

# Visitor Guide

**Welcome to El Camino Health's Mountain View campus.** We strive to provide patients, family and visitors with a healthy environment that promotes healing. Please take a few moments to look over our visitor guide and campus map to help you navigate our hospital. We hope to make your experience with El Camino Health as simple and easy as possible.

## We Offer an Open Visiting Policy

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 visiting policies reflect this understanding and we offer an open visiting policy.

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

## Keeping Patients and Visitors Safe

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.

For questions or concerns regarding a patient, ask their nurse for more information and clarification.

## Other Guidelines

- El Camino Health's Mountain View campus is a smoke free campus.
- Only Mylar balloons may be brought into the hospital because of the risk of latex allergies.

## Contacting a Patient

Go to the Information Desk on the first floor, and ask one of our volunteers for assistance. The Information Desk will direct you to the patient unit in the hospital unless the patient has signed a non-disclosure form or has asked that no information be given.

## Mountain View Campus

**Main Number Operator: 650-940-7000**

**Information Desk** (*During operating hours.*)

**Orchard Pavilion: 650-962-6294**

**Main Building: 650-940-7211**



# Campus Map

## Buildings on and near campus:

**Main Hospital**  
2500 Grant Road

**Old Main**  
2500 Grant Road

**Taube Pavilion**  
2590 Grant Road

**Cedar Pavilion**  
2660 Grant Road

**Oak Pavilion**  
2505 Hospital Drive

**Sobrato Pavilion**  
2495 Hospital Drive

**Orchard Pavilion**  
2485 Hospital Drive

**Melchor Pavilion**  
2490 Hospital Drive

**North Parking**  
2470 Hospital Drive

**Willow Pavilion**  
2480 Grant Road

**Park Pavilion**  
2400 Grant Road

**Medical Offices**  
(Not Part of El Camino Hospital)  
2500 Hospital Drive



**El Camino Health | Mountain View Campus**  
2500 Grant Road  
Mountain View, CA 94040

For additional campus information,  
visit [elcaminohealth.org/visitor-guide](http://elcaminohealth.org/visitor-guide)

