

Ontario Medical Center Labor and Delivery Tour

Hello, I'm Dr. Christina Hong, the Assistant Regional Medical Director for Women's Health. Welcome to Kaiser Permanente, Ontario Medical Center. At Kaiser Permanente, our medical team is here to provide you with excellent care and a positive, personalized experience when you welcome your new baby.

Each year, Kaiser Permanente welcomes more than 40,000 newborns in our Southern California hospitals, so you and your little one are in highly experienced and capable hands. In fact, the majority of our Southern California medical centers have been named America's Best Maternity Hospitals. It's important to know what to expect when you arrive at the hospital on delivery day, so let's take a tour of our labor and delivery unit, our post-delivery unit, and our neonatal intensive care unit.

When you think you're in labor, please call us, one of our nurses can help you decide if it's time to come in. Please plan ahead by keeping our phone number and driving directions handy. When you arrive at the Ontario Medical Center, there's a drop-off area at the main entrance of the hospital, in addition to a parking garage with designated stork parking located on the first floor.

When you arrive, enter through the rotunda of the main hospital entrance. Wheelchairs can be found in the rotunda and at the entrance of the Emergency Department. If you're arriving at night, plan to enter through the rotunda or the Emergency Department.

Once you're inside, go to our Labor & Delivery Unit on the third floor and proceed to Door 34. When you arrive, press the intercom button and a member of the team will open the door. Please go to the check-in desk, a nurse will take you to a triage room for an assessment. If you need an interpreter, please let us know. If you're ready for labor, you'll be admitted to the Labor & Delivery Department. If you're not yet ready to deliver, your nurse will explain next steps and you can safely return home.

When you're ready to go into labor, a nurse will escort you to a private room. You'll have a bed that can support many labor and birthing positions, a peanut ball to support your body, and other birthing amenities. Each room has a TV, Wi-Fi, and a place for your partner or support person to sleep.

Our nursing team is excited to be a part of your birth experience. You'll have a specially trained registered nurse who can assist you through many aspects of your birth, such as positioning, pain management, breathing techniques, and pushing. We are committed to providing you and your baby with the highest quality nursing care. In addition, our hospital has earned Magnet designation for nursing excellence.

You will also have an obstetrician-gynecologist or OB/GYN physician who specializes in pregnancy and childbirth. Every Kaiser Permanente Hospital has an OB/GYN on site 24 hours a day, so the team is ready to take care of you when you come in. This doctor will work closely with your nurse and the rest of your care team, which may include

midwives, neonatologists, and anesthesiologists or nurse anesthetists if you want an epidural or spinal pain medication. Your care team will ask about your birth preferences and will do their best to give you the birth experience you'd like to have.

Our first priority is to ensure the safety of you and your baby. If circumstances change your birth plan, your physician and nurse will discuss options with you along the way. While most babies are born vaginally, sometimes, cesarean delivery is the best option for keeping you and your baby safe. In most cases, your support person can stay with you, even if you need a cesarean section.

Throughout your birth experience, you'll be surrounded by a team of experienced caring professionals working together to deliver high-quality care and give your baby a healthy beginning. After your baby arrives, you can expect to rest in the hospital for one to three days, depending on how your recovery is progressing. While you're here, you'll have time to bond with your newborn, and your partner or support person is welcome to stay with you. For other guests, please check with the hospital for visiting hours.

Breastfeeding or chestfeeding comes with a variety of health benefits for both you and your baby, but it takes patience, practice, and most importantly, support. New parents supported by Kaiser Permanente's nurses and lactation specialists, exclusively breastfeed or chestfeed at a rate significantly higher than the national average. However you choose to feed your baby, we will be here to guide you during your stay and throughout your postpartum journey.

After birth, most babies stay with their parents in their rooms, but we also have a Neonatal Intensive Care Unit, also known as the NICU for newborns with special medical needs. If your baby needs critical care support, our neonatologists, specially trained NICU nurses, and support staff will all work together to provide the best care possible 24 hours a day. Although these situations are uncommon, you can have peace of mind knowing we're ready if more advanced care is needed.

I'm Dr. Lestina Price, an OB/GYN at Kaiser Permanente. Thank you for taking this tour of the Ontario Medical Center. Please reach out to your prenatal care team with questions about what to expect on your day of delivery. We also invite you to sign up for one of our prenatal classes as you prepare for your new arrival. We look forward to welcoming your little one to Kaiser Permanente.