SPECIALIZING IN:

- ROBOTIC SURGERY FOR PROSTATE CANCER
- MINIMALLY INVASIVE TREATMENTS FOR BPH
- SEXUAL DYSFUNCTION
- BLADDER LEAKAGE
- OVERACTIVE BLADDER
- KIDNEY STONES
- LOW TESTOSTERONE
- VASECTOMY
- UROLOGICAL CANCERS
  - KIDNEY
  - BLADDER
  - PROSTATE
  - TESTICULAR

The Urology Center of Southern California is dedicated to providing exceptional urological care with commitment to integrity and innovation. Urological health is a key component of your overall health whether you are trying to treat an active condition or are working to prevent future problems. The Urology Center of Southern California is the one place where you can be sure that you will receive the latest in medical treatment delivered by the most dedicated staff around. With multiple locations across the Inland Empire, The Urology Center of Southern California has facilities and treatments designed for each individual patient, from pediatric to geriatric.

FOR MORE INFORMATION OR TO SCHEDULE AN APPOINTMENT, CALL US AT 888-827-7383 OR VISIT OUR WEBSITE AT WWW.UCOSC.COM

LOCATIONS

Corona
1820 Fullerton Avenue
Suite 260
Corona, CA 92881
Phone: (951) 735-2700

Riverside
3975 Jackson Street
Suite 308
Riverside, CA 92503
Phone: (951) 687-8730

Murrieta
28078 Baxter Road
Suite 450
Murrieta, CA 92563
Phone: (951) 667-3000

Dr. Edward Yun
Dr. Ken Takesita
Dr. Sy Tsi
Dr. Carl Walker
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**OUR ADDRESS**  
800 S. Main Street  
Corona, CA 92882

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www.coronaregional.com (951) 737-4343 : 1
Thank you for choosing Corona Regional Medical Center for your healthcare needs. We are pleased to be your partner in health and healing. Corona Regional Medical Center, with a dedicated medical staff of over 300 physicians, is licensed for 238 beds. Our Emergency Department operates 24 hours a day and is staffed by physicians and nurses with specialized training for dealing with patients ranging from infants to adults.

Our Outpatient Pavilion features the Breast Imaging Center with new technology (3-D mammography), surgery department with six general operating suites, individual preoperative areas and recovery rooms. Our outpatient surgery center is connected to our hospital, giving patients the ease of completing all preoperative testing in one place.

In our acute-care hospital (160 beds), we have Medical/Surgical, Maternal Child Health, Pediatrics, Intensive Care, Coronary Care, as well as Surgery, Ambulatory Care, Gastro-Intestinal Lab and Infusion Services. We offer education classes in a variety of health-related topics, including women’s services, childbirth education, nutrition and grief recovery, and we have many opportunities for free health screenings.

Our 78-bed Rehabilitation Hospital, located at 760 Magnolia Avenue, provides services for short-term and long-term care. This facility features skilled nursing services/subacute care (40 beds), and Behavioral Health capabilities (38 beds) for adults. Our Home Health and Hospice services bring healthcare home to our patients.

Corona Regional Medical Center serves our communities as the healthcare partner of choice for patients, staff and physicians.
What to Bring

- Here’s a list of the items you’ll need for your inpatient visit to the hospital:
  - Your insurance card(s) and identification, such as a driver’s license.
  - A copy of your advance directive, living will, or durable power of attorney if you have one.
  - Any orders, lab results or medical records that your physician has asked you to bring.
  - X-rays, if requested by your physician.
  - A list of medications you are taking. Our pharmacy will dispense medications you are to take while in the hospital, according to your physician’s orders.
  - Bring sensible walking shoes if scheduled for orthopedic surgery.
  - Books or other appropriate personal items.

If you will be staying in the Surgical, Medical or Intensive/Progressive Care Units, please limit your personal items to eyeglasses, dentures, hearing aids or other prosthetics only.

Please limit personal belongings and please do not bring jewelry, valuables, movies, electrical appliances, medications or unnecessary cash with you. The medical center will not assume financial responsibility for lost items. Patients are responsible for personal effects, including personal grooming articles, jewelry, clothing, documents, medications, eyeglasses, hearing aids, dentures and other prosthetic devices.

Admission Procedure

Your admission to the hospital is scheduled by your physician, who is a member of our medical staff. You should call at least five to seven days before the day of your admission to verify your address, phone number and insurance information. The information you provide will be forwarded to one of our financial counselors, who will call your insurance company in order to verify eligibility and obtain your benefits.

On the day of admission, please check in at the Concierge Desk in the Main Lobby. From there, you will be directed to the appropriate department.

At the time of the pre-registration, a preoperative appointment also will be made for testing and an interview with the nurse.

You will receive a call from an outpatient surgery nurse regarding what you need to do to prepare for your surgery.
Corona Regional Main Street Campus

Your safety and comfort are important to us. Please remember:
- Follow your nurse’s instructions regarding any equipment used for your care.
- Use the nurse call light near the bed or in the bathroom if you need assistance.
- Do not get out of bed without assistance.
- Side rails may be put up at night or after you have received medication. Do not attempt to put them down or climb over or around them. Press your nurse call light for assistance.
- Wait for assistance before getting into and out of a wheelchair.
- Wear non-slippery shoes or slippers when out of bed.

For Your Safety

Please inform your nurse if you have any problems or concerns, or need any further information.

CRMC is continuously taking steps to provide a safe and risk-free healthcare environment for its patients and their families as well as visitors and staff. Should you or your family have safety concerns, you are encouraged to tell your doctor, your nurse or the patient representative. Safety is a matter that affects us all, and your suggestions and concerns are welcome at CRMC. All matters brought to the attention of CRMC will be investigated, and efforts will be made to correct or improve any unsafe conditions.

When you are admitted to the hospital, you will be asked for a list of medications you take at home. Your physician will need this information to be as accurate as possible in order to continue the same medications or prescribe other medications appropriate to your condition. Please do not take your home medications without permission from your doctor.

While you are in the hospital, we encourage you to be aware of the medications you are given. Feel free to question hospital personnel about your medications, the medication’s purpose and possible side effects.

When it is time for you to go home from the hospital, your physician will order medications that you will be taking at home. Your nurse will go over this list with you and give you a copy. You will receive a prescription for any new medications. If you need more information about these medications, ask your nurse.
FIVE important ways you can be active in your healthcare while in the hospital:

SPEAK UP!
Speak up if you have questions or concerns
Pay attention to the care you are receiving
Educate yourself about your diagnosis
Ask a trusted family member or friend
to be your advocate
Know what medications you take and why you
take them
Use a hospital accredited by The Joint Commission
Participate in all decisions about your treatment

Clean Hands Save Lives.
Ask everyone who enters your room to wash his or her hands with alcohol gel/foam/soap, including all healthcare providers.

Prevent Identification Errors.
Show your armband to all healthcare providers before you allow anyone to draw blood, give medications, or start a test or procedure.

Prevent Danger from Falls.
Push your call light and wait for assistance before getting out of bed. You may be weak from medications or long-term bedrest and unfamiliar with the room.

Rapid Response for Health Change
Call 3030 and ask for the Rapid Response Team if the patient has a sudden or severe change in condition, such as difficulty breathing or becoming non-responsive.

In the event that you bring medications from home, we encourage you to send your medications home with a family member after the physician has reviewed them. For your safety, all home medication will be sent to the hospital’s main pharmacy for safekeeping. Upon your discharge, your home medication will be returned to you.
Fall Prevention Guidelines for Patient & Family

Falls may occur in the hospital because:

- Medications such as tranquilizers, sleeping pills, pain relievers, blood pressure pills, water pills and insulin, among others, may make you dizzy, dazed or confused.
- Your illness, enemas, laxatives, long periods without food, or tests your caregiver has ordered leave you weak and unsteady.
- The hospital is strange to you. This can be worse at night.
- Some falls are difficult to avoid. By following the safety guidelines, you can reduce this risk.

