

Guest Services for Patients and Families

Guest Services assists patients and families with resources for a smooth stay at Seattle Children's. Coming to the hospital can be stressful. We want to ease your mind about your arrival, stay and departure so you can focus on your child's care.

Guest Services Can Assist With:



Housing

- Information about bedside sleeping, RV parking, hotels or other housing options including those that offer discounts to Children's families, and Ronald McDonald House



Transportation

- Free Patient and Family Shuttle Service to and from Children's, the airport, train and bus stations, local ferries and Ronald McDonald House. Call 206-987-RIDE (7433) or e-mail Airport.shuttle@seattlechildrens.org. Please reserve at least 24 hours in advance.
- Green Line Shuttle to and from downtown
- Directions to the hospital – www.seattlechildrens.org or call 206-987-2226



Preparing for a clinic or hospital stay

- Visiting guidelines for parents, guardians, caregivers, siblings and other visitors
- Interpreters – Call 1-866-583-1527 (Voice) or 206-987-2280 (TTY) for interpreter services, which are offered at no cost to patients and families
- Information on ways to stay connected such as patient Web pages and teleconferencing
- Community information for restaurants, amenities and activities near the hospital



To Contact Guest Services:

- 206-987-9330 or 866-987-9330 (Toll-free) 9:30 a.m. to 6:30 p.m., Monday through Friday
- Guest.services@seattlechildrens.org
- www.seattlechildrens.org – type Guest Services in the search box



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To Learn More

- Guest Services
206-987-9330 or
866-987-9330 (Toll-free)
- www.seattlechildrens.org

If you have needs that cannot be met by Guest Services staff, you can call 866-987-2000 (Toll-free) and ask to be connected with Social Work. Social Work Intake can be reached at 206-987-2760 (Voice) or 206-987-5186 (TTY) Monday through Friday, 8:30 a.m. to 5 p.m.

Free Interpreter Services

- In the hospital, ask your child's nurse.
- From outside the hospital, call the toll-free Family Interpreting Line 1-866-583-1527. Tell the interpreter the name or extension you need.
- For Deaf and hard of hearing callers
206-987-2280 (TTY)

Seattle Children's offers interpreter services for Deaf, hard of hearing or non-English speaking patients, family members and legal representatives free of charge. Seattle Children's will make this information available in alternate formats upon request. Call the Family Resource Center at 206-987-2201.

This handout has been reviewed by clinical staff at Seattle Children's. However, your child's needs are unique. Before you act or rely upon this information, please talk with your child's healthcare provider.

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