have prescriptions brought to your room or sent to the Kaweah Health Pharmacy so you can pick them up without leaving your car.

Find support

- Do you need extra help? You can ask your care team about home care services.

YOUR COMFORT

Security (559) 624-5597

If you have questions or worries about safety, day or night, please contact Security.

Respite House (559) 624-2396

People whose loved ones are in the hospital and have no place to stay may qualify for a place to sleep near the medical center. Ask a social worker if space is available.

Financial Services (559) 624-4200

We want to provide good, customer-friendly, and financially strong healthcare to meet the needs of those we serve. Please call Financial Services if you have questions about coverage, financial help, or how to pay your bill.

Medical Records (559) 624-2218

A patient, or their legal agent, may look at and/or get a copy of their medical records, or have copies sent to another facility. Please call Medical Records for more information.

Interpreters (559) 624-5902

Language differences should never stop you from getting good healthcare. We have interpreters for more than 150 languages who help patients at no cost.

Visiting Hours

Daily visiting hours are usually from 8 a.m. to 9 p.m. but may change based on department and time of year. For current visiting hours, visit **KaweahHealth.org/Visitors**.

Children under 13 years old must be supervised at all times.

Retail Pharmacy (559) 624-4880

Kaweah Health Retail Pharmacy is located near the hospital for easy prescription filling. **Hours:** Monday – Friday: 9:00 a.m. – 7:00 p.m.; Saturday: 9:00 a.m. – 4:00 p.m.; Sunday: 10:00 a.m. – 4:00 p.m.

Be sure to ask questions about your care!

Casual Dining Locations

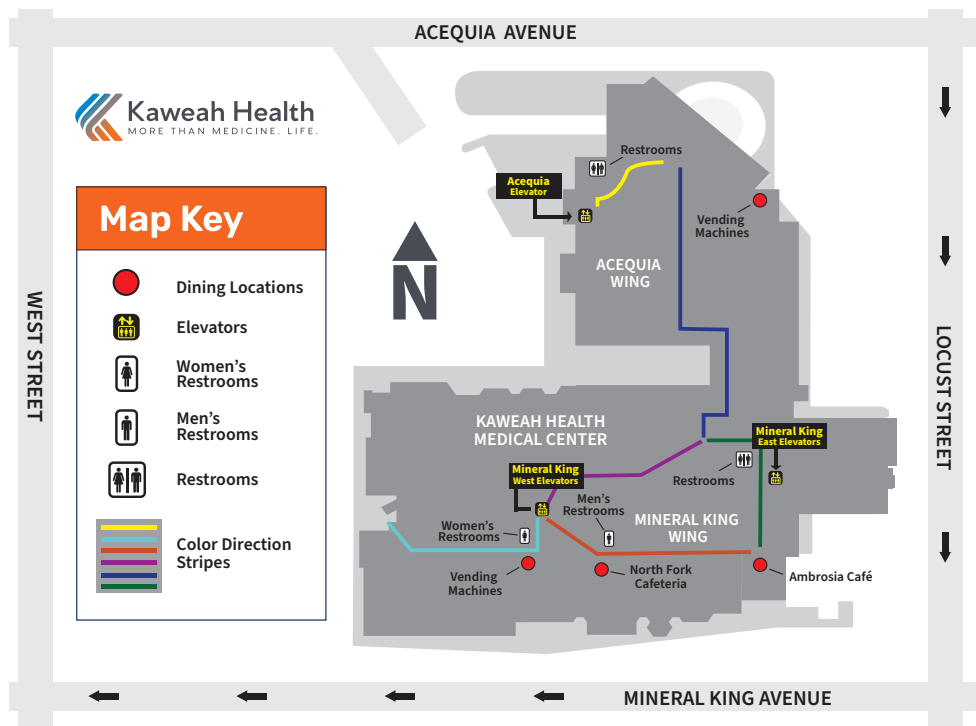
North Fork Café and Ambrosia Café: First floor of Mineral King Wing

Vending machines: Acequia Wing lobby and Mineral King hallway

Gift Shop

Wishing Well Gift Shop: First floor of Mineral King Wing by Ambrosia Café.

