












-  ATM Machine
-  RTA Bus Stop
-  Restroom
-  Parking
-  Entrance
-  Emergency Entrance
-  Visitor Parking
-  Employee Parking
-  Elevator
-  Information/Welcome Desk
-  Water Fountain

MetroHealth Medical Center Map and Visitor Guide

Department/Unit Name:	Building	Floor	Elevator
Admitting	Towers	1	
Aamoth Family Pediatric Wellness Center	OPP-Atrium	1	
Allergy/Immunology Clinic	Bell Greve	4	E
Anticoagulation Clinic	Bell Greve	G	E
The Atrium Grille/Cafeteria	Cafeteria	1	
Blood Drawing/Lab – Outpatient	OPP	2	SS
Burn Care Center 5S	Hamann	5	C
Cancer Care Center	OPP-CC	1	
Cardiac Intensive Care Unit CICU	CCP	3	F
Cardiac Step-Down Unit 3C	Towers	3	A/B
Cardiology/Heart & Vascular Center	Hamann	3	C
Chapel/Meditation Room	Towers	1	
Child/Adolescent Psychiatry	Bell Greve	4	E
Cuyahoga County Public Library	Core	1	
Dentistry/Oral Surgery	Bell Greve	1	
Dermatology	OPP	2	SS
Durable Medical Equipment - Drug Mart/Hastings	Bell Greve	1	
Emergency Department	CCP	G	C/E/F
Endoscopy Suite	CCP	2	F
Family Medicine	Bell Greve	G	E/F
Fetal Diagnostic Center	OPP	2	WC
Geauga Vision	OPP-Atrium	1	
General Medicine 11B and 11C	Towers	11	A/B
General Surgery	Towers	8	B
Information/Welcome Desk-Critical Care Pavilion	CCP	G	E/F
Information/Welcome Desk – Outpatient Plaza	OPP-Atrium	1	
Information/Welcome Desk – Towers	Towers	1	
Internal Medicine	OPP	2	R
Labor and Delivery	Hamann	2	C
Lori's Gifts	Core	1	
Medical Intensive Care Unit MICU	CCP	4	F
Medical Records	Bell Greve	1	
Medical Specialties	OPP	2	SS
Medicine Short Stay Unit 10B	Towers	10	B
MetroHealth System Police Department	Towers	G	B
Neurocritical Care Unit	CCP	4	F
Neurology and Pain Management	OPP	2	R
Neurosurgery/Spine 8A	Towers	8	A/B
Nursery/Neonatal Intensive Care Unit NICU 2A	Towers	2	A/B/C
Nursing Business Office	Hamann	4	C
Nutrition Services	OPP	2	SS
OB/GYN	OPP	2	WC
Occupational Therapy/Speech Therapy/Vocational Services/Rehab Psychology/Physical Therapy	OPP-R	1	
Office of Patient Experience	Core	1	

Department/Unit Name:	Building	Floor	Elevator
Oncology 10C	Towers	10	B
Ophthalmology	OPP	3	SS
Orthopaedics	OPP-SS	1	
Orthopaedics/Surgery 7A	Towers	7	A/B
Otolaryngology/Ear, Nose and Throat (ENT)	OPP	2	SS
Patient Financial Services	OPP-SS	1	
Pediatric Clinics 1, 2 and 3	OPP-WC	1	
Pediatrics 4C	Towers	4	B
Pediatric Intensive Care Unit PICU 4A	Towers	4	B
Pediatric Rapid Access Clinic	OPP-WC	1	
Pediatric Specialties Clinic	OPP-WC	1	
Pediatric Therapies	OPP-WC	1	
Pharmacy	OPP-Atrium	1	
Physical Medicine & Rehabilitation (PM&R) – Includes WorkLink	OPP	2	R
Plaza Café	OPP	2	SS/WC
Post-Procedure Care 8C	Towers	8	A/B
Presurgical Evaluation PSE	OPP-Atrium	1	
Psychiatry 6B	Towers	6	B
Psychiatry/Behavioral Health Services	Hamann	8	C
Pulmonology Medicine	Hamann	3	C
Radiology (X-Ray) and CT Scan	Hamann	G	E
Radiology (X-Ray) – Radiographics, Mammography	OPP-Atrium	1	
The Alfred F. Connors, Jr., MD Learning Center-R170	Rammelkamp	1	
Rheumatology	OPP	2	SS
Ronald McDonald Family Room	Towers	4	B/C
Ronald McDonald Hospitality Suites	Core	4	B/C
Scott Auditorium	Cafeteria Hall-way	1	
Sleep Medicine	Hamann	3	C
Social Work	Hamann	1	
Stroke 9B and 9C	Towers	9	A/B
Surgery – Waiting Room	CCP	1	
Surgical Intensive Care Unit SICU	CCP	3	F
Surgery Specialties	OPP-SS	1	
Survivor Recovery Services	Bell Greve	G	E
Towers Café	Core	1	
Trauma Intensive Care Unit TICU	CCP	3	F
Trauma 7B and 7C	CCP	7	A/B
Tuberculosis Clinic	Bell Greve	G	E
Volunteer Services	Towers	1	
WIC	OPP	2	WC
Women, Infants and Children	OPP	2	WC

