

Physician Office Resource Guide

2019 Edition

A guide to programs, departments, and services for:



18321 Clark Street, Tarzana, CA 91356

<http://california.providence.org/tarzana/>

Phone: (818) 881-0800

Physician Office Resource Guide

2019 Edition

This 2019 edition guide will be distributed to Providence Tarzana Medical Center physician office practices as an overall summary of the services of Providence Tarzana Medical Center. All efforts are made to ensure the accuracy of this information; however, it may contain errors and/or omissions. Providence Health & Services assumes no responsibility for any person's use of this material or for any costs or damages associated with or related to use of this information. To provide corrections or new information, or to request additional copies, please contact the Director of Business Development at (818) 708-5440.

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- Provides free aids and services to people with disabilities to communicate effectively with us, such as: (a) Qualified sign language interpreters; and (b) Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as: (a) Qualified interpreters; and (b) Information written in other languages.

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Civil Rights Coordinator

501 S. Buena Vista Street, Burbank, CA 91505

Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127

Email: Nondiscrimination.CA@providence.org



Providence Tarzana Foundation

Make a Gift today!

As a not-for-profit healthcare organization, Providence Tarzana Medical Center relies on the generosity of grateful patients, families and members of the community to help provide the necessary funding to keep pace with the rapidly advancing field of medicine.

Private Support has never been more important than now as we undertake the complete renovation of the Providence Tarzana Medical Center campus which has served the community for nearly 50 years. The construction project affectionately known as “Tarzana Reimagined” will include a new patient tower where every room will incorporate natural light, family space, and advanced technology all with the goal of creating a quiet, healing space for our patients.

In addition, Providence Tarzana Medical Center will expand the Emergency Department in the new facility with the capacity to care for up to 100,000 patients annually an increase of 100% over today’s current level of 50,000 patient visits. Many patients, families, employees and physicians are inspired to support Providence Tarzana Medical Center with annual gifts and pledges that can be made by phone, online, mail or by way of a text.

Consider contacting the foundation to speak with a Philanthropy Advisor who can explore ways your gift can be made in honor of a loved one, a physician, a nurse, or in celebration of birth of a grandchild. A foundation Philanthropy Adviser can discuss with you ways your gift can be made utilizing appreciated assets, such as real estate, stocks or other closely held assets.

Naming Opportunities Are Available

Explore how your gift can help the Providence Tarzana Foundation support world-class healthcare close to home.

There are three ways to give:

1. Contact our office at 818-757-4384
2. Online at our website: <https://california.providence.org/tarzana/giving/>
3. Text to Give
 - Step 1: Send a new text message to 91999
 - Step 2: Text the word: PTMCGIVE (all one word)
 - Step 3: Click the link in the reply message to fulfill your donation

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Overview of Providence St. Joseph Health

Providence St. Joseph Health is a new organization created by Providence Health & Services and St. Joseph Health in 2016, with the goal of improving the health of the communities it serves, especially the poor and the vulnerable. Together, our 100,000-plus caregivers and employees serve 50 hospitals, 829 clinics, and a comprehensive range of services across Alaska, California, Montana, New Mexico, Oregon, Texas, and Washington.

Bringing these organizations together is a reflection of each of our unique missions, increasing access to health care and bringing quality, compassionate care to those we serve, with focus on those most in need. By coming together, Providence St. Joseph Health has the potential to seek greater affordability, achieve outstanding and reliable clinical care, improve the patient experience, and introduce new services where they are needed most.

Providence St. Joseph Health

Sisters of Providence

In 1856, Mother Joseph and four Sisters of Providence established hospitals, schools, and orphanages across the Northwest. Over the years, other Catholic sisters transferred sponsorship of their ministries to Providence, including the Little Company of Mary, Dominicans, and Charity of Leavenworth. Recently, Swedish Health Services, Kadlec Regional Medical Center, and Pacific Medical Centers have joined Providence as secular partners with a common commitment to serving all members of the community.

Sisters of St. Joseph of Orange

In 1912, a small group of Sisters of St. Joseph landed on the rugged shores of Eureka, California, to provide education and health care. The ministry later established roots in Orange, California, and expanded to serve Southern California, the California High Desert, Northern California, and Texas. The health system established many key partnerships, including a merger between Lubbock Methodist Hospital System and St. Mary Hospital to form Covenant Health in Lubbock Texas. Recently, an affiliation was established with Hoag Health to increase access to services in Orange County, California.

Mission: As expressions of God’s healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

Core Values: Compassion | Dignity | Justice | Excellence | Integrity

Our Vision: Health for a Better World

Our Promise: “Know me, care for me, ease my way.”

Providence Tarzana Medical Center (PTMC)

18321 Clark Street

Tarzana, CA 91356

Main Hospital: 818-881-0800

Health Resource Center: 888-432-5464

About

Providence Tarzana Medical Center, recognized for its award-winning care, has provided inpatient, outpatient and emergency care for the West San Fernando Valley community since 1973 (joined Providence Health & Services in 2008). The 249-bed hospital is known as a leading source for quality care, providing women's healthcare, cardiology, vascular, orthopedic, oncology, gastroenterology, and neurology services. Our pediatric unit is affiliated with Children's Hospital Los Angeles and the hospital is home to one of the largest neonatal intensive care units in the Valley. For 3 years in a row we have been ranked by Healthgrades® as one of America's Top 100 Best Hospitals and in 2017 were also named among the top 5% of all hospitals across the nation for clinical excellence.

Key Statistics – Calendar Year 2016:

Employees (FTEs)	1,564
Medical Staff (includes Allied Health Professionals)	808
Licensed Beds	249
Inpatient Discharges	13,532
Outpatient Visits	23,434
Emergency Department Visits	51,147
Inpatient Surgeries	3,137
Outpatient Surgeries	4,374
Community Benefit (excludes unreimbursed Medi-Cal)	\$6.1M

Centers of Excellence and Institutes

- *Heart & Vascular Institute:* including a prevention-focused program, offering diagnostic and interventional catheterization and electrophysiology with labs that have the most advanced technology available. Treatment for open heart surgery including minimally invasive and transfusion-free procedures.
- *Neurosciences:* including designation as an Advanced Primary Stroke Center by The Joint Commission and tele-stroke services for patients who present to ED with acute stroke symptoms to receive tele-neurology consult services.
- *Robotic Center of Excellence:* including the da Vinci® Xi robot, the most advanced and leading robotic surgery system. It's HD-3D monitor provides the doctor with a clearer, sharper view of the procedure, giving doctors more precision and control, better ergonomic and greater access.
- *Pediatric Care:* including a partnership with Children's Hospital Los Angeles (CHLA), the CCS-certified pediatric unit includes care from pediatric hospitalists, pediatric intensivists and neonatologists. Also Providence Tarzana provides the only pediatric transport unit in the San Fernando Valley.
- *Emergency Care:* including designation as a ST-Elevation Myocardial Infarction (STEMI) Receiving Center by the Los Angeles County EMS Agency for heart attacks and Emergency Department Approved for Pediatrics (EDAP) certified by the Los Angeles County Department of Health Services — Emergency Medical Services (EMS) Agency, meeting rigorous pediatric emergency care standards.

Accolades, Awards, and Recognition

- Recipient of Healthgrades® 'America's 100 Best Hospitals' Award™ for 4 Years in a Row (2015-2018)
- Recipient of the Healthgrades Distinguished Hospital Award - Clinical Excellence™ for 6 Years in a Row (2013-2018)
- US News & World Report Best Regional Hospital (2017-18) – ranked #21 in Los Angeles Metro Area
- US News & World Report High Performing Specialty: Geriatrics (2017-2018)
- US News & World Report High Performing Procedures: COPD, Heart failure, Colon Cancer Surgery (2017-18)

Heart & Vascular

- One of Healthgrades America's 100 Best Hospitals for Cardiac Care™ in 2018
- One of Healthgrades America's 100 Best Hospitals for Coronary Intervention™ in 2018
- Recipient of the Healthgrades 2018 Cardiac Care Excellence Award™
- Recipient of the Healthgrades 2018 Coronary Intervention Excellence Award™
- Named Among the Top 5% in the Nation for Coronary Interventional Procedures in 2018
- Named Among the Top 10% in the Nation for Overall Cardiac Services in 2018
- Named Among the Top 10% in the Nation for Cardiology Services in 2018
- Named Among the Top 10% in the Nation for Coronary Interventional Procedures in 2018
- Five-Star Recipient for Coronary Interventional Procedures in 2018
- Five-Star Recipient for Treatment of Heart Failure for 16 Years in a Row (2003-2018)

Critical Care & Pulmonary

- Recipient of the Healthgrades Critical Care Excellence Award™ for 5 Years in a Row (2014-2018)
- Named Among the Top 10% in the Nation for Critical Care for 5 Years in a Row (2014-2018)
- Five-Star Recipient for Treatment of Sepsis for 8 Years in a Row (2011-2018)
- Five-Star Recipient for Treatment of Respiratory Failure in 2018
- Five-Star Recipient for Treatment of Pneumonia for 8 Years in a Row (2010-2017)
- Five-Star Recipient for Treatment of Chronic Obstructive Pulmonary Disease for 5 Years in a Row (2012-2016)

Stroke

- Five-Star Recipient for Treatment of Stroke for 3 Years in a Row (2014-2016)
- Get With the Guidelines-Stroke Quality Measures Gold Quality Achievement Award by AHA
- Los Angeles Department of Public Health - ST Elevation Myocardial Infarction (STEMI) Receiving Center Designation

Maternity & Pediatrics

- Los Angeles County Emergency Medical Services Agency- Designated Pediatric Medical Center
- Los Angeles Department of Public Health - Emergency Department Approved for Pediatrics EDAP
- California Children's Services - Community Neonatology Intensive Care Unit (NICU) Designation
- Recipient of the Healthgrades 2017 Labor and Delivery Excellence Award™
- Recognized by Healthgrades in 2017 for Superior Performance in Labor and Delivery
- Among the Top 10% of Hospitals Evaluated for Labor and Delivery in 2017
- Five-Star Recipient for Vaginal Delivery in 2017
- Five-Star Recipient for C-Section Delivery in 2017

GYN Surgery

- Recipient of the Healthgrades 2017 Gynecologic Procedures Excellence Award™
- Recognized by Healthgrades in 2017 for Superior Performance in Gynecologic Procedures
- Among the Top 10% of Hospitals Evaluated for Gynecologic Procedures in 2017

Executive Leadership

Dale Surowitz, Chief Executive.....	818-708-5140
Nick Lymberopoulos, Chief Operating Officer	818-708-5140
Howard Davis, MD, Chief Medical Officer	818-708-5442
Deborah Carver, Chief Nursing Officer	818-708-5478
Shawn Kiley, Director of Mission Leadership.....	818-757-4388
Sharon Gross, Associate Administrator.....	818-708-5434
Jeanne Sulka, Director, Business Development.....	818-708-5440
Christina Hensing, Administrative Director, Service Excellence.....	818-757-4311
Rosanne Morrison, Administrative Director, Women's and Children.....	818-429-4441
Ann Braun, Vice President, Foundation.....	818-757-4384
Natasha Shows, Director of Marketing	818-496-9560

Spiritual Care and Ethics

Spiritual Care

Providence Health & Services’ interfaith approach to spiritual care allows chaplains to serve the unique needs of patients, family members, physicians, and staff of the health care community. The chaplains’ focus is on supporting the deeper spiritual meaning and understanding of suffering and sickness, health and wellness.

Our staff is composed of women and men who are professionally trained chaplains. While the chaplains are assigned to an acute care hospital, they are also available to meet with patients and staff from our Providence Medical Institute offices.

