

# 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.

## Our 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 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

Mountain View Hospital Main Number  
**650-940-7000** (*Operator 24/7*)

**Center for Women and Newborns** (*Orchard Pavilion*)  
Information Desk

**650-962-6294** (*during business hours*)

Main Hospital Information Desk  
**650-940-7211** (*during business hours*)



# Campus Map

## Buildings on and near campus:

### Main Hospital

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 Health)

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)



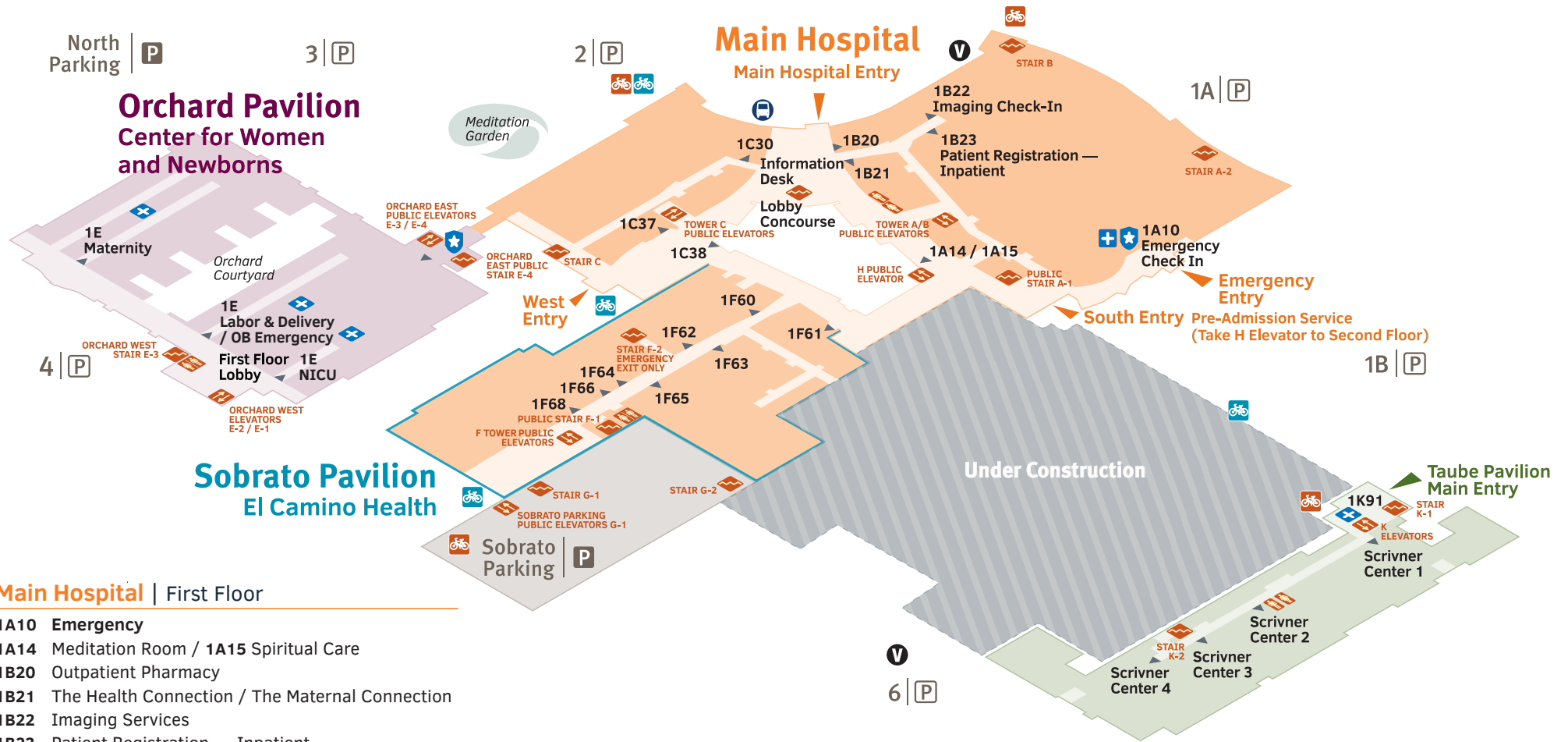
# Department Directory

## Mountain View Campus

Administrative Offices	Main, 1F66, and Sobrato, 425
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 Wellness Center	Main, 1F68
Chinese Health Initiative	Melchor Pavilion, 302
Classroom — Ortho / Bariatric	Main, 2F60
Concern: EAP	Melchor Pavilion, 310
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
Diabetes Education	Melchor Pavilion, 302
El Camino Health Primary & Specialty Care	Cedar Pavilion, E
El Camino Health Primary & 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 — Outpatient	Melchor Pavilion, 107
Lucile Packard Children's Hospital Stanford	Main, 4C
Lurie Women's Imaging Center	Main, 1F63