Safety guidelines for preventing falls

- Get help if you feel dizzy or weak before getting out of bed. This is usually worse after sitting or lying for a long time. If you must get up without waiting for help, sit in bed awhile before standing. Then get up carefully and slowly begin to walk.
- Wear rubber-soled or crepe-soled slippers or shoes whenever you walk in the hospital. Check with your nurse if you don’t have any.
- Keep lying or seated while waiting for assistance. Be patient. Someone will come as soon as possible.
- Do not remove restraints or tamper with side rails that may be in use. Side rails and restraints are reminders to stay in bed and are used to help make you safe.
- Follow your caregiver’s instructions for staying in bed or getting help to go to the bathroom.
- When you need assistance, use your call light by your bed or in the bathroom and wait for one of your caregivers to help you.
- Walk slowly and carefully when out of bed. Do not lean or support yourself on rolling objects such as intravenous poles or bedside tables.

A special note for family members and friends

Hospital staff members cannot remain at a patient’s side constantly. If necessary, make arrangements for a private-duty nurse, family member or sitter to stay with your loved one. You may ask the patient’s caregivers if they have suggestions for times most beneficial to the patient’s comfort or piece of mind.
Rapid Response
The Rapid Response Team at Corona Regional Medical Center consists of a specially trained registered nurse and respiratory care therapist, with special training to help when a patient shows signs that he or she is getting sicker. The purpose of the Rapid Response Team is to help patients before there is a medical emergency.

Rapid Response Teams take action quickly when something seems wrong. They may order laboratory tests, X-rays, IVs, heart monitoring and/or moving the patient to the intensive care unit. These actions can help patients get better or keep them from getting worse.

Problems or changes in a patient’s condition can happen at any time in the hospital. This includes just after surgery, during medical tests or when a patient is recovering from an illness.

What you can watch for (warning signs that a patient is getting sicker)
- Changes in the heart rate or breathing rate
- Blood pressure gets much lower than usual
- The patient makes much less urine than usual
- The patient becomes confused or has other mental changes
- The patient just does not look or seem right

Food & Nutritional Services
The Nutritional Services Department will provide you with high-quality dietary and clinical nutrition services during your stay. Meals are planned by a registered dietitian and prepared under the direct supervision of our executive chef. We strive to exceed your expectations in conjunction with your physician’s diet order. Our clinical nutrition staff

Pain Management
Are you in pain? As a patient, you have the right to be educated about pain and pain management as part of your treatment. Talk to your doctor or nurse about the available alternatives/options for pain control.
will visit you to discuss your food preferences, offer you alternative choices, explain your special diet and answer any of your nutritional questions.

**Visiting Hours**

**6:00 a.m. to 8:00 p.m.**

Visiting hours for the Main Street hospital acute care units are from 6:00 a.m. to 8:00 p.m. daily. We ask that no more than two people visit at a time, and all visitors limit their stay as rest for patients is imperative for the recovery process.

For the protection of your child’s health, children under the age of 12 are restricted in patient care areas. (Special circumstances may be considered at the discretion of the charge nurse.) Visiting in the Intensive Care Units (ICU) may be permitted at any hour. The number of people who may visit, whether or not children may visit, and the length of time for the visit is decided on a case-by-case basis by the ICU nursing staff and depends on the severity of the patient’s condition.

In order to accommodate the Behavioral Health Services treatment program, visiting hours Monday through Friday (except holidays) are 7:00 p.m. to 8:00 p.m. Weekend and holiday visiting hours are 4:30 p.m. to 5:30 p.m. Because of the special confidentiality and safety needs of Behavioral Health Services patients, visitors are asked to check in with the receptionist before entering the unit.

This will enable the staff to verify that the patient wants to see the visitor and to screen any gifts brought by the visitor for items that may be unsafe for use on the unit.

To promote our patients’ health and recovery, during flu season, we temporarily limit visiting privileges to those over the age of 18.
Parking
Visitors may use the free parking in front of the hospital. Patients’ vehicles left in the parking lot for more than 24 hours should be registered with the security guard who may be reached through the hospital operator.

Smoke-Free Campus
Corona Regional Medical Center maintains a smoke-free environment. Smoking is not permitted anywhere on hospital property.

Chaplaincy
For spiritual needs, the hospital Chaplaincy team is available seven day per week, 24 hours a day. Chaplaincy services may be accessed by notifying a staff member and/or contacting the hospital’s operator.

Pharmacy
The pharmacy is committed to helping with any drug information questions you may have. We offer a 24-hour inpatient pharmacy service and encourage questions about your medications, side effects and adverse drug reactions. Please call the clinical pharmacist at ext. 6266. The pharmacist will be happy to make an appointment to meet with you.

Your physician may prescribe medication to take following discharge from Corona Regional Medical Center (CRMC).

Case Management
The Case Management team is available for evaluation of the patient’s needs and guidance of care provided from admission through and following discharge. Case managers, who are licensed nurses, provide this service in

Concerns? Problems?
It is the philosophy of Corona Regional Medical Center that patient concerns and problems are addressed in a timely manner. To assist you with your concern, please call (951) 736-6227 Monday through Friday.

In the event you need assistance after hours or on weekends, please call the hospital operator by dialing 0 from any house phone to be connected to the house supervisor. If you have a concern regarding an ethical issue at any time, please contact your nurse or the nursing supervisor.

Questions regarding infection prevention practices are welcome. Please call (951) 736-6344 anytime, voicemail is available.

Social Media Policy
While you or your loved one is in the hospital, we want to protect your privacy. Please do not take photos or record videos of employees, patients or visitors while in the hospital. If you have a concern or problem, please let your nurse or doctor know.
Concierge
Yes, you have your own hospital concierge! Modeled after the finer hotels, a concierge is the closest thing you can find to your own personal assistant. You can obtain information pertaining to local community resources such as restaurants, hotels and even services such as a florist or beautician.

The concierge/Information Desk is located in our front lobby and is staffed from 6:30 a.m. to 8:30 p.m. weekdays and 7:00 a.m. to 8:30 p.m. weekends to assist our patients and their family members. The concierge can be reached by dialing ext. 6279 or visiting the main lobby on the first floor.

conjunction with your physician and other hospital personnel involved in your care.

Services that Case Management offers include:

- **Insurance Company Liaison**
  Case managers will work with your health insurance carrier to facilitate authorization of your hospital stay and hospital needs. Case managers are available to answer any questions you may have regarding Medicare, Medi-Cal, senior and commercial HMOs and PPO coverage.

- **Discharge Planning & Social Services**
  Discharge planning is an evaluation of the patient’s (and sometimes the family’s) medical, emotional, social, educational and financial needs in order to manage the patient’s care after discharge from the hospital.

  This might include information regarding access to community services, support groups or government funding. Many of our patients do not require a post-hospital plan of care or support through community services. Others, however, may feel overwhelmed and not know where to turn. The Case Management staff is available to help you with:

  - **Home Health**: Visiting nurses, home health aides, physical therapy, occupational therapy, speech therapy, hospice and medical social workers.

  - **Durable Medical Equipment (DME)**: Hospital beds, walkers, wheelchairs, oxygen and other equipment.

  - **Supervised Living and Caretaking**: Homemakers and companion care, private
caretakers, adult daycare, board and care (assisted living) placement, and nursing home placement.

**Volunteer Services**
Hospital volunteers give generously of their time to assist patients and staff. Composed of adult and student members, volunteers escort patients and visitors, provide clerical assistance throughout the hospital, assist at the Information Desk, deliver mail and flowers to patients, and many extra services that contribute to the comfort, care and well-being of our patients and guests.

**Discharge**
Your physician will write your discharge order. Please arrange for transportation home in advance. We suggest that you have these questions thoroughly answered before you leave:

- When is your next physician’s appointment?
- What medications are you to take? Are there any special instructions?
- Are there limitations on your diet?
- Are there limitations on your activity?
- Are there any special treatments you need to continue at home?

