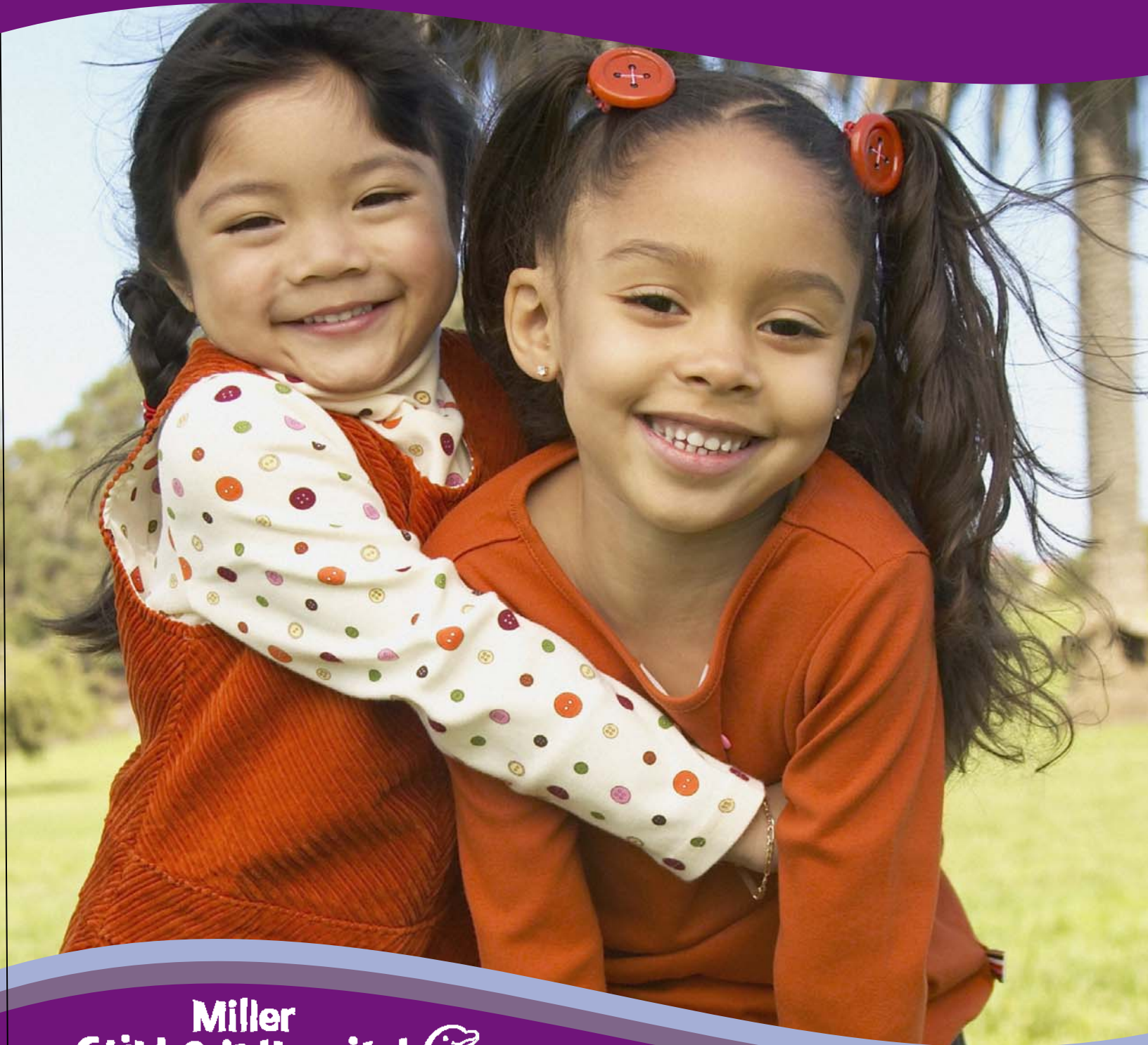


Miller Children's Hospital Long Beach Patient & Family Guide



A Letter from the CEO

On behalf of the entire pediatric health care team at Miller Children's Hospital Long Beach, I would like to welcome you and your family. Your child is being cared for at one of only eight free-standing children's hospitals in California, surrounded by expert pediatric physicians and nurses, in a caring and nurturing child-friendly environment.

