



Dear Patient,

Cleveland Clinic Marymount Hospital is a Catholic hospital founded in 1949 by the Sisters of St. Joseph of the Third Order of St. Francis. Our mission is “to provide excellent healthcare guided by the Christian values of service, compassion, dignity and respect.” As a Catholic hospital, we follow the Ethical and Religious Directives for Catholic Health Services and follow the policies of the Diocese of Cleveland.

Marymount Hospital is a full-service, 315-bed acute care hospital serving communities in southern Cuyahoga County. The hospital is central to a unique 52-acre intergenerational campus, which includes assisted and independent living facilities for seniors, a nursing and memory care center, Trinity High School and the Marymount Child Care Center.

Off-site facilities are comprised of Marymount Medical Center, which includes an Express Clinic (open from 6 a.m. – 9 p.m. Monday-Friday and 8 a.m. – 4 p.m. Saturday-Sunday), and an Ambulatory Surgery Center on Transportation Boulevard. Thank you for allowing us to serve you.



Daniel Napierkowski, MD
President
Marymount Hospital

Important Numbers

Main Number: 216.581.0500

Care Management: 216-587.8801

Contact Patient: 216.587.8136

Emergency Room: 216.587.8170

Hospital Operator: 216.581.0500

Housekeeping: 216.587.8309

Medline Physician Referral Service:
866.733.6363

Ombudsman: 216.587.8888

Pastoral Care: 216.587.8140 or 216.587.8141

Patient Access Services/Admitting:
216.587.8118

Patient Information: 216.581.0500

Security: 216.587.8180

Social Services: 216.587.8801

Volunteers: 216.587.8131 or 216.587.8132

Website: marymount.org

Transportation & Parking

Taxis & Limousines

RH Myers: 216.409.7440

Ace Taxi: 216.361.4700

Shuttle Services

Med Port: 216.587.9715

Parking Locations

Free surface parking is located throughout the campus. Handicap spaces are located near the hospital walkways.

Parking Rates

Self-parking is free

Wheelchairs

Wheelchairs are available for use on the Marymount campus at all drop-off entrances.

Please ask one of our greeters in a red vest, or volunteers in a blue shirts/smocks, for assistance if needed.

Security

Security personnel are available at 216.587.8180, or extension 8180 for escort service 24/7. Security personnel patrol the inside and outside of the hospital campus 24/7.

Accommodations & Services

Greeters

Our Patient Greeters are here to help and guide you to your hospital destination. Greeters wear red vests so they can be identified easily and are located throughout the hospital to provide help with wheelchairs, directions, transportation and patient room information.

Marymount Hospital Laboratory

Marymount Hospital Outpatient Laboratory is located on the main floor, through Entrance 4, first door to the right, first room on the right.

Our full-service nationally recognized laboratory is equipped to perform testing quickly and accurately. You'll need to bring a valid order, less than one year old, from a licensed provider. Results are delivered to your provider when the test is completed.

Outpatient Laboratory: 216.587.8125

Testing Hours: Monday-Friday: 7 a.m. – 5 p.m.

Saturday 8 a.m. – 12 p.m.

Pharmacy

Marymount Hospital offers a convenient and hassle-free pharmacy services. We can have your prescriptions filled and ready upon discharge. They can be picked up from the pharmacy or delivered to your room. For more information, please call 216.587.8822.

Hours: Monday-Friday, 8 a.m. – 6 p.m.

Spiritual Services

Chaplains are here to minister to your spiritual and emotional needs and those of your family when you are in the hospital. Copies of the New Testament, prayer resources, rosaries, prayer shawls and overhead morning and evening prayer are offered.

The Chaplain's Role

Chaplain's respect your dignity and privacy. They do not impose beliefs or religious practices. They are caring listeners who have been trained to help with your special needs as a hospital patient and those of your family. They work with healthcare team so that your spiritual needs, as well as your medical needs, are addressed.

How to Request a Chaplain

Our staff of caring chaplains is available to provide support, guidance and counsel to you and your family. Anyone can request a chaplain's visit – you, a family member, your clergy, your doctor or a member of the hospital staff. Chaplains make drop-in visits to patient rooms as time permits, but always respond to a request.