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
Maternity 1E	Orchard Pavilion, First Floor
Maternity 3C West	Main Hospital, 3C West
Maternity 3E	Orchard Pavilion, Third Floor
NICU 2E	Orchard Pavilion, Second Floor
Norma Melchor Heart & Vascular Institute	Main, 1F62
Nutrition Counseling	Cedar Pavilion, F
OB Emergency	Orchard Pavilion, First Floor
Outpatient Laboratory	Main, 1F61
Patient Accounting	Oak Pavilion, Second Floor
Patient Registration	Main, 1B23
Perinatal Diagnostic Center	Sobrato Pavilion, 500
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	Melchor Pavilion, 302
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	Main, 1B21
Valet	Main Hospital Entry, and Oak Pavilion
Willow Outpatient Surgery	Willow Pavilion, First Floor
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 / The Maternal Connection
- 1B22** Imaging Services
- 1B23** Patient Registration — Inpatient
- 1C30** The Gift Connection
- 1C37** Health Library & 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** Lurie Women's Imaging Center
- 1F64** Medical Records (HIMS)
- 1F65** Taft Center for Clinical Research
- 1F66** Administrative Offices
- 1F68** Cardiac & Pulmonary Wellness Center

## Orchard Pavilion | First Floor

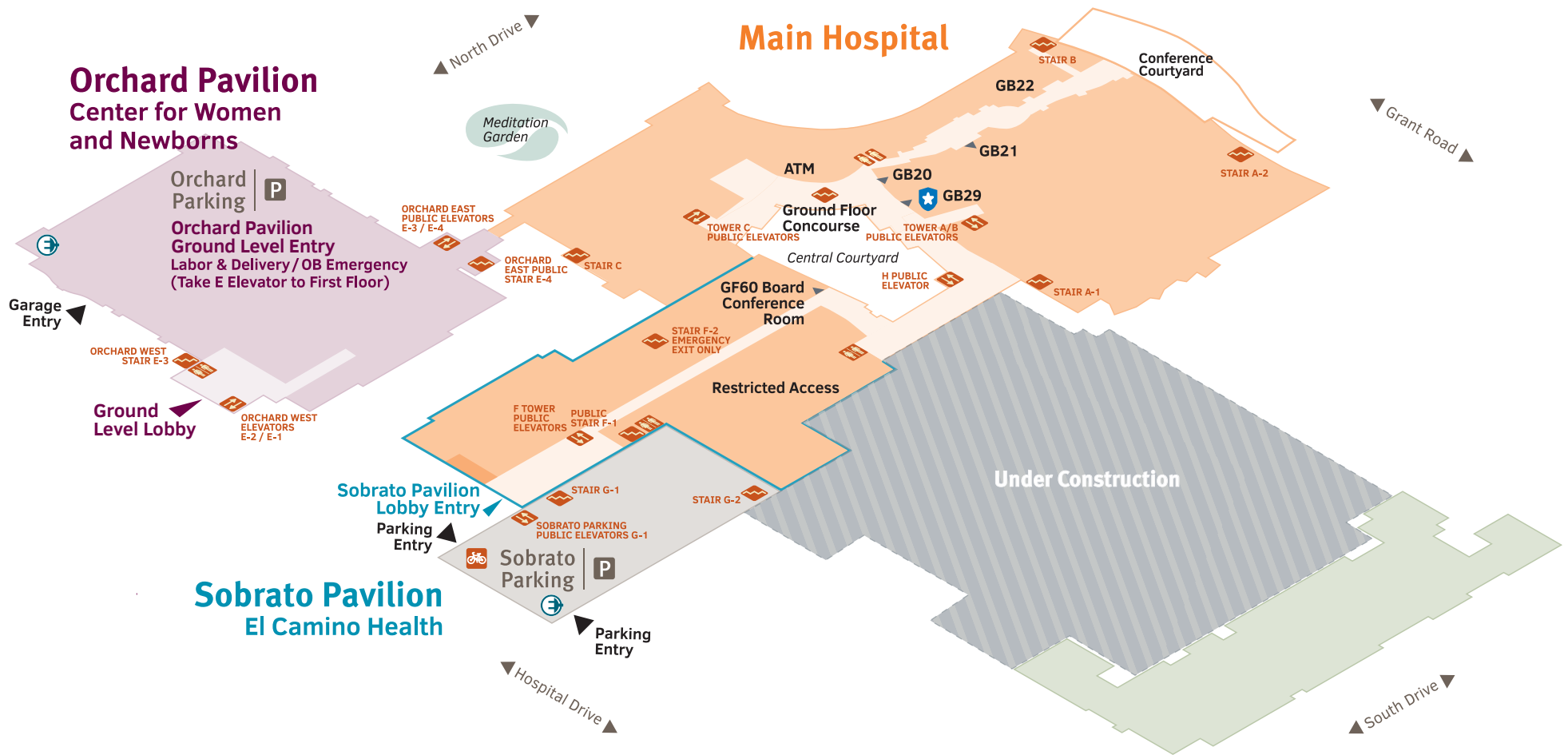
- Center for Women and Newborns**
- 1E** Labor & Delivery / OB Emergency
- 1E** NICU
- 1E** Maternity

