

# PATIENT GUIDE

## 2025



## The pursuit of healthiness



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[KaweahHealth.org/Patient](https://KaweahHealth.org/Patient)



**Kaweah Health**  
MORE THAN MEDICINE. LIFE.

f | y | x | i VISIT: [KaweahHealth.org](https://KaweahHealth.org)

# WELCOME

Welcome to Kaweah Health Medical Center. Thank you for choosing us to help with your health needs. We're glad you're here.

We see our work as a way to serve our community. We want to give every person kind, skilled, and caring help, every time. We promise to offer top-quality health care and many services to meet almost any health need you have.

Kaweah Health is known as a health care leader in Central California. We want to show this to every patient who comes here. Hospital visits can be hard for patients and families. So, we made this guide to answer your questions and make your stay as comfy and good as possible.

We're here to give you safe, high-quality care that's all about you. If you have questions or worries, please tell your nurse. Or call the Kaweah Health Patient Experience team at (559) 624-5151.

Again, thank you for choosing Kaweah Health and allowing us to serve you. Health is our passion. Excellence is our focus. Compassion is our promise.



## **Gary K. Herbst**

Chief Executive Officer  
Kaweah Health

# OUR MISSION

**Health is our passion.**  
**Excellence is our focus.**  
**Compassion is our promise.**

Our mission statement articulates Kaweah Health’s fundamental purpose both within our organization and for our community.

# OUR VISION

**To be your world-class healthcare choice, for life.**

Our vision statement is what we aspire to be for our community and sets the future path and framework in our strategic planning.

# OUR PILLARS

**We must strive to do the following to achieve our mission and vision:**

- Achieve outstanding community health.
- Deliver excellent service.
- Provide an ideal work environment.
- Empower through education.
- Maintain financial strength.

## Important numbers

Main number ..... (559) 624-2000  
Case management..... (559) 624-2235  
Chaplain care..... (559) 624-2263  
Financial services ..... (559) 624-4200  
Medical records..... (559) 624-2218  
Patient experience..... (559) 624-5151  
Risk management ..... (559) 624-2340  
Website: KaweahHealth.org  
  
Medical Center Address:  
400 W. Mineral King Ave.,  
Visalia, CA 93921

KAWEAH HEALTH PATIENT GUIDE

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## ABOUT US

Since 1963, Kaweah Health has been helping Central California people stay healthy. We care for patients, teach about health, and do research. We've grown into a level III trauma center and one of the best health systems in Central California.

Kaweah Health has more than 550 doctors and 5,000 workers. All are well-trained to care for different patient needs. We have 10 places with 613 hospital beds. We offer many services like cancer care, a top baby unit (NICU), mental health help, heart surgery, brain surgery, bone surgery, family doctors, exercise therapy, and more.

Kaweah Health is proud to give safe, new, and personal care. This helps our patients and community be healthier. Kaweah Health wants to be your world-class healthcare choice, for life.



## **DURING YOUR STAY**

### **Your Safety and Security**

We take how you are feeling seriously. If you or your family think you are feeling different, tell a health team member (nurse, doctor, or staff) right away. We will always listen to your concerns.

### **ID Band**

When you come to the hospital, you will get a band with your name and record number on it. For your safety, do not take it off until you leave the hospital.

### **Know Your Medicine**

Our nurses are very careful to give the right medicine to the right person. They will tell you what each new medicine does and its common side effects. If the medicine looks different, tell your nurse. It is probably right, even if it looks new. But it is always good to ask.

### **If You Feel Different**

We take how you are feeling seriously. If you or your family think you are feeling different, tell a health team member (nurse, doctor, or staff.) right away. We will always listen to your concerns.

## **No-Tobacco Rule**

For everyone’s health and comfort, Kaweah Health is tobacco-free in all indoor and outdoor areas. This includes all streets, sidewalks, and parking lots nearby. You cannot use any tobacco products or devices, like e-cigarettes or chewing tobacco, on our grounds. Your nurse has info to help you quit tobacco. You can also call 1-800-NO-BUTTS (1-800-662-8887) for more help.

## **Stopping Falls**

Good communication between patients, visitors, and nurses helps stop falls. Visitors can help by watching out for the person they are visiting and telling a nurse about any worries. Patients should use the call button to ask for help getting out of bed. When walking, they should wear non-slip shoes with a back or back strap. Flip-flops or slippers are unsafe. Patients who might fall easily need a support person or nurse with them for all bathroom activities.

## **Cleanliness**

Kaweah Health expects all care providers (doctors, nurses, and other staff) to wash their hands before and after they touch patients. Strong proof shows that hand washing is the most important step anyone (including your doctor or nurse) can take to stop the spread of germs. If you see any health team member forget to wash their hands, remind them — it helps everyone.

## **Your Property**

We ask patients to send their things home with a support person. Any items kept in hospital rooms are the patient’s job to watch. Found items will go to Lost and Found for 30 days. After that, unclaimed items go to charity or the garbage. Call Lost and Found at (559) 624-2044.

