Welcome to Kentucky Children’s Hospital. We are honored you have entrusted your child’s care to us. We want to provide your entire family with the very best care possible.

We hope the following tips will be helpful.

Where can family members and visitors eat?

We will provide your child with three meals a day.

**Breakfast and dinner** - a food service employee will go over the menu with your child. Your child’s food selections will be delivered to his/her room. Parents or caregivers must bring their own food or purchase food in one of our dining facilities listed below.

**Lunch** - at lunch time a food cart will come around from which your child can select what he/she wishes to eat. Two adults (such as parents or caregivers) may also select what they would like to eat from the food cart at no charge.

**KITCHEN**

We provide a refrigerator and microwave where you can store and heat your own food. There are also items such as soup, gelatin, crackers and drinks for in-between-meal snacks for your child.

**OTHER DINING OPTIONS**

**Hospital Cafeteria (Pavilion H) 859-257-5610**
The cafeteria is located on the first floor in Pavilion H.
• Daily, 6:30 a.m. – 11 p.m.

**Coffee Shop (Pavilion H) 859-323-6791**
The Coffee Shop is located on the first floor, just inside the main entrance of Pavilion H.
• Monday-Friday, 11 a.m. – 2 p.m. and overnight, 11 p.m. – 6:30 a.m.

**Courtyard Café (Pavilion A) 859-323-4116**
The Courtyard Café is located on the ground floor of Pavilion A, adjacent to the lobby atrium and auditorium.
• Monday-Friday, 6:30 a.m. – 3 p.m.

**Vending Area (Pavilion H)**
The vending area is located on the first floor in Pavilion H, near the cafeteria.
• Daily, 24 hours

Where can we stay overnight?

**Your child’s room**
A pull-out cot is available in your room. Most cots will comfortably hold one parent, but two parents may stay. Blankets and pillows are available. If you need a toothbrush, toothpaste or other personal items, please tell your child’s nurse.

**Nearby**

**Ronald McDonald House**, located near Commonwealth (football) Stadium. Limited to one room per patient for family members with a patient in Kentucky Children’s Hospital. The house requires a referral from a hospital social worker, and a minimal nightly donation is requested. Families are asked to assist with general household chores.

**Hotels**. Some area hotels will discount room rates for families of hospital patients. See the Hotels, Lodging & Housing brochure available in customer service racks.

Can we have visitors?

All visitors must check in at the Welcome Center and show a photo I.D.
See your patient guide for more information.
**Can we do laundry?**

Laundry facilities are available on the fourth floor. Enough laundry soap for a full load is automatically dispensed into the washer by pushing the button once. Ask your nurse to show you the location.

**When is my child’s room cleaned?**

Housekeeping will clean your child’s room once a day between 7 a.m. and 3:30 p.m. We would appreciate it if you will allow them to clean at that time by moving your personal belongings and stepping out of the room if necessary. Please also accept our apology for the noise when they buff your room two times each week, but it is necessary for maintaining the floors.

**Is there an ATM?**

An ATM is on the first floor of Pavilion H, near the Registration Desk. There is another ATM near the elevators on the ground floor of Pavilion A.

**Where can I park?**

You can park in the Hospital Garage located across South Limestone between Conn Terrace and Transcript Avenue. You may then walk across the concourse bridge, located at Level C of the hospital parking garage. On the concourse bridge, golf carts are available for those who find the walk difficult. You may also take the free shuttle from Level A of the garage. Kentucky Children’s Hospital is located at the first shuttle stop.

Parking is free on weekends and at certain hours of the day. You may also obtain a one-week visitor parking pass for $20 at the parking office. If you are here for more than a week, you may obtain another one-week pass for $20. After two weeks, parking is free for the duration of your child’s hospital stay. Located on the ground floor of the Hospital Garage, the parking office is open from 8 a.m. to 4:30 p.m. For questions about parking, call 859-323-8085.

If you need help finding your way, information desks are located inside the main entrances to Kentucky Clinic and Pavilion H, and at the ground level and concourse level of Pavilion A. You may also call 859-257-1000 or 1-800-333-8874.

**May we see a chaplain?**

Kentucky Children’s Hospital cares about your emotional and spiritual needs. A chaplain is available 24 hours day, seven days a week. The chaplain can be contacted at 859-323-5301. A sanctuary is located on the first floor of the hospital in room H-122 and another on the ground floor of Pavilion A.

**Are there play activities for my child in the hospital?**

The Child Life Program provides play opportunities for patients. See your patient guide for a description of services or call the Child Life Program at 859-323-6551.

**IMPORTANT NOTE**

Parents and children should wash their hands frequently, particularly after every trip to the bathroom, before eating and before visiting the playroom. Also watch that caregivers wash their hands before touching your child. Hands may be washed in the restrooms with warm water and soap or by using waterless cleansers from dispensers located throughout the hospital and in your room.

**Other questions?**

Please look through the patient guide in your room; it includes more information about your stay. If you cannot find the answer to your question, please ask your nurse or call customer service at 859-257-2178.

Again, we are honored you have entrusted your child’s care to us. Our goal is to provide VERY GOOD care. You may receive a survey after your child has gone home. We would greatly appreciate you taking time to complete and return it to us. Your feedback is important to us.