



Franklin Square  
Hospital Center

*MedStar Health*

# Important Information about Your Stay or Visit

Summer/Fall 2011

Welcome to Franklin Square Hospital Center. Following are some important hospital updates for our patients and visitors. This information is being provided as a supplement to the Patient Admission packet. If you have any questions during your visit or stay, please do not hesitate to ask any member of the healthcare team.

## Entrances

The main entrance to the hospital is now through the front of the new patient care tower (**Entrance 2**). The former visitor's entrance is now closed.

Additional entrances onto the hospital campus include:

- Entrance 1** - Outpatient & Surgical Services, Women's Pavilion and Labor & Delivery
- Entrance 3** - Cancer Institute and Medical Arts Building
- Entrance 4** - White Square Building
- Entrance 5** - Emergency Department

Be sure to pick up a new map, which will be available at all reception desks, to help guide you while you are on our campus.

## Parking

Free patient and visitor parking is available in the lot across from the patient care tower, in lots in front of the Emergency Department, and near the Cancer Institute, White Square and Medical Arts Building. Parking in the gated lot at Entrance 1 is available at \$4.00 per day.

## Valet Parking

Valet parking service is available at the entrance to the patient care tower, Monday through Friday from 9:00 a.m. to 5:00 p.m. The cost is \$5.00 per day.

## Campus Assistance

If you are in need of assistance getting from the hospital or tower to the Cancer Institute, White Square Building or Medical Arts, please call Security at 443-777-7242.

## Visitor Policy

In our ongoing efforts to provide a safe and caring environment, we ask that all patients and visitors stop at the reception desk located at all entrances into Franklin Square to sign in and get an official guest pass. Our open visitation policy allows guests to visit with patients at any time with the expressed consent of the patient and the healthcare team. On admission, a nurse will review with each patient his or her preferences regarding visitors. At all times, the health and safety of the patient will be the top priority. Please ask for a copy of the Visitor's Guidelines for more information.

## Dining Options for Visitors

- Center Square Café (1st floor of hospital)  
Full selection of hot and cold foods  
Open 6:30 to 10:30 a.m. and 11:00 a.m. to 6:30 p.m.
- The Tower Café (tower lobby)  
Beverages and "grab and go" items  
Weekdays 6:30 a.m. to 8:00 p.m.  
Weekends 7:00 a.m. to 2:00 p.m.
- Coffee Kiosk  
(2nd floor of hospital, near Ambulatory Surgery)  
Beverages and snacks  
Weekdays 7:00 a.m. to 2:00 p.m.