

Patient Room #: 

Visitor Guide

COMMUNITY MEMORIAL HOSPITAL – VENTURA



Community Memorial
HEALTHCARE



Main Nursing Station Phone Numbers

Critical Care (4 West) 805-948-8400

Emergency Department (1 West) 805-948-8100

Labor and Delivery (3 West) 805-948-8300

Mother-Baby (3 East) 805-948-8350

Adult Overflow (3 South) 805-948-8343

Neonatal Intensive Care Unit 805-948-8302

Medical/Oncology (6 East) 805-948-8650

Medical (6 West) 805-948-8600

PCU/Telemetry (4 East) 805-948-8450

Telemetry (5 East) 805-948-8550

Post-Surgical (5 West) 805-948-8500

Surgical Services 805-948-8290

How Do I Call a Patient's Room?

To call into a patient's room, use the main hospital number, which is 805-948-5011. The operator will connect you to the patient's room.

WiFi is available for hospital visitors. Please use the network name "guest". No password required.

Visiting Community Memorial Hospital

Here For a Test or Procedure?

If you are here to pre-admit or visit a department for a test or procedure, please check in at the lobby welcome desk so that we may direct you to the appropriate area. Please feel free to sanitize your hands at the welcome desk and at the stations provided at entrances and elevators.

Here to Visit a Patient?

We recognize that family presence and visitation plays an important role in a patient's healing and recovery. However, patient care is our mission and we reserve the right to limit visitation to anyone whose behavior disrupts the care environment. Please partner with us in supporting our patients' recovery by complying with masking and hand washing requirements when applicable, and by adhering to all other visitation guidelines.



All visitors must check in at Ocean Tower Main Lobby



Our visiting guidelines are subject to change based on current California Department of Public Health recommendations. Scan the code for our most current guidelines, as well as limitations on specialty care areas such as our Critical Care and Neonatal Intensive Care units.

No Photos/Videos/Audio Recordings Allowed

To protect the privacy of patients, employees, and physicians, taking photos, videos, or audio recordings is prohibited without consent.

Visitor Amenities

Parking at Community Memorial Hospital

We encourage our visitors to use the public parking structure located at 75 North Brent Street, next to the hospital. In order to accommodate the diverse mobility and accessibility needs of our patients and visitors, the first two levels of the parking structure are reserved for 2-hour and 4-hour parking, Monday – Friday, from 8:00 am – 6:00 pm. All other parking restrictions posted throughout the structure are enforced by the City of Ventura.

Visitors who park on city streets surrounding the hospital campus, as well as in parking spaces on the hospital grounds, should comply with any posted parking restrictions.

Courtesy Shuttle

For patients and visitors who need assistance traveling from the parking structure to the hospital entrance, Community Memorial proudly offers a courtesy shuttle. If you need a lift to or from your car, please ask Security for assistance or call 805-948-8115 or 805-948-8170 and a member of our team will assist you.

Waiting Rooms & Amenities

Waiting rooms are conveniently located on each floor. Visitors are expected to respect the space and privacy of others while using these waiting rooms.

Visitors are encouraged to use the café dining area for meals, and are welcome to visit our main lobby, gift shop, chapel, healing garden, and labyrinth.

Device Charging Stations

Mobile device charging stations are located in the Ocean Tower Main Lobby, the Emergency Department waiting room on the 1st floor, and the Surgery waiting room on the 2nd floor.

Chapel

Families and visitors are welcome to visit the Interfaith Chapel on the fourth floor. Our chapel is open 24 hours a day to meet the spiritual needs of you and your family, and can be used for prayer, meditation, or quiet reflection.

If you would like to speak with a member of our Spiritual Care team, please call 805-948-5450. We are happy to support your spiritual needs while visiting our hospital.

Guest Meals & In-Room Dining

Visitors are welcome to dine in our Brent Street Café or purchase a guest tray for in-room delivery. For assistance ordering a guest tray, please dial 8070 from the phone in your family member or loved one's room. Visitors are generally welcome to place food orders through delivery services such as GrubHub, DoorDash, or UberEats. We recommend asking a member of our team for current infection prevention guidance.

The Brent Street Café is Open Daily, from 6:30 am – 8:00 pm

Breakfast: 6:30 am – 10:00 am

Grab & Go: 2:00 pm – 4:00 pm

Grab & Go: 10:00 am – 11:00 am

Dinner: 4:00 pm – 8:00 pm

Lunch: 11:00 am – 2:00 pm

Flowers, Food, & Balloons

While flowers and food spread cheer, they may not be allowed for every patient, so please check with the nurse first. If you change the water in a vase of flowers, be sure to wash your hands afterward. ***For the health and safety of our patients, balloons are not allowed in our hospital.***

Gift Shop Hours *(Hours are subject to change without notice)*

Monday – Friday, 8:00 am – 6:00 pm

Saturday & Sunday, 10:00 am – 4:00 pm



Visitor Rules & Conduct

Service Animals

Community Memorial welcomes service animals. In accordance with the American with Disabilities Act (ADA), service animals are dogs or other animals that are individually trained to do work or perform tasks for people with disabilities. Service animal fraud is a crime. California Penal Code 365.7(a)

Visitor Conduct

At Community Memorial, we care deeply about our patients, physicians, staff, and visitors. Intrinsic to our mission of healing, comforting, and promoting health in our community is providing an environment where all people are safe and respected.

While you are visiting our hospital, we will treat you with compassion, professionalism, and respect. In return, we ask that you and your loved ones are kind and considerate of our staff, physicians, and volunteers.

Safety is our number one priority. Please comply with all masking and hand washing requirements as posted or requested by our staff. We do not tolerate violence, abusive behavior, foul language, or threats. Weapons of any kind are not permitted in any Community Memorial facility and law enforcement will be notified immediately of anyone found or suspected to be in possession of a weapon.

