



Welcome
To



Thousand Oaks
Surgical Hospital



Welcome from the CEO



Welcome to Thousand Oaks Surgical Hospital (TOSH). I'm Bob Shaw, the CEO of the facility and I would like to introduce you to this wonderful hospital.

TOSH is located at 401 E. Rolling Oaks Drive, in Thousand Oaks (between Moorpark Road and Rancho Road off-ramps, south of the 101). We are open 7 days a week, 24 hours a day. The 50,000 square-foot, two-story hospital consists of 21 private inpatient rooms, six operating rooms plus one cystoscopy operating room, eight pre-operative rooms, 13 recovery bays and three private recovery rooms. This unique facility and staff provide a hospitality-inspired, healing environment containing guest amenities such as restaurant-like meals with fresh flowers, room service and luxurious private suites featuring a sleeper sofa for visitors. To better care for our patients, TOSH also offers a nurse to patient ratio that averages better than the state mandated ratios.

TOSH is owned and operated by a limited partnership of local physicians and Cirrus Health, the managing partner. The hospital is licensed by the State of California and certified by Medicare as a general acute care hospital. The Medical Staff is open to many surgical specialties and consulting medical specialties. This allows the hospital to provide a full range of multi-specialty inpatient and outpatient services including: anesthesiology, clinical laboratory, dietary, ear, nose and throat surgery, general surgery, bariatrics/weight loss surgery, gynecology, neurosurgery, nursing, ophthalmology, orthopedics, pain management, physical therapy, plastic surgery, podiatry, radiology, spine surgery, total joint surgery, uro-gynecology, and urology. TOSH accepts all forms of insurance payment including Medicare, private commercial insurance including HMO and PPO products, personal injury and Workers Compensation.

Following you will find information that will help make your stay here at TOSH as comfortable and as pleasant as possible. If you have questions that are not addressed in this booklet, please ask any one of our staff members and they can assist you.

Our physicians and staff are proud to be a part of this community.

Sincerely,

A handwritten signature in black ink that reads "Robert C. Shaw". The signature is fluid and cursive.

Robert C. Shaw
CEO/Administrator





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Mission, Vision and Values



Our Mission

To deliver extraordinary, personalized care and clinical excellence to each one of our valued patients.

Our Vision

Committed to delivering the highest quality surgical care to our community, ensuring exceptional patient satisfaction.

Our Values

We utilize our passion for delivering clinical excellence and extraordinary, personalized care that fulfills even the unexpressed wishes and needs of our patients.

We provide an attractive facility and environment that is warm, safe, welcoming and instills a sense of healing and well-being for our patients.

We value working in partnership with highly qualified physicians and are committed to providing friendly and efficient service.

We have and will continually invest in technology, equipment and systems that provide advanced approaches and remarkable efficiencies in the delivery of care.

We value the principles of trust, honesty, respect and integrity.

We maintain and sustain a culture that recruits, rewards and maximizes the achievements and contributions of top talent to position TOSH as a leading *Employer of Choice*.

We believe in maintaining a strong and responsible financial position in order to continually meet the needs of our physicians, our employees, our community and our patients.

We continuously seek opportunities to improve the delivery of our care.

Governance

Welcome to Thousand Oaks Surgical Hospital (TOSH). Our commitment to our patients is to provide clinical excellence in a welcoming, safe, and attractive environment for you and your family members. We are proud that a number of physicians who provide healthcare services in this facility have chosen to also have ownership. Our physician partners play an active leadership role in fulfilling our commitment to you. Their dedication to high-quality patient care is the driving force behind our success.





Services and Amenities



Visitors

Your family and friends are welcome guests. Our visiting hours are from 10:00 a.m. to 9:30 p.m. daily. In consideration of other patients, please have your guests follow these visitor guidelines.

For their safety, children under the age of 16 are not permitted to visit patients without being accompanied by an adult. Children in waiting areas must be attended by an adult at all times.

Patients may elect to have one guest spend the night. There are sleeper sofas available.

Telephones

The number for the hospital is (805) 777-7750. Ask your nurse for the extension to your room. To place a local call, dial 9 and then the number.

Televisions

Each patient room is equipped with a color television and DVD player.

