

# Visitor's Guide

## Mountain View Campus

### Visiting Guidelines

Welcome to El Camino Health's Mountain View 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 Health, 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.

#### Other Guidelines for Visitors

- El Camino Health's Mountain View campus 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**



2500 Grant Road, Mountain View, CA 94040 | 650-940-7000

elcaminohealth.org    



## Key to Department Locations

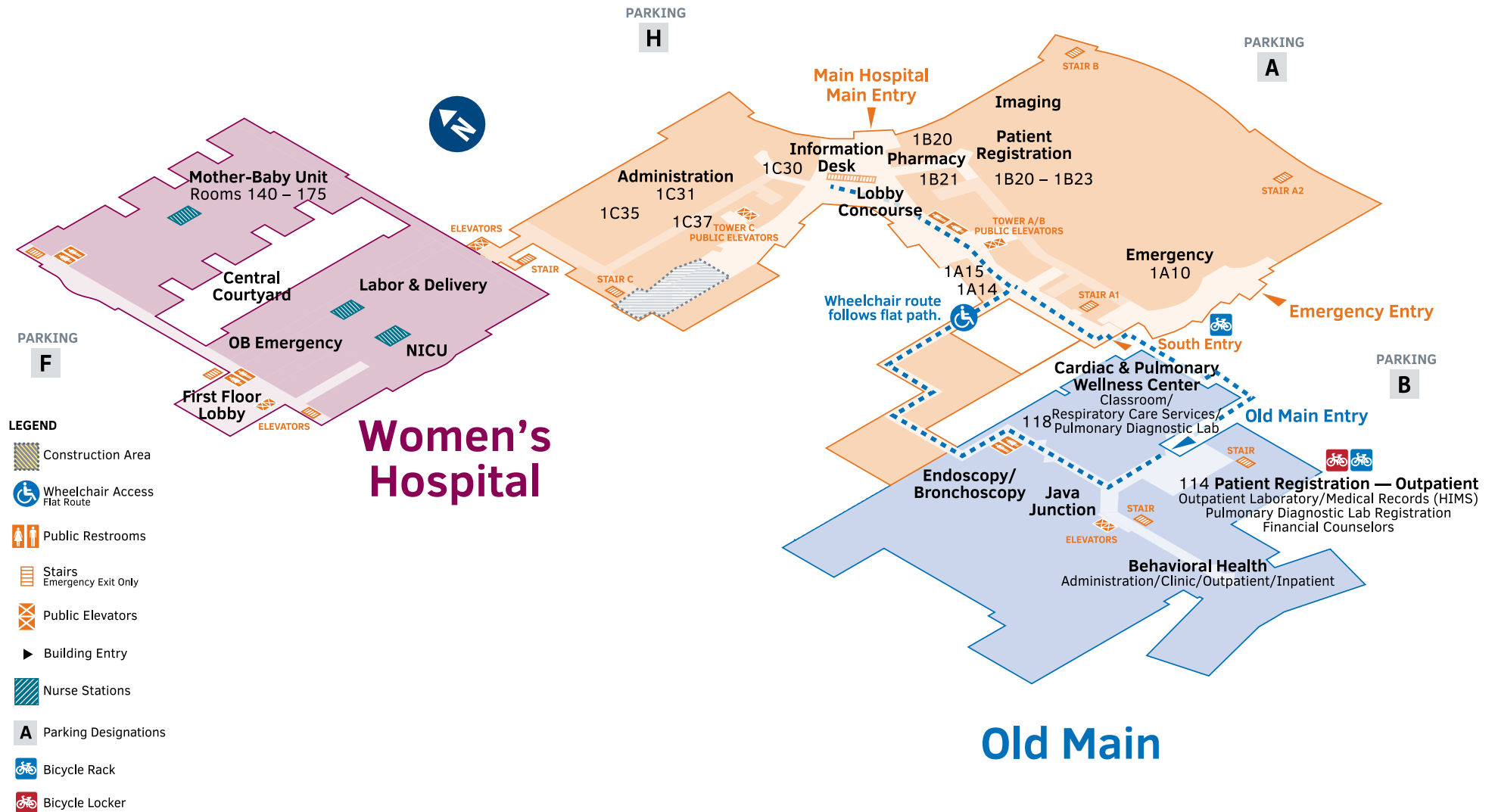
Color shading relates to maps on following pages.

