



Visitor Guide and Map

6780 Mayfield Road
Mayfield Heights, OH 44124
440.312.4500
hillcresthospital.org

Continued Commitment to Our Community

Since 1968, Hillcrest Hospital has offered its' communities advanced patient care, combining clinical skills and the latest technologies. That's why we've been nationally recognized 11 times as one of America's 100 Top Hospitals®, a designation based on extensive research of U.S. hospitals, as conducted by Thomson Reuters.

As a Cleveland Clinic Hospital, our facility is linked to one of the most respected healthcare organizations in the world. Our 496-bed hospital provides easier, faster access to healthcare, including:

- Adult and Pediatric Emergency Departments
- Newly renovated Family Maternity Center and Level III Neonatal Intensive Care Unit (NICU)
- Cleveland Clinic Neurological Institute and certified Stroke Center
- Comprehensive cardiac services
- Comprehensive cancer care

Thank you for the privilege of caring for you
and your family.



Visitor Information

Hillcrest Hospital encourages patients to choose their visitors during a hospital stay, including family and friends. Restrictions, limitations or the number of visitors may be based on clinical reasons such as infection prevention issues, patient request or preference or consideration of other patients in semi-private rooms.

In the Family Maternity Center, visitors younger than age 12 must be a sibling (brother/sister) to the newborn unless special circumstances exist which would indicate that it is in the patient's best interest to include others.

“Latex Safe” Environment

Hillcrest is a “Latex Safe” environment. Latex balloons are not permitted in any hospital areas. However, Mylar balloons are permitted. The hospital gift shop sells Mylar balloons.

Cafeteria

A full-service cafeteria is located on the ground floor of the hospital. In addition, food is also available in The Bistro, which is located in the Atrium on the first floor.

Contacting a Patient

To contact a patient, please call 440.312.3066. Please have the patient's first and last name available prior to calling. Once it is confirmed that the person requested is a patient at Hillcrest, the call will be transferred to the patient's room.

Phone Numbers

Emergency Department 440.312.4600
Patient Information 440.312.3066
Physician Referrai/Medline 440.312.4533
Security 440.312.3390
(for emergencies, dial “88” from a hospital phone.)