**Your Hospital Bill**
A financial counselor, available in the Admitting Department, will answer any questions you may have regarding your insurance coverage during your stay. After discharge, if you have any questions regarding your hospital bill, call our Business Office at (951) 736-6256.
You will receive a separate bill (in addition to your hospital bill) for physician services such as anesthesiology, cardiology, pathology, pulmonary, radiology and emergency services.

Physicians who provide services to you during your hospital stay, including your admitting/attending physician and any consulting physicians, are not employees of Corona Regional Medical Center. The physicians are independent contractors and essentially work for you, as the patient, for purposes of providing quality medical care.

Charity and Uninsured Assistance Programs
If you do not have health insurance, you may qualify for financial assistance. If eligible, Corona Regional Medical Center (CRMC) may have a program to assist uninsured, low-income patients with payment of hospital bills.

For more information regarding our assistance programs, please call our financial counselors at CRMC at (951) 736-6252.

For information regarding a pending application or appeals, please call the Business Office at (866) 221-1977.
Philosophy & Goals
The Rehabilitation Hospital’s goal is to return those who have experienced a disabling injury or illness to their maximum level of physical functioning, independence, self-sufficiency and community interaction. Guided by this goal, the center strives to:

- Meet the medical, rehabilitation and psychological needs of the patient.
- Educate the patient and family to assist in their emotional and social adjustment.
- Provide assistance in re-establishing the patient within the community.
- Provide continuing support services.

Admission Procedure
Patients must meet several basic criteria for admission to the Rehabilitation Hospital. These include:

- Patient has received an evaluation prior to admission.
- Patient is medically stable.
- Financial responsibility has been established.
- Discharge plan has been established.

In addition to meeting admission criteria, patient eligibility is determined through contact with the referring physician, referring facility and/or an evaluation visit. To discuss eligibility, call (951) 736-7200.
Partial Hospitalization & Outpatient Program
The Partial Hospitalization Program offers day treatment planning and therapy for adults and seniors from 9:00 a.m. until 3:00 p.m. The same extensive services offered at the inpatient program are present in this program. The focus of this program is to provide effective therapies for patients outside of a traditional hospital setting to promote the development of skills and learning behavior that will enhance utilization of community resources for optimal life experiences.

The Programs
The Rehabilitation Hospital provides Behavioral Health Services, inpatient and outpatient programs, subacute care, skilled nursing services, home health and hospice.

Inpatient Program – Behavioral Health Services
This 38-bed program is a dedicated, full-scope service for adults and geriatric patients and their specific needs, serving Riverside and San Bernardino counties.

- **Our Patients:** Adults 18 to 54 and seniors 55 and older who are facing life issues may find that they are having difficulty working through those issues on their own. In this program, an individual can learn to deal with situations such as the loss of a loved one, emotional changes in relationships, chemical dependency or other common experiences of life. Individuals enter by self-referral, referral by family members or by the family physician. Patients also may be referred into the unit on an involuntary hold status.

- **Psychological Care:** Evaluation and assessment are made through these areas of therapy: one-to-one counseling with psychiatrists or therapists, group therapy, activities of daily living group, occupational and physical therapy, art therapy, family interaction, social activities, education, and planning with the family or significant others for after care. We welcome the opportunity to work with and enhance the quality of life of our patients and their significant others.

- **Medical Needs:** The patient’s medical needs are met concurrently while dealing with emotional problems.

- **Insurance:** Behavioral Health Services accepts, as payment, private party, MediCal and private insurance.

- **Referrals:** May be referred by a patient,
concerned family member or significant other, physician or case manager. To discuss eligibility, call (800) 329-6601.

**Skilled Nursing Services/Subacute Care**

This 40-bed facility provides short- and long-term care services for patients who need daily skilled nursing or rehabilitation care. Our nursing unit provides a high ratio of registered and licensed vocational nurses to patients, ensuring excellent quality of care.

- *Skilled Nursing and Rehabilitation.* For patients who have a limited need for further nursing or therapies prior to discharge home.
- *Sub Acute Level of Care.* For patients with long-term respiratory problems requiring tracheostomies and possibly ventilators.
- *Long-Term Ventilator Care.* For patients with respiratory failure, chronic obstructive pulmonary disease (COPD) or neuromuscular diseases.
- *Short-Term Tracheostomy or Ventilator Care.* For patients who are being prepared for home, extended care or transition to a rehabilitation setting.
- *Pulmonary Rehabilitation.* For ventilator-dependent patients being weaned from the ventilator, this program emphasizes functional mobility, and daily living skills and family education for use at home.
- *Admission.* Patients can be referred by their physician or by contacting our facility. For further information, call (951) 736-7264 or fax the referral to (951) 736-7211.

For the safety and well-being of our patients, there will be no outside food or beverages brought onto the unit.
Home Health and Hospice

Philosophy
As a Medicare-certified home health agency, Corona Regional Medical Center Hospice and Home Health serves Riverside and San Bernardino counties. Health professionals will make visits to your home at a frequency that is based on medical necessity. They will assess your condition, perform treatments and teach you or your caregiver how to manage your care so you can remain at home.

Home Healthcare
- Home healthcare is intended to promote patient and/or caregiver independence through short-term, intermittent visits.
  Services can include:
  - Nurses to observe for complications, instruct in disease/medication/diet management, perform treatments and self-care training.
  - Physical therapists to improve mobility and participate in a home exercise program.
  - Occupational therapists to improve ability to effectively perform dressing, eating and other self care activities.
  - Social workers to provide community resource information, long-term planning and methods to cope with changes brought about by illness.
  - Home health aides to assist with bathing and personal care needs.

Palliative Care
Palliative care in the home or hospital is a consultative service that focuses on improving quality of life at any stage of a potentially life-limiting illness and can be provided along with curative treatments. This service works closely with your primary doctor to provide relief from distressing symptoms and attend to the practical and emotional concerns of the patient and family while undergoing curative treatment or during a serious illness.

Hospice Care
“A special way of caring for people facing terminal illness.” The hospice team includes:
- Nurses to observe for complications, coordinate with the physician in providing effective...
symptom or pain management, educate family in patient care and how to perform treatments.

- Physician medical director to assist the team in providing care.
- Social workers to offer resources and help in managing the emotional, social and psychological needs of all involved.
- Chaplains to offer spiritual support and guidance.
- Home health aides to assist with personal care, light housekeeping and meal preparation.
- Therapists to assist with mobility or self care activity training and safety instruction.
- Massage therapists and harp therapy are available to promote comfort and relaxation.
- Trained volunteers to provide companionship and social support for patient and family members.
- Bereavement guidance to help families deal with the loss of a loved one.
- Medication, equipment and supplies related to terminal diagnosis.
- Pet Therapy to provide companionship to patients

Services are available 24 hours a day, seven days a week. Office hours and patient visits are Monday through Friday, 8:00 a.m. to 5:00 p.m. After hours, staff is available for consultation through the answering service.

**Patient Satisfaction Survey**

Because your opinion is important to us, we invite you to participate in the following Patient Satisfaction Survey

- **HCAHPS (Hospital Consumer Assessment of Healthcare Providers & Systems)**: This survey is mailed to patients upon discharge, providing the opportunity for them to share information about their home health experience.
To prevent healthcare errors, patients are urged to Speak Up™.

Everyone has a role in making healthcare safe. That includes doctors, healthcare executives, nurses and many healthcare technicians. Healthcare organizations all across the country are working to make healthcare safe. As a patient, you can make your care safer by being an active, involved and informed member of your healthcare team.

An Institute of Medicine (IOM) report says that medical mistakes are a serious problem in the healthcare system. The IOM says public awareness of the problem is an important step in making things better.

The Speak Up™ program is sponsored by The Joint Commission. It agrees that patients should be involved in their own healthcare. These efforts to increase patient awareness and involvement also are supported by the Centers for Medicare & Medicaid Services.

This program gives simple advice on how you can help make healthcare a good experience. Research shows that patients who take part in decisions about their healthcare are more likely to get better faster. To help prevent healthcare mistakes, patients are urged to speak up.