Monday – Saturday: 9:30 a.m. – 6:00 p.m., Sunday: Closed.



Breastfeeding Outpatient Lactation Services

For one-on-one assistance with breastfeeding, please call (559) 624-6012.

Location: Kaweah Health Medical Center, Mother Baby Unit, 305 W. Acequia Ave., Visalia, CA 93291

Lactation Services helps with feeding problems, slow or no weight gain, sore nipples, low milk supply, swollen breasts, and weight checks.

The American Academy of Pediatrics says mothers should exclusively breastfeed for at least the first six months and longer if both mother and baby want to, but any amount of breastfeeding helps your baby.

ADVANCE CARE PLANNING

Kaweah Health wants to make sure that your values guide your medical care you get here. Advance care planning means talking about what matters to you and what you want from your care. This is key for doctors and patients to talk about. You can fill out a form called an advance directive, that shows your values and wishes, and who should speak for you if you cannot. Ask your doctor, nurse, or social worker for this form if you do not have one.

Other Important Points

- Know which doctor leads your care. This matters most when many people help treat you.
- Speak up with questions or worries. You have the right to know about your care. You can ask any care team member about anything.
- Always ask your doctor for the results of any tests you take.
- For surgery, be informed. Make sure you, your doctor, and your surgeon all agree on what to do.
- Get a partner to help. Ask family or a friend to be your partner and protect your best interests, especially when you are stressed or distracted.

If you need more help with your care, please ask to speak with a charge nurse or manager. You can also call the Patient Experience office at (559) 624-5151.

Kaweah Health Foundation

The Kaweah Health Foundation began in 1979. Each year, it gets grants, gifts, and bequests, which fund new medical tools, hospital updates, and support for Kaweah Health. A volunteer board runs the Foundation without pay. For more than 40 years, the Foundation has raised more than \$60 million to improve medical technology, services, and buildings at Kaweah Health.

Learn more at [KaweahHealth.org/Foundation](https://www.KaweahHealth.org/Foundation) or call (559) 624-2359.

Palliative Care & Hospice

Kaweah Health provides compassionate palliative and hospice care focused on comfort, dignity and quality of life. Palliative care supports patients at any stage of illness, alongside other treatment. Hospice care provides comfort and support for patients nearing the end of life. Call (559) 733-0642 to learn more or request an assessment.



We are here for you.

Chaplain Services

An on-call chaplain or priest is available for emergencies 24/7. The spiritual care team can be reached through the hospital operator or by calling (559) 624-2263.

Interpreter Services

Kaweah Health provides equal access to healthcare for patients who are visually impaired, deaf or hard-of-hearing, or have limited English proficiency. Interpreter Services are available 24/7 at no cost. Call (559) 624-5902.

Patient and Family Services

Medical social workers are available 24/7 to support you and your family. Services include family conferencing, individual and family counseling, and crisis intervention. Contact your nurse or call (559) 624-2257.

Patient Experience

Our Patient Experience team is dedicated to making your care better. We welcome all feedback and use it to drive meaningful improvements. To share your experience, call (559) 624-5151.

PATIENT RIGHTS

You Have the Right To

1. Considerate and respectful care, and to be made comfortable. You have the right to have respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
2. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
3. Know the name of the licensed health care practitioner acting within the scope of his or her professional licensure who has primary responsibility for coordinating your care, and the names and professional relationships of physicians and non-physicians who will see you.
4. Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to access your medical records. You will receive a separate “Notice of Privacy Practices” that explains your rights to access your records. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
5. 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.
6. 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. You have the right to leave the hospital even against the advice of members of the medical staff, to the extent permitted by law.
7. Be advised if the hospital/licensed health care practitioner acting within the scope of his or her professional licensure 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.
8. Reasonable responses to any reasonable requests made for service.

