

Visitor's guide



LOS GATOS CAMPUS VISITING GUIDELINES

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

Visits from loved ones can contribute to the patient's healing. Our nurses and other caregivers will make every effort to accommodate visits to patients from family members and loved ones.

Please use the following guidelines to determine when to visit patients in the hospital. Our general visiting hours are 10 a.m. to 8 p.m. Please note that visiting policies and times may differ from one department to another. 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

Medical/Surgical, Orthopedic Pavilion and Postpartum:

10 a.m. – 8 p.m.

Labor & delivery: Designated by patient

Nursery: Restricted to parents and grandparents

Operating room, recovery: Restricted

Outpatient surgery: Restricted

Critical care unit: Permitted at staff's discretion at most times, except:

7 a.m. – 8 a.m.

7 p.m. – 8 p.m.

Other guidelines for visitors

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

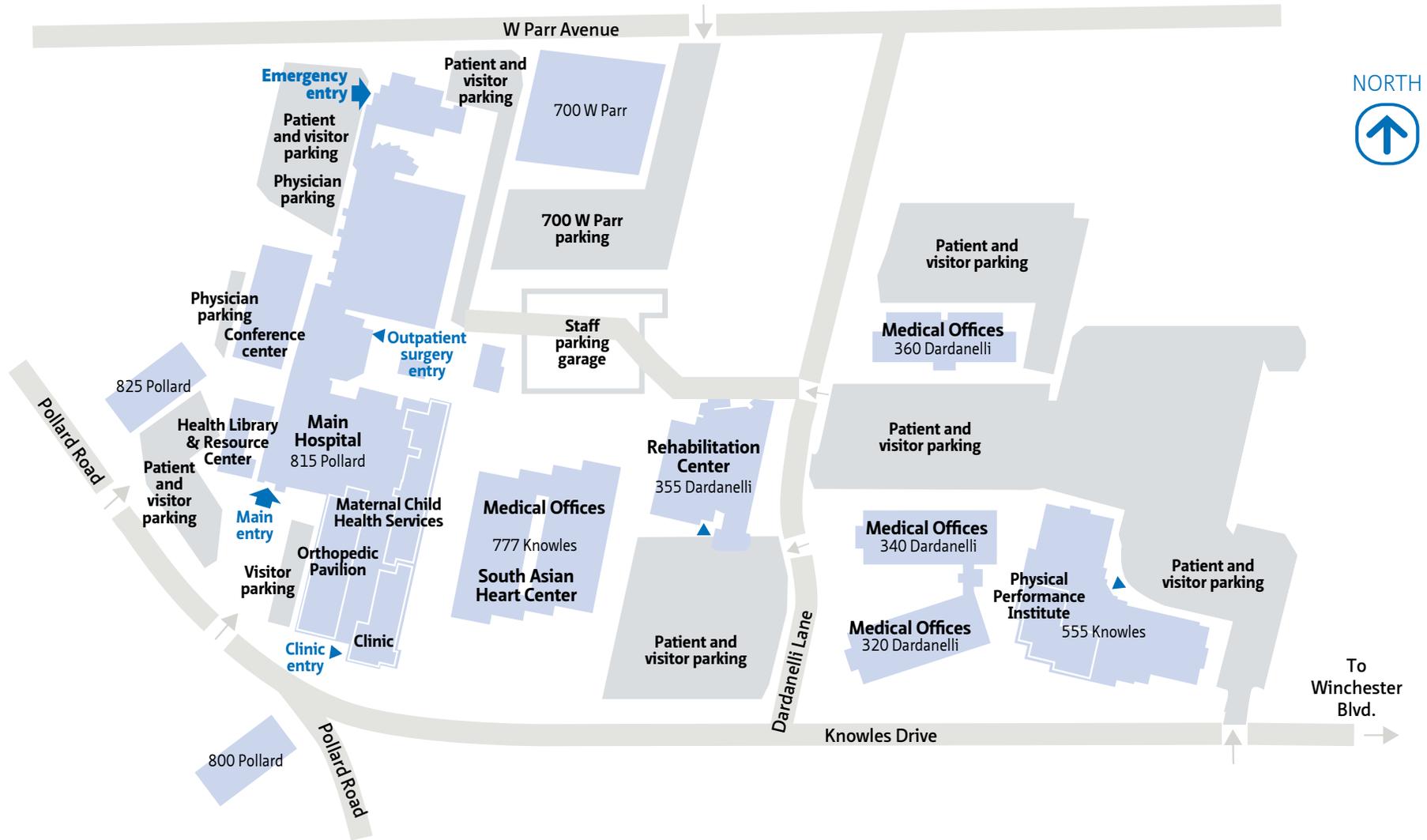
To obtain information about a patient

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
408-866-3940

Hospital operator (after hours)
408-378-6131

LOS GATOS CAMPUS

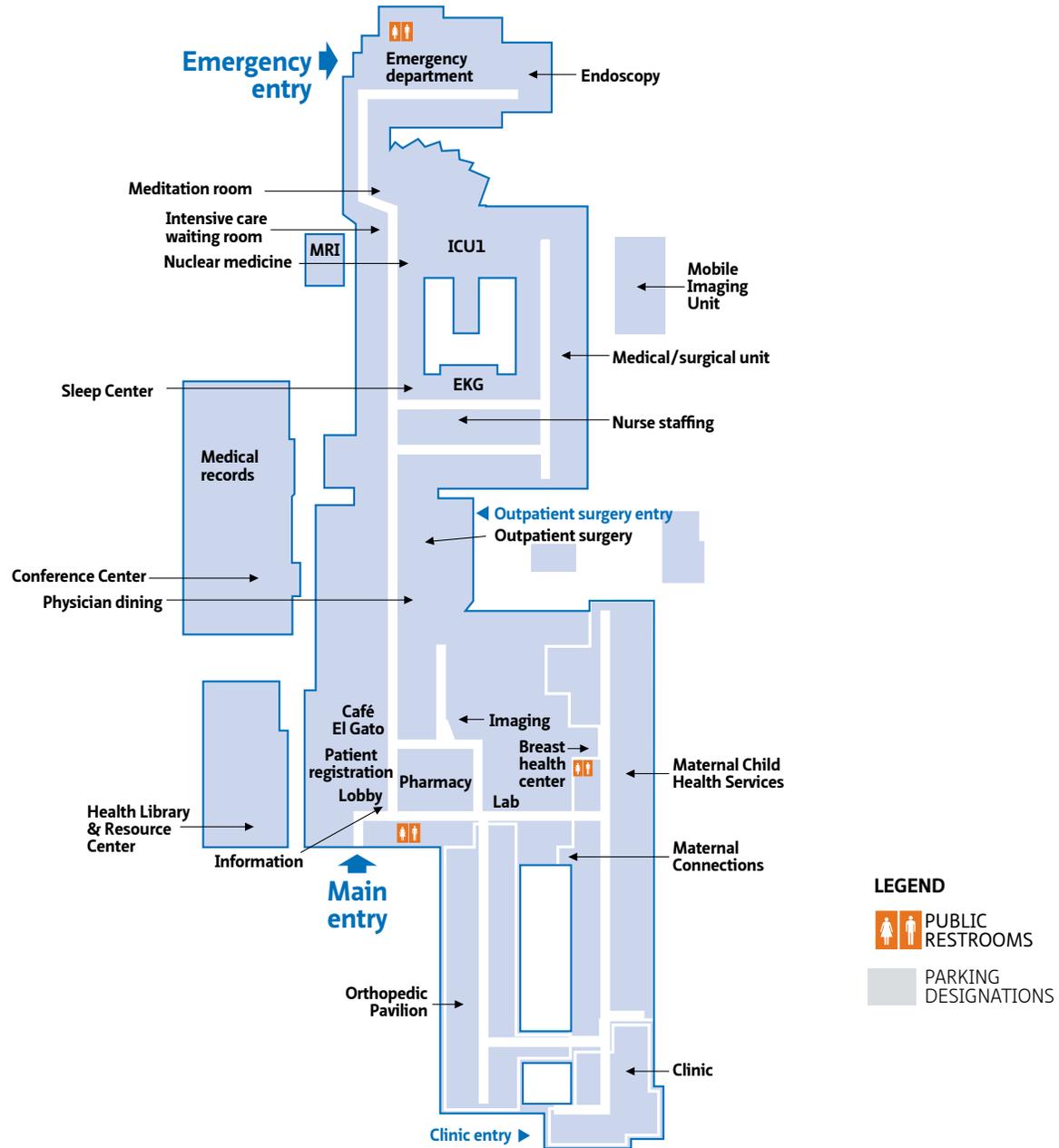


EL CAMINO HOSPITAL LOS GATOS

815 POLLARD ROAD LOS GATOS, CA 95032 408-378-6131 WWW.ELCAMINOHOSPITAL.ORG



HOSPITAL FIRST FLOOR



SERVICES AND AMENITIES

ATM

An ATM is located across the hall from the cafeteria.

Café El Gato

The cafeteria is open to the public and serves salads, sandwiches, hot meals, breakfast items, desserts, beverages, and snacks.

Café hours, Monday through Friday:

Breakfast 6:30 a.m. – 9:30 a.m.

Lunch 11 a.m. – 1:30 p.m. (hot and cold food);

