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

**Melchior 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

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

For additional campus information, visit elcaminohealth.org/visitor-guide
Department Directory

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 EECG
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
Meichor Pavilion, 110

Outpatient Clinical Laboratory Services
Meichor 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
Taub 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
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