

Welcome

Welcome to UCI Health

We are proud to provide you with personalized, leading-edge care as part of the University of California, Irvine. We are committed to being the nation's friendliest and most accessible academic health system.

When you or a loved one is hospitalized at a UCI Health hospital you will be cared by one of California's leading academic health systems, UCI Health includes our academic medical center, UCI Health — Orange, formerly known as UCI Medical Center, and four excellent community hospitals: UCI Health — Fountain Valley, UCI Health — Lakewood, UCI Health — Los Alamitos and UCI Health — Placentia Linda. Each location provides exceptional care consistent with the high standards of UCI Health from basic medical and surgical needs to advanced intensive care and trauma services.

These locations allow UCI Health to tailor your care to your needs, including rooms for patients that require isolation for certain medical conditions. This ensures a personalized care environment in every location.

As an academic health system, we not only deliver advanced medicine, but we are also shaping the future of healthcare through our educational programs and groundbreaking research.

At UCI Health, our vision is clear: to be the best place to give and receive care. Our care teams are eager to provide you with exceptional care and service.

Thank you for choosing UCI Health.

Chad T. Lefteris, President and CEO
UCI Health System

Welcome to UCI Health — Fountain Valley

As chief executive officer of UCI Health — Fountain Valley, it is my pleasure to welcome you on behalf of our dedicated team of physicians, nurses and healthcare professionals. Together, we are committed to delivering the best and friendliest care available. It is our privilege to care for you and your family in the same environment where my family and loved ones receive their care. Our commitment is reflected in the dignity and respect offered to those who place their trust in us.

UCI Health — Fountain Valley is a 400-bed acute-care facility with a wide range of specialties, including:

- 24/7 emergency care for all ages
- Cardiovascular & primary stroke receiving center
- Routine and high-risk labor and delivery, with neonatal & pediatric intensive care units
- Comprehensive bariatric surgery center
- Surgical, orthopaedic, cancer and digestive disorder services
- Outpatient imaging, nutrition, and wound care services

Since joining the UCI Health system in 2024, the Fountain Valley team has become part of one of California's leading health systems, committed to providing the highest standard of care in a friendly, accessible environment. Thank you for choosing UCI Health — Fountain Valley for your healthcare needs.

Randy Rogers, CEO
UCI Health — Fountain Valley

During your stay

Personal belongings



We care about your personal belongings, but your health and medical needs are our top priority. UCI Health cannot replace lost or misplaced items. We suggest that you only bring things you need like eyeglasses, hearing aids and dentures to the hospital. It is important for patients to keep track of these items themselves.

During your stay, you may need to move around the hospital because of your medical condition. That is why it is best not to bring or keep valuable items with you.

Please leave all valuables at home or give them to a family member or friend when you come to the hospital. This includes cash, checkbooks, credit cards, jewelry, wallets, purses, cell phones, laptops, iPads and anything else that is important to you.

If you cannot send your valuables home, you can choose to have them checked in and placed in an envelope called a "RECORD OF PATIENT VALUABLES." It will be sent to the hospital safe. However, if you decide to keep your valuables by your bedside, we are not responsible if they get lost, damaged or stolen.

Prohibited items



There are certain items that are never allowed at UCI Health. Prohibited items include firearms, knives, self-defense weapons, drugs (both legal and illegal), alcohol, tobacco products, e-cigarettes, lighters, matches and other items that are prohibited. The information above is only a part of the full policy on patient belongings, valuables and prohibited items at UCI Health. If you need more information or have any questions, please contact Patient Relations at 714-966-8059.



During your stay

Our devoted team of nationally recognized doctors and nurses are here to give you excellent care. We are committed to your comfort and giving you the world-class care you expect.



Your care team:



Attending doctors wear long, white coats. They diagnose, treat, order exams and more.

Nurses wear navy blue scrubs. They give you medicine, conduct assessments and coordinate your care.

Nurse managers oversee the medical unit or floor, including all nursing and support staff.

Case managers serve as patient advocates to support, guide and coordinate discharge.

Nursing assistants are also called nurse-aids. They help you with daily hygiene, meals and more.