2:30 p.m. – 4:45 p.m. (limited service only)

Dinner 4:45 p.m. – 6:30 p.m.

Café hours, weekends and holidays:

Continental style breakfast 6:30 – 9:30 a.m.

Lunch 11 a.m. – 1:30 p.m.

(grill, sandwich and salad bar);

2:30 p.m. – 4:45 p.m. (limited service only)

Dinner 4:45 p.m. – 6:30 p.m. (grill, sandwich and salad bar)

Vending machines

Vending machines are located across the hall from the cafeteria.

Gift shop

Located in the main lobby, the Gift Connection is a general gift shop including fresh floral and plant arrangements, drinks, snacks, cards for all occasions, as well as inspirational and everyday gifts.

Open Monday – Friday, 9 a.m. – 4 p.m.;

Saturday, 11 a.m. – 4 p.m.

(Hours subject to change.)

Business center and Internet access

A comfortable place for our guests to conduct personal business, with free use of a fax machine, printer, and computer with access to the Internet and Microsoft Office suite. The Business Center is located in the Health Library & Resource Center. Hours of operation are Monday – Thursday, 9 a.m. – 3:30 p.m. Phone: 408-866-4044.

Wi-Fi is available campus-wide to all patients and visitors who have wireless access on their electronic devices. To connect to the Internet, simply select the NEWGUEST wireless account and open a browser window.

Financial counselors

Financial counselors are available to provide assistance at patient registration. They can answer questions and also help with payment arrangements both prior to hospital admission and during the hospital stay. A financial counselor is available Monday – Friday, 9 a.m. – 5:30 p.m. For more information, call 408-866-4062.

Interpreter services

