



San Jose Medical Center

Emergency Department

250 Hospital Parkway

San Jose, CA 95119

408-972-7777

Patient Information Sheet

When you arrive in the Emergency Department, the staff will do everything possible to take care of you promptly. However, delays can sometimes occur. Because many patients require tests, treatments, and time to observe for any changes in their condition; the average length of stay for patients in our ER is about 4 hours. Additional testing for accurate diagnosis is often necessary. When sicker patients arrive, it is necessary to promptly stabilize them first, which can result in delays for those who have less serious conditions.

You may require admission to the hospital for further care, and this will be discussed with you after your evaluation in the ED. We appreciate your patience and understanding. It is always good to ask questions and voice any concerns you may have about medical tests, medications, or treatments. If you don't understand the answers you receive, please ask for more information. If you are concerned about any co-pays you may have, please ask to speak with a registration clerk or financial counselor. For inquiries about benefits, please contact our Member Services Department.