Speak up if you have questions or concerns. If you still don’t understand, ask again. It’s your body and you have a right to know.

Your health is very important. Do not worry about being embarrassed if you don’t understand something that your doctor, nurse or other healthcare professional tells you. If you don’t understand because you speak another language, ask for someone who speaks your language. You will have the right to get free help from someone who speaks your language.

Don’t be afraid to ask about safety. If you’re having surgery, ask the doctor to mark the area that is to be operated on.

Don’t be afraid to tell the nurse or the doctor if you think you are about to get the wrong medicine.

Don’t be afraid to tell a healthcare professional if you think he or she has confused you with another patient.

Pay attention to the care you get. Always make sure you’re getting the right treatments and medicines by the right healthcare professionals. Don’t assume anything.

Tell your nurse or doctor if something doesn’t seem right.

Expect healthcare workers to introduce themselves. Look for their
identification (ID) badges. A new mother should know the person to whom she hands her baby. If you don’t know who the person is, ask for his or her ID.

- Notice whether your caregivers have washed their hands. Handwashing is the most important way to prevent infections. Don’t be afraid to remind a doctor or nurse to do this.

- Know what time of the day you normally get medicine. If you don’t get it, tell your nurse or doctor.

- Make sure your nurse or doctor checks your ID. Make sure he or she checks your wristband and asks your name before he or she gives you your medicine or treatment.

Educate yourself about your illness. Learn about the medical tests you get and your treatment plan.

- Ask your doctor about the special training and experience that qualifies him or her to treat your illness.

- Look for information about your condition. Good places to get that information are from your doctor, library, respected websites and support groups.

- Write down important facts your doctor tells you. Ask your doctor if he or she has any written information you can keep.

- Read all medical forms and make sure you understand them before you sign anything. If you don’t understand, ask your doctor or nurse to explain them.

- Make sure you know how to work any equipment that is being used in your care. If you use oxygen at home, do not smoke or let anyone smoke near you.

Ask a trusted family member or friend to be your advocate (advisor or supporter).

- Your advocate can ask questions that you may not think about when you are stressed.

- Ask this person to stay with you, even overnight, when you are hospitalized. You will be able to rest better. Your advocate can help make sure you receive the right medicines and treatments.

- Your advocate also can help remember answers to questions you have asked. He or she can speak up for you when you cannot speak up for yourself.

- Make sure this person understands the kind of care you want. Make sure he or she knows what you want done about life support and other life-saving efforts if you are unconscious and not likely to get better.
Go over the consents for treatment with your advocate before you sign them. Make sure you both understand exactly to what you are about to agree.

Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse. He or she also should know who to call for help.

Know what medicines you take and why you take them. Medicine errors are the most common healthcare mistakes.

Ask about why you should take the medication. Ask for written information about it, including its brand and generic names. Also ask about the side effects of all medicines.

If you do not recognize a medicine, double-check that it is for you. Ask about medicines that you are to take by mouth before you swallow them. Read the contents of the bags of intravenous (IV) fluids. If you’re not well enough to do this, ask your advocate to do it.

If you are given an IV, ask the nurse how long it should take for the liquid to run out. Tell the nurse if it doesn’t seem to be dripping right (too fast or too slow).

Whenever you get a new medicine, tell your doctors and nurses about allergies you have, or negative reactions you have had to other medicines.

If you are taking a lot of medicines, be sure to ask your doctor or pharmacist if it is safe to take those medicines together. Do the same thing with vitamins, herbs and over-the-counter drugs.

Make sure you can read the handwriting on prescriptions written by your doctor. If you can’t read it, the pharmacist may not be able to either. Ask somebody at the doctor’s office to print the prescription, if necessary.

Carry an up-to-date list of the medicines you are taking in your purse or wallet. Write down how much you take and when you take it. Go over the list with your doctor and other caregivers.

Use a hospital, clinic, surgery center, or other type of healthcare organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting its quality standards.

Ask about the healthcare organization’s experience in taking care of people with your type of illness. How often does it perform the procedure you need? What
special care do they provide to help patients get well?

- If you have more than one hospital to choose from, ask your doctor which one has the best care for your condition.
- Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all of the instructions.
- Go to Quality Check at www.qualitycheck.org to find out whether your hospital or other healthcare organization is accredited. Accredited means that the hospital or healthcare organization works by rules that make sure patient safety and quality standards are followed.

Participate in all decisions about your treatment. You are the center of the healthcare team.

- You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you. Know how long the treatment will last. Know how you should feel.
- Understand that more tests or medications may not always be better for you. Ask your doctor how a new test or medication will help.
- Keep copies of your medical records from previous hospital stays and share them with your healthcare team. This will give them better information about your health history.
- Don’t be afraid to ask for a second opinion. If you are unsure about the best treatment for your illness, talk with one or two additional doctors. The more information you have about all the kinds of treatment available to you, the better you will feel about the decisions made.
- Ask to speak with others who have had the same treatment or operation you may be having. They may help you prepare for the days and weeks ahead. They may be able to tell you what to expect and what worked best for them.
- Talk to your doctor and your family about your wishes regarding resuscitation and other life-saving actions.
- The hospital will inform patient of the name of the physician who has primary responsibility of care, treatment or services.
Patient Rights and Responsibilities

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

You Have the Right to:
1. Receive care/treatment in a manner that is respectful and supports your dignity.
2. Access protective and advocacy services.
3. 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.
4. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
5. Know the name of the licensed health care 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.
6. 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.
7. 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.
8. 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.
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Safety

If you take medications prescribed by more than one physician, or even multiple medications prescribed by the same physician, there is always the possibility that an adverse drug reaction could occur. In other words, a medical problem could arise when two or more medications have been prescribed that should not be used together. The best way to avoid such problems is to have a single pharmacy provide all of your prescriptions. The pharmacist then becomes familiar with your medications and can employ his or her expertise to monitor your medication use, thus limiting or preventing any problems from occurring with your unique set of medicines.

Packaging

In addition to traditional pharmacy vials your medications may be provided in convenience packs. Simply select and remove the appropriate individually sealed, sequentially packaged medication packet from its strip. Then take the medication inside the packet on the date and time indicated:
- Medications are sorted in the order you take them
- You never have to fill a pill box again
- You can tear off and take a few days supply for the weekend
- Before you run out of medications your next shipment will arrive

Billing

AmeriPharma offers competitive pricing for the many special services provided to you. You will be able to understand and manage your pharmacy costs better when you receive one bill per month from the preferred pharmacy for all of your medications and supplies. Call our billing representatives anytime you have concerns or questions.

Delivery

Our pharmacy makes regular free deliveries to your home so that you and/or a family member will not have to go to the pharmacy to wait for your prescriptions to be filled. Deliveries are planned so that you will not run out of medications.

Pharmacist Services

Our Clinical Pharmacist's are available 24/7 for video consultation from your home. They understand the Medicare Part D program and are here to support and advise on the various plans available. We actively enroll patients into Patient Assistance Programs when medications costs are not affordable.

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Physicians are not employees or agents of this hospital.

Dear Sam,
The pressure you’re putting me under is too much.
I QUIT!
Sincerely,
Your Heart

Don’t let your heart quit on you. If you are living with high blood pressure, just knowing and doing the minimum isn’t enough. Uncontrolled high blood pressure could lead to stroke, heart attack or death.

Get yours to a healthy range before it’s too late. Find out how at heart.org/BloodPressure

Check. Change. Control.™
You have the right to leave the hospital even against the advice of members of the medical staff, to the extent permitted by law.

9. Be advised if the hospital/licensed health care 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.

10. Reasonable responses to any reasonable requests made for service.

11. 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 pain with methods that include the use of opiates.

12. 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.

13. 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.

14. 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.

15. 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.

16. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.

17. 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.

18. 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.

19. Know which hospital rules and policies apply to your conduct while a patient.

20. Designate a support person as well as visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood, marriage, or registered domestic partner status, 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.

