

Admissions Guide

Medical Center



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Welcome to Adventist Health Bakersfield

2615 Chester Ave. Bakersfield, CA. 93301 • (661) 395-3000

Together inspired ... Adventist Health Bakersfield is part of Adventist Health, a faith-based, nonprofit integrated health system serving more than 75 communities on the West Coast and Hawaii. Our compassionate and talented team of 33,300 includes more than 24,600 employees; 5,000 medical staff physicians; and 3,700 volunteers working together in pursuit of one mission: Living God's love by inspiring health, wholeness and hope.

Founded on Seventh-day Adventist heritage and values, Adventist Health aims to transform the health experience of our communities with our unique focus on physical, mental, spiritual and social healing.

This Admission Guide provides important information related to your hospital stay or visit. If you need anything during this time, please always feel free to ask any Adventist Health employee for assistance. The Sacred Work we put into action each and every day focuses on providing you, your family and your loved ones with the highest quality care possible.

Our Mission:

*Living God's love by inspiring health,
wholeness and hope*

ADMISSIONS

Pre-Admission Testing

**Pre-Admission Testing and Appointment Scheduling:
(661) 869-6110**

Pre-Admission testing must take place before any procedure at our hospital. Your physician will order the tests required. The testing will take place in our Pre-Admission Testing Office, located in the Medical Office Building, 1524 27th Street., Suite 175.

If your doctor's office has not already done so, please call to make an appointment for your pre-admission testing as soon as possible. Appointments are normally scheduled 3-14 days before a procedure.

Pre-Admission Testing Appointment: What To Bring

- Insurance card
- Identification
- Your physician's orders
- Any other instructions or information given to you by your surgeon's office
- Results from any lab work, X-rays or testing procedures completed prior to your appointment
- Medical clearance results by a specialist, if ordered by your surgeon
- A list of all your medications, including frequency and dosages (we can help with this process if you bring your medications)
- If you are a foster parent and this care is for your foster child, please make sure that you have contacted your child's social worker well in advance to obtain the proper paperwork you'll need to bring with you

Pre-Registration

Pre-Registration is offered to patients who will be undergoing a procedure at the hospital. Please pre-register at least two days prior to your procedure. Call Patient Registration at (661) 869-6100 or go to ahbakersfield/register.org

YOUR PROCEDURE

- Confirm the arrival time for your procedure by calling (661) 869-6401 after 6 p.m. the night before.
- On the day of your procedure, come to the information desk located on the first floor of the hospital. Please arrive on time. If you are running late or cannot keep your appointment, please call us immediately at (661) 869-6402.

Before Your Procedure:

- Do not eat or drink anything after midnight prior to your procedure
- Do not smoke for at least 12 hours before your procedure
- Bathe or shower before you come to the hospital
- Do not apply lotion
- Do not shave near the location of your procedure
- Do not apply antiperspirant or deodorant if you have a procedure on your shoulder, chest or upper arm
- Notify your physician if you have a cold, fever, skin rash or infection of any kind before coming to the hospital
- Wear warm clothes
- Leave all valuables at home
- Give items such as hearing aids, glasses, dentures or cell phones to a family member or loved one once you're at the hospital

Your Procedure: What To Bring

- An adult to accompany you
- Any X-rays or test results from outside facilities
- Insurance information
- A list of all medications (including dosage and time taken)
- A current list of all your physicians
- Any other required forms
- We encourage parents to bring a favorite stuffed animal, pillow or blanket for children
- Dentures if you wear them. Your family member or loved one should bring them to your room post-procedure so you can eat

If you have any questions, please contact the Registration Department at (661) 869-6110.

At the Hospital

While you are undergoing your procedure, family and friends should wait in the second floor waiting room, where they can easily track your status via our SurgiNet system.

Outpatients

You will not be allowed to drive yourself home. If you will be having general anesthesia, you **MUST** have an adult at home with you for the first 24 hours after you get home.

Follow-Up

You may receive a follow-up call after your procedure. If you, or your family, have questions or concerns, don't wait! Call (661) 395-3000 and ask for the Surgery Department.

PAIN MANAGEMENT

What You Can Do To Help Us Manage Your Pain

- Pain is expected after any surgical procedure.
- Our goal is to ALWAYS CONTROL your pain.
- Control of pain does not mean the TOTAL absence of pain. It is the pain level that allows you to do your daily tasks, such as deep breathing, turning, walking and participating in therapy.