Call upon a Providence Chaplain to:

- Empower a patient to draw upon the strengths of their spiritual resources
- Provide spiritual and emotional support in times of crisis or difficult diagnosis
- Serve as a resource for ethical decision-making
- Assist a patient or staff member to reflect about the meaning of a life experience
- Be a spiritual companion on life’s journey

Department Contacts

Mission Leadership/Spiritual Care Main Number	818-708-5015
Department Director	818-757-4388
Department Manager	818-708-5078

Ethical and Religious Directives

As a Catholic health care organization, we require adherence to all Ethical and Religious Directives (ERDs) for Catholic Health Care Services as a condition of medical privileges. The Ethical and Religious Directives reaffirms ethical standards of behavior in health care concerning treatment and dignity of people and provide guidance on certain ethical issues that face Catholic health care today. The purpose of the ERDs is as follows:

- To affirm the ethical standards that flow from the Church’s teaching about human dignity.
- To provide authoritative guidance on some specific moral issues facing Catholic health care.
- To provide professionals, patients and families with principles and guides for making decisions.

Ethics consultations may be necessary to assist physicians with resolving ethical concerns. The following are readily available to assist:

Bioethical Committee Contacts

Bioethics consults.....	818-708-5535
Director, Mission Leadership	818-757-4388
Director, Palliative Care.....	818-757-4343

Admitting / Registration / Health Resource Center

Inpatient Admission (Direct Admission)

Please call Transfer Center at 818-708-5069 to reserve a bed. The patient will be preregistered and insurance verification will be performed. Please be able to provide the following for a Bed Reservation:

- Patient Demographics (e.g. name, address, birthdate, etc.)
- Admitting Physician Name
- Admitting Diagnosis and other Relevant Clinical Information
- Insurance Company, Plan, and Policy Number
- Insurance Authorization Number, if available
- Any Nursing Unit Preference
- Estimated Arrival Time

Department Contacts

Transfer Center.....	818-708-5069
Main Number.....	818-708-5683
– Insurance Verification.....	818-847-3681
– Pre-Admissions.....	818-708-5683
– Financial Counselor.....	818-708-5558
Billing Customer Service.....	866-747-2455
Patient Access Manager	818-708-5544
Scheduling/Insurance Verification Manager.....	818-847-3698

Pre-registration

Patients are able to pre-register for their hospital visit which will prepare us for their arrival and save time when they check into the hospital. Please advise your patients to complete the pre-registration form that can be found on our website at:

<http://california.providence.org/tarzana/patients-visitors/pre-register/>.

Your patients can either fax or email to Providence Tarzana Medical Center.

Please do not have your patients complete this form if they are to be admitted within 48 hours. In this instance, please have your patients call the hospital directly during normal business hours to pre-register by phone. If your patient has a Monday appointment, he/she cannot pre-register online or by phone after 5 pm on Friday. Your patient will be able to register when he/she arrives for the Monday appointment.

Phone Number.....818-708-5683
Fax.....503-215-0826
Email: ORWebRegister@Providence.org

Elective Surgical Procedures (Inpatient or Outpatient)

Please call Surgery Scheduling at 818-708-5299 to schedule a surgical procedure. Pre-authorization should be completed in advance of or at the time of scheduling in order to avoid delays, reschedules, etc. Please be able to provide the following to the Surgery Scheduling:

- Patient Demographics (e.g. name, address, birthdate, etc.)
- Surgeon Name
- Surgical Procedure Code(s) and other Relevant Clinical Information
- Insurance Company, Plan and Policy Number for Patient
- Insurance Authorization Number, if available
- Preferred Date/Time of Surgical Procedure

Department Contacts

Surgery Scheduling.....	818-708-5299
Administrative Director Surgery	818-708-5248
Pre-Op Nurse (General and Vascular Surgery).....	818-708-5692
Pre-op Nurse (Cardiac).....	818-708-5056
Surgery (Inpatient)	818-708-5285
Surgery (Outpatient) SurgiCenter	818-708-5290
After-hours add-on surgery scheduling: Contact the Nursing Supervisor. 818-708-5148	

Health Resource Center

About

Providence's Health Resource Center (HRC) is available Monday through Friday from 7:00 am to 7:00 pm to provide information on resources available across our Health System, including physician referrals; information on clinical programs; and, details on upcoming classes, lectures, and information sessions.

Dial 1-888-HEALING (432-5464) to access the HRC.

Physician Referral Service

Providence providers care for our community patients, partnering with primary care, specialty care and urgent care specialists at multiple convenient locations. Patients may visit <http://california.providence.org/tarzana/find-a-doctor/> to find a doctor, or may call the Health Resource Center at 888-432-5464 for assistance and direction.

Classes & Events

Members of the community may visit <http://california.providence.org/events/> to browse classes and events, such as community lectures and programs, CPR and safety training and prenatal and child birth classes, as examples. Most of the classes and events offered are at no charge.

Community Outreach Services – Providence Tarzana Medical Center

About Community Health Department

The Providence Tarzana Community Health Department knows that health care happens both inside and outside hospital walls. Every day, we care for children, adults and families in communities across Los Angeles – especially in low-income neighborhoods – and teach people how to live the healthiest lives possible. Alongside our community partners, we do this because we believe all people should have the best opportunity to be healthy and well, regardless of their income or where they live.

Our medical center conducts a triennial community health needs assessment to prioritize the health issues facing children and adults, in collaboration with community partners. Our caregivers then work alongside our community partners to design and deliver programs in communities with the greatest healthcare needs. Our current priorities are Improving Access to Health Care, Health and Wellness Education, and Linking People to Services. Here are some of the programs we offer to San Fernando Valley communities:

IMPROVING ACCESS TO HEALTH CARE

Access to Care Program

Community health workers in our Emergency Department assist uninsured patients with applications for enrollment in eligible health insurance programs and coordination of follow-up visits at a clinic in their community. The program partners with four area clinics in the San Fernando Valley to provide a primary medical home. The Access to Care Program also offers our clinic partners access to advanced diagnostics and a network of physician specialists for their uninsured patients who qualify.

School Nurse Outreach Program

Our School Nurse Outreach Program partners with twelve K-8 elementary schools in low-income communities throughout the San Fernando Valley to provide a variety of student services that include on-site vaccinations and health screenings services, health and wellness education, and referrals for students in need of health services. The program has established relationships with local community clinics, pediatricians, and dental programs to help parents resolve any health concerns their children may be experiencing.

HEALTH AND WELLNESS EDUCATION

3 Wins Program

This program places undergraduate kinesiology students in local parks and churches to provide high quality, free outdoor adult fitness classes to the community. As part of the program, participants get free health screenings, nutrition education, and assistance in developing a fitness plan to help improve their health at multiple locations, including David M. Gonzales Recreation Center (Pacoima), Lanark Recreation Center (Canoga Park), and Our Lady of Peace Catholic Church (North Hills). The project is a partnership with Providence Community Health Department, California State University, Northridge, Los Angeles City Recreation and Parks Department, and the Los Angeles County Department of Public Health. No experience is needed to participate and all fitness levels are welcome! For other times and locations visit <https://california.providence.org/our-services/community-health/3-wins-project/>.

Latino Health Promoters Program

Our Latino Health Promoters Program employs Community Health Workers (or Promotoras) to assist their peers in the community. Community Health Workers are trusted members of the community from whom residents can seek advice regarding health-related issues. Providence places its community health workers in local schools, churches, clinics, hospitals, and community based organizations throughout the San Fernando Valley. The program serves all ages from children to adults (including seniors) and provides health education, health information at health fairs/special events, and resources referrals.

Mental Health Access

In 2013, Providence partnered with Tarzana Treatment Center to expand the scope of health education in the community to include a focus on mental health issues in the Latino community. Through this partnership, Providence Community Health Workers make the link between specific health education topics and the availability of mental health support services in the San Fernando Valley.

Faith Community Health Partnership

The Faith Community Health Partnership connects Providence Holy Cross, Providence Saint Joseph and Providence Tarzana Medical Centers with congregations of faith to develop and nurture health ministries in those congregations. With support from the clergy, health professionals and interested persons come together to form a health ministry team at churches throughout the San Fernando Valley.

The Faith Community Health Partnership caregivers work with the health ministry team to provide guidance and facilitate bringing together community resources to address the priorities of each congregation. Health ministry is founded on the holistic concept of health – acknowledging the close connection between mind, body and spirit and emphasizes that faith, beliefs, and values are at the root of health. Health ministry teams create a vision for their ministry and are empowered to impact the health and wellbeing of their community through education special events or workshops, referrals, health fairs, medical screenings, and support groups.

CONNECTING PEOPLE TO SERVICES

Community Health Insurance Program (CHIP)

A team of bilingual (English/Spanish) Community Health Workers provide education about affordable health care options and assistance with health insurance and CalFresh applications. These caregivers meet with clients in person to provide individualized assessments of a client's eligibility, guide them in navigating the complex application process, and follow-up to assist in troubleshooting or advocating for clients who are improperly denied coverage. For more information, please call **1-877-567-7463 or 818-493-6944**

Senior Outreach Program

The Senior Outreach Program was created in 1994 to assist the elderly with mental health services and resources. The program is staffed by mental health professional and community volunteers that provide free services in the San Fernando Valley including case management, linkage to resources and navigating referrals to resources, transportation for grocery shopping or for doctor appointments, and weekly one-on-one counseling to seniors who are experiencing depression, loneliness, anxiety, isolation, loss, and/or other issues associated with aging.

Tattoo Removal Program

The Tattoo Removal Program was started by Providence Holy Cross Medical Center in 1998 to address gang violence in the northeast San Fernando Valley. Many clients referred to the program are former gang members or people coming out of the prison system. In addition to the tattoo removal services, the program is developing partnerships with community based organizations, local law enforcement, and the parole department to address gang violence in the community. These wrap around support services are an important factors in sustaining the individual's intent to be a successful and engaged member of the community. Volunteer physicians from the local community volunteer to assist at the free Saturday tattoo removal clinics. Click here for recent media coverage about the program: <https://www.dailynews.com/2018/10/06/a-san-fernando-valley-tattoo-removal-program-turns-20-erasing-gang-pasts-and-saving-people/>. For more information, go to: <https://california.providence.org/our-services/community-health/tattoo-removal-program/>.

MORE INFORMATION

For more information about any of the above community health programs, call 818-847-3981 or email communityhealth@providence.org. You can also visit <https://california.providence.org/our-services/community-health/about-us/>.

Department Director: Ismael Aguila

Department Contacts

Department Director	818-847-3981
Latino Health Promoters Program.....	818-493-6944
Faith Community Health Partnership.....	818-847-3819
3 WINS Program.....	818-847-3819
Tattoo Removal.....	818-847-3860
School Nurse Program.....	818-847-3909
Senior Outreach.....	818-847-3873
Community Health Insurance Program.....	818-493-6944 or 1-877-567-7463

Mission Department

Providence Tarzana Medical Center's Mission Leadership is involved in several community services programs that include:

Shoes for the Homeless Collection Drive

Annually, PTMC collects new and gently used men's, women's and children's shoes. These shoes are provided free of charge to homeless shelters and those in need in our communities. And, the need is great.

Catholic Charities- Guadalupe Center Food Collection Drive

PTMC participates in Guadalupe Center's Food Collection Drive to benefit the Food Pantry "Loaves and Fishes."

"Ease My Way" Clothing Collection Drive

PTMC caregivers provide clothing and shoes for homeless and vulnerable patients being discharged from the hospital that do not have adequate clothing.

Back Pack Collection Drive School

PTMC caregivers participate in a collection drive for children who cannot afford needed school supplies.

Adopt a Family Program

Annually, PTMC in coordination with Reseda High School "adopts" 14 families to purchase items for poor and vulnerable families in need.

Adopt a Senior Program

Annually, PTMC in coordination ONE Generation "adopt" seniors to purchase items for seniors in need in our local community.

