

Cumulus Hospital - Knowledge Base



About Cumulus Hospital

Cumulus Hospital is a modern healthcare provider in the United States and in México focused on delivering accessible, patient-centered care through digital innovation. With facilities across multiple states in USA and Mexico, Cumulus Hospital combines advanced medical services with seamless digital experiences.

Mission

To provide accessible, high-quality healthcare through innovation, compassion, and technology.

Vision

To become a leading digital-first hospital system in the United States, transforming patient experiences through connected care.

Objective

To streamline patient interactions such as appointment management, insurance processes, and coverage verification using intelligent contact center solutions.

1. Locations & Facilities

City	State	Address	Services
Las Vegas	NV	123 Neon Way, Las Vegas, NV	Emergency, MRI, X-Ray, General Surgery, Laboratory tests
San Jose	CA	456 Tech Pkwy, San Jose, CA	Emergency, Ultrasound, Blood Tests and Laboratory tests
New York	NY	789 Broadway, New York, NY	Emergency, MRI, Oncology, Cardiology, Laboratory services
Chicago	IL	101 Windy Dr, Chicago, IL	Emergency, X-Ray, Pediatrics
México City	MX	Av. Paseo de la Reforma, 1200	Emergency, Surgery, Laboratory services, all services and specialties
Guadalajara	MX	Av. Jorge Álvarez del Castillo 1530	Emergency, Pediatric, Cardiology, Laboratory services

2. Appointment / Scheduling Information

Patients can inquire about appointment availability, types

- Appointments available from June 3rd to June 30th 2026, Monday to Friday from 8am to 6pm all locations, according to the Services offered by each one. Must start at the sharp hour of each hour (ex: 8:00am, 9:00am, etc.) Cannot schedule for past minutes (ex. 8h15, 8h30).
- Type of Doctor appointment: cardiologist, pediatric, blood test, Ultrasound, MRI, etc.
- Appointments can be scheduled up to 24 hours in advance.

5. General Information

Hospital Hours: Monday to Friday, 8:00 AM – 6:00 PM.

Las Vegas and New York locations offer paid parking for patients (cost – U\$ 20 per hour; period 24 hours cost is US\$ 150). The other locations offer parking free of charge.

Accepted Insurance: Blue Cross Blue Shield (BCBS), Aetna, and UnitedHealthcare.

3. Insurance and Billing

Cumulus Hospital maintains partnerships with major health insurance providers to ensure accessible care.

- **Coverage:** We accept most major PPO, HMO, Medicare, and Medicaid plans. Our patient access team is available to verify your insurance eligibility and coverage details.
- **Authorization:** We maintain a streamlined process for obtaining prior authorizations from insurance carriers to minimize administrative delays for necessary procedures.
- **Financial Assistance:** Patients without insurance or those facing financial hardship may contact our Financial Counseling department to discuss payment plans or charity care options.

4. Diagnostic Services

Our diagnostic centers utilize state-of-the-art technology for accurate and timely results.

- **Laboratory:** Includes Comprehensive Metabolic Panels (CMP), CBC, Lipid Panels, Thyroid/Hormone panels, Urinalysis, and infectious disease testing (e.g., HIV, Hepatitis, COVID-19).
- **Imaging:** Digital X-Ray, 3D Mammography (Tomosynthesis), CT Scans, MRI, and DEXA (Bone Density) scans.
- **Cardiology:** EKG, Stress Testing, Echocardiograms, and 24-hour Holter/MAPA monitoring.
- **Endoscopy:** Upper Endoscopy (EGD), Colonoscopy, and Sigmoidoscopy.

5. Medical Specialties

Our medical staff consists of board-certified specialists providing comprehensive care.

- **Clinical Specialties:** Internal Medicine, Cardiology, Dermatology, Endocrinology, Gastroenterology, Geriatrics, OB/GYN, Hematology, Infectious Disease, Nephrology, Neurology, Oncology, Orthopedics, ENT, Pediatrics, Pulmonology, Pediatric, Rheumatology, and Urology.
- **Surgical Specialties:** General, Bariatric, Cardiac, Head & Neck, Plastic, Thoracic, Vascular, and Neurosurgery.

6. Patient Preparation Guidelines

Note: These are general guidelines. Always follow the specific instructions provided by your physician or the hospital's scheduling department.

- **General Fasting (NPO):** For many blood tests and procedures, you may be required to be "NPO" (Nothing by mouth) for 8–12 hours. Clear liquids may be permitted up to 2 hours before some procedures.
- **Medication Management:** Please provide a complete list of current medications. Certain medications (e.g., anticoagulants or diabetes medications) may require adjustment prior to surgery or diagnostic testing.
- **Imaging Prep:**
 - **Mammography:** Do not apply deodorant, powder, or lotion to the chest or axillary area on the day of the exam.
 - **Ultrasound:** Fasting for 6–8 hours is required for abdominal scans. Pelvic/prostate scans may require a full bladder.
- **Colonoscopy:** Patients must follow a strict "clear liquid" diet and use prescribed bowel preparation solutions. A responsible adult escort is mandatory for discharge due to sedation.
- **Urine/Stool Samples:** Use only sterile containers provided by the laboratory. Follow the "mid-stream" collection technique for urine to ensure sample purity.
- **HIPAA Compliance:** All patient data is protected under the Health Insurance Portability and Accountability Act (HIPAA). We ensure the highest standards of security and confidentiality for your medical records.