If you feel unsafe at any time, or if you believe that the safety of another person has been compromised, please notify us immediately by calling **Security at 805-948-8115**.

Thank you for partnering with us to ensure a safe, healing environment for all.

Infection Control

What Is an Infection?

An infection is an illness caused by germs, such as bacteria or a virus. Infections can spread through the air when someone coughs or sneezes, or through contact with a person or surface. Examples include doorknobs, bedside tables, phones, used tissues, and used laundry. Of course, we must all do our part to prevent the spread of infection here in the hospital to keep visitors safe and ensure patients are not exposed to anything that could worsen their illness or injury.

What Can You Do to Prevent Infections?

The most important thing you can do to prevent infections is **WASH YOUR HANDS OFTEN**. Wash your hands several times each day. Do not touch your eyes, nose, or mouth without washing your hands first.

Hand hygiene is important to keep yourself and your loved one safe during their hospital stay.

You should wash your hands with soap and water or sanitize your hands with alcohol-based hand rub at the following times to prevent the spread of infection:

- When you enter the patient room
- Before touching your loved one
- After touching your loved one
- After touching patient surroundings such as the bedside table, bed rails, TV remote or call button, etc.
- When you leave the patient room
- Before and after eating
- After sneezing or coughing

Before and after using the restroom, hand hygiene should be performed using soap & water rather than hand sanitizer.



Hand Washing Technique

When washing your hands with soap and water, wet your hands before applying soap. Obtain an adequate amount of soap in order to cover all surfaces of the hands. Lather for at least 20 seconds, and be sure to scrub all surfaces including the palms, backs of the hands, between the fingers, fingertips, nail beds, thumbs, and wrists. Use a clean paper towel to dry your hands. Use a new, clean paper towel to turn off the faucet.

When sanitizing your hands with alcohol-based hand rub, obtain an adequate amount of sanitizer to cover all surfaces of the hands. Sanitize your hands for at least 20 seconds, and be sure to scrub all surfaces, including the palms, backs of the hands, between the fingers, fingertips, nail beds, thumbs, and wrists. Rub your hands until they are dry.

Patient Safety Is Our Number One Priority

Our physicians and staff are required to wash or sanitize their hands upon entering patient rooms, before and after touching a patient, after exposure to body fluids, after touching patient surroundings, and upon leaving patient rooms. If you are uncertain whether a team member has performed hand hygiene at one of these required moments, we encourage you to ask. We are your partners in keeping your loved one safe while in our care.

What Should I Do If I Cough or Sneeze?

Use a tissue that covers your mouth and nose when you cough or sneeze. Throw the tissue away immediately after use. If you do not have a tissue, use the bend of your elbow to cover your cough or sneeze. Always wash your hands well or use hand sanitizer after coughing or sneezing.

Prevent Person-to-Person Spread of Germs

If you are sick, stay home as much as possible. Wear a mask that covers the mouth and nose if you have respiratory symptoms. Avoid close contact with individuals who are sick. Please help us prevent the spread of illness and infection by NOT visiting hospital patients if you are sick. We encourage the use of virtual visitation options and are available to assist with virtual visits as needed.

Current Masking Guidelines

Aseptic masks are recommended for visitors to our hospital and are required for anyone experiencing cold-like symptoms. Requirements are subject to change based on current infection prevention protocols and California Department of Public Health recommendations. Please ask your nurse or scan the QR code for our most current masking guidelines.



Wise & Well

The more you know, the healthier you will be! That's why we developed our Wise & Well podcast series and email membership program to provide you with a range of engaging, health information you can use to arm yourself against illness and improve your overall wellness. It's free and our members and listeners get all kinds of perks:

- Be the first to know about new programs, services, and events
- Get invites to exclusive events, seminars, and webinars
- Discover discounts to our fitness center, classes, and more
- Receive an e-newsletter full of healthy information

Visit mycmh.org/wise to learn more and sign-up today!

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Break Free From Blood Thinners

Looking back on high school science, most of us remember that the heart is made up of four chambers: the upper right and left atria and the lower right and left ventricles. What wasn't necessarily covered in science class is the existence of left atrial appendage, or LAA, a small sac-like structure coming off the left side of the left atrium. Scientists are still not sure what purpose, if any, the LAA serves. However, if you have Atrial Fibrillation, or AFib, that little pouch can become a big concern.

In AFib, the heartbeat becomes erratic due to electrical "misfires," causing the heart to pump inefficiently. Blood may pool in the left atrial appendage and form clots. If one of these clots enters the blood stream, it can travel to the brain and cause a stroke. This is why people with untreated AFib have a five times greater stroke risk compared to those whose heart rhythm is normal.

The first line of defense for an irregular heartbeat is the use of blood thinners to reduce the risk of clots and subsequent stroke. Not everyone tolerates blood thinners well. In addition to bleeding-related issues such as heavy periods, nose bleeds, or prolonged bleeding from a cut, some people experience side effects that impact quality of life, such as nausea, dizziness, fatigue, weakness, and shortness of breath.

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A ONE-TIME PROCEDURE THAT REDUCES STROKE RISK FOR A LIFETIME

Leading interventional cardiology programs across the country are increasingly offering left atrial appendage closure, a procedure that, over time, can eliminate the need for blood thinners. This catheter-based intervention implants a device that permanently blocks blood flow into the left atrial appendage so that clots can no longer form there. Our experts have built a robust left atrial appendage closure program and our interventional cardiologists use both devices currently approved by the FDA: Boston Scientific's WATCHMAN FLX and Abbott's Amplatzer™ Amulet.™

[Learn More](#)



Community Memorial Hospital – Ventura

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