



DESCRIPTION OF MAJOR SERVICES

Arowhead Regional Medical Center (ARMC) is a 456-bed university-affiliated teaching hospital licensed by the State of California Department of Public Health and operated by the County of San Bernardino. The hospital, located on a 70-acre campus in Colton, California, is a designated Level II trauma center. ARMC operates a regional burn center, a primary stroke center, a behavioral health center located on the hospital campus, four primary care centers including three family health centers, and provides more than 40 outpatient specialty care services.

The Medical Center recently installed a new, state-of-the-art Computed Tomography (CT) scanner and a dual purpose interventional laboratory to enhance care for patients. In keeping with its mission of providing quality health care, a variety of community outreach and wellness programs are offered, including the Breathmobile (asthma education and screening), a Mobile Medical Clinic, an annual Health Fair and a 5K Walk-Run event.

EMERGENCY DEPARTMENT:

ARMC's Emergency Department, with more than 116,000 patient visits each year, includes a helicopter landing area outside of the Emergency Department that can accommodate both standard medical evacuation helicopters and military helicopters. The Emergency Department provides acute, emergent, and urgent treatment for patients who visit the department.

TRAUMA CENTER:

ARMC's trauma center treats the most seriously injured patients and is one of the region's busiest for adult trauma care. It is the only Inland Empire Trauma Center certified by the American College of Surgeons.

PRIMARY STROKE CENTER:

One of the first in the region, ARMC's Primary Stroke Center is certified by the Healthcare Facilities Accreditation Program (HFAP), and provides the latest treatment advances for stroke.

BEHAVIORAL HEALTH SERVICES: The Behavioral Health Center, located on the campus of Arrowhead Regional Medical Center, provides psychiatric emergency and inpatient psychiatric treatment services for the assessment and treatment of acute psychiatric emergencies and mental health issues. The Behavioral Health program is comprised of four units with 90 licensed beds. Patients are evaluated in a secure, safe environment, and treated by an interdisciplinary team of psychiatrists, clinical therapists, nurses, and occupational therapists whose goal is to help patients lead more healthful and productive lives.

EDWARD G. HIRSCHMAN BURN CENTER:

Located on the second floor of ARMC, the center provides complete burn care to patients of all ages and serves four counties: Inyo, San Bernardino, Riverside and Mono. Dedicated and caring, the burn center's multi-disciplinary team includes specialized nurses; general surgeons and plastic surgeons; case managers; social workers; respiratory, occupational and physical therapists; dietitians; pharmacists and chaplains. The center offers an outpatient clinic to address the needs of patients who have been discharged from the hospital. The center also provides burn prevention education for the public and training for paramedics, occupational and physical therapists and nursing students.

WOMEN'S AND CHILDREN'S HEALTH SERVICES:

ARMC offers comprehensive care for women and children in a caring environment supporting the total family experience. Designated as a Baby-Friendly hospital, ARMC supports the global effort aimed at improving the role of maternity services in encouraging mothers to breastfeed babies for the best start in life.



NEONATAL INTENSIVE CARE UNIT (NICU):

The 30-bed unit offers state-of-the-art intensive care in a nursery setting and provides care for premature infants and sick newborns requiring continuous assessment, observation and intensive treatment.

OUTPATIENT AND SPECIALTY SERVICES:

- Audiology
- Cardiology (interventional and cardiac rehab)
- Coumadin Clinic
- Dialysis Center
- Family and Elder Care
- Gastroenterology Lab
- Infusion Therapy
- Lipid Clinic
- Oncology Services
- Ophthalmology
- Orthopedics
- Otolaryngology (ENT) and Oral, Maxillofacial Surgery
- Pain Management Clinic
- Pediatrics Clinic
- Rehabilitation Services
- Surgical Services
- Women's Health Services
- Wound Care Center (Hyperbaric Oxygen Therapy)

FAMILY HEALTH CENTERS:

The Family Health Centers (FHCs) offer comprehensive primary care medical services to individuals and families. The FHCs are staffed with experienced attending physicians and resident doctors from ARMC. Each patient is assigned to a primary care provider to attend to his or her individual health care needs. Center locations: Rialto (Westside Family Center); San Bernardino (McKee Family Health Center); and Fontana (Fontana Family Health Center).

LABORATORY SERVICES:

The full-service ARMC Pathology and Clinical Laboratory is accredited by the State of California, College of American Pathologists, and the Healthcare Facilities Accreditation Program (HFAP). Services include the disciplines of blood bank, chemistry, coagulation, hematology, microbiology, serology and urinalysis. State-of-the art instrumentation in hematology and chemistry help the lab conduct nearly two million tests each year. The lab's blood bank provides blood and blood products to patients in ARMC's busy emergency department and trauma center. The lab also has a medical technology school that educates and trains laboratory interns to qualify and pass the State Boards for clinical laboratory scientist.

GRADUATE MEDICAL EDUCATION:

ARMC is the principal clinical site for multiple medical residency programs, some accredited through the Accreditation Council for Graduate Medical Education (ACGME), and others accredited by the American Osteopathic Association (AOA). Specialty programs include: emergency medicine; family medicine; internal medicine; surgery; neurological surgery; OB-GYN; psychiatry; and ophthalmology. Maternal-fetal medicine and pulmonary critical care fellowships are also offered.

COMMUNITY OUTREACH PROGRAMS:

ARMC offers health education seminars and hosts a variety of support groups. A yearly Health Fair and 5K Walk-Run are also offered. A Breathmobile (asthma education and screening) and Mobile Medical Clinic provide education and resources throughout our County.

OTHER FACTS:

- **ARMC Service Area:** The County of San Bernardino (20,000-plus square miles)
- **Payor Mix (approximate year-to-date)**
 - Medi-Cal Managed Care 35.3%
 - Medi-Cal Fee-for-Service 32.1%
 - Medicare Fee-for-Service 9.6%
 - Commercial Insurance 7.0%
 - Medicare HMO 6.9%
 - Self-Pay 4.6%
 - Other 4.5%
- **FY 2014 Patient Services Statistics**
 - Inpatient Discharges 24,614
 - Outpatient Visits 245,169
 - ER Visits 116,133
 - Surgeries 15,457