Toy Collection Drive

PTMC caregivers participate in a Toy Collection Drive benefiting patients in PTMC's Pediatric and PICU Units.

Book Collection Drive

A ministry book collection drive benefiting the Providence Tarzana Medical Center Neonatal Intensive Care Unit. The effort of this program is to help bring the gift of storytelling, creativity and imagination and assist in developing a strong parental bond by donating a book to some of our smallest patients - those in our NICU.

No One Dies Alone Program

The mission of this program lives through the efforts of volunteers, hospital employees and associates. NODA provides a reassuring presence to dying patients who would otherwise be alone. With the support of the nursing staff, compassionate companions offer patients the most valuable of human gifts: a dignified death. The mission of the NODA program goes hand in hand with our mission and core values; compassion, respect, companionship and dignity. It is our mission to care for the poor and the vulnerable! Individuals that qualify for this service are identified by the healthcare team and a NODA Compassionate Companion is then called upon to provide a reassuring presence at the bedside of the dying patient.

Community Partners

Catholic Charities of Los Angeles (San Fernando Valley Region) provides programs that address human suffering and larger social issues, such as poverty, hunger and nutrition, homelessness, immigration, health care, mental health and illiteracy.

Child Development Institute focuses on the development of the whole child, including his or her early relationships, environments and communities. Services include speech and language therapy, occupational therapy, physical therapy, development support services and child and family counseling.

ONEgeneration provides programs that enable seniors to age with their family, in their community or independently. Services include an adult daycare, childcare and preschool, a senior enrichment center, care management, homebound meals, dining centers and transportation services. One Generation also provides health promotion classes, nutrition programs, and social services coordination for low-income seniors, children and families.

Key Hospital Services

Emergency Services

About

Providence Tarzana Medical Center operates a full-service, 24-hour Emergency Department, providing our community with quality emergency medical care. Our highly-trained emergency physicians, nurses and technicians provide a full range of state-of-the-art treatments to more than 50,000 patients each year, including treatments for stroke, heart attack, obstetrics, pediatrics, trauma, and accidents.

PTMC’s Emergency Department has earned the following designations:

- Joint Commission Advanced Primary Stroke Center
- STEMI Receiving Center (heart attack treatment center)
- Emergency Department Approved for Pediatrics (EDAP)
- Pediatric Medical Center

Exemplary Physician Specialists

Emergency Services are offered by the physicians of Emergent Medical Associates. All are board certified and many currently hold, or have held, faculty appointments and/or have served as examiners for the American Board of Emergency Medicine.

Medical Director: Eric Snyder, M.D.
Director of Emergency Pediatrics: Paula Whiteman, M.D.

Department Contacts

Main Number.....	818-708-5170
Department Director	818-708-4058
Department Manager	818-708-5019
Charge Nurse	818-798-7867

Nursing Services

About

Providence Tarzana Medical Center is committed to nursing excellence as exemplified by collaborative interdisciplinary teamwork and compassionate care of our patients and their families.

Unit Contact Information

Nursing Office	818-708-5148
Nursing Supervisor.....	818-708-5148

Nurses Stations (Main Hospital)

1st Floor - CVU	818-708-5050
2nd Floor - Med/Surg.....	818-708-5250
3rd Floor - Med/Surg.....	818-708-5350
3rd Floor - Oncology.....	818-708-5375
4th Floor - Med/Surg.....	818-708-5450
5th Floor - DOU	818-708-5550
6th Floor - Pediatrics	818-708-5650
6th Floor - Same Day Care.....	818-708-5590
Adult Critical Care	818-708-5060
NICU	818-708-5570
NICU Follow up Clinic	818-708-5570
PICU	818-708-5467

Nurses Stations (Women's Pavilion)

1ST Floor - Postpartum	818-609-2200
2nd Floor - Labor and Delivery	818-609-2250
Nursery.....	818-609-2282

Surgery

Pre-Op Nurse (General and Vascular Surgery).....	818-708-5692
Pre-op Nurse (Cardiac).....	818-708-5056
Surgery (Inpatient)	818-708-5285
Surgery (Outpatient) SurgiCenter	818-708-5290
Surgery Scheduling.....	818-708-5299
Sterile Processing	818-708-5282

Care Management and Social Services

About

The Providence Tarzana Medical Center Case Management & Social Services Department includes a team of professionals who act as patient advocates and work with the broader healthcare team to ensure timely, high quality, cost effective services throughout every aspect of hospitalization and beyond. Goals for the department include achieving optimal health, along with helping ease access to care balanced with appropriate use of resources.

Services include:

- Case Management
 - Experienced registered nurse case managers work in a collaborative practice model including patients, nurses, social workers, physicians, other practitioners, caregivers and the community toward safe transition of care. The Case Management process encompasses communication and facilitates care along a continuum through effective resource coordination. The goals of Case Management include the achievement of optimal health, access to care and appropriate utilization of resources, together with the patient’s right to self-determination.
- Case Management includes Transition Management and Utilization Review
 - Transition Management -Based on the health care team’s assessment and patient choice and available resources, the case manager is expected to integrate these key elements and develop and coordinate a successful transition plan. Transition management planning begins at the time of case management’s initial patient encounter usually on admission (preadmission, admission, emergency department, etc.) and is reevaluated and adjusted throughout the patient’s hospital stay. Based on assessment, case management will identify patients with post-acute needs including those at risk for readmission and prioritize as well as intervene as needed. For those patients at risk for readmission, case management along with the care team will apply interventions to proactively prevent readmissions and evaluate those who are readmitted to identify and implement strategies for improvement.
 - Utilization Management- Case management balances the responsibility of stewardship for the organization and in general, the judical management of resources. Case management will determine Medical Necessity of the hospital stay using the medical record and an evidenced-based platform to ensure the patient is in the appropriate “status” and level of care for the patient’s clinical condition. The process must include a method for secondary physician review when warranted.
- Clinical Social Work
 - Medical Social worker assess the psychosocial functioning of patients and patients’ families. The Social Worker assists patients and patient’s families who are in the midst of challenging medical issues by providing appropriate interventions, compassionate service and assist in coping with possible decline in physical and mental condition including adjustment to new or chronic conditions. The Social Service Department advocates on patient and patient’s families behalf as well as assist in accessing community resources.
- Discharge Planning
 - Discharge planning begins as soon as the patient is admitted to the hospital; patients are invited to participate and contribute fully in this process.

Ambulance Service

Liberty Ambulance provides a new generation of excellence in medical transportation. They provide the highest level of care for our patients with excellence in patient care and customer service as a priority. Liberty provides a range of ambulance transportation services to our ministry from BLS to CCRT in the Los Angeles County and Orange County areas.

Department Contacts

Case Management Main Number	818-708-5341
Social Services Main Number.....	818-708-5460
Director of Case Management & Social Services.....	818-708-5557
Manager of Case Management.....	818-708-5073
Liberty Ambulance.....	818-401-4148

Critical Care (Intensive Care)

About

Critical Care Services at Providence Tarzana Medical Center are an intense level of monitoring and specialized care to those patients who are critically ill or injured and those who have undergone advanced medical procedures. A team of highly trained, experienced critical care professionals, physicians, and nurses staff our state-of-the-art Adult Critical Care Unit, Neonatal Intensive Care Unit (NICU) and Pediatric Intensive Care Unit (PICU) that are open 24 hours a day, seven days a week, and work seamlessly with the Emergency, Surgical, and Medical departments to deliver compassionate, time-sensitive assessments, diagnoses and treatment needed for patients in critical condition.

The Adult Critical Care Unit team works closely with professionals at the Providence Institute for Human Caring to deliver Palliative Care services to patients and their caregivers.

Department Contacts

Adult Critical Care Main Number	818-708-5060
Adult Critical Care Manager	818-708-5048
PICU Main Number.....	818-708-5467
PICU Department Manager.....	818-708-5166
NICU Main Number.....	818-708-5570
NICU Department Manager.....	818-708-5257

Patient Relations (Service Excellence)

About

Providence Tarzana Medical Center recognizes that care should be focused upon the patient's individual needs and provided in a manner that is considerate and respectful of each patient's personal dignity.

Care Questions, Issues, or Concerns

Our goal is to provide the best patient care. If at any time the patient has questions or concerns about the quality of care, ethical issues, or issues prone to conflict that they or a family member is receiving or has received at our hospital, the patient or a family member is requested to notify the patient's doctor, nurse, nurse manager or the hospital nursing supervisor immediately during their stay. Such communication usually resolves any concerns quickly and effectively.

If the issue is not satisfactorily resolved or the patient still has concerns about the care received at our hospital, we would like to hear about it. For patient concerns while in the hospital, please contact our Patient Relations (Service Excellence) Department at **818-757-4311**. If a patient wishes to file a formal grievance after discharge, he or she may do so by calling **818-798-6499**. Upon receiving the complaint or grievance, the patient's concerns will be addressed.

We are always looking for ways to improve the quality of care we provide to our patients and encourage patients to contact the hospital first to resolve any concerns or complaints. However, a patient may contact the Joint Commission for any concerns he or she would like to report. Patients can contact the Joint Commission as stated below.

Mail:

The Joint Commission, Office of Quality and Patient Safety
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Phone: 800-994-6610

Fax: Attention: Office of Quality Monitoring at (630) 792-5636

Email: complaint@jointcommission.org

If you have questions about how to file your complaint, you may contact the Joint Commission at this toll free U.S. telephone number, 8:30 am - 5:00 pm Central Time, weekdays — (800) 994-6610.

Perioperative Services

About

Providence Tarzana Medical Center offers the latest, highly sophisticated surgical procedures, combined with the compassionate care our South Bay communities have come to expect.

The specialists at Providence Tarzana Medical Center perform thousands of surgeries each year. Our physicians perform some of the most advanced minimally invasive surgery in the Western United States, including da Vinci Xi surgery. Our support services are here to help when needed, with rehabilitation, social services, equipment, home health, and, if necessary, financial assistance.

The Perioperative Services department includes 11 Operating Room suites each equipped with Picture Archiving and Communication System (PACS) digital imaging and capabilities to interface with the patient's electronic health record; a post anesthesia recovery unit; and a minimally invasive surgical robot;. The department operates 24 hours a day, seven days a week.

Elective Surgical Procedure Admission (Inpatient or Outpatient)

Please call Surgery Scheduling at 818-708-5299 to schedule a surgical procedure. Pre-authorization should be completed in advance of or at the time of scheduling in order to avoid delays, reschedules, etc. Please be able to provide the following to the Surgery Scheduling:

- Patient Demographics (e.g. name, address, birthdate, etc.)
- Surgeon Name
- Surgical Procedure Code(s) and other Relevant Clinical Information
- Insurance Company, Plan and Policy Number for Patient
- Insurance Authorization Number, if available
- Preferred Date/Time of Surgical Procedure

Surgery Department Contacts

Director Surgical Services.....	818-708-5248
Manager, Surgical Services.....	818-708-5145
Pre-Op Nurse (General and Vascular Surgery).....	818-708-5692
Pre-op Nurse (Cardiac).....	818-708-5056
Surgery (Inpatient).....	818-708-5285
Surgery (Outpatient) SurgiCenter	818-708-5290
Surgery Scheduling.....	818-708-5299
After-hours add-on surgery scheduling: Contact the Nursing Supervisor.....	818-708-5148

Pharmacy Services

About

PTMC’s Pharmacy Services division provides clinical support for physicians and other care providers in the delivery, therapy, and management of medications. Pharmacy services are available 24 hours a day, seven days a week and encompass inpatient pharmacy as well as outpatient pharmacy services for patients discharged from the hospital or Emergency Department.

