



Patient Guide

AIS Cancer Center



AIS Cancer Center
2620 Chester Ave
Bakersfield, CA 93301
(661) 323-4673

AHBakersfield.org



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Welcome to Adventist Health

2620 Chester Ave, Bakersfield, CA 93301 • (661) 323-4673

Together inspired ... The AIS Cancer Center is part of Adventist Health, a faith-based, nonprofit integrated health system serving more than 75 communities on the West Coast and Hawaii. Our compassionate and talented team of 33,300 includes more than 24,600 employees; 5,000 medical staff physicians; and 3,700 volunteers working together in pursuit of one mission: Living God's love by inspiring health, wholeness and hope.

Founded on Seventh-day Adventist heritage and values, Adventist Health aims to transform the health experience of our communities with our unique focus on physical, mental, spiritual and social healing.

This Patient Guide provides important information related to your visit. If you need anything during this time, feel free to ask any Adventist Health employee for assistance. The Sacred Work we put into action each and every day focuses on providing you and your loved ones with the highest quality care possible.

Our Mission:

*Living God's love by inspiring health,
wholeness and hope*

THE AIS CANCER CENTER AND BREAST CENTER

For questions related to your treatment, please call:

The AIS Cancer Center: (661) 323-4673

Medical Oncology: (661) 863-2200

Radiation Oncology: (661) 863-2000

The Breast Center: (661) 863-2490

wecanbeatcancer.org

**IF YOU ARE HAVING A MEDICAL EMERGENCY,
PLEASE CALL 911.**

*Additional, frequently called phone numbers are listed on page 19-20.



ADVENTIST HEALTH

On behalf of the doctors, nurses and the entire support staff at Adventist Health Bakersfield, it is our sincere pleasure to welcome you to our facility.

Everyone involved in your care understands that your safety, comfort and recovery are our highest priorities.

The AIS Cancer Center is a hospital-based, comprehensive center, which includes radiation oncology, medical oncology and the Outpatient Surgery Center – all in one convenient, beautiful location. When we started this project, we learned that one in five patients leaves this area to seek cancer treatment. Our belief – and we suspect you’ll agree – is that the battle against cancer is tough enough without having to travel long distances, multiple times, for care. The AIS Cancer Center provides you and your family with a solid home field advantage.

The Breast Center at Adventist Health provides comprehensive, high quality breast care to Bakersfield and the outlying communities of Kern County. The Breast Center features treatment for benign or malignant tumors. We offer comprehensive care in one location, including diagnostic imaging, cancer treatment and surgery.

But our proudest moments come from the way we put our patients first – in everything. It’s a philosophy we call “Sacred Work.” At Adventist Health, we believe in treating everyone – patients, family, co-workers – with the

compassion, respect and dignity each of us deserves. You can always expect our staff to be courteous, listen to you carefully, and explain your treatment clearly and understandably.

This Patient Guide will acquaint you with our facility and help answer your questions before, during and after your visit. But, by all means, if you have any other questions, please let us know. Also, for your loved ones here to support you, we have included information to make their time here more comfortable and convenient.

With that, we wish you a comfortable visit and rapid recovery ...



SACRED WORK: IT'S WHO WE ARE

Every great organization has an identity, a purpose, a vision for whom they want to be. For some, success is directly tied to the state of their bottom line. For others, true achievement is accomplished only when positively impacting the lives of those they serve.

At Adventist Health and AIS Cancer Center, our mission is defined by two words: Sacred Work. Sacred Work means treating every interaction – whether with a co-worker, patient or family member – as an opportunity to leave a lasting impression. It's each staff member “living our values” of compassion, respect, quality, wholeness, integrity, stewardship and family – in every aspect of his or her job.

Recognizing Sacred Work in Action With a Foundation Donation

Adventist Health Foundation exists for the sole purpose of supporting the mission of the hospital and to invest the gifts from generous past patients and other community members in a positive way.