## Quiet Place

Kaweah Health knows rest is very important for patients to feel good in mind and body. We support a H.U.S.H. (Help Us Support Healing) environment where staff, patients, and visitors work together to lower noise. Two easy ways to help are 1) talking softly and 2) having only two visitors at a time. Visitor rules may change depending on time of year.

## The DAISY Award



Kaweah Health works with The DAISY Foundation to honor top nurses using The DAISY Award for Amazing Nurses. This award celebrates nurses who give caring, skilled help every day. It was made to say “thank you” to special nurses who do more than they have to. If a nurse gave you or someone else amazing care and you want to nominate them for The Daisy Award, please ask a nurse or the nurse station for a form.

The DAISY Foundation began in 1999. The family of J. Patrick Barnes, who died at 33 from a rare blood problem. The nursing care Patrick got during his eight weeks in the hospital deeply touched his family. They made The DAISY Foundation to honor his life and the skilled, caring work of nurses everywhere. DAISY means Diseases Attacking the Immune System. More than 2,200 health places in all 50 states and over 15 countries now honor their nurses with The DAISY Award.



**Nominate your nurse**  
[KaweahHealth.org/Daisy](https://KaweahHealth.org/Daisy)



**Nominate your nursing team**  
[KaweahHealth.org/DaisyTeam](https://KaweahHealth.org/DaisyTeam)



## The LOTUS Award



The Lotus Award employee recognition program honors and celebrates non-nursing staff members who go above and beyond in carrying out Kaweah Health's mission.



**Nominate your nursing team**  
[KaweahHealth.org/LotusAward](https://KaweahHealth.org/LotusAward)

### Your Room

On your room wall, nurses will write their names and phone number on the board. You can call them any time using the phone next to your bed. You can also call local numbers by pressing 9 first, then the number.

Next to your bed is a small box with a nurse call button. It also has controls for the TV and lights. Inside your bed rail, you will also find a nurse call button. This rail also has controls for the TV, lights, and your bed position.

### Using the Internet

Kaweah Health offers wireless internet. To use the internet, look for or type in the network named **guest**. You do not need a password.

# TV CHANNEL GUIDE



- |                              |                     |
|------------------------------|---------------------|
| 1. Kaweah Health Information | 13. USA             |
| 2. Telemundo                 | 14. TBS             |
| 3. Univision                 | 15. INSP (westerns) |
| 4. NBC News                  | 16. Freeform        |
| 5. Fox 26                    | 17. Animal Planet   |
| 6. ABC                       | 18. Disney          |
| 7. CBS                       | 19. PBS Kids        |
| 8. CW 59                     | 20. Discovery       |
| 9. CNN                       | 21. History         |
| 10. Fox News                 | 22. HGTV            |
| 11. ESPN                     | 23. Lifetime        |
| 12. TNT                      | 24. AMC             |

# WHAT TO EXPECT FROM YOUR NURSES AND DOCTORS

## Your nurse

- should be a kind, caring person.
- makes sure your room is safe.
- should act in a proper way and treat you and your family with respect.
- is your helper and will listen to you and act on your worries.
- wants you to take part in your care and will try to include your family too.
- will keep you informed, be your main link to doctors and other caregivers, and get answers for you.
- is part of a health team, working with others to plan your care.
- respects your privacy and always thinks about your comfort.



## Your doctor

- will visit at least once each day.
- asks you about your symptoms.
- will check your body if needed.
- tells you about any planned tests or changes in your care plan.
- updates you on how you are doing overall.

# PAIN MANAGEMENT

## What is pain management?

Pain management is the care and medicine used to help lower your pain, so you can take care of yourself. The goal is not to get rid of all pain, as that is often not possible or safe. The goal is to help you do things like take a deep breath, turn in bed, walk around, and see friends. The medicines may change based on what causes your pain, the type of pain, and what has worked for you before.

Your doctors and nurses can help you know your type of pain, how much pain you may have, and how long it may last.



## Medicines for pain may include pills, creams, pumps, films, or shots:

- Opioids (morphine, hydromorphone, hydrocodone, etc.)
- Non-opioids: acetaminophen (Tylenol), NSAIDs (ibuprofen/Motrin, naproxen/Aleve, celecoxib/Celebrex, etc.), nerve pain medicines (gabapentin and pregabalin)

Your nurse, doctor, and pharmacist can tell you more about your medicines. Each one will have different side effects and risks.

## **What else may help my pain?**

There are simple things that you, your family, or nurses can do to help lower your pain. Getting more rest, warm blankets, cool or heat packs, extra pillows, taking a short walk, or moving in bed can help. You can also use puzzles, coloring books, laptops, and tablets to take your mind off the pain.

