



Banner Estrella
Medical Center

General Information

Banner Estrella Medical Center was built to meet the health care needs of a growing West Valley community, while delivering on Banner Health's promise of *making a difference in people's lives through excellent patient care.*

A full-service medical campus, the 214 all-private bed hospital offers an array of medical services, including ambulatory care, cardiac services, emergency services, general surgery, medical imaging, orthopedic services and a comprehensive women and infants services program. Banner Estrella also offers and encourages the use of complementary healing treatments, such as pet therapy, aromatherapy, spiritual care, Reiki Therapy and classes on relaxation techniques.

Located at the corner of the 101 freeway and Thomas Road, the 50-acre medical campus also includes Estrella Medical Plaza, a 132,000-square-foot medical office building that houses nearly four dozen physician groups representing a variety of specialties. Linked to the hospital by an enclosed pedestrian bridge, Estrella Medical Plaza offers occupational medicine, laboratory services, physical therapy, cardiac rehabilitation and diagnostic imaging.

To meet the needs of a diverse population, Banner Estrella provides certified bilingual interpreters to help Spanish-speaking patients and family members communicate with physicians, nurses and other caregivers. Additionally, the hospital offers over-the-phone interpretation for patients who speak a language other than English or Spanish.

Family-centric Healing

To emphasize the importance of the role that family and friends play in each patient's health, Banner Estrella offers large patient-family suites on each of its patient care floors.



Each hospital "suite" is private, complete with a personal restroom, a couch that folds into a twin bed for overnight visitors and a flat screen television configured to provide access to local programming, cable television channels, health educational videos, games and pay-per-day movies.

Room service is available to patients and their guests, allowing them to choose what they would like to eat, and when they would like to eat it. Free wireless Internet access is also available to patients and visitors to keep in touch with loved ones during their hospital stay or for other personal communication needs. A high-speed connection in each patient room is provided for those without wireless access.

Best of all, suites are constructed using the universal room concept, allowing most patients to remain in one room during the healing process.

State-of-the-Art

Designed with an eye toward the future, Banner Estrella Medical Center utilizes paperless electronic

systems to improve patient care and safety. The hospital's electronic medical record system, for example, allows physicians to electronically update and review patient information, order medications and provide instructions to nurses and other caregivers.

Healing Environment

Banner Estrella offers a unique patient care environment. Each room is painted in muted colors of the Southwest. Patients have the ability to choose from 11 different art pieces to hang on the wall in their rooms, featuring images of flowing water and bright-colored flowers. The art can be changed out daily, if requested.

A Healing Garden and Meditation Chapel located in the center of the facility provide patients and families a place to relax and reflect. This space offers patients and visitors a place to enjoy nature and some fresh air outside of the hospital. Ministry is available through Spiritual Pastoral Care for those wishing a special service or remembrance.

The Valley's Leading Health Care Network

Banner Estrella is part of nonprofit Banner Health, an organization recognized for its medical excellence and compassionate care. Banner Health owns and operates 10 hospitals in the Valley. For more information, visit us online at www.BannerHealth.com/Estrella.

Services and Programs

Major Programs

Emergency Services
Heart Care
Labor and Delivery
Medical Imaging
Orthopedics
Surgical Services
Outpatient Services
Complementary Care
Bariatric Surgery
Oncology Services

Specialty Services

Rehabilitation Services
Cancer Care

Accreditations

Centers for Medicare & Medicaid Services
Arizona Department of Health Services
American College of Radiology

Certification

Neonatal Intensive Care Unit: Arizona Perinatal Trust
Level II EQ (Specialty Care with Enhanced Qualification)

Directory

Banner Estrella Medical Center	(623) 327-4000
Administration	(623) 327-4900
Billing Inquiries	(480) 684-7400
Central Scheduling	(480) 684-7500
Emergency Department	(623) 327-4004
Financial Services	(623) 327-5476
Gift Shop	(623) 327-4003
Human Resources	(623) 327-4007
Medical Records	(623) 327-5317
Patient Registration	(623) 327-5476
Patient Relations	(623) 327-5230
Rehab Services	(623) 327-5121
Security	(602) 747-4400
Volunteer Services	(623) 327-4011
Women & Infants Services	(623) 327-5866
Banner Health Physician Referral	(602) 230-CARE
Banner Good Samaritan Poison and Drug Information Center	(800) 222-1222
Banner Health Foundation	(602) 747-GIVE