Were you blessed by one of our employees? Sacred Work is very much the giving of one's heart – it is our honor to care for you or one of your loved ones. If you would like to honor your caregiver – or any staff member at AH – through a gift to the AH Foundation, you may do so through our Sacred Work in Action program. Learn more by calling the Foundation at (661) 863-2570 or visiting our website.

INFECTIOUS DISEASE PREVENTION

Minimizing the spread of infectious disease is important to you and the welfare of others. Patients and family members should make sure to wash their hands or use hand sanitizers provided throughout the facility.

Also, good respiratory hygiene should be used by covering your cough. If you have a history of, or have been diagnosed with, an infectious disease, you may be placed in Contact Precautions. This precaution would require hand washing and gloves to be worn by anyone who enters the room or area you are placed in.

MAKE YOUR WISHES KNOWN

Rest easier by making decisions about the future of your health care prior to your procedure.

Advance Directives

Advance healthcare directives are legal documents that let you spell out what medical treatments you do and do not want if you are ever unable to make or communicate your medical decisions. These documents are called “advance” because you prepare one before health care decisions need to be made. They are called “directives” because they state who will speak on your behalf and what should be done. If you already have advanced health care directives, please give a copy to your medical team.

CLINICAL TRIALS

If you’ve been diagnosed with cancer and are thinking about taking part in a clinical trial, this guide will help you talk with your doctor and family. It answers some of the questions and concerns that patients have about clinical trials. It may help you make the treatment decision that’s right for you.

What’s The Purpose Of Cancer Treatment Clinical Trials?

Clinical trials are research studies to find better ways to treat cancer. Doctors use them to learn whether a new treatment works and is safe in patients. Tens of thousands of people are helped each year because they decided to take part in clinical trials. And millions of other people benefit from what’s learned in clinical trials.

What Are Some Benefits For Me?

1. If you’re in a study that compares treatments, you will either get the best current treatment for your type of cancer or you’ll get the new treatment that might turn out to be better than the current treatment.
2. Doctors and nurses will watch you closely during the study, and they’ll watch for treatment side effects.
3. You may get a new treatment that you wouldn’t be able to get if you didn’t take part in the clinical trial.
4. What doctors learn from your study will help others in the future

What Are Some Risks in Clinical Trials?

1. If you're in the group that gets the new treatment, it may not work better than current treatments.
2. If you're in the group that gets the new treatment, it may have side effects or other risks that may be worse than those from the current treatments.
3. If the study is comparing treatments, you can't choose which of the treatments you get.
4. Health insurance does not always pay for all the costs in a study. Be sure to talk about the costs with your cancer care team.
5. You may have frequent testing and more travel to your doctor's office.

Will I Be a Guinea Pig

People who take part in clinical trials are research subjects and may need to do certain things or have certain tests done to stay in the study. But this does not mean that you won't get excellent, compassionate care. In fact, most people in clinical trials like the extra attention they get from their cancer care team.

Will My Information Be Kept Confidential?

To the extent that it's possible, your personal and medical information is kept confidential. Your cancer care team will have your information. Some members of the research team may also look at your medical record. Your name will not be used in any published study results.

How Can I Find a Clinical Trial That's Right For Me?

Talk with your doctor about all of your treatment options. The American Cancer Society also has more on clinical trials and a matching service to help you find clinical trials best suited for you. For more on the Society's clinical trials matching service, please visit www.cancer.org/clinicaltrials or call **1-800-303-5691**.

Being informed, asking questions and talking about pain control is half the battle.



PATIENTS' RIGHTS

(Combines Title 22 and other California laws, Joint Commission and Medicare Conditions of Participation requirements)

You Have The Right To:

1. Considerate and respectful care, and to be made comfortable. You have the right to 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 healthcare 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 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 nontreatment 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 healthcare 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 severe chronic 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 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.
- 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 disability.