Another way to ease your pain is taking deep breaths to relax more. Try closing your eyes and thinking of a calm place. Picture the places, things, and sounds you like. This will help your mind and body relax. Physical and/or occupational therapy may also make your pain better.

You will be asked many questions about your pain:

- How bad is your pain on a scale of 0-10?
- Please describe your pain. Does it feel sharp, shooting, dull, achy, burning, or something else?
- Is your pain better, worse, or the same as before?

The more you tell your care team about your pain, the better they can help you.

## **How will my pain feel after I leave the hospital?**

Remember that you may have more pain after you leave the hospital. As you go back to your normal life, it is important to take your medicine as you were told. Keep doing the things listed before, such as resting and deep breathing to calm the pain. Talk to your doctors and nurses and read your hospital papers. Review any reasons why you would need to call your doctor or go to the emergency room.

## **What should I do with extra medicine at home?**

- Keep medicines in a safe place and out of reach of others (children, friends, family, and visitors).
- Do not leave medicine or pill bottles on counters, tables, night stands, or where people can see them.
- Lock travel cases when you take prescription medicine on trips.
- Do NOT flush medicine down the toilet unless it is a patch, such as Duragesic (fentanyl) or Butrans (buprenorphine).

## How to throw away extra medicine in the trash

1. Remove or cross out your name and the drug name on the label.
2. Mix medicine with water or soda and then add something like kitty litter, dirt, spices, or coffee grounds.
3. Close and seal medicine bottles with strong tape.
4. Place sealed bottles in a box or a bag you cannot see through.
5. Place in a trash bin just before the garbage truck comes.

## Places in the community that will take back your medicine

Please contact each place before taking your medicine there to make sure they will accept controlled substances.

### Drop box locations

Walgreens • 100 W Walnut Ave., Visalia, CA 93277, (559) 635-7810

### Medicine collection events

The U.S. Drug Enforcement Administration (DEA) holds a Got Drugs event one Saturday in April and October of each year. For more information, call the Visalia Police Department at (559) 734-8116 or the City of Visalia at (559) 713-4531.

If you live outside of the Visalia area, find your local take-back or mail-back program here:

- DEA Office of Diversion: 1-800-882-9539
- Online: [DeaDiversion.usdoj.gov/DrugDisposal/TakeBack](https://DeaDiversion.usdoj.gov/DrugDisposal/TakeBack)
- National Safety Council: 1-800-621-7615
- Online: [NSC.org/DisposalResources](https://NSC.org/DisposalResources)



# SEPSIS

Sepsis is when your body fights too hard against an infection. This strong fight can harm your body parts, make your organs stop working, and even cause death. Finding and treating sepsis early helps more people live and get better.

## KNOW YOUR HOSPITAL STAFF

All Kaweah Health team members wear a photo ID that is easy to see. This includes doctors, nurses, student doctors, and staff. The hospital is safe, but if someone without an ID comes into your room, call a nurse first before talking to them. Kaweah Health is a teaching hospital, so a team of doctors will take care of you. You may see many doctors.



You will meet many people during your care. All team members, even doctors, should tell you their name, their job, what they will do, when they will do it, how it will affect you, and what comes next. If you have questions, please ask.

**Doctors** are your care team. A lead doctor, called an attending doctor, is in charge. Doctors, even the lead, may switch during your stay. New doctors will tell you who they are. Each doctor will help you.

**Student doctors**, called **residents**, are those who just finished school. They work under a lead doctor. By being a patient here, you are helping train future doctors.

**Registered nurses** are a key link between you and the health team. They give you care, tell doctors your needs, and teach you about your drugs, hospital care, and home care after you leave. Nurses also watch over other workers, like care partners, to make sure you are comfortable and clean.

**Charge nurses** run the nursing unit each day. They can help you if you need more help. Nurse managers/directors are leaders who make sure the unit gives good care. They guide and support all the care team.

**Pharmacists** are drug experts who are key team members. They make your drugs with great care. They check that the drugs work, watch for side effects, look for allergies, and see if food or other drugs might cause problems.

**Chaplains** are part of your team who can help with your spiritual needs. They listen, talk about faith issues, help you find peace, and bring you holy books of your choice. They can also help you get faith acts, call your faith leaders, and help with other faith needs. To see a chaplain, tell your nurse or call (559) 624-2263.

**Case managers** work with you, your family, and your health team to plan your hospital stay. They also help plan your move from the hospital to home or other care places. Call them at (559) 624-2235.

**Discharge advocates** work with case managers to move you to a long-term care place or home. They want you to leave the hospital well and stay healthy.

**Social workers** help you and your family with personal, emotional, and family problems from your illness. They can set up support for sudden illness, being away from home and work, loss, drug use, domestic violence, and more. They can also point you to help in the community.

**Dieticians** are food experts work closely with your health team. They make sure you get the right mix of healthy meals during your stay.



