

Visitor Guide

Welcome to El Camino Health's Los Gatos campus. We understand that visits from friends and family are important to our patients — and these visits are an important part of the healing process. Our hospital, including nurses and caregivers, will make every effort to accommodate visits to patients from family members and loved ones.

General visiting hours are 10 a.m. to 8 p.m. Please note that visiting policies and times may differ from one unit to another. The hospital does 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 reserves the right to modify or withdraw 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 high quality, normal hospital operations safely.

Keeping Patients and Visitors Safe

Safety is our number one priority. While we encourage visits from friends and family, our visitor guidelines put patients' safety and well-being above all else. That means that in particular departments or circumstances we may have different visiting guidelines in order to protect the health of our patients.

If you have a cold or respiratory infection, we ask that you postpone your visit, for the safety of your loved one and the rest of our patients. Also, in other instances, hospital staff may need to limit a patient's visiting hours for reasons such as:

- A patient's medical condition, including a risk of infection by a visitor.
- The family's health and safety, including a risk of infection by the patient.
- A patient's wish for privacy or uninterrupted rest time.
- A non-private room, in order to assure the comfort of both occupants.
- The need for a sterile environment.
- Any court order limiting or restraining contact.
- Behavior presenting a direct risk or threat to anyone in the immediate environment or disruptive to the functioning of the patient care unit.
- Extraordinary protections due to a pandemic or infectious disease outbreak.
- Substance-use treatment guidelines that may restrict or limit visitors.

Medical/Surgical, Telemetry, Oncology and Orthopedic Care: 10 a.m. – 8 p.m.

Labor & Delivery: As designated by patient

Mother-Baby Unit (Postpartum): 10 a.m. – 8 p.m.

Nursery (NICU II): Limited to parents and grandparents only

Intensive Care Unit: For patient safety, visitors permitted at staff's discretion outside restricted hours. Restricted hours: **7 a.m. – 8 a.m. and 7 p.m. – 8 p.m.**

Emergency Department: As designated by patient

Operating Room, Recovery (Post-Anesthesia Care): No visitors allowed

Outpatient Surgery Department: 5:30 a.m. – 9 p.m.

Other Guidelines

- El Camino Health's Los Gatos campus is a smoke free campus
- Only Mylar balloons may be brought into the hospital due to risk of latex allergies.

