About MidState Medical Center

MidState Medical Center is the only hospital in the state to offer all private rooms and has a longstanding 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: 203.694.8104
Lost and Found: 203.694.8688
Patient Advocacy: 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 Orthopaedic Institute entrance from 5 a.m. to 8:30 p.m.

Maps and Directions

435 Lewis Ave., 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 to 8 p.m. 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.
- 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

7:30 a.m. – 6:30 p.m. Monday - Friday
11:30 a.m. – 6:30 p.m. 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.
**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 midstatemedical.org/caregrams.

**ATMs**
The ATM is located on the first floor next to the chapel.

**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.

**Intergrative 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 symptom management.

**For further patient assistance, contact Patient Advocacy at 203.694.8350.**

**Public Safety**
To reach the Public Safety 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 MidState campus. If you need assistance with a firearm, 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 signage.