

*Dedicated to the Health
of the Whole Community*



Date: November 1, 2011

To: Santa Clara County Ambulance Providers

From: Martin Muratore, MA, CHAM
Director, Patient Access
Santa Clara Valley Health & Hospital System

Valley Medical Center requests that effective immediately, all ambulance staff transporting direct, non emergent patients for admission to Valley Medical Center units, to briefly **stop by the Admitting Front Desk in the Main Hospital Lobby (located just off the front lobby entrance, Main Hospital Building)**, to announce the arrival of the direct admission to the front desk person and allow the accompanying family member, if any or the patient, to briefly "sign in" to assist us to meet compliance issues. This policy *does not apply and excludes* all and any *patients being transported to the Emergency Department* and applies *only* for transport of patients who are *direct admissions* to patient care units.

The Front Desk (at the Main Hospital Lobby) is staffed seven days a week from 08:00 to 2000. While most direct admissions to patient units occur within these hours, if an ambulance arrives after 20:00, we request that ambulance announce their arrival to the receptionist inside the Admitting Office (also located just off the from lobby entrance, Main Hospital Building), between the hours of 20:01 and 07:59).

Please direct any questions to John Aron, Patient Access Manager, Admitting and Emergency Registration. Thank you for your assistance; this procedure will assist in ensuring that non emergency patients are properly "signed in" to the hospital.

Sincerely,

M. Muratore

Martin Muratore, MA, CHAM
Director, Patient Access
Santa Clara Valley Health & Hospital System