Miller Children's understands that children need to be cared for differently than adults. Patient and family centered care is a cornerstone of our commitment to compassionate, quality care. We want to partner with you in your child's care and treatment plans, while addressing the variety of emotions your child may experience. Everyone on the health care team is here to help you and your child along their journey.



As your child is admitted to Miller Children's, he/she is entering into a new and unfamiliar environment and may be experiencing a variety of emotions. We invite you to explore these new surroundings and encourage discussions between you, your child and their health care team.

As a parent, I know that you may be feeling overwhelmed by your child's hospitalization. But remember, parents play a vital role in their child's health and recovery. We encourage you to take the time to go through this booklet to learn about the important features Miller Children's has to offer. Please feel free to ask anyone on your child's health care team if you have any questions or need us to be of further assistance.

We hope that you and your child have a positive, healthful experience.

Feel Better Soon,

A handwritten signature in black ink that reads "Diana Hendel". The signature is written in a cursive, flowing style.

Diana Hendel, PharmD
Chief Executive Officer
Miller Children's Hospital

Welcome

Established in 1970, Miller Children's Hospital Long Beach opened in response to the needs and requests of the community for a comprehensive pediatric hospital to service special health care needs of children from birth through 21 years of age. Miller Children's features a wide range of primary and specialty care centers for children of all ages—from newborns to young adults and expectant mothers. Having been named among the nation's top children's hospitals for both quality and safety, Miller Children's knows the importance of having comprehensive inpatient and outpatient pediatric programs where parents are considered partners in their child's care.

Miller Children's commends you for bringing your child to a children's hospital, where they will receive the best care from specialists trained in health care just for kids.

Our Mission

The mission of Miller Children's is to improve the health of children, families and our communities by providing compassionate, quality health care and supporting research and education.

Our Vision

Exceptional People. Extraordinary Care. Every time.

Patient and Family Centered Care

It's understandable that having a child in the hospital can be a difficult time for any family. While a child is hospitalized, the health care team and staff at Miller Children's will work closely with parents and family members to create a warm, caring and safe environment. The health care team is committed to providing quality, compassionate health care whether the stay in the hospital is for a few days or just a couple of hours.

When you or your child are at Miller Children's, the health care team and friendly staff will strive to respect your knowledge and expertise as the patient or caregiver. It is important that the health care team treats each child as an individual person and their parents as partners in their care. The goal is to facilitate your child's care through clear communication between you and the entire health care team and recognize that you are the ultimate decision-maker. Our philosophy is that as a parent, you have the right to be fully-informed about your child's care and Miller Children's encourages you to be an active participant in the decision-making process.



Patients Over the Age of 18/Emanipated Minors

Miller Children's Hospital treats some patients up to the age of 21. The Miller Children's health care team will partner with you to make important health care decisions. Miller Children's complies with Federal and State laws and court decisions regarding advanced directives. An advanced directive is a document, such as a living will or a durable power of attorney for health care, which allows adult patients and emancipated minors to give directions to the doctor about your future medical care.

Patients & Parents Have These

Most children being treated in a children's hospital are under the age of 18. For children who are an emancipated minor or over the age of 18, the below (in black) rights and responsibilities apply to you. For children under the age of 18, these rights belong to the parent/legal guardian who serves as an advocate for their child during hospitalization. Miller Children's wants parents to be involved in their child's health care decisions and encourages open communication with your health care team. Below (in pink) are some ways you can ensure this open communication with your health care team. To request additional copies of the below rights & responsibilities ask a member of the health care team.

- * Respect, understanding, and comfort; and have your personal values and beliefs respected.
 - Share with us your priorities/expectations for your child during this hospitalization.
- * Have a family member or someone else you choose, and your doctor, be told that you are in the hospital as soon as possible.
 - Let us know if we can find additional spiritual or emotional support for you. We can call a family member, friend, social worker or family advocate.
- * Be given updated information from your doctor about your illness, treatment, and possibilities for recovery, in language and words you can understand.
 - Give accurate, honest information about your child's health. Ask for an interpreter if needed.
- * Help your doctors make plans for your treatment and how it is carried out and have the right to have your wishes concerning your care heard.
 - Ask about other options.
- * Participate in decision making regarding difficult issues that may come up in your care, like deciding whether or not you want to have a breathing machine if you cannot breathe on your own.
 - Talk freely with your child's doctor and ask questions. Be involved in your child's care.
- * Make choices regarding your medical care. The doctor recommending any treatment or test must give you as much information as you need to decide to have the treatment or test. You have the right to be told the name of the persons who will provide the treatment or test. In the case of an emergency where you are unable to tell us what you want, we will take care of you as your doctor decides until you or your designated decision maker tells us of their wishes.
 - Ask for explanations and preparations for any medical procedure.
- * Say yes or no to a treatment or test, to the extent permitted by law. You can leave the hospital even when your doctor tells you to stay, to the extent permitted by law.
 - You are not obligated to sign a consent form if you do not understand what it says. Partner with your health care team to make an appropriate decision.