## Taube Pavilion | First Floor

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

- Parking Structure
- Public Restrooms
- Parking Lot
- Stairs Emergency Exit Only
- Construction Zone
- Public Elevators
- Shuttle
- Nurse Stations
- Valet Parking
- Security
- Bicycle Rack
- Department Entry
- Bicycle Locker
- 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)*

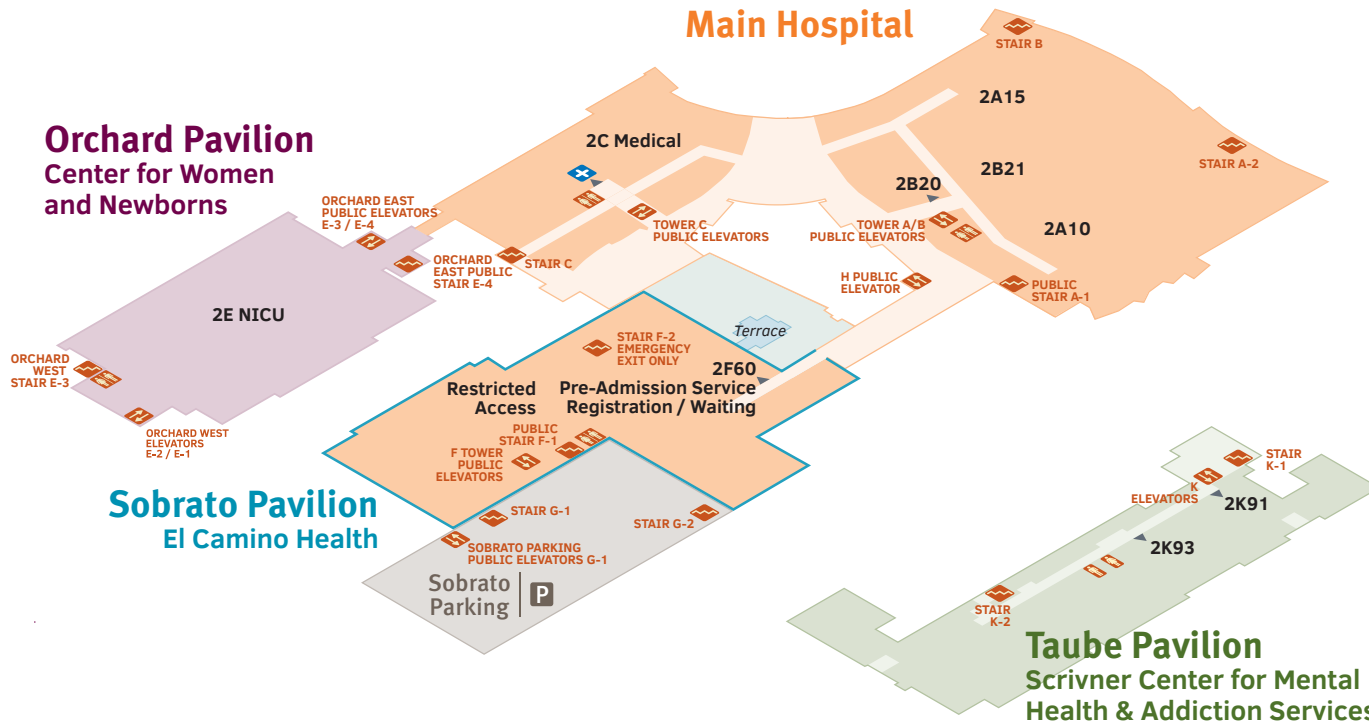
## Orchard Pavilion | Ground Level

- Ground Level Lobby**
- Take E Elevators to First Floor for:*
- 1E** OB Emergency
- 1E** Labor & Delivery
- 1E** NICU
- 1E** Maternity

