

# LOS ANGELES GENERAL MEDICAL CENTER POLICY

Subject: <b>MEDICAL CENTER SERVICES: PATIENT INFORMATION</b>		Original Issue Date: 7/1/98	Policy # <b>1000</b>
		Supersedes: 4/11/17	Effective Date: 7/23/21
Departments Consulted: Patient Financial Services Nursing Services Patient Access Center	Reviewed & approved by: Attending Staff Association Executive Committee Senior Executive Committee	Approved by: (Signature on File) Chief Medical Officer (Signature on File) Chief Executive Officer	

## PURPOSE

To ensure that patients are provided with information to enable them to effectively use and properly access Los Angeles General Medical Center services.

## POLICY

- All patients accessing Medical Center services shall have available to them written information regarding:
  - Existing services, components, clinical staff, and practitioners;
  - Their rights to access; and
  - How to access emergency and non-emergency services.
- Clinical staff and practitioners are provided the necessary information and written materials with which to assist patients/families access services.

## PROCEDURE

- The Medical Center shall communicate policies regarding member benefits and services to facilities and practitioners.
- Clinical staff, practitioners, and other appropriate staff shall be oriented to benefits and services as indicated to enable them to assist patients/families in obtaining services.
- Written information regarding benefits and services shall be available in the clinical areas and other appropriate sites.

## RESPONSIBILITY

Patient Financial Services  
Clinical Units  
Social Work  
Information Desk

## REFERENCE

Joint Commission Accreditation Standards (Education and Communication)

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**REVISION DATES**

July 1, 1998; January 6, 1999; April 9, 2002; May 28, 2004; October 16, 2008; February 11, 2014; April 11, 2017; July 23, 2021