




Occupancy Manual

Your guide to the New Mission Bernal Campus







Welcome to the New Mission Bernal Campus

We hope you are as excited as we are to begin work at Mission Bernal campus! This detailed Occupancy Manual is designed to be your “go-to guide” to help orient you to our new campus.

Retaining the “heart” of what we do

The opening of the new Mission Bernal campus is the culmination of years of hard work, commitment and anticipation. It will continue the legacy of being the neighborhood hospital in the Mission District and retain the “heart” that has made St. Luke’s special for patients, staff, physicians and volunteers alike.

Balancing safety, comfort and sustainability

The new building balances the safety and technical needs of staff, physicians, and volunteers with the comfort and safety of our patients. The modernized campus is seismically safe and certified as Leadership in Energy and Environmental Design (LEED), a globally-recognized symbol of sustainability.

The layout of the building is built with a front of house (on stage) and back of the house (off stage) concept. Front of the house refers to all areas that patients and visitors will see, and where we are “on stage” and help create a positive environment for our patients and visitors. Back of house includes Staff Only hallways and elevators. This design will help us put our best foot forward.

Mission Bernal Campus will open on August 25, 2018. We are so pleased to be able to create the next generation in health care services for San Francisco.

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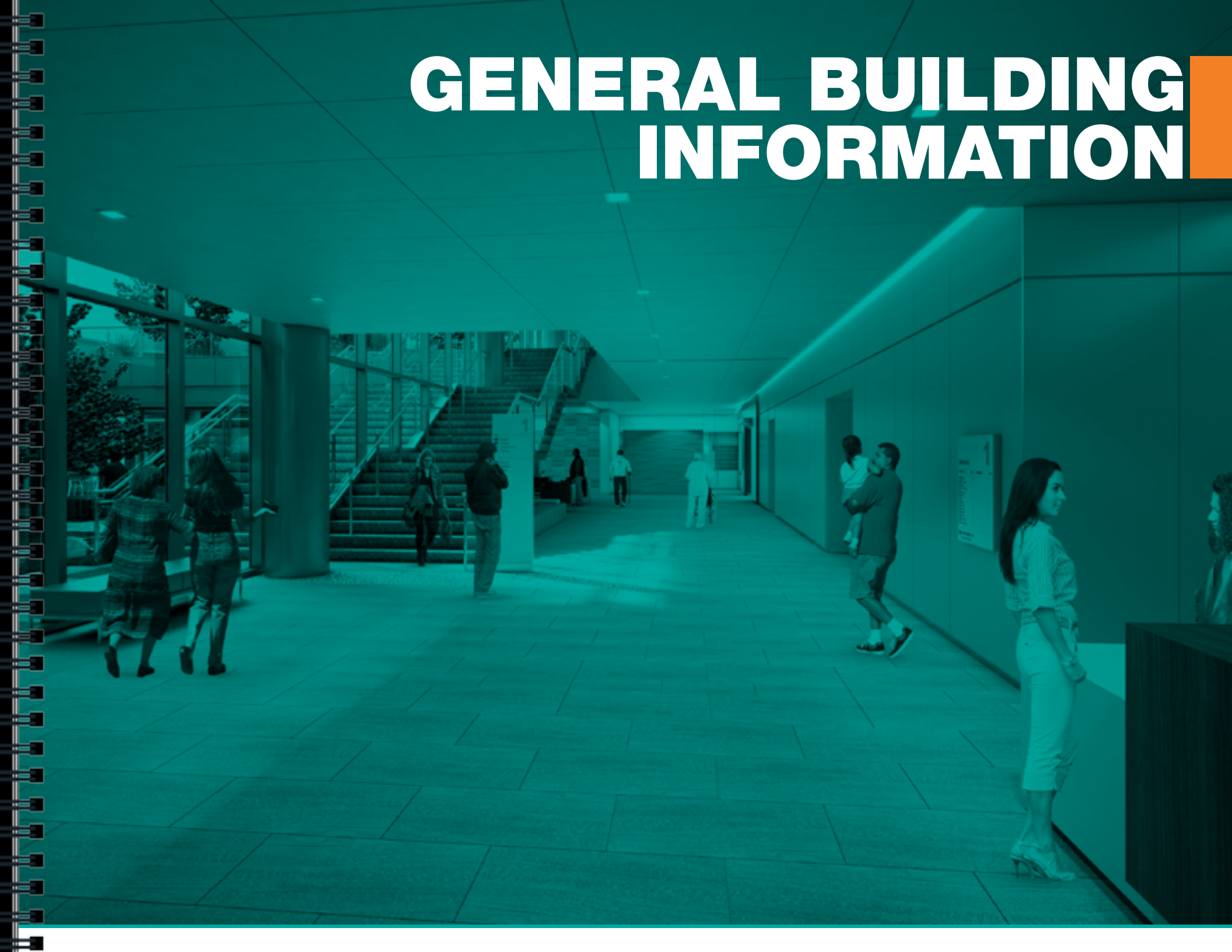
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GENERAL BUILDING INFORMATION