|  |                                |
|--|--------------------------------|
| <b>Administration</b>                                | 1C31                           |
| <b>Behavioral Health — Administration</b>            | Old Main, 1st Floor            |
| <b>Behavioral Health — Administration — Clinic</b>   | Old Main, 1st Floor            |
| <b>Behavioral Health — Inpatient</b>                 | Old Main, 1st Floor            |
| <b>Behavioral Health — Outpatient</b>                | Old Main, 1st Floor            |
| <b>Bistro</b>  | GB20                           |
| <b>Cafeteria / Dining</b>                            | GB21                           |
| <b>Cardiac &amp; Pulmonary EECF</b>                  | Old Main, 1st Floor            |
| <b>Cardiac &amp; Pulmonary Wellness Center</b>       | Old Main, 1st Floor            |
| <b>Central Services</b>                              | GA12                           |
| <b>Classroom</b>                                     | Old Main, 1st Floor            |
| <b>Clinical Engineering</b>                          | GB28                           |
| <b>Clinical Laboratory</b>                           | GC32                           |
| <b>Conference Center, Conference rooms A – G</b>     | GB22                           |
| <b>Critical Care Unit / Progressive Care Unit</b>    | 3A                             |
| <b>Critical Care / Progressive Care Waiting</b>      | 3B20                           |
| <b>EEG / EKG</b>                                     | 1B22                           |
| <b>Emergency</b>                                     | 1A10                           |
| <b>Endoscopy / Bronchoscopy</b>                      | Old Main, 1st Floor            |
| <b>Family Waiting</b>                                | 4B20                           |
| <b>Financial Counselors</b>                          | Old Main, 114                  |
| <b>Fogarty Institute for Innovation</b>              | Old Main, G01                  |
| <b>Health Library &amp; Resource Center</b>          | 1C37                           |
| <b>Human Resources / Employee Health / Education</b> | GC30                           |
| <b>Imaging Services</b>                              | 1B22                           |
| <b>Java Junction</b>                                 | Old Main, 1st Floor            |
| <b>Labor &amp; Delivery</b>                          | Women's Hospital, 1st Floor    |
| <b>Lactation Services</b>                            | Women's Hospital, Ground Floor |
| <b>Lucile Packard Children's Hospital</b>            | 4C                             |