PGY1 Pharmacy Residency Program (ASHP Accredited)

Providence Tarzana Medical Center’ PGY1 Pharmacy Residency Program is compliant with accreditation standards set by the American Society of Health-System Pharmacists (ASHP). Our program is a one-year postgraduate residency with an emphasis in pharmaceutical care in an acute care hospital with wide variety of services including general medicine, antimicrobial stewardship, critical care, emergency medicine, pediatrics/neonatology, cardiology, cath-lab, and oncology.

This program is designed to provide supportive learning environment for an independent practitioner who is highly motivated. The program will emphasize development of clinical, teaching, operational, administrative and leadership abilities.

The pharmacy department offers 24-hour services and we are currently looking to expand the clinical pharmacy services. Some of the clinical services provided by the pharmacy department include an ED pharmacist Monday - Friday, Total Parenteral Nutrition (TPN) consult, Pharmacokinetic consult, Antimicrobial Stewardship, Renal Dose Adjustment, and IV to PO conversion.

Department Contacts

Pharmacy.....	818-708-5360
Director.....	818-708-5413
Manager of Operations.....	818-708-5589
Clinical Coordinator/Residency Advisor.....	818 708-5355

Service Lines

Cardiovascular

About

The Cardiovascular Service Line at PTMC has been setting standards of excellence in cardiac care beginning in 1995 when we first performed cardiac catheterizations and heart surgeries. PTMC has been recognized as one of Healthgrades America's 100 Best Hospitals for Critical Care™ for 4 Years in a Row (2014-2017) as well as Five-Star Recipient for Treatment of Heart Failure for 15 Years in a Row (2003-2017). Today, we provide advanced programs and serve as a critical community resource by functioning as a receiving center.

PTMC has been an early leader in adoption of the STEMI program and we continue to provide leading care for patients with a range of emergency and complex heart problems. The program's success is measured by data where the benchmark was to ensure that the door to balloon angioplasty time – is less than 90 minutes, 90 percent of the time. Providence Tarzana averages well below the 90 minute benchmark, with a door to balloon angioplasty average of ≤ 65 minutes, getting patients life-saving treatment faster. In March 2017, Providence Tarzana Medical Center celebrated its 10th Anniversary as a STEMI receiving center (SRC). Since 2010, the cardiovascular team has treated more than 280 STEMI patients.

PTMC is also one of the first in the country and the first in San Fernando Valley to use the Diamondback 360® Coronary Orbital Atherectomy System. This minimally invasive, FDA-approved, endovascular system allows cardiologists to effectively remove the buildup of cholesterol plaque and calcium deposits in the arteries, a condition that can lead to significant complications. Atherosclerosis has been found in nearly 40 percent of patients undergoing non-surgical treatment for coronary artery disease (CAD) in the United States. PTMC selected this new technology based on studies of its safety and effectiveness in treating severely calcified coronary lesions.

Non-Invasive Diagnostic Services

- EKG
- Treadmill stress test
- Pharmacological stress test
- Echocardiography
- Pediatric Echocardiography
- Three dimensional Transesophageal echocardiogram (TEE)
- Tilt table testing
- Nuclear cardiology
- Device interrogations
- EEG's – Adult and Pediatric
- Vascular Diagnostic Laboratory
- Arterial Studies
- Cerebrovascular Duplex
- Venous Studies
- Renal Studies
- Vein Mapping
- Fistula imaging

Invasive Studies Diagnostic

- Diagnostic heart catheterization
- Intravascular ultrasound (IVUS)
- Fractional Flow Reserve (FFR)
- Diagnostic angiography: peripheral, renal, mesenteric and abdominal
- Ultrasound pericardiocentesis

Emergency Services

- LA County EMS Designated STEMI Receiving Center
- Primary Certified Stroke Center
- Targeted Temperature Management

Interventional Procedures

- Coronary angioplasty/Stent
- Trans-radial approach coronary angioplasty
- Directional and orbital atherectomy
- Cutting balloon
- Impella Therapy for Left Main PCI/ High Risk PCI/ Complex PCI
- Impella RP for emergency treatment of right-sided heart failure
- Impella 5.0 for emergency treatment of acute-MI and cardiogenic shock
- Peripheral angioplasty and stenting
- Catheter directed Thrombolysis
- Venous interventions
- Arterial embolizations (Coiling/PVA)
- Carotid Artery Stenting (CMS approved program)

Cardiac Arrhythmia

- Comprehensive Electrophysiology Testing
- State of the Art 3D Mapping Systems
- Arrhythmia and complex arrhythmia Ablations (AFIB/Aflutter/SVT/AVNRT/VT)
- Intracardiac Ultrasound (ICE)
- Pacemaker Implantation
- Leadless Pacemakers Implantation
- MRI Safe Pacemaker implantation
- Loop Recorder Implantation
- ICD & Bi-ventricular Implantation

Surgical Services

- Conventional and minimally invasive coronary artery bypass surgery
- Conventional and minimally invasive Valve replacement/repair
- Off pump (beating heart surgery)
- Adult congenital cardiac surgery
- Peripheral Vascular Surgery
- Aortic surgery: open & endovascular repairs(fenestrated grafts) of abdominal and thoracic aneurysm(EVAR)
- Video assisted Thoracoscopic Surgery (VATS)

Cardiovascular Services Medical Director: Benjamin Simon, MD
Adult Critical Care Medical Director: Daniel Manavi, M.D
EP Medical Director: Dave Kim, M.D.
Cardiac Catheterization Lab Medical Director: Mehran Khorsandi, M.D.
Structural Heart Medical Director: Moinakhtar Lala, M.D.
Cardiovascular Surgery Medical Director: Azmi Atiya, M.D.

Department Contacts

Cardiology Main Department.....818-708-5021
Cardiology Administrative Assistant.....818-708-5034
Cardiovascular Service Line Director.....818-708-5051

Cardiac Rehabilitation Program

The Cardiac Rehabilitation Program at Providence Tarzana Medical Center is designed to help individuals with coronary heart disease and heart surgery reach their optimum level of functioning. The Cardiac Rehabilitation Program is a medically prescribed program requiring a physician's order. The program consists of three phases (Phase I-Inpatient, Phase II and III-Outpatient) that include risk factor modification; progressive individualized cardiovascular exercise; and education and emotional support. The Cardiac Rehabilitation Program at Providence Tarzana is certified by the American Association for Cardiac and Pulmonary Rehabilitation (AACVPR).

Medical Director: Richard Cain, M.D.

Department Contacts

Cardiac Rehab..... 818-798-6400
Fax..... 818-789-6412
Department Manager..... 818-798-6400
Director.....818-708-5098

Vascular Laboratory Program

If you have vascular disease or are at risk for it, PTMC is one of the top-rated hospitals in the country for the treatment of vascular conditions is located right in your community.
According to HealthGrades, a leading national health care organization, Providence Tarzana Medical Center earned a Five-Star Recipient for Carotid Surgery in 2017.

Vascular and Peripheral Vascular Surgery

PTMC uses conventional surgical and endovascular therapies for the treatment of venous and arterial disease. With hundreds of vascular procedures performed annually, we have some of the most experienced vascular services in the Los Angeles area.
Surgery features the most advanced vascular technology in Southern California including fully digital operating suites for performing open vascular procedures and specialized catheterization labs for performing minimally invasive endovascular therapies. Endovascular techniques are widely used to treat a variety of vascular conditions including the repair of aortic aneurysm, as well as arterial and venous blockages.

Noninvasive Vascular Lab

PTMC's Noninvasive Vascular Laboratory specializes in several tests that look for vascular diseases that may affect how well blood flows in the arteries and veins. Noninvasive testing can help to diagnose and treat many vascular conditions.

Venous studies allows diagnosis and evaluation of deep and superficial venous clotting and valvular insufficiency.

Principal clinical indications for venous studies include:

- Pulmonary embolism (blood clot to the heart and lung)
- Phlebitis and thrombophlebitis (inflammation of a vein with a blood clot)
- Varicose veins with ulcer and inflammation
- Post thrombotic syndrome
- Erythema (redness of the skin)
- Ulcer of lower limb
- Pain in the limb
- Swelling of the limb
- Edema (swelling from excessive accumulation of fluid)
- Respiratory abnormality
- Hemoptysis (coughing up blood)
- Dyspnea (difficult of labored respiration)
- Injury to blood vessel of upper extremity
- Injury to blood vessel of lower extremity
- Discoloration of skin at the ankles
- Eczema of the ankle skin

Peripheral arterial studies are used to document the presence of disease, determine its functional severity, localize the site of involvement, define the lesion as a stenosis or occlusion, measure its length and provide baseline information for future comparisons. When neuro - musculoskeletal symptoms are present the study helps to determine how much arterial insufficiency contributes to the patients symptoms.

Principal clinical indications for peripheral arterial studies include:

- Claudication - cramping muscular pain induced by exercise and relieved by resting briefly
- Painful toes or feet at rest or at night
- Ulcers
- Gangrene (tissue break down or death)
- Aneurysm of artery of the upper extremity
- Aneurysm of artery of the lower extremity
- Peripheral arterial disease
- Arterial embolism and thrombosis
- Arteritis (inflammation of the lining of the arteries)
- Coldness or discoloration of the limb
- Injury to extremity blood vessels

Outpatient Hours of Service

Monday – Friday from 11:30 am – 7:30 pm

Medical Director: Zahi Nassoura, M.D.

Department Contacts

Vascular Lab Department..... 818-708-4083
Cardiopulmonary Director..... 818-708-5178

Scheduling Instructions

Cardiovascular Surgery

The physician office personnel are requested to call Surgery Scheduling at 818-708-5299 as far in advance as possible to schedule a surgical procedure.

Catheterization, Electrophysiology, and Interventional Radiology with Anesthesia

The physician office personnel are requested to call the Surgery Scheduling Department Scheduler at 818-708-5299 between the hours of 9:00 am to 5:00 pm, Monday through Friday, to schedule an appointment.

Outpatient Cardiodiagnostic Testing (e.g. Echo, Stress Test, EEG)

The physician office personnel are requested to call Centralized Scheduling Department at 818-708-5593 between the hours of 8:00 am to 5:00 pm Monday-Friday to schedule an appointment. Orders can be faxed to 818-708-5063.

Vascular and Peripheral Vascular Surgery

The physician office personnel are requested to call Surgery Scheduling at 818-708-5299 as far in advance as possible to schedule a surgical procedure.

Non-invasive Vascular Study

The physician office personnel are requested call the Centralized Scheduling Department at 818-708-5593 between the hours of 8:00 am to 5:00 pm Monday-Friday to schedule an appointment. Orders can be faxed to 818-708-5063.

Cardiac Rehabilitation

The physician office personnel are requested to call the Cardiac Rehabilitation Department at 818- 798-6400 during hours of operation to place an order for cardiac rehabilitation services. Alternatively, the physician office may fax orders to 818-798-6412. The cardiac rehabilitation staff will call patients directly to schedule services. Hours of operation are Monday, Wednesday, and Friday: 7:00 am – 12:00 pm and 1:00 pm – 5:00 pm. The Cardiac Rehabilitation Department is located at 18411 Clark Street, Suite #200, Tarzana, CA 91356.

Neuroscience

About

At Providence Tarzana Medical Center, our multidisciplinary team of physicians and clinical professionals ensure patients receive comprehensive care 24 hours a day, seven days a week for the diagnosis, treatment and management of neurological disease, disorders and incidents.

We have a fully- integrated care continuum meeting the specialized needs for patients which includes:

- A fully equipped Emergency Department
- Radiology, neurology and neurosurgery services
- Inpatient rehabilitation (PT, OT, and Speech Therapy)

For stroke treatment and care, we have earned national certification by the Joint Commission as an Advanced Primary Stroke Center and received the Gold Performance Award from the American Heart Association's (AHA) Get with the Guidelines Stroke program for the high-quality care we provide. PTMC performs a large number of procedures with very good outcomes which has led to our high ranking and means that these outcomes results were superior to our neighboring hospitals and across the state of California.

