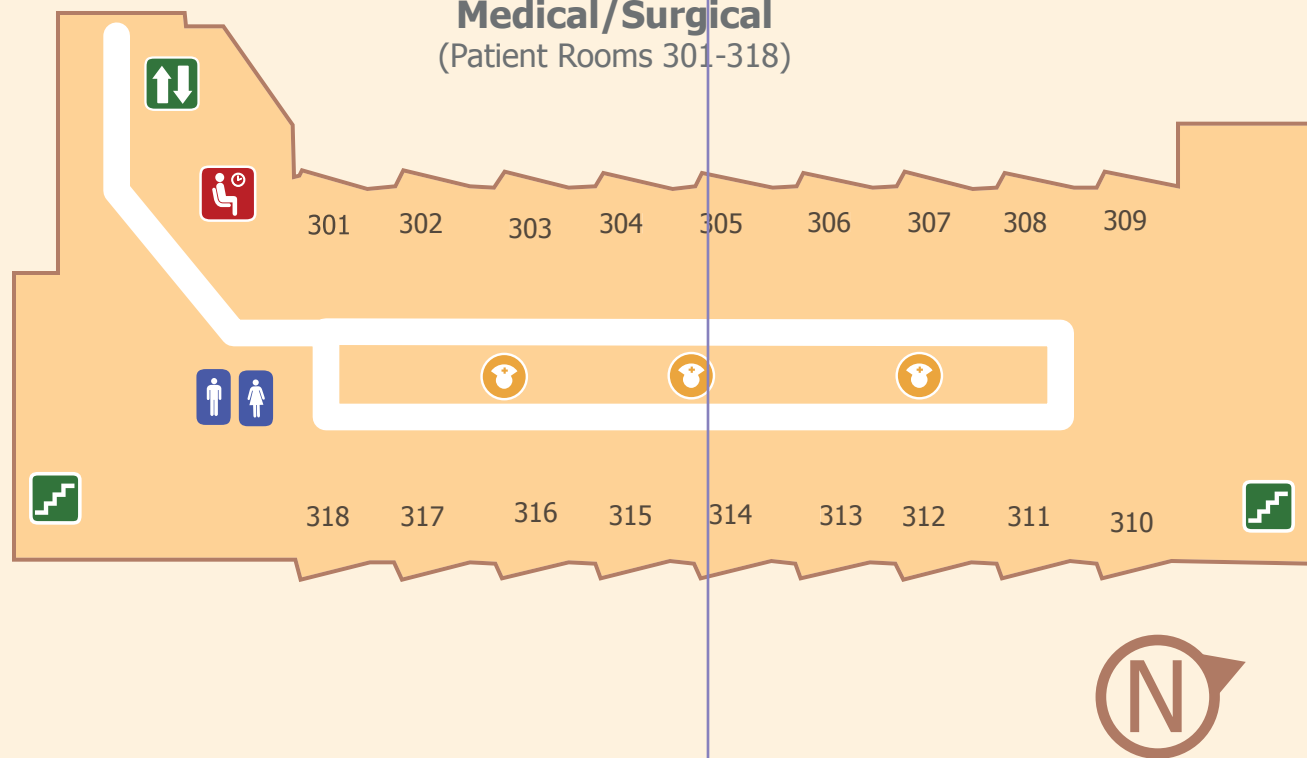


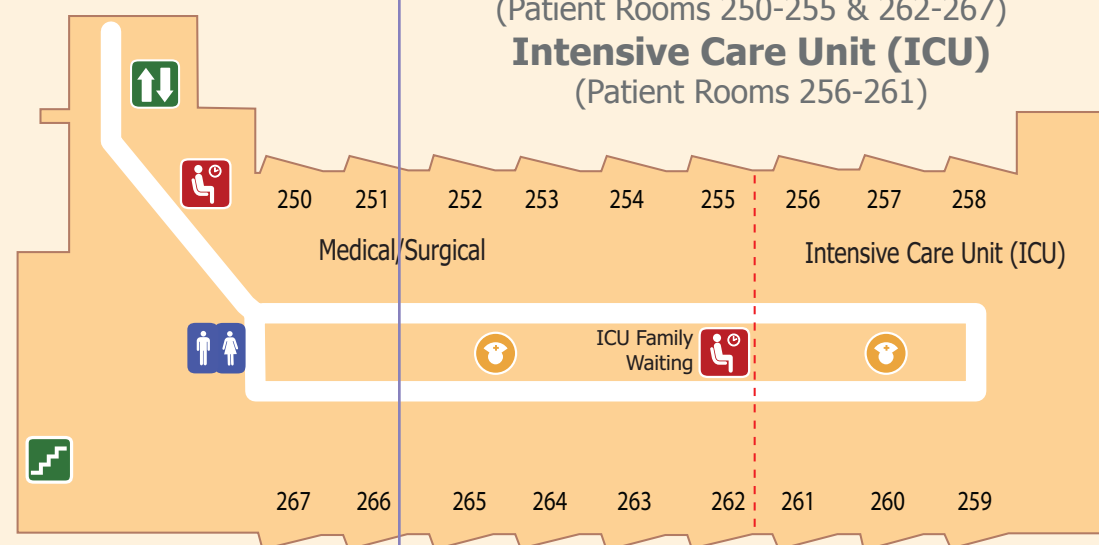
Third Floor Medical/Surgical (Patient Rooms 301-318)



First Floor (Patient Rooms 101-120)



Second Floor Medical/Surgical Intensive Care Unit (ICU) (Patient Rooms 250-255 & 262-267)



Department	Floor
Administration	First
Admitting	First
Café	First
Cashier	First
Conference Rooms	First
Financial Counselor	First
Health & Learning	Patrick Building
Human Resources	Patrick Building
Outpatient Registration	First
Pre-Surgery Clinic	First
Radiology	First
Respiratory Care	First
Sanctuary/Chapel	First
Spiritual Care	Third
Surgery Waiting Room	First

Patient Care	Floor
Emergency	First
Family Birthing Center	First
Intensive Care Unit (ICU)	Second
Medical/Surgical	Third, Second & First

Symbol Legend	
	Entrance/Revolving Door
	Stairs
	Elevator
	Exit/Entrance
	Food/Café/Vending
	Reception
	Waiting Area
	Restroom
	Telephone
	Nursing Station



Visitor & Patient Information

Visiting Hours
General Care Areas 11 a.m.–8 p.m.
Family Birthing Center 11 a.m.–1 p.m. & 3 p.m.–8 p.m.
Intensive Care Unit Family only, based on patient condition.
 Adults in a patient's immediate family or clergy may visit at any time a patient wishes. Children may visit when they are healthy and accompanied by an adult. Friends and other relatives may visit during regular visiting hours as follows:

Red Rock Café..... **First Floor**
 Open every day from 6:30 a.m.–7 p.m.
Breakfast6:30 a.m.–9:30 a.m.
Lunch11 a.m.–1:30 p.m.
Dinner5 p.m.–7 p.m.

The Café features pizza and pasta dishes, a range of special entrees, burgers, prepared sandwiches and salads, an extensive salad bar, fresh-baked desserts, beverages, frozen yogurt and other items.
 Between meals we offer sandwiches, soups, salad bar and snack items including freshly baked items and espresso drinks.

Gift Store **First Floor**
 Open 9:30 a.m.–4:30 p.m, Monday-Friday
 The Gift Store offers a variety of flowers, cards, plush animals, books, gift items and many convenience items.
 To place an order for delivery to patient please call (541) 526-6648.

Sanctuary/Chapel..... **First Floor**
 Open every day from 6:30 a.m.–9 p.m.
 We have a beautiful quiet room located on the first floor. This area provides a peaceful, relaxing place for contemplation and prayer.

