

Department	Hours of Operation	Location	Room	Directions	
Admissions		Ground Floor	G314	Next to Cafeteria	
ATM Machine		Ground Floor		Across from the Cafeteria	
Board Room		Ground Floor	G210	Across from the Cafeteria	
Cashier		Central Elevator	A411	Floor A (LL) Pavilion Pavilion Elevators DO NOT go to ground (G) floor	
Chapel		Ground Floor			
Conference Center		Ground Floor		Just past Admissions Office	
Pre Natal Testing		Central Elevator	1460	1st Floor Pavilion	
Emergency Room				From 15th St. Lobby: go outside through gate & turn left From 16th St. Lobby: turn left past gate to ER entrance	
**Film Library		Mon-Fri 8AM-4PM	Ortho Elevator	2105	From 16th St. Lobby: turn right before glass doors, make first left then turn right into 15th St. Lobby to Ortho Elevator to 2nd Floor From: 15th St. Lobby: take Ortho elevator to 2nd floor
Labor & Delivery			Central Elevator	2512-2552	2nd Floor
NICU	Central Elevator		2512-2552	Go to the waiting room, press the button to speak to nurse and provide name of visitor. Provide instructions to visitors should they go there alone.	
Post-Partum	Central Elevator		2410-2490	2nd Floor	
Birthing Center	Central Elevator		2410-2490	2nd Floor	
Laboratory (Outpatient)	Mon-Fri 8AM-6PM	1245 16th St.	Suite 110	On the NE corner of Arizona and 16th St. Blood Test, Urinalysis, Outpatient appts.	
Medical Records	Mon-Fri 8AM-4:30PM Closed 11:30AM-12:30AM	15th St. Medical Plaza	802B	1260 15th St. 8th Floor #802B	
**Ortho Clinic Treatment	Mon-Fri 7AM-5PM After Hours: Mon-Thurs 5:30PM-9PM	Ortho Elevator	2100	Fom 16th St. Lobby: turn right before glass doors, make first left then turn right into 15th St. Lobby to Ortho Elevator to 2nd Floor From: 15th St. Lobby: take Ortho elevator to 2nd floor Ortho Wing (Rooms 2100, 2105, 2222) 1225 15th St.	
Outpatient Procedures	Mon-Fri 7AM-10PM	Central Elevator	1401	1st Floor	
Pediatrics		North Elevator	6204-6266	6th Floor North Wing	
**Radiology	Mon-Fri 7AM-10PM	Ortho Elevator	2222	2nd Floor Ortho Wing for patients with appts If instructions say SM it is in 2222 in hospital SMO is across the st at 1245 16th St. BIC is 1919 SM Blvd. WIC is 1260 15th St. MIB is Manhattan Beach	
RTC (Rape Trauma Center)	Mon-Fri 8AM-4:45PM		Floor A	Floor A Police escortonly	
Stewart House	Mon-Fri 8AM-5PM	16th Street		Police escort only	
PACU/PTU (Surgical Waiting Area)		Central Elevator	3500	3rd Floor Visitors have concerns when told they're being escorted to surgery lounge. Reassure the that some patients can be overflow rooms and can be placed there due to lack of available space.	
PATIENT ROOMS				1st number is the floor 2nd number is the elevator - 2 or 3 use NORTH elevator - 4 or 5 use CENTRAL elevator	
Valet Parking	Mon-Fri 4:45AM-6PM Mon-Fri 7AM-6PM			16th St. Main Entrance 15th St. Ortho Entrance \$12 - Handicap \$9 - tag Parking passes for employee garage are available at 16th St. Security desk	
Outpatient Surgery Center		1223 16th St.		Entrance on 16th St.	
Pharmacy	Mon-Fri 8AM-6PM Holidays 8AM-5PM	1223 16th St.			
Urgent Care	Mon-Fri 9AM-9PM Sat-Sun 9AM-5:30PM	2424 Wilshire Blvd.			

NOTE:

As a greeter, you are the face of the hospital so always look professional and ready to assist. It is important to always practice CICARE and greet each individual (patient, family, employee or volunteer) with a big friendly smile.

Listen to visitors while they are getting directions from the Information Desk Ambassadors and be ready to step in and assist in escorting them. Always offer your support by stating something along the lines of, "I'm happy to walk you."

Visitors feel a sense of comfort and their experience can be immediately impacted positively.

If a visitor asks for directions to a room, ALWAYS ask the patient's name and then check with the ambassador. If no ambassador is on duty, dial 0 for the operator.

When escorting, check in at the nurse's station next to the patient's room and ask if the patient can have visitors.

Outgoing calls please Dial 8, then 1 and then the area code.

TAXI (Dial 8 first)

Taxi Taxi 1 (310) 444-4444
Independent 1 (800) 521-8298
Metro Cab 1 (310) 444-7777
Yellow Cab 1 (310) 808-1000