

HARBOR-UCLA MEDICAL CENTER

SUBJECT: SPIRITUAL NEEDS OF PATIENTS

POLICY NO. 359

PURPOSE:

To provide a guideline for responding to patient or family requests for spiritual care.

POLICY:

Harbor-UCLA Medical Center will make every effort to meet the spiritual needs of patients and their families upon the request of the patient, surrogate decision-maker, or the patient's family.

Clergy from the major denominations are available upon request. Patients are always free to request visits by their own clergy.

PROCEDURE:

Medical Center staff members receiving requests from patients, surrogate decision-makers or patient family members should evaluate whether the request is emergent or non-emergent in nature.

1. Non-emergent request:

Staff can either:

- a. Call the Office of Pastoral Care at extension 64024, to make the request known. The Hospital Chaplain will arrange to have the patient seen or contact clergy of other denominations, as requested; or
- b. Make the request through the Electronic Healthcare Record (EHR). Hospital staff shall enter an order to request Pastoral Care Services by selecting **Consult to Pastoral Care** in the Orders section of the chart. Staff will answer one custom question:
 - Reason for Consult: This question comes with a dropdown menu giving reasons for the referral. The list includes the following reasons: Anointing, Baptism, Communion, Confession/Reconciliation, Family Support, Grief Support, Literature/Scripture, Minister Visit, Other, Priest and Prayer.
 - A "Special Instructions" section is also available for the staff to enter any additional details.

2. Emergent request: In the event of an emergency, the Senior Chaplain is available 24 hours a day. The Chaplain can be reached to provide and/or facilitate these services by calling the hospital Telephone Operator.

EFFECTIVE DATE: 8/95

SUPERSEDES:

REVISED: 2/99, 12/01, 2/05, 1/12, 7/15, 6/18, 1/20

REVIEWED: 2/99, 12/01, 1/08, 7/15, 6/18, 1/20

REVIEWED COMMITTEE:

APPROVED BY:


 Kim McKenzie, RN, MSN, CPHQ
 Chief Executive Officer


 Anish Mahajan, MD
 Chief Medical Officer


 Nancy Blake, PhD, RN, NEA-BC, FAAN
 Chief Nursing Officer