Important Numbers

Emergency 415-641-6625

Main Hospital 415-600-6000

Security 415-600-0837

Abuse Hotline (Adult) **800-814-0009**

Abuse Hotline (Child) **800-856-5553**

Admitting **415-641-6951**

Administration **415-641-6536**

Ambassador Suite **415-600-2600**

Bed Control **415-850-7123**

Breast Health **415-641-6545**

Cashier **415-641-3333**

Cardiac Cath Lab **415-600-5990**

Cardiology (Non-Invasive) **415-641-6570**

Case Management **415-641-6534**

Central Distribution **415-641-6626**

Chaplain **415-641-6527**

Clinical Lab **415-641-6533**

CT **415-641-6545**

Diabetes Center **415-600-0506**

Dialysis (in-patient) **415-641-3427**

Emergency **415-641-6625**

ER Registration **415-641-6698**

Food & Nutrition **415-641-6594**

Hospitalists **415-912-8469**

Imaging **415-641-6545**

Information/Lobby **415-641-6512**

Information Services **888-888-6044**

Interpreter Services **415-600-1077**

Main Hospital **415-600-6000**

Medical Staff Office **415-600-6285**

Medical Records **415-641-6515**

MRI **415-641-6545**

Newborn Connections **415-600-2229**

Nursing Admin **415-641-6536**

Occupational Therapy **415-641-6560**

Outpatient Surgery **415-641-6889**

Patient Relations **415-600-6634**

Pharmacy **415-641-6505**

PT/OT/ST **415-641-6560**

Respiratory Therapy **415-641-6565**

Security **415-600-0837**

Support Services **415-600-7900**

Volunteer Services **415-641-6490**

Nursing Stations

3rd Floor ACU **415-641-6889**

3rd Floor OR **415-641-6635**

3rd Floor PACU **415-641-6638**

4th Floor ICU **415-641-6612**

4th Floor PCU **415-641-6610**

5th Floor Med Surg **415-641-6690**

6th Floor Med Surg **415-641-6710**

7th Floor L&D **415-641-6630**

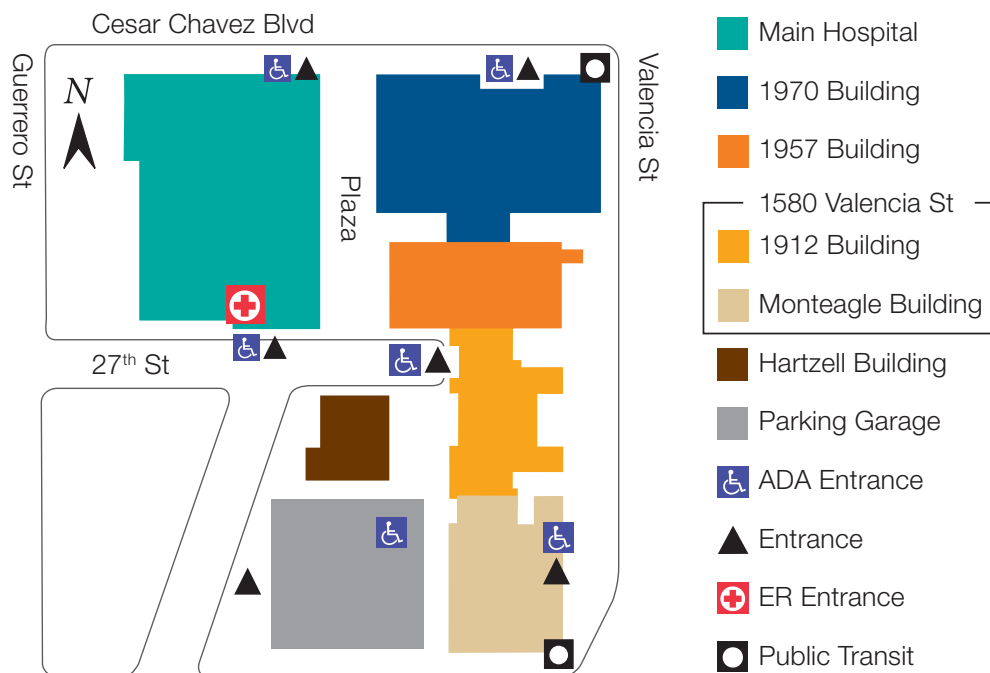
7th Floor Nursery **415-641-6655**

7th Floor Postpartum **415-641-6650**

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Hours of Operation

Cesar Chavez Entrance	7am–7pm Everyday	Badge after hours
27th St. Plaza Entrance	24 hours a day	Open Everyday
Emergency Entrance	24 hours a day	Open Everyday
Cafeteria 1st Floor	6:30am–6:30pm Monday–Friday	Closed on weekends Closed after hours
Mail Room 1912 Building	24 hours a day	Open Everyday
Peet's Coffee Cart Monteagle Building	7:30am–3pm Monday–Friday	Closed on weekends
Walgreens Pharmacy Monteagle Building	9am–6pm Monday–Friday	Closed on weekends
Newborn Connections Monteagle Building	9am - 6pm Monday–Thursday 9am - 4pm Friday	Closed on weekends
Loading Dock/ Delivery Hours	5am–8pm Monday–Friday	Other hours by appointment only