# BEFORE YOU GO HOME

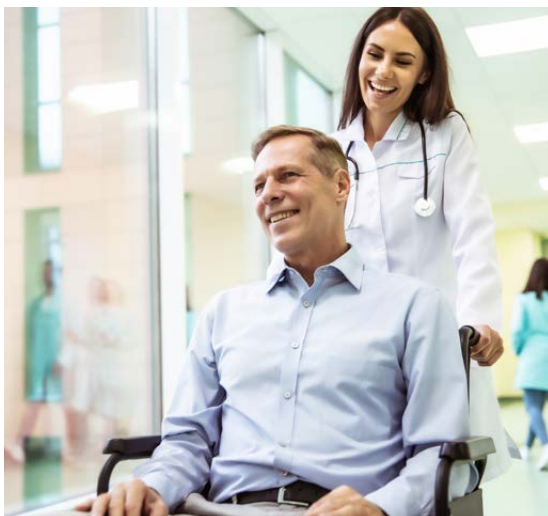
On the day before you leave the hospital, be sure to do these things:

## Talk to your discharge planner

- Meet with your discharge planner to learn why you are going home and how your care is changing.

## Ask questions

- Make a list of questions for your care team and take notes. You can ask about your health, future care, and how to take your medicine. If you do not speak English well, you can ask for an interpreter.



## Ask for printed information about your discharge

- Ask your nurse for any printed information you want.

## Make sure you have a ride home

- Arrange for a ride home from the hospital. If no one can pick you up, tell your care team.

## Get your home ready

- Is your home safe for recovery? Do you have food and other needs? Find help getting what you need or plan to stay with someone who can help you.

## Get your medicines

- Your nurse can have prescriptions brought to your room or sent to the Kaweah Health Pharmacy so you can pick them up without leaving your car.

## Find support

- Do you need extra help? You can ask your care team about home care services.

# YOUR COMFORT

## **Security** (559) 624-5597

If you have questions or worries about safety while visiting patients, day or night, please contact Security.

## **Respite House** (559) 624-2396

People whose loved ones are in the hospital and have no place to stay may qualify for a place to sleep near the medical center. Ask a social worker if space is available.

## **Financial Services** (559) 624-4200

We want to provide good, customer-friendly, and financially strong healthcare to meet the needs of those we serve. Please call Financial Services if you have questions about coverage, financial help, or how to pay your bill.

## **Medical Records** (559) 624-2218

A patient, or their legal agent, may look at and/or get a copy of their medical records, or have copies sent to another facility. Please call Medical Records for more information.

## **Interpreters** (559) 624-5902

Language differences should never stop you from getting good health care. We have interpreters for more than 150 languages who help patients at no cost.

## **Visiting Hours**

Daily visiting hours are usually from 8 a.m. to 9 p.m. but may change based on department and time of year. For current visiting hours, visit

**KaweahHealth.org/Visitors.**

Children under 13 years old are not allowed on patient care units. You may ask for an exception by contacting security.

## **Retail Pharmacy** (559) 624-4880

Kaweah Health Retail Pharmacy is located near the hospital for easy prescription filling. **Hours:** Monday – Friday: 9:00 a.m. – 5:30 p.m.

## Casual Dining Locations

**North Fork Café and Ambrosia Café:** First floor of Mineral King Wing

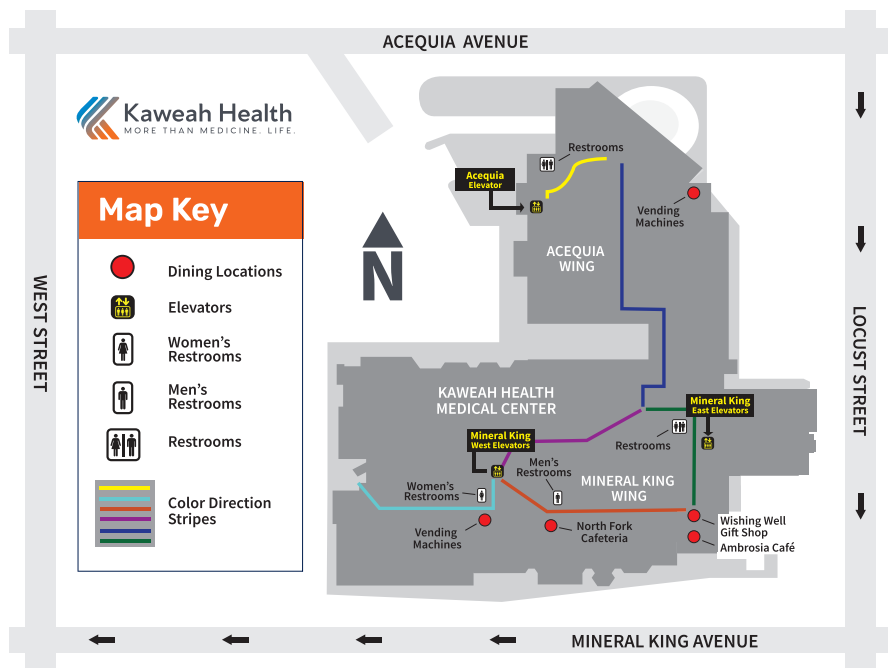
**Siren Grill:** Food truck in south end of Acequia Wing parking lot.