21. 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.

22. Examine and receive an explanation of the hospital’s bill regardless of the source of payment.

23. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, disability, medical condition, marital status, registered domestic partner status, or the source of payment for care.

24. File a grievance. If you want to file a grievance with this hospital, you may do so by writing or by calling:
   Patient Advocate
   800 S. Main Street
   Corona, CA 92882
   (951) 736-6227
   The grievance committee will review each grievance and provide you with a written response within 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).

25. 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:
   625 E. Carnegie Drive, Suite 280
   San Bernardino, CA 92408
   (909) 388-7170

This Patient Rights document incorporates the requirements of the 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.FR. Section 482.13 (Medicare Conditions of Participation).

NOTE: Accreditation organizations, such as The Joint Commission, may also require that the hospital post a notice informing patients how they may file a complaint with the
You Are Responsible for:

✔ providing accurate and complete information to your healthcare providers about your present and past medical conditions and all other matters pertaining to your health.

✔ reporting unexpected changes in your condition concerning your healthcare providers.

✔ informing your healthcare providers whether or not you understand the plan of care and what is expected of you.

✔ following the treatment plan recommended by your healthcare providers.

✔ keeping appointments and, if you cannot, notifying the proper person.

✔ knowing the consequences of your own actions if you refuse treatment or do not follow the healthcare providers’ instructions.

✔ being considerate of the rights of other patients and hospital personnel and to follow hospital policy and regulations regarding care and conduct.

✔ fulfilling your financial obligations to the hospital as promptly as possible.

✔ Expected that you will not take drugs which have not been prescribed by your attending physician and administered by hospital staff; and that you will not complicate or endanger the healing process by consuming alcoholic beverages or toxic substances during your hospital stay.

✔ If you have a Living Will or a Durable Power of Attorney which indicate your healthcare decisions, please provide a copy to Corona Regional Medical Center.

Your Opinion Counts

As a patient, you may receive a call, email or letter asking you to share your recent hospital experience. We encourage you to respond and share your opinions about the care you received. Your feedback is an important part of our goal of improving the care and services we provide. Thank you for choosing Corona Regional Medical Center for your healthcare needs. We are pleased to be your partner in health and healing.
Concerns
If you have concerns about the care you or your family member received, we encourage you to speak with your physician or with the charge nurse. If you feel that your issue wasn’t resolved, please call (951) 736-6227 Monday through Friday. If you need assistance after hours or on weekends, please call the hospital operator at 0 from any hospital phone and ask to speak with the house supervisor. You also may file a grievance with this hospital or with the CDPH (California Department of Public Health) by writing or calling:

Information For
Patient Relations
Corona Regional Medical Center
800 S. Main Street
Corona, CA 92882
(951) 736-6227
www.coronaregional.com

California Department of Public Health
625 E. Carnegie Drive,
Suite #280
San Bernardino, CA 92408
(909) 388-7170
or (888) 354-9203
www.cdph.ca.gov

In addition, you may file a complaint or concern with The Joint Commission at:
Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Email: patientsafetyreport@jointcommission.org
Fax: Office of Quality and Patient Safety, (630) 792-5636

If you have concerns regarding the quality of care or if you feel that you or your family member is being discharged from the hospital too soon, you may contact Health Services Advisory Group (HSAG) to request a review of the medical record. HSAG will render a determination and notify you of its decision. HSAG can be reached at (800) 841-1602, or for hearing-impaired (TTY) at (800) 881-5980.
¡Hable!

Para prevenir errores en el a.m. de la salud se urge al paciente...¡Hable!
Todos participan en hacer que el cuidado de la salud sea seguro. Eso incluye a médicos, ejecutivos, enfermeras y a muchos técnicos. Las organizaciones del cuidado de la salud en todo el país están trabajando para hacer que la atención sea más segura. Como paciente, usted puede hacer que su atención sea más segura participando activamente como miembro informado de su equipo médico.

Un informe del Instituto de Medicina indica que los errores médicos son un grave problema en el sistema del cuidado de la salud. Esa misma institución dice que el hecho de que el público esté enterado de la existencia de este problema es un paso importante para mejorar la situación.

El programa “Hable” está patrocinado por The Joint Commission, que está de acuerdo en que los pacientes deben participar en su propia atención médica. Estos esfuerzos por incrementar la participación y conciencia de los pacientes también cuentan con el apoyo de los Centros de servicios de Medicare y Medicaid.

El programa le proporciona consejos sencillos acerca de cómo puede hacer para lograr que su experiencia relacionada con el cuidado de su salud sea buena. Las investigaciones demuestran que los pacientes que toman parte en las decisiones acerca de su salud tienen mayores probabilidades de recuperarse más rápido. Para ayudar a prevenir errores en su atención médica, se invita a los pacientes a hablar y hacer uso del programa “Hable”.

Pregunte si tiene dudas o preocupaciones. Si aún así no entiende, vuelva a preguntar. Es su cuerpo y usted tiene derecho a saber lo que le harán.

■ Su salud es muy importante. No se preocupe por sentirse avergonzado si no entiende algo de lo que le dice el médico, la enfermera o cualquier otro profesional que le atienda. Si no entiende porque habla otro idioma, solicite la presencia de alguien que hable su idioma. Usted tiene derecho a recibir gratuitamente la ayuda de alguien que habla su idioma.

■ No tema preguntar acerca de su seguridad. Si le van a hacer una cirugía, pida al médico que marque el área en la que va a operar.

■ No tema decirle a la enfermera o al médico si cree que se le está dando el medicamento equivocado.

■ No tema decirle a la persona que le atiende si cree que le está confundiendo con otro paciente.
Preste atención a los cuidados que recibe. Siempre asegúrese de estar obteniendo el tratamiento correcto y los medicamentos indicados, por parte de los profesionales de la salud apropiados. No dé nada por sentado.

- Avise a su enfermera o al médico si algo no le parece correcto.
- Las personas que le atienden deben presentarse con usted. Busque sus tarjetas de identificación. Una madre que acaba de tener a su bebé debe saber a qué persona le entregó a la criatura. Si no conoce a la persona, pida ver su identificación.
- Asegúrese de que quienes lo atiendan se laven las manos. Lavarse las manos es la forma más importante de prevenir infecciones. No tema recordarles a los médicos y enfermeras que lo hagan.
- Sepa a qué hora se le lleva generalmente su medicamento. Si no lo recibe, avise a su enfermera o médico.
- Asegúrese de que tanto el médico como la enfermera revisen su identificación. Recuerde que deben revisar su pulsera de identificación y preguntarle su nombre antes de darle su medicamento o aplicarle un tratamiento.
- Aprenda acerca de su enfermedad. Entérese sobre las pruebas médicas que se le hacen y su plan de tratamiento.

- Pregunte al médico acerca de cualquier capacitación especial o experiencia que le califique para tratar su caso en particular.
- Busque información acerca de su enfermedad. Los mejores lugares para conseguir esta información son su médico, su biblioteca, sitios Web respetables y grupos de apoyo.
- Anote la información importante que el médico le proporcione. Pregunte a su médico si cuenta con alguna información escrita con la que usted pueda quedarse.
- Lea todos los formularios médicos y asegúrese de comprenderlos antes de firmarlos. Si no entiende algo, pida a su médico o enfermera que se los expliquen.
- Asegúrese de que sabe cómo trabaja cualquier aparato que se esté usando en su atención. Si tiene que usar oxígeno en casa, no fume ni permita que nadie fume cerca de usted.
- Pídale a un familiar o amigo en quien confíe que sea su intercesor (consejero o defensor).
- Su intercesor puede hacer preguntas que es posible que a usted no se le ocurran, debido a que se encuentra en una situación de estrés.
- Pída a esta persona que se quede con usted, incluso por la noche, cuando esté hospitalizado. Así podrá descansar mejor. Su intercesor puede
¡Hable!

ayudar asegurándose de que se le proporcionen los medicamentos y tratamiento correctos.