Visitor Badges

Visitors and vendors who are coming to the hospital will be required to wear Visitor Badges between 8 pm and 7 am. They may sign-in and receive badges at **the Security Desk on Floor 2**

Photo identification is required for those 18 years and older. Children without an ID will also receive a badge as long as they are accompanied by an adult. Visitor Badges will become void after 8 - 12 hours and will need to be reissued.

Patients/visitors going to appointments in the Medical Office Building will not require a badge.

If someone needs assistance to enter the building

Should an individual arrive at the Cesar Chavez St. entrance and need assistance (ADA accommodation), he/she should use the phone at the entrance to contact Security. A security officer will then assist the individual into the building.

Personnel Identification Badges

Providers, staff and volunteers must wear their hospital identification badges while on campus. Badges are required for identification and to gain access to non-public areas and devices.

Staff must tap their badge to the respective device, to activate the corresponding system.

Registry staff is required to show registry ID before being issued a badge. Hospital issued badges must be return to the charge nurse at the end of the shift.

Internal stairwells may be used for exiting the building; however badge access is required on the ground floor for re-entry.

You will need your badge if you are moving from one floor to another.

Do not let anyone use your badge.

Pay attention to your surroundings when badging in and ensure that no one enters behind you.

If you forgot your badge, please go to the Security Desk for a temporary badge.

General Entry Examples: Badge Access

- All exterior doors with card readers
- All back of house space (hallways, etc.)
- Multidisciplinary / Conference Rooms
- Consult Rooms
- Bicycle Storage
- Locker Rooms
- Emergency Department
- Imaging Entrance
- M/S, L&D and M/S Patient Floors (unless otherwise specified)
- Service elevators

Restricted Area Examples: Badge Clearance Required

- Administrative Suite
- Admitting
- Biomedical Engineering
- Clean/Soil Utility Room
- Clinical Lab
- Food & Nutrition Area
- Materials Mgmt/Supply Chain
- Medical Equipment Rooms
- Medrooms
- Morgue
- MRI Suites
- Nourishment Rooms
- Nursery/SCN
- PBX
- Pharmacy
- PT/OT Area
- Security
- SPD, OR, PACU/ACU

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Elevators

There are two sets of elevators on the campus. Please yield to patients being transported.

Four public elevators are available for patients and visitors. Badge access is not required.

Three transport/service elevators are for staff, volunteers and patient transport. Badge access is required to activate elevator.

Staff Lockers

Lockers are available for staff use in department areas (see table below).

All lockers will be day use only, unless otherwise designated by management.

Lockers accept padlocks and are two or three high.

Department managers are responsible for handling locker buddy assignments and distribution.

Department Lockers	Location
Pharmacy	Floor 1
Kitchen	Floor 1
Materials Mgmt, EVS, Biomed, Engineering	Floor 1
Emergency Department	Floor 2
Imaging	Floor 2
Surgery, Prep/Recovery, PACU, CSPD	Floor 3
Lab	Floor 3
ICU	Floor 4
Med/Surg	Floors 4, 5, 6
Respiratory Therapy	Floor 4
LDR	Floor 7

Shared Spaces

Mission Bernal is designed as a shared work space.

Multi-disciplinary workrooms are conference-style type rooms on patient care floors. These rooms accommodate ten people sitting around a rectangular conference table and may be used for small group meetings, education sessions, and so forth. The rooms are equipped with a large wall monitor and teleconferencing.

Inter-disciplinary workrooms are individual computer workstations in a shared workroom environment. Workstations are not to be “claimed” for any specific individual use. Practice shared workspace etiquette; keep the volume down, no eating and clean up after yourself.

Consult rooms are designed for providers to have private conversations with patient family member(s) and significant others. Rooms may be locked; requests keys from the charge nurse. Please clean the room after every use.

Family rooms are public areas for family members to sit and gather, outside the patient room.

There are two **On-Call rooms**, 5361 or 5359, available for scheduling. Contact Support Services at x77900 (415-600-7900) or use the Online Room Scheduling Portal at <http://dcpwdb405/virtualems/> to reserve a room up to a week in advance. Same day or after-hours requests can be directed to the hospital Operator or the Nursing Supervisor.

Staff Lounges are for non-physician staff. Nursing staff is responsible for cleaning the coffee maker.

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