



MidState Medical Center Patient & Visitor Guide

435 Lewis Avenue
Meriden, CT 06451
203.694.8200
MidStateMedical.org

About MidState Medical Center

MidState Medical Center is the only hospital in the state to offer all private rooms and has a long-standing reputation for high quality care and high patient satisfaction.

MidState offers a complete range of services including general and minimally invasive surgery, emergency medicine and urgent care, oncology, wound care, maternity care, neurosciences and cardiac care.

midstatemedical.org

Phone Directory

Main Number: 203.694.8200

Emergency Room: 203.694.8911

Food & Nutrition Services: 203.694.8200

Lost and Found: 203.694.8688

Patient Relations: 203.694.8350

Public Safety: 203.694.8688

Social Work: 203.694.8244

Spiritual Services: 203.694.8369

Parking

Patient and visitor parking is located in the front of the hospital, as well as the lots by the Emergency Department, Pavilion D, and the Digestive Health Center. All parking is free of charge.

Handicap parking is designated in all hospital parking garages and lots.

Valet parking is available at the Connecticut Orthopedic Institute entrance between 5 a.m. and 8:30 p.m.

Maps and Directions

435 Lewis Avenue Meriden, CT 06451

A staff member at the information desk in the main lobby will be able to provide direction. Campus maps are also available online at midstatemedical.org

Visitor Policy

General visiting hours are from noon and 8pm. Please check with the patient's unit to verify these hours

- Visitor passes are required for all guests/visitors who do not display an employee badge. A driver's license is required to get a visitor pass. Visitor badges expire after one day so you must stop at the information desk to obtain a badge for every visit.
- The main lobby is staffed by public safety officers 24 hours a day, 7 days a week.
- Visitors and patients can enter through the main lobby and emergency entrance after hours.
- Visitors can speak with staff at any of the information desks on the campus for directions and visitor passes.
- Visitors with respiratory infections or any other contagious condition are asked not to visit patients in the hospital.
- Visitors under the age of 16 must be supervised and accompanied by an adult other than the patient at all times.
- Please check with the patient's unit to understand if there are any restrictions (children visiting, outside food accepted, etc.).

Dining

Food and nutrition is very important to your health and healing. As a patient you will be visited each day by a food service coordinator who will help you make menu selections based on your personal preferences and the nutrition plan prescribed by your physician.

Cafeteria Hours of Operation

06:30AM – 7:00PM.....Monday - Friday

06:30AM – 6:30PM.....Saturday - Sunday

Bringing in food: Food for patients can be brought into the hospital, but should meet the dietary orders outlined by the patient's doctor or dietitian. Please check with the patient's nurse to verify if there are any dietary restrictions.

Quite Hours

MidState is committed to maintaining a quiet environment, and implements "quiet hours" for all units:

Every day: 1:00PM - 3:00PM & 8:00PM - 8:00AM

Spirituality

Hospital Chaplain

Provides sensitive, compassionate care to patients and families of diverse spiritual and cultural backgrounds. For more information, please call 203.694.8369.

If you would like your own clergy notified of your hospitalization or if you have sacramental or other religious requests including Holy Communion, a Bible or other sacred text, please ask any member of your team or call the chaplain's office at 203.694.8369

Patient Services

Interpreter/ Language Services

Contact your nurse to arrange for interpretation services.

Services for the deaf and hearing-impaired

Contact your nurse or call 203.694.8350 to arrange for interpretation services or auxiliary aids.

Services for the visually impaired

You may request services from any staff member.

Physical disabilities

MidState is a handicapped-accessible facility

Integrative medicine

Therapeutic sessions include healing touch, reiki, reflexology, massage, comforting hands and pet therapy.

Palliative medicine

Provides emotional support to patients and families, address cultural and spiritual issues and help with symptoms management.

For further patient assistance, contact Patient Relations at 203.694.8350.

Overnight Guest Accommodations

On some units, accommodations may be made to allow visitors to stay overnight in a patient's room.

Caregrams

A free service that allows you to send a greeting to a friend or loved one who is a patient at MidState. Go to the "Caregrams" link on our website at www.midstatemedical.org.

ATMs

The ATM is located on the first floor next to the Chapel.

The Gift Shop

The Auxiliary Gift Gallery, located on the first floor in the Galleria, adjacent to the Surgery Center, offers a variety of novelties and gifts. All proceeds benefit the programs and services of MidState. Please call 203.694.8109 for hours of operation.

Safety and Security

To reach the Safety and Security Department or request an escort, call 203.694.8688.

Drugs, tobacco and weapons policy

Drugs, weapons, tobacco and e-cigarettes/ personal vaporizers are not permitted on the Hartford Hospital campus. If you need assistance with a fire arm, please notify public safety at 203.694.8688.

Fire alarms

The hospital has a fire plan, sprinklers, fire extinguishers and the staff is trained in fire protection. If a drill occurs, staff will close the patient's room door; visitors are asked to remain in the patient's room.

Personal belongings/valuables: Patients are asked to send valuables and other non-essential belongings home with family or friends. MidState is not responsible for lost valuables.

Mobile Phones: Wireless communication devices may be used in non-patient areas such as stairways, lobbies, the cafeteria, conference rooms, offices or outside on campus grounds. MidState is not responsible for devices lost or damaged while in patient possession. Use of cell phones is prohibited in certain areas, such as Critical Care and Radiology. Please adhere to any signage.

Updated 11-15-2018