CC - Cancer Care Pavilion, SS - Specialty Services Pavilion, WC - Women & Children's Pavilion, R - RehabPavilion, OPP - Outpatient Pavilion, CCP - Critical Care Pavilion

PLEASE NOTE: Elevators in the main facility are labeled as A, B, C, E and F. Elevators in the Outpatient Plaza are labeled as Cancer Care, Specialty Services, Women & Children's and Rehabilitation. Visitors can enter the Outpatient Pavilion directly from Scranton Road or West 25th Street. If needing to access the Outpatient Plaza from the main facility, take elevator E to floor 2 to cross the Outpatient Pedestrian Bridge.

Building floors do not connect in all areas. (E.g. Internal Medicine is located on the second floor of the Rehabilitation Pavilion of the Outpatient Pavilion. It can ONLY be accessed through the Rehabilitation elevator.) Please use the listed elevators as a guide to get to your desired department.

MetroHealth Medical Center Visitor Guide

Information/Welcome Desks are located at Towers entrance, the Emergency Department entrance and the Outpatient Plaza Atrium. If a guest services representative is not staffing the desk, pick up the phone, and you will be connected with a representative if it is between the hours of 7 a.m. and 9 p.m. (weekdays only). If phone does not ring after you pick it up, please dial "0" to reach an operator.

Patient Information provides general information about patients' conditions and other information, such as: phone extensions, mailing addresses, visiting hours and any visiting restrictions. Please call 216-778-4141. Representatives answer calls 24/7.

Visitor Parking is available in the following areas.

-Hospital Parking Garage: Located across the street from the Towers entrance on MetroHealth Drive.

-Outpatient Plaza Garage: Located below the Outpatient Pavilion. Visitors can access from Scranton Road or Southpoint Drive.

-Visitor Parking Lot: Located across the street from the Elisabeth Severance Prentiss Center. Visitors can access from West 25th Street or Scranton Road.

Weekly visitor passes can be purchased at any parking booth or by calling the parking office at 216-778-4600 Monday through Friday between 7 a.m. and 4:30 p.m. Please note, the Visitor Parking Garages are only accessible from 7 a.m. until 11:30 p.m. Between 11:30 p.m. and 7 a.m., visitors must park in the Visitor Parking Lot across the street from Elisabeth Severance Prentiss Center on Scranton Road.

Accessible Parking is located on Southpoint Drive at the Outpatient Plaza. Alternative parking to accommodate full-size vans is available at the Hospital Parking Garage.

Valet parking is available at the Emergency Department on Scranton Road 24/7. Additionally, valet parking is available at the Towers entrance Monday through Friday between 8 a.m. and 5 p.m. Valet parking is not a free service. Any charges related to valet parking will be the responsibility of the visitor. Please call 216-778-4600.

Wheelchairs are staged at the three main entrances: Towers/Main, Emergency Department and the Outpatient Plaza. If you need assistance with being transported to an appointment, please go to the closest welcome/information desk and a staff member will contact the Patient Transport department. There is a welcome/information desk located at each of the main entrances. A transporter will come to help you get to your appointment. Request for a transporter should be made upon arrival for your appointment.

Interpreter Services for over 100 languages can be arranged by calling 216-778-5452.

Sign Language Services can be arranged in advance by calling 216-778-5452.

Assistive devices for hearing and vision impairments are available from interpretive services. For more information, call 216-778-5452.