

What You Need to Know

Stewart and Lynda Resnick
Neuropsychiatric Hospital at UCLA



Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA

150 UCLA Medical Plaza, Los Angeles, California 90095

Main **310-825-9111** | Emergency **310-825-2111**

Patient Experience **310-267-9092**

uclahealth.org/resnick

Our purpose is to serve you
through excellence in research,
education and the provision of
mental health services.



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Welcome

Welcome to the Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA. We understand that being hospitalized can be a difficult and confusing experience. I want to take this opportunity to assure you that we are committed to treating you with compassion and respect.

Our goal is to deliver the highest quality care to you and your family. Our team will tailor your treatment to your individual needs, and we encourage you and your family to be active participants in the decisions regarding your care.

The Resnick Neuropsychiatric Hospital at UCLA is widely considered to be the top psychiatric hospital in the Western United States. We are proud of that honor, and want to maintain it with each new person who enters our hospital.

This booklet will introduce you to our staff and facility. It may also answer questions you might have, including what you can expect, how we will make your stay as comfortable as possible and how we show our dedication to you and your care.

Thank you for choosing the Resnick Neuropsychiatric Hospital at UCLA. We look forward to partnering with you.

Sincerely,
Erick H. Cheung, MD, DFAPA
Medical Director
Resnick Neuropsychiatric Hospital
at UCLA



About Us

The Resnick Neuropsychiatric Hospital at UCLA is among the leading centers in the world for care, research and education in the fields of mental health and developmental disabilities. It is the major psychiatry teaching facility of the David Geffen School of Medicine at UCLA, one of the nation's top-ranked medical systems.

The Resnick Neuropsychiatric Hospital at UCLA consistently ranks among the top 10 in the country in *U.S. News & World Report's* survey of "America's Best Hospitals."



Your Safety and Security

Security

The entry doors leading to the units at the Resnick Neuropsychiatric Hospital at UCLA are controlled, allowing our team to provide treatment in a secure setting. Only authorized staff and visitors are allowed on the inpatient units. Security cameras are used to monitor unit entrances and public hallways.

Our Commitment to Privacy

Your stay at Resnick Neuropsychiatric Hospital at UCLA is confidential. By law, members of our staff cannot by law release information about you to your family or others without your consent. There are some exceptions to this rule, which your care team can explain to you.

Patient ID Band

When you arrive at the hospital, you will receive a patient ID band to wear. It helps the team know who you are and ensures your safety during your stay.

ObservSmart

While you are in the hospital, nurses will check on you at least every 15 minutes to make sure you're comfortable and safe. We ask all patients to wear a special wristband that connects to the nurse's iPad to help ensure your safety. The wristband does not collect any personal information. Ask your nurse if you have any questions.

Types of Mental Health Holds

A person can be put on an involuntary hold by the police or a mental health professional if they are seen as a danger to themselves (DTS), a danger to others (DTO), or are "gravely disabled" (GD) and cannot take care of their basic needs like food, clothing or shelter.

1. 5150 (72-hour hold): This hold is the first step. The patient on the hold will be observed and evaluated by their treatment team for up to 72 hours.
2. 5250 (14-day hold): A 5250 hold is used after the 5150 hold ends. This hold can last up to 14 more days for additional treatment.
3. 5270 (30-day hold): A 5270 hold is used after the 5250 hold. A 5270 hold can last up to 30 days (this hold can only be used for GD).

Get to Know the Hospital Staff

The care team at Resnick Neuropsychiatric Hospital at UCLA includes psychiatrists, psychiatric nurses, psychologists, occupational and recreation therapists, social workers, dietitians, speech pathologists and education specialists. Other specialists are also available to consult as needed.

During your stay, you are under the care of an attending psychiatrist and a team of professional colleagues. You and your designated family members will participate actively in your treatment plan. For patients 18 and older, we require written consent to share medical information with family members or caregivers.

Making Decisions With Your Team

At the Resnick Neuropsychiatric Hospital at UCLA, we want you to help decide what treatment and care you should receive. Here are some questions you may want to ask your team:

- 1. Ask your doctor and team to discuss the reasons that you were hospitalized:**
 - a. Can we talk about the problems that led to my hospitalization?
 - b. What is my diagnosis?
- 2. Ask your doctor and team about treatment options that are available to you:**
 - a. What are the best ways to manage my problems?
 - b. What are the benefits and risks of each treatment?
You may also ask for written information on your condition or treatment.
 - c. If there is only one option, ask why.

3. Tell your doctor and team what you would like.

- a. Explain what is important to you about your treatment and goals.
- b. Let your team know how much you would like to be involved in decisions about your treatment. Are there other people who should be included?

4. Make a decision about your treatment plan together, if possible.

My Care Team



Your Comfort

Parking

For current parking rates and more information, go to transportation.ucla.edu or call 310-825-3618. For information about long-term discounted parking permits, contact Patient Affairs at 310-267-9113.

Interpreter Services | 310-267-8001

The UCLA Health Interpreter/Translation program is available to all UCLA Health inpatients, outpatients and their relatives. Every attempt is made to provide services in any language either by an in-person interpreter or by telephone.