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 sex, race, color, religion, ancestry, national origin, age, disability, medical condition, marital status, sexual orientation, educational background, economic status or the source of payment for care.

22. File a grievance. If you want to file a grievance with this hospital, you may do so by writing or by calling Adventist Health Bakersfield, 2615 Chester Ave, Bakersfield, CA 93301, 661-395-3000, ext. 13333: 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: 661-336-0543. 4540 California Ave., Suite 200. Bakersfield, CA 93309.

24. File a complaint with The Joint Commission in the event you have any concerns about patient care and safety that the hospital has not addressed or been resolved by hospital management.

Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
www.jointcommission.org
E-mail: complaint@jointcommission.org
(800) 994-6610 / Fax: (630) 792-5636

This Patient Rights document incorporates the requirements of The Joint Commission; Title 22, California Code of Regulations, Section 70707; Health and Safety Code Sections 1262.6, 1288.4, and 124960; and 42 C.F.R. Section 482.13 (Medicare Conditions of Participation).



PAYING YOUR BILL

Patient Financial Services is here to make the billing process as convenient as possible. If you have health insurance, we will bill your health plan first and then send you a bill for anything you might still owe.

Our financial counselors can help you understand your insurance coverage, or make interest-free payment arrangements. We are also happy to provide you with an itemized billing statement. We accept VISA, MasterCard, Discover and American Express. We can also arrange short-term payment plans as needed.

Financial Assistance Policy

Patient Financial Services: **(877) 439-4736**

If you do not have health insurance coverage, our financial counselors can help you apply for Medi-Cal or other government coverage. We also provide discounts to eligible low- to moderate-income patients. If you can't pay part of your bill, please call us. We will review your financial situation to determine if you are eligible for financial assistance.

Billing Questions

If you have any questions about your bill, please call us at **(877) 439-4736**.

VISITOR SERVICES AND AMENITIES

Lemonade Locks/Wig Boutique/Gift Shop

1712 K St. Bakersfield, CA

Free Wireless Internet

Free Wi-Fi is available throughout the AIS Cancer Center.

Chaplains

You may contact a chaplain during normal business hours at (661) 863-3629. If you need a chaplain after hours, call the hospital operator at (661) 395-3000. The operator will page the chaplain currently on call.

Chapel

Our chapel is located on the first floor of the hospital (between the main lobby and elevators). The chapel is on a first-come, first-serve basis, and may be accessed 24 hours a day, seven days a week.

CONTACT INFORMATION

Adventist Health

Main line: (661) 395-3000

Hearing impaired: **(661) 323-7629**

Pre-Admission Testing and Appointment Scheduling:
(661) 863-2110

Patient Registration: **(661) 863-2110**

To confirm the arrival time for your procedure, **call (661) 863-3401** after 6 p.m., the day prior.

Frequently Called Numbers

Adventist Health Physicians Network Call Center:
(661) 241-6700

The AIS Cancer Center: **(661) 323-HOPE (4673)**

Breast Center: **(661) 863-2490**

***FOR EMERGENCIES, PLEASE CALL 911.**

Chaplain Services: **(661) 863-3629**

Gift Gallery: **(661) 863-3550**

Home Care Services: **(661) 863-2700**

Lemonade Locks Wig Boutique: **(661) 549-9447**

Palliative Care: **(661) 863-2627**

Quest Imaging: **(661) 633-5000**

Radiology: **(661) 863-3260**

Registration: **(661) 863-3100**

Wellness Center: **(661) 863-2520**

Business Offices

Administration: **(661) 863-3180**

Hospital Foundation: **(661) 863-2570**

Medical Records: **(661) 863-2120**

Patient Financial Services (toll-free): **(877) 439-4736**

Volunteer Services: **(661) 863-6559**

Condition Help Hotline: If you feel an issue with your care or that of a loved one is not being resolved and you need additional service, please call **ext. 12606** from a medical center phone. A nurse leader will respond.