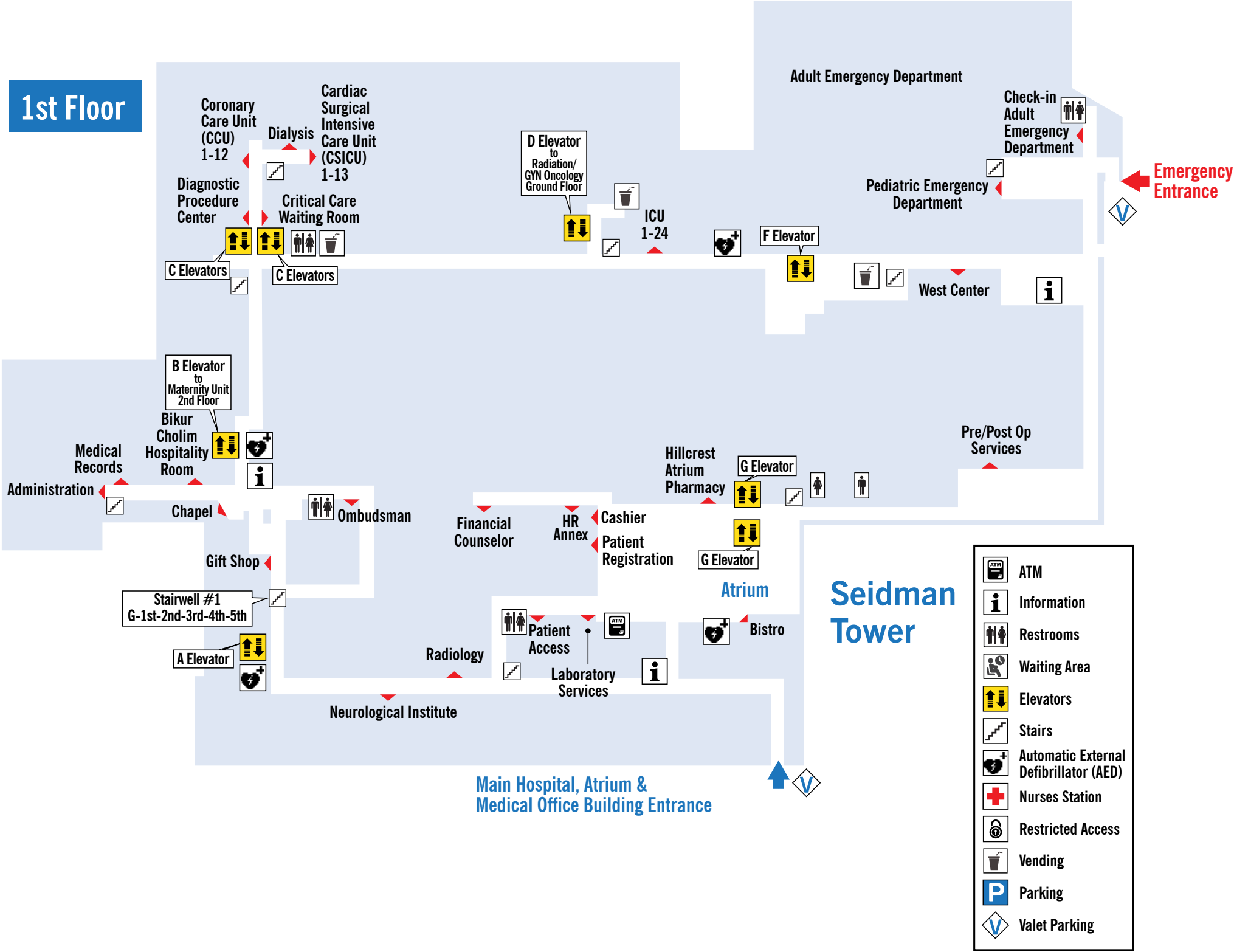
Parking Garage

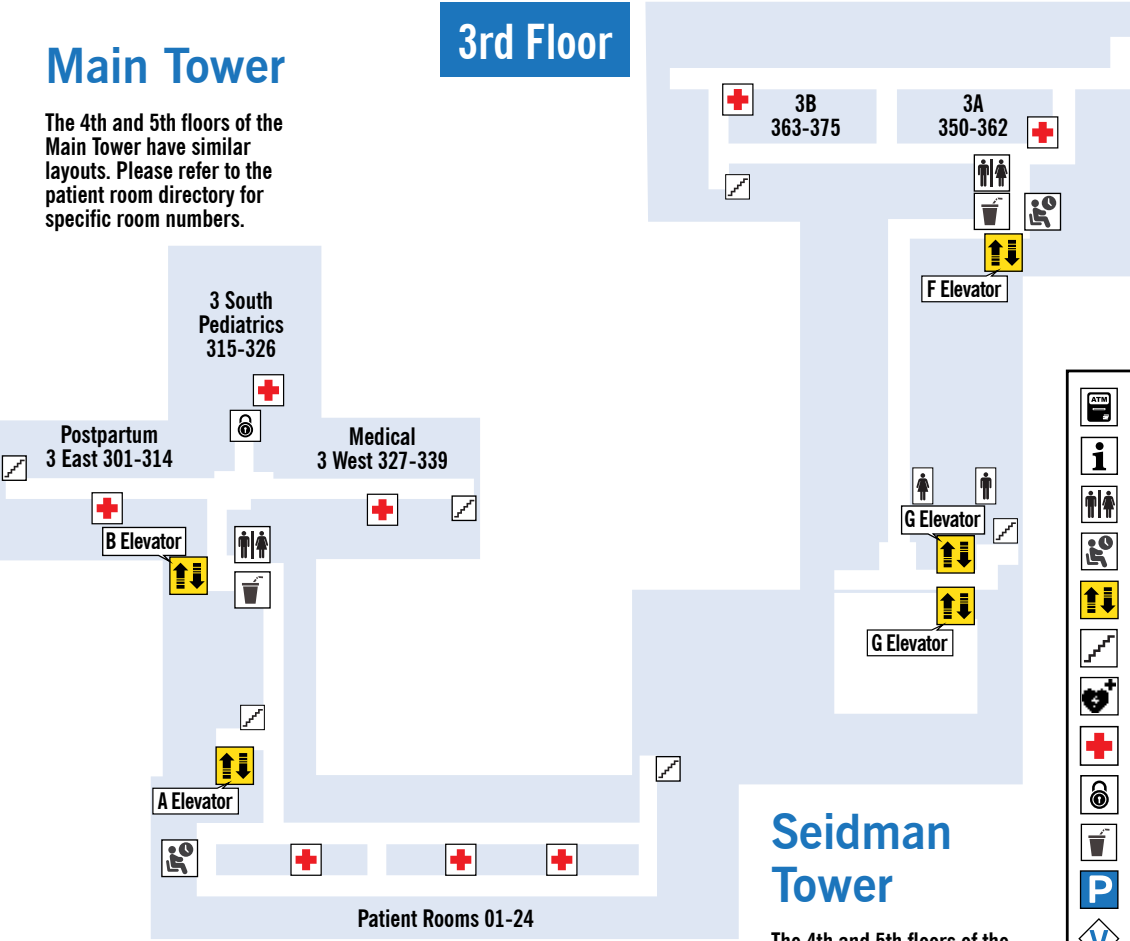
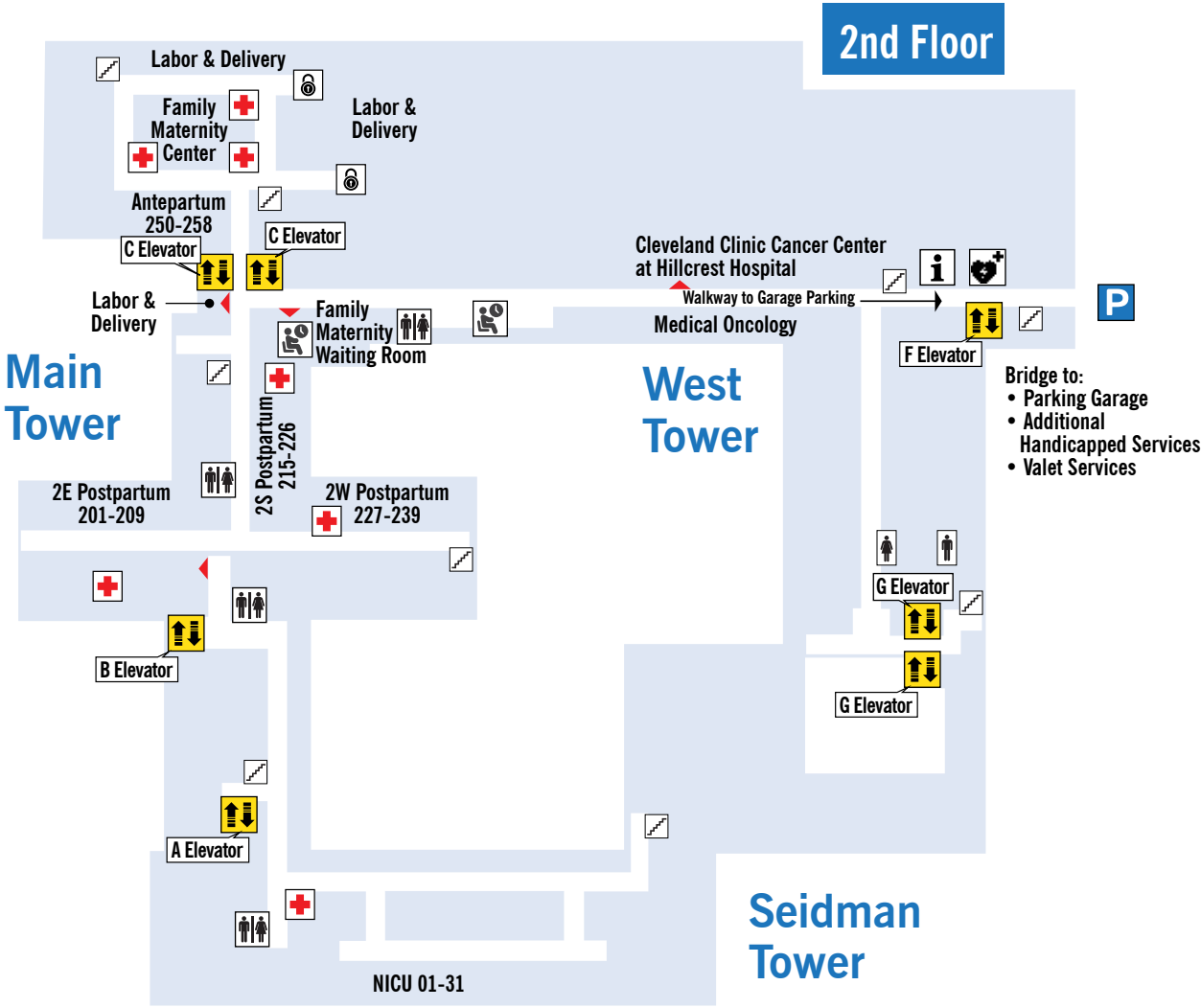
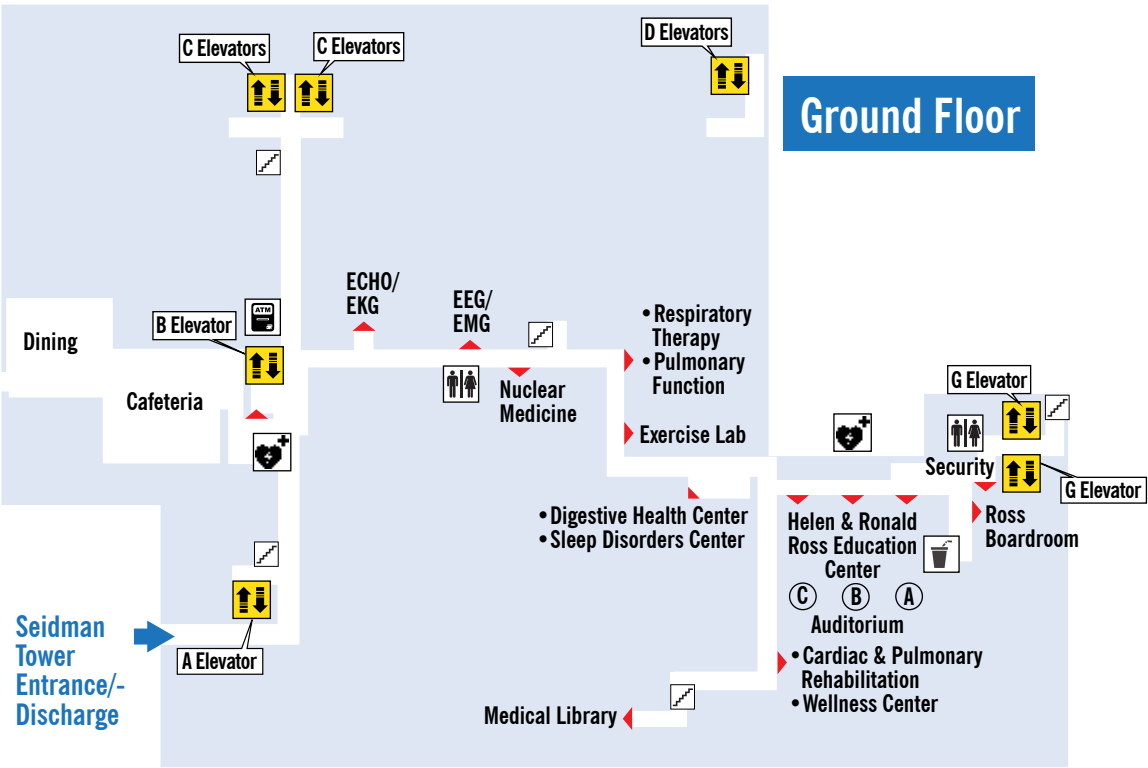
A parking garage is located to the west of the main entry drive; a pedestrian bridge connects the garage to the hospital. A free shuttle bus is available for the main hospital campus, Medical Buildings 1 and 2 and the North Campus parking lot. Shuttle service is available 24 hours a day, Monday through Friday, except for holidays.

