Dear Patient,

Cleveland Clinic is honored to care for you and your family. Our goal is to give you the best possible outcome and experience. This guide has information that may be helpful to you and your family during your stay. It gives you some facts about hospital services, our main campus facilities and things to do in Cleveland. It tells you about our rooftop terrace, art tours and other services.

If you have any questions about anything you see in these pages, please call the Cleveland Clinic Concierge Desk at 216.636.1288 from 9 a.m.-5 p.m. Monday-Friday.

Delos M. Cosgrove, MD
CEO and President
Cleveland Clinic
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Welcome

**Important Numbers**

Main Number: 216.444.2200
Administrative Services Center & Lost and Found: 216.444.2253
Admitting & Registration Desk: 216.444.2029
Appointment Center: 866.320.4573
Campus Shuttle: 216.444.8484
Care Management: 216.444.6552
Concierge: 216.636.1288
Emergency Department Registration: 216.445.4500
Hospitality: 216.445.0606
Ombudsman: 216.444.2544
Pastoral Care: 216.444.2518
Patient Information: 216.444.2000
Security: 216.444.2250
Social Services: 216.444.6552
Vehicle Assistance Program: 216.444.2255
Volunteers: 216.445.6986

Website: clevelandclinic.org
Finding Your Way

Wayfinding

Can’t find what you are looking for? Lost? Look for a Red Coat. Our Red Coat caregivers are here to help you and answer your questions. Also, feel free to ask anyone wearing a Cleveland Clinic ID badge for information.

Information Desks

Information desks can be found in the lobby of the Crile Building (A); at the east end of the Main Skyway; inside the entrance to the Miller Family Pavilion (J), in the M Lobby, and in the Cole Eye Lobby (i).

Virtual Information Guide Kiosk

The Virtual Information Guide Kiosk helps patients and visitors find their way, plan their day and enhance their stay while at Cleveland Clinic. Marie is the virtual personality that greets users at the kiosk and provides maps to find appointment desks, hospital rooms, shops and dining, and other guest services. Virtual Information Guides are located in the Surgical Center Building (P), Crile (A) Skyway near the information desk, Emergency Department (E) lobby, Taussig Cancer Center (R), and the JJ Tunnel connecting Parking 1 to the Miller Family Pavilion (J).

Interactive Map

A comprehensive interactive map of Cleveland Clinic is available online. Access interactive maps, driving and walking directions, virtual tours and more at clevelandclinic.org/maps.

Building/Desk Naming

Each major building at Cleveland Clinic is designated with a letter. Signs throughout the buildings will help guide you.
Travel, Transportation & Parking

**On-Campus Shuttle Bus**

A free shuttle bus provides on-campus transportation. The bus stops in front of the Crile Building (A), Sydell and Arnold Miller Family Pavilion (J), Taussig Cancer Institute (R), all on-campus hotels and other main locations across campus every 15 minutes.

**Phone:** 216.444.8484  
**Hours:** 6 a.m.-7 p.m. Monday-Friday; 7 a.m.-9 p.m. Saturday, Sunday and Holidays  
Look for the Blue, Green and White Lines.

**Taxis & Limousines**

Need a taxi or limo? A Cleveland Clinic Red Coat can get you one.

**Phone:** 216.445.3114  
**Location:** Front Desk, Miller Family Pavilion (J)  
**Hours:** 6 a.m.-9 p.m. Monday-Friday, 8 a.m.-9 p.m. Saturday-Sunday

**Hospitality Shuttle**

Cleveland Clinic offers a free shuttle service for patients and their families to University Circle, Cleveland’s cultural hub, which is minutes away from Cleveland Clinic’s main campus. It also picks up from both on-campus hotels.

**Shuttles can take you to:**
- Cleveland Museum of Art  
- Cleveland Botanical Garden  
- Cleveland Museum of Natural History  
- Western Reserve Historical Society

**Phone:** 216.444.8484  
**Hours:** Tuesday-Friday, on-call. Saturday and Sunday, noon-4 p.m.

Shuttle leaves from the Miller Family Pavilion (J) main entrance seven days a week at 10:15 a.m., 12:15 p.m., 2:15 p.m. and 4:15 p.m.

**Travel Bureau**

American Express One is a full-service travel bureau that offers airline, local lodging and car rental reservations.

**Phone:** 216.444.2564  
**Toll-free:** 800.955.6111, after hours  
**Location:** Surgery Center (P), Eighth Floor  
**Hours:** 8 a.m.-4:30 p.m. Monday-Friday
Security
If you have questions or concerns about safety while visiting patients, day or night, please contact the Cleveland Clinic Police Department.

Phone: 216.444.2250, or dial ext. 42250 from a hospital phone.
Hours: Security officers are available 24 hours a day to escort you.

