



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 provide information about:



Places to stay

Information about bedside sleeping, RV parking, hotels or other lodging options including those that offer discounts to Children's families.



Transportation

- Free Guest Services shuttle provides rides:
 - To Seattle Children's from the airport, train and bus stations, and local ferries and from Seattle Children's to these locations
 - To and from your hotel and these locations: airport, train and bus stations, and local ferries
 - To and from other Seattle Children's locations

The shuttle **does not provide transportation to and from your house or to and from your hotel for appointments**. Many hotels do offer their own shuttle to the hospital. Call 206-987-RIDE (7433) or email guest.services@seattlechildrens.org. Please reserve at least **one business day** before.

- Get a ride to and from the Ronald McDonald House. During the day (Monday-Friday, 8 a.m. to 6:30 p.m), call Guest Services at 206-987-9330. At night (Monday-Friday, 6:30 p.m. to 8 a.m.) and on weekends and holidays, call Security at 206-987-2030. Call for a ride 45 minutes before.
- For directions, visit www.seattlechildrens.org/maps or call 206-987-2226.



Preparing for a clinic visit or hospital stay

- Visiting guidelines for parents, guardians, caregivers, siblings and other visitors
- Community information for restaurants, amenities and activities near the hospital
- Information about hospital or clinic services

Medicaid brokers

If you have Medicaid, we can provide information about contacting your state Medicaid for transportation and lodging options.



To Contact Guest Services:

- 206-987-9330 or 866-987-9330 (toll-free) 8 a.m. to 6:30 p.m., Monday through Friday; 12 p.m. to 6 p.m. Saturday
- guest.services@seattlechildrens.org
- www.seattlechildrens.org/guestservices

To Learn More

- Guest Services
206-987-9330 or
866-987-9330
(toll-free)
- Guest Services Shuttle
206-987-RIDE (7433)
- www.seattlechildrens.org/guestservices

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.

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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