Rights & Responsibilities

- ✿ Refuse or accept any experimental treatment or test offered to you; or be told if any treatment or test the doctor recommends for you is considered experimental.
 - You do not have to participate in any medical training programs or research projects.
- ✿ Ask for things that will make you more comfortable and an explanation if we can't provide them.
- ✿ Have your pain controlled whenever possible in the best way for you.
 - Please partner with your medical team to have your child's discomfort or pain managed.
- ✿ Choose a person to make decisions about your medical care if you are unable to. Everyone involved in your care must follow this decision.
- ✿ Know that if you can't make your own decisions, the person chosen to make the decisions, will be given the same rights as you.
- ✿ Personal privacy. Discussions can take place in private meeting rooms, if needed. Privacy curtains in rooms that are shared and doors to be closed in private rooms.
 - You can expect that your child's privacy will be respected as much as possible.
- ✿ Have visitors leave before any examination or during any discussion concerning your medical care. Be told why any person is present in your care. Your information will be protected from people who are not involved in your care.
 - Tell your health care team if you would like to limit the number of visitors in your child's room.
- ✿ Have your medical record protected and kept private and confidential. The hospital may release information when permitted or required by law. In all other circumstances, the hospital will get your written permission to release any information other than basic information. All discussions, consultations, examinations, and treatments will be done in a confidential and respectful way.
- ✿ Be cared for in a safe and secure environment without danger of mental, physical, sexual, or verbal abuse or neglect.
- ✿ Access protective services and agencies that help defend you. This includes access to government agencies that deal with neglect or abuse.
 - Ask to talk to a medical social worker to provide options and support.
- ✿ Be free from restraints and isolation unless they are needed for medical reasons. Restraints will not be used by the health care team for discipline, convenience or retaliation.
 - Ask why restraints are used and ask how long they will need be used.
- ✿ Information in a timely manner about plans for discharge including time and location of appointments. Be told who will be providing this care.
 - Ask that all discharge information be written down. Ask questions.
- ✿ Be told by your doctor, or a person working with your doctor, of health care treatments you should have after you are discharged from the hospital. You have the right to be involved in the discussion and plan for your discharge. You may choose to have someone else you know be told this information as well.



Patient Rights, Continued...

- * Be told what is expected of you as the patient while you are in the hospital.
 - Be told what is expected of your child during hospitalization, and how you can help support your child through this.
- * Choose who you want to visit and an explanation if we can not fulfill your request.
 - Your medical care team does not decide who you recognize as your family.
- * Have an advocate. If you can't make your own decisions the hospital will allow any person living in your household to visit you. The person chosen to make your decisions will help decide who else can visit. The visitor policy will be given in the Blue Admission Folder.
- * Be mailed a copy of your bill after you leave.
 - Ask for a copy and an explanation of your bill if you do not receive one. Please call Patient Accounts at 562-933-9776 if you need any further assistance with your bill.
- * Have rights regardless of your sex, race, color, religion, ancestry, national origin, age, disability, medical condition, marital status, sexual orientation, educational background, financial condition, ability to pay, or source of payment for care.
- * Make a complaint. If you want to make a complaint with the hospital, you may do so by writing or calling:
Miller Children's Hospital Long Beach
Attention: Customer Service
2801 Atlantic Ave., Long Beach, CA 90806
(562) 933-2000
We will review your complaint and provide you with a written response within 7-14 days. The written response will have the name of the person you can contact at the hospital, the steps being taken to investigate your complaint, the results of the grievance process, and the date that the grievance process will be completed. If you are a Medicare beneficiary, you have additional rights related to quality of care or appealing your doctor's discharge decision when you feel that you are not ready to leave the hospital.
- * File a complaint with the California State Department of Health Services' regardless of if you have filed a complaint or grievance with the hospital. The California State Department of Health Services' phone number and address is:
California Department of Health Services
Medical Care Services, MS 4000
P.O. Box 997413, Sacramento, CA 95899-7413
(916) 440-7800
- * File a complaint with the Joint Commission by mail, fax or e-mail:
Office of Quality Monitoring
The Joint Commission One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: (630) 792-5636
E-mail: complaint@jointcommission.org