Enhancing communication with your care team:



It is a hospital standard that your doctors and nurses work together when reviewing your care plan. We encourage patients to get involved in their care. Here is what you can do to add to your care:

- Use the call-light to ask for your nurse when your doctor is at the bedside.
- Let your care team know if you would like your family member to join when the doctor comes to see you.
- Request an interpreter when English is not your preferred language.
- Let us know what questions you have for your doctor (so it can be written on the whiteboard); or use the enclosed document, "Questions for my care team."
- Share your feedback about the care you are receiving with your healthcare team.

Questions

Questions for my care team

Write down any questions you have for your nurse, doctor or other care team member here.

[illegible]

Questions

Questions for my care team

Write down any questions you have for your nurse, doctor or other care team member here.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

During your stay

Services



Spiritual care

Hospital stays can be a hard event for patients and their loved ones. The chaplain's spiritual advisors can provide you and/or your family members with:

- A prayer companion
- A blessing for newborns
- Consultation regarding spiritual or dilemmas
- Preparation and blessing for the afterlife

Make a request with your healthcare team if you would like spiritual support.

Television

A variety of channels are offered with options available in English, Spanish and Vietnamese.

Access Wi-Fi

1. Connect to the wireless network fvrguest.
2. Open a web browser. Our fvrguest network will prompt you to click on "I Agree."

Language services



Our language services program provides interpreter services to our patients and their loved ones. Please contact your nurse for this service.

Dining

Ordering Meals



Meals are ordered in person with your Patient Dining Attendant. For assistance, please use your bedside phone to call ext. 4090. To call from a personal phone, dial 714-966-7200 ext. 4090.

Housekeeping



We are here to support your comfort as you heal. If you need extra room cleaning or additional bedding items, please reach out to a nursing assistant. We want your stay to be as comfortable as possible.

During your stay

Patient portal health records



Completing a few steps will give you easy access to health records and the ability to manage your account online.

- View your health records
- Send doctors health information
- Pay hospital bills

Sign up for the patient portal in two ways, then you can use your login details to access records from a computer and/or mobile device.

Option 1–Enroll at Patient Registration

During patient registration, provide your email address.

Option 2–Patient Portal Self-Enrollment

1. Visit ucihealth.org/patient-login
2. Scroll down to “My Health Rec Patient Portal”
3. Select your location
4. Follow the prompts to enroll

For more details or assistance, ask a patient registration representative or call 888-252-8149.

Patient / Family emergency line

Notify your nurse for any questions or concerns. If you feel your medical concerns are not being addressed, you may call the Patient / Complaints and Grievances line at 714-966-8082.

Condition H — Your call for help: Call 4357

What is Condition H? Condition H was created to meet a National Safety Goal to improve recognition and response to changes in a patient’s condition. The H stands for help and reflects our commitment to patient safety and patients first.

Condition H allows the patient or his or her family to call for help when the patient’s condition appears to be worsening.

When to Call

- If there is a change in the patient’s condition that needs immediate attention.
- If, after speaking with the healthcare team (i.e. nurses, physicians), you continue to have serious concerns about how care is being given, managed or planned.

Warning signs that a patient is getting worse:

- Change in the heart or respiratory (breathing) rate
- Change in blood pressure
- Very low urine output
- Change in level of consciousness

Where to Call

Call 4357 (HELP), a dedicated line that routes directly to the hospital operator from any facility phone. Calling a Condition H is much like calling 911 and should not be used casually. It should be used only if you have concerns about your loved one’s condition after you’ve spoken to the nurse, the doctor or another member of the patient’s healthcare team.

Going home

Patient Discharge Planning Checklist

We want to keep you well informed about your care and discharge planning. Please review this checklist. This will help you know what you need to plan for a smooth discharge from the hospital. **Please ask your nurse for information if you answer NO to any of these questions:**

YES	NO	Question
		Do you know your estimated discharge date (the day you are going home)?
		Do you have ride arrangements when you leave the hospital?
		Do you have clothing with you, or is someone bringing you clothing that is appropriate to wear when you are discharged?
		Do you have all the belongings you brought with you to the hospital, including medicines?
		Have you gotten back any belongings or valuables that were checked in with security?
		Does the person who is picking you up know where to go?
		Do you have all the supplies and equipment you will need for home care? Write down the name and phone number of a person you can call if you have questions about equipment.
		Do you have your discharge prescriptions?
		Do you have friends or family to assist you at home?
		Did you make your follow-up appointment with your primary care physician (within 1 week from your estimated discharge date)?
		If you have any questions about: diet, activity, medicines or follow-up appointments, please reach out to your nurse.

