

LAC+USC MEDICAL CENTER POLICY

Subject: MEDICAL CENTER SERVICES: PATIENT INFORMATION		Original Issue Date: 7/1/98	Policy # 1000
		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 LAC+USC 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
Social Work

Clinical Units
Information Desk

REFERENCE

Joint Commission Accreditation Standards (Education and Communication)

REVISION DATES

		Page 2	Of 2
Subject: MEDICAL CENTER SERVICES: PATIENT INFORMATION	Effective Date: 7/23/21	Policy # 1000	

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