Our integrated Neuroscience program incorporates neurologists, neurosurgeons, and neurology hospital consultations. Providence Tarzana also provides 24/7 tele-stroke services for any patient either in the Emergency Department or in the hospital who present acute stroke symptoms. This provides around the clock neurology tele-consults throughout PTMC.

Neurology Medical Director: Babak Morvarid, M.D.

Neurosurgery Medical Director: Andrew Fox, M.D.

Oncology

About

Providence Tarzana Medical Center is dedicated to providing the latest in cancer treatment with a comforting hand. Our providers take a team approach to cancer treatment, aware that expert-to-expert collaboration brings new ideas for care for each and every patient. The philosophy of care is holistic, to treat the mind, body and spirit, and to work with patients and family members to as partners in their healing.

Expert Oncology Treatments and Services

The Providence Tarzana Medical Center Oncology department provides comprehensive cancer care, including education, prevention, screening and detection, treatment, rehabilitation, support groups, and long-term follow-up care. Services include:

Oncologic Surgery

The physician office personnel are requested to call Surgery Scheduling at 818-708-5299 as far in advance as possible to schedule a surgical procedure.

Medical Director: Christopher Ho, M.D.

Department Contacts

Oncology Unit	818-708-5375
Manager Oncology Unit.....	818-708-4187
Director Surgical Services	818-708-5248
Manager, Surgical Services.....	818-708-5145
Surgery (Inpatient).....	818-708-5285
To Schedule an Oncologic Surgery	818-708-5299
Cancer/Tumor Registry.....	818-708-5237

Orthopedic and Sports Medicine

About

Providence Tarzana Medical Center is committed to providing the highest quality orthopedic care in the area. Our team of physicians and clinicians provide the best surgical (including minimally invasive) or nonsurgical treatment for orthopedic conditions, and provide comprehensive orthopedic care to help patients resume normal activities and health. We use the most advanced imaging and technology to diagnose and treat musculoskeletal injuries, fractures and pain. Conditions treated at PTMC include:

Orthopedics

- Sports medicine injuries
- Lower extremity care: hips, knees, ankles, and feet
- Upper extremity care: shoulders, elbows, wrists, and hands
- Total joint replacements and revisions
- Physical medicine and rehabilitation
- Operative and non-operative care
- Minimally invasive procedures
- Pediatric orthopedics
- Orthopedic trauma

Service Line Director..... 818-708-5098

Total Joint Replacement (TJR): Hips and Knees

Providence Tarzana Medical Center had developed a comprehensive patient care model for elective Total Joint Replacement. This comprehensive patient care model is geared to support the patient experience from the time the surgery is scheduled through the hospital phase and home rehabilitation as the patient makes a full recovery. Key components of the comprehensive TJR patient care program at PTMC include:

- Surgical Roadmap given to patients at the Orthopedist’s office once the surgery has been booked.
- 1:1 meeting with pre-operative nurse 3-7 days prior to surgery to reconcile medications, perform MRSA screening, obtain all pre-operative orders, and answer patient questions
- 1:1 teaching prior to surgery to assess home environment and discuss the rehabilitation process and timelines
- TJR protocol that focuses on evidence-based standards of care and stresses consistency
- Physical Therapy session on day of surgery
- Blood utilization and readmission rates below the national averages
- Minimally invasive procedures including anterior total hip replacement technique

Service Line Director.....818-708-5098

Orthopedic Program Manager.....818-708-5594

Total Joint Replacement Medical Director: Nirav Shah, M.D.

Medical Director Sports Medicine Southern California Region: Byron Patterson, M.D.

Spine

There are many ways to treat back problems, and when surgery is the right option, it's good to know that advanced solutions and expertise are available. At Providence Tarzana Medical Center, a wide range of spine surgeries are performed. These procedures include discectomies (removing a herniated disc) and fusions (fusing together the bones in the back to reduce pain), using minimally invasive techniques. Physicians at PTMC also perform a technique known as extreme lateral interbody fusion (XLIF).

- Minimally invasive procedures
- Spine surgery
- Nonsurgical spine care

Service Line Director..... 818-708-5098

Spine Program Medical Director: Greg S. Khounganian, M.D.

Scheduling Instructions

The physician office personnel are requested to call Surgery Scheduling at 818-708-5299 as far in advance as possible to schedule a surgical procedure.

Department Contacts

To Schedule a Surgical Procedure	818-708-5299
Surgery (Inpatient)	818-708-5285
Director Surgical Services.....	818-708-5248
Manager, Surgical Services.....	818-708-5145

Surgery

About

Our physicians perform some of the most advanced minimally invasive surgery in the Western United States, including da Vinci® Xi robot-assisted surgery. At Providence Tarzana Medical Center, our commitment to excellence from our physicians, nurses and staff is evident in the broad range of surgical options we offer.

We care for each individual in multiple ways: physically, emotionally and spiritually. Our support services include rehabilitation, social services, equipment, home health, spiritual care and, if necessary, financial assistance.

The dedicated team of surgical specialists at Providence Tarzana includes board-certified surgeons, anesthesiologists, and highly trained surgical nurses and technicians. Each year we perform thousands of surgeries, including:

- Cancer surgery
- ENT (ear, nose, throat) surgery
- Gastrointestinal surgery
- Gastroesophageal Surgery
- Heart and vascular surgery
- Neurosurgery
- Obstetrics and gynecological surgery
- Orthopedic surgery, including minimally invasive joint replacement surgery
- Plastic surgery
- Podiatric surgery
- Urologic surgery

My Surgery Road Map

Have questions about your surgery, what to bring to the hospital and your recovery? This will help guide your journey through appointments, surgery and recovery.

<http://california.providence.org/tarzana/services/surgery/>

Robotic Surgery Program

Providence Tarzana Medical Center has an Intuitive® da Vinci® Xi Surgical System, allowing surgeons to operate through just a few small incisions. The da Vinci® System features a magnified 3D high-definition vision system and tiny wristed instruments that bend and rotate far greater than the human hand. As a result, da Vinci® enables surgeons to operate with enhanced vision, precision and control.

Surgery Department Contacts

Director Surgical Services	818-708-5248
Manager, Surgical Services.....	818-708-5145
Pre-Op Nurse (General and Vascular Surgery)	818-708-5692
Pre-op Nurse (Cardiac)	818-708-5056
Surgery (Inpatient).....	818-708-5285
Surgery (Outpatient) SurgiCenter	818-708-5290
Surgery Scheduling	818-708-5299

Gastro-esophageal Surgery Medical Director: Noojan Toomari, M.D.

Laparoscopy Surgery Medical Director: Mudjianto Chandra, M.D.

Robotic Surgery Medical Director: Mayank Patel, M.D.

Surgery Medical Director: Richard Leff, M.D.

Women's and Children's

About Women's

Providence Tarzana Medical Center is at the forefront of Women and Children's healthcare, guaranteeing our patients have access to the best services – right here in the community.

For laboring moms, we offer advanced monitoring equipment of the condition of the fetus during labor, resuscitation/warming units to ensure immediate care for the baby in the event of any complications during the birth process, a fully-equipped operating suite where caesarian sections are performed, and fetal telemetry surveillance monitoring. We offer a gentle C-section program, allowing for immediate skin-to-skin contact and initiation of breastfeeding in the Operating Room.

PTMC is California Children's Services (CCS) community designated for NICU, neonatal surgery, and pediatric care. Post-delivery support for mothers includes a mother/baby homecare follow-up program, lactation educators and lactation support, infant/child health education classes, and a pediatric call service.

Expert Care

We provide women and children with the most advanced, comfortable and serene facilities, along with the latest technology, women's wellness, and pediatric services, including:

- Bladder and pelvic floor health
- Breast cancer
- Gynecology and gynecologic oncology
- Menopause services
- Heart health
- High-Risk Pregnancy (Maternal Fetal Medicine)
 - Breastfeeding services
 - Neonatal Intensive Care (Level 3, CCS Certified)
 - Obstetric Services
 - Pediatric Care (CCS Certified)
 - Pediatric surgery
 - Prenatal care Primary care in the community

Education & Classes

A series of classes are available through the Women and Children's Health department for expecting and new mothers and family members. To schedule one of the courses below, patients may call the Health Resource Center at 888-432-5464.

- **Preparation for Childbirth:** A four week program with 2.5 hours per session providing a brief overview of Lamaze techniques
- **Childbirth Prep Express:** This two session class covers the topics presented in our regular childbirth series in a fast-paced format. Class is also offered in a One Day session from 9am-4pm.
- **Childbirth Refresher Class:** This class is offered a refresher course for those who have previously delivered
- **Maternity Tour.** Parents-to-be provided with information on what to expect during the birthing process at PTMC
- **Anesthesia and Cesarean class:** This series educates the expecting mother and their partner about the process of labor and birth and the choices available to them. This class is part of the Childbirth Preparation series class bundle, but is open to any parent interested solely in this topic.

- **Infant & Child CPR.** The Infant Safety and CPR class is designed for parents who have children from newborn to one year of age, discusses the techniques of cardiopulmonary resuscitation, and teaches the importance of child proofing your home.
- **Infant and child CPR course for Friends and Family Members:** The Infant/Child Safety and CPR class is designed for parents who have children from newborn to 8 years of age. This course offers a thorough discussion of "childproofing" your home, including safety measures for the pool, car, and other areas. CPR and obstructed airway (choking) management are included. Important for parents and child caregivers, this class teaches you how to prevent common childhood accidents. It also looks at what to do if your child stops breathing, how to perform infant cardiopulmonary resuscitation (CPR), and more.
- **Breastfeeding.** Everything parents-to-be need to know about and overcoming problems during breastfeeding.
- **Baby Care Basics.** A three-hour hands-on class designed to acquaint parents-to-be with skills necessary for taking care of a newborn.
- **Big Kids and Siblings Class:** A tour of our Maternity floor and services that we offer. This class, for children 3-10 years of age, emphasizes the importance of being a big brother or sister. The class includes hands-on fun with life-sized dolls, a special video and a walking tour of "moms" room and the nursery area.
- **Infant Safety & CPR or Infant/Child Safety & CPR:** This recommendation is similar for healthcare workers who are required to refresh CPR knowledge and skills by completing Basic Life Support (BLS) renewal class every 2 years.
- **Lactation Consultants:** Consultants meet with the mothers and help them with any issues they may have with breastfeeding. The support group is free and no appointment is needed. Sessions are held on Tuesdays and Fridays from 10:00am-11:00am in the Women's Pavilion. For more information, please call 818-798-7740.

Circle App

Circle App is a Providence Health & Services smartphone app for expectant women and moms with children ages 0-18. Circle provides patients with trusted, personalized health information, convenient access to care, relevant services, and it allows us to build an ongoing relationship with a family as it grows and grows up. Moms who deliver at our hospitals and families who seek care for themselves and their children at our facilities are encouraged to use the free app. Circle extends your connection with patients by:

- Providing trusted pregnancy and parenting information that addresses frequently asked questions.
- Offering Providence-specific To-Dos and helpful trackers.
- Sending reminders about upcoming appointments.
- Helping women select providers for all of their family members.
- Helping them access appropriate care, such as Telehealth, retail clinics, urgent and emergency care.