Flowers, Mail and Newspapers

Mail and flowers will be delivered to your room. Newspapers are available in both the Main lobby and Nursing station.

Lost and Found

The Front Desk maintains a “Lost and Found” for patient’s belongings, which may have been misplaced. Please inform your nurse if something is lost.

Smoking Policy

TOSH is a “smoke-free” facility. Smoking is not allowed by patients, visitors or staff anywhere inside the hospital.

Legal Services

The hospital provides notary services at no charge to our patients. This service is available Monday through Friday, 7:00 AM to 4:00 PM. If you are in need of this service during other hours, you should make arrangements through your friends and family. Please note that TOSH employees may not witness the preparation of legal documents other than hospital consents.

Other Needs

Please let us know of any special needs or wishes you may have, so we can assist you. If you have any questions or problems, please ask to speak with the Nursing Manager of your floor. If the Nurse Manager is not available, there is a Director of Nursing available.



Location and Directions



Location

Thousand Oaks Surgical Hospital (TOSH) is located at 401 East Rolling Oaks Drive in Thousand Oaks, California. We are off the 101 freeway between the Rancho Road and Moorpark Road exits.

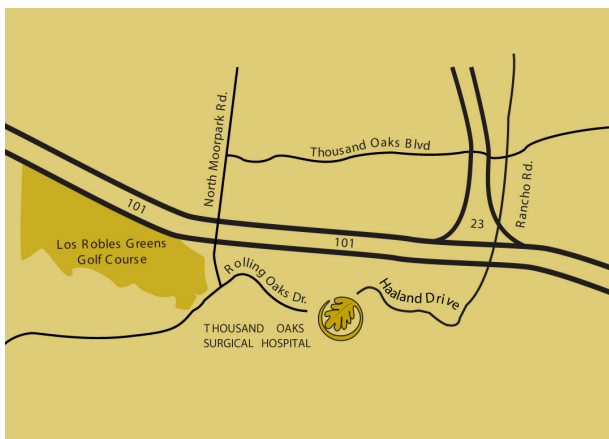
Directions From the North

- Take the 101 Freeway South and exit Moorpark Road, turn right
- Make a left at Rolling Oaks Drive (the first light)
- Go approximately 1/4 mile and Rolling Oaks Drive brings you right into the hospital parking lot
- The main entrance will be on your left
- Take the elevator or stairs to the first floor to access the main lobby

Directions From the South

- Take the 101 Freeway North and exit Rancho Road, turn left
- Go straight through the 3-way stop sign
- The next street is (Robert) Haaland Drive, turn right
- Haaland Drive brings you right into the hospital parking lot, the entrance will be on your left
- The first floor will give you access to the main lobby

Map



Directions to Other Area Hospitals

In the event you need to travel to another hospital in the local area, please ask the reception desk for a list and directions.



Guest Menu



Available Up To 5:30 PM

Breakfast Burrito \$5.00

Flour Tortilla, Scrambled Eggs, Cheddar Cheese, Bacon Or Sausage, With Avocado And Tomato.

Breakfast Sandwich \$5.00

Toasted English Muffin, American Cheese, Ham Or Bacon Or Sausage, And Scrambled Eggs.

Cottage Cheese And Fruit Plate \$4.00

Cottage Cheese, Honeydew Melon, Cantaloupe And Watermelon, Served On A Bed Of Greens.

Hand Carved Turkey Sandwich \$6.00

Turkey Breast With Lettuce, Tomato, And Cranberry Dijon Mayonnaise On Potato Rosemary Bread. Served With Chips

Rosemary Chicken Sandwich \$7.00

A Grilled Marinated Breast Of Chicken, Roasted Red Onions, Served On A Toasted Ciabatta Bread With Fontina Cheese. Served With Chips

Ham And Cheese Sandwich \$6.00

Thinly Sliced Black Forest Ham, With Aged Cheddar Cheese On Your Choice Of White, Wheat Or Squaw Bread. Served With Cheese

All menu items include your choice of beverage.



