



Patient and Family Services - (951) 486-4350

Office Hours: 8:00 a.m. - 4:30 p.m. Monday through Friday

The Patient and Family Services staff is available to assist patients and their families with necessary communication between themselves and health care providers, as well as providing access to essential resources. Social Work staff are also available in the hospital after hours for urgent consultations or referrals with emergency room and inpatients.

Patient and Family Services Department staff includes:

1. Child Life Specialist
2. Clinical Therapist
3. Medical Social Workers

Child Life Specialists help ensure age appropriate care and interventions are provided to young patients and young family members of hospital patients. Interventions focus on the emotional and developmental needs of children and families and strive to reduce stress associated with healthcare experiences. Services include, but are not limited to:

1. Education
2. Therapeutic/Medical Play
3. Procedure Preparation/Accompaniment
4. Supportive Intervention

Clinical Therapist/Medical Social Workers provide indicated clinical counseling and advocacy services to patients and family members admitted to the hospital and/or visiting outpatient clinics or the emergency department, while ensuring necessary collaboration with medical and hospital staff regarding a patient's response to hospitalization and identified needs required for aftercare. Social work staff intervene wherever necessary based on comprehensive assessments, to increase a patient's awareness and utilization of and access to personal, familial, community and/or social resources. Assistance and/or referrals provided may include,

but are not limited to:

1. Mental Health counseling and resources, such as crisis intervention, alcohol or drug rehabilitation
2. Placement in alternative living situations due to changed or changing level of care needs at home, such as Nursing or Board and Care homes, Assisted Living or Acute Rehabilitation
3. Community Resources such as Shelter or transportation referrals, In-Home Support Services (IHSS), Multi-Senior Services Program (MSSP)
4. Home Care referrals, such as Home Health, Hospice or Home Infusion
5. Durable Medical Equipment needs like walkers, wheelchairs, home oxygen, hospital beds
6. Financial Assistance, such as assisting with and advocating for access to Medi-Cal, Medically Indigent Services Program (MISP), State Disability, Supplemental Security Income (SSI), Victims of Crime