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 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 Referral/Medline .............. 440.312.4533
- Security ................................. 440.312.3390

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.

Visitor Guide and Map

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