Preparing For Your Stay



What to Bring

- Wear casual, loose fitting clothing to the hospital. If you are staying overnight, bring a robe, slippers and any grooming items you may need.
- Bring any support devices you require such as crutches, walker or other equipment (ex. CPAP machine).
- Bring a case for glasses, contact lenses, and hearing aids.
- Bring a picture ID, your insurance card and payment for the facility (deductible, co-payment or co-insurance).
- Bring only routinely prescribed medications in the original container with the prescription label.

What to Leave at Home

Do not wear or bring jewelry or valuables to the hospital. Do not bring narcotics, sedatives or over-the-counter medications.

Patient Forms

You will be provided with written copies of the forms listed below during the admission process. As each form is provided to you, you will be asked to read through them and ask any questions you may have, and sign an acknowledgement of receipt form. These forms include:

- Conditions of Admission
- Patient Rights and Responsibilities
- Notice of Privacy Practices
- California Advanced Directive

Pain Control

Talk with your doctor about pain control choices and make a plan with your doctors and nurses to control pain. Ask the doctor or nurse these questions:

- How much pain will I have after surgery?
- Where will the pain be?
- How long will the pain last?

In the hospital:

- Report your pain to the nurse.
- Take or ask for pain relief medication when the pain first begins.
- Ask for pain medications before treatments and therapies that may cause pain.
- Tell the doctor or nurse about pain that won't go away.

At home:

- Take pain medication when the pain first begins and keep a record.
- Take pain medications before treatments and therapies that may cause pain.
- Tell your doctor about pain that won't go away.

Additional important points:

- Take medications as directed, it provides the best pain control.
- You may be asked to rate your pain on a scale of 0-10; with 0 meaning no pain.
- Never worry about being a "bother."



Patient Safety Tips



SPEAK UP

Speak up if you have questions or concerns, and if you don't understand, ask again. You have the right to know.

Pay attention to the care you are receiving. Be an active participant.

Educate yourself about your diagnosis, the medical test you are undergoing, and your treatment plan.

Ask a trusted family member or friend to be your advocate.

Know what medications you take and why you take them. Ask questions if something is unfamiliar.

Use your call light when any alarm has gone off in your room. Also, use your call light any time you need help or want to get out of bed.

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

Portions of this have been printed with the permission of the Joint Commission.

If you have any concerns about your care, please call the patient safety hotline at (805) 418-1280 and leave a message.

Preventing Errors in Your Care

Following this guide will substantially reduce the likelihood of errors in your care:

- Wear your identification bracelet at all times. Make sure your nurse or caregiver checks your identification before giving you any medicines or performing any tests or procedures.
- Know your healthcare providers. All hospital staff wear a picture ID badge while on duty. If you're not sure who someone is or what their role is please ask.
- Ask questions if you have any concerns about your care.
- When you are being discharged, ask the doctor or nurse to explain the treatment plan for your care at home.
- Make sure you receive a list of medications you are to take at home. Keep the list current and share with all of your doctors and healthcare providers.

Medication Safety

Tell your doctor or nurse all medicines you take at home (including prescriptions, over-the-counter items like aspirin, stool softeners, herbals, etc.). If you are not receiving a medication you normally take at home, tell the nurse or doctor so it can be investigated.

If a medication you are given does not look familiar to you, alert your nurse and ask for information about it.

Make sure your doctor and nurse know about any medication or food allergies or reactions you have had.

Please bring any requested medications from home in their original container. The container must have the current prescription clearly marked.

Fall Prevention

- Make sure you can reach your call light, phone and other personal items before the staff leaves your room.
- Use your call light when you need help.
- If you have been instructed to stay in bed, use your call light and don't try to get up.
- If you feel weak or dizzy, ask for help getting out of bed.
- When getting out of bed, sit on the side of the bed for at least one minute before standing.
- When side rails are up, don't ever try to crawl over them. Call for assistance.
- Wear non-skid slippers or socks when walking.
- Notify nursing personnel if a spill occurs.

Hand-Washing and Preventing Infections

Hand washing is considered the primary weapon to prevent infections. Speak up and ask both the physicians and nurses to wash their hands every time they enter the room, regardless of physical contact! Protect yourself and prevent surgical site infections.



