

Spiritual Care

The chapel is dedicated to our patients, families, staff, volunteers and physicians of all faiths as a peaceful place for personal reflection and meditation.

A chaplain is available Monday to Friday from 8 a.m. to 4 p.m. or call the Spiritual Care department at **858.613.4848** between 4 to 10 p.m.



Our staff will be happy to assist you with any patient needs.

Patient Information

Please choose one family member to act as the main contact person for communication, updates and to provide updates to other family members.

If you have any questions or concerns during your loved one's stay, feel free to ask the nurse at any time.

Tell Us About Your Experience

At Palomar Health it is our goal to exceed our patient's expectations. In the event that you have any questions, concerns or we are not meeting your expectations, please contact the Charge Nurse or House Supervisor directly.

MST Charge Nurse: **858.613.4099**

House Supervisor: **760.658.1114**

Review Us Online!



Contact Us

Medical, Surgical and Telemetry (MST)
(2nd, 3rd, 4th Floors)

Palomar Medical Center Poway
15615 Pomerado Rd.
Poway, CA 92064



858.613.4440



PalomarHealth.org

PALOMAR HEALTH

FOLLOW US ON:



Welcome

TO

Palomar Medical Center Poway

MEDICAL, SURGICAL AND TELEMETRY UNIT



Information for our Visitors

The mission of Palomar Health is to heal, comfort and promote health in the communities we serve.

PALOMAR HEALTH

A California Public Healthcare District

 **MAYO CLINIC CARE NETWORK**
Member

Welcome to the Medical, Surgical and Telemetry (MST) Unit

We're glad you're here.

Please stop at the nursing station to verify your loved ones room location. The staff will be happy to assist you.

Healthcare Team

Your loved one will be cared for by a registered nurse and certified nursing assistant, along with a caring and compassionate team of healthcare providers. Our qualified, experienced staff members are dedicated to delivering very good care to your loved one. It is important to us that you are involved and understand the plan of care for your loved one to ensure the best recovery possible.

At Palomar Health it is our goal to exceed our patient's expectations and we are disappointed when that does not happen. In the event that you have any question, concerns or we are not meeting your expectations don't wait. Request to speak to the Charge Nurse, House Supervisor, Unit Supervisor, Manager or Director at any point during your stay. We are happy to help.

Communication

Communication boards in each patient room are used to provide important patient information. **Please feel free to write your contact information on these boards**, along with any patient goals, needs or special preferences.

Valuables and Belongings

We understand that personal items may provide additional comfort during a hospitalization, however, we strongly encourage patients to send home valuables and belongings.

- Palomar Health is not liable for lost, stolen or damaged personal items.
- An inventory of all patient valuables and belongings will take place upon arrival. In the event that the patient is incoherent, two staff members will perform the valuables inventory and sign the belongings form.

Visiting and Quiet Hours

We understand it is important for you to spend time with your loved one and help them heal.

To help our patients, please remember these visitor guidelines.

- **Please wash your hands when you enter and leave a patient room.**
- Only visit when you are healthy. If you do not feel well, or have any signs of sickness, please stay home. Children under 12 years of age must be with an adult at all times.
- Additional visitors are not permitted to wait in unit hallways. Waiting areas are available for visitors when they are not in the patient room.
- There may be times when you are asked to leave the patient's room. If this happens, a member of our healthcare team will tell you why and when you can return. During this time, you may wait in the waiting room located on each floor.
- Visitors may be asked to leave the premises if they become disruptive or interfere with the general comfort and care of the patients, other visitors or staff.
- To make sure your loved one receives the best care, if calling or visiting your loved one, please try to avoid shift change and medication pass times if possible (6:30 – 10:00 a.m. & p.m.). **Our quiet hours are from 10 pm. – 6 a.m. daily.** During this time we ask guests to help create a quiet place for our patients to rest.
- If bringing gifts, please remember that latex balloons are not recommended. Mylar balloons are however welcome.
- With the exception of service animals and pets through the Palomar Paws Program, no pets are permitted in the hospital or lobby areas and may be restricted in the MST. Specific approval is required for visitation.
- To help our patients heal, Palomar Medical Center Poway is a tobacco-free campus. Smoking, including e-cigarettes, alcohol and/or any illegal drugs is not allowed.

Visit the cafeteria on the 3rd floor.



Visitor Amenities

For your comfort, various amenities are located at Palomar Medical Center Poway.

- **Restrooms:** Visitor restrooms are located at the entrance of each MST unit near the double doors. Please refrain from using restrooms in patient rooms.
- **Waiting Room:** Located on the 4th floor near the elevators.
- **Meditation Room:** Located on the 2nd floor across the hall from the ICU.
- **Vending Machines:** Located in the Emergency Room lobby.
- **Cafeteria:** Located on the 3rd floor. Open from 6 a.m. – 3 p.m. and 5 – 7 p.m. daily.
- **Subway:** Located in the main lobby.
Hours: Monday – Friday: 7 a.m. – 11 p.m.
Saturday: 10 a.m. – 10 p.m.
Sunday: 10 a.m. – 8 p.m.
- **Gift Shop:** Located on the 1st floor. Open weekdays from 9 a.m. – 4 p.m.

A meditation room is located across the hall from the ICU.

