

# Visitor's guide



## MOUNTAIN VIEW CAMPUS VISITING GUIDELINES

Welcome to El Camino Hospital. Please take a few moments to look over our visiting guidelines.

### We offer an open visiting policy

At our main hospital, we offer our patients and visitors an open visiting policy. We know that visits from loved ones can contribute to the patient's healing. Families can also help identify and respond to patient concerns. In addition, open visiting results in more positive relations between families, patients and staff.

Our nurses and other caregivers are committed to maintaining a patient-family centered environment here at El Camino Hospital, and they will make every effort to accommodate visits to our patients.

Visitation rights include the right to receive the visitors designated by the patient, including but not limited to a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. Also included is the right to withdraw or deny such consent at any time.

The hospital will not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

The hospital has the right to rescind the visitation hours and rights based upon the safety and welfare

of the patient and the hospital staff, and as necessary in order to conduct normal hospital operations. The reasons for the clinical restriction or limitation must be explained to the patient and family. At certain times or in certain situations, staff may need to limit visiting hours for the patient. The reasons may include:

- A patient's medical condition
- The family's health and safety
- A patient's wish for privacy or uninterrupted rest time
- A non-private room
- The need for a sterile environment
- Any court order limiting or restraining contact
- Behavior presenting a direct risk or threat to the patient, hospital staff, or others in the immediate environment
- Behavior disruptive of the functioning of the patient care unit
- Patient's risk of infection by the visitor
- Visitor's risk of infection by the patient
- Extraordinary protections because of a pandemic or infectious disease outbreak
- Substance abuse treatment protocols requiring restricted visitation

Ask the nurse about these guidelines when the patient is admitted.

### Visiting guidelines for Women's Hospital

Patient units in the Women's Hospital have their own specific visiting guidelines. Please request these guidelines at the Women's Hospital information desk.

### Other guidelines for visitors

- El Camino Hospital is a smoke free campus
- Please, do not bring latex balloons into the hospital when visiting a patient

### To obtain information about a patient

The Information Desk will provide information about a patient's location in the hospital unless the patient has signed a non-disclosure form or has asked that no information be given.

**Information Desk, Main Hospital**  
650-940-7211

**Information Desk, Women's Hospital**  
650-962-6294

**Hospital Operator (after hours)**  
650-940-7000

## LOCATIONS ON MOUNTAIN VIEW CAMPUS

(Please see list inside this brochure for locations in main hospital, old main hospital and Women's Hospital)

After-School Program Interventions and Resiliency Education (ASPIRE)	Cedar Pavilion, D
Breast Health Center	Willow Pavilion, 205
Cancer Center	Oak Pavilion, 1st floor
Chinese Health Initiative	Willow Pavilion, 204
Conference Rooms K, L, M, N, O	Park Pavilion, ground floor
El Camino Hospital Auxiliary	Willow Pavilion, 214
El Camino Hospital Foundation	Park Pavilion, 1st floor
El Camino Ambulatory Surgery Center	Willow Pavilion, 1st floor
Fogarty Institute for Innovation	Melchor Pavilion, 310
Marketing & Communications	Willow Pavilion, 204
Maternal Outreach Mood Services (MOMS) Program	Cedar Pavilion, D
Outpatient Clinical Laboratory Services	Melchor Pavilion, 110
Outpatient Imaging Services	Melchor Pavilion, 110
Outpatient Imaging Services	Willow Pavilion, 205
Outpatient Rehabilitation Services	Park Pavilion, 210
Patient Accounting	Oak Pavilion, 2nd floor
Radiation Oncology Center for Advanced Radiotherapy and CyberKnife® Radiosurgery	125 South Drive
Silicon Valley Primary Care	Cedar Pavilion, E
South Asian Heart Center	Willow Pavilion, 205
Wound Care Center	Cedar Pavilion, F



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EL CAMINO HOSPITAL MOUNTAIN VIEW

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## KEY TO DEPARTMENT LOCATIONS