- Su intercesor también puede ayudarle a recordar las respuestas a preguntas que ya haya planteado. Puede hablar por usted en caso de que se encuentre imposibilitado para hacerlo.

- Asegúrese de que esta persona entienda la clase de atención médica que desea recibir. Asegúrese de que sepa lo que usted desea, en caso de que se presente una situación en la que tengan que conectarle a una máquina para mantenerle con vida o respecto a cualquier otra medida para salvarle la vida, en caso de que usted esté inconsciente o no vaya a mejorar.

- Revise las formas de consentimiento para tratamiento con su intercesor antes de firmarlas. Asegúrese de que los dos comprendan exactamente lo que están a punto de aceptar.

- Asegúrese de que su intercesor entienda el tipo de cuidados que necesitará cuando vuelva a casa. Su intercesor debe saber qué síntomas tiene que buscar en caso de que su condición empeore. También debe saber a quién llamar para pedir ayuda.

Sepa qué medicamentos toma y para qué son. Los errores en la administración de medicamentos son los más comunes en el área del cuidado de la salud.

- Pregunte para qué es cada medicamento que se le proporcione. Pida la información por escrito, incluyendo la marca y los nombres genéricos. Pregunte también acerca de los efectos secundarios de todos los medicamentos.

- Si no reconoce alguna medicina, asegúrese de que realmente se le prescribió a usted. Pregunte sobre los medicamentos que tenga que ingerir por vía oral antes de tomarlos. Lea el contenido de las bolsas de fluidos intravenosos (IV). Si no está en condiciones de hacerlo, pida a su intercesor que lo haga.

- Si se le coloca una IV, pregunte a la enfermera cuánto tiempo tardará el líquido en terminarse. Avísele si no parece estar goteando correctamente (si es demasiado rápido o demasiado lento).

- Siempre que se le recete un medicamento nuevo, informe a sus médicos y enfermeras sobre cualquier alergia que tenga, o de las reacciones negativas que haya tenido a otros medicamentos.

- Si está tomando muchos medicamentos, asegúrese de preguntarle al médico o
farmacéutico si es seguro tomarlos todos juntos. Haga lo mismo si se trata de vitaminas, hierbas y medicamentos sin receta.

- Asegúrese de poder leer lo que dice la receta escrita por el médico. Si no puede, es posible que el farmacéutico tampoco pueda. Si es necesario, pida a alguien en el consultorio del médico que le imprima la receta.

- Lleve en su cartera o billetera una lista actualizada de los medicamentos que está tomando. Anote la dosis que toma y la frecuencia con qué lo hace. Revise la lista con el médico y las otras personas que le atienden.

Asista a un hospital, clínica, centro quirúrgico o cualquier otro tipo de centro de salud que se haya sometido a inspecciones cuidadosas. Por ejemplo, The Joint Commission visita los hospitales para ver si cumplen con los estándares de calidad de The Joint Commission.

- Pregunte acerca de la experiencia de la institución en dar tratamiento a personas con el mismo tipo de enfermedad que usted padece. ¿Con cuánta frecuencia llevan a cabo el procedimiento que usted necesita? ¿Qué atención especial proporcionan para ayudar a que los pacientes se recuperen?

Si puede elegir entre más de un hospital, pregunte a su médico cuál proporciona la mejor atención para la enfermedad que padece.

- Antes de salir del hospital o de cualquier otro centro de atención médica pregunte acerca de los cuidados posteriores y asegúrese de comprender todas las instrucciones.

- Visite Quality Check, en www.qualitycheck.org, y averigüe si su hospital u otras organizaciones de salud están “acreditadas”. El hecho de que estén acreditadas significa que el hospital o centro de salud se rige por normas que buscan lograr la seguridad del paciente y elevados estándares de calidad.

Participe en todas las decisiones sobre su tratamiento. Usted es el centro del equipo de atención médica.

- Usted y su médico deben estar de acuerdo precisamente sobre lo que se hará a cada paso de su atención.

- Conozca a las personas que se encargarán de usted. Sepa cuánto tiempo durará el tratamiento. Pregunte cómo debe sentirse.

- Comprenda que más pruebas o más medicamentos no siempre serán lo mejor para usted. Pregunte al médico cuántas pruebas o medicamentos nuevos podrían serle de utilidad.

- Guarde copias de sus registros médicos de estancias previas en
el hospital y muéstrelas a su equipo de atención médica. Esto les proporcionará una mejor información sobre su historia médica.

- No tema pedir una segunda opinión. Si no está seguro acerca del mejor tratamiento para su enfermedad, hable con uno o dos médicos más. Entre más información tenga acerca de todos los tipos de tratamiento disponibles, mejor se sentirá con respecto a las decisiones que tome.

- Pida hablar con otras personas que hayan recibido el mismo tratamiento u operación que se le sugiere. Es posible que le ayuden a prepararse para los días y semanas que se avencinan. También podrían decirle lo que debe esperar y qué les funcionó mejor a ellos.

- Comente con su médico y familiares acerca de sus deseos en relación con la resucitación y otras acciones para salvar la vida.

**Pautas para la prevención de caídas para el paciente y su familia**

**Las Caídas Pueden Ocurrir En El Hospital Debido A…**

- Medicamentos coma los tranquilizantes, píldoras para dormir, medicamentos para aliviar el dolor, píldoras para la presión arterial, diuréticos e insulina entre otros; todos ellos pueden hacer que se sienta mareado y desorientado.

- Su enfermedad, las enemas, los laxantes, largos períodos sin alimentos o las pruebas que el profesional que lo asiste le ha ordenado, lo dejan débil e inestable.

- El hospital es un lugar extraño para usted. Todo empeora por la noche.

- Algunas caídas son difíciles de evitar. Siguiendo las pautas de seguridad, pueden reducirse los riesgos.

**Pautas De Seguridad Para Prevenir Caídas**

- Solicite ayuda si se siente mareado o débil antes de levantarse de la cama. Esto generalmente empeora después de estar sentado o acostado durante mucho tiempo. Si tiene que levantarse y no puede esperar que lo ayuden, siéntese en la cama durante un tiempo antes de pararse. Luego levántese con cuidado y comience a caminar lentamente.

- Use pantuflas o zapatos con suela de goma o crepe siempre que camine en el hospital. Pídaselas a la enfermera si usted no tuviera.

- Permanezca acostado o sentado mientras espera ayuda. Tenga paciencia. Alguna persona vendrá lo antes posible.
- No retire la contención o barandas que estén en uso. Son recordatorios de que debe permanecer en la cama.
- Siga las indicaciones del profesional que lo asiste para quedarse en cama o pida ayuda para ir al baño.
- Cuando necesite ayuda, use la luz de llamado que está junto a la cama o en el baño y espere que uno de los profesionales que lo asisten acuda en su ayuda.
- Camine lentamente y con cuidado cuando esté fuera de la cama. No se incline ni se apoye sobre objetos que tengan ruedas, como los pies de suero o mesas de luz.