**Vending machines:** Acequia Wing and Mineral King lobbies

## Gift Shop

**Wishing Well Gifts:** First floor of Mineral King Wing by Ambrosia Café.

Open daily 8 a.m. – 8 p.m.



## Breastfeeding Outpatient Lactation Services

For one-on-one assistance with breastfeeding, please call (559) 624- 6012.

Location: Kaweah Health Medical Center, Mother Baby Unit, 305 W. Acequia Ave., Visalia, Visalia, CA 93291

Lactation Services helps with feeding problems, slow weight gain, babies not gaining weight, sore nipples, low milk supply, swollen breasts, and weight checks.

The American Academy of Pediatrics says mothers should exclusively breastfeed for at least the first six months and longer if both mother and baby want to, but any amount of breastfeeding helps your baby.

# ADVANCE CARE PLANNING

Kaweah Health wants to make sure that your values guide your medical care you get here. Advance care planning means talking about what matters to you and what you want from your care. This is key for doctors and patients to talk about. You can fill out a form called an advance directive, that shows your values and wishes, and who should speak for you if you cannot. Ask your doctor, nurse, or social worker for this form if you do not have one.

## Other Important Points

- Know which doctor leads your care. This matters most when many people help treat you.
- Speak up with questions or worries. You have the right to know about your care. You can ask any care team member about anything.
- Always ask your doctor for the results of any tests you take.
- For surgery, be informed. Make sure you, your doctor, and your surgeon all agree on what to do.
- Get a partner to help. Ask family or a friend to be your partner and protect your best interests, especially when you are stressed or distracted.

If you need more help with your care, please ask to speak with a charge nurse or manager. You can also call the Patient Experience office at (559) 624-5151.

## Kaweah Health Foundation

The Kaweah Health Foundation began in 1979 as a non-profit group to meet Kaweah Health's donor needs. Each year, it gets grants, gifts, and bequests, which fund new medical tools, hospital updates, and support for good healthcare. A volunteer board runs the Foundation without pay. Over more than 40 years, these volunteers have raised more than \$60 million to improve medical tech, services, and buildings at Kaweah Health.



# We are here for you.

## Chaplain Services

An on-call chaplain or priest is available for emergencies 24/7. The spiritual care team can be reached through the hospital operator or by calling (559) 624-2263.

## Interpreter Services

Kaweah Health provides equal access to healthcare for people who are visually impaired, deaf or hard-of-hearing, people with limited English skills. Interpreter Services are available 24/7 at no cost. Call (559) 624-5902.

## Patient and Family Services

There are medical social workers available 24/7 to support you or your family members. Our top concern is to help you move back into the community and back to your life. Family conferencing with your care team, individual and family counseling, and crisis intervention services are available. Contact your nurse or call (559) 624-2257.



# PATIENT RIGHTS

## You Have the Right To

1. You have the right to kind and respectful care that makes you comfortable. Your cultural, mental, spiritual, and personal values, beliefs, and choices will be respected.
2. You can have a family member (or someone else you choose) and your doctor told quickly that you are in the hospital.
3. You can know the name of the licensed health care worker who is in charge of your care. Also, know the names and jobs of doctors and other staff who will see you
4. You can get information about your health, diagnosis, likely outcome, treatment plan, recovery chances, and care results in words you understand. You have the right to clear communication and to help make your care plan. You can take part in ethical questions about your care, including conflict solving, stopping revival attempts, and ending life-support.
5. You can make choices about your medical care. You can get as much information as you need about any suggested treatment to say yes or no. Except in emergencies, this includes a description of the treatment, major risks, other options and their risks, and who will do the treatment.
6. You can ask for or refuse treatment, as allowed by law. But you cannot demand wrong or unneeded treatment. You can leave the hospital even if doctors advise against it, as allowed by law.
7. You will be told if the hospital or health care worker plans to do human experiments that affect your care. You can refuse to take part in such research projects.
8. You can get reasonable responses to reasonable requests for service.
9. You have the right to proper pain assessment and control, pain information, and to help make pain management choices. You can ask for or reject any pain relief method, including opiates, for severe chronic pain. The doctor can refuse opiates but must tell you about pain specialist doctors who use them.