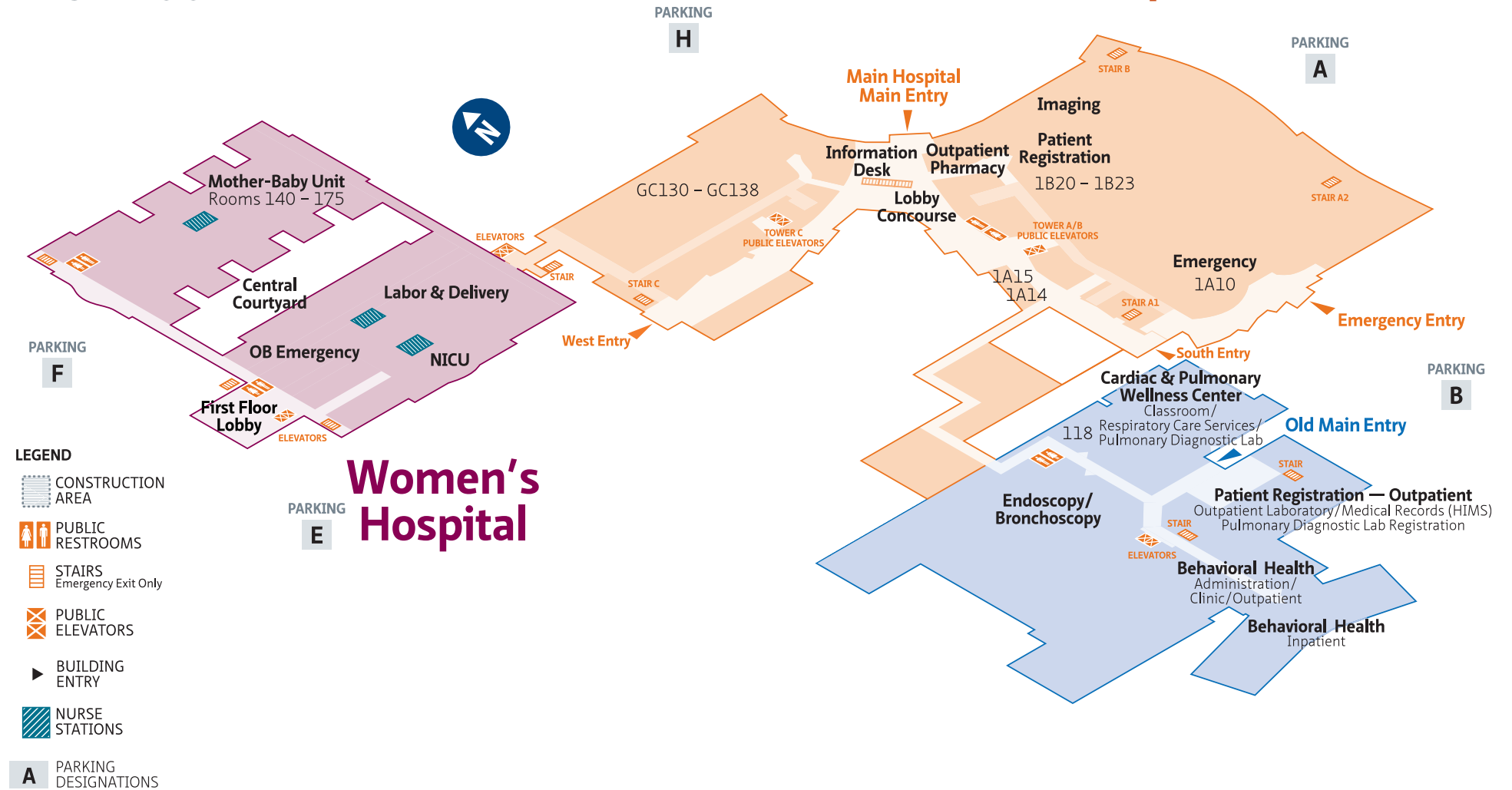
Color shading relates to maps on following pages.

