



Welcome Center Services



NATIONWIDE
CHILDREN'S
HOSPITALSM

Nationwide Children's Hospital Welcome Center Services

Nationwide Children's Welcome Center Services is one of the only patient programs of its kind where the *Sleep Well, Get Well* program is made available to our patients traveling from outside of central Ohio. Through *Sleep Well, Get Well*, local hotels, in support of Nationwide Children's mission, offer our families traveling from outside of the central Ohio area a free hotel stay the night before any inpatient or outpatient procedure (pending availability). We understand that in order to prepare for a hospital procedure or visit, getting a good night's rest the night before, for both you and your child, is essential.

BEFORE, DURING AND AFTER YOUR STAY

Welcome Center Services supports many of the unique needs of patients and families arriving at Nationwide Children's Hospital from out of town, including:

Housing and Transportation

In addition to our *Sleep Well, Get Well* program, Columbus has a variety of transportation and housing options. Our local partners extend many special discounts to our patients and families. For a full listing of these, please ask your coordinator or visit our web site at www.NationwideChildrens.org.

In-Room

Your child is more comfortable with you than with anyone else. That's why we try to make it possible for one parent/guardian or their designee (over 18 years of age) to stay overnight in the patient's room. Due to space limitations and the nature of the care we give, some units, like Intensive Care, do not have accommodations for overnight stay, but sleeping rooms are available for use near the units. Please check with the floor-specific nurse on the overnight policy for your child.



Table of Contents

| | |
|--|---|
| Before, During and After Your Stay | 1 |
| Family Support Services..... | 2 |
| Pastoral Care | 3 |
| Clubhouse..... | 3 |
| Safety and Security | 3 |
| Food Services..... | 3 |
| Local Restaurants..... | 4 |
| ATMs | 5 |
| Transportation..... | 6 |
| Frequently Asked Questions..... | 7 |
| About Columbus..... | 8 |

Financial Information and Resources

We understand how important it is for your child to receive the very best care, even when that means working outside of your insurance network. We have extensive experience in supporting families, specifically with questions related to coverage for health care services through commercial and public insurance, as well as other sources of national and international funding. Your Welcome Center Services Coordinator can answer any questions that you or your insurance provider may have. Here are a few things you can do to get prepared:

- Call your insurance company to verify coverage of your child while at Nationwide Children's. Your Welcome Center Services Coordinator is here to help you with your insurance questions, and can assist you with navigating any out-of-network coverage.
- If your child is covered by your state's Medicaid program, or by another government-funded program, check with your assigned Medicaid caseworker for out-of-network benefits.
- If all available resources, including Medicaid have been used, and the patient still needs additional assistance, Nationwide Children's offers financial assistance programs to families who qualify. For more information call Welcome Center Services at 1(800) 792-8401, extension 59865.

If you have a question about whether Nationwide Children's participates with your insurance company, Medicaid or any other state health care program, contact Welcome Center Services at 1(800) 792-8401, extension 59865, or email us at WelcomeCenter@NationwideChildrens.org.

FAMILY SUPPORT SERVICES

The Columbus Blue Jackets Foundation Family Resource Center

Located on the first floor between the Chapel and main cafeteria.

Hours

Monday – Thursday 8 a.m. – 8 p.m.
Friday 8 a.m. – 4 p.m.
Saturday/Sunday 9 a.m. – 2 p.m.

Contact Safety and Security at (614) 722-2137 to use services when not staffed. Services include:

- Showers and Lockers
- Laundry Room
- Exercise Area
- Library Resource Room
- Lounge
- Kid's Corner
- Nutrition Area
- Infant Feeding Room

CLINICAL SOCIAL WORKERS

For emotional support or if you have a lack of needed resources, please have a nurse contact a social worker for you or you can request a social worker by calling (614) 722-6300 from outside the hospital or extension 26300 from inside the hospital.

PASTORAL CARE

Chaplains are available for spiritual support to those of all faiths, 24 hours a day. The Chapel is located on the first floor adjacent to the Gift Shop in the C-Lobby.

CLUBHOUSE

For preschool and school-aged siblings (ages 3–11) of children receiving inpatient or outpatient services at the hospital.

Monday – Friday 8 a.m. – 12 p.m. and 1 p.m. – 8 p.m.
Saturday/Sunday 1 p.m. – 4 p.m.

SAFETY AND SECURITY

Call (614) 722-2128

FOOD SERVICES

Main Cafeteria

The Cafeteria is located on the first floor of the hospital past the Chapel and Family Resource Center.

