



Hartford Hospital Patient & Visitor Guide

80 Seymour Street
Hartford, CT 06102
860.545.5000
HartfordHospital.org

About Hartford Hospital

Hartford Hospital is one of the largest teaching hospitals and tertiary care centers in New England.

Your care will be managed by an expert team, which may include physicians, advanced practitioners (APRN, PA), residents/fellows, nurses, case managers and other supportive staff, all committed to providing the safest, highest-quality and most coordinated care for you. Visit: HartfordHospital.org

Phone Directory

- Main Number:** 860.545.5000
- Emergency Room:** 860.972.0000
- Food & Nutrition Services:** 860.972.3663
- Lost and Found:** 860.972.5678
- Patient Relations:** 860.972.1400
- Public Safety:** 860.972.2147
- Social Work:** 860.972.2966
- Spiritual Services:** 860.972.2251

Parking

Public parking garage is attached to Hartford Hospital’s Medical Office Building at 85 Seymour Street and is accessible 24 hours a day.

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

Valet parking is available at the main hospital entrance 24 hours a day and at the Jefferson Street entrance from 5am–7pm Monday to Friday. Valet drop off points are handicap accessible.

Maps and Directions

80 Seymour Street Hartford, CT 06102

Campus maps are posted in the public parking garage and are available at any of our information desks. The information desk in the main lobby is staffed 24 hours a day, 7 days a week.

Information desks in the Conklin, Bone and Joint Institute and Jefferson lobby are staffed until 8pm.

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. Drivers license is required to get a visitor pass.
- 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 after hours
- Visitors can speak with staff at any of the information desks or podiums 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

To place a patient food order, call 860.972.3663. Please keep in mind that patient diets are set by the provider.

Cafeteria: The cafeteria is located on the ground floor of the hospital’s Bliss Wing.

Hours of Operation

- 06:30AM-10:30AM.....Breakfast
- 11:00AM-02:00PM.....Lunch
- 02:00PM-04:00PM.....Afternoon Snack
- 04:30PM-08:00PM.....Dinner

On-site restaurants: **Au Bon Pain** is located in the lobby and open 24 hours a day, 7 days a week. **Starbucks** is located in the lobby of Hartford Hospital’s Medical Office Building at 85 Seymour Street, across the street from the hospital.

Bringing in food: Please check with the patient’s nurse to verify if there are any dietary restrictions.

Spirituality

The Lazowski/Keily Multifaith Chapel is located on the first floor of the hospital and is always open for prayer or meditation. There is a space in the chapel for Muslim prayers. Patients or families may contact their own spiritual leader or request assistance from the Spiritual Care Department.

For more information, call 860.972.2251.

Patient Services

Interpreter/ Language Services

Contact your nurse or guest services at 860.972.1400 to arrange for interpretation services.

Services for the deaf and hearing-impaired

Contact your nurse or guest services at 860.972.1400 to arrange for interpretation services or auxiliary aids.

Services for the visually impaired

Contact your nurse or guest services at 860.972.1400 to arrange for auxiliary aids.

Physical disabilities

Upon admission, patients are notified of availability of rooms designated to accommodate special needs.

Medical Records

For more information and to obtain medical records, call 860.972.4764

Integrative Medicine

Integrative medicine offers compassionate care to heal the mind, body and spirit. We offer reiki, massage, guided imagery, physician consultations, acupuncture and pet therapy. For more information, call 860.972.4444.

For further patient assistance, contact the Patient Advocate Office at 860.972.1100.

Overnight Guest Accommodations

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

Hudson Suites is our on-campus lodging at 560 Hudson Street (3d floor), Hartford, CT 06102. Call 860.545.1111 or 1.877.979.9997 for reservations and more information on our affordable rates. Cash, credit cards and personal checks are accepted.

ATMs

ATMs are located on the ground floor of the Bliss Wing next to the cafeteria and in the Auxiliary Store located near the main lobby.

Safety and Security

To reach the Safety and Security Department or request an escort, call 860.972.2147.

Drugs, tobacco and weapons policy

Drugs, weapons, tobacco and e-cigarettes/personal vaporizers are not permitted on the Hartford Hospital campus.

Blue lights are emergency notification kiosks located on each floor of the public garage and other surface lots and garages on campus.

Personal belongings/valuables: Patients are asked to send valuables and other non-essential belongings home with family or friends. Hartford Hospital 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. Hartford Hospital is not responsible for devices lost or damaged while in patient possession.

Updated 9-27-2018