Self-Parking
Patients, family members and visitors are welcome to self-park at the following locations, all of which are open 24 hours a day.

Parking 1 Garage
Location: E. 93rd Street between Euclid and Chester avenues

Parking 2 Garage
Location: E. 100th Street and Carnegie Avenue

Parking 4 Garage
Location: E. 90th Street between Euclid and Carnegie avenues

Surface lots are located at Emergency Services off Cedar Avenue, Mellen Center off 89th Street and Cole Eye Institute off 105th Street.

Self-Park Rates:
Less than 1 hour: $0
1-2 hours: $4
2-3 hours: $6
3-4 hours: $8
Over 4 hours: $10

Self-Park Discount Coupons
If you expect to make frequent visits to main campus, discount coupons can be used at any self-park facility. Coupons can be purchased at any valet desk.

5-pack of coupons: $35
5-pack of coupons with senior discount: $30
7 consecutive days (unlimited in and out privileges): $30
30 consecutive days (unlimited in and out privileges): $100

Vehicle Assistance Program
Parking Services provides 24/7 vehicle assistance, including jump-starts, tire changes and location assistance.

Phone: 216.444.2255
**Valet Parking**

**Main Entrance Valet (Miller Pavilion)**
Location: E. 93rd Street and Euclid Avenue
Access to: J, M, S, H and T buildings, shopping and dining
Hours: 24 hours Monday-Friday; 8 a.m.-4 p.m. Saturday-Sunday*

**Glickman Valet**
Location: E. 96th Street between Euclid and Carnegie avenues
Access to: Q, G and H Buildings, shopping and dining
Hours: 6 a.m.-6 p.m.*

**Taussig Valet**
Location: E. 90th Street and Euclid Avenue
Access to: R Building
Hours: 6 a.m.-6 p.m.*

**Crile Valet**
Location: E. 100th Street between Euclid and Carnegie avenues
Access to: A Building, dining
Hours: 6 a.m.-6 p.m.*

**Cole Eye Institute Valet**
Location: Entrance off E. 105th Street near the corner of Euclid Avenue
Access to: I Building
Hours: 6 a.m.-6 p.m.*

**Emergency Department Valet**
Location: Entrance at Cedar and E. 93rd Street
Hours: 6 a.m.-6 p.m.*

**Emergency Center Valet**
Location: Entrance off E. 89th Street near corner of Euclid Avenue
Access to: U Building
Hours: 7 a.m.-5 p.m.

*To retrieve a valet-parked vehicle after hours, please call 216.636.6079.

**Valet Parking Rates**

Rate: $12
Senior Discount Rate: $10
Golden Buckeye, AARP and Senior Circle are honored.
Accommodations & Services

On-Campus Hotels

There are two hotel options located on the Cleveland Clinic campus with bus shuttle service. Call 216.707.4300 or toll-free 877.707.8999 for reservations.

The InterContinental Hotel & Bank of America Conference Center: 216.707.4100
The InterContinental Hotel & Bank of America Conference Center is connected to Cleveland Clinic’s main campus via a walkway.

Location: 9801 Carnegie Avenue
Reservations Only: 877.707.8999

The InterContinental Suites Hotel: 216.707.4300
The InterContinental Suites Hotel, the region’s only “wellness-focused” hotel, is located next to Cleveland Clinic’s main campus. Free transportation to Cleveland Clinic is provided.

Location: 880 Euclid Avenue
Reservations only: 877.707.8999

To make online reservations, visit hotels.clevelandclinic.com.

Ronald McDonald House

Ronald McDonald House provides a room for families of children 21 years of age or younger who are receiving inpatient or outpatient treatment at any Cleveland area medical center. There are 37 rooms available on a first-come, first-served basis. Requests for rooms may be made by calling Ronald McDonald House at 216.229.5758 between 2 p.m.-9 p.m. (ET) on the day before your planned arrival. Ronald McDonald House of Cleveland requests a donation of $20 per night per family. If the fee presents a hardship for a family, it may be reduced or deferred. Shuttle bus service is available from Ronald McDonald House to Cleveland Clinic.
Off-Campus Hotels

Cleveland area accommodations:

Comfort Inn: 216.861.0001  
Special rates for Cleveland Clinic patients and families,  
free hourly shuttle to Main Campus, free parking, free breakfast  
1800 Euclid Avenue, Cleveland  
2.5 miles from the hospital

Courtyard Cleveland University Circle: 216.791.5678  
2021 Cornell Road, Cleveland  
1.3 miles from the hospital

Glidden House: 216.231.8900  
1901 Ford Drive, Cleveland  
1.4 miles from the hospital

