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.

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.
ICU Charge Nurse: 858.613.4641
House Supervisor: 760.658.1114

Contact Us
Intensive Care Unit (2nd Floor)
Palomar Medical Center Poway
15615 Pomerado Rd.
Poway, CA 92064
858.613.5973
PalomarHealth.org

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

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. When calling the ICU for updates you will be required to provide staff with the last 4 digits of the patient medical record: _______________ and state your password: _______________.
If you have any questions or concerns during your loved one’s stay, feel free to ask the nurse at any time.
Visiting and Quiet Hours

We understand it is important for you to spend time with your loved one and help them heal. We encourage you to speak to the nurse about the balance between providing support to the patient and allowing the patient sufficient rest and privacy.

To further help our patients please remember these visitor guidelines:
- Anyone with signs/symptoms of nausea, vomiting, diarrhea, a cold or who have been exposed to communicable diseases (such as flu, chicken pox, measles, mumps) please refrain from visiting.
- All visitors and staff must wash your hands before and after contact with a patient.
- Nurses change shifts between 6:45 a.m. and 7:45 a.m. every morning and evening. We ask that visitors, other than the primary caregiver, refrain from arriving or calling the unit during these times.
- Quiet Time begins at 10 p.m. and is an 8 hour period. We ask that visitation be limited to allow the patient restful sleep and enhance the healing process.
- Visitors may be limited or restricted when visitation would interfere with patient care.
- 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.
- Any child under the age of 14 must be accompanied by an adult family member or visitor other than the patient. All children must be supervised by an adult within the facility.
- Additional visitors are not permitted to wait in unit hallways. Waiting areas are available for visitors when they are not in the patient room.
- With the exception of service animals and pets through the RxPets Program, no pets are permitted in the hospital or lobby areas and may be restricted in the ICU. Specific approval is required for visitation.
- Please refrain from bringing flowers, plants and latex balloons into the ICU.

Visitor Amenities

For your comfort, various amenities are located at Palomar Medical Center Poway.
- **Restrooms:** Visitor restrooms are located at the entrance of each ICU 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.