10. You can make advance directives. This means choosing someone to make decisions if you cannot understand a treatment or tell your wishes. Hospital staff will follow these directives. All your rights apply to the person making medical choices for you.
11. You have the right to personal privacy. Case talks, consults, exams, and treatment are private and should be done discreetly. You can ask why anyone is present. You can have visitors leave before an exam or treatment talk. Privacy curtains will be used in shared rooms.
12. All records about your care and hospital stay are private. You will get a “Notice of Privacy Practices” that explains your rights and how we may use your protected health information.
13. You have the right to safe care, free from mental, physical, sexual, or verbal abuse, neglect, exploitation, or harassment. You can access protection services and report neglect or abuse to government agencies.
14. You will be free from restraints and isolation used as force, discipline, convenience, or revenge by staff.
15. You have the right to reasonable ongoing care and to know the time and place of appointments, and who will provide care.
16. The doctor or their helper will tell you about ongoing health care needs and choices after leaving the hospital. You can help make your discharge plan. If you ask, a friend or family member can also get this information.
17. You have the right to know which hospital rules apply to you as a patient.
18. You have the right to choose a support person and visitors, even if not related, unless:
  - No visitors are allowed.
  - The hospital thinks a visitor could harm someone or disrupt the hospital.
  - You tell staff you do not want a certain person to visit.

The hospital can set fair limits on visiting hours and number of visitors. They must tell you your rights, including any limits. They cannot deny visits based on race, color, origin, religion, sex, identity, orientation, or disability.

19. If you cannot decide, the hospital will consider your wishes when choosing who can visit. They will follow federal law and their own policy. This includes people living with you and any support person.
20. You have the right to look at and get an explanation of your hospital bill, no matter who pays.
21. Have these rights regardless of sex, money, education, race, color, religion, origin, orientation, identity, disability, health, marital status, age, partnership, genes, citizenship, language, or immigration status (except as federal law requires), or who pays.
22. You have the right to file a complaint. To do this with the hospital, write or call

### **Kaweah Health Patient Experience**

400 W. Mineral King Ave.  
Visalia, CA 93291

Phone: (559) 624-5151

The complaint team will read each complaint. They will mail you a letter in 30 days. The letter will have a person to call, what they did to check, what they found, and when they finished. If you worry about poor care or leaving too soon, they also tell a special group that checks hospitals called Peer Review group.

23. You have the right to file a complaint with California's Health Department, even if you use the hospital's process. Their contact is:

### **California Department of Public Health**

4540 California Avenue, Suite 200  
Bakersfield, CA 93309

Telephone: (661) 336-0543

### **The Joint Commission, Division of Accreditation Operations, Office of Quality Monitoring**

One Renaissance Blvd.  
Oakbrook Terrace, IL 60181

Telephone: (800) 994-6610 • Fax: (630) 792-5636

E-mail: [complaint@jcaho.org](mailto:complaint@jcaho.org)



24. You have the right to file a Complaint with the Civil Rights Department at:

**[www.cacivilrights.ca.gov](http://www.cacivilrights.ca.gov)**

2218 Kausen Dr., #100 Elk Grove, CA 95815

(800) 884-1684 or (800) 700-2320 (TTY)

25. You have the right to file a complaint with the Medical Board of California at:

**[www.mbc.ca.gov/consumers/complaints](http://www.mbc.ca.gov/consumers/complaints)**

2005 Evergreen St., #1200, Sacramento, CA 95815

(800) 633-2322

These Patient Rights combine Title 22 and other California laws, The Joint Commission and Medicare Conditions of Participation requirements. (7/24)

