

General Entry Examples:

Badge Access

- All exterior doors with card readers
- All back of house space (hallways, etc.)
- Multi-disciplinary / Conference Rooms

- Consult Rooms
- Locker Rooms
- Emergency Department
- Imaging Entrance
- 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 and Nutrition Area
- Materials Mgmt/Supply Chain
- Medical Equipment Rooms
- Medrooms
- Morgue
- MRI Suites
- Nourishment Rooms
- Nursery/SCN
- PEX
- Pharmacy
- PT/OT Area
- Security
- SPD, OR, PACU/ACU

Visitor Badges

Visitors and vendors who are coming to the hospital will be required to wear a visitor badge between 8pm and 7am. They may sign-in and receive badges at the **Security Desk on the 3rd Floor Emergency Entrance**.

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.

If someone needs assistance to enter the building

Should an individual arrive after hours at the Van Ness or Post Street entrance and need assistance (ADA accommodation), he/she should use the video phone at the entrance to contact Security. A security officer will then assist the individual into the building.

Personnel ID Badges

Providers, staff and volunteers must wear their hospital identification badge 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 returned 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, go to the Security Office on 1st Floor for a temporary badge.

Elevators

There are three sets of elevators on the campus. Six public elevators are available, no badge required.

There are four to five dedicated patient transport elevators. Only use these elevators when transporting a patient.

Shared Spaces

Van Ness is designed as a shared work space.

Multi-disciplinary workrooms are conference-style 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 work space 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; request 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 six On-Call rooms, 5344, 5364, 6433, 6515 and 6530 (ADA), available for scheduling. Contact Support Services at 415-600-7900 or use the Online Room Scheduling Portal at <http://dx.pwdb9455.virtualcms/> to reserve a room up to a week in advance. Same-day or after-hours requests can be directed to security.

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

Staff Lockers

Lockers are available for staff use in department areas.

- * All lockers will be day use only.
- * Lockers accept standard padlocks.
- * Department managers are responsible for distribution.

Department Lockers

	Location
Central Sterile	2273, 2275
Clinical Lab	1427, 1428
Emergency Dept	3374
Engineering	2302, 2304
Environmental Service	2251, 2253
Food Service/ Kitchen	1530, 1632
ICU	6053, 6055
Imaging	3540, 3542
Interpreters	2856
Invasive Services / Surgery	4202, 4204
Labor & Delivery	5030, 5172, 5174
Med Surg / Acute Care	9063, 10063
Pathology	1322
Patient Transport	1206
Pediatrics	7063
Pharmacy	1629
Postpartum	8300A
PT/OT	9067
Residents	0610A
Respiratory Therapy	8210B
Security	1303B
Volunteers	1651

Interpreter Services

Our Interpreter Services Program offers the following services:

- * In-person interpreting by trained medical interpreters
- * Video interpreting via an iPad
- * Telephonic interpreting via a dual handset phone system

A dual handset interpreter phone is stored in the nurse server in every Med/Surg patient room.

These services are available to all departments at no cost. Please access Interpreter Services by calling 415-600-2070.

Newborn Connections

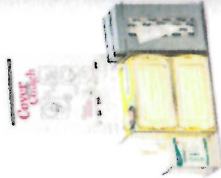
Newborn Connections is a community resource in the Van Ness Campus that offers support and education from pregnancy through early parenting. Located in the Medical Office Building, 1100 Van Ness Ave, the program includes prenatal classes, massage services, breastfeeding support, and support groups, as well as breastfeeding, baby and lactation supplies.

Hours are Monday-Thursday, 9am-6pm, Friday, 9am-4pm. Closed Saturday and Sunday. The telephone number is 415-600-2229.

Handwritten note: "Need a wheelchair" with an arrow pointing to the "Wheelchairs & Gurneys" section.

Respiratory Etiquette Stations

To prevent the transmission of respiratory infections, complimentary respiratory etiquette stations with gloves, antibacterial gel and masks are available in the main registration areas and on each floor.



Wheelchairs and Gurneys

Wheelchairs and gurneys are available for general patient use and are tagged with Aeroscout RFID (GPS tracking devices) to facilitate ease of location for patient use. Equipment will be cleaned after each patient use by clinical or transport staff. Wheelchairs are located at the entrances of the ER, Level 2 Driveway, and Discharge Lounge.

Lost and Found

Lost and Found is located in Security on the 1st Floor. Please contact Security at 415-600-0837 if you have a missing item that cannot be located.

For patient lost and found items, please direct them to Security or contact Patient Relations at 415-600-3280.

SAFETY AND SECURITY



BUILDING AMENITIES

Information Desks

The Van Ness Campus Information Desks are located on the 2nd floor of the Main Lobby. The Information Desk staff provides the following services:

- General information
- Directions and wayfinding
- Shuttle schedule information
- Taxi and transportation services information

Waiting Areas

Waiting areas and lobbies are available throughout the hospital. See General Building Information, [page 2](#). For safety reasons and to prevent accidental blocking of the retractable fire doors, do not rearrange furniture in the waiting areas.

Restroom Locations

Public restrooms and water fountains are located on every floor near the public elevators. Staff Only restrooms require badge access and are generally near staff lockers, lounges and conference rooms.

Lactation Lounge

A dedicated lactation lounge for staff and physicians only is located on the First Floor, Room 1118 ([page 11](#)). Badge access is required.

Water Cooler/Bottle Filling Stations

The Van Ness Campus is a sustainable and LEED certified building. To reduce the use of disposable bottles, water fountains are available on each floor near the elevators. Bottle filling locations are in the Emergency Department, Cafeteria, and Surgical Waiting Room. Plumbed coffee makers with hot water dispensers are available on certain floors. Ice makers are available in patient nourishment rooms (not in staff lounges).

Dining Services

Several choices for food and beverages are available during regular business hours. The Chief William's Café and Grab and Go are on the 2nd floor and are open 7 days a week. They are closed after hours and on weekends.

Snack and beverage vending machines are located on the 3rd floor near the Emergency room.

Catering Services

All catering requests must be submitted to the Food and Nutrition Services Department three days in advance of the meeting or event. Use Catertrax, the ordering platform to order food for meetings. Place catering orders at:

www.cpmc-shikes.catertrax.com

For training on Catertrax, go to:

<https://catertrax4.wistia.com/medias/69a2xyhgm#>

Conference Room Reservations

To reserve a room, complete the Online Conference Room Request form. <http://dcpwds43.virtualmiami.com>, more information about Conference Rooms and Patient Care Conference Rooms on [page 6](#).

Guest Internet Access (Wi-Fi)

The Van Ness Campus offers complimentary internet access. To connect, select "SHGUESTING" as the wireless network. Follow the prompts on the device, including accepting the "Terms and Conditions of Use."

Information Desks
Waiting Areas
Restroom Locations
Lactation Lounge
Bottle Filling Stations
Dining Services
Catering Services
Room Reservations
Guest Wi-Fi
Biopsy Storage
Ambulatory
Services Suite
Patient Education