9. Appropriate assessment and management of your 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 you suffer 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 pain with methods that include the use of opiates.
10. Formulate advance directives. This includes designating a decision maker if 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 patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
11. Have 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 will be used in semi-private rooms.
12. 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.
13. Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
14. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
15. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
16. Be informed by the physician, or a delegate of the physician, of continuing health care requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.
17. Know which hospital rules and policies apply to your conduct while a patient.

18. Designate a support person as well as visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood, marriage, or registered domestic partner status, unless:
 - No visitors are allowed.
 - 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, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. The health facility must inform you (or your support person, where appropriate) of your visitation rights, including any clinical restrictions or limitations. The health facility is not permitted to restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or dis-ability.

19. Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will comply with federal law and be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household and any support person pursuant to federal law.
20. Examine and receive an explanation of the hospital's bill regardless of the source of payment.
21. Exercise these rights without regard to, and be free of discrimination on the basis of economic status, educational background, race, color, religion, ancestry, national origin, sex, gender, sexual orientation, gender identity/ expression, disability, medical condition, marital status, age, registered domestic partner status, genetic information, citizenship, primary language, immigration status (except as required by federal law) or the source of payment for care. If you feel these rights have been violated, you can contact:

**The Kaweah Health Risk Management Department
(Civil Rights Coordinator)**

520 W. Mineral King Ave, Visalia, CA 93291

Telephone (559) 624-2340

22. File a grievance. If you want to file a grievance with this hospital, you may do so by writing by calling (name, address and phone number of hospital):

The Kaweah Health Risk Management Department

520 W. Mineral King Ave, Visalia, CA 93291

Telephone (559) 624-2340

The grievance committee will review each grievance and provide you with a written response within 30 days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process, and the 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).

23. File a complaint with the California Department of Public Health regardless of whether you use the hospital's grievance process. The California Department of Public Health's phone number and address is: (local address and phone number of CDPH)

California Department of Public Health

4540 California Avenue, Ste. 200

Bakersfield, CA 93309

Telephone: (661) 336-0543

The Joint Commission, Division of Accreditation Operations, Office of Quality Monitoring

One Renaissance Boulevard, Oakbrook Terrace, IL 60181

Telephone: (800) 994-6610 • Fax: (630) 792-5636

E-mail: complaint@jcaho.org

24. File a Complaint with the [Civil Rights Department](#) at:

www.civilrights.ca.gov

Telephone: (800) 884-1684 or (800) 700-2320 (TTY) or

2218 Kausen Dr., #100 Elk Grove, CA 95815

25. File a complaint with the [Medical Board of California](#) at:

www.mbc.ca.gov/consumers/complaints

(800) 633-2322 or 2005 Evergreen St., #1200, Sacramento, CA 95815

These Patient Rights combine Title 22 and other California laws, The Joint Commission and Medicare Conditions of Participation requirements. (7/24)

LOCATIONS & SERVICES

Kaweah Admissions and Testing Services (KATS)

1633 S. Court St., Visalia, CA 93291, (559) 624-6000

Kaweah Health Breast Education Line

4949 W. Cypress Ave., Visalia, CA 93291, (559) 624-3253

Kaweah Health Cardiology Center (Visalia)

820 S. Akers St., Suite 130, Visalia, CA 93291, (559) 624-6520

Kaweah Health Cardiology Center (Tulare)