# LOCATIONS & SERVICES

## Specialists

### **Kaweah Admissions and Testing Services (KATS)**

1633 S. Court St., Visalia, CA 93291, (559) 624-6000

### **Kaweah Health Breast Education Line**

4949 W. Cypress Ave., Visalia, CA 93291, (559) 624-3253

### **Kaweah Health Cardiology Center (Visalia)**

820 S. Akers St., Suite 130, Visalia, CA 93291, (559) 624-6520

### **Kaweah Health Cardiology Center (Tulare)**

938 N. Cherry St., Tulare, CA 93274, (559) 686-3481

### **Kaweah Health Cardiothoracic Surgery Clinic**

505 W. Main St., Visalia, CA 93291, (559) 627-8600

### **Kaweah Health Center for Mental Wellness**

301 W. Noble Ave., Visalia, CA 93291, (559) 624-6875

### **Kaweah Health Diagnostic Center**

820 S. Akers St., Suite 130, Visalia, CA 93291, (559) 624-2294

### **Kaweah Health Dialysis Center**

5040 W. Tulare Ave., Visalia, CA 93291, (559) 624-3600

### **Kaweah Health Home Health Care Services**

402 W. Acequia, Visalia, CA 93291, (559) 624-6400

### **Kaweah Health Home Infusion Pharmacy**

602 W. Willow Ave., Visalia, CA 93291, (559) 624-4244

### **Kaweah Health Hospice**

623 W. Willow Ave., Visalia, CA (559) 733-0642

### **Kaweah Health Imaging and Breast Center**

4949 W. Cypress Ave., Visalia, CA 93291, (559) 624-3200

### **Kaweah Health Infusion Center**

325 S. Willis St., Visalia, CA 93291, (559) 624-2555

### **Kaweah Health Lab Services**

400 W. Mineral King Ave., Visalia, CA 93291, (559) 624-2251

**Kaweah Health Lifestyle Fitness Center**

5105 W. Cypress Ave., Visalia, CA 93291, (559) 624-3400

**Kaweah Health Medical Center**

400 W. Mineral King Ave., Visalia, CA 93291, (559) 624-2000

**Kaweah Health Mental Health Hospital**

1100 S. Akers St., Visalia, CA 93291, (559) 624-3300

**Kaweah Health Pharmacy**

202 W. Willow Ave., Visalia, CA 93291, (559) 624-4880

**Kaweah Health Private Home Care**

101 S. Floral St., Visalia, CA 93291, (559) 624-2854

**Kaweah Health Radiology (Medical Center)**

305 W. Acequia Ave., Visalia, CA 93291, (559) 624-2000

**Kaweah Health Rehabilitation Hospital**

840 S. Akers St., Visalia, CA 93291, (559) 624-3700

**Kaweah Health Ruth Wood Opens Arms House (Hospice)**

3234 W. Iris Ave., Visalia, CA 93277, (559) 625-0139

**Kaweah Health Sequoia Regional Cancer Center – Radiation Oncology**

1443 W. 7th St., Hanford, CA 93291, (559) 585-7115

**Kaweah Health Sequoia Regional Cancer Center – Radiation Oncology**

4945 W. Cypress Ave., Visalia, CA 93291, (559) 624-3100

**Kaweah Health Sleep Center**

126 S. Floral St., Visalia, CA 93291, (559) 624-2338

**Kaweah Health Specialty Clinic**

325 S. Willis St., Visalia, CA 93291, (559) 624-4080

**Kaweah Health Sub Acute**

1633 S. Court St., Visalia, CA 93291, (559) 624-6024

**Kaweah Health Therapy Specialists – Akers**

820 S. Akers St., Suite 200, Visalia, CA 93291, (559) 624-3427

**Kaweah Health Therapy Specialists – Dinuba**

355 Monte Vista Drive, Suite C, Dinuba, CA 93291, (559) 595-7630

**Kaweah Health Therapy Specialists – Exeter**

1131 W. Visalia Rd., Exeter, CA 93291, (559) 592-7342

### **Kaweah Health Hand Therapy Specialists – Hand**

2342 W. Sunnyside Ave., Visalia, CA 93291, (559) 624-3428

### **Kaweah Health Therapy Specialists – Lovers Lane**

1337 S. Lovers Lane, Suite C, Visalia, CA 93291, (559) 624-2626

### **Kaweah Health Therapy Specialists – Rehab Hospital**

840 S. Akers St., Visalia, CA 93277, (559) 624-3700

## **Health Clinics**

### **Kaweah Health Dinuba Clinic**

355 Monte Vista Drive, Dinuba, CA 93618, (559) 595-7650

### **Kaweah Health Exeter Clinic**

1014 San Juan Ave., Exeter, CA 93221, (559) 592-7300

### **Kaweah Health Exeter Pediatric Specialty Clinic**

1014 San Juan Ave., Exeter, CA 93221, (559) 592-7371

### **Kaweah Health Lindsay Clinic**

839 North Sequoia Ave., Lindsay, CA 93247, (559) 562-1546

### **Kaweah Health Medical Clinic (Ben Maddox)**

1110 S. Ben Maddox Way, Visalia, CA 93291, (559) 624-4800

### **Kaweah Health Medical Clinic (Plaza Drive)**

1329 N. Plaza Drive, Visalia, CA 93291, (559) 624-6250

### **Kaweah Health Medical Clinic (Willow Avenue)**

202 W. Willow Ave. Suite 502, Visalia, CA 93291, (559) 624-4828

### **Kaweah Health Tulare Clinic**

1000 N. Mooney Blvd., Tulare, CA 93274, (559) 685-7100

### **Kaweah Health Woodlake Clinic**

180 E. Antelope Ave., Woodlake, CA 93286, (559) 564-1800

### **Kaweah Health Woodlake Clinic (Valencia Boulevard)**

136 S. Valencia Blvd., Woodlake, CA 93286, (559) 839-2300

## **Urgent Care**

### **Kaweah Health Urgent Care – Court**

1633 S. Court St., Visalia, CA 93291, (559) 624-6090

### **Kaweah Health Urgent Care – Demaree**

3600 W. Flagstaff Ave., Visalia, CA 93291, (559) 624-6800

# FRONT DESK CONTACT NUMBERS

Main Desk General Information.....	2000
2 East Labor & Delivery .....	5300
2 South (observation) .....	2519
2 North (cardiac) .....	2201
3 South (surgery/oncology).....	2240
3 North (surgery/postop/preop) .....	2211
3 West station A (ICU stepdown) .....	2760
3 West station B (ICU stepdown) .....	2770
4 South (orthopedics/neurology).....	2225
4 North (Dialysis) .....	2201
5 Tower (ICU stepdown).....	4650
Broderick Pavilion .....	2488
Cardiovascular ICU .....	4600
Chaplain .....	2263
ICU .....	7311
Mother Baby.....	2218
NICU .....	2245
Pediatric.....	2288
Pharmacy .....	2234/5088
Security .....	5597
Subacute.....	6024