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

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

# Second Floor



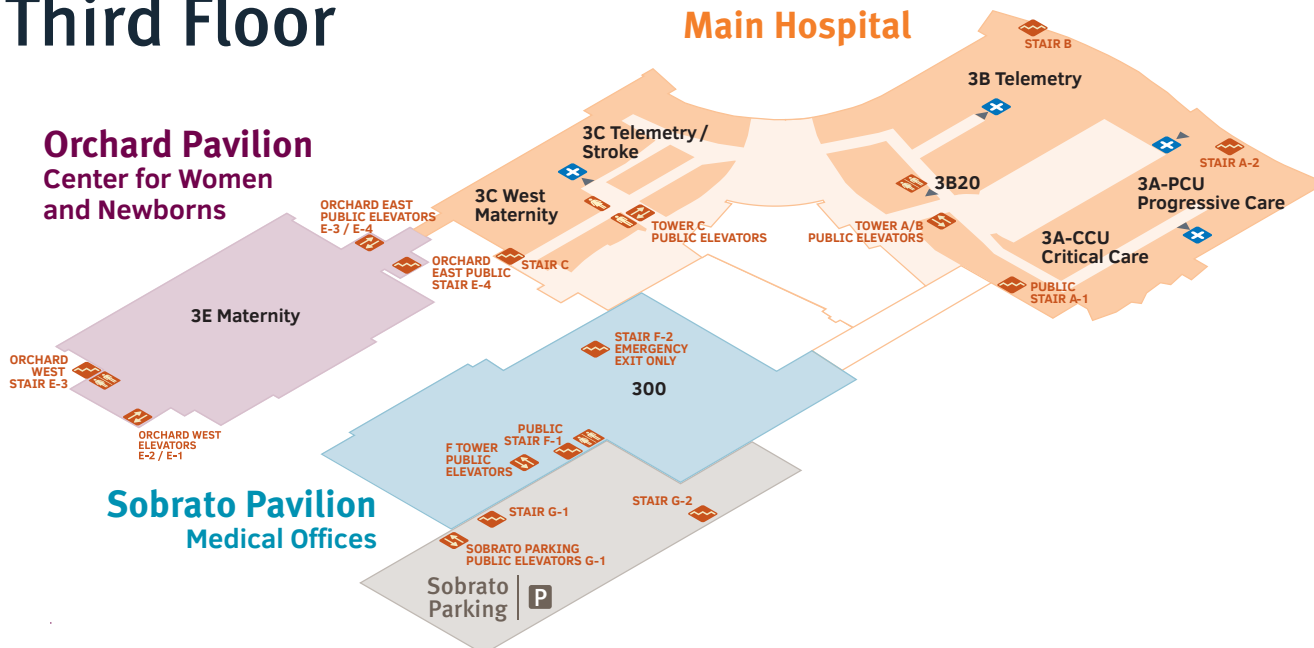
## Main Hospital | Second Floor

- 2A10 Post Anesthesia Care (PACU)
- 2A15 Surgery
- 2B20 Surgery Waiting
- 2B21 Pre-Op / Short Stay
- 2C Medical
- 2E NICU
- 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 Scrivner Center Administration

# Third Floor



## Main Hospital | Third Floor

- 3A-CCU Critical Care
- 3A-PCU Progressive Care
- 3B Telemetry
- 3B20 Waiting
- 3C Telemetry / Stroke —  
Peter C. Fung, MD Stroke Center
- 3C West Maternity
- 3E Maternity

## Sobrato Pavilion | Third Floor

- F300 Fogarty Institute for Innovation

- Public Restrooms
- Nurse Stations
- Stairs  
Emergency Exit Only
- Department Entry
- Public Elevators
- Parking Structure