Administration	1C31
Behavioral Health – Administration	Old Main, 1st floor
Behavioral Health – Clinic	Old Main, 1st floor
Behavioral Health – Inpatient	Old Main, 1st floor
Behavioral Health – Outpatient	Old Main, 1st floor
Cafeteria / Dining	GB21
Cardiac & Pulmonary EECF	Old Main, 1st floor
Cardiac & Pulmonary Wellness Center	Old Main, 1st floor
Central Services	GA12
Classroom	Old Main, 1st floor
Clinical Engineering	GB28
Clinical Laboratory	GC32
Conference Center, conference rooms A – G	GB22
Critical Care Unit / Progressive Care Unit	3A
Critical Care Waiting	3B20
EEG/EKG	1B22
Emergency	1A10
Endoscopy/Bronchoscopy	Old Main, 1st floor
Family Waiting	4B20
Financial Counselors	1C38
Fogarty Institute for Innovation	Old Main, G01
Medical Records (HIMS)	Old Main, 1st floor
Health Library & Resource Center	1C37
Human Resources / Employee Health / Education	GC30
Imaging Services	1B22
Labor & Delivery	Women’s Hospital, 1st floor
Lactation Services	Women’s Hospital, ground floor
Lucile Packard Children’s Hospital	4C
Mother-Baby Unit	Women’s Hospital, 1st floor

Mother-Baby Unit	3C West
Medical / Surgical Oncology Unit	4B
Medical Staff Services	1C35
Medical Unit	2C
Meditation Room	1A14
NICU	Women’s Hospital, 1st floor
Norma Melchor Heart & Vascular Institute	Old Main, 3rd floor
Nutrition Services	GB25
OB Emergency	Women’s Hospital, 1st floor
Outpatient Laboratory	Old Main, 114
Pathology	GC33
Patient Registration	1B23
Patient Registration – Outpatient	Old Main, 1st floor
Pharmacy – Inpatient	GB24
Pharmacy – Outpatient	1B20
Post Anesthesia Care	2A10
Pre-Op / Short Stay	2B21
Respiratory Care Services/Pulmonary Diagnostic Lab	Old Main, 1st floor
Security / Lost & Found	GB29
Spiritual Care	1A15
Sterile Processing	GA14
Surgery	2A15
Surgery Waiting	2B20
Surgical / Pediatrics Unit	4A
Telemetry / Stroke Unit	3C
Telemetry Unit	3B
The Gift Connection	1C30
The Health Connection	1B21
The Maternal Connection	Women’s Hospital, ground floor