Your Child's Bill of Rights*

As a patient of Miller Children's Hospital Long Beach, I have these rights:

- * To be called by my name, or by a name I prefer.
- * To receive a smile and loving care.
- * To be given careful evaluation, and courteous, prompt treatment.
- * To know the names of my doctors, my nurses and any others who help care for me.
- * To have my basic needs met—to be clean, dry, comfortable and without restraints whenever possible.
- * To have my routine followed whenever possible—uninterrupted sleep, quiet times, playroom, school and the comfort of my parents and family members. My schedule (inpatient & outpatient) should be designed for my convenience as much as possible.
- * To have a schedule for my tests and procedures that does not keep me hungry or thirsty any longer than necessary.
- * To be provided appropriate explanations and preparation for any medical procedures.
- * To make choices whenever possible when they do not interfere with the quality of my care.
- * To have my discomfort or pain identified and be provided with appropriate support and/or medication to keep me as comfortable as possible.
- * To cry and make noise, or object to anything that hurts me.
- * To have my parent with me any time that they are able to stay, as long as it does not compromise my care. This includes X-rays, lab tests, etc.
- * To have an interpreter for my family and me whenever possible, if I have difficulty speaking or understanding English. The interpreter is provided at no cost to you.
- * To be told what is happening to me, and to have any questions answered honestly, in words I can understand.
- * To have confidentiality about my illness.
- * Not to have people talk about me over my bed, in an exam room, outside the door or in the hallway unless I know what is happening.
- * To be discharged from the hospital as soon as possible without compromising my health.



*The following "Child's Bill of Rights" is not a legally binding document. This material comes from the National Association of Children's Hospital and Related Institutions (NACHRI). Miller Children's is a part of NACHRI.

Visiting Information

We welcome parents to stay with their child and encourage children to have visitors. To maintain the healthiest environment possible and to avoid infections please make sure that visitors with a cough, sniffles, sore throat or other symptoms wait until they are well to come visit. Hand-sanitizers are also located throughout the hospital to keep parents and visitors healthy. We appreciate your partnership that enables us to give your child optimal care. Visiting guidelines are subject to change during the flu season.

Visiting Guidelines

For Parents:

The health care team at Miller Children's understands that parents are an integral part of their child's life and essential to a speedy recovery. In order to take the best care of your child, there may be times that we ask you to step out of your child's room and into a nearby hallway or seating area. But, keep in mind we will communicate with you as soon as possible and let you know when you can return. We have special parent badges and I.D. bands that will allow you to come in and out of the hospital without checking in each time you visit. Please keep your parent badge and I.D. badge on so that you can move around the hospital with ease.

Spending the Night:

Parents are encouraged to stay with their child as much as they can during the day, but only one parent per child may stay overnight in the room. We have family rooms available for families in our intensive care units. Showers are also available for families.

For Visitors:

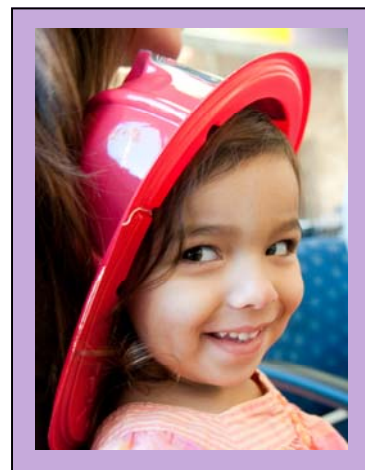
Visitors are very important and can boost children's spirits. We encourage healthy visitors and siblings to spend time with your child. Your child's health care team may ask you to limit the number of visitors in your child's room. Please help us by following our visiting guidelines, which are designed to promote a safe environment where children can get well faster and with fewer complications. We want your hospital visit to go as smoothly as possible, so please share this information with family and friends to help them plan their visit:

General visiting hours are from 8 a.m. to 9 p.m.

