Baldwin Park Cafe
Open seven days a week, 7 a.m. to 7 p.m.
Closed 3 to 4 p.m.

Gift shop
Available Monday through Friday from 9:30 a.m.
to 7 p.m. and Saturday and Sunday from 10 a.m.
to 4 p.m. Hours may vary.

24-hour outpatient pharmacy
Open 24 hours a day, seven days a week. Located
in the lobby on the first floor.

Paying
Available on surface lots and in the parking structure
off of Bess Avenue. One-hour, short-term parking
is available across from the entrance.

Stork parking and valet service
Stork parking for expectant mothers is in
the member parking structure, next to the parking for
people with disabilities. Just look for the image of the
stork. Valet parking is available at the drop-off
area in front of the main entrance for $5 ($4 for
accessible parking).

Drop-off and pickup locations
For routine visits, drop-off and pickup locations
are in front of the medical center. Emergency
Department parking is available in the surface
lot, entering from Dalewood Street.

Shuttle service*
Free shuttle service is provided between the
surface parking lots, parking structure, and medical
center. Service runs Monday through Friday from
8:30 a.m. to 8 p.m. No holiday service.

Wheelchairs
Wheelchairs are located at the entrance of our
medical office building, at the main entrance
of the medical center, outside the Emergency
Department, and at the Physical Therapy
entrance to the medical center, near the patient
drop-off area.

*The services described above are not covered under
your health plan benefits and are not subject to the terms
set forth in your Evidence of Coverage or Certificate of
Insurance. These services may be discontinued at any time
without notice.

Need assistance?
Visit our information desk on the first floor of the
medical center or ask a member of our staff.

Hospital operator.............................. 626-851-1011
24 hours a day, seven days a week

Appts./advice nurse............................. 1-800-780-1277
Monday–Friday, 7 a.m.–7 p.m.
To make an appointment after hours or on
weekends or holidays, use kp.org
or use the self-service option when you call.

Mandarin Chinese appt. line............... 1-888-886-1398
Monday–Friday, 7 a.m.–7 p.m.

After-hours nurse advice.................... 1-888-576-6225
(1-888-KPONCALL)
Monday–Friday, 7 p.m.–7 a.m.
Saturday–Sunday, 24 hours a day

Member Service Contact Center........ 1-800-464-4000
24 hours a day, seven days a week (closed holidays)

After-hours entrance
From 11:30 p.m. to 5:30 a.m., park in the lot near
the Emergency Department and enter through the
door marked Emergency Entrance.

Well connected
Free wireless Internet access (Wi-Fi) is available
throughout the medical center. Just connect to
the “Kaiser Guest” network. For technical support,
call 1-866-384-0674.

In the lobby, you’ll find computers to connect with:
• kp.org—helpful online resources where you
can schedule routine appointments, email your
doctor’s office, check most lab test results, or
order pharmacy refills. Go to kp.org/register
to get started.
• kp.org/baldwinpark—local medical center
website where you’ll find information on health
care services, maps, activities, blood drives,
and more.

Pharmacy mail order refills:..................... 1-866-206-2984