Contacting a Patient

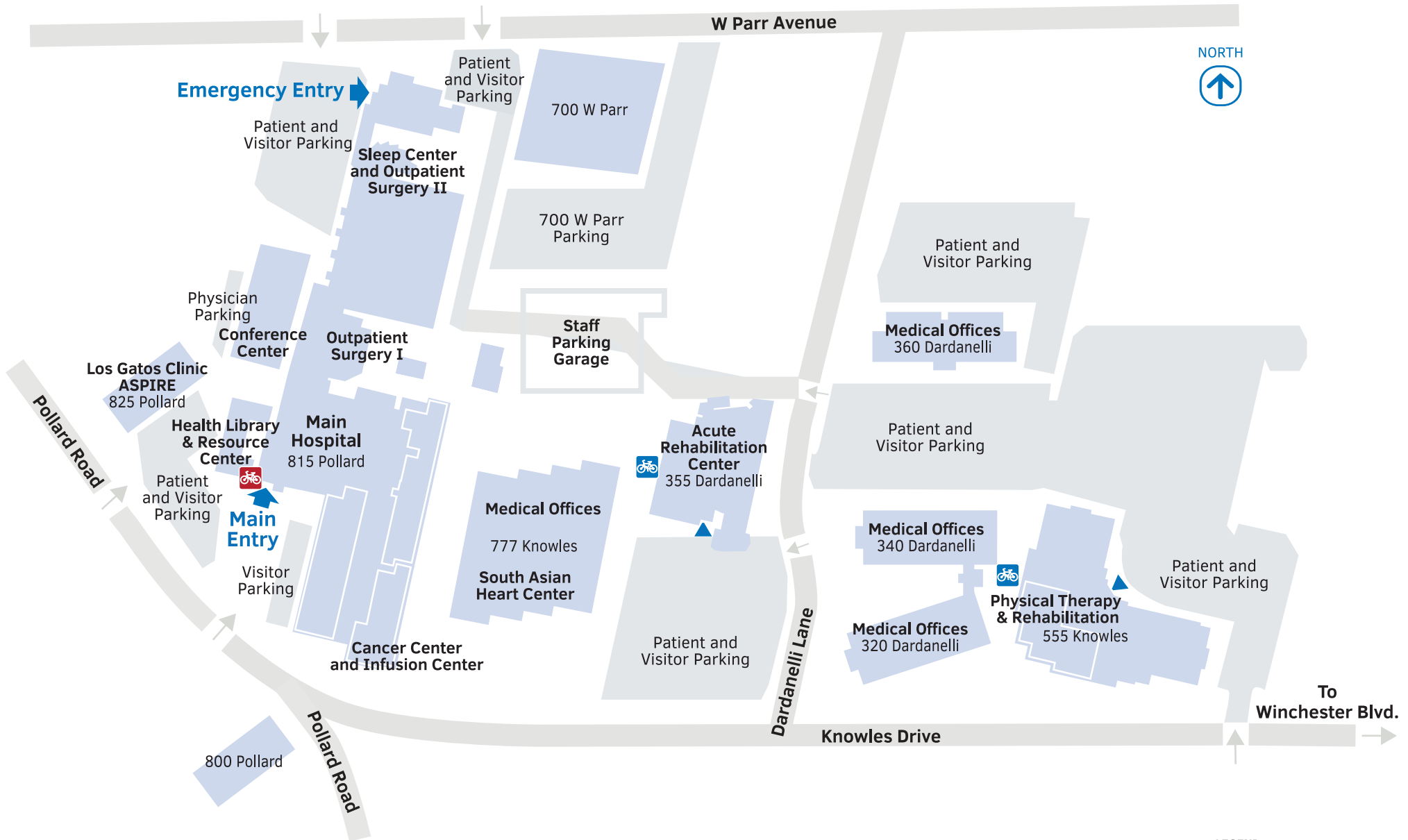
The Information Desk will direct you to the patient unit in the hospital unless the patient has signed a nondisclosure form or has asked that no information be given.