- Visitors should sign in daily at the information desk and wear their visitor sticker at all times.
- Please wash your hands before and after visiting a child in the hospital, and whenever you leave and return to your child's room while visiting.
- Visitors under the age of 14 years must be accompanied by an adult and must have proof of up-to-date immunization.
- Patient information is only provided to parents or legal guardians.
- For the safety of our patients, latex balloons are not permitted at Miller Children's.

General visiting hours for Intensive Care Units are from 1 p.m. to 6:30 p.m.

- Parents must be with any visitor at all times.
- Grandparents may visit any time. In the NICU, grandparents must be accompanied by a parent.
- No more than 2 family members/visitors are allowed at a bedside at one time due to space constraints. Please ask your nurse if you feel you need other arrangements.
- Siblings (3 years through 13 years), must be siblings of the patient and may visit during general visiting hours for short periods of time.
 - The environment of the Intensive Care Units may be overwhelming for young children, so let the patient's nurse know about the arranged visit. The Child Life Department can offer support and prepare the sibling for their first visit. The Child Life Department can be reached at (562) 933-8060.
 - Please help your child's siblings follow the rules of good hand washing while visiting the hospital.



Quality & Safety

Identify Yourself

To maintain a safe and secure environment, your child is required to wear an identification band at all times. All parents and visitors must be authorized by security to enter the pediatric unit and must always wear their badge. Parents wear a special parent badge as well as a parent bracelet. Visitors receive a visitor sticker that can be used on the day of the visit. Parent badges/bracelets and visitor stickers can not be shared. You may be asked to show your badge many times during your child's hospitalization.

The health care team and staff at Miller Children's are required to wear a visible employee identification badge. Only those staff who have the pink bar across their employee ID are allowed to remove your child from their room. If for any reason you feel uncomfortable please don't hesitate to ask someone from the health care team for further explanation.

Keeping Patients Safe Is Priority

Patients at Miller Children's Hospital Long Beach are our heroes, and their safety and security is the top priority. In addition to providing the highest-quality patient care, the staff at Miller Children's is committed to providing parents with peace of mind that their child will be safe in our care.

To ensure a safe environment, we have special security measures in place:

- Security cameras and security staff on duty 24-hours a day
- Employee badges required to be worn by all hospital staff members
- Identification bands for all patients
- Special badges and I.D. bands for parents
- Visitor badges
- Special visiting hours

Other important information for the safety of children:

- Miller Children's is a safe surrender site
- Immunizations are recommended
- Children discharged who weigh less than 60 lbs, must travel home in a car or booster seat.
- Report any safety concerns you may have to your child's nurse.



Miller Children's partners with parents and family members to ensure the security of patients. Please share this safety information with family and friends and join the health care team in following them.



Named One of the Safest Children's Hospitals in the Nation

Miller Children's Hospital Long Beach has been named among the nation's top children's hospitals for quality and safety, by the Leapfrog Group.

Hand Washing Initiative

Setting the standard for quality health care starts at the patient's bedside. Miller Children's and Long Beach Memorial Medical Center participates in a campus-wide hand washing initiative. "It's Ok to Ask!" hand washing signs are posted in every patient room at Miller Children's reminding and encouraging families and patients to ask their child's health care team if they have washed their hands or used hand cleaner.

Electronic Medical Records (EPIC)

Miller Children's uses electronic medical records to keep your child safe. Electronic medical records reduce medication errors and help the health care team support patient and family centered care. The electronic medical record is available for you to view with a member of the health care team if you choose.

