

## Need assistance?

Visit our information desk on the first floor of the medical center or ask a member of our staff.

**Hospital operator** ..... **626-851-1011**  
24 hours a day, 7 days a week

**Appointments and advice** ..... **1-833-KP4CARE**  
**(1-833-574-2273)** (TTY 711)  
Monday-Friday, 7 a.m. to 7 p.m.

To make an appointment after hours or on weekends or holidays, use **kp.org** or use the self-service option when you call.

**Mandarin Chinese appt. line** ..... **1-888-886-1398**  
Monday-Friday, 7 a.m. to 7 p.m.

**After-hours advice** ..... **1-833-KP4CARE**  
**(1-833-574-2273)** (TTY 711)  
Monday-Friday, 7 p.m. to 7 a.m.  
Saturday-Sunday, 24 hours a day

**Member Service**  
**Contact Center** ..... **1-800-464-4000** (TTY 711)  
24 hours a day, 7 days a week (closed holidays).  
English and more than 150 languages  
using interpreter services.

## After-hours entrance

From 11:30 p.m. to 5:30 a.m., park in the lot near the Emergency Department and enter through the door marked "Emergency Entrance."

## Well-connected

Wireless internet access (Wi-Fi) is available at no cost throughout the medical center. Just connect to the "Kaiser Guest" network.

In the lobby, you'll find computers to connect with:

- **kp.org** – Online resources where you can schedule routine appointments, email your doctor's office with nonurgent questions, check most lab test results, or order most prescription refills. Go to **kp.org/register** to get started.
- **kp.org/baldwinpark** – Medical center website where you'll find information on health care services, maps, activities, farmers market, community outreach and support, and more.

## Baldwin Park Café

Open 7 days a week, 7 a.m. to 7 p.m.  
Closed 3 to 4 p.m.

## Gift shop

Open Monday-Friday, 9 a.m. to 8 p.m.;  
Saturday-Sunday, 10 a.m. to 7 p.m.  
(holiday hours may vary)

## Pharmacies

**24-hour pharmacy:** open 24 hours a day,  
7 days a week; 1st floor lobby

**2nd floor pharmacy:** Monday-Friday,  
9 a.m. to 5 p.m.

**Pharmacy located in the medical offices:**  
Monday-Friday, 9 a.m. to 10 p.m.;  
Saturday, 9 a.m. to 5 p.m.

**Pharmacy mail-order refills**..... **1-866-206-2984**

## Lactation Room

Located on the second floor of the Baldwin Park Medical Offices 1, the Lactation Room offers a private place for breastfeeding mothers to feed or pump. Available 7 days a week, 8:30 a.m. to 5 p.m.

## Parking

Available in the parking structure off of Bess Avenue.

## Stork parking and valet service

Stork parking for expectant mothers is in the member parking structure, next to the parking for people with disabilities. Just look for the image of the stork. Valet parking is available in the parking structure off of Bess Avenue and by the Emergency Department for \$5, cash only (\$4 for accessible parking). No holiday service.

## Drop-off and pickup locations

For routine visits, drop-off and pickup locations are in front of the medical center. Emergency Department parking is available in the surface lot, entering from Dalewood Street.

## Shuttle service\*

Shuttle service is provided at no cost between the parking structure and medical center. Service runs Monday through Friday from 8:30 a.m. to 8 p.m. No holiday service.

## Wheelchairs

Wheelchairs are located at the entrance of our medical office buildings, at the main entrance of the medical center, outside the Emergency Department, and near the patient drop-off area.

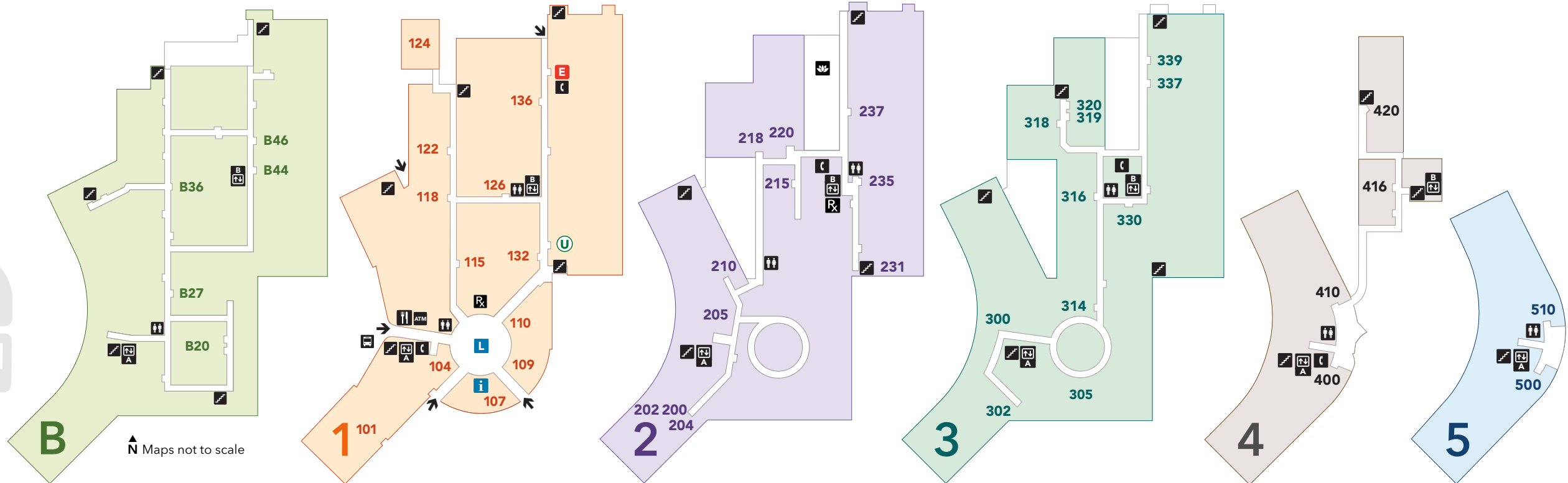
\*The services described above are not covered under your health plan benefits and are not subject to the terms set forth in your *Evidence of Coverage* or *Certificate of Insurance*. These services may be discontinued at any time without notice.