**Nota Especial Para Los Miembros De La Familia Y Los Amigos**

El personal del hospital no puede permanecer constantemente al lado de un paciente. Si fuera necesario, puede contratarse el servicio de una enfermera de guardia privada, o algún miembro de la familia o un cuidador podrá permanecer con el ser querido. Puede pedirle al profesional que lo asiste que le dé alguna sugerencia en cuanto al momento en que la presencia de un acompañante sería más beneficiosa para el paciente.
Derechos y Responsabilidades del Paciente

(Combina el Título 22 y otras leyes de California, la Comisión Conjunta y requisitos de las Condiciones de Participación de Medicare)

**Usted tiene derecho a:**
1. Recibir atención o tratamiento de una manera que respeta y apoya su dignidad.
2. Acceder a servicios de protección y defensa.
3. Atención considerada y respetuosa, y para estar cómodo. Usted tiene el derecho al respeto de sus valores culturales, psicosociales, espirituales, y personales, creencias y preferencias.
4. Tener un familiar (u otro representante de su elección) y su médico informado puntualmente de su admisión al hospital.
5. Conocer el nombre del médico certificando actuando dentro del ámbito de su competencia profesional que tiene la responsabilidad primordial de coordinar su atención médica, y los nombres y relaciones profesionales de los médicos y no médicos que lo atenderán.
6. Recibir información sobre su estado de salud, diagnóstico, pronóstico, tratamiento, las perspectivas de recuperación y los resultados de la atención (incluyendo los resultados imprevistos) en términos que usted pueda entender. El paciente tiene el derecho a una comunicación efectiva y a participar en el desarrollo e implementación de su plan de cuidado. El paciente tiene derecho a participar en las cuestiones éticas acerca de su atención incluyendo asuntos de resolución de conflictos, retención de servicios de resucitación y precedentes o retirada del tratamiento de respiradores.
7. Tomar decisiones sobre la atención médica y recibir toda la información acerca de cualquier tratamiento propuesto o procedimiento que pueda necesitar para dar su consentimiento informado o rechazar un curso de tratamiento. Excepto en casos de emergencia, esta información deberá incluir una descripción del procedimiento o tratamiento, los riesgos significativos involucrados médicamente, cursos alternos de tratamiento o no-tratamiento y los riesgos involucrados en cada uno y el nombre de la persona que llevará a cabo el procedimiento o tratamiento.
8. Solicitar o rechazar el tratamiento, en la medida permitida por la ley. Sin embargo, no tiene el derecho a exigir un tratamiento o servicios inadecuados o médicamente innecesarios. Usted tiene el derecho de dejar el hospital incluso en contra de los consejos de los miembros del personal médico, en la medida permitida por la ley.
9. Tenga en cuenta si el hospital/medico certificado dentro del ambito de su competencia profesional propone entablar o realizar experimentacion con seres humanos que afectan a su cuidado o tratamiento. Usted tiene el derecho a negarse a participar en estos proyectos de investigacion.

10. Respuestas razonables ante cualquier peticion razonable por servicio.

11. Evaluacion y manejo del dolor apropiados, informacion sobre el dolor, las medidas de alivio del dolor y participar en las decisiones de gestion del dolor. Usted puede solicitar o rechazar el uso de cualquiera o todas las modalidades para aliviar el dolor, incluyendo medicacion opiacea, si usted sufre de dolor grave crónico no tratable. El medico puede negarse a recetarle medicamento opiaoceo, pero si es asi, deberá informarle que existen medicos que se especializan en el tratamiento del dolor con metodos que incluyen el uso de opiaoceos.

12. Formular directivas anticipadas. Esto incluye designar un encargado de tomar decisiones si usted llegue a estar incapaz de comprender un tratamiento propuesto o es incapaz de comunicar sus deseos con respecto a su cuidado. El personal del hospital y los profesionales que atienden en el hospital cumplira con estas directivas. Los derechos de todos los pacientes se aplican a la persona que tiene responsabilidad legal para tomar decisiones sobre atencion medica en su nombre.

13. Respetar la privacidad personal. Las discusiones del caso, consultas, exámenes y tratamiento son confidenciales y deben llevarse a cabo discretamente. Usted tiene el derecho a saber la razón de la presencia de cualquier individuo. Usted tiene el derecho a que los visitantes se retiren antes de un examen y cuando se estén discutiendo temas de tratamiento. Las cortinas de privacidad se utilizaran en habitaciones semiprivadas.

14. Tratamiento confidencial de todas las comunicaciones y registros relacionados con su cuidado y estadia en el hospital. Usted recibira un “Aviso de Prácticas de Privacidad” por separado que explica sus derechos de privacidad en detalle y como podemos usar y divulgar su informacion medica protegida.

15. Recibir atencion en un entorno seguro, libre de explotacion o acoso mental, fisico, sexual o abuso verbal y abandono. Usted tiene el derecho a acceder a
servicios de protección y defensa incluyendo notificar a las agencias gubernamentales de abuso o negligencia.

16. Ser libre de restricciones y aislamiento de cualquier forma utilizada como medio de coerción, disciplina, conveniencia o represalia por el personal.

17. Razonable continuidad de la atención y saber de antemano la hora y ubicación de las citas, así como la identidad de las personas proporcionando el cuidado.

18. Ser informado por el médico, o un delegado del médico, de seguir los requisitos de salud y opciones después del alta del hospital. Usted tiene el derecho de participar en el desarrollo e implementación de su plan de alta. Cuando lo solicite, un amigo o miembro de la familia también puede ser provisto con esta información.

19. Conocer las normas y políticas que se aplican a su conducta mientras es un paciente.

20. Designar una persona de apoyo, así como los visitantes de su elección, si usted tiene capacidad de la toma de decisiones, ya sea o no que el visitante esté relacionado por sangre, matrimonio o estado de pareja de hecho registrada, a menos que:
   • No se permitan visitas.
   • Las instalaciones determinan razonablemente que la presencia de un visitante en particular pondría en peligro la salud o la seguridad de un paciente, un miembro del personal de la institución de salud, u otros visitantes al centro de salud, o que interrumpiría considerablemente las operaciones de la instalación.
   • Usted ha dicho al personal de la institución de salud que ya no desea que una persona en particular lo visite.

Sin embargo, un centro de salud podrá establecer restricciones razonables sobre visitas, incluyendo las restricciones sobre las horas de visitas y el número de visitantes. La institución de salud debe informarle (o su persona de apoyo, cuando sea apropiado) de sus derechos de visitación, incluyendo cualquier restricción o limitación clínica. La institución de salud no está permitida a restringir, limitar o de otra forma negar privilegios de visita en base a raza, color, origen nacional, religión, sexo, identidad de género, orientación sexual o discapacidad.

21. Tener consideración de sus deseos, si no posee la capacidad de toma de decisiones, para los efectos de determinar quién puede visitar. El método de esa consideración
cumplirá con la ley federal y será divulgado en la política del hospital en visitación. Como mínimo, el hospital deberá incluir a cualquier persona que vive en su hogar y cualquier persona de apoyo en virtud de la ley federal.

22. Examinar y recibir una explicación de la factura del hospital independientemente de la fuente de pago.

23. Ejercer estos derechos sin distinción de sexo, situación económica, antecedentes educativos, raza, color, religión, ancestros, origen nacional, orientación sexual, discapacidad, condición médica, estado civil, estado de pareja de hecho registrada o la fuente de pago por el cuidado.

24. Presentar una queja. Si desea presentar una queja con el hospital, puede hacerlo por escrito o llamando al:
   Patient Advocate
   800 South Main Street
   Corona, CA 92882
   (951) 736-6227
   El comité de agravios revisará cada queja y le proporcionará una respuesta por escrito dentro de días. La respuesta por escrito contendrá el nombre de una persona de contacto en el hospital, las medidas tomadas para investigar la queja, los resultados del proceso de queja y la fecha de finalización del proceso de queja.

25. Presentar una queja con el Departamento de Salud Pública de California independientemente de si usted utiliza el proceso de quejas del hospital. El número de teléfono y la dirección del Departamento de Salud Pública de California:
   625 E. Carnegie Drive, Suite 280
   San Bernadino, CA 92408
   (909) 388-7170

Este documento de los derechos del paciente incorpora los requisitos de la Comisión Conjunta; Título 22, Código de Regulaciones de California, Sección 70707; Códigos de Salud y seguridad Secciones 1262.6, 1288.4 y 124960; y C.FR 42. Sección 482.13 (Condiciones de Participación de Medicare).

Nota: Las organizaciones de acreditación, tales como La Comisión Conjunta, también pueden requerir que el hospital publique un aviso para informar a los pacientes cómo pueden presentar una queja ante la organización de acreditación. Los hospitales deben comprobar con sus organizaciones de acreditación y revisar este Apéndice por consiguiente.
Usted es responsable de:

✔ proporcionar información precisa y completa a sus proveedores de atención médica sobre sus condiciones médicas actuales y pasadas y todas las otras cuestiones relativas a su salud.