Tips For Parents, From Parents

- * **Keep a list of all your questions.** These questions can relate to your child's current care as well as any options for care your child may have.
- * **Try to describe your child's symptoms in detail.** The more accurate and descriptive you are the better.
- * **Keep the admitting folder.** You may not feel up to reading it right away, but please remember to go back and look through all the important information inside, when you have a moment.
- * **Understand your child's medications.** Please ask as many questions about your child's medication as you need to. These answers will help you and your family, understand its importance and help you to feel more comfortable when administering medication.
- * **Inform the medical staff of your child's routines.** They can support you in trying to keep those routines while your child is hospitalized; especially your child's eating and sleeping patterns.
- * **Bring paper and a pen.** It's always good to be well-prepared and ready to take notes.
- * **Bring a notebook documenting your child's health to the hospital.** Include contact information for all specialists, therapists and doctors caring for your child.
- * **Encourage a friend or another family member to listen to care plans with you.** Two sets of ears are better than one, but if that's not possible, consider tape recording your conversations to help you remember and form your questions.
- * **Use the pantry to store food.** The pantry is available for families of patients to store any necessary food. Please label your food or containers with your child's name and room number. Coffee and some limited snacks are also available in the Family Resource Center to families tending to their children.
- * **Fill closets, drawers and nightstands.** Please feel free to store your personal items in the closets, drawers and nightstand in your child's room.
- * **Be honest about your child's needs.** Talk with your child's care team if you have concerns about meeting expectations, your ability to follow through, or if you're unsure about meeting your child's needs.
- * **Communicate with your child's medical team.** Keep a record of each medical team member that is involved in your child's medical care. These records or notes will assist you when contacting them after discharge.
- * **Discharge planning begins the day your child is admitted.** Ask questions along the way about what you will need to care for your child at home. This will help you avoid feeling overwhelmed at the time of discharge.
- * **Eat, sleep and take good care of yourself.** It may seem hard to think about yourself in this moment, but it's important that you are taken care of as well.
- * **When friends and family offer assistance — Say YES!** Having a child hospitalized can be a stressful time, so allow yourself and your child some relief. This also offers an opportunity for your family to familiarize themselves with your child's new diagnosis or new care plan.



Family Support & Discharge

Patient & Family Education and Support

Family Resource Centers

Two Family Resource Centers are located at Miller Children's to offer parents knowledge and support throughout their child's hospitalization. The Centers also are important resources that can be used to learn about services that can help families during the transition home. Contact the Family Resource Center at (562) 933-8050.

The March of Dimes Neonatal Intensive Care Unit (NICU) Family Support Program® is the only one of its kind in California, providing information and support to NICU families throughout hospitalization and the transition home. Parents have access to a NICU Family Support Specialist® as well as other parents who have gone through similar NICU experiences.

Parent-to-Parent Program

Miller Children's has "parent mentors," who are specially trained moms and dads who have been raising a child with a chronic illness and/or disability. Parent Mentors provide support to parents whose children have recently been diagnosed, because they can relate their own personal experiences and offer knowledge and guidance in raising children with special health care needs. Every effort will be made to match you with a Parent Mentor who has similar experiences and challenges that you may experience. For more information contact our Parent Advocate at (562) 933-8044.



Patient & Family Education Committee

Miller Children's Hospital Long Beach wants to ensure that your child is safe and knows how to continue any additional home health care once they are discharged from the hospital. The patient and family education committee at Miller Children's has developed educational packets and handouts that parents can bring with them to help manage their child's condition at home. Be sure to ask your child's nurse about these materials. The health care team may ask your child to come back for a clinic visit as well.

Discharge Information

Leaving the hospital to go home can feel overwhelming. The Parent Advisory Board developed the following questions to ask your health care team to help you get information that you will need to take care of your child at home. If your child has been away from school for awhile due to illness, ask the health care team about any school reintegration programs that may be offered:

- Who is the doctor in charge of my child's health care?
- How do I reach the doctor after hours?
- What should I expect when my child comes home from the hospital?
- Will my child need follow-up appointments when I leave the hospital?
- Will my child need special medication when we leave the hospital?
- Will my child need special equipment when I leave the hospital?
- Will my insurance cover the care my child needs when I leave the hospital?
- Is there family support for me and my family when I leave the hospital?

Help Us Improve

Patient and Family Satisfaction Survey - Avatar

Patients and their families are sent a survey shortly after being discharged from the hospital. You will be asked about the services and care received. Please complete this survey, so we can see if we met your needs and those of your child, and learn how we can improve care for families in the future.

Parking Information

The campus of Miller Children’s Hospital Long Beach is shared with Long Beach Memorial and is quite large. To make it convenient for you to find your way to Miller Children’s, we have several parking options around the medical campus. It may be beneficial to take a look at the map (on the following page) and see which parking structure is closest to the building you will be visiting. In order for us to maintain our safe and secure campus, it is necessary for us to charge for parking.

