



Madera Community Hospital

Madera Community Hospital Closure FAQs

- 1. Where do I go if I have a Medical Emergency?** If you have a medical emergency call 911.
- 2. Where will the ambulance take me if I am having a medical emergency and call 911?** Emergency medical services will assess your situation and take you to the nearest available emergency department.
- 3. When will services at Madera Community Hospital end?**
 - Labor and delivery services ended effective December 28th.
 - The emergency department was permanently closed at midnight on December 30th.
 - Other services including surgery, outpatient radiology and lab will end at midnight on January 3, 2023.
 - The clinics in Madera, Mendota and Chowchilla will close permanently 7:00 am on January 10, 2023:
 - Family Health Services Madera/Specialty Clinic, 1250 E Almond Ave Madera, CA 93637
 - Family Health Services – Mendota, 121 Belmont Ace Suite 100 Mendota CA 93640
 - Chowchilla Medical Center, 285 Hospital Dr Chowchilla, CA 93610
- 4. Where do I go if I have a non-emergency medical issue?** Contact your primary care physician or go to the nearest urgent care facility.
- 5. What urgent cares are available in Madera County?** There are four urgent care clinics available in Madera County. Hours of operation vary.
 - Camarena County Club Urgent Care, 1159 Country Club Drive in Madera, (559) 664-4000
 - Camarena Almond Urgent Care, 760 E. Almond Ave. in Madera, (559) 664-4000
 - Camarena Oakhurst Urgent Care, 49165 Road 426 in Oakhurst, (559) 664-4000For more information about urgent cares visit www.maderacounty.com/urgentcare.
- 6. How do I get my medical records from Madera Community Hospital?** Request copies of medical records, by calling (559) 675-5415. Medical record will be stored for 10 years from the date of your last service.
- 7. If I am an employee, how do I get my medical records?** Call Medical Records (559) 675-5415. Records will be kept on file for the amount of time required by law.

- 8. What happens to unpaid bills?** To pay unpaid bills call (559) 675-5514. You will still be required to pay outstanding balances owed to the hospital.
- 9. Do unpaid bills need to be paid after January 10, 2023?** Please continue to pay your bills as normal; you can do so by calling the Credit & Collection Department (559) 675-5514 or you can go online: <https://www.maderahospital.org/pay-my-bill/>
- 10. Where can I go for outpatient services?** Contact your primary care provider to coordinate outpatient services.
- 11. Where can I get 24 hour care in Madera County?** 24-hour emergency care is no longer available within Madera County. If you have an emergency, call 911 or go to the nearest emergency department located in Fresno or Merced.