Hours:

Early Bird 2:30 a.m. – 4:30 a.m.
Breakfast 6:30 a.m. – 10 a.m.
Lunch 11 a.m. – 2 p.m.
Dinner 4:30 p.m. – 9 p.m. (Mon. – Fri.)
4:30 p.m. – 7:30 p.m. (Sat. & Sun.)

Food 4 Thought

Smaller food court located on the lower level of the Education Center. (Mon. – Fri. 6:30 a.m. – 3:30 p.m.)

Q's Café

An espresso bar located on the first floor of the Outpatient Care Center. (Mon. – Fri. 7 a.m. – 3 p.m.)



LOCAL RESTAURANTS

(6 minutes away or less)

Roosters

897 City Park Ave.
Columbus, OH 43206
(614) 444-8848
www.roosterswings.com
1.7 miles, 6 minutes

Shane's Gourmet Market

447 E. Livingston Ave.
Columbus, OH 43215
(614) 358-6666
www.shanesgourmetmarket.com
0.4 miles, 1 minute

Happy Dragon - Delivers

277 E. Livingston Ave.
Columbus, OH 43215
(614) 224-1468
0.7 miles, 2 minutes

Katzinger's Delicatessen

475 S. 3rd St.
Columbus, OH 43215
(614) 228-3354
www.katzingers.com
1 miles, 4 minutes

Plank's Bier Garten

888 S. High St.
Columbus, OH 43206
(614) 443-4570
1.6 miles, 6 minutes

Plank's Café & Pizzeria - Delivers

743 Parsons Ave.
Columbus, OH 43205
(614) 443-6251
www.plankscafe.com
0.7 miles, 2 minutes

Chipotle

488 S. High St.
Columbus, OH 43215
1.3 miles, 4 minutes
(614) 621-2601
www.chipotle.com
1.1 miles, 5 minutes

Buffalo Wild Wings

515 S. High St.
Columbus, OH 43215
(614) 221-4293
1.2 miles, 5 minutes

Wendy's

580 E. Livingston Ave.
Columbus, OH 43215
(614) 628-1661
www.wendys.com
0.2 miles, 1 minute

KFC

611 E. Livingston Ave.
Columbus, OH 43205
(614) 443-0130
0.2 miles, 1 minute

Pizza Hut - Delivers

1076 Parsons Ave.
Columbus, OH 43206
(614) 895-1111
www.pizzahut.com
11 miles, 3 minutes

Club 185 - Delivers

185 E. Livingston Ave.
Columbus, OH 43215
(614) 228-3904
0.8 miles, 2 minutes

Subway

350 S. High St.
Columbus, OH 43215
(614) 564-7827
1.3 miles, 5 minutes

Papa Johns - Delivers

860 Parsons Ave.
Columbus, OH 43206
(614) 443-7272
www.papajohns.com
0.8 miles, 3 minutes

McDonald's

381 E. Main St.
Columbus, OH 43215
(614) 464-4626
0.9 miles, 3 minutes

First Watch

496 High St.
Columbus, OH 43215
(614) 228-7554
1.9 miles, 5 minutes

Donatos Pizza* - Delivers

1000 Thurman Ave.
Columbus, OH 43206
(614) 444-6823
www.donatos.com

* Order from hotline in Columbus Blue Jackets
Family Resource Center – coupons available!
1.5 miles, 5 minutes

ATMS INSIDE NATIONWIDE CHILDREN'S HOSPITAL

Huntington National Bank

1. Located in Outpatient Care Center near Q's Café
2. Located in C Lobby next to the Chapel and Club House

Huntington National Bank

937 E. Main St.
Columbus, OH 43205
(614) 480-0062
1 mile, 3 minutes

Chase

1245 E. Long St.
Columbus, OH 43203
(614) 248-2000
2.1 miles, 7 minutes

US Bank

550 E. Spring St.
Columbus, OH 43215
(614) 221-8824
1.7 miles, 6 minutes

National City Bank

290 E. Town St.
Columbus, OH 43215
(614) 460-8500
1.2 miles, 4 minutes

TRANSPORTATION

Enterprise Rent-a-Car

3710 Lacon Road
Hilliard, OH 43206
www.enterprise.com

Thrifty Car Rental

840 Stelzer Road
Columbus, OH 43219
www.thrifty.com

Hertz Rent-a-Car

4200 International Gateway
Columbus, OH 43219
www.hertz.com

Avis Rent-a-Car

3801 International Gateway
Columbus, OH 43219
www.avis.com

Central Ohio Transit Authority (COTA)

If you have questions about bus routes and schedules, send an e-mail to Requests@Cota.com or call the COTA Connection Customer Service Center at (614) 228-1776
Monday – Friday, 8:30 a.m. – 5:30 p.m.
www.cota.com

Frequently Asked Questions

Where are the participating accommodations located?

