

Kaiser Permanente Statement

"Privacy laws prevent us from discussing the specifics of individual cases, but we are pleased that this situation was resolved to the individual's satisfaction, and we regret any inconvenience it may have caused. Kaiser Permanente has policies and procedures in place for the safekeeping of patients' valuables and belongings, which include the collection and inventory of personal items that patients choose to keep with them, and the opportunity to store valuables in the hospital safe."

"Each patient, upon admission, is strongly encouraged to retain only belongings and articles necessary during hospitalization, e.g., nightclothes, slippers, toiletries, etc.

Each patient is instructed to send all valuables home with a family member or representative or store them in the Admitting Department safe.

Patients are advised they may retain custody of their prosthetics and the staff will document the description of each item. (Prosthetics are external devices that aid the patient, such as eyeglasses, hearing aids, dentures and artificial limbs.) Patients with dentures are provided a cup for use when dentures are removed and advised to write their name and medical record number on the container. Patients are also advised that the drawer in their bedside console may be used to keep eyeglasses, dentures, and other personal items or prostheses, and warned not to leave any personal items on their bedside table or metal tray, as the hospital cannot be held responsible for them.

The hospital will be liable for damage to or loss of a patient's valuables/property if negligence or willful wrongdoing on the part of the hospital or its employees is shown. By law, the amount of liability will not exceed \$1,000, subject to limits of \$500 for each trunk and its contents, \$250 for each valise or traveling bag and its contents, \$250 for each box, bundle, or package and its contents, and \$250 for all other personal property of any kind, unless the hospital consents in writing with the patient to assume a greater liability.

Exceptions to the amount of payment may be made in unusual circumstances and are to be determined in a case-by-case situation.

If it is determined that damage to or loss of the personal property occurred by negligence or willful wrongdoing, direct payment will be made after establishing the

value of the item or reasonable replacement cost. This may include producing the receipt of original purchase."

-- Edwin Garcia
Media Relations Specialist