

North Valley

HEALTH CENTER

NEW FACILITY GUIDE

With the recent move into the new facility, it is essential for members of the community to understand how to utilize the health center when in need.

Emergency Services

When visiting North Valley Health Center in an emergency, follow signage pointing to the back of the building (North Side) and park in one of the 10 parking spaces in between the Emergency Entrance door and the helipad. The Emergency Entrance door is marked by illuminated "Emergency" signage. Enter the building and push the call button (right hand side) to speak to an employee for assistance.

The general public may also use the emergency drive-through garage. For this, continue to drive around to the garage connected to the building. Enter on the west side of the garage and the overhead door will open automatically. Drive in and park. Someone will need to get out of the car and push the call button (right hand side) to speak to an employee for assistance.

*NOTE: There are security cameras at all patient entrances for nursing staff to view. It is important you push the call button for assistance, as staff are not watching cameras at all times due to work duties.

Emergency services are offered 24 hours per day, 7 days per week.

Clinic

Clinic hours are **8 a.m. - 5 p.m. M-F**. Convenient care clinic hours are **Saturdays from 9 a.m. - 12 p.m.** (no appointment necessary, first-come, first-serve basis). Park in the front of the building to enter through the main entrance for all clinic visits. Check in at the front desk. Staff will then direct you to the clinic waiting area which is down the main hallway, past the donor recognition plaques.

Lab Services

Lab hours for outpatient laboratory services are **7 a.m. - 5:00 p.m. M-F** and **Saturdays from 9 a.m. - 11:30 a.m.** NVHC offers this service for any practitioner as long as we have a current signed order.

Physical Therapy

NVHC's physical therapy service hours are **6 a.m. - 4:30 p.m. M-F**. Check in at the front desk and staff will direct you to the appropriate waiting area.

Imaging

NVHC's Imaging Services hours are **8 a.m. - 5 p.m. M-F** and **Saturdays from 9 a.m. - 12 p.m.** Check in at the front desk and staff will direct you to the appropriate waiting area.

Visitors

NVHC's preferred visiting hours are **daily from 8 a.m. - 8 p.m.** Alternate visiting hour options are available with permission from an authorized employee.