938 N. Cherry St., Tulare, CA 93274, (559) 686-3481

Kaweah Health Cardiothoracic Surgery Clinic

505 W. Main St., Visalia, CA 93291, (559) 627-8600

Kaweah Health Center for Mental Wellness

301 W. Noble Ave., Visalia, CA 93291, (559) 624-6875

Kaweah Health Diagnostic Center

820 S. Akers St., Suite 130, Visalia, CA 93291, (559) 624-2294

Kaweah Health Dialysis Center

5040 W. Tulare Ave., Visalia, CA 93291, (559) 624-3600

Kaweah Health Foundation

216 S. Johnson St., Visalia, CA 93291, (559) 624-2359

Kaweah Health Home Health Care Services

402 W. Acequia, Visalia, CA 93291, (559) 624-6400

Kaweah Health Home Infusion Pharmacy

602 W. Willow Ave., Visalia, CA 93291, (559) 624-4244

Kaweah Health Hospice

402 W. Acequia Ave., Visalia, CA 93291, (559) 733-0642

Kaweah Health Hospice Foundation

216 S. Johnson St., Visalia, CA 93291, (559) 733-0642

Kaweah Health Imaging and Breast Center

4949 W. Cypress Ave., Visalia, CA 93291, (559) 624-3200

Kaweah Health Infusion Center

325 S. Willis St., Visalia, CA 93291, (559) 624-2555

Kaweah Health Laboratory Patient Service Centers

Online appointments available at each location KaweahHealth.org/Lab

- Medical Center: 400 W. Mineral King Ave., Visalia, CA 93291, (559) 624-5056
- Imaging Center: 4949 W. Cypress Ave., Visalia, CA 93277, (559) 624-3229
- KATS: 1633 Court St., Visalia, CA 93291, (559) 624-6087
- Willow Plaza: 100 Willow Plaza, Suite 303, Visalia, CA 93291, (559) 624-2620
- Exeter: 1003 San Juan Ave., Exeter, CA 93221, (559) 839-2601

Kaweah Health Lab Services

400 W. Mineral King Ave., Visalia, CA 93291, (559) 624-2251

Kaweah Health Lifestyle Fitness Center

5105 W. Cypress Ave., Visalia, CA 93291, (559) 624-3400

Kaweah Health Medical Center

400 W. Mineral King Ave., Visalia, CA 93291, (559) 624-2000

Kaweah Health Mental Health Hospital

1100 S. Akers St., Visalia, CA 93291, (559) 624-3300

Kaweah Health Outpatient Clinical Pharmacy Services

202 W. Willow Ave., Suite 202, Visalia, CA 93291, (559) 624-2101

Kaweah Health Pharmacy

202 W. Willow Ave., Visalia, CA 93291, (559) 624-4880

Kaweah Health Private Home Care

101 S. Floral St., Visalia, CA 93291, (559) 624-2854

Kaweah Health Radiology (Medical Center)

305 W. Acequia Ave., Visalia, CA 93291, (559) 624-2000

Kaweah Health Rehabilitation Hospital

840 S. Akers St., Visalia, CA 93291, (559) 624-3700

Kaweah Health Ruth Wood Open Arms House (Hospice)