Circle is available on Apple iOS and Android devices. Search for Circle by Providence on the App Store or Google Play

About Children's

When babies and children need hospitalization, you can trust the pediatric specialists at Providence Tarzana Medical Center to provide world-class expertise and compassionate care. Each referral starts a collaboration. You will gain a partner who:

- Provides the highest level of pediatric care and treatment in the San Fernando Valley so children can get top-quality care close to home and parents don't need to travel into downtown Los Angeles
- Has pediatric specialists in pediatric surgery, orthopedics, neurology, GI and ENT
- Provides on-site Practitioners from Children's Hospital Los Angeles Medical Group
- Is a Community Level III neonatal intensive care unit, NICU, for babies born less than 32 weeks' gestation as well as babies born needing medical or surgical care
- Has a Neonatal clinic providing follow-up for high-risk infants
- Has a kid-friendly inpatient pediatric unit and PICU
- Provides Inpatient and outpatient surgery for children
- Provides Pediatric diabetes education and support services
- Provides Outpatient imaging especially for children
- Offers comprehensive pediatric emergency and critical care
- Is the only 24/7 pediatric transport service in the San Fernando Valley
- Has EDAP* certification awarded by Los Angeles County Department of Health Services
- Is designated by the state of California as a Pediatric Medical Center
- Is Board-certified pediatric emergency medicine physicians
- Provides PALS-certified staff
- Provides NICU and PICU clinical nurse specialists

High Risk Infant Follow-up Clinic

Providence Tarzana Medical Center has a High-Risk Infant Follow-up Clinic to help address the unique issues faced by infants who have been hospitalized in the NICU or other surrounding hospitals. The clinic staff evaluates children to assess neuromotor function, muscle tone, growth and nutrition, language development, social interaction, emotional behaviors, developmental milestones, overall health, and family support. The first formal assessment is recommended at 6 to 8 months corrected age (which is the child's age minus the number of weeks the child was born prematurely) with subsequent assessments at 12 to 14 months and 18 to 24 months. Assessments are conducted by pediatric physical and occupational therapists.

Chase Place

We take a family-centered approach and work very hard to treat our young patients in a holistic manner, caring for them medically and psychologically, while also providing a space for fun. Donated by the Chase Foundation, Chase Place offers space where kids can have fun away from their hospital rooms. Our child life specialist offers play and art therapy to help kids cope with the stress, anxiety and boredom that can come with a hospital stay.

Comfort Promise

Comfort is our promise. During medical care, we offer soothing techniques based on the child's needs. These may include:

- Numbing
- Distraction
- Sucrose (for babies 24 months and younger)
- Comfort positioning

Ambulance Service

Providence Tarzana Medical Center also offers the Valley's only ambulance service dedicated solely to transporting children from doctors' offices, other hospitals or urgent care centers. To initiate urgent or critical hospital transport for any pediatric or neonatal patient, please call our Transfer Center. We'll dispatch our ambulance to your office, hospital or urgent care facility.

Transfer Center: 818-708-5069

Department Contacts

Women's and Children's Administrative Director..... 818-429-4441

Women's Health

Labor and Delivery 818-609-2250

High Risk Labor and Delivery..... 818-609-2270

Manager, Labor and Delivery..... 818-708-5059

Couplet Care (Post-Partum).....818-609-2200

Manager, Couplet Care (Post-Partum)818-708-5273

OB/Gyn Program Medical Director: Frederick Kohn, MD

Women's Health Medical Director: Jennifer Mehdizadeh, M.D.

To Schedule Education Classes888-432-5464

Children's Health

NICU818-708-5570

High Risk Infant Follow-up Clinic.....818-708-5570

Manager, NICU.....818-708-5257

Medical Director: Roxanne Arcinue, M.D.

Pediatrics.....818-708-5650

PICU.....818-708-5467

Manager, Pediatrics/PICU.....818-708-5166

Medical Director: John Marcum, M.D.

Site Lead: Ira Wardono, M.D.

Diagnostic and Therapeutic Services

Blood Donor Center

About

PTMC no longer provides on-site Blood Donor services. For Autologous and Directed Donor donations, please contact the American Red Cross for an appointment.

American Red Cross866-236-3276

Diabetes Care

About

Providence Tarzana Medical Inpatient Diabetes Education Program offers:

- Individual diabetes education sessions
- Medication Management
- Blood Glucose monitoring instruction
- Insulin administration instruction
- Sweet Success program affiliate of California Diabetes and Pregnancy Program for diabetes are and management for pre-pregnancy and during pregnancy
- Nutrition guidance, comprehensive meal planning and weight management
- Resources to community outreach programs
- Type 1 pediatric education

PTMC Diabetes Staff also conduct nutrition assessments for all patients with a history of diabetes as well as physician and caregiver education updates.

Department Contacts

Diabetes Educator (Clinical Dietician)..... 818-708-5251
Health Resource Center 888-432-5464

Gastrointestinal Laboratory (GI Lab)

About

Our expert team of digestive disease specialists at PTMC provide comprehensive care for a range of gastrointestinal problems based on a multidisciplinary approach to treating a wide range of complex diseases of the digestive tract, including inflammatory bowel disease (Crohn's disease and ulcerative colitis), liver disease, abdominal pain, gastroesophageal reflux (GERD), and cancer. The GI Lab at PTMC utilizes state-of-the-art endoscopic technology to offer a broad spectrum of diagnostic procedures:

- **Colonoscopy / Sigmoidoscopy.** To view the inner lining of the large intestine (rectum and colon).
- **Endoscopic Retrograde Cholangiopancreatography (ERCP).** To examine the pancreatic and bile ducts.
- **Flexible Endoscopy.** To examine the digestive tract.
- **ERUS (Endoscopic Rectal Ultrasound).** To stage Rectal Cancer.
- **Spyglass/Cholangioscopy.** To direct Endoscopic Visualization of the Biliary/Pancreatic System.

Scheduling Instructions

The physician office personnel are requested to call the scheduling office at 818-708-5299 between the hours of 9.00 am to 5:00 pm, Monday through Friday, to schedule procedures. The physician and/or office personnel are requested to call the Nursing Supervisor at (818)708-5148 for all urgent after hours or weekend cases that will require On Call Staff. The physician office personnel are requested to call the GI Lab at 818-708-5245 between the hours of 8.00 am to 3:00 pm, Monday through Friday, to schedule procedures that are same day urgent add on cases.

Department Contacts

Department Manager/Supervisor.....	818-708-4088
Health Resources Center.....	888-432-5464
Main Number.....	818-708-5245
Scheduling.....	818-708-5299

Imaging Services

Outpatient Diagnostic Imaging

Providence Tarzana Medical Center provides diagnostic testing services in a caring, patient-focused environment at four convenient locations: the Medical Center; the Providence MRI Center; the Providence Tarzana Outpatient Imaging Center and Providence Tarzana's Women's Center. Our services include:

- 32-slice CT scanner for full body imaging, angiography, pain management, and biopsies
- 64-slice CT scanner for full body imaging, angiography, pain management, and biopsies
- 1.5 Tesla MRI for full body imaging, angiography, breast imaging and biopsy, neurologic and cardiac imaging
- State of the art ultrasound systems
- X-ray technology enabling low-dose imaging, full service fluoroscopy for GI studies and intervention arthrograms, and spinal injections
- Bone density imaging
- Nuclear Medicine imaging for bone scans, cardiac studies, lungs and liver
- Picture Archive and Communication System (PACS) digital technology, enabling our radiologists to review studies from any of our locations.

Women's Imaging Services

- Full-field digital 2D Screening Mammography allows for early detection of breast cancer with enhanced precision
- Breast ultrasound
- Stereotactic biopsies
- Breast Care Coordination Services to assist patients with follow up and results reporting; aid in scheduling and to work with referring physician offices to obtain orders, insurance authorizations, and prior test results

Centralized Scheduling is available at 818-708-5593 to schedule a diagnostic imaging test, or please call the clinic below that is appropriate for the type of diagnostic imaging required (e.g. CT, MRI, etc.). Pre-authorization should be completed in advance of or at the time of scheduling in order to avoid delays, reschedules, etc.

Centralized Scheduling Hours: Monday-Friday from 8:00 am – 5:00 pm

Service Locations:

Providence Tarzana Medical Center

18321 Clark Street, Tarzana, CA 91356

Outpatient Scheduling: 818-708-5593

Fax: 818-708-5063

Imaging Manager: 818-708-4082

Front Office (General Inquiries): 818-708-5470

Main Hospital: 818-881-0800

Services: 32-slice CT and 64-slice CT, X-ray, Ultrasound, Nuclear Medicine, Cardiology, Vascular, X-ray/Fluoro, Special Procedures

Providence Tarzana MRI Center

18321 Clark St., Tarzana, CA 91356

Outpatient Scheduling: 818-708-5593

Fax: 818-708-5063

Front Office (General Inquiries): 818-708-5614

Hours: Mon-Fri 7 am to 9 pm; Sat 8 am to 4 pm

Services: MRI

Providence Tarzana Outpatient Imaging Center

18344 Clark St., #101, Tarzana, CA 91356

Front Office (General Inquiries): 818-881-9811

Hours: Mon-Fri 8 am to 5 pm

Services: X-ray, Ultrasound, Bone Density

Providence Tarzana Women's Center

18344 Clark St., #110, Tarzana, CA 91356

Outpatient Scheduling/General Inquiries: 818-881-9814 or 818-708-5593

Hours: Mon-Thurs 7:30 am to 6:00 pm;

Fri 7:30 am to 5:30 pm

Services: Digital Mammography, Breast Ultrasound, Breast Biopsies

Interventional Radiology

About

Interventional radiology is a field in which imaging (x-ray fluoroscopy, CT, and ultrasound) is used to guide minimally invasive procedures that treat a range of conditions, from cancer to vascular disease. Our services include:

- **Interventional oncology:** chemoembolization, tumor ablation, Y-90 radioembolization, and palliative pleurx peritoneal or pleural catheter
- **Peripheral arterial disease**
- **Angioplasty and vascular stenting**
- **Venous disease:** vein ablation; VenaSeal™ varicose vein procedure; deep vein thrombosis; inferior vena cava (IVC) filter placement and removal; and pulmonary embolism
- **Vascular access:** port implantation; tunneled dialysis catheter; PICC placement; women's health: uterine fibroid embolization; and ovarian vein embolization
- **Gastrointestinal:** gastrostomy; transjugular intrahepatic portosystemic shunt (TIPS); and gastric varices sclerosis

Medical Director: David Rubenstein, MD

Department Contacts

Outpatient Scheduling:818-708-5593
Fax: 818-708-5063
Imaging Director:818-708-4082
Imaging Manager:818-708-5613
Front Office (General Inquiries):818-708-5470
Main Hospital:818-881-0800

Laboratory

About

The Laboratory Department at Providence Tarzana Medical Center provides state-of-the-art clinical laboratory services for our patients in the hospital and transitional care settings. Our clinical laboratory includes the disciplines of chemistry, hematology, microbiology, serology, urinalysis, point-of-care testing and some molecular diagnostics.

Outpatient testing is available as a walk-in service, and physician offices/patients can call for information if necessary at 818-708-5240.

Hours of Service is 8:00 am – 4:30 pm, Monday -Friday

Department Contacts

Main Number	18-708-5240
Blood Bank.....	818-708-5438
Microbiology.....	818-708-5119
Director.....	818-708-5551
Manager.....	818-708-5353

Pathology

About

The Pathology Department at Providence Tarzana Medical Center provides state-of-the-art anatomic pathology services for our patients in the hospital and transitional care settings. The departments’ purposes are to provide accurate and timely diagnoses for the treatment and monitoring of illness through the collection and study of blood, body fluids, tissues and other samples.

Medical Director: Bryan T. Lin, M.D

Department Contacts

Main Number.....	818-708-5528
Director.....	818-708-5551
Surgery Pathology Results.....	818-708-5528
Medical Director.....	818-708-5528

Respiratory Therapy/Pulmonary Function Lab

About

The Pulmonary Function Lab provides the following services:

- **Arterial Blood Gas Test** - An Arterial Blood Gas (ABG) test measures the acidity (pH) and the levels of oxygen and carbon dioxide in the blood from an artery. This test is used to check how well your lungs are able to move oxygen into the blood and remove carbon dioxide from the blood.
- **High Altitude Simulation Test** - A High Altitude Simulation Test (HAST) determines if you need supplemental oxygen when you fly on an airplane or go to a higher altitude.
- **Breathing Treatment or a Pulmonary Function Test** - A pulmonary function test (PFT) evaluates how well one’s lungs work. PFTs measure the amount of air in your lungs, how well the lungs move air in and out, and possibly how medications affect the lungs. PFTs are used to diagnose lung disease, measure the severity of lung problems, as a pre-operative work-up or to see if a treatment is working for one’s lung disease.