Spiritual Care Services..... **Third Floor**
 Under the direction of Spiritual Care Services, chaplains are available for your emotional and spiritual needs. Chaplains are on duty 8 a.m. to 12 p.m. Monday – Friday in the hospital. After hours they are on daily 24-hour standby for your needs. If you would like to talk to a member of our Spiritual Care team, call Communications (541) 548-8131 or dial "0" from any internal phone and we will page a team member for you. Our chaplains may also be able to arrange a visit from a pastor or spiritual leader of your faith. We invite you to visit our beautiful sanctuary/chapel located on the first floor. This area provides a quiet place for contemplation and prayer.

Telephones/Calling a Patient's Room
 If you are calling from outside the hospital, call (541) 548-8131, give the patient's name, and ask to be connected to his/her room.

Smoke Free Environment
 To support your health and our healing environment, St. Charles Redmond is a tobacco-free campus. Tobacco is only allowed in your private vehicle. Thank you for your cooperation.

Waiting Rooms
 The general waiting and surgical waiting areas are located in the main hospital lobby on the first floor. There are separate waiting areas for the Medical/Surgical unit on the second and third floor, Intensive Care Unit on the second floor and the Emergency Department on the first floor. Also, there are small waiting areas by each nursing station.

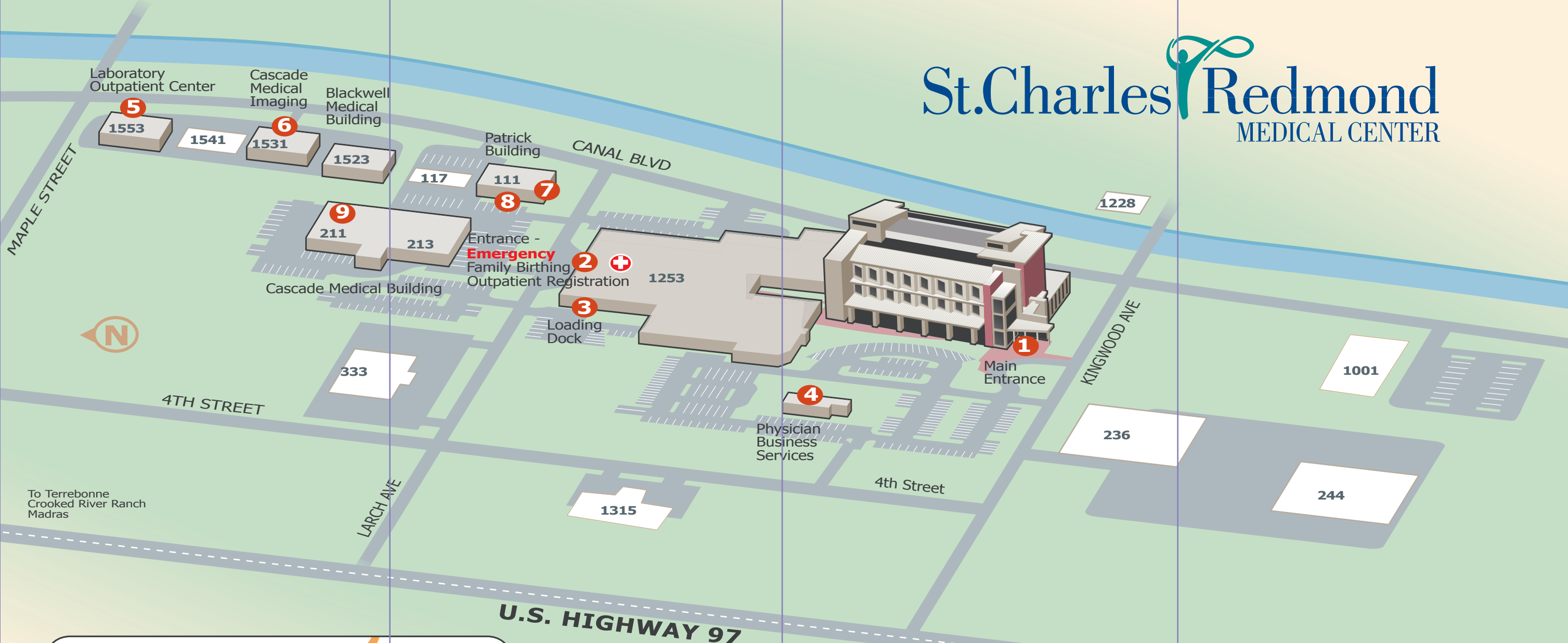
Internet
 St. Charles Redmond offers free Wireless (WiFi) access through our Guest Network.