Valet Parking

Valet parking is available at the Atrium entrance and at the west entrance next to the Emergency Department for a minimal fee. The valet service is available from 7 a.m. to 9 p.m., Monday through Friday.

1st Floor





- ATM
- Information
- Restrooms
- Waiting Area
- Elevators
- Stairs
- Automatic External Defibrillator (AED)
- Nurses Station
- Restricted Access
- Vending
- Parking
- Valet Parking

| DEPARTMENT | FLOOR | BUILDING | ELEVATOR |
|--|----------------|-----------------------|----------|
| Administration | 1st Floor | Main Hospital | |
| Admitting (Patient Access) | 1st Floor | Main Hospital/ Atrium | |
| Bistro | 1st Floor | Main Hospital/ Atrium | |
| Bone Density | 2nd Floor | Medical Bldg. 1 | |
| Cafeteria/Dining | Ground Floor | Main Hospital | B |
| Cardiac & Pulmonary Rehabilitation | Ground Floor | Main Hospital | G |
| Cashier | 1st Floor | Main Hospital/ Atrium | |
| Center for Corporate Health | 3rd Floor | Medical Bldg. 2 | |
| Chapel | 1st Floor | Main Hospital | |
| Childbirth Education | — | North Campus Bldg. | |
| Chronic Care Services <ul style="list-style-type: none">• Anticoagulation Support Center• Chronic Kidney Support Center• Congestive Health Failure Center• Wound Center | 2nd Floor | Medical Bldg. 2 | |
| Cleveland Clinic Cancer Center | 2nd Floor | West Tower | F |
| Critical Care Waiting Room | 1st Floor | Main Hospital | |
| CT (Radiology) | 1st Floor | Main Hospital | |
| Diabetes Education | 3rd Floor | Medical Bldg. 2 | |
| Diagnostic Procedure Center | 1st Floor | Main Hospital | |
| Dialysis Unit | 1st Floor | Main Hospital | |
| Digestive Health Center | Ground Floor | Main Hospital | G |
| EEG/EMG/ECHO/EKG | Ground Floor | Main Hospital | |
| Emergency Department (Adult) | 1st Floor | West Tower | |
| Emergency Department (Pediatric) | 1st Floor | West Tower | |
| Financial Counselor | 1st Floor | Main Hospital/ Atrium | |
| Gift Shop | 1st Floor | Main Hospital | |
| GYN Oncology | Ground Floor | West Tower | D |
| Hillcrest Atrium Pharmacy | 1st Floor | Main Hospital/ Atrium | |
| HMB Radiology | 2nd Floor | Medical Bldg. 1 | |
| HMB Mammography | 2nd Floor | Medical Bldg. 1 | |
| Human Resources | 5th Floor | Medical Bldg. 1 | |
| Interventional Radiology | 1st Floor | Main Hospital | |
| Labor & Delivery/ Family Maternity Center | 2nd/ 3rd Floor | Main Hospital | F B |
| Laboratory Services | 1st Floor | Main Hospital/ Atrium | |
| Mammography | 1st Floor | Main Hospital | |
| Medical Intensive Care Unit (MICU) | 1st Floor | Main Hospital | |
| Medical Records (Health Information Services) | 1st Floor | Main Hospital | |
| MRI (Radiology) | 1st Floor | Main Hospital | |
| Neurological Institute | 1st Floor | Seidman Tower | |
| Nuclear Medicine | Ground Floor | Main Hospital | G |
| Open MRI | 1st Floor | Medical Bldg. 1 | |
| Pain Management | 2nd Floor | Medical Bldg. 1 | |
| Patient Registration/ Pre-Admission Testing | 4th Floor | Medical Bldg. 2 | |
| Patient Relations | 1st Floor | Main Hospital | |
| PET Imaging | — | North Campus Bldg. | |
| Pre/Post Surgery Services | 1st Floor | MainHospital/ Atrium | |
| Pulmonary Function | Ground Floor | Main Hospital | G |
| Radiology | 1st Floor | Main Hospital | |
| Radiation Oncology | Ground Floor | West Tower | D |
| Rehabilitation Services - OT/PT | 1st Floor | Medical Bldg. 2 | |
| Respiratory Therapy | Ground Floor | Main Hospital | G |
| Ross Education Center & Boardroom | Ground Floor | Main Hospital/ Atrium | G |
| Sleep Disorders Center | Ground Floor | Main Hospital | G |
| Surgical Intensive Care Unit (SICU) | 1st Floor | Main Hospital | |
| Ultrasound (Radiology) | 1st Floor | Main Hospital | |
| Vascular Ultrasound (Radiology) | 1st Floor | Main Hospital | |
| West Center 1-10 | 1st Floor | West Tower | |