Los Gatos Campus Main Number
408-378-6131

Information Desk
408-866-3940

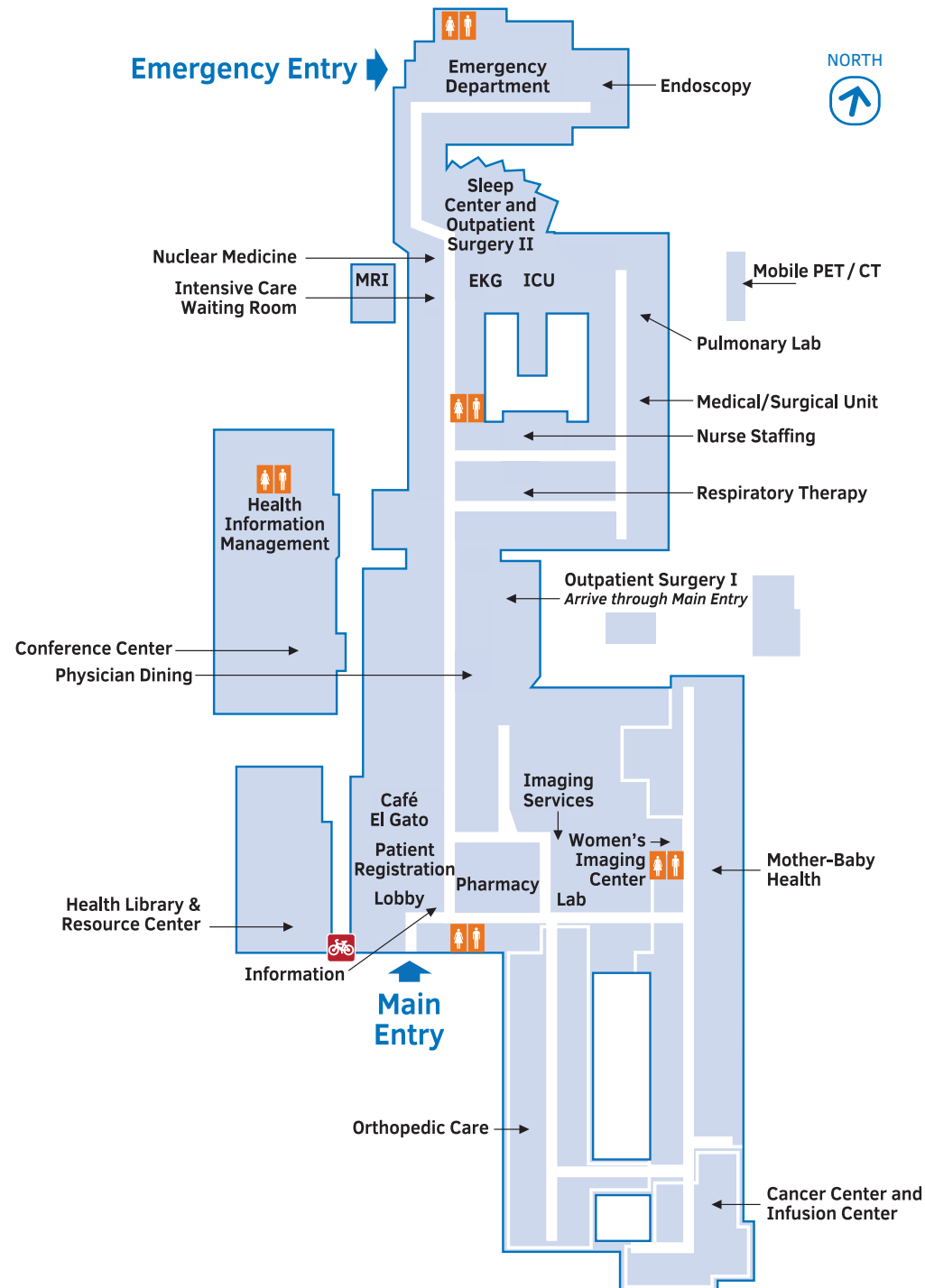




Campus Map



- LEGEND**
-  Parking Designations
 -  Bicycle Rack
 -  Bicycle Locker

First Floor



- LEGEND**
-  Public Restrooms
 -  Bicycle Locker

Los Gatos Campus

ATM and Vending Machines

An ATM and vending machines are located across the hall from the cafeteria.

Café El Gato

The cafeteria 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)

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)

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

Gift Shop

Located in the main lobby, the Gift Connection offers a wide range of merchandise for sale, including greeting cards, fresh flower and plant arrangements, snacks, drinks, and seasonal items. Rental of breastfeeding pump and baby scales, and sales of a wide variety of prenatal, postpartum and baby products are also available. Open Monday – Friday, 9 a.m. – 5 p.m. (Hours subject to change.)

Business Center and Internet Access

The Business Center, located at the Health Library & Resource Center, offers 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. Hours of operation Monday – Thursday, 9 a.m. – 3:30 p.m. Phone: 408-866-4044.

Free Wi-Fi is available campus-wide to all patients and visitors for use on their personal devices. To connect to the Internet, select the NEWGUEST wireless account and open a browser window to review terms and agreement.

Financial Counselors

Financial counselors are available to provide assistance at patient registration. They can help answer questions and assist with payment arrangements both prior to 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 for most languages by video or phone conference. Special telephones are available in all clinical areas of the hospital. Ask your nurse for assistance.

TDD (Telephone Device for the Deaf)

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

Lodging Assistance

A list of nearby accommodations is available on our website, or at our information desk. For more information contact our Patient Experience team at 650-962-5836.

Mail Services

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

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 and Healing

Through the Healing Arts Program, professional and volunteer musicians bring the soothing sound of music, playing in hallways and at bedsides for patients, staff, and visitors.

Spiritual Care

Our chaplains and volunteers of all faiths provide nondenominational spiritual support for patients and their families. Our spiritual care team is respectful of diverse spiritual and religious beliefs and cultural practices. Roman Catholic volunteers bring communion to Roman Catholic patients throughout the week. An Interfaith Meditation Room is located near the Intensive Care Unit. For more information, call 650-962-5836.

El Camino Health | Los Gatos Campus

815 Pollard Road, Los Gatos, CA 95032 | 408-378-6131 | elcaminohealth.org