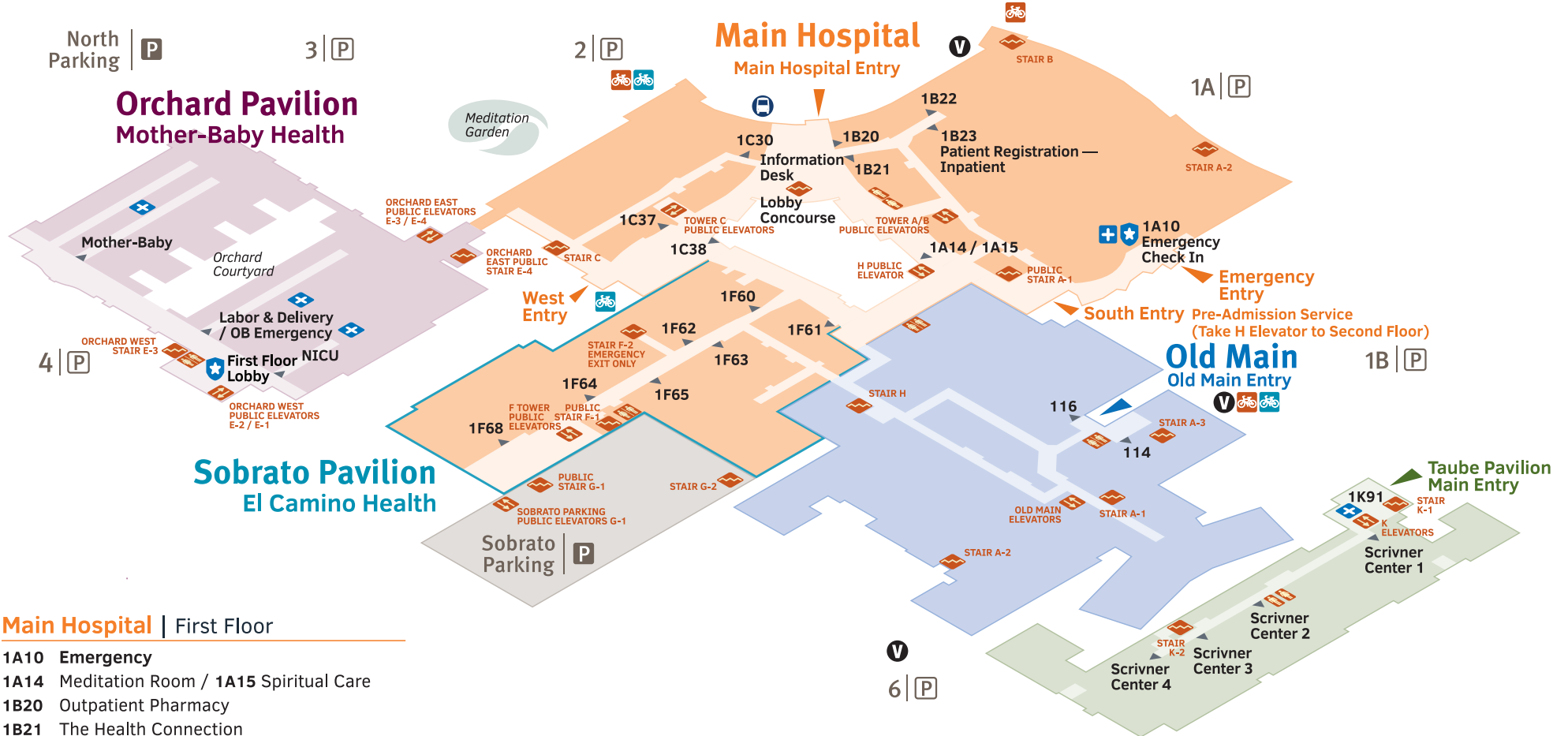
# Department Directory

## Mountain View Campus

Administrative Offices	Main, 1F68
Advanced Care & Diagnostic Center	Main, 1F60
After-School Program Interventions and Resiliency Education (ASPIRE)	Park Pavilion, Ground Floor
ATM	Main, Ground Floor Concourse
Bistro	Main, GB20
Board Conference Room	Main, GF60
Bronchoscopy	Main, 2F60
Cafeteria / Dining	Main, GB21
Cancer Center	Oak Pavilion, First Floor
Cardiac & Pulmonary EECF	Old Main, First Floor, 116
Cardiac & Pulmonary Wellness Center	Old Main, First Floor, 116
Chinese Health Initiative	Willow Pavilion, 204
Classroom — Ortho / Bariatric	Main, 2F60
Conference: Main Conference Center (Rooms A thru G)	Main, GB22
Conference: Park Conference Center (Rooms K thru O)	Park Pavilion, Ground Floor
Critical Care Unit / Progressive Care Unit	Main, 3A
El Camino Health Primary Care	Sobrato Pavilion, 460
El Camino Health Specialty Care	Sobrato Pavilion, 450, 460
El Camino Hospital Auxiliary	Willow Pavilion, 214
El Camino Health Foundation	Park Pavilion, First Floor
Emergency	Main, 1A10
Endoscopy	Main, 2F60
Financial Counselors	Check in at Patient Registration — Main, 1B23
Fogarty Institute for Innovation	Sobrato Pavilion, 300
Health Library & Resource Center	Main, 1C37
Imaging Services	Main, 1B22
Information Desk	Main, First Floor Concourse
Java Junction	Main, First Floor 1C38
Labor & Delivery	Orchard Pavilion, First Floor
Lactation Services	Orchard Pavilion, Ground Level
Lucile Packard Children's Hospital Stanford	Main, 4C
Marketing & Communications	Willow Pavilion, 204
Maternal Outreach Mood Services (MOMS) Program	Park Pavilion, Ground Floor
Medical Records (HIMS)	Main, 1F64
Medical / Surgical Oncology	Main, 4B
Medical Unit	Main, 2C
Meditation Room	Main, 1A14