# Finding your way at Baldwin Park Medical Center



1011 Baldwin Park Blvd.  
Baldwin Park, CA 91706

**626-851-1011**  
**twitter.com/KPBaldwinPark**  
**kp.org/baldwinpark**



- Accessible Parking
- ATM
- Baldwin Park Café
- Building Entrance
- Elevators A and B
- Emergency Department
- Medical Offices
- Hospital
- Information
- Lobby
- Parking Garage
- Parking Lots
- Pharmacy
- Restrooms
- Serenity Garden
- Stairs
- Stork Parking
- Telephone
- Urgent Care
- Valet Parking
- Wheelchair Pickup

### Baldwin Park Hospital

Department	Number	Floor
Administration	420	4
Anesthesia Pre-op Clinic	200	2
Anticoagulation Service	B46	B
Audiology	330	3
Baldwin Park Café		1
Cardiology	235	2
Care Guidance Center	B27	B
Center for Healthy Living*	109	1
Conference Center/Classrooms	B20	B
Decedent Affairs/Medical Records	B44	B
Emergency Department		1
Endocrinology	231	2
General Surgery	237	2
Genetics	318	3
Gift Shop	104	1
Head and Neck Surgery	330	3
Hematology/Oncology	101	1
Infectious Disease	101	1

Department	Number	Floor
Infusion Center	101	1
Inpatient Quality Management	B27	B
Internal Medicine Module 3 A	339	3
Internal Medicine Module 3 B	337	3
Labor and Delivery Check-In	305	3
Laboratory	132	1
Long-term Care	B27	B
Medical Records	B36	B
Medical Records/Correspondence/Insurance	107	1
Medical Social Work	B27	B
MRI	124	1
Neonatal Intensive Care Unit (NICU)	302	3
Nephrology	231	2
Neurology	110	1
Nuclear Medicine	126	1
Ob-Gyn Module 1 (Nonstress Testing)	314	3
Ob-Gyn Module 2	316	3

Department	Number	Floor
Ob-Gyn Module 3	318	3
Ob-Gyn Module 4	320	3
Occupational Therapy	118	1
Oncology/Hematology	101	1
Pain Management	202	2
Pathology	115	1
Patient Rooms 2201-2226 (2 East)	210	2
Patient Rooms 2313-2324 (Critical Care Unit)	220	2
Patient Rooms 3201-3241 (Mother/New Baby Unit)	300	3
Patient Rooms 4001-4032 (4 East)	410	4
Patient Rooms 4033-4064 (4 West)	400	4
Patient Rooms 5033-5064 (5 West)	500	5
Patient Rooms 5201-5226 (5 East)	510	5
Pharmacy (24 hour)		1
Pharmacy (2nd floor)		2

Department	Number	Floor
Physical Medicine	118	1
Physical Therapy	118	1
Procedure and Recovery Area	204	2
Public Affairs	416	4
Pulmonary	319	3
Pulmonary Testing	215	2
Radiology Files	122	1
Radiology/X-ray	136	1
Respiratory Therapy	215	2
Serenity Garden		2
Speech Therapy	330	3
Spine Center	118	1
Surgery Check-In/Waiting Room	205	2
Urgent Care		1
Vascular Surgery	237	2

### Baldwin Park Medical Offices 1 & 2

Department	Medical Office	Floor
Conference Rooms	1	2
Family Medicine	1	3
Human Resources	1	1
Laboratory/Blood Draw	1	1
Lactation Room	1	2
Mammography/Bone Density	1	1
Member Services	1	1
Optometry/Vision Services	1	1
Orthopedics	2	1
Pediatrics	1	2
Pharmacy	1	1
Rheumatology	2	2
Urology	2	2
Volunteer Services	1	1

\*Center for Healthy Living classes are held in the basement conference rooms.