

Visitor's Guide

A complete guide to hospital facilities and their locations



General Information

Visiting Hours

We welcome your visit with loved ones while they are at MemorialCare Saddleback Medical Center. To maintain the healthiest environment possible and to avoid infections, please ensure visitors with a fever, cough, runny nose, sore throat or other symptoms wait until they are completely well before visiting.

General visiting hours are between 6 am – 8 pm with varying hours for certain units. After hours access to the hospital is restricted through the Emergency Department. To promote infection control, and to the extent possible, no more than two visitors should be at the patient's bedside at any one time. Please check with the charge nurse on the nursing unit for more specific visiting information.

Smoking

Smoking is prohibited on the entire Saddleback Medical Center campus, including outdoor areas, grounds and parking areas.

Gift Shop

The Gift Shop offers a wide variety of gifts, greeting cards, flowers, snacks, and personal items. All proceeds go directly to Saddleback Memorial Foundation to help provide quality health care to the community. Hours: Monday through Friday from 9 am – 7 pm, Saturday from 9 am – 4 pm and Sunday from 10 am – 4 pm For more information call 949.452.3426.

ATM

ATMs are located on the basement level of the main hospital near the cafeteria and in the lobby of the Medical Office Tower.

Cell Phone Charging Stations

Available in the visiting waiting areas.

Interpreter Services

Translation services are available for a variety of languages. Services are also offered for the hearing impaired. Please ask a nurse if you need assistance.

Social and Spiritual Services

Social workers and chaplains are available to counsel patients and families with social, emotional and financial needs as well as provide spiritual care and support. Please ask your nurse if you need assistance.

Physician Referral

The MemorialCare Physician Referral Service offers free information about the education and specialties of more than 3,000 physicians. Please visit memorialcare.org/saddleback or call 1.800.MEMORIAL (1.800.636.6742) for more information.

Concerns or Questions

If there is a concern regarding patient care, please notify the charge nurse or supervisor. A Patient Relations Coordinator can assist with problems or concerns that have not been resolved by the charge nurse or supervisor. To reach our Patient Relations Coordinator, please call 949.452.3929. Our business hours are Monday - Friday, 8 am to 4 pm. Voicemails will be returned the next business day.



Saddleback Medical Center Café

Located on basement level

The Saddleback Medical Center Café offers a wide variety of hot and cold food and beverage options. Vending machines and microwave ovens are available 24-hours-a-day adjacent to the cafeteria. The cafeteria also offers Starbucks coffee and a Grab & Go section, including outdoor patio seating for your enjoyment.

Monday – Friday

Breakfast	6:45 am – 10:00 am
Grill	10:30 am – 8:30 pm
Lunch	11:00 am – 1:45 pm
Dinner	4:30 pm – 8:30 pm

Saturday – Sunday (Grill closed)

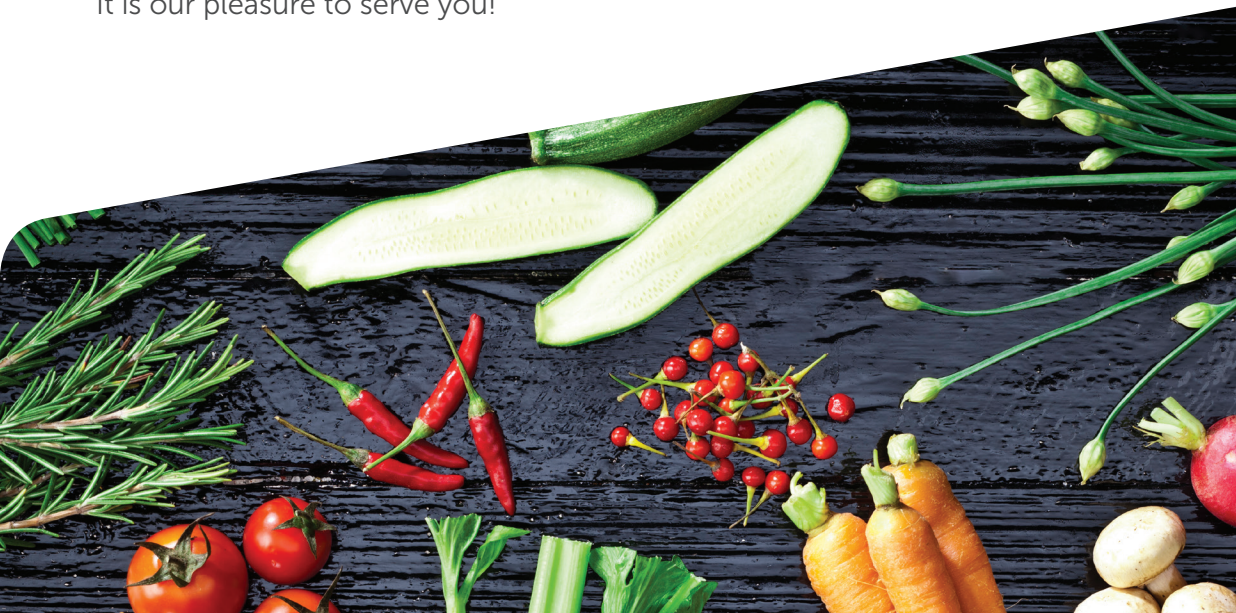
Breakfast	8:45 am – 10:00 am
Lunch	11:00 am – 1:45 pm
Dinner	4:30 pm – 8:30 pm

Room Service Guest Meals are available for purchase for those wishing to dine with their friend or relative during their hospital stay. We accept major credit and debit cards.

Breakfast \$8 | Lunch or Dinner \$10.

(Lunch or dinner includes an entrée, two sides, a beverage and dessert or fruit.)

To place an order, call 949-452-DINE (3463) between 6:45 am and 7 pm.
It is our pleasure to serve you!



Important Numbers

Main Operator	949.837.4500 ext. 0
Patient Relations Coordinator	949.452.3929
Admitting/Registration	949.452.3545
Medical Records	949.452.7050
Patient Accounting/Billing	877.323.0043
Saddleback Medical Center Pharmacy	949.452.3706
CVS 24-hour Pharmacy	949.581.9120
Lab Corp	949.586.6590
Quest Diagnostics	949.458.1468

MemorialCare is a nonprofit integrated healthcare delivery system that includes leading hospitals – Long Beach Medical Center, Miller Children’s & Women’s Hospital Long Beach, Community Medical Center Long Beach, Orange Coast Medical Center, and Saddleback Medical Center; award-winning medical groups – MemorialCare Medical Group and Greater Newport Physicians; Seaside Health Plan; and convenient outpatient health centers, imaging centers, surgical centers and dialysis centers throughout Orange and Los Angeles Counties.

MemorialCare Saddleback Medical Center
24451 Health Center Drive, Laguna Hills, CA 92653
memorialcare.org/saddleback
949.837.4500

Visit memorialcare.org/saddleback to find a physician, learn about our services or explore employment opportunities.