✔ reportar cambios inesperados en su condición referente a sus proveedores de atención médica.

✔ informar a sus proveedores de atención médica si entiende o no el plan de atención y qué se espera de usted.

✔ seguir el plan de tratamiento recomendado por sus proveedores de atención médica.

✔ presentarse a las citas y, si no puede, notificarlo a la persona adecuada.

✔ conocer las consecuencias de sus propios actos si rechaza el tratamiento o no sigue las instrucciones de los proveedores de atención médica.

✔ ser considerado de los derechos de otros pacientes y personal del hospital y seguir la política del hospital y regulaciones con respecto al cuidado y conducta.

✔ cumplir con sus obligaciones financieras al hospital tan pronto como sea posible.

✔ se espera que no tome medicamentos que no han sido prescritos por su médico tratante y administrados por personal del hospital; y que no complicará o pondrá en peligro el proceso de curación mediante el consumo de bebidas alcohólicas o sustancias tóxicas durante su estadía en el hospital.

✔ si usted tiene un Testamento en Vida o un Poder Notarial que indiquen sus decisiones de atención médica, por favor proporcione una copia a Corona Regional Medical Center.

Su opinión cuenta

Como paciente, usted puede recibir una llamada, correo electrónico o carta pidiendo que comparta su experiencia reciente del hospital. Los invitamos a responder y compartir sus opiniones acerca del cuidado que recibió. Su opinión es una parte importante de nuestro objetivo de mejorar la atención y los servicios que ofrecemos. Gracias por elegir Corona Regional Medical Center para las necesidades de su atención médica. Nos complace ser su socio en la salud y la curación.

Inquietudes

Si usted tiene preocupaciones sobre su cuidado o el que su familiar recibió, le recomendamos que hable con su médico o la enfermera. Si usted siente que su problema no fue resuelto, por favor llame (951) 736-6227 de lunes a viernes. Si usted necesita ayuda fuera de horario o los fines de semana, llame al Operador del hospital al 0 desde cualquier teléfono de hospital y pida hablar con el Supervisor. Usted

Derechos y Responsabilidades del Paciente
también puede presentar una queja con el hospital o con el CDPH (Departamento de Salud Pública de California) por escrito o llamando:

**Información para Relaciones del Paciente**
Corona Regional Medical Center
800 S. Main St.
Corona, CA 92882
(951) 736-6227
www.coronaregional.com

**Departamento de Salud Pública de California**
625 E. Carnegie Drive,
Suite #280
San Bernardino, CA 92408
(909) 388-7170
or (888) 354-9203
www.cdph.ca.gov

Además, usted puede presentar una queja o inquietud con La Comisión Conjunta en:

**Office of Quality and Patient Safety**
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Correo Electrónico:
patientsafetyreport@jointcommission.org
Fax: Office of Quality and Patient Safety, (630) 792-5636

Si usted tiene inquietudes con respecto a la calidad de la atención o si siente que usted o su familiar está siendo dado de alta desde el hospital demasiado pronto, puede comunicarse con Health Services Advisory Group (HSAG) para solicitar una revisión de su expediente médico, HSAG hará una determinación y le notificará su decisión. HSAG puede ser contactado al (800) 841-1602, o para personas con impedimentos auditivos (TTY) al (800) 881-5980.
### Medication Information

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Keep the circus going inside you, keep it going, don’t take anything too seriously, it’ll all work out in the end.

Word Search

BANDAGE  OXYGEN  PATIENT
BED  PEDIATRICS  RECOVERY
CARE  SAFETY  SNEEZE
DOCTOR  SURGEON  THERAPY
EMERGENCY  TREATMENT  WHEELCHAIR
FEVER  MEDICINE  XRAY
HEART  NURSE
HOSPITAL
INFECTION
MEDICINE
NURSE

How did you do?

Check your answers below.

ANSWER KEY

www.coronaregional.com (951) 737-4343 : 41
**Sudoku**

Fill in the blank squares so that each row, each column and each 3-by-3 block contain all of the digits 1 through 9.

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**ANSWER KEY**

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How did you do?

Check your answers here.
Crossword

ACROSS
1 “Lorna Doone” character
5 Sinbad’s bird
8 Demolish: Brit.
12 Idea (Fr.)
13 Alas
14 Cheese
15 Leg ends
16 Burmese knife
17 Taro
18 Small S.A. rabbit
20 Pilgrim
22 Skin vesicle
23 Veneration
24 Beginning
28 Blaubok
32 Public vehicle
33 54 (Rom. numeral)
35 Israelite tribe
36 Ringed boa
39 Reading desk
42 Abdominal (abbr.)
44 Have (Scot.)
45 Female falcon
48 Butterfly
52 State (Fr.)
53 Television channel
55 Endearment
56 Mine (Fr. 2 words)
57 Rom. first day of the month
58 Per. poet
59 Maid
60 Compass direction
61 Foreign (pref.)

6 Wood sorrel
7 Rudderfish
8 Flat molding
9 “Cantique de Noel” composer
10 Kemo ______
11 Turk. title
19 Jap. fish
21 Intimidate
24 Amazon tributary
25 Grab
26 Kwa language
27 “_____ Abner”
29 “Fables in Slang” author
30 Rhine tributary
31 Television channel
32 Public vehicle
34 Car
37 Insect
38 Presidential nickname
40 Helper
41 Caddy (2 words)
43 Male duck
45 Loyal
46 Hindu soul
47 Cellia
49 Crippled
50 Dayak people
51 Aeronautical (abbr.)
52 State (Fr.)

DOWN
1 Breach
2 Design
3 Profound
4 Hate
5 Fanatical
6 Wood sorrel
7 Rudderfish
8 Flat molding
9 “Cantique de Noel” composer
10 Kemo ______
11 Turk. title
19 Jap. fish
21 Intimidate
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51 Aeronautical (abbr.)

ANSWER KEY

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VOLTAIRE 1694 - 1778

“Judge of a man by his questions rather than by his answers.”

Take Notes
Get a Clear Picture of Your Health

TELL YOUR DOCTOR YOU’D LIKE YOUR NEXT MAMMOGRAM IN 3D.

3D Mammography
The Breast Imaging Center at Corona Regional Medical Center offers women an important tool for early detection – breast tomosynthesis, or 3D mammography.

Why 3D Mammography?
There are several benefits to breast tomosynthesis, including:

• Sharper, clearer images
• Possible increase in detection
• Reduced need for call-back exams

The Breast Imaging Center is conveniently located in the Outpatient Pavilion.

To find out more about 3D mammography at Corona Regional, visit www.coronaregional.com
To schedule an appointment please call 951-736-6270

Respecting the Past, Anticipating the Future

Skilled Nursing and Rehabilitation
• Semi-Private Rooms
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• 24-Hour Licensed Nurses On-Site
• Medically Complex Care
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• Large Studio and 1 Bedroom Apartments
• Trained Staff On-Site 24-Hours a Day
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Phone 951-736-4700 | Fax 951-736-4999 | www.vistacove.net
Transforming Healthcare in Western Riverside County
Corona Regional Medical Center and UC Irvine Health

have formed a comprehensive affiliation.

That means Corona Regional offers residents of the area access to the advanced level of care and clinical expertise of UC Irvine Health.

The affiliation has already enabled residents throughout western Riverside County to benefit from stroke telemedicine, maternal/fetal medicine, gastroenterology, urology and cardiac services. In the future, through the affiliation, residents can take advantage of cancer care from UC Irvine Health Chao Family Comprehensive Cancer Center.

There’s more:

Corona Regional Medical Center began the construction on the new emergency room, which will be four times larger and will feature space for future patient rooms.

Corona Regional Medial Center and UC Irvine Health
The beginning of bigger things to come.

Physicians are independent practitioners who are not employees or agents of Corona Regional Medical Center. The hospital shall not be liable for actions or treatments provided by physicians.