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

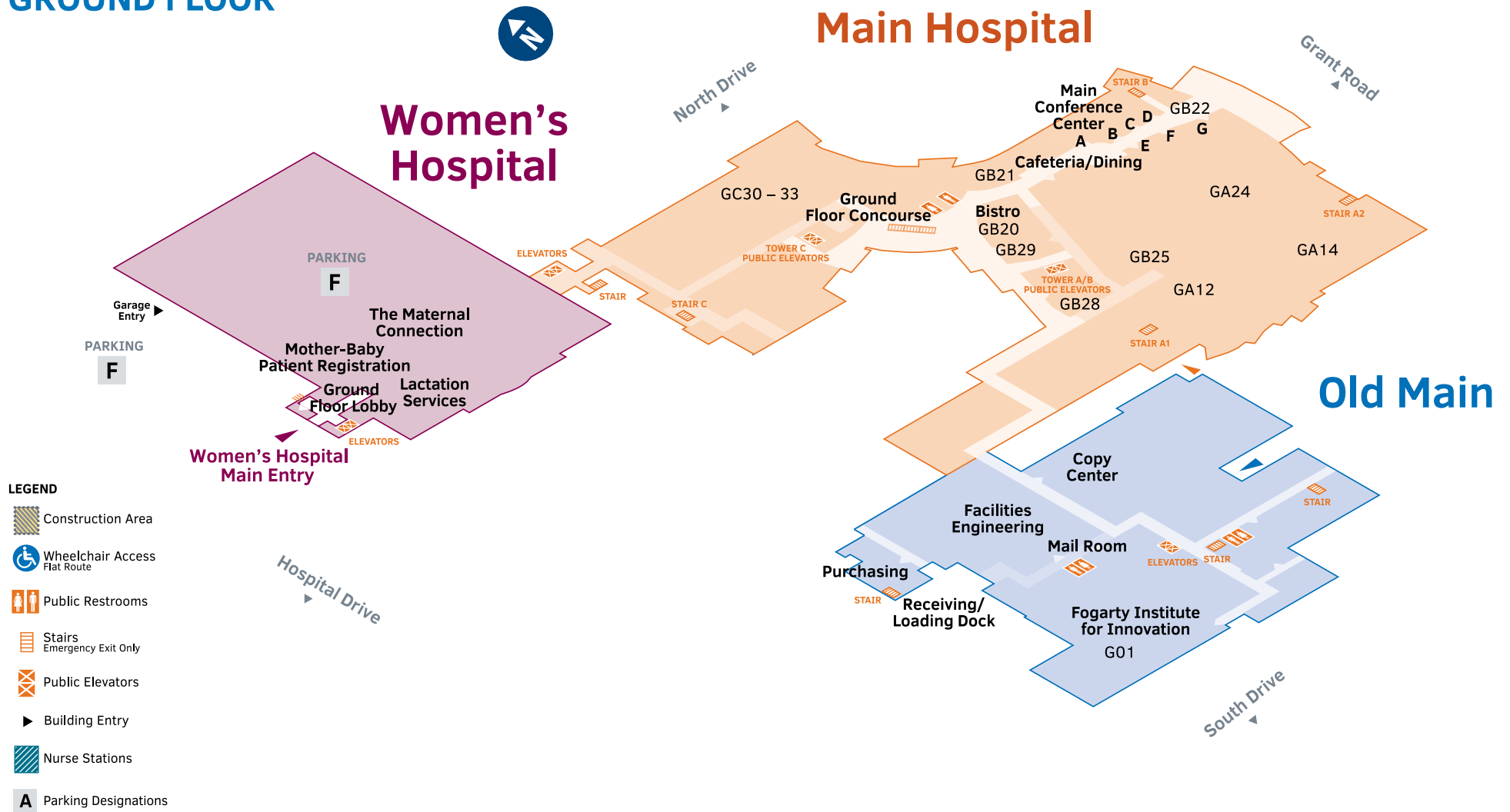
## Mountain View Hospital

### FIRST FLOOR



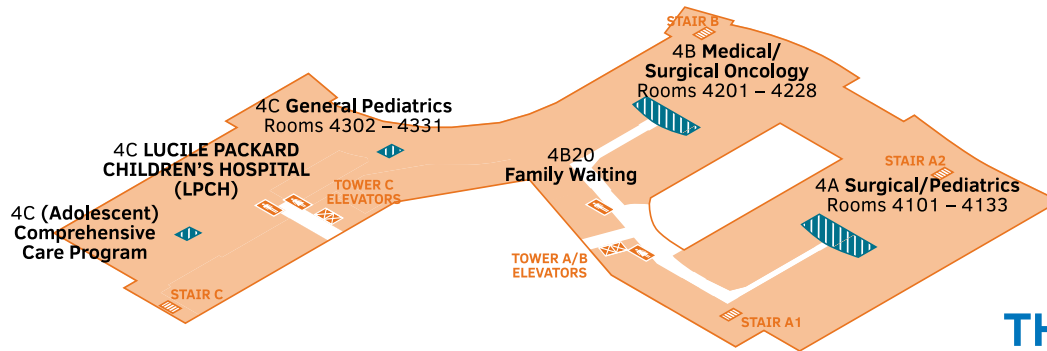
## Mountain View Hospital

### GROUND FLOOR

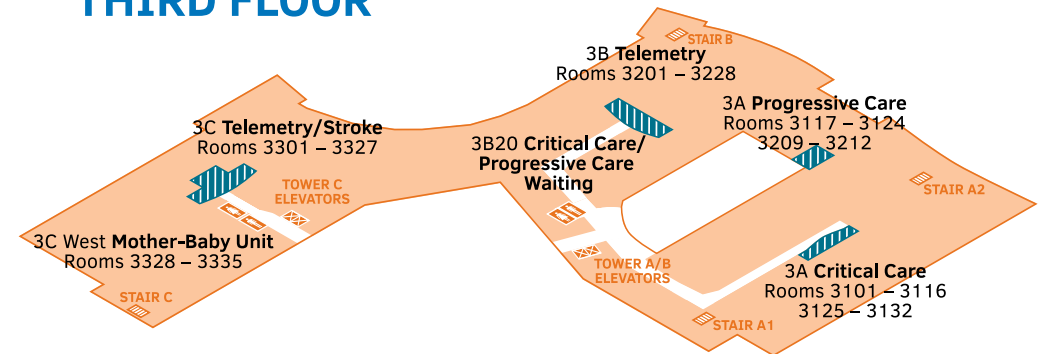


## Mountain View Hospital

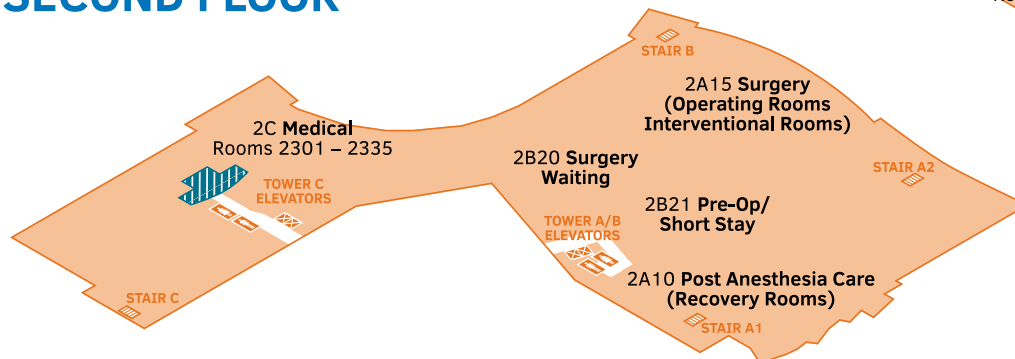
### FOURTH FLOOR











### THIRD FLOOR



### SECOND FLOOR



- LEGEND**
-  Construction Area
  -  Wheelchair Access Flat Route
  -  Public Restrooms
  -  Stairs Emergency Exit Only
  -  Public Elevators
  -  Building Entry
  -  Nurse Stations
  -  A Parking Designations

## 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; 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 and 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 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 Old Main entry elevator lobby.

The Bistro is located on the ground floor of the main hospital and offers gourmet coffee and teas, sandwiches, soups, salads and more. Dine in the café setting or grab something to go. Open weekdays 6 a.m. to 6 p.m. and weekends 7 a.m. to 4 p.m. (Hours subject to change.)

### Mountain View Community Shuttle

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