Financial Services



Payment Policy

Our policy at TOSH, is to collect all payments due (deductible, co-payment or co-insurance) at the time of your pre-registration or on the day of your procedure/surgery. This *estimated* amount will vary depending on your type of health insurance, your coverage, type of procedure, and estimated length of stay in the hospital. Prior to your procedure, a TOSH Business Office representative will call you to review your insurance coverage, discuss your financial responsibility and review your payment options. We will also send a letter that will show what your *estimated* co-payment will be. Should you have any questions, you can reach a representative at (805) 418-1277.

Medicare Patients or Patients with Other Insurance Coverage

TOSH will bill your insurance company directly, provided you have an acceptable insurance plan and you assign the benefits to us. We provide 45 days from the billing date for your insurance company to pay. If the insurance carrier has not paid your account within that timeframe, the hospital will request payment from you directly.

Self-Pay Patients

For our patients without insurance coverage, we have a discount policy. With this discount in place, these estimated amounts will be due and payable upon or before admission.

Discount Payment or Charity Care Programs

To determine if a person may qualify for financial assistance, we need to obtain certain financial information. Your cooperation will allow us to give all due consideration to your request for financial assistance. In the event you would like to apply for these programs, you will be asked to complete an application for financial assistance and provide TOSH with certain supporting documentation. Upon receipt of your completed application and documentation, TOSH will notify you of determination of eligibility within thirty (30) days. Should you have any questions regarding the application process, please contact our Patient Accounting Department at (805) 418-1272.

Charges Included In Your Bill

Our prices are for Hospital services only. This will include operative and post operative nursing care, pharmacy, supplies and meals. Your room and board are also included if you are an inpatient.

Delayed Charges

Upon receiving your bill, your balance may be increased by additional procedures during your surgery or an unplanned stay. If you are covered by insurance, this will be billed to your carrier. If you do not have health insurance, this additional cost will be billed directly to you.

Bills from Physicians

All physicians and surgeons furnishing service to the patient, including the radiologist, pathologist and anesthesiologist are independent contractors with the patient and are not employees or agents of the hospital. You will receive a separate bill from these physicians for their direct services.



Going Home



Discharge Planning

Discharge time is 11:00 am. Your physician and/or nurse will give you instructions for care at home and follow-up visits. You may fill prescriptions at your own pharmacy or the nurse can call it in per your request.

Please be sure to collect all of your belongings. When you are ready to leave, a hospital representative will escort you in a wheelchair to the car. Your driver may park in the patient loading area designated in front of the hospital on Rolling Oaks Drive.

If you require continuing care, our Nursing Department will help with planning your care when you are discharged from TOSH. They will discuss your options regarding local home healthcare agencies, medical equipment rentals, etc.

Wound Care

After you leave the hospital, it is important that your surgical site wound is kept clean and dry. This helps you heal faster and helps prevent infections. Follow the wound care instructions given to you by your doctor. Make sure that you, and the person assisting you (if any), wash your hands with soap and water or waterless hand sanitizer before and after changing your dressing.

Signs and Symptoms of Infection

You may experience pain or discomfort the first few days after surgery. The wound may be red or swollen and have some clear or a bit of bloody drainage. This is normal and should be less each day.

Call your doctor if you notice the following:

- Fever over 101°
- Increased pain at the wound not related to activity
- Increased, cloudy and/or colored drainage from the wound
- The wound opens and/or becomes hot, red or tender

Patient Surveys

As a patient of TOSH, your opinion and experience is important to us. We will provide you with a Satisfaction Survey either upon discharge or via mail. This survey provides us with a wealth of information. Please complete and return the survey in person while at TOSH or in the self-addressed, stamped envelope that accompanies the survey. In addition to paper surveys, you may also be contacted at home via phone for feedback. Your time and consideration is greatly appreciated.

Grievances

If you have comments or concerns or observe something that you would like us to know about, please call the Manager of Regulatory Compliance (805) 418-1280 or send a letter to the Manager of Regulatory Compliance at 401 E. Rolling Oaks Drive, Thousand Oaks, CA 91361. For more information about the grievance process, please refer to the Patient Rights and Responsibilities Form given to you during the admissions process.



Thousand Oaks
Surgical Hospital

A Cirrus Health Partnership

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