Information Desks are located at the hospital Towers entrance, the Emergency Department entrance and the Outpatient Plaza Atrium.

Patient Information provides general information about patients’ conditions, phone extensions, mailing addresses, visiting hours, and any visiting restrictions. Call 216-778-4141 from 7 a.m. to 9 p.m.

Visitor Parking is available in the Hospital Parking Garage located by the hospital Towers entrance on MetroHealth Drive, the Outpatient Plaza Garage on Scranton Road and the Visitor Parking across the street from Elisabeth Severance Prentiss Center on Scranton Road. Weekly visitor passes can be purchased at any parking booth or by calling the parking office at 216-778-4612.

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

Valet Parking is available at the Emergency Department on Scranton Road for a fee.

Wheelchairs are available at the hospital Towers entrance, the Emergency Department and at Outpatient Plaza clinic areas. To reserve standard or oversized chairs, call 216-778-8448 at least 24 hours in advance.

Pediatric Wellness Center is a free drop-in space for children and teenagers and their families. The Aamoth Family Pediatric Wellness Center offers many programs on health and wellness. Located at MetroHealth Medical Center Outpatient Plaza
Women and Children’s Pavilion
First Floor, Room 1050 (near the pharmacy)
Call 216-778-4798 with any questions.

Interpreter Services for several different languages can be arranged by calling 216-778-5452.

Sign Language Services can be arranged in advance by calling 216-778-5551.

Braille Signage is at elevators and room entrances.

The front entrance to the Towers Building is closed from 8:30 p.m. - 6:30 a.m.
For assistance after 8:30 p.m., go to the service desk near the Emergency Department entrance on Scranton Road.
Admitting (First Floor)
Chapels/Meditation Rooms (First Floor)
Gift Shop (First Floor)
Medical Records (First Floor)
Pharmacy (First Floor Outpatient Plaza)
Pedestrian Bridge (Second Floor)
Scott Auditorium (First Floor)
MetroHealth Police (Ground Floor) 216-778-3000
Social Work (First Floor)
Rammelkamp Conference Room 170 (First Floor)
Cuyahoga County Public Library (First Floor)
Endoscopy Suite (Second Floor)
Cafeteria (First Floor)

Directions to MetroHealth
2500 MetroHealth Drive, Cleveland, OH 44109-1998

From the West via I-90: Exit W. 25th Street. Turn right, proceed to MetroHealth Drive. Left on MetroHealth Drive.

From I-71 North or South: Exit W. 25th Street. Left on W. 25th Street to MetroHealth Drive. Right on MetroHealth Drive.


From the South via Jennings Freeway: Take I-480 West to Route 176 North (Jennings Freeway). Exit at W. 14th Street and follow the signs to I-71 South. Follow above directions for I-71.

From the West via The Ohio Turnpike: Take I-480 East to I-71 North and follow above directions for I-71.

From the East via The Ohio Turnpike: Take exit to I-77 North and follow above directions for I-77.