

Guest Services for Patients and Families

Guest Services assists patients and families with information and 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 Guest Services shuttle service to and from Seattle and Bellevue Children's, the airport, train and bus stations and local ferries. Call 206-987-RIDE (7433) or e-mail guest.services@seattlechildrens.org. Please reserve at least 24 hours in advance. (To get to or from the Ronald McDonald House, you can walk or call Security for a ride at 206-987-2030.)
- 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) 8 a.m. to 6:30 p.m., Monday through Friday, 10 a.m. to 4 p.m. Saturday and Sunday
- 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)
- Guest Services Shuttle
206-987-RIDE (7433)
- 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.

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