



Security Information for Patients & Visitors

Clovis Community Medical Center's Safety Department is committed to providing a safe and secure environment for patients, students, visitors, volunteers, physicians and staff. To accomplish our goals we maintain a professionally trained staff certified by the California Bureau of Security and Investigations Services. We believe in service excellence, and each member of the Security Department is dedicated to this ideal.

Emergency Telephones

Emergency telephones are located throughout the parking garage and other selected areas on campus. These phones are identified by signage. To utilize the emergency phone, simply push the call button on the face of phone and the phone will automatically dial security.

Escort Service

The Security Department provides escorts anywhere on the hospital campus 24 hours a day. By calling (559) 289-0239, one of our officers will be able to meet you at your present location to escort you to your vehicle or other area.

Lost and Found

The Security Department handles all lost and found items on the Clovis Community campus. Unclaimed items are held for 90 days before disposition. If you've lost something, please call (559) 289-0239 or stop by the Emergency Department's security podium. We are here 24 hours a day including weekends and holidays.

Visitor (Regulations)

While visiting a patient in the hospital it is preferred that you remain in the patient's room and not in the hospital corridors. Doing so will allow our hospital staff to maneuver freely in the corridors and better serve our patients.

Alcoholic beverages of any kind are not permitted.

Smoking is not permitted anywhere inside the hospital. Anyone smoking must stay a minimum of 50 feet from any entrance. Smoking in designated areas is encouraged.

Weapons are prohibited on campus. All on-duty peace officers are exempt.

How to Report a Crime or Request Service:

To report a crime or request service you may contact the Security Department by calling (559) 289-0239 and briefly describe your needs. If possible stay on the line to provide more comprehensive information to be forwarded to responding officers.

Or, you may contact a security officer in-person at any of our staffed posts or stations. The hospital emergency room post is staffed at all hours.

Frequently Asked Questions

Why do they ask so many question when I call security?

The Security Dispatchers are trained to get as much information as possible to best determine the nature of problem and its seriousness. On emergency calls, the dispatcher has already sent the information to the officer while asking the additional questions.

How safe is Clovis Community Medical Center?

Clovis Community Medical Center Campus is unique among healthcare campuses. The campus in spreads over 137 acres and has its own lake. It is safer than most areas in the Fresno/Clovis metropolitan area. The entire campus is patrolled 24 hours a day by uniformed security officers on foot, bicycle, and in vehicles.

Why did it take so long for security to arrive when I called?

All request for security services are assigned by priority, based on seriousness of the incident and the potential for injury or damage to property. At times, calls of less urgent nature must be delayed so that we may respond immediately to emergencies.

Can I make a security report at any time of the day or do I need an appointment?

Security Officers will respond 24 hours a day, seven days a week to all requests for assistance, no appointment necessary.

Can I make a security report over the phone or does a security officer have to come to my location?

Most reports will require a security officer to be sent to your location. However on occasions, Reports can be taken over the telephone

My battery in my car doesn't work; can you give me a jump-start?

Yes, we use a Booster Pac to jump-start your car.

If I have a flat tire or I'm locked out of my vehicle are you able to help?

In most cases no, however we will assist you with contacting a service company to assist you.

Do you have RV parking?

Yes, our designated RV parking area is located on the east side of our campus. For details contact the Clovis Community Medical Center Department of Security at (559) 289-0239.