3234 W. Iris Ave., Visalia, CA 93277, (559) 625-0139

**Kaweah Health Sequoia Regional Cancer Center
– Medical Oncology – Hanford**

857 Garner Ave., Hanford, CA 93230, (559) 584-6000

**Kaweah Health Sequoia Regional Cancer Center
– Medical Oncology – Visalia**

4945 W. Cypress Ave., Visalia, CA 93277, (559) 624-3000

**Kaweah Health Sequoia Regional Cancer Center
– Radiation Oncology – Hanford**

1443 West 7th St., Hanford, California 93230, (559) 585-7115

**Kaweah Health Sequoia Regional Cancer Center
– Radiation Oncology – Visalia**

4945 W. Cypress Ave., Visalia, CA 93277, (559) 624-3100

Kaweah Health Sleep Center

126 S. Floral St., Visalia, CA 93291, (559) 624-2338

Kaweah Health Specialty Clinic

325 S. Willis St., Visalia, CA 93291, (559) 624-4080

Kaweah Health Subacute Care

1633 S. Court St., Visalia, CA 93291, (559) 624-6024

Kaweah Health Hand Therapy Specialists – Akers

820 S. Akers St., Suite 200, Visalia, CA 93291, (559) 624-3427

Kaweah Health Therapy Specialists – Akers

820 S. Akers St., Suite 200, Visalia, CA 93291, (559) 624-3427

Kaweah Health Therapy Specialists – Dinuba

355 Monte Vista Drive, Suite C, Dinuba, CA 93291, (559) 595-7630

Kaweah Health Therapy Specialists – Exeter

1131 W. Visalia Rd., Exeter, CA 93291, (559) 592-7342

Kaweah Health Therapy Specialists – Lovers Lane

1337 S. Lovers Lane, Suite C, Visalia, CA 93291, (559) 624-2626

Kaweah Health Therapy Specialists – Rehab Hospital

840 S. Akers St., Visalia, CA 93277, (559) 624-3700

Kaweah Health Therapy Specialists – Tulare

1927 N. Hillman St., Tulare, CA 93274 Phone (559) 624-6582

Health Clinics

Kaweah Health Dinuba Clinic

355 Monte Vista Drive, Dinuba, CA 93618, (559) 595-7650

Kaweah Health Exeter Clinic

1014 San Juan Ave., Exeter, CA 93221, (559) 592-7300

Kaweah Health Exeter Lab Services

1003 San Juan Ave., Exeter, CA 93221, (559) 592-7300

Kaweah Health Exeter Pediatric Specialty Clinic

1014 San Juan Ave., Exeter, CA 93221, (559) 592-7371

Kaweah Health Lindsay Clinic

839 North Sequoia Ave., Lindsay, CA 93247, (559) 562-1546

Kaweah Health Medical Clinic – Akers

5300 W. Tulare Ave, Suite 100 Visalia, CA 93277, (559) 839-2200

Kaweah Health Medical Clinic – Plaza Drive

1329 N. Plaza Drive, Visalia, CA 93291, (559) 624-6250

Kaweah Health Medical Clinic – Willow Avenue

202 W. Willow Ave. Suite 502, Visalia, CA 93291, (559) 624-4828

Kaweah Health Tulare Clinic

1000 N. Mooney Blvd., Tulare, CA 93274, (559) 685-7100

Kaweah Health Medical Clinic – Willow Women's Health

202 W. Willow Ave., Suite 502, Visalia, CA 93291, (559) 624-4820

Kaweah Health Medical Clinic – Willow Specialty

202 W. Willow Ave., Suite 202, Visalia CA 93291, (559) 624-6580

Kaweah Health Woodlake Clinic
180 E. Antelope Ave., Woodlake, CA 93286, (559) 564-1800

Kaweah Health Woodlake Clinic – Valencia Boulevard
136 S. Valencia Blvd., Woodlake, CA 93286, (559) 839-2300

Prompt and Urgent Care

Kaweah Health Medical Clinic Prompt Care – Plaza Drive
1329 N. Plaza Drive, Visalia, CA 93291

Kaweah Health Urgent Care – Court
1633 S. Court St., Visalia, CA 93291, (559) 624-6090

Kaweah Health Urgent Care – Demaree
3600 W. Flagstaff Ave., Visalia, CA 93291, (559) 624-6800

Kaweah Health Youth Crisis Stabilization Unit
230 NW 3rd Ave., Visalia, CA 93291, (559) 839-2670

FRONT DESK CONTACT NUMBERS

Main Desk General Information	2000
2 East Labor & Delivery	5300
2 South (observation).....	2519
2 North (cardiac)	2201
3 South (surgery/oncology)	2240
3 North (surgery/postop/preop).....	2211
3 West station A (ICU stepdown).....	2760
3 West station B (ICU stepdown).....	2770
4 South (orthopedics/neurology)	2225
4 North (Dialysis)	2201
5 Tower (ICU stepdown).....	4650
Broderick Pavilion	2488
Cardiovascular ICU	4600
Chaplain	2263
ICU	7311
Mother Baby	2218
NICU	2245
Pediatric.....	2288
Pharmacy	2234/5088
Security	5597
Subacute	6024

MEET YOUR COMMUNITY HEALTH PROVIDERS

Graduate Medical Education

Kaweah Health's Graduate Medical Education Program began in 2013. It offers training for new doctors in emergency medicine, family medicine, psychiatry, child psychiatry, surgery, anesthesiology, and transitional year. The first group of doctors finished in June 2016. Since it started, Kaweah Health has trained more than 150 new doctors. Thirty-five percent of them stay in the Central Valley to work.

