**2 fold brochure**

**Move Day Family Brochure**

**SMCS Logo**

**Image: adult doc photo**

**Moving to your new hospital**

After years of careful planning and preparation, we will move to the expanded Sutter Medical Center, Sacramento on August 8, 2015.

Your comfort and safety is at the heart of all of our planning. This pamphlet provides information about the move and answers important questions for you and your loved ones. A member of our Patient and Family Move Team will meet with you and your family to address any concerns before and after the move.

This is an important day for Sutter Medical Center, Sacramento and our community. We are excited about the move and look forward to caring for you and your family on our newly expanded campus. Our new and remodeled buildings provide state-of-the-art equipment dedicated to the specialized care of all our patients. We have furnished our patient rooms, family lounges and public areas with comfortable furnishing to feel more like home. And, we have incorporated therapeutic design elements to help our patients and families heal and feel more at ease.

**Moving to the region’s most advanced medical campus**

**Safety First**

Your doctor will make sure you can move safely based on your medical condition. After a complete assessment, the doctor and nursing team will determine the safest time for your move. We have partnered with quality ambulance companies whose ambulances are equipped with everything necessary to give you a gentle and safe ride. Any special equipment required for your care will be available to ensure a safe move.

Your entire move will take approximately 30 minutes from the time you leave your old room to the time you are settled in your new room.

In addition, our watchful Security team will be on campus to ensure your safety throughout the move.

**Medical care during your move**

The day before your move, your nurse will explain the approximate time scheduled for your move. A nurse will be by your side during your entire move, including your ride in the ambulance. An entire team of health care professionals will be nearby at all times during the move. They know your medical condition and will take every precaution to ensure your safety. All medications will be given in a timely manner to make the move comfortable. Your nurse will immediately address your concerns before, during and after the move and will be in contact with your doctor with any questions.

**Individual Needs**

All patients and their families will be moved with care and clinical excellence.

* **Cultural Awareness** – we will meet your language and/or cultural, spiritual and other needs
* **Attentiveness** – your clinical team will attend to your needs both before the move and after you have settled into your new room
* **Respect** – we will provide privacy and confidentiality during the move
* **Empathy** – we will listen to and respond to your concerns and questions

**Personal belongings**

Please have your family members take home all non-essential items such as flowers, cards, magazines, gifts, etc., the day before the move. You may keep important items such as dentures, glasses and hearing aids. We will place them in a personalized bag to move with you. Our Patient and Family Move Team will visit the day before the move to check that everything is labeled and ready.

**Taking care of families/visitors, too**

Move day will be busy for us as we carefully and safely move all of our patients. However, we understand that your family and visitors will want to be with you in your new room, and we are excited for them to see our medical campus. Families/visitors may like to use our free shuttle service or may choose to drive to the new location at 2825 Capitol Avenue.

* The free shuttle service will depart from Sutter Memorial Hospital and bring you directly to the Sutter Medical Center, Sacramento campus. We will provide a convenient shuttle service every 30 minutes between the two locations. The shuttle will operate from 6 a.m. – 8 p.m.
* If your family/visitors choose to drive their own vehicles, they will park in Parking Lot B (formerly the South Lot) at 29th Street and Capitol Avenue. They will take the elevator to the second floor and cross the bridge to our new building upon your arrival at the new campus. A member of our Patient and Family Team will escort them to your room as soon as your care team says you are ready.

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