- The Visitor Parking Garage and Lot—located off Memorial Medical Center Drive and Atlantic—is open 24-hours a day, 7-days a week, including holidays.
- Valet parking is available Mon. – Fri., 7 a.m. – 6 p.m.
- There are smaller lots around the medical campus (see map on following page for all visitor parking locations).
- All parking lots are pay lots.
- Limited street parking is available.

Parking Rates for Self Park:

- Parking is free for the first 30 minutes, otherwise parking is \$5 per day.
- There are no in and out privileges.

Parking can be paid at one of the seven self-pay machines around the medical campus, including one in the atrium area of Miller Children’s lobby and one by the Valet.

Parking Rates for Valet Park:

Available Mon. – Fri., 7 a.m. – 6 p.m.

- Valet service is free, however the owner of the car will still be required to pay for parking.
- A valet will park your car and give you a receipt. Please keep the receipt with you at all times.

Extended Day Parking Passes:

You may find that you are coming here frequently for awhile. When that happens, you can purchase monthly/ extended day parking passes for consecutive days on the medical campus. Call the valet office at (562) 933-0121 or go to the Long Beach Memorial lobby to purchase the extended day parking passes.

Miller Children’s offers:

- 5-day passes for \$20
- 10-day passes for \$30
- Monthly passes for \$50



Campus Map



Contact Information for Miller Children's Pediatric Units

- Hematology/Oncology Unit (Miller West)
Second Floor of Memorial West
→ **Call (562) 933-8500**; Fax (562) 933-8540
- Pediatric Intensive Care Unit (PICU) – Third Floor
→ **Call (562) 933-8300**; Fax (562) 933-8340
- Neonatal Intensive Care Unit (NICU) – Second Floor
→ **Call (562) 933-8100**; Fax (562) 933-8140
- General Pediatrics East (Core) – Second Floor
→ **Call (562) 933-8200**; Fax (562) 933-8240
- General Pediatrics West (Miller West)
Second Floor of Memorial Children's West
→ **Call (562) 933-9200**, Fax (562) 933-9194

Amenities at Miller Children's

Family Comforts

Customer Service Hotline: (562) 933-9315

Office Open Monday - Friday
7 a.m. - 5:30 p.m.

After hours: Message returned in 24 hours

Family Resource Center: (562) 933-8050

Office open Monday - Friday, 8 a.m. - 4 p.m.
Saturday, 9 a.m. - 1 p.m.

Two locations: Miller West & Second Floor of
Miller Children's across from the elevators

Interpreting Service: (562) 933-1113

Office open Monday - Friday, 24 hours
Saturday & Sunday, 8 a.m. - 1 a.m.
Telecommunications Device for the Deaf (T.D.D.)
can be accessed from the hospital operator.

After hours: Language Line Phones are
available throughout the medical center
through the charge nurse.

Parent to Parent Support: (562) 933-8044

Pastoral Care: (562) 933-1450

Office open Monday - Friday
8 a.m. - 4:30 p.m.; Chapel is always open
Located on the first floor

(In the hallway between the two lobbies)

Chaplain on-call 24/7; dial (562) 933-2000

Literature available for many religions

Sibling Time: (562) 933-0806

Offered 7 days/week from 4:30 - 8:30 p.m.
Located in the Starlight Room on the 3rd floor

Places to Eat or Get a Snack

Family Pantry

Located on the 2nd floor of Miller Children's and Miller West

Plush Pantry - hospital cafeteria: (562) 933-3079

Open every day
6:30 a.m. - 8:30 p.m. & 10:30 p.m. - 3:30 a.m.

Located on the ground floor (near the escalators)

For menu updates call ext. 33079 from your room

Seaside Café - restaurant-style dining: (562) 933-2340

Open Monday - Friday
7 a.m. - 3 p.m.

Located on the first floor (in the Long Beach Memorial lobby)

Zebra Café - coffee cart & breakfast snacks: (562) 933-1545

Open Monday - Saturday
Monday - Friday: 6:30 a.m. - 7 p.m.
Saturday: 8:30 a.m. - 4:30 p.m.

