

PATIENT GUIDE

Information

The information desk is located near the main front entrance. It is staffed by both Los Alamos Medical Center's PBX operators and, from 9 a.m. to 4 p.m., by members of the Hospital Auxiliary of Los Alamos Medical Center.

Food Service

A number of food options are available to staff and visitors at Los Alamos Medical Center. LAMC's cafeteria is open to the public for lunch from 11:45 a.m. to 1:30 p.m. Menus for the week are posted in the ground-level hallway outside the serving line entrance. Coffee is available until 9:30 a.m. free of charge. Vending machines are located in the Ground-Level dining area, which is open to the public 24 hours/day, and on the Third Floor near the surgical waiting room.

Snacks and drinks are for sale in the Lobby Shop, located on the First Floor just around the corner from the Registration area. Lobby Shop hours are from 9 a.m. to 4 p.m., Monday through Friday, with some extended hours during the winter holiday season.

Hot Rocks Java Café operates the coffee cart in LAMC's main lobby of the hospital from 7 a.m. to 1:30 p.m. The cart offers gourmet coffee and other drinks, along with breakfast burritos and pastries, salads, sandwiches, yogurt, etc.

Phone service

Public pay phones are located on First Floor near the main and Emergency Department entrances and next to the Children's Clinic. Cell phones are permitted in most areas of the hospital. Signage will inform visitors of any areas in which they are prohibited.

Wheelchairs

Wheelchairs are located by the PBX/Information Desk at the main front entrance or in the entry to the Emergency Department. Please let someone at the Information or Emergency Admitter's Desk know if a wheelchair is needed and for any reason one is not available.

Shopping

LAMC's Lobby Shop is operated by the Hospital Auxiliary of Los Alamos Medical Center. Patrons will find stuffed animals, snacks & drinks, jewelry, greeting cards, baby gifts, and many other items for sale in the shop. All proceeds benefit scholarships for LAMC employees and high school graduates pursuing a medical career, as well as charitable causes in the community. The Lobby Shop does not accept credit cards.

A retail pharmacy is also available at LAMC from 9 a.m. to 6 p.m. Monday through Friday, and 9 a.m. to 12:30 p.m. Saturday. In addition to prescription service, the pharmacy offers over-the-counter medications, sundries, and other medical products.

For your convenience, a Los Alamos National Bank ATM is located on First Floor in the hallway near the retail Pharmacy.

Visiting hours

Visiting hours vary by in-patient unit. Those wishing to see patients on the MultiCare floor, which includes the Medical/Surgical and Intensive Care units, should check at the nurses' station for a patient's individualized visiting hours.

The OB/Labor and Delivery Unit is secured for patient protection. All visitors must stop at the doors of the unit and use the phone to gain access. Admission to the OB unit is limited.

Family members or friends of patients having surgery may accompany them to their rooms prior to surgery and wait in the Third-Floor waiting room until the surgery is finished. At that time, they will receive specific information from a nurse or physician about when and where they may see the patient.

Chaplaincy/religious designation

Los Alamos Medical Center's chaplain is the Rev. Barbara Henderson. Her office is on Second Floor, inside the door to LAMC's interfaith chapel. If Rev. Henderson is not in her office, the house supervisor may contact her by phone.

LAMC welcomes visiting representatives from area churches, synagogues, etc. Patients are given the opportunity to state a religious preference when they are admitted to the hospital. Only those patients stating a religious preference are included on LAMC's religious census. The census is shared with representatives of various churches, who may then call on patients from their denominations. No patient is obligated to state a religious preference. Conversely, if a patient does not state a preference, representatives from his/her religious affiliation will not have access to information that states he/she is a patient at LAMC.

Newborn photos/birth announcements

The Hospital Auxiliary of LAMC takes photos of newborn babies at the request of parents. Please ask a Labor and Delivery nurse for information on how to obtain the baby's photo. Announcements of babies born at LAMC are regularly submitted to the Los Alamos Monitor. Parents wishing to have their babies' birth announcements in the Monitor should ask a Labor & Delivery nurse for an authorization form to fill out. For security purposes, no one except a duly authorized Auxilian should photograph your baby, and no one should request information about your baby or family, under the guise of newspaper reporting, other than the LAMC staffer who will provide you with the appropriate form to fill out and sign.

Interpreter services

Los Alamos Medical Center subscribes to interpreter services. Should a patient need such services, please ask a nurse or other staff member for assistance. TTY capability is also available for the hearing impaired.

Your bill

Patients may ask for an estimate of their bills prior to receiving non-emergent care. Estimates are just that – LAMC staff’s best effort to provide the best possible estimate of the patient’s portion of the cost of his or her care. The amount cited in the estimate may vary depending on the actual care that the patient receives. In all cases, the physician dictates the level of care, and based upon services rendered. For questions about an LAMC bill, call 505-661-2900.