If you wish a visit from a clergy of a particular faith or from your own pastor, priest, rabbi or imam, our office will assist you. Chaplain services has two phone numbers 216.587.8140 and 216.587.8141 or X8140 and X8141

Stations of the Cross

Visitors and family in need of some fresh air can walk our Stations of the Cross located in the back of the hospital across from The Villa St. Joseph.

Chapel

Visitors and family are welcome to pray and meditate anytime in the Chapel located on the main floor of the hospital near the gift shop and cafeteria.

Local House of Worship

Please see the hospital chaplain for a list. A Catholic mass is provided daily at 10:30 a.m. in our Chapel. It also can be seen our Channel 90 on your patient television. The Villa St. Joseph Mass is televised daily on 9:30 a.m. on channel 91.

Chaplain Contact Information: 216.587.8141 or extension 8140

Banking

An ATM is located in the vending area outside the cafeteria.

Visitor's Badging

Marymount Hospital requires adult visitors to show a valid photo ID to enter the hospital after normal visiting hours. Visitors will be given a badge that shows their name and photo, room destination and expiration date (extended badges are available). It must be worn on the outermost clothing.

Visitors who are unable to provide ID will not be denied entrance once the visit is confirmed, but they will be photographed.

Marymount Hospital Badging Hours:
8 p.m. – 5:30 a.m. daily

Inpatient Meals

The Food and Nutrition Services Department is pleased to offer you Room Service. We offer a wide a wide variety of nutritious hot and cold choices throughout the day. Perhaps more importantly, we understand that each meal should contribute to your well-being.

Hours of Service: 6:30 a.m. – 8 p.m.

To Place Your Order: Please use your phone to call extension 6368 (MENU). Meals are prepared fresh to order and will be delivered in 45 minutes. For your convenience, you may also pre-order your meals for the day to be delivered at a specific time. Family members may order for you from home by calling 216.587.8789 (Please be sure to ask your host or hostess for a paper copy of the menu to take home.) Diabetic patients will need to coordinate their meals with the nurse.

Amenities & Dining

Activity Cart

Volunteers bring around an Activity Cart on Monday, Tuesday, Thursday and Friday afternoons with books, magazines, crossword puzzles, word searches and Sodoku. You can contact our Volunteer Office from 8 a.m. – 4 p.m. at extension 8132 to request the Activity Cart.

Harp Therapy

The pretty sound of harpists can be heard outside patient's rooms on Wednesdays from 9 a.m. to noon. Special requests can be made during these hours by calling extension 8140.

Pet Therapy

The Volunteer Office offers pet therapy visits to patients on Monday evenings. The dogs are in good health and are certified as pet therapy dogs. If you would like to request a visit from one of our therapy dogs, please contact Volunteer Services at extension 8131. Patients or roommates with asthma and/or allergies, those in isolation and other patients so deemed by medical professionals will not be permitted to interact with dogs.

Ombudsman

The Ombudsman is the liaison between Marymount Hospital and the patient in resolving problems that may arise during the course of treatment. We recommend that patients first attempt to address their concerns with the department in which the problem occurred. If you do not reach a resolution with the person providing your care, we encourage you to contact the department manager or supervisor. If these attempts are unsatisfactory, call our Ombudsman Office from 8 a.m. – 4:30 p.m. Monday-Friday, or you can leave a message anytime. Presenting a complaint does not in itself compromise a patient's future access to care.

Ombudsman Phone: 216.587.8888

Dining

The cafeteria (main floor of hospital) is open Monday - Friday 7 a.m. - 5 p.m.
Saturday/Sunday 7 a.m. - 2 p.m.

Vending Machines

Vending machines are located just outside the cafeteria, in the lobby of the Emergency Department and in the lobby of the Trudell Behavioral Health Center.

Shopping at Marymount Hospital

The gift shop is located on the main floor of the hospital. It includes gifts, collectibles, home décor items, cards, clothing and accessories, candles and aromatherapy products, beverages, snacks, magazines, jewelry and more. The hours of operation of the Gift Shop are 9 a.m. – 8 p.m. Monday-Friday and 10 a.m.-5 p.m. on Saturday and Sunday. Gift shop delivery is available for patients. Purchases can be paid by cash or credit card. Call the gift shop to order items at 216.587.8105.