AFTER SURGERY

While some pain post-procedure is expected, unmanaged pain serves no useful purpose after your procedure. It is harmful physically, delaying the healing process. Unmanaged pain prevents you from breathing deeply and actively moving, increases your need for extra oxygen and causes the body to use up energy.

Pain can also cause your blood pressure to rise and make rest and sleep difficult, slowing your healing. These are the reasons why pain management after your procedure or illness is very important. You can play an active role in helping keep your pain at a manageable level after your procedure.

After your operation, your nurses and doctors will ask you about your pain. This is because they want you to be comfortable; they want to know if something is wrong. Be sure to let them know when you have pain.

WAYS YOU CAN HELP US TO HELP YOU:

Our Goal is to always help control your pain!

Tell us when you are having pain. It is easier to relieve mild or moderate pain. DO NOT WAIT until you have a lot of pain to tell your nurse. Pain controlled early may mean that you can take less medicine.

Rate the intensity of your pain by using the “Pain Scale” shown above as well as on the whiteboard located in each patient room. How bad is the pain? Being able to describe the pain level can help us decide what to do to treat your pain and how well treatment is working, or whether to make any changes.

DESCRIBE YOUR PAIN TO US:

What type of pain are you having? For example: aching, stabbing, throbbing, burning, dull, sharp, shooting, tender or radiating pressure.

Where is the pain located? When did the pain start? Is the pain always there? Does the pain come and go? What relieves the pain or makes it worse?

Be sure to let the doctors and nurses know of pain that will not go away.

How does the pain affect your life? For example: eating, sleeping, energy level, mood, work, activity, relationships, depression and anxiety. Do you have other symptoms like nausea, vomiting, restlessness, bladder problems, sleepiness or rash?

What about children experiencing pain? Assessing the pain of infants and young children can be difficult since the symptoms and behaviors they show can also be the result of other problems like: hunger, dirty diapers, tiredness, etc. However, parents should consider pain as a potential cause, especially after any hospital procedures.

PAIN CONTROL METHODS AVAILABLE TO YOU

Non-Drug Methods of Pain Management

- Visual imagery
- Deep breathing and relaxation techniques
- Massage or vibration
- Hot or cold packs
- Resting quietly
- Distraction (Example: music or needlepoint)
- “Splinting” (pressure to the surgical site with a pillow when coughing, sneezing or laughing) after chest or belly surgery

MEDICATIONS

This includes pills to take by mouth, patches to put on the skin, injection either in your muscle or through your IV. Another method of getting medication is through a Patient-Controlled Analgesia (PCA) pump, which allows you to control when you get the medication. Medication is injected into your IV when you press the button.

If you know that your pain will get worse when you start walking or doing breathing exercises, take pain medication before your activities.

Both drug and non-drug treatments can be used together to successfully minimize and manage pain.

Be sure to talk with your doctors and nurses to determine what will work best for you. Also, don't worry about becoming addicted to pain medication. Research studies have shown that it is a rare occurrence, unless you already have a history of drug abuse.

Pain management is effective in speeding the healing process. With pain at a tolerable level, you can start moving around and do breathing exercises. As a result, you will get well faster and may even be discharged from the hospital sooner.

THINGS TO REMEMBER

- Before surgery, ask your doctors and nurses about what to expect; being prepared helps put you in control.
- Discuss the pain control options with your doctors and nurses before your procedure.
- Tell your doctors and nurses about pain control methods that have worked well for you in the past.
- Talk with your doctors and nurses about any concerns you may have about pain medicine.
- Inform your doctors and nurses about any allergies you may have.
- Ask about any side effects that may occur with treatment.
- Talk with your doctors and nurses about the medicines you take for other health problems.
- Talk about the schedule for pain medicines in the hospital. Some patients get medications at set times during the day, others only when they need it and ask for it. Your nurses and doctors will ask about how the pain medicine is working and may change the medicine, dose or timing if you are still having pain.
- Ask for pain relief medicines when pain first begins. It is easier to ease pain if treatment is started sooner.