Meditation Garden	Between Main Hospital and Willow Pavilion
Mother-Baby Unit	Orchard Pavilion, First Floor
Mother-Baby Unit — 3C West	Main, 3C West
NICU	Orchard Pavilion, First Floor
Norma Melchor Heart & Vascular Institute	Main, 1F62
OB Emergency	Orchard Pavilion, First Floor
Outpatient Laboratory	Main, 1F61
Outpatient Clinical Laboratory Services	Melchor Pavilion, 110
Outpatient Imaging Services	Melchor Pavilion, 110
Outpatient Imaging Services	Willow Pavilion, 205
Patient Accounting	Oak Pavilion, Second Floor
Patient Registration	Main, 1B23
Peter C. Fung, MD Stroke Center (Offices)	Main, 1F62
Pharmacy — Outpatient	Main, 1B20
Physical Therapy & Rehabilitation	Park Pavilion, 210
Pre-Admission Service / Registration / Waiting	Main, 2F60
Pulmonary Health	Main, 2F60
Radiation Oncology	125 South Drive
Radiation Treatment Center	125 South Drive
Scrivner Center for Mental Health & Addiction Services	Taube Pavilion
Security / Lost & Found	Main, GB29
Shuttle Stop	Main Hospital Entry
South Asian Heart Center	Willow Pavilion, 206
Spiritual Care	Main, 1A15
Surgery	Main, 2A15
Surgery Waiting	Main, 2B20
Surgical / Pediatrics	Main, 4A
Taft Center for Clinical Research	Main, 1F65
Telemetry / Stroke	Main, 3C
Telemetry Unit	Main, 3B
The Gift Connection	Main, 1C30
The Health Connection	Main, 1B21
The Maternal Connection	Orchard Pavilion, Ground Level
Valet	Main Hospital Entry, Old Main and Oak Pavilion
Willow Outpatient Surgery	Willow Pavilion, First Floor
Women's Imaging Center	Main, 1F63
Wound Care Center	Cedar Pavilion, F

# First Floor



## Main Hospital | First Floor

- 1A10 Emergency
- 1A14 Meditation Room / 1A15 Spiritual Care
- 1B20 Outpatient Pharmacy
- 1B21 The Health Connection
- 1B22 Imaging Services
- 1B23 Patient Registration — Inpatient
- 1C30 The Gift Connection
- 1C37 Health Resource Center
- 1C38 Java Junction
- 1F60 Advanced Care & Diagnostic Center
- 1F61 Outpatient Laboratory
- 1F62 Norma Melchor Heart & Vascular Institute / Peter C. Fung, MD Stroke Center
- 1F63 Women's Imaging Center
- 1F64 Medical Records (HIMS)
- 1F65 Taft Center for Clinical Research
- 1F68 Administrative Offices

