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

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