



Coming to Seattle Children's Hospital

Support for patients and families

This handout lists some of the support services Seattle Children's offers for patients and families.

This handout lists some of the support services Seattle Children's offers for patients and families during a hospital stay or when they are on the main campus for a clinic visit.

Seattle Children's also offers regional and outreach clinics throughout Washington, Alaska, Montana and Idaho. Your child may have options for receiving follow-up care closer to home. Below are some of our services that may be especially helpful for out-of-town patients and families.

Please call **866-987-2000** and ask for the department you are trying to reach if a toll-free number is not listed.

Seattle Children's Web site

Many of your questions can be answered by visiting www.seattlechildrens.org. Our Web site offers information on such topics as:

- Directions and parking
- How to prepare your child for surgery, a hospital stay or a clinic visit
- Services at the main campus and all of our other sites
- Housing options

Visit these sections:

- From the home page, click on the For Patients & Families tab. You can take a virtual tour and obtain detailed information about almost any service in the Guide to Children's section.
- Our Services, with tabs for Clinical Services, Support Services and Regional Services in Bellevue, Everett, Federal Way, Olympia and Tri-Cities.

Guest Services transportation and housing options

Guest Services assists families with resources for a smooth stay at Children's.

They offer a Guest Services Shuttle for families traveling through Sea-Tac Airport, the Amtrak train station, the Greyhound bus station or Seattle area ferry terminals. To schedule pick-ups or drop-offs, call 866-987-9330 (Toll-free) or 206-987-RIDE (7433), 8 a.m. to 6:30 p.m., Monday through Friday or 10 a.m. to 4 p.m. Saturday and Sunday.

Ronald McDonald House Charities provides low-cost housing for Children's families who qualify. Call 206-838-0610.

For other housing options, information about Children's and amenities near the hospital, call Guest Services at 866-987-9330 (Toll-free) or 206-987-9330, 8 a.m. to 6:30 p.m., Monday through Friday; 10 a.m. to 4 p.m. Saturday and Sunday.

To Learn More

- Guest Services
206-987-9330 or
866-987-9330
(Monday – Friday,
8 a.m. to 6:30 p.m.;
Saturday and Sunday
10 a.m. to 4 p.m.)
- Family Resource
Center
206-987-2201
(Train zone, 5th floor)
- Guide to Children's:
www.seattlechildrens.org

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)

Family Resource Center

The Family Resource Center (FRC) provides:

- Information and support for patients, families, staff and the community, including information about child health and services at Children's Hospital.
- Services are free and include parent massage, kitchen area with coffee and tea, vending machines, computers, wired and wireless Internet access, patient Web pages, phones, fax, lockers, showers and laundry.

The FRC is open daily. For more information call 206-987-2201.

Social Work services

Social workers assist in identifying resources and provide emotional support. Call 866-987-2000 (Toll-free) and ask to be connected with Social Work.

Interpreter Services

For Interpreter Services call 1-866-583-1527 (Toll-free) or 206-987-2280 (TTY).

Other services

Seattle Children's offers many other services to our patients and families:

- **Bedside Sleeping** – Most patient rooms have sleeper chairs or sofas for at least one parent or legal guardian. For patients in the Intensive Care Unit, sleeping rooms are arranged through the unit coordinator.
- **Child Life** – play programs as well as art, music, pet and clown therapy programs
- **Sibling Playroom** – for siblings of children being seen in one of our clinics
- **Ways to Stay Connected** – wired and wireless Internet, patient Web pages and video conferencing to help you stay in touch and keep family and friends updated
- **Valet Parking** – free of charge
- **Volunteers** – Requests can be made through Child Life for volunteer visits. Your child can be visited in their room or escorted to a play session.

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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