Accommodations are at the Ronald McDonald House and Marriott hotels. Hotels are 5–15 minutes from the hospital; there are nine participating hotels in our program.

Who will meet me when I arrive at the Hospital or where do I go?

Can we meet our Welcome Center Services Coordinator when we arrive?

Welcome Center Services is actually a virtual program. We will be more than happy to arrange for someone to meet you during our business hours. The Information Desk is available for questions, but does not transport patients. Patient Transport can be paged upon arrival for an escort. Please ask the front Information Desk if you are interested in being escorted.

If I arrive after hours who do I contact with questions?

The Emergency Department social workers receive a weekly list of Welcome Center Services families. Please be sure to bring the letter enclosed with this packet. This has all of your accommodations information. The Emergency Department social workers do not have access to any of the Welcome Center Services resources, therefore if your information can not be located, you may not receive the same assistance with accommodations. The Emergency Department social workers may still

be able to offer assistance in finding an alternative place to stay.

Where do I park? Do I have to pay to park?

Parking is available in the visitor parking garage at a flat rate of \$2. Parking tokens are required to exit and can be purchased at token machines located on the first floor of the visitor garage. You may also valet park for \$4.

Does the Hospital have sibling care?

Nationwide Children's Clubhouse is a special place at Nationwide Children's Hospital for pre-school and school-aged brothers and sisters. Siblings (ages 3–11) of children receiving inpatient or outpatient services at the hospital are invited to visit the Clubhouse in the main lobby. ChildLife Specialists staff this safe and supportive place, and help address many of the concerns siblings may have.

Hours are:

Monday – Friday 8 a.m. – Noon
and 1 p.m. – 8 p.m.

Saturday 1 p.m. – 4 p.m.

Can I stay in the room with my child?

We try to make it possible for one parent/guardian or their designee (over 18 years of age) to stay overnight in the patient's room. Due to space limitations and the nature of the care we give, some units, like Intensive Care, do not have accommodations for overnight stay, but sleeping rooms are available for use near the units.



About Columbus

Columbus is the largest city in Ohio and the 15th largest in the United States. It is located within 550 miles of more than half of the nation's population, and is easily accessible by car or plane.

Getting to Columbus

Drivers can reach Columbus via two major interstates that intersect near downtown: I-70 (east-west) and I-71 (north-south). I-670 connects the airport to downtown, and I-270 circles the city. For construction information, go to www.PavingtheWay.org or call (614) 645-PAVE.

Getting Around

It's easy to get around Ohio's capital. Automobiles are available for rent from various points in the city, including some stationed in Port Columbus International Airport's six-level attached parking garage.

Public transportation is provided by Central Ohio Transit Authority (COTA, (614) 228-1776 or www.cota.com). Normal bus fare is \$1.50; express fare, \$2. COTA also offers special service for some events and operates a number of Park & Ride locations throughout the city that allow visitors to leave their cars where parking is plentiful and ride the bus to places where parking may be scarce. View maps of all bus routes at www.Cota.com.

Taxi service is widely available. The average fare from Port Columbus to downtown is \$22.

Estimated driving time to Columbus from:

| | |
|--------------|---------------------|
| Chicago | 5 hours, 39 minutes |
| Cincinnati | 1 hour, 40 minutes |
| Cleveland | 2 hours, 18 minutes |
| Dayton | 1 hour, 14 minutes |
| Detroit | 3 hours, 26 minutes |
| Indianapolis | 2 hours, 46 minutes |
| Louisville | 3 hours, 22 minutes |
| Pittsburgh | 3 hours, 3 minutes |
| St. Louis | 6 hours, 32 minutes |
| Toledo | 2 hours, 26 minutes |
| Toronto | 7 hours, 7 minutes |

To learn more about Columbus visit us at www.NationwideChildrens.org
key word search: Columbus.

For more information or questions about
Welcome Center Services please call:

Welcome Center Coordinator
1(800) 792-8401 extension 59865

Family Liaison
1(800) 792-8401 extension 59866



700 Children's Drive
Columbus, Ohio 43205

NationwideChildrens.org