HOW TO IDENTIFY YOUR CAREGIVERS

As a patient, you have the right to ask all caregivers to identify themselves and their role in your care. Caregivers wear different colored scrubs depending on where they work:

- **NAVY** for Registered Nurses (Unit Staff, Case Management, Palliative Care, Leadership)
- **BLACK** for Respiratory Therapists
- **PEWTER** for Physical Therapists, Occupational Therapists & Speech Therapists
- **ROYAL BLUE** for Care Partners, Clinical Unit Secretaries, Monitor techs, ED Techs, Burn Techs (Non-Nursing Staff in Surgical Services, Endoscopy and MCC)



PATIENTS' RIGHTS

(Combines Title 22 and other California laws, Joint Commission and Medicare Conditions of Participation requirements)

You Have The Right To:

1. Considerate and respectful care, and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
2. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
3. Know the name of the licensed healthcare practitioner acting within the scope of his or her professional licensure who has primary responsibility for coordinating your care, and the names and professional relationships of physicians and non-physicians who will see you.
4. Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.

5. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or nontreatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.

6. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of members of the medical staff, to the extent permitted by law.

7. Be advised if the hospital/licensed healthcare practitioner acting within the scope of his or her professional licensure proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.

8. Reasonable responses to any reasonable requests made for service.

9. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform

you that there are physicians who specialize in the treatment of severe chronic pain with methods that include the use of opiates.

10. Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.

11. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.

12. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.

13. Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.

14. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.

15. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.

16. Be informed by the physician, or a delegate of the physician, of continuing health care requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.

17. Know which hospital rules and policies apply to your conduct while a patient.

18. Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:

- No visitors are allowed.
- The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility.
- You have told the health facility staff that you no longer want a particular person to visit.

However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. The health facility must inform you (or your support person, where

appropriate) of your visitation rights, including any clinical restrictions or limitations. The health facility is not permitted to restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

19. Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will comply with federal law and be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household and any support person pursuant to federal law.

20. Examine and receive an explanation of the hospital's bill regardless of the source of payment.

21. Exercise these rights without regard to sex, race, color, religion, ancestry, national origin, age, disability, medical condition, marital status, sexual orientation, educational background, economic status or the source of payment for care.

22. File a grievance. If you want to file a grievance with this hospital, you may do so by writing or by calling Adventist Health Bakersfield, 2615 Chester Ave, Bakersfield, CA 93301, 661-395-3000, ext. 3333: The grievance committee will review each grievance and provide you with a written response within 30 days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process. Concerns

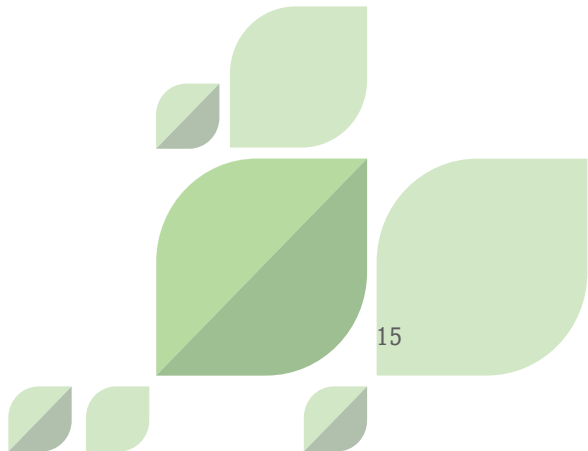
regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO).

23. File a complaint with the California Department of Public Health regardless of whether you use the hospital's grievance process. The California Department of Public Health's phone number and address is: 661-336-0543. 4540 California Ave., Suite 200. Bakersfield, CA 93309.

24. File a complaint with The Joint Commission in the event you have any concerns about patient care and safety that the hospital has not addressed or been resolved by hospital management.

Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
www.jointcommission.org
E-mail: complaint@jointcommission.org
(800) 994-6610 / Fax: (630) 792-5636

This Patient Rights document incorporates the requirements of The Joint Commission; Title 22, California Code of Regulations, Section 70707; Health and Safety Code Sections 1262.6, 1288.4, and 124960; and 42 C.F.R. Section 482.13 (Medicare Conditions of Participation).





Make Your Wishes Known

Rest easier by making decisions about the future of your health care prior to your procedure.

ADVANCE DIRECTIVES

Illness or injury can happen at any time. Do your family and friends know your health care wishes? Would they know what to do if you couldn't make decisions for yourself? Does your doctor know what treatments you want or do not want?

Take the power into your own hands with an advance directive. With an advance directive, you can make sure you get the care you want if you are ever unable to make or communicate your medical decisions.

You will feel assured knowing that your choices can be honored immediately without losing valuable time and that decisions will be easier for your loved ones to make.