## Orchard Pavilion | First Floor

- Labor & Delivery / OB Emergency
- Mother-Baby Unit
- NICU

## Taube Pavilion | First Floor

- Scrivner Center for Mental Health & Addiction**
- 1K91 Inpatient Reception

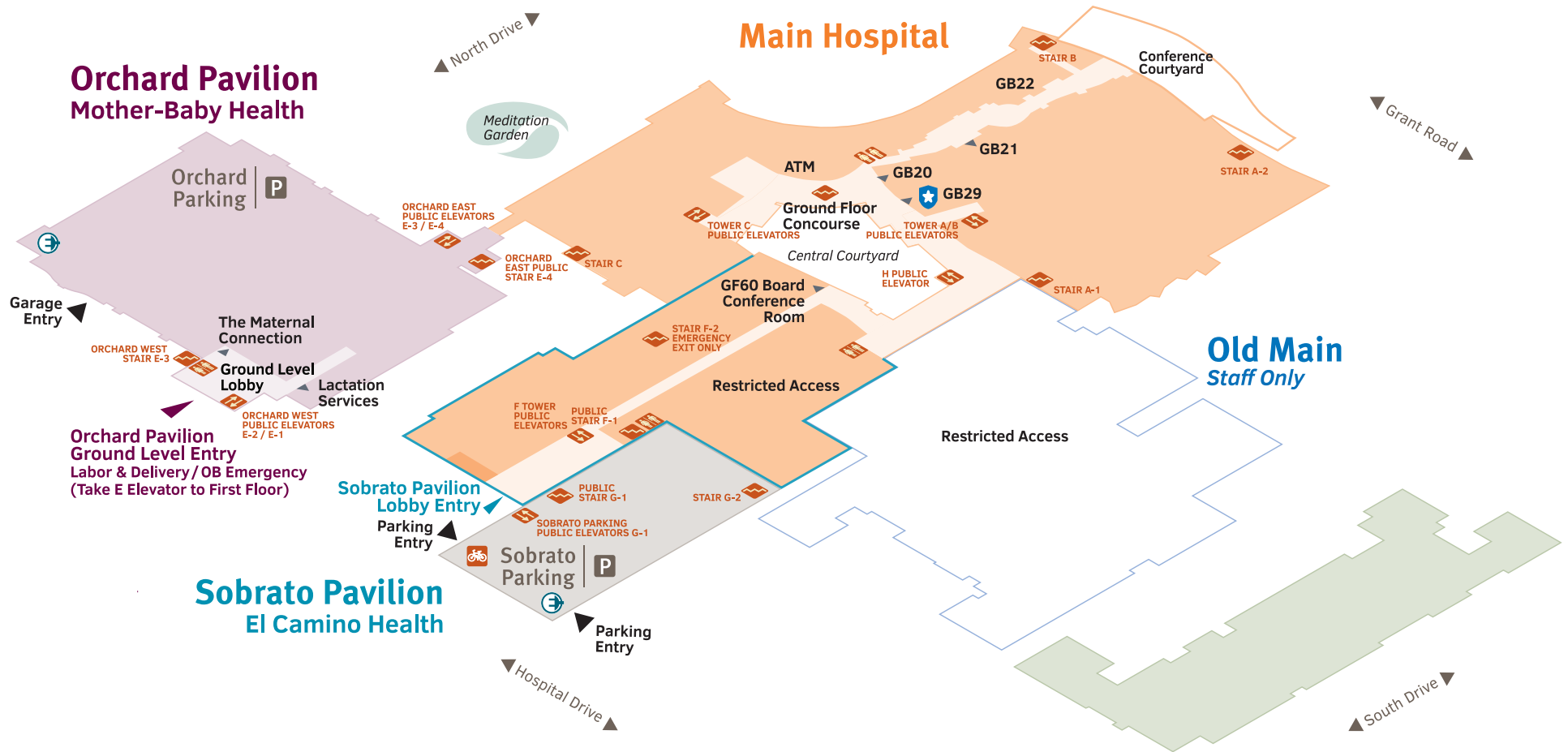
## Old Main | First Floor

- 116 Cardiac & Pulmonary Wellness Center

## Taube Pavilion Scrivner Center for Mental Health & Addiction Services

- Parking Structure
- Public Restrooms
- Parking Lot
- Stairs  
Emergency Exit Only
- Shuttle
- Public Elevators
- Valet Parking
- Nurse Stations
- Bicycle Rack
- Security
- Bicycle Locker
- Department Entry
- Electric Car  
Charging Locations

# Ground Floor



## Main Hospital | Ground Floor

- GB20** Bistro
- GB21** Cafeteria / Dining
- GB22** Main Conference Center Rooms A – G
- GB29** Security / Lost & Found
- GF60** Board Conference Room  
*(Access through Main Hospital South Concourse / H Elevator)*

