

The Queen's Medical Center – Wahiawā FAQs

Q: What health care services will be available?

A: Emergency Department services, imaging, and lab services will be available.

Q: Are there any services that will no longer be available?

A: At this time, inpatient care will not be available.

Q: Will the same medical insurance be accepted?

A: Yes, there will be no change to the types of medical insurance that will be accepted.

Q: Will there be any changes in billing or financial policies?

A: No, there will be no changes to billing or financial policies.

Q: When will the Emergency Department re-open?

A: The Emergency Department is now open and accepting patients.

Q: Will my medical records be handled during the transition?

A: Yes, all medical records from The Queen's Health System will continue to be made available. If you are a former Wahiawā General Hospital patient, please click [here](#).

Q: How will the quality of care be affected?

A: When you visit any of Queen's facilities, you can expect high-quality, compassionate care. Our caregivers are dedicated individuals who are committed to caring for all of our patients.

Q: Why did Queen's acquire Wahiawā General Hospital?

A: It is a privilege for Queen's to have the opportunity to build upon Wahiawā General Hospital's strong foundation and begin serving the people in the Central O'ahu and North Shore communities. With this acquisition, the community will have access to a broader network of physicians, specialists, and services through Queen's University Medical Group (QUMG). With more than 700 physicians and specialists, QUMG provides expanded clinical services and leading-edge resources for specialized care.

Q: Has there been any restructuring in personnel as a result of this acquisition?

A: Queen's has engaged with all Wahiawā General Hospital employees, offering employment to many WGH caregivers.

Q: How many total locations does Queen's have across Hawai'i?

A: Queen's has four hospitals within its network, as well as many clinics and urgent care locations around Hawai'i, in addition to offering laboratory services through Diagnostic Laboratory Services.

Q: How does Queen's engage with the local Native Hawaiian community and how will they engage with the Wahiawā community?

A: The Queen's Medical Center – Wahiawā enables Queen's to further fulfill its mission of improving the health and well-being of Native Hawaiians and all the people of Hawai'i. Queen's is honored to extend its work into Central O'ahu and the North Shore ensuring everyone has access to high-quality, compassionate care that is close to home.

Q: How will the Emergency Department be improved?

A: The Emergency Department will feature various facility upgrades and modifications to improve patient experience and quality of care.

