

Welcome Center Services

At Nationwide Children's Hospital

A Unique Resource for our Out-of-Town Patients and Families



Welcome Center Services

Nationwide Children's Hospital Welcome Center Services strives to eliminate access barriers to the hospital and the city of Columbus by providing families with information regarding available value added resources. 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 at least two hours away, out of state, and internationally. Through *Sleep Well, Get Well*, local hotels, in support of Nationwide Children's mission offer our families traveling 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.

Services

- :: **Marriott "Sleep Well, Get Well" program**
Marriott offers special discounts to families outside of the service areas
- :: **Insurance navigation**
Resolve insurance issues, and maximize coverage prior to their arrival
- :: **Greeter Concierge Service**
Patient Transport staff will greet families and escort them to their destination if requested
- :: **International Charity Program**
Coordinate patient information for Charity committee's consideration and review
- :: **Opportunities for growth**
Airline discounts, ground transportation

Referral Process

A patient can call the Welcome Center Services family liaison at 1(800) 792-8401, extension 59866, Monday through Friday. Staff can determine whether the family qualifies for the Marriott Program or help assist them with other services. Welcome Center Services would prefer to receive referrals prior to a family's arrival. Same day hotel requests are very limited, however we can still offer other alternatives.