| PATIENT ROOMS | FLOOR | BUILDING | ELEVATOR |
|-------------------------------|-----------|---------------|----------|
| Antepartum Rooms 250-258 | 2nd Floor | Main Hospital | |
| CCU Rooms 1-12 | 1st Floor | Main Hospital | |
| CSICU Rooms 1-14 | 1st Floor | Main Hospital | |
| ICU Rooms 1-12 | 1st Floor | Main Hospital | |
| ICU Rooms 14-24 | 1st Floor | Main Hospital | |
| Labor and Delivery Rooms 1-15 | 2nd Floor | Main Hospital | F |
| Neurology Rooms 427-439 | 4th Floor | Main Hospital | F |
| NICU Patient Rooms 1-31 | 2nd Floor | Seidman Tower | A |
| Observation Rooms 401-426 | 4th Floor | Main Hospital | B |
| Patient Rooms 1-24 | 3rd Floor | Seidman Tower | A |
| Patient Rooms 3A 350-362 | 3rd Floor | West Tower | F |
| Patient Rooms 3B 363-375 | 3rd Floor | West Tower | F |
| Patient Rooms 3W 327-339 | 3rd Floor | Main Hospital | B |
| Patient Rooms 4A 450-462 | 4th Floor | West Tower | F |
| Patient Rooms 4B 463-475 | 4th Floor | West Tower | F |
| Patient Rooms 501-539 | 5th Floor | Main Hospital | B |
| Patient Rooms 1-24 | 5th Floor | Seidman Tower | A |
| Pediatrics 315-326 | 3rd Floor | Main Hospital | B |
| Postpartum Rooms 201-239 | 2nd Floor | Main Hospital | B |
| Postpartum Rooms 301-314 | 3rd Floor | Main Hospital | B |
| Progressive Care Rooms 1-24 | 4th Floor | Seidman Tower | A |