Your Right To Make Decisions About Medical Treatment

WHO DECIDES ABOUT MY TREATMENT?

Your doctors will give you information and advice about treatment. You have the right to choose. You can say “yes” to treatments you want. You can say “no” to any treatment that you don't want, even if the treatment might keep you alive longer.

HOW DO I KNOW WHAT I WANT?

Your doctor must tell you about your medical condition and about what different treatments and pain management alternatives can do for you. Many treatments have

“side effects.” Your doctor must offer you information about problems that medical treatment is likely to cause you.

Often, more than one treatment might help you and people have different ideas about which is best. Your doctor can tell you which treatments are available to you, but your doctor can’t choose for you. That choice is yours to make and depends on what is important to you.

CAN OTHER PEOPLE HELP WITH MY DECISIONS?

Yes. Patients often turn to their relatives and close friends for help in making medical decisions. These people can help you think about the choices you face. You can ask the doctors and nurses to talk with your relatives and friends. They can ask the doctors and nurses questions for you.

CAN I CHOOSE A RELATIVE OR FRIEND TO MAKE HEALTH CARE DECISIONS FOR ME?

Yes. You must tell your doctor that you want someone else to make health care decisions for you. Ask the doctor to list that person as your health care “surrogate” in your medical record. The surrogate’s control over your medical decisions is effective only during treatment for your current illness or injury or, if you are in a medical facility, until you leave the facility.

WHAT IF I BECOME TOO SICK TO MAKE MY OWN HEALTH CARE DECISIONS?

If you haven’t named a surrogate, your doctor will ask your closest available relative or friend to help you decide what is best for you.

Sometimes everyone doesn't agree about what to do. That's why it is helpful if you can say in advance what you want to happen if you can't speak for yourself.

DO I HAVE TO WAIT UNTIL I AM SICK TO EXPRESS MY WISHES ABOUT HEALTH CARE?

No. In fact, it is better to express your wishes before you get very sick or have to go into a hospital, nursing home or other health care facility. You can use an Advance Health Care Directive to say who you want to speak for you and what kind of treatments you want.

These documents are called "advance" because you prepare one before health care decisions need to be made. They are called "directives" because they state who will speak on your behalf and what should be done.

In California, the part of an advance directive you can use to appoint an agent to make health care decisions is called a Power of Attorney for Health Care. The part where you can express what you want done is called an Individual Health Care Instruction.

WHO CAN MAKE AN ADVANCE DIRECTIVE?

You can, if you are 18 years of age or older and are capable of making your own medical decisions. You do not need a lawyer.

WHO CAN I NAME AS MY AGENT?

You can choose an adult relative, or any other person you trust, to speak for you when medical decisions must be made.

WHEN DOES MY AGENT BEGIN MAKING MY MEDICAL DECISIONS?

Usually, a health care agent will make decisions only after you lose the ability to make them for yourself. But, if you

wish, you can state in the Power of Attorney for Health Care that you want the agent to begin making decisions immediately.

HOW DOES MY AGENT KNOW WHAT I WANT?

After you choose your agent, talk to that person about what you want. Sometimes treatment decisions are difficult to make and it truly helps if your agent knows what you want. You can also write your wishes down in your advance directive.

WHAT IF I DON'T WANT TO NAME AN AGENT?

You can still write out your wishes in an advance directive without naming an agent. You can say that you want to have your life continued as long as possible. Or, you can say that you would not want treatment to continue your life. Also, you can express your wishes about the use of pain relief or any other type of medical treatment.

Even if you have not filled out a written Individual Health Care Instruction, you should discuss your wishes with your doctor, and ask to list those wishes in your medical record. Or, you can discuss your wishes with your family members or friends. But it will probably be easier to follow your wishes if you write them down.

WHAT IF I CHANGE MY MIND?

You can change or cancel your advance directive at any time, as long as you can communicate your wishes. To change the person you want to make your health care decisions, you must sign a statement or tell the doctor in charge of your care.

WHAT HAPPENS WHEN SOMEONE ELSE MAKES DECISIONS ABOUT MY TREATMENT?

The same rules apply to anyone who makes health care decisions on your behalf – a health care agent, a surrogate whose name you gave to your doctor, or a person appointed by a court to make decisions for you. All are required to follow your health care instructions or, in the absence of instructions, your general wishes about treatment.