Outpatient Hours of Service

Monday-Friday from 9:30 am – 4:30 pm; Weekends and later appointments can be arranged.

To schedule a Pulmonary Function Test, call 818-708-5055

Department Contacts

Main Number..... 818-708-5270
Cardiopulmonary Director..... 818-708-5178

Poison Control

About

The California Poison Control System (CPCS) provides immediate, free and expert treatment advice and referral over the telephone in case of exposure to poisonous or toxic substances. Pharmacists, physicians, nurses, and poison information providers can be reached at 800-222-1222, 24 hours a day, 7 days a week, 365 days a year. Language interpreters are always available.

Brochures about poison and poison prevention may be obtained by calling 800-222-1222 or visiting www.calpoison.org.

Post-Acute Care

Home Health

About

Our highly skilled healthcare professionals provide a full range of home health and clinical specialty programs to patients experiencing an illness, hospitalization or surgery or, for those receiving treatment for a chronic or acute illness. Providence Home Health embraces everyone from new mothers and their babies to the elderly with chronic health problems.

Our team of health care professionals starts with the patient and his or her physician and may include: registered nurses; certified home health aides; social workers; physical, occupational and speech therapists.

Home Health Services include, but not limited to:

- Skilled Nursing
- Physical Therapy
- Speech/Language Pathology
- Occupational Therapy
- Medical Social Workers
- Home Health Aides
- Registered Dietician
- Enterostomal Therapy
- Psychiatric Nursing
- Management of Heart Failure Program - congestive heart failure (CHF), myocardial infarction, post-op heart surgery, and anticoagulation therapy.
- Post-operative Joint Replacement
- Mother/baby follow-up, post-partum follow-up, bilirubin follow-up
- Pediatrics

From same-day referrals and a smooth transition from hospital to home, to attentive follow-up and communication with your own doctor, we provide care and support for you every step of the way to help restore your health to its fullest potential. Our goal is to equip our patients with the education and resources needed to regain and maintain good health.

Common Diagnoses Treated by Providence Home Care:

Cancer

Congestive Heart Failure

Myocardial Infarction

Hypertension

Diabetes

COPD

Pneumonia

Stroke

Chronic Wounds

Orthopedic Surgery (rehab)

Post-Surgical Care

Maternal/Child Health

Accessing the Help You Need

Home healthcare services are initiated through a referral from physicians, hospitals, skilled nursing facilities, residential care facilities, families and friends, case managers/discharge planners, social workers, health plans and insurance companies. Additionally, most insurance plans require that:

- Care is medically necessary and reasonable
- Patient is homebound
- Care is intermittent
- Care is skilled
- Care is not custodial

We would be happy to help you arrange the care you need. We accept most insurance plans. Call us Monday - Saturday, 8:00 am - 4:30 pm at 818-953-4451 for more information.

Scheduling Instructions

The physician office personnel are requested to call the Home Health Department at 818-953-4465 between the hours of 8:00 am to 4:30 pm, seven days a week to order home health services.

Department Contacts

Referral-Intake	818-953-7263
On-site Providence Home Health Clinical Liaison.....	424-318-5528
Fax: Intake	818-953-4451
TrinityCare Hospice/Outpatient Palliative Care.....	800-535-8446
Fax: TrinityCare Hospice/Outpatient Palliative Care.....	310-316-2353
PTMC Home Health Clinical Liaison	424-318-5528
Director Home Health	818-953-4428
Director of Operations, TrinityCare Hospice.....	310-543-3412
Chief Nursing Officer, TrinityCare Hospice	310-543-3404
Regional Director, Palliative Care.....	818-847-4699

Palliative Care and Hospice Services

About

Palliative Care and Hospice services at Providence Tarzana Medical Center are provided by Providence TrinityCare Hospice through the Providence Institute for Human Caring. Services include a full range of palliative care, hospice care and compassionate support to our patients and their families throughout the South Bay. All of our care is provided wherever our patients and their families need us; in hospitals, nursing homes, rehabilitation facilities, and in the patient's own homes. Our services are tailored to each individual, whatever is needed.

Scheduling Instructions

The physician office personnel are requested to call Providence TrinityCare Hospice Intake at 800-535-8446 to order home health services.

Medical Director: Stephen Kolb, M.D.

Department Contacts

Providence TrinityCare Hospice Intake.....	800-535-8446
Main Number.....	818-543-3400
Medical Director	818-303-6840
Director of Operations, TrinityCare Hospice	310-543-3412
Chief Nursing Officer, TrinityCare Hospice	310-543-3404
Regional Director, Palliative Care	818-847-4699

Rehabilitation and Therapeutic Care

About

Providence Tarzana Medical Center offers comprehensive and coordinated Inpatient rehabilitation services, including occupational, physical and speech therapy for neurological disorders, orthopedic disorders, and post-surgical rehabilitation. In addition, inpatient Phase 1 cardiac rehabilitation is provided Physical Therapy. Rehabilitation services are provided for patients in all hospital settings including the High Risk Infant Clinic, NICU, PICU, Pediatrics, critical care, oncology, and cardiac areas.

Inpatient Physical Therapy services are provided 7 days a week. Speech Pathology and Occupational Therapy are provided 6 days a week. Outpatient Rehabilitation studies such as Outpatient Modified Barium Swallow Study with a Speech Pathologist can be scheduled through Centralized Scheduling.

Department Contacts

Inpatient Therapy Services (PT and OT)	818-609-2295
Speech Therapy.....	818-708-4050
Centralized Scheduling.....	818-708-5593
Department Director.....	818-708-5098

Cardiovascular Rehabilitation Services

About

The Cardiac Rehabilitation Program at Providence Tarzana Medical Center is designed to help individuals with coronary heart disease and heart surgery reach their optimum level of functioning and is certified by the American Association for Cardiac and Pulmonary Rehabilitation (AACVPR). The Cardiac Rehabilitation Program is a medically prescribed program requiring a physician's order

The program consists of three phases that include risk factor modification; progressive, individualized cardiovascular exercise; education and emotional support:

- Phase I: an Inpatient Program
- Phase II: a Monitored Outpatient Program
- Phase III: a Maintenance Program

Scheduling Instructions

The physician office personnel are requested to call the Cardiac Rehabilitation Department at 818- 798-6400 during hours of operation to place an order for cardiac rehabilitation services. Alternatively, the physician office may fax orders to 818-798-6412. The cardiac rehabilitation staff will call patients directly to schedule services.

Hours of Operation

Monday, Wednesday, and Friday: 7:00 am – 12:00 pm and 1:00 pm – 5:00 pm

Location

18411 Clark Street, Suite #200, Tarzana, CA 91356

Department Contacts

Cardiac Rehab	818-798-6400
Fax.....	818-789-6412
Department Supervisor	818-798-6400
Director.....	818-708-5098

Medical Director: Richard Cain, M.D.

Wound Center

The innovative Providence Tarzana Wound Center is designed specifically for evaluation and treatment of chronic, non-healing wounds. Chronic wounds are sometimes caused by trauma resulting from accidents and falls, but are often associated with underlying medical conditions, such as diabetes, clogging of the arteries, and diseases of the veins. At the Providence Tarzana Wound Center, our physicians specialize in sorting out the underlying causes that keep chronic wounds from healing. Using advanced technologies and interventions, the physicians and staff at the Providence Tarzana Wound Center effectively treat the most difficult wounds and manage the individual needs of each patient.

At the Providence Tarzana Wound Center, our commitment to the care and treatment of wounds includes:

- Full diagnostic evaluation
- Individualized plans of care developed with the patient (or his or her designee) and the Providence Tarzana Wound Center multidisciplinary team
- Communication with referring physicians and primary care physicians to insure continuity of care
- Evidence-based practice, validated by research
- Referral to other medical, surgical or rehabilitation services, as needed
- Wound Care Center
- Wound Care services at Providence Tarzana Medical Center offer hope to patients who have chronic or non-healing wounds (wounds that have not healed after six weeks of treatment).

Patients may be referred through their physician or they may call the Providence Wound Care Center directly for an appointment. Our professionals work with the patient, their families or caregivers, and their physicians to coordinate care and develop an appropriate treatment program. Some of the chronic wounds treated by the Providence Tarzana Wound Center include:

- Diabetic foot ulcers
- Venous stasis ulcers
- Arterial ulcers
- Ulcers secondary to immunologic disorders, including vasculitis, rheumatologic disease, inflammatory bowel disease, etc.
- Pressure ulcers
- Soft-tissue infections
- Post-acute burns
- Surgical wounds

A Comprehensive Approach to Wound Care

To encourage optimal healing, our team takes a multi-disciplinary approach. We understand every patient has special needs. As a result, we design individualized treatment plans that include patient education to help prevent wounds from reoccurring. Families, caregivers, and home health care nurses who provide care for patients are also included in the treatment process.

Treatment Methods

Depending on each patient's specific medical needs, a combination of the following treatments may be used for wound care treatment:

- Wound assessment - Careful evaluation of the wound allows the team to determine the level of treatment needed.
- Diagnostic Testing And Imaging - Diagnostic testing and imaging helps identify and correct problems that may have caused the wound. Additional medical tests may be required to get to the underlying cause of why a wound won't heal; other tests may be needed as follow-up care to ensure the wound is healing properly.

Diabetes Care

Wound care patients with diabetes heal differently than those with other medical conditions and require special attention. Our wound care team includes access to certified diabetes educators.

Ostomy care

Some patients with ostomies develop skin problems around the ostomy. These types of problems require specialized care. The Providence Wound Care Center team works closely with Providence Ostomy Services to provide ostomy patients, their families and caregivers the knowledge they need to care for the ostomies, while resolving skin problems.

Home health care

The Providence Wound Care Center team works closely with home health agencies to ensure continuity of wound care at home.

Physician consultations

The Providence Wound Care Center team will call in specialists when needed to provide additional expertise for infectious disease, general surgery, vascular, orthopedic, plastic or podiatric interventions.

Specialized dressings

Different types of dressings are indicated for different types of wound care problems. Some dressings have medicines or chemicals within the fibers that promote healing and limit the potential for infection. Different levels of absorbency are also available, depending on need.

Compression therapy (specialized outer wraps)

Some wounds require extra compression of the tissue in order to heal correctly, while some require a unique shape for a specialized outer wrap in order to hold the dressings in place.

Customized prosthetics and orthotics

Wounds on the foot may heal better when pressure is relieved. Custom orthotics and prosthetics may be prescribed to relieve pressure in specific areas, allowing the wound to heal.

Debridement

Some wounds have unhealthy tissue in the wound bed that must be removed before healthy tissue can grow. Debridement removes the unhealthy tissue, leaving healthy tissue behind and enabling the body to generate new cells to heal the wound.

Infection control

Any time there is an open wound, there is a chance for infection to become established. Wounds need to be monitored carefully for infection and treated, should an infection occur.

Bio-synthetic grafts

Synthetic skin substitutes may be needed to promote growth and development of skin tissue during the healing process.

Vacuum-assisted wound closure

This procedure continuously removes debris and infectious material from the wound surface and promotes healing.

Nutritional guidance

Wounds need certain vitamins, minerals and proteins in order to heal properly.