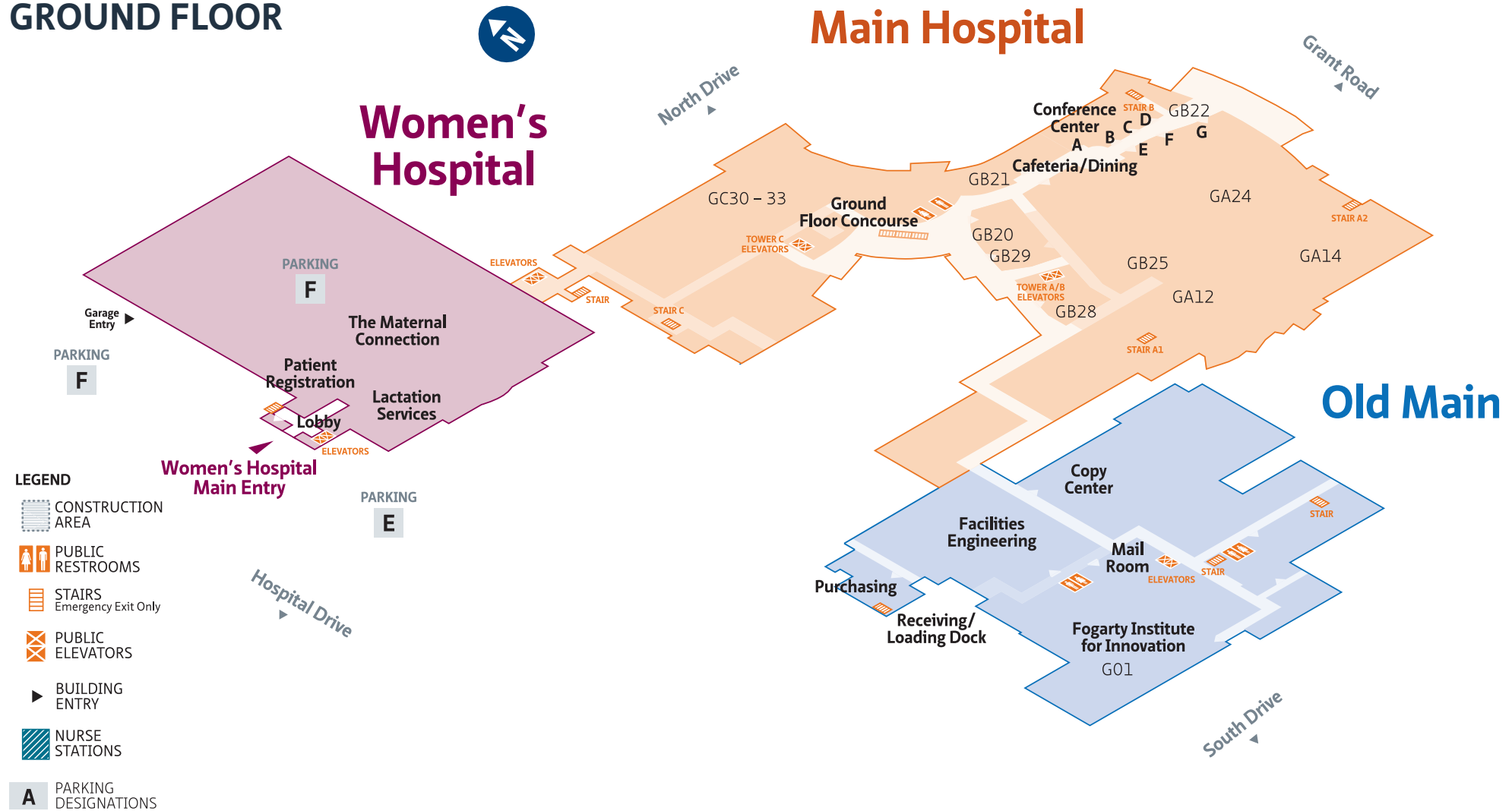
# EL CAMINO HOSPITAL MOUNTAIN VIEW CAMPUS

## FIRST FLOOR



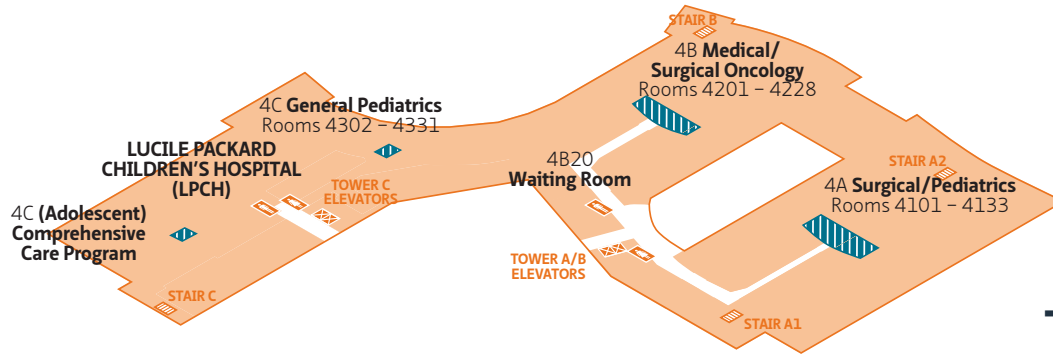
# EL CAMINO HOSPITAL MOUNTAIN VIEW CAMPUS

## GROUND FLOOR

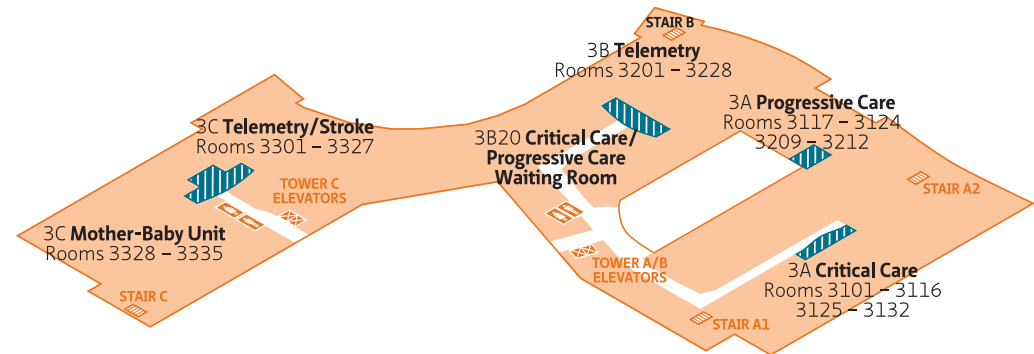


# EL CAMINO HOSPITAL MOUNTAIN VIEW CAMPUS

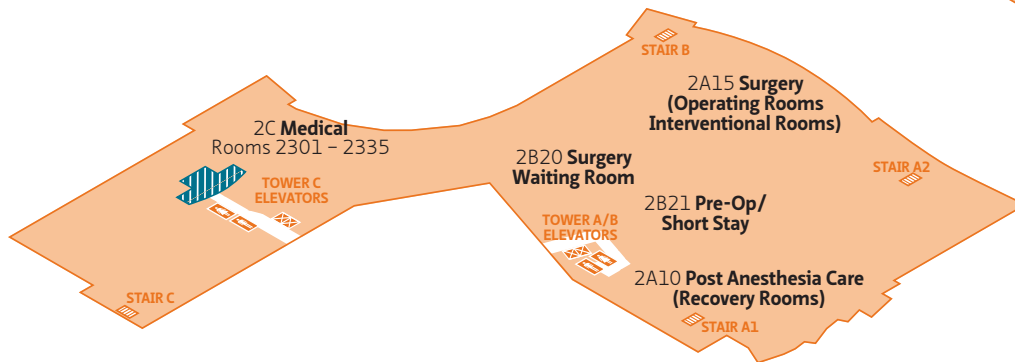
## FOURTH FLOOR



## THIRD FLOOR



## SECOND FLOOR



## ALSO ON OUR CAMPUS

### Gift shops

We offer two unique gift shops, the Gift Connection and The Health Connection, serving patients, families, visitors, staff and volunteers. Both are located in the lobby of the main hospital. All net proceeds go directly to benefit the hospital. The Gift Connection offers a wide range of quality merchandise including greeting cards; fresh flowers and plant arrangements, plus stuffed animals and silk plants for critical care patients; candy, snacks and drinks; fashion and accessory items; children's gifts; home gifts and accessories and seasonal items. The Health Connection provides a soothing environment for shoppers and is dedicated to healthy lifestyles, stress reduction and spiritual well being. Offerings include candles, teas, natural body products; soft comfortable clothing; Asian statues, inspirational banners; calming music and thoughtful books; a massage chair for relaxation; personal neck and shoulder massage by appointment.

### Maternal Connection store

The Maternal Connection store, located in the Women's Hospital, carries breast pumps and accessories for rental or purchase. The store is stocked with the most common items and those hard-to-find supplies for mothers and babies. These favorites and many more products and gifts are available. Purchases can be delivered to a patient's room or mailed to the home.

Gift certificates are available for the gift shops and the Maternal Connection.

### Prayer and meditation

The hospital offers many opportunities for reflection, including the meditative labyrinth in the entrance, a meditation room, and the lovely gardens that surround the main hospital.

### Dining

Our cafeteria, located on the ground floor of the main hospital, features a brick pizza oven, a grill, and a variety of ethnic foods, particularly Asian and Indian cuisines, to reflect the population we serve. We buy locally grown produce whenever possible. Our demonstration kitchen hosts cooking demonstrations geared toward healthy and tasty food preparation for specific medical conditions or overall good health. The Java Junction coffee cart, serving Starbucks coffee and snacks, is located on the first floor near the west entry.

### Mountain View Community Shuttle

The Mountain View Community Shuttle is a free service open to the public, with daily stops at El Camino Hospital. Learn more about the community shuttle at [www.mvcommunityshuttle.com](http://www.mvcommunityshuttle.com)