

MetroHealth Medical Center Visitor Guide

Public Transportation: 51-A-B-C (MetroHealth Line) and 81 (Tremont-Storer) bus lines are operated by RTA and link MetroHealth's Main Campus with both Downtown and the surrounding Greater Cleveland neighborhoods. Please call 216-621-9500 or visit <http://www.riderta.com/> for bus schedules, hours of service, fare costs and other information.

Visitor Parking is available in the following areas:

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

- **Parking Garage Hours:** Monday through Sunday, 7 a.m. – 11 p.m.
- **Towers Entrance Hours:** 6:30 a.m. – 9 p.m.

Bicycle racks are available. Please bring your own lock.

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

- **Parking Garage Hours:** Monday through Friday, 7 a.m. – 8 p.m.
Please contact MetroHealth Police at 216-778-3000 if you need to exit this structure outside these hours.
- **Outpatient Plaza Entrance Hours:** Monday through Friday, 6:30 a.m. – 7:30 p.m.,
Saturday, 9 a.m. – 7:30 p.m., Sunday, Closed

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

- **Surface Lot Hours:** 24/7
- **Emergency Department Entrance Hours:** 24/7

Visitor Parking 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.

Valet Parking (not a free service) is available in the following areas:

Emergency Department Valet: Located at the Emergency Department entrance on Scranton Road.

- **Hours:** Monday through Friday, 5:30 a.m. – 11 p.m.
Saturday and Sunday, 7 a.m. – 11 p.m.

Towers Valet: Located across from the Hospital Parking Garage on MetroHealth Drive.

- **Hours:** Monday through Friday, 8 a.m. – 5 p.m.

Accessible Parking is available in all parking garages and lots. The surface parking lot can accommodate large vans and buses.

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

Interpreter Services for more than 175 languages are available for all MetroHealth services. Direct interpreter access for specific languages is available by dialing the numbers below. The interpreter will assist in connecting you with MetroHealth.

Arabic: 833-369-3441

Cantonese: 833-373-8783

Mandarin: 833-373-8787

Nepali: 833-369-3442

Russian: 833-373-8789

Spanish: 216-778-7800 (Follow prompts)

Sign Language Services can be arranged in advance by calling 216-778-7800.

Assistive Devices for hearing and vision impairments are available from Interpreter Services. Please call 216-778-7800.

Patient Information provides general information such as directions, addresses, visiting hours and visiting restrictions. Please call 216-778-7800. Representatives answer calls 24/7



MetroHealth

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