# MEET YOUR COMMUNITY HEALTH PROVIDERS

## Graduate Medical Education

Kaweah Health's Graduate Medical Education Program began in 2013. It offers training for new doctors in emergency medicine, family medicine, psychiatry, child psychiatry, surgery, anesthesiology, and transitional year. The first group of doctors finished in June 2016. Since it started, Kaweah Health has trained more than 100 new doctors. Forty-five percent of them stay in the Central Valley to work.

When all programs are full, Kaweah Health will have 121 new doctors training at any time. These doctors learn about making care better, keeping patients safe, and using the best research. They stay up-to-date on the newest medical advances in their fields. New doctors in training are very helpful in providing care at our hospital.

### **The seven training programs at Kaweah Health are:**

- Anesthesiology
- Emergency Medicine
- Family Medicine
- Psychiatry
- General Surgery
- Child and Adolescent Psychiatry
- One-Year Program

## **The Street Medicine program**

The Street Medicine program is a group of doctors, new doctors, and volunteers who care about people. They travel in Tulare County to help those who need it most: workers without papers, people without insurance, and homeless people. The group offers health tests (for diabetes, high blood pressure, HIV, glaucoma, valley fever), wound care, health lessons, and help finding social services and health centers.

Dr. Omar Guzman leads the program. He is the Head of Medical Student Education in Emergency Medicine at Kaweah Health.

### **What is Street Medicine?**

- Giving health care right to homeless people without shelter
- All care is free and given where people are
- Go to the People

# Want a voice in your health care?

Kaweah Health is listening.



## Join an advisory council or ambassador group.

Meet monthly with hospital leaders to share insights and feedback on Kaweah Health's future facilities, proposed services, and initiatives. Our goal is to create healthcare that works for you.

### For more information, please contact:

Deborah Volosin,  
Director of Community Engagement  
**(559) 624-2529**

Or just fill out an online application:

[KaweahHealth.org/about-us/  
community-engagement/](https://KaweahHealth.org/about-us/community-engagement/)



For a shortcut to the form, just scan the QR code with your smart phone camera.



**Kaweah Health**  
MORE THAN MEDICINE. LIFE.

Kaweah Health is a healing environment where the safety and well-being of our patients and team is our priority.

# **Kindness heals. Aggressive behaviors will be addressed—they will not be tolerated.**

## **Examples of aggressive behavior :**

- Physical assault
- Verbal harassment
- Abusive or foul language
- Threats
- Refusal to follow staff directions

All forms of aggressive behavior may result in removal from this facility, patient dismissal, and/or prosecution.





# SAFETY YOU CAN SEE.

Look for the green hand on  
the BioVigil badge.

Our hospital takes patient safety seriously. Clean hands reduce the spread of germs in healthcare facilities, so our staff wears the BioVigil badge. This badge helps ensure their hands are clean before interacting with you. A badge with a green hand means clean hands. If you notice a healthcare provider with a red hand on their badge, please remind them to sanitize their hands.

**BIOVIGIL®**  
Hand Hygiene Solutions

 **Kaweah Health**  
MORE THAN MEDICINE. LIFE.



# Keep them coming.

**G**ive yourself the gift of good health with an annual checkup. Just call us! Let's keep those birthdays coming.

#### FOR OUR PATIENTS

- Same-Day appointments
- Discount Programs
- Virtual Visits
- Specialty Care
- Community Care Coordination
- Extended Hours and Weekends

#### Kaweah Health Dinuba Clinic

355 Monte Vista Drive  
Dinuba, CA 93618  
(559) 595-7650

#### Kaweah Health Exeter Clinic

1014 San Juan Ave.  
Exeter, CA 93221  
(559) 592-7300

#### Kaweah Health Lindsay Clinic

839 N. Sequoia Ave.  
Lindsay, CA 93247  
(559) 562-1546

#### Kaweah Health Tulare Clinic

1000 N. Mooney Blvd.  
Tulare, CA 93274  
(559) 685-7100

#### Kaweah Health Woodlake Clinic

180 E. Antelope Ave.  
Woodlake, CA 93286  
(559) 564-1800



**VISIT:** [KaweahHealth.org/Clinics](https://KaweahHealth.org/Clinics)

# THANK YOU FOR ALLOWING US TO CARE FOR YOU!

Nursing

Environmental services

Food services

Other team members

Doctors

**We wish you a speedy recovery**

~ The Kaweah Health team

## NOTES PAGE

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