For the Hard of Hearing | 310-825-8611

A telecommunications device is available upon request. Arrangements also can be made to have a sign language interpreter provide assistance.

Personal Medicine

You and your hospital psychiatrist will discuss your treatment history, including any medicines you take at home. Your psychiatrist will prescribe the medicines you take while in the hospital and your nurse will give you the medicines.

For safety reasons, only your nurse will provide you with medicines. Patients are not permitted to keep any medicines with them while in the hospital, including over-the-counter medicines.

Electronic Devices

For privacy reasons, we do not allow you or visitors to have devices with the ability to record or access the internet while you or they are on the unit. Our care team will place all of your electronic devices in a locked cabinet and return them to you when you leave the unit. Items that are not permitted are cell phones, smart watches, iPads, laptop computers, cameras and tape recorders.

Our Facilities

Our spacious rooms cluster around specialized nursing units and dayrooms. Our facilities provide an abundance of natural light and plentiful gathering spaces for your benefit.



Smoke-Free Environment

For everyone's health, safety and comfort, UCLA has a smoke-free environment throughout the indoor and outdoor areas of our hospitals and the Westwood campus from Gayley and Tiverton Avenues and Le Conte to Charles E. Young Drive South.

Mail and Phone Calls

A pay phone is available on the unit. You may give this number to anyone who wishes to call you during your stay. Please use the pay phone for your personal calls. If you do not have funds to make phone calls, the unit wireless phone will be made available to you.

You may receive mail on your unit. Mail is picked up and delivered on the unit Monday through Friday. Staff will provide letter-writing materials and stamps and will mail your letters if you are unable to leave the unit. The mailing address for the Resnick Neuropsychiatric Hospital at UCLA is:

150 UCLA Medical Plaza, MC 746330

Los Angeles, CA 90095

Small Purchases

You are able to make small purchases while on the inpatient unit. Individual arrangements can be made with your nursing staff. If a patient has funds, the staff can purchase items from the gift shop/vending machine on their behalf.

Spiritual Care | 310-825-7484

An interfaith chapel and meditation room is located on Level 1. It is open 24 hours a day for families and visitors. Priests, rabbis and interdenominational chaplains are available to offer spiritual care. To contact a hospital chaplain, please ask a member of your care team or call the Spiritual Care Office.

People-Animal Connection Program | 310-267-8184

People-Animal Connection (PAC) is a volunteer group that provides animal-assisted therapy and companionship to aid in the comfort and healing of UCLA Health patients. The PAC program includes more than 40 human/canine teams. Each dog and its owner undergo a comprehensive evaluation and rigorous training before being accepted into the innovative program. Evidence shows that PAC visits help to lower blood pressure and improve the mental well-being of patients.



Patient Responsibilities

Patient Expectations

You are expected to respect the rights of all other people. Threats, violence, disrespectful communication, harassment or other discriminatory conduct toward anyone, for any reason, will not be tolerated. UCLA Health is dedicated to protecting the rights of all people to have a safe and productive environment.

You have the responsibility to:

- Let your doctor or nurse know if you speak, read or understand a language other than English so that arrangements can be made to provide an interpreter.
- Follow UCLA Health rules, including limiting visitors; following smoking restrictions; and using the phone, television and lights courteously so that others are not disturbed.
- Be considerate of UCLA Health facilities and equipment.
- Respect the rights and property of other patients and UCLA Health staff.
- Report to your care team accurate and complete information about your symptoms, past illnesses, hospitalizations, medicines and unexpected new symptoms.
- Provide a copy of your advance directive, if you have one, to be filed in your medical record.
- Provide feedback about your needs and expectations.
- Ask your care team for information related to your care, things you don't understand or have questions about and what you are expected to do.
- Follow the treatment plan developed by you and your care team, as well as the instructions of your clinical team.
- Let your care team know if you do not agree with the proposed treatment plan, and every effort will be made to adapt the plan to your specific needs. If such adaptations are not recommended, you and your family are responsible for asking questions to better understand the consequences of not following the proposed treatment plan.

- Accept the consequences of your actions if you choose to refuse treatment.
- Understand how to continue care after leaving the Resnick Neuropsychiatric Hospital at UCLA, including when and where to get treatment, and what you need to do at home.
- Keep appointments with your doctor after discharge (if you need to cancel an appointment, you should do so at least 24 hours before the appointment time).
- Pay health care bills on time. Late payments increase overall charges. Please work with the account representative to make payment arrangements. Provide the necessary information to determine how the hospital bill will be paid.

If you need more information about charges while you are hospitalized, you can request to speak to your Resnick Hospital financial counselor at 310-267-8008.

The Resnick Neuropsychiatric Hospital at UCLA has responsibilities to you and to your family:

- All staff members of Resnick Neuropsychiatric Hospital at UCLA are responsible for recognizing your rights and for making sure that you are aware of them.
- All staff are also responsible for following the laws of the California State Department of Public Health and the standards of the Joint Commission.

These laws and standards are in place to keep you safe.