If your treatment wishes are not known, the surrogate must try to determine what is in your best interest. The people providing your health care must follow the decisions of your agent or surrogate unless a requested treatment would be bad medical practice or ineffective in helping you. If this causes disagreement that cannot be worked out, the provider must make a reasonable effort to find another health care provider to take over treatment.

WILL I STILL BE TREATED IF I DON' T MAKE AN ADVANCE DIRECTIVE?

Absolutely. You will still get medical treatment. We just want you to know that if you become too sick to make decisions, someone else will have to make them for you.

Remember that: A Power of Attorney for Health Care lets you name an agent to make decisions for you. Your agent can make most medical decisions – not just those about life-sustaining treatment – when you can't speak for yourself. You can also let your agent make decisions earlier if you wish.

You can make your health care wishes known by writing them down or by talking with your doctor and asking the doctor to record your wishes in your medical file. If you

know when you would or would not want certain types of treatment, an instruction provides a good way to make your wishes clear to your doctor and to anyone else who may be involved in deciding about treatment on your behalf. These two types of advance health care directives may be used together or separately.

HOW CAN I GET MORE INFORMATION ABOUT MAKING AN ADVANCE DIRECTIVE?

Ask your doctor, nurse, social worker, or health care provider to get more information for you. You can have a lawyer write an advance directive for you, or you can complete an advance directive by filling in the blanks on a form available from the Registration department at Adventist Health Bakersfield.

Note: Are you or someone dear to you living with an advanced illness or life-threatening condition? The SJCH Palliative Care Team is dedicated to helping you cope with the challenges that a serious illness presents. Our Palliative Care Team provides expertise in pain and symptom relief, emotional and spiritual support, and discussions about goals of care and treatment decisions such as forgoing or withdrawing life-sustaining treatment, and withholding resuscitative services. If you think palliative care is right for you or a loved one, please let your nurse know or contact Palliative Care Services at (661) 869-6627. Our team will be able to provide you with the education and resources that can help you with the decision-making process.

PAYING YOUR BILL

Patient Financial Services is here to make the billing process as convenient as possible. If you have health insurance, we will bill your health plan first and then send you a bill for anything you might still owe.

Our financial counselors can help you understand your insurance coverage, or make interest-free payment arrangements. We are also happy to provide you with an itemized billing statement. We accept VISA, MasterCard, Discover and American Express. We can also arrange short-term payment plans as needed.

[Financial Assistance Policy](#)

Patient Financial Services: **(661) 869-6800**

If you do not have health insurance coverage, our financial counselors can help you apply for Medi-Cal or other government coverage. We also provide discounts to eligible low- to moderate-income patients. If you can't pay part of your bill, please call us. We will review your financial situation to determine if you are eligible for financial assistance.

[Billing Questions](#)

If you have any questions about your bill, please call us at **(661) 869-6800**

[What Bills Might I Receive?](#)

In addition to your hospital bill, you may receive separate bills from the physician(s) who treated you, as well as for other services such as lab work and interpretations of x-rays. If you have had a surgery, the anesthesiologist will bill separately for services, as will other physicians your doctor may have asked to consult regarding your condition and treatment. We do not provide or bill for these services, so please contact these other medical providers directly regarding your accounts with them.

VISITING A PATIENT

To find out where a patient is staying, call us at (661) 395-3000. Please ensure that you are free of illness before visiting.

Visiting Hours

Normal visiting hours are 7 a.m. – 8 p.m. If you come after hours, please enter through the Emergency Room entrance and check in with security before proceeding.

Visitors shall not be restricted, limited or otherwise denied on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. As a patient, you have the right to receive the visitors you designate, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), family members and friends. You also have the right to withdraw or deny your consent for visitors at any time. Upon admission, you will be informed of your visitation rights, including any clinical restriction or limitation on such rights if applicable.

We will only restrict visitation:

- To support the wishes and requests of the patient
- When it has been determined to be clinically necessary
- To protect the patient or others from injury
- To prevent deterioration of the patient's condition
- To prevent infringement on the rights of others
- To prevent damage to the environment

Children Visitors

Children are permitted to visit patients in the hospital under the supervision of an adult. Depending on a patient's condition, our medical staff may determine that children are not permitted to visit at a particular time.

Overnight Visitors

Adult visitors are allowed to stay in patient rooms overnight. Many of our rooms include a pull-out chair that may be used as a bed.

Second-Floor Waiting Room

Please wait in our second floor waiting room while your friend or family member undergoes a procedure. Please no food in the waiting area; drinks are OK.