Resources

The agencies listed here have information on community services. You can get help with home-delivered meals, rides to appointments and making long-term care decisions. Ask a UCI Health care team member for more information.

Area Agencies on Aging (AAAs) and Aging and Disability Resource Centers (ADRCs):

Helps older adults, people with disabilities and their caregivers. To find the AAA or ADRC in your area, visit the Eldercare locator at eldercare.acl.gov, or call 1-800-677-1116.

Medicare: Provides information and support to caregivers and people with Medicare.

Visit [Medicare.gov](https://www.medicare.gov)

Long-Term Care (LTC) Ombudsman Program: Advocates for and promotes the rights of residents in LTC facilities. Visit ltcombudsman.org to learn more.

Senior Medicare Patrol (SMP) Programs: Works with seniors to protect themselves from the economic and health-related results of Medicare and Medicaid fraud, error and abuse. To find a local SMP program, visit [smpresource.org](https://www.smpresource.org) to learn more.

Centers for Independent Living (CILs): Helps people with disabilities live independently. For a state-by-state directory of CILs, visit <https://acl.gov/programs/aging-and-disability-networks/centers-independent-living> to learn more.

State Technology Assistance Project: Has information on medical equipment and other assistive technology. Visit [resna.org](https://www.resna.org), or call 1-703-524-6686 to get the contact information in your state.

National Long-Term Care Clearinghouse: Provides information and resources to plan for your long-term care needs. Visit [longtermcare.gov](https://www.longtermcare.gov) to learn more.

National Council on Aging: Provides information about programs that help pay for prescription drugs, utility bills, meals, healthcare and more. Visit [benefitscheckup.org](https://www.benefitscheckup.org) to learn more.

State Health Insurance Assistance Programs (SHIPs): Offer counseling on health insurance and programs for people with limited income. Also help with claims, billing and appeals. Visit [shiptacenter.org](https://www.shiptacenter.org), or call 1-800-MEDICARE (1-800-633-4227) to get your SHIP's phone number. TTY users can call 1-877-486-2048.

Medicaid: Helps with medical costs for some people with limited income and resources. To find your local office, visit [Medicare.gov/contacts](https://www.Medicare.gov/contacts), or call 1-800-MEDICARE.

You have the right to get Medicare information in an accessible format, like large print, Braille or audio. You also have the right to file a complaint if you feel you've been discriminated against. Visit [Medicare.gov/about-us/accessibility-nondiscrimination-notice](https://www.Medicare.gov/about-us/accessibility-nondiscrimination-notice), or call 1-800-MEDICARE (1-800-633-4227) for more information. TTY users can call 1-877-486-2048.

How can I share my thoughts and feedback from my experience as a patient at UCI Health?



Complete the patient experience survey!

- We will reach out via email, phone and text message once you are discharged
- The survey will review the service and care you received while in the hospital
- You will have an opportunity to express gratitude to UCI Health staff members
- You will have an opportunity to share how we can enhance your experience

Please look for the survey. We value your thoughts and feedback.

Your experience matters

Office of Patient Experience

Ask. Speak up. Show appreciation.

The Office of Patient Experience is committed to ensuring that UCI Health provides a welcoming, healing, caring and safe environment for families, visitors and each other.

Ask



Do you have a question/concern? Our dedicated team of patient experience specialists is here to assist patients and families to ensure that your experience with UCI Health is a positive one.

Speak up



While at the hospital, all complaints or concerns should first be discussed with a nurse manager, nurse or doctor. If you are still not completely satisfied with the quality of care you received, please contact us. Your discussion with us will be kept confidential.



You may submit your comments and feedback by phone, email or mail.

Phone:

714-966-8082

Email:

kzorch@hs.uci.edu
melisg11@hs.uci.edu

Mail:

Office of Patient Relations
UCI Health — Fountain Valley
17100 Euclid Street
Fountain Valley, CA 92708

Please remember to include the following information:

- Your name
- The patient's name
- Date/s of service
- Location of service
- Patient's medical record number or date of birth
- A phone number or email address

Show appreciation



Would you like to thank a UCI Health staff member? You can express your gratitude to a staff member by filling out an online form at ucihealth.org/feedback or by using this QR code.