Located outside of the hospitals' lobbies under green canopy
*Serving Starbucks® coffee

Fast Break Cart - mobile snack carts

Open Monday - Friday, excluding holidays /special events

12:45 - 1 p.m.*	3rd floor waiting area
1:30 - 1:45 p.m.*	Miller Children's main lobby
	Outpatient Cancer Clinic lobby
	Peds Rehab Waiting Room
	2nd floor nurses station
	2nd floor MCH waiting area

*Approximate arrival times

Places to Pick Up What You Need

Essentials Mother/Baby Store: (562) 933-2744

Breastfeeding and maternity items available
Open Monday - Friday
8 a.m. - 4 p.m.
Closed weekends and most holidays
Located in the Center for Women (second floor)

Long Beach Memorial Pharmacy: (562) 933-7948

Open Monday - Friday; 9 a.m. - 8 p.m.
After Dec. 1, 2009, hours will be 9 a.m. - 10 p.m.
Located in the Long Beach Memorial lobby (first floor)

Gift Shop: (562) 933-2309

Gifts, toiletries, flowers and snacks available
Monday: 9:30 a.m. - 4:30 p.m.
Tuesday - Friday: 9:30 a.m. - 7:30 p.m.
Saturday & Sunday: 1 - 4 p.m.
Located in the Long Beach Memorial lobby (first floor)

Miller Children's Pharmacy: (562) 933-0440

Open Monday - Friday
9:30 a.m. - 6 p.m.
Located in Miller Children's lobby (first floor)

Local Resources

Hotels In Our Area

Best Western of Long Beach

1725 Long Beach Blvd.
Long Beach, CA 90813
(562) 599-5555

Comfort Inn and Suites

200 E. Willow St.
Long Beach, CA 90806
(562) 426-7611

Courtyard Long Beach Downtown

500 E First St.
Long Beach, CA 90802
(562) 435-8511

Guesthouse Hotel

5325 E. PCH
Long Beach, CA 90804
(562) 597-1341

Hyland Inn

2471 Long Beach Blvd.
Long Beach, CA 90802
(562) 409-0401

Residence Inn by Marriott Long Beach

4111 E. Willow St.
Long Beach CA 90815
(562) 595-0909

Restaurants That Deliver To The Hospital

Buono's Pizza

(562) 595-6138

California Sushi & Teriyaki

(562) 492-9393
(562) 424-0133 fax

Domino's Pizza

393 Redondo Ave. **(562) 434-9971**
501 W. Willow St. **(562) 427-6612**

Famous Dave's Bar-B-Que

www.famousdaves.com (online menu)
(866) 408-RIBS

Louisiana Fish Market

(562) 428-9624

Papa John's Pizza

4020 E. 7th St. **(562) 621-1112**
141 E. Willow St. #K **(562) 424-6900**

Plaza Sanchez Authentic Mexican Food

(562) 494-4156
(562) 494-6347 fax

Sandwich Shop

Long Beach Blvd. and Willow
(562) 627-0021
(562) 627-0041 fax

Shopping Near Miller Children's

Albertsons
101 E Willow St.
Long Beach, CA 90806
(562) 988-8785

Target
950 E 33rd St.
Signal Hill, CA 90755
(562) 427-7751

CVS Pharmacy
233 East Willow St.
Long Beach, CA 90806
(562) 989-9868

Rite Aid
300 E Willow St.
Long Beach, CA 90806
(562) 595-8588

Transportation

Avis Rent-A-Car
(562) 983-7444

Enterprise Rent-A-Car
(562) 495-1149

Metro (MTA)
(213) 626-7433

Budget Rent-A-Car
(562) 495-4316

Long Beach Transit
(562) 591-8753

Yellow Cab
(562) 435-6111

Miller Children's Hospital Long Beach is affiliated with its parent organization, MemorialCare. MemorialCare stands for Excellence in Health Care. Miller Children's embodies MemorialCare's core values which are integrated into everything we do.

We are committed to our ABC's:

- **Accountability:** Being responsible for meeting the commitments we have made, including ethical and professional integrity, meeting budget and strategic targets and compliance with legal and regulatory requirements.
- **Best Practices:** Requires us to make choices to maximize excellence and to learn from internal and external resources about documented ways to increase quality
- **Compassion:** Serving others through empathy, kindness, caring and respect
- **Synergy:** A combining of our efforts so that together we are more than the sum of our parts.



MEMORIALCARE HEALTH SYSTEM

2801 Atlantic Avenue
Long Beach, CA 90806
(562) 933-KIDS (5437)
millerchildrens.org

Miller Children's Hospital Long Beach is supported by the Memorial Medical Center Foundation.
To make a gift, call (562) 933-GIVE (4483).