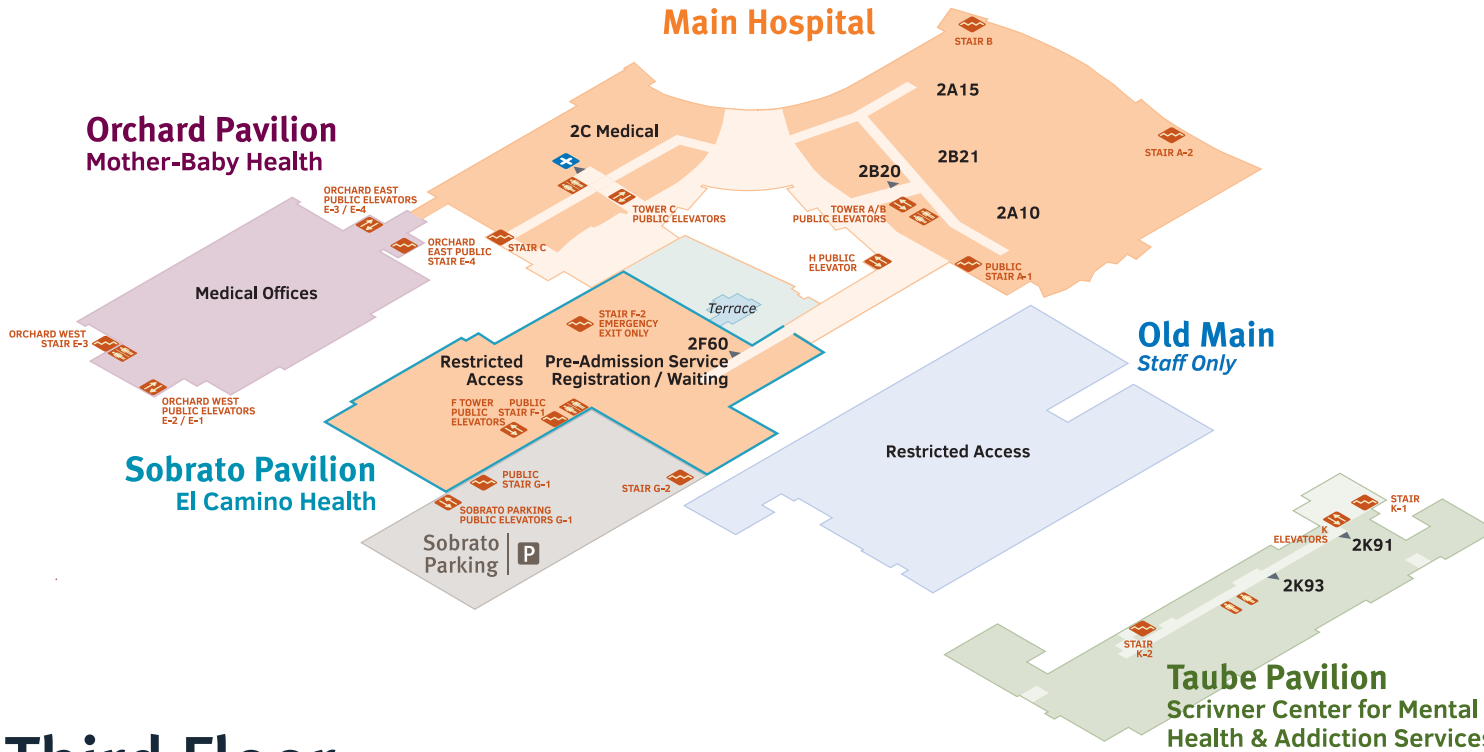
## Orchard Pavilion | Ground Floor

- Lactation Services
- The Maternal Connection

## Taube Pavilion

- Scrivner Center for Mental Health & Addiction Services

# Second Floor



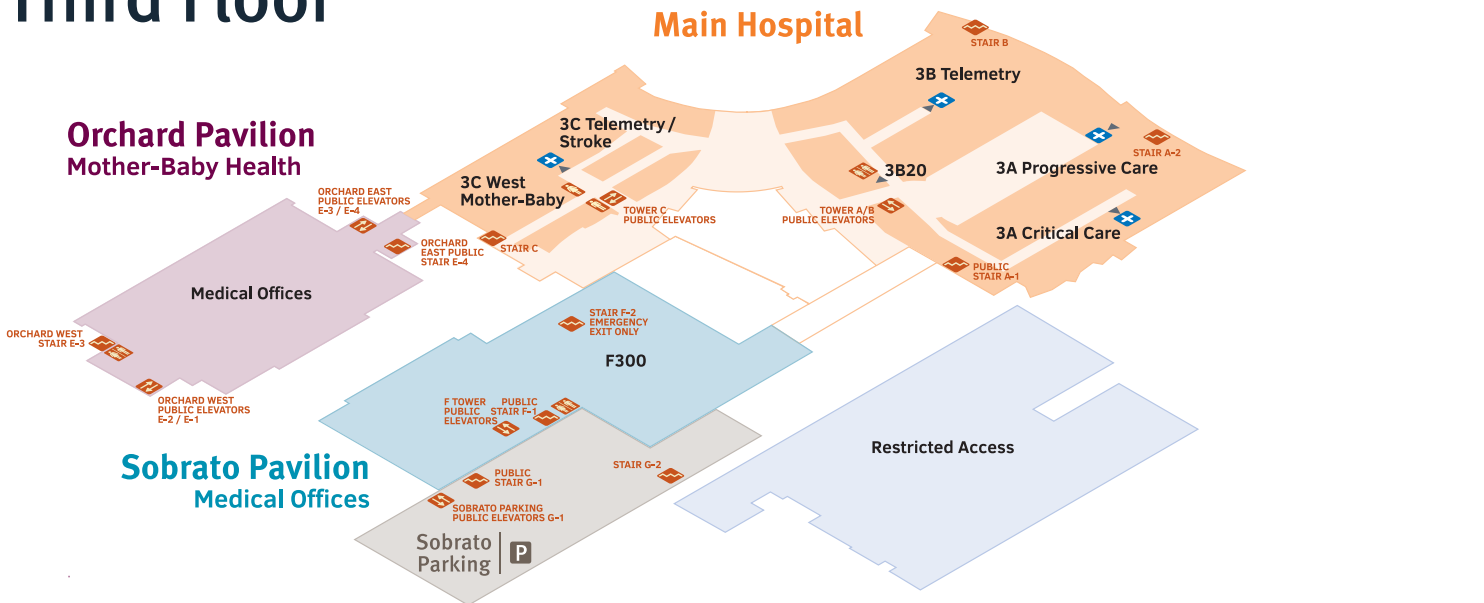
## Main Hospital | Second Floor

- 2A10 Post Anesthesia Care (PACU)
- 2A15 Surgery
- 2B20 Surgery Waiting
- 2B21 Pre-Op / Short Stay
- 2C Medical
- 2F60 Pre-Admission Service  
Registration / Waiting  
*(Access through Main Hospital  
South Concourse / H Elevator)*
  - Bronchoscopy
  - Endoscopy
  - Ortho – Bariatric Classroom
  - Pre-Admission Service
  - Pulmonary Health

## Taube Pavilion | Second Floor

- 2K93 Outpatient Reception
- 2K91 Scriver Center Administration

# Third Floor



## Main Hospital | Third Floor

- 3A Critical Care
- 3A Progressive Care
- 3B Telemetry
- 3B20 Waiting
- 3C Telemetry / Stroke —  
Peter C. Fung, MD Stroke Center
- 3C West Mother-Baby