Patients' Rights

All patients admitted to the Resnick Neuropsychiatric Hospital at UCLA have the right to:

- Wear your own clothes.
- Keep and be allowed to spend a reasonable sum of one's own money for small gift shop purchases.
- Access storage space for your private use.
- Access outdoor space for exercise and recreation.
- Reasonable access to phones to make and receive confidential calls.
- Access to letter-writing materials, including stamps.
- Mail and receive unopened letters.
- See visitors each day.
- Request or refuse treatment.
- Refuse electroconvulsive treatment or surgery.
- Be free from seclusion or restraints, unless clinically necessary.
- Receive the services of a Patient Advocate.
- Create an advance directive.
- Have your privacy respected.
- Receive help with becoming more independent and meeting your own needs.

Complaints and Grievances

The Resnick Neuropsychiatric Hospital at UCLA care team is committed to providing you with the highest quality health care available. We want you to be satisfied with the services you receive. If you have a concern about your care, please speak with your nurse or doctor.

If you are not satisfied with the response you receive, please contact the Office of the Patient Experience for assistance at 310-267-9092, Monday through Friday, 7:30 am to 4 pm. Grievance forms are available in the dayroom if you would like to put your concern in writing. We will review your grievance and respond after we have investigated your concern.

Additionally, there are Los Angeles County Patients' Rights grievance forms located in the dayroom, or you may call a Patients' Rights advocate at 213-738-4888 or 800-700-9996. Please refer to the "Patients' Rights Handbook" you were given when you arrived at the hospital.

If you wish to put your concern in writing, you can mail it to:

Resnick Neuropsychiatric Hospital at UCLA
Office of the Patient Experience
150 Medical Plaza, Suite 4230 C (MC 746990)
Los Angeles, CA 90095

Ethical Issues

The Resnick Neuropsychiatric Hospital at UCLA pledges to protect your dignity and well-being, respect your cultural and religious values, safeguard your rights as a patient and include you in your care. We are committed to safety and mutual respect between you, your family and all staff members of the Resnick Neuropsychiatric Hospital at UCLA. If you have concerns about ethical issues, please inform the Office of the Patient Experience at 310-267-9092.

Advance Directives

An advance directive is a legal document that relays your wishes for health care if you become unable to communicate them. The Resnick Neuropsychiatric Hospital at UCLA supports your right to participate in decisions about your care. This includes the right to accept or refuse medical treatment (even if the treatment is life-sustaining), the right to create advance directives, and the right to surrogate decision-making.

This hospital does not discriminate against anyone based on whether or not they have an advance directive. It is your responsibility to provide a valid copy of your advance directive to us, including psychiatric advance directives if you have one, so we can keep them with your medical record. The Admissions Office or your nurse can provide a booklet of instructions if you do not have an advance directive.

We have formal policies to ensure that your wishes about treatment will be followed. If you have any questions, please talk to your doctor or nurse.

Nondiscrimination Statement

The University of California does not discriminate in any of its policies, procedures or practices on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, age, status as a veteran or handicap status.

UCLA Health does not discriminate on the basis of race, color, national origin, age, disability or sex. UCLA Health does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Questions regarding equal opportunity policies may be directed to Campus Counsel, 3149 Murphy Hall, Los Angeles, California 90024.

Preparing to Go Home

Your care team will give you discharge instructions before you leave the hospital. Discharges occur before noon. If you have questions, please ask your doctor, social worker or nurse before you leave.

Prescriptions

Pharmacy: 310-206-3784

You may either fill your prescriptions at the UCLA Health Outpatient Pharmacy or at a pharmacy of your choice. Prescriptions are usually sent electronically to your pharmacy before you leave the hospital. If you have your prescriptions filled at the UCLA Health Outpatient Pharmacy, you can pick them up during regular business hours as you leave the hospital. The pharmacist will review the medicines with you or your designee and answer any questions you may have.

Pharmacy Hours:

Monday to Friday: 8 am to 7 pm

Weekends and holidays: 8 am to 1 pm, 2 pm to 5 pm

Billing

At UCLA Health, we try to make the health insurance and medical billing process as clear as possible. You may still have questions about the health plans we accept and the services and amounts that appear on your medical bills.

Like other California hospitals, we send separate bills for hospital services and physician services. Since we bill separately, make sure to contact the appropriate service:

- **Physician Services**
310-301-8860 | Monday – Friday: 7 am – 7 pm
- **Hospital Services for Resnick Neuropsychiatric Hospital at UCLA**
310-825-8841 | Monday – Friday: 7:30 am – 4 pm

Obtaining Your Medical Records

Request medical records through your **myUCLAhealth** account or call 310-206-8182.

If you have not signed up for myUCLAhealth, go to How to Sign Up for myUCLAhealth and follow the instructions. For help signing up, call 855-364-7052.

Notes

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Scan the QR code to view the available resources the Resnick Neuropsychiatric Hospital at UCLA offers for patients and their family members.

Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA

150 UCLA Medical Plaza, Los Angeles, California 90095

Main Operator – Hospital Information **310-825-9111**

Emergency Department **310-825-2111**

Office of the Patient Experience **310-267-9092**

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UCLA Health

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