

## Visiting and Quiet Hours

- » Only four guests may visit a room at a time.
- » Quiet hours are from 10 p.m. – 6 a.m. daily. During this time we ask guests to help create a quiet place for our patients to rest.
- » 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 at home.
- » Children under 12 years of age must be with an adult at all times.
- » Visiting hours are 24 hours a day, unless the health-care team tells you otherwise.
- » Pomerado Hospital is a latex-free hospital, so latex balloons are not allowed. Mylar balloons are allowed.
- » Nurses change shifts at 7 a.m. and 7 p.m. each day. This process lasts about an hour and we ask that visitors other than the primary caregiver avoid visiting and calling the nursing team during these times. This allows staff to focus and maintain patient privacy during transitions.
- » There may be times when you are asked to leave your loved one. If this happens, we will tell you why and when you can return. During this time you may wait in the family lounge located on each floor.
- » To help our patients heal, Pomerado Hospital is a smoke-free campus. Smoking, including e-cigarettes, alcohol and/or any illegal drugs is not allowed.

Patient Room #: \_\_\_\_\_

Patient Room Phone #: 858.613. \_\_\_\_\_

## Notes

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## Contact Us

### INTERMEDIATE CARE UNIT (3<sup>rd</sup> Floor)

Pomerado Hospital  
15615 Pomerado Rd., Poway, CA 92064

☎ 858.613.4475

✉ [ContactPOM@PalomarHealth.org](mailto:ContactPOM@PalomarHealth.org)

💻 [www.PalomarHealth.org](http://www.PalomarHealth.org)

 **Facebook**  
[Facebook.com/PalomarHealth](https://www.facebook.com/PalomarHealth)

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# Welcome to Pomerado Hospital

## INTERMEDIATE CARE UNIT



## Information for our Visitors

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



A CALIFORNIA HEALTHCARE DISTRICT



## Your IMC Health-Care Team

Our goal is to provide you with high-quality care. Our caring and compassionate team of health-care professionals is dedicated to delivering very good care to your loved one. The experienced Registered Nurse, Respiratory Care Practitioner and Certified Nursing Assistant will be the primary caregivers, but may also include a Certified Dietitian, Physical or Occupational Therapist, Social Workers and others.

**Medical Provider:** A doctor is responsible for the overall care of each patient

Name: \_\_\_\_\_

**Registered Nurse:** Each patient is assigned a RN who will take care of them and who works with their doctor to provide their care.

Name: \_\_\_\_\_



## Patient Information

Please choose one family member to act as the main contact person. This person will be the primary contact for updates and should then update other family members.

For patient privacy, please refer to your assigned password that identifies you as a family member. Please provide this password when entering or calling the unit.

The last four digits of the patient' medical record number: \_\_\_\_\_

Your assigned password: \_\_\_\_\_

To make sure your loved one receives the best care, if calling or visiting your loved one, please try to avoid shift change times if possible (7 a.m./p.m.).

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

## Pain and Comfort

We understand that pain is very real in all of our patients and our goal is to find the cause of your loved one's pain.

The IMC team will ask your loved one to rate their pain on a scale of 0 (no pain) to 10 (worst pain possible) and to describe their pain. Pain may be described as: heavy, sharp, dull, achy, pressure, numbness, burning or tightness.

Their comfort is our priority and we will make every effort to take away their pain. They may be treated with ice, heat, positioning and/or medications, but there may be times we are unable to completely take away all their pain.

## Personal Belongings

During the admission process we will make a list of personal belongings, but we ask that any valuables or home medications are left in the care of family members. If personal belongings are brought into the patient room, we ask that you notify the nursing team so they can keep your list up to date. We are not responsible for lost or stolen personal belongings.

## How Can I Help?

Knowing your loved one's past medical history and current medications is very helpful. Ask for a medication card to fill out and carry with your loved one, if you would like.

When your loved one is ready to go home, both the doctor and the nurse will take the time to explain their diagnosis and how you or they can care for themselves at home. Your loved one will receive printed instructions on their illness or injury. We may provide them with a doctor's name or name of clinic for follow-up care and/or a printed prescription. We encourage them to fill the prescription, because this is part of their treatment plan.

A few weeks after your loved one's visit, they may receive a mailed survey from Press Ganey, the company we use to evaluate the care we provided during your loved one's visit. We value all feedback and are always looking for opportunity for improvement.

