

**OLIVE VIEW-UCLA MEDICAL CENTER
POLICY & PROCEDURE**

**NUMBER: 210
VERSION: 3**

SUBJECT/TITLE: PASTORAL SERVICES

POLICY: Olive View- UCLA Medical Center will provide pastoral and counseling services to patients, families and workforce members.

PURPOSE: To explain Chaplains’ role and describe process for obtaining chaplaincy services.

DEPARTMENTS: All

DEFINITIONS: The Chaplains are members of the health care team and work collaboratively with other team members to provide holistic care to those requesting pastoral services.

PROCEDURE: The Chaplains render pastoral care to the patients, families and staff of Olive View-UCLA Medical Center. The Chaplains serve the immediate spiritual needs of patients and participate in creating the climate of healing on which their total care depends.

Specific situations which may require pastoral involvement include, but are not limited to, bereavement, patient or staff spiritual/emotional crisis, DNR counseling, familial support and guidance and ethical consultation.

The Chaplains are available from 9:00 a.m. to 3:00 p.m. weekdays. Once assessment of spiritual needs is made, contact the Chaplains’ office (x73080) to arrange for a visit. Patients will receive an initial visit within 72 hours. If assistance is needed when the Chaplains’ office is closed, please refer to the clergy call list at the nurses’ stations for pastoral care needs.

References: HCMAChaplains.Org	
Approved by: Bonnie Bilitch (Chief Nursing Officer), Judith Maass (Chief Executive Officer), Rima Matevosian (Chief Medical Officer)	Date: 02/25/2019
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