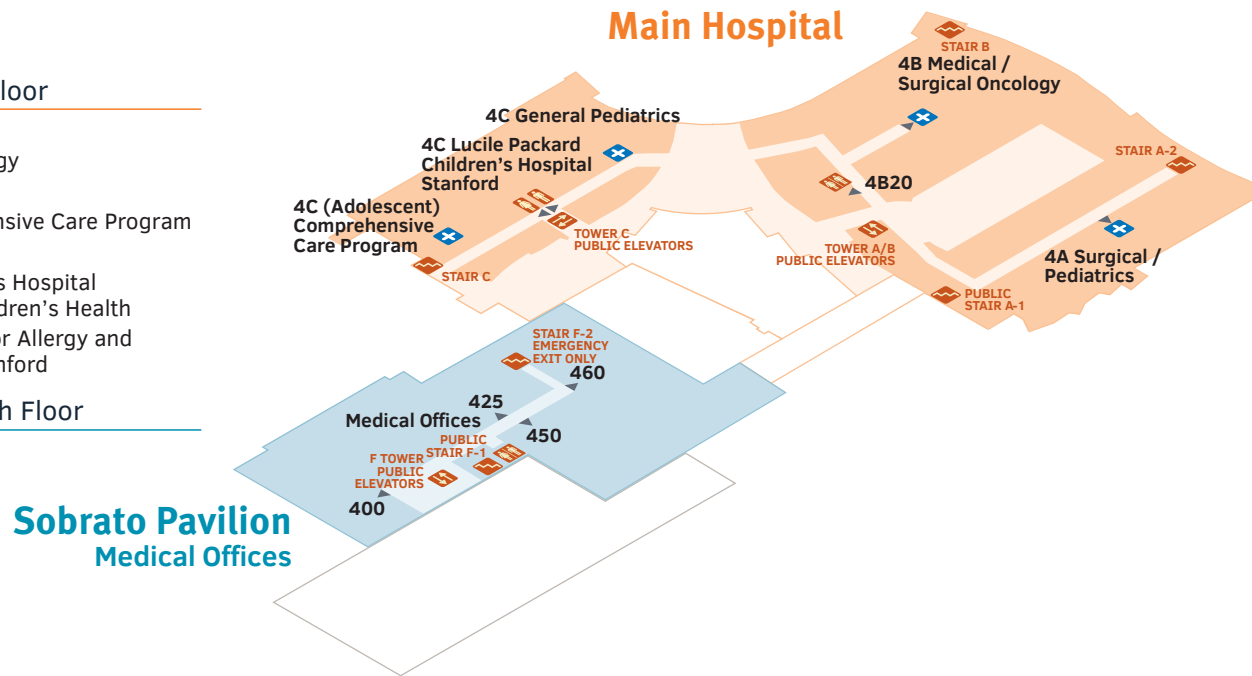
# Fourth Floor

## 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
- 4C Sean N. Parker Center for Allergy and Asthma Research at Stanford

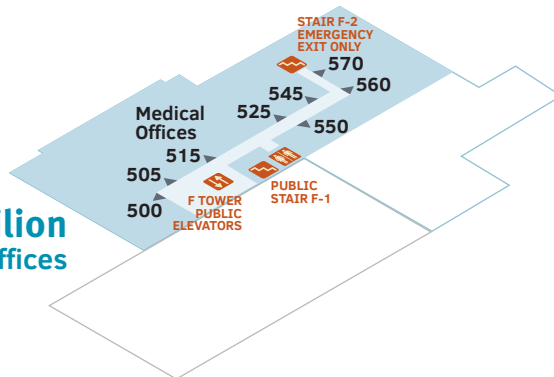
## Sobrato Pavilion | Fourth Floor

Medical Offices



# Fifth Floor | Sobrato Pavilion

Sobrato Pavilion  
Medical Offices

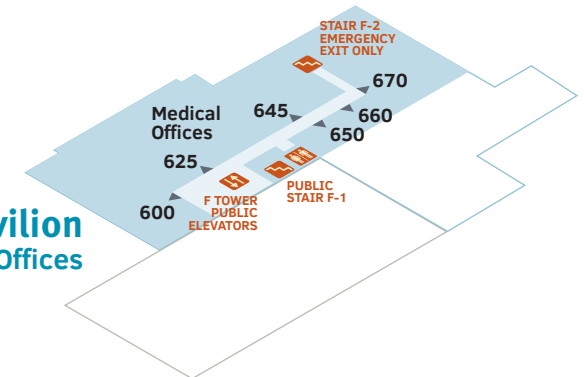


## Sobrato Pavilion | Fifth Floor

Medical Offices

# Sixth Floor | Sobrato Pavilion

Sobrato Pavilion  
Medical Offices



## Sobrato Pavilion | Sixth Floor

Medical Offices

- Public Restrooms
- Nurse Stations
- Stairs  
Emergency Exit Only
- Department Entry
- Public Elevators

## Gift Shops

Our Mountain View campus offers two gift shops. The gift shops are solely owned and operated by El Camino Health 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 Shops

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 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.

### The Maternal Connection Store

The Maternal Connection store, located in Main Hospital 1B21, carries breast pumps and accessories for rental or purchase. The store is stocked with the most common items, and hard-to-find supplies for mothers and babies. Favorite products and gifts are available. Purchases can be delivered to a patient's room.

## 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, including Asian and Indian cuisines, to reflect the communities 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).