Contact Us

We encourage patients to seek a referral to the Providence Tarzana Wound Center from their primary care physician. We also accept self-referrals. If you would like to schedule an appointment at the Providence Tarzana Wound Center, please call 818-757-8839.

Physician Services

Medical Staff Services Department

About

Our Medical Staff Services Department is located at the Tarzana Medical Plaza: 5525 Etiwanda Ave, Suite 202. The Department is open Monday through Friday from 8:00 am to 4:30 pm.

The Medical Staff Services Department provides operational support for Medical Staff leaders, e.g. Officers, Department Chiefs and Committee Chairs, as well as other members of the professional staff. Responsibilities include planning, organization, coordination, direction, and documentation of medical staff activities. The activities include, but are not limited to, credentialing, privileging, proctoring/FPPE, performance, peer review/OPPE, communications/newsletters, committee minutes, bylaws, rules and regulations and policy and procedure development and maintenance , continuing medical education/library services, and regulatory and survey readiness. The Department also supports special projects, such as adoption of High Reliability Organization (HRO), physician engagement, and medical staff support of new service lines. Finally, this Department serves as the administrative liaison in the development and implementation of mechanisms designed to fulfill the medical staff organization’s responsibility to the governing board for the quality of care rendered at this ministry.

Department Contacts

Debbie Miller, Director	818-708-5566
Main Office Number	818-708-5199
Medical Office Coordinators:	
Karina Estrada.....	818-708-5082
Noel Fagfoomsintu	818-708-5255
Cathleen Hagins	818-708-5567
Dori Jasso	818-708-5347
Maria Valencia	818-708-5392

Medical Staff Dining

Medical Staff Dining is available adjacent to our cafeteria on the First Floor, adjacent to our cafeteria.

Health Information Management / Medical Records

About

Health Information Management (HIM) maintains the integrity of the medical record by assuring all documentation is complete, accurate and timely in accordance with all regulatory and accreditation standards. HIM Release of Information only is located in the old Foundation Office and is open Monday through Friday from 8:00 am to 4:00 pm for walk-in record requests. Visitors will need to check in with Security first to receive a visitor badge. HIM responds to data requests from insurers, attorneys, researchers and physicians with appropriate authorizations.

Department Contacts

Health Information Management.....818-708-5196

HIM Release of Information818-708-5367 or 818-777-2304

Physician/Caregiver Needs – To reach HIM directly, please call: (818) 708-5196, option 2.

After hours and holidays will be managed through Central Release of Information in Oregon. Phone number (855) 234-2491.

Birth Certificates:

- Location: Post-Partum, Women’s Pavilion
- Registrar is available Monday – Friday from 9:00 am – 5:00 pm
- **Phone number: 818-708-5231**

Cancer Registry

About

As a Comprehensive Community Cancer Program, our Cancer Registry collects data on oncology patients for reporting to the State of California and the American College of Surgeons Commission on Cancer. Our Tumor Board meets weekly and our Cancer Committee meets quarterly.

Department Contacts

Cancer Registrar818-708-5237

Medical Transcription

About

PTMC offers an in-house transcription service called eScripton. The service is available 24/7 from inside or outside the hospital, by calling 1-877-202-9878 and following instructions to input the physician's eScripton user ID, facility ID and document type.

Department Contacts

Manager	818-708-4054
Health Information Management (Physicians)	818-708-5196
HIM Release of Information (Patients)	818-708-5367
Coding Supervisor	818-708-5014
eScripton.....	877-202-9878
Dictation.....	877-202-9878

Continuing Medical Education

About

Our Medical Staff Office offers regular CME events. For the latest information, please visit our Medical Staff website at

<http://tarzanacme.com/Default.aspx>

Medical Education.....818-705-5139

Integrity and Compliance

About

The following is provided as a guide to help ensure that the decisions and actions of our Medical Staff meet legal, ethical and professional obligations. It summarizes information about Providence Health & Services policies that all Medical Staff members must comply with. Please do not hesitate to contact the Medical Staff Office at 818-303-6700 for questions or for assistance with retrieving additional information. Our Confidential Integrity Online resource is available at www.integrityonline.ethicspoint.com.

Integrity and Compliance Contacts

California Region Integrity, Compliance & Privacy	818-847-3140
Confidential Integrity Line.....	888-294-8455
PTMC Compliance & Privacy Officer	818-708-5694

Additional Information is available at:

Providence Integrity and Compliance Documents

<http://www2.providence.org/phs/integrity/comped/Pages/default.aspx>

Providence Code of Conduct Policy

<http://www2.providence.org/phs/integrity/Documents/PHSCodeOfConduct.pdf>

Integrity and Compliance: What You Need to Know

Fraud and Abuse Laws

Providence's Fraud and Abuse Prevention and Detection policy requires that claims contain true, complete and accurate information. Physicians should select codes that most appropriately describe the services rendered to a patient. Fraud, abuse and submission of false claims are serious breaches of conduct. Individuals who report concerns are protected from retaliation under Providence policy and federal and state whistleblower laws.

Stark and Anti-kickback Laws

Federal and state anti-kickback statutes and the federal Stark Law apply to many relationships among Providence hospitals, other entities and physicians. Providence expects patient referrals and admissions to be accepted solely on the basis of patients' medical needs and our ability to provide the needed services. Providence physicians and other referral sources may not accept any inducement for a patient referral.

Conflicts of Interest

Conflicts of interest occur when personal interests or activities influence or appear to influence actions and decisions. If you believe a possible conflict of interest may exist, then treat the situation as if a conflict does exist: disclose and resolve the matter.

Patient Information and Security

Consistent with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and state privacy laws, patient protected health information (PHI), personally identifiable information (PII) and other confidential information may not be used or disclosed except for purposes allowable under the law.

Physicians are responsible to ensure their staff and agents acting on their behalf comply with the following privacy and security guidelines:

- Providence-related PHI should only be accessed when there is a legitimate business need
- A patient's PHI/PII should not be discussed in public areas
- PHI/PII should never be posted on social media sites
- Passwords should never be shared

- Providence is legally obligated to protect, remediate and report PHI/PII breaches to the individual, state government and Department of Health and Human Services in certain circumstances

Excluded Providers

As a recipient of funds from Medicare, Medicaid/Medi-Cal and other federal and state health programs, Providence is prohibited from submitting any claim for services ordered, prescribed or provided by individuals or organizations excluded from participation in federal or state health care programs. If you are notified by the Center for Medicare and Medicaid Services (CMS) of exclusion, you should promptly notify the Medical Staff Office.

Medical Identity Theft

If you are treating a patient and suspect medical identity theft for any reason, please immediately report the concern using your entity's identified process or by contacting one of the resources listed in this guide.

Respectful Work Environment

In keeping with the Providence Core Values of Respect and Compassion and to maintain a respectful work environment for all, it is expected that physicians treat everyone they meet in our hospitals, clinics and facilities with equal respect and fairness at all times, and can expect the same in return.

No Providence medical staff member, employee, patient, family member or visitor should tolerate disrespectful or disruptive behavior in any Providence facility.

Administrative Services

Administration

Please contact our Administration offices with any comments, questions, or concerns.

Executive Leadership

Dale Surowitz, Chief Executive...	818-708-5140
Nick Lymberopoulos, Chief Operating Officer	818-708-5140
Howard Davis, MD, Chief Medical Officer	818-708-5442
Deborah Carver, Chief Nursing Officer	818-708-5478
Shawn Kiley, Director of Mission Leadership	818-757-4388
Sharon Gross, Associate Administrator	818-708-5434
Jeanne Sulka, Director, Business Development	818-708-5440
Christina Hensing, Administrative Director, Service Excellence	818-757-4311
Rosanne Morrison, Administrative Director, Women’s and Children	818-429-4441
Ann Braun, Vice President, Foundation	818-757-4384
Natasha Shows, Director of Marketing	818-496-9560

Providence Tarzana Foundation

Make a Gift today!

As a not-for-profit healthcare organization, Providence Tarzana Medical Center relies on the generosity of grateful patients, families and members of the community to help provide the necessary funding to keep pace with the rapidly advancing field of medicine.

Private Support has never been more important than now as we undertake the complete renovation of the Providence Tarzana Medical Center campus which has served the community for nearly 50 years. The construction project affectionately known as “Tarzana Reimagined” will include a new patient tower where every room will incorporate natural light, family space, and advanced technology all with the goal of creating a quiet, healing space for our patients.

In addition, Providence Tarzana Medical Center will expand the Emergency Department in the new facility with the capacity to care for up to 100,000 patients annually an increase of 100% over today’s current level of 50,000 patient visits. Many patients, families, employees and physicians are inspired to support Providence Tarzana Medical Center with annual gifts and pledges that can be made by phone, online, mail or by way of a text.

Consider contacting the foundation to speak with a Philanthropy Advisor who can explore ways your gift can be made in honor of a loved one, a physician, a nurse, or in celebration of birth of a grandchild. A foundation Philanthropy Adviser can discuss with you ways your gift can be made utilizing appreciated assets, such as real estate, stocks or other closely held assets.

Naming Opportunities Are Available

Explore how your gift can help the Providence Tarzana Foundation support world-class healthcare close to home.

There are three ways to give:

4. Contact our office at 818-757-4384
5. Online at our website: <https://california.providence.org/tarzana/giving/>
6. Text to Give
 - Step 1: Send a new text message to 91999
 - Step 2: Text the word: PTMCGIVE (all one word)
 - Step 3: Click the link in the reply message to fulfill your donation

Performance Improvement, High Reliability and Accreditation

About

Our Performance Improvement Department is located at the Tarzana Medical Plaza:
5525 Etiwanda Ave, Suite 212. The Department is open Monday through Friday from 6:00am to 5:30 pm.

The Performance Improvement Department provides operational support for Department Chiefs and Committee Chairs, as well as other members of the professional staff as it pertains to medical staff peer review. Responsibilities include planning, organization, coordination, and documentation of peer review activities. The activities include, but are not limited to FPPE, performance improvement, peer review and OPPE. Other departmental responsibilities/ activities include clinical registry abstraction for CathPCI, STS, CCORP, CPQCC, CMQCC, Core Measures, VQI (vascular) and Stroke.

The Department also provides oversight and responsibility for High Reliability Organization (HRO) program and regulatory compliance (Joint Commission Accreditation).

Department Contacts

Manager.....818-708-4055
Main Office Number818-708-5469

Risk Management

About

For patients receiving care at Providence Tarzana Medical Center, Risk Management assists with issues including general liability, compliance, and privacy issues related to our licensed entities and patients that are receiving care in our affiliated facilities. Risk Management provides support to caregivers with, but not limited to, responses/investigations into patient grievances, sentinel and adverse events, proactive risk reduction strategies and responding to concerns that identify potential safety issues.

PTMC Risk Management staff are available Monday through Friday from 8:00 am to 5:00 pm for on-site assistance. For after-hours urgent matters, contact the Nursing Supervisor. If there is a quality or patient safety concern and are unable to reach someone in the Risk Management or Quality Departments, please call the Physician Hotline.

Director: Barbara Berkson

Department Contacts

Director.....	818-708-5652
Nursing Supervisor.....	818-708.5148
Physician Hotline.....	818-708-5017

Security

The PTMC Security Office is located on the first floor of the Hospital and Officers are available 24/7 for any security questions, concerns, or issues on the PTMC campus.

Department Contacts

Security Office On-Campus House Phone818-881-0800; Ext. 2121
Security Supervisor.....818-708-5643

Volunteer Services

About

The volunteers at Providence Tarzana Medical Center make up a core group of individuals that are vital in helping us carry out our mission and commitment to serving our patients and community. Altogether we have over 200 volunteers including adults and high school students. Whether our volunteers are working in the gift shop, information desk, recovery room, or delivering flowers – helping others in their healing process is a very satisfying and inspiring experience.

Please contact our Volunteer Services Office at 818-708-5592 for more information.