Out-of-Town Visitors: Places to Stay
 Arrangements have been made with several local motels for reduced rate accommodations for family members of hospital patients. For more information on discount lodging, contact Guest Services at (541) 548-8131 Ext. 2883 or the Admitting Department at Ext. 6540.

Where to Wait While a Patient is in Surgery
 The volunteer at the Surgery Patient Information Desk in the Surgery Services Waiting Room is your contact person while your loved one is in surgery. Check in with the Surgery Patient Information Desk when you arrive. It is located close to the operating rooms, in the lobby near the main entrance. It is important that the volunteer knows where to contact you. The Surgery Patient Information Desk is staffed from 8 a.m. to 4 p.m., Monday - Friday. At other times, please check with Guest Services or Admitting.

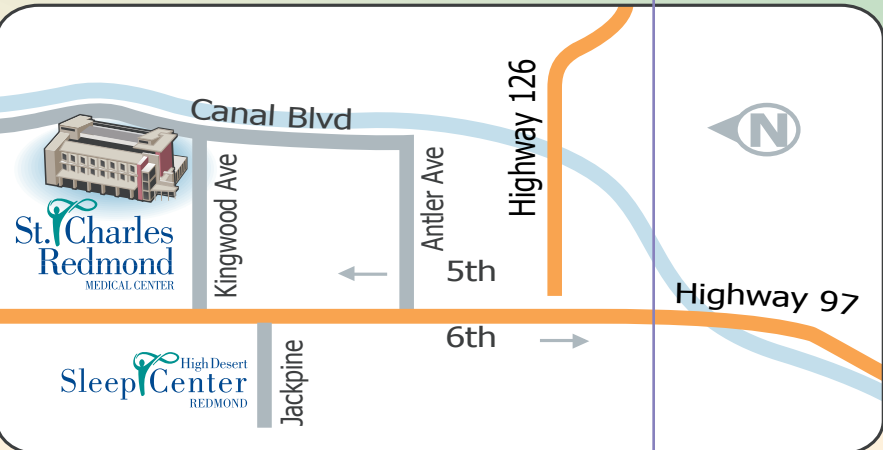
Pet Visitation
 We realize that pets can be important members of your family and that continued contact with family pets can contribute to a sense of well being and hope. We believe that the presence of pets who are loved and who can give love unconditionally in return can help make this a healing environment for our patients. Therefore, we support bringing family pets into St. Charles Redmond. In order to maintain cleanliness and order, and to make this a healing environment for all of our patients, we do ask that you follow a few basic rules. Please ask your caregiver or Guest Services for the "Pet Visitation at St. Charles" brochure before bringing your pet to the medical center. The brochures contain our rules and a release form that must be completed and turned into your caregiver.

St. Charles Redmond MEDICAL CENTER



To Terrebonne Crooked River Ranch Madras

To City Center Bend



- Entrances**
1. Main Entrance
 2. Entrance:
 - Emergency
 - Family Birthing Center
 - Outpatient Registration
 3. Loading Dock
 4. Physician Business Services

- St. Charles Satellite/Affiliate Locations**
5. Laboratory Outpatient Center - Canal Blvd
 6. Cascade Medical Imaging
 7. Human Resources
 8. Home Health
 - Computer Training Lab
 - Health and Learning
 - Facility Development
 9. Diabetes and Nutrition Clinic
 10. High Desert Sleep Center - Redmond
 - 655 NW Jackpine Ave