Use of Personal Devices

Per penal code section 632, 633, 637.2, and added section 632.01: “Unlawful Recording and Disclosure of Confidential Conversations” applies to both the patients and their visitors. The new law prohibits a person who unlawfully eavesdrops upon or records a confidential communication with a health care provider to disclose the contents of this communication without the consent of all parties to the confidential communication. This includes all staff and physicians.

VISITOR SERVICES AND AMENITIES

Free Valet Parking

Available Monday-Friday, 7:30 a.m. to 8 p.m.

Self-Parking

- Front hospital parking lot: Located on Chester Avenue between 26th and 27th streets.
- Two parking garages: Entrances to both are located on 28th Street, just west of Chester Avenue.

Café Hours

Our Café is located in the hospital's basement level and is open 7 a.m. to 8 p.m., Monday-Friday; 7 a.m. to 6:30 p.m., Saturday-Sunday. For safety reasons, patients are not permitted to eat or visit in the Café.

Starbucks Kiosk

We are pleased to offer Starbucks drinks and some menu items at our walk-up kiosk, located in front of the medical center. The kiosk is open six days a week (closed on Saturdays and holidays). Hours can vary.

Vending Machines

Vending machines are located in the Emergency Department.

ATM

An ATM is available on the first floor of the hospital, left of the main visitors' elevators.

Free Wireless Internet

Free Wi-Fi is available throughout the hospital.

Chaplains

You may contact a chaplain during normal business hours at (661) 869-6629. If you need a chaplain after hours, call the hospital operator at (661) 395-3000. The operator will page the chaplain currently on call.

Chapel

Our chapel is located on the first floor of the hospital (between the main lobby and elevators). The chapel is on a first-come, first-serve basis, and may be accessed 24 hours a day, seven days a week.

Gift Shop

Open Monday - Thursday: 8 a.m. - 7 p.m.,
Friday: 8 a.m. - 4:30 p.m. and Sunday: Noon - 7 p.m.
Closed Saturdays.

CONTACT INFORMATION

Adventist Health Bakersfield

Main line: (661) 395-3000

Hearing impaired: **(661) 323-7629**

Pre-Admission Testing and Appointment Scheduling:

(661) 869-6110

Patient Registration: **(661) 869-6100**

To confirm the arrival time for your procedure, **call (661) 869-6401** after 6 p.m., the day prior.

Patient Care

Adventist Health Physicians Network Call Center:

(661) 241-6700

The AIS Cancer Center: **(661) 323-HOPE (4673)**

Weight Management Program: **(661) 869-6750**

Breast Center: **(661) 637-8720**

Case Management: **(661) 869-6526**

Chaplain Services: **(661) 869-6629**

Children's Mobile Immunizations Program: **(661) 869-6740**

Emergency Department **(661) 869-6200***

***FOR EMERGENCIES, PLEASE CALL 911.**

Home Care Services: **(661) 869-6700**

Maternity Care Center: **(661) 869-6430**

Outpatient Surgery Center: **(661) 322-SURG (7874)**

Palliative Care: **(661) 869-6627**

Quest Imaging: **(661) 633-5000**

Radiology: **(661) 869-6260**

Registration: **(661) 869-6100**

Surgical Services: **(661) 869-6400**

Wellness Center: **(661) 869-6580**

Business Offices

Administration: **(661) 869-6180**

Hospital Foundation: **(661) 869-6570**

Human Resources: **(661) 869-6600**

Marketing and Communications: **(661) 869-6560**

Medical Records: **(661) 869-6120**

Patient Financial Services (Billing): **(661) 869-6800**

Patient Financial Services (toll-free): **(877) 439-4736**

Volunteer Services: **(661) 869-6559**

Condition Help Hotline: If you feel an issue with your care or that of a loved one is not being resolved and you need additional service, please call **ext. 2606** from a medical center phone. A nurse leader will respond.



Parking Lot Information:

- 1 Visitor/Patient Parking (free valet available)
- 2 AHPN Parking
- 3 Additional Parking
- 4 Additional Parking
- 5 Visitor/Employee Parking Garage
- 6 Visitor/Patient Parking
- 7 Visitor/Employee Parking Garage
- 8 Physician Parking
- 9 Kaiser Patients Parking Only
- 10 Visitor/Patient Parking
- 11 Visitor/Patient Parking
- 12 Visitor/Patient Parking
- 13 Additional Parking



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