On-demand interpreters are available by iPad video conference for a limited number of languages. In addition, the hospital uses a telephone-based service with access to more than 150 different languages. Special telephones are available in all clinical areas of the hospital. Ask your nurse for assistance.

Lodging assistance

A list of nearby accommodations offering reduced room rates for patients, families, and visitors is available from the information desk or by calling the Patient Experience team at 408-866-4066 or 650-962-5836.

Mail services

Patient mail is picked up and delivered daily. Outgoing mail must contain a stamp and can be given to a staff member or left at the nurses' station. After discharge, all mail will be forwarded to a home address.

TDD (telephone device for the deaf)

Ask a nurse about special devices to help hearing impaired patients make and receive telephone calls.

Newspapers, books, and magazines

Newspapers are available at the information desk and magazines can be purchased at the gift shop.

El Camino Hospital Auxiliary

Volunteers from the El Camino Hospital Auxiliary are available to assist patients and families at many locations in the hospital and also serve as patient escorts during hospital discharge.

Music

Professional and volunteer musicians play in the hallways and at patients' bedsides several times a week.

Spiritual care

Spiritual care volunteers visit patients throughout the week. Roman Catholic volunteers bring communion to Roman Catholic patients throughout the week. In addition, an Interfaith Meditation Room is located near the Intensive Care Unit. The chaplain's office is located in the Administration suite on the second floor of the main hospital. For more information, call 408-866-3860.