When all programs are full, Kaweah Health will have 121 new doctors training at any time. These doctors learn about making care better, keeping patients safe, and using the best research. They stay up-to-date on the newest medical advances in their fields. New doctors in training are very helpful in providing care at our hospital.

The seven training programs at Kaweah Health are:

- Anesthesiology
- Emergency Medicine
- Family Medicine
- Psychiatry
- General Surgery
- Child and Adolescent Psychiatry Fellowship
- Transitional Year (one-year program)

The Street Medicine Program

The Street Medicine program is a group of doctors, and volunteers who care for people who need it most: workers without papers, people without insurance, and homeless people. The group offers health tests (for diabetes, high blood pressure, HIV, glaucoma, Valley Fever), wound care, health lessons, and help finding social services and health centers.

What is Street Medicine?

- Giving healthcare right to homeless people without shelter
- All care is free and given where people are
- "Go to the People"

Be sure to ask questions about your care!

Want a voice in your health care?

Kaweah Health is listening.



Join an advisory council or ambassador group.

Meet monthly with hospital leaders to share insights and feedback on Kaweah Health's future facilities, proposed services, and initiatives. Our goal is to create healthcare that works for you.

For more information, please contact:

Deborah Volosin

Director of Patient and
Community Experience

(559) 624-2529

Or just fill out an online application:

[KaweahHealth.org/about-us/
community-engagement/](https://KaweahHealth.org/about-us/community-engagement/)



For a shortcut to the form, just scan the QR code with your smart phone camera.



Kaweah Health
MORE THAN MEDICINE. LIFE.

Kaweah Health is a healing environment where the safety and well-being of our patients and team is our priority.

Kindness heals. Aggressive behaviors will be addressed—they will not be tolerated.

Examples of aggressive behavior :

- Physical assault
- Verbal harassment
- Abusive or foul language
- Threats
- Refusal to follow staff directions

All forms of aggressive behavior may result in removal from this facility, patient dismissal, and/or prosecution.



SAFETY YOU CAN SEE.

Look for the green hand on
the BioVigil badge.



Our hospital takes patient safety seriously. Clean hands reduce the spread of germs in healthcare facilities, so our staff wears the BioVigil badge. This badge helps ensure their hands are clean before interacting with you. A badge with a green hand means clean hands. If you notice a healthcare provider with a red hand on their badge, please remind them to sanitize their hands.





Keep them coming.

Give yourself the gift of good health with an annual checkup. Just call us! Let's keep those birthdays coming.

- Same-Day appointments
- Discount Programs
- Virtual Visits
- Specialty Care
- Community Care Coordination
- Extended Hours and Weekends

Se habla español.

Kaweah Health Dinuba Clinic

355 Monte Vista Drive
Dinuba, CA 93618
(559) 595-7650

Kaweah Health Exeter Clinic

1014 San Juan Ave.
Exeter, CA 93221
(559) 592-7300

Kaweah Health Lindsay Clinic

839 N. Sequoia Ave.
Lindsay, CA 93247
(559) 562-1546

Kaweah Health Tulare Clinic

1000 N. Mooney Blvd.
Tulare, CA 93274
(559) 685-7100

Kaweah Health Woodlake Clinic

180 E. Antelope Ave.
Woodlake, CA 93286
(559) 564-1800

Kaweah Health Woodlake Clinic — Valencia

132 S. Valencia Blvd.
Woodlake, CA 93286
(559) 839-2300

YOUR CARE TEAM

THANK YOU FOR ALLOWING US TO CARE FOR YOU!

Nursing

Environmental services

Food services

Other team members

Doctors

We wish you a speedy recovery

The Kaweah Health team

WHAT MATTERS TO YOU?

Your care team wants to know more about you so they can care for you better. On a sign in your room, they will write down the things that matter most to you. Use this space to take notes that you want to share with your care team.

[illegible]