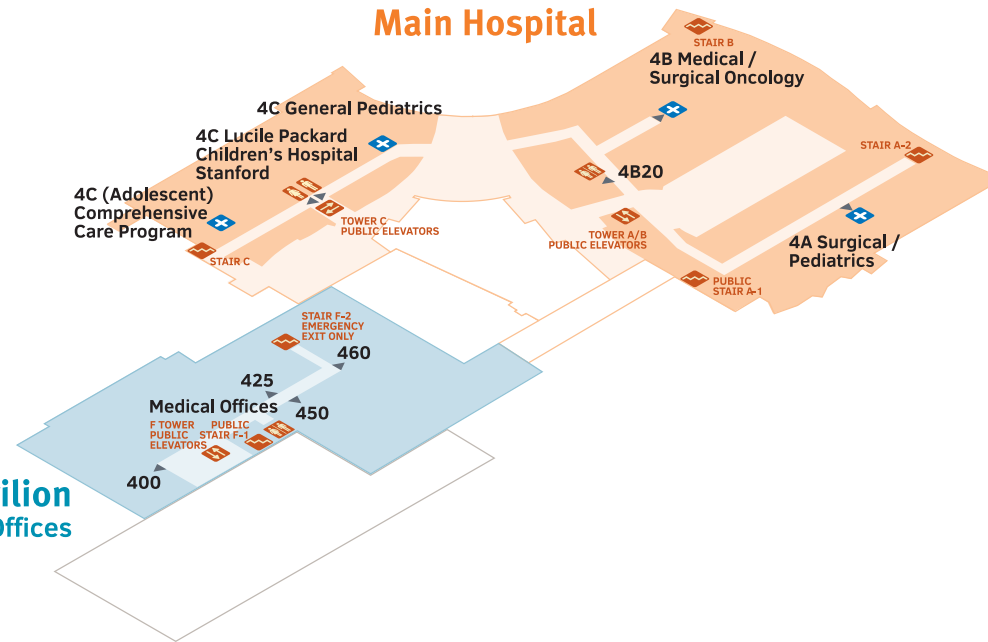
## Sobrato Pavilion | Third Floor

- F300 Fogarty Institute for Innovation

# Fourth Floor

## Main Hospital | Fourth Floor

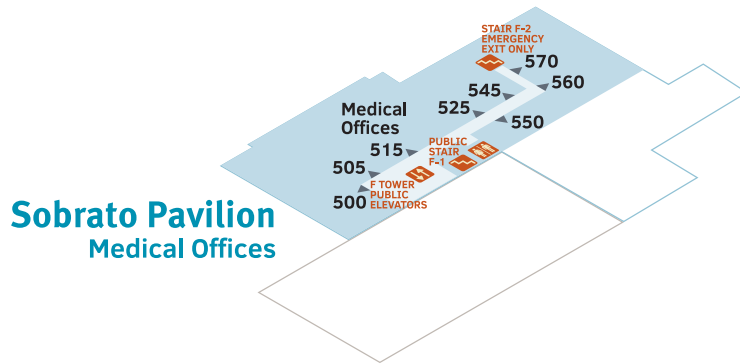
- 4A Surgical / Pediatrics
- 4B Medical Surgical Oncology
- 4B20 Waiting
- 4C (Adolescent) Comprehensive Care Program
- 4C General Pediatrics
- 4C Lucile Packard Children's Hospital Stanford / Stanford Children's Health



## Sobrato Pavilion | Fourth Floor

Medical Offices

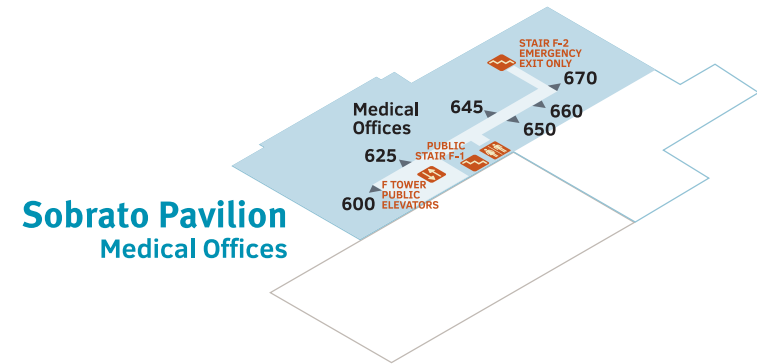
# Fifth Floor | Sobrato Pavilion



## Sobrato Pavilion | Fifth Floor

Medical Offices

# Sixth Floor | Sobrato Pavilion



## Sobrato Pavilion | Sixth Floor

Medical Offices

## Gift Shops

Our Mountain View campus offers four gift shops located throughout our hospital. The gift shops are solely owned and operated by El Camino Hospital and all net proceeds directly benefit the hospital. Gift certificates are available for the gift shops and The Maternal Connection.

### The Gift Connection and The Health Connection Gift Shop

The Gift Connection and The Health Connection gift shops are both located in the lobby of the Main 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 Orchard Pavilion, 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.

## Cancer Center Boutique | 650-962-4450

Located on the first floor of Oak Pavilion in the patient waiting area of the Cancer Center, this specialty boutique offers scarves, comfortable head coverings and hats, books related to cancer health and inspiration, skin care creams, jewelry and other gift items. Staff can teach you how to tie a scarf or help you pick out the perfect hat.

## 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.

## Places to Eat

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.

Java Junction is located on the first floor, near the West Entry of the Main Hospital. It offers a wide variety of espresso and tea drinks featuring Starbucks Coffee. Pre-packaged muffins, cookies, and health bars are also available.

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 [mvcommunityshuttle.com](http://mvcommunityshuttle.com)