The Tudor Arms - DoubleTree by Hilton: 216.455.1260  
10660 Carnegie Avenue, Cleveland  
.3 miles from the hospital

Wyndham Cleveland at Playhouse Square Hotel: 800.996.3426  
1260 Euclid Avenue, Cleveland  
4.1 miles from the hospital

Long-Term Hotel:

Candlewood Suites: 440.716.0584  
24741 Country Club Boulevard, North Olmsted  
Free shuttle, free parking, free breakfast
Concierge

Do you have a question about anything? The Cleveland Clinic Concierge Desk will be happy to help! Please call or visit the Concierge Desk if you would like information on places of interest, where to stay, directions, places to eat, travel, transportation, sightseeing locations or anything else.

Phone: 216.636.1288
Location: M Lobby Desk
Hours: 9 a.m.-5 p.m. Monday-Friday

Healing Services

The Healing Services Team is an interdisciplinary team that offers personalized Holistic Care support to patients and visitors with activities such as light 10-minute massage, Reiki, aromatherapy for personal use and emotional/spiritual support. These activities are free of charge and available at scheduled times in the P20 Relaxation Suite, the Miller Rooftop Pavilion (J) and in patients’ rooms by asking nursing staff to put in orders for referrals.

For more information please contact the Healing Services line at:
216.445.9543

Centering Prayer/Meditation
Location: Meditation Chapel (Q) 1st floor
Hours: 3-4 p.m. Wednesday

Chair Massage & Reiki
Location: Miller Rooftop Pavilion (J)
Hours: 2-3 p.m. Monday, Wednesday and Friday

Labyrinth, Spiritual Support & Reiki
Location: Miller Rooftop Pavilion (J)
Hours: 2:30-3:30 p.m. Tuesday and Thursday

Touch Therapy
Location: Healing Services Relaxation Suite (P) 2nd floor
Hours: 10 a.m.-3 p.m. Monday-Friday

Volunteers

Volunteers regularly greet and direct visitors as they enter Cleveland Clinic, also offer emotional support through companionship and pet therapy. You will find our volunteers wearing blue jackets or buttons saying “ambassador.”
**Wireless Access**

Cleveland Clinic provides Internet access points at no charge in areas throughout the hospital and nearby buildings for guests who have devices that can receive wireless signals. You will be able to get on the Internet when you are near an access point. Guests are expected to use the wireless access in a legal and responsible manner.

By using the wireless access network at Cleveland Clinic, the user acknowledges that he/she is subject to, and agrees to abide by, all laws, and all rules and regulations of the State of Ohio, and the federal government that is applicable to Internet use.

Typically the wireless connection, **CC-Public**, will automatically be detected by your device, or you can connect manually through your device’s Wi-Fi settings.

**Patient Televisions**

Television is free of charge at Cleveland Clinic. The television service offers a Cleveland Clinic information channel, patient education videos and cable television. Local television stations, plus many familiar cable TV channels, are available 24 hours a day.

**Computer Access**

Computers are available in the Patient and Family Health & Education Center, located in the Great Hall of the Glickman Tower (Q). These computers have free Internet access.

**Lockers, Fax, Notary, Lost & Found**

The Administrative Services Center is here to help you 24 hours a day.
- Lockers for patient possessions and valuables
- Fax machine
- Notary
- Lost and found

Phone: 216.444.2253
Location: Miller Family Pavilion (J)

**Patient and Family Health & Education Center**

Learn more about your health at the William E. Harris Patient and Family Health & Education Center, located off the Great Hall of Glickman Tower (Q) 1st floor. Resources include:
- Public computers to do your own research and access health-related websites, including MyChart, CaringBridge and thestatus.com
- Easy-to-understand health information
- Health Educators available to assist with personalized health searches
- Information about Cleveland Clinic resources, services and educational opportunities

Phone: 216.444.3771
Location: Great Hall of Glickman Tower Q1-2
Hours: 8 a.m.-5 p.m. Monday-Friday
U.S. Postal Service

University Center Post Office: 216.791.8435
Full-service post office
Location: 1950 E. 101st Street between Euclid and Chester avenues
Hours: 8 a.m.-5 p.m. Monday-Friday

U.S. Postal Service mailboxes on Cleveland Clinic’s main campus:
Location: S Building, outside the back door leading to E. 90th Street
Location: Crile Building (A), outside East Entrance
Location: M Building, on the wall diagonally across from the M elevators
Location: T Building, in first-floor vending machine area

Admitting & Registration Desk

Patients coming to Cleveland Clinic for inpatient services should go to the main Admitting & Registration Desk, located at J1-1, to register for their visit.

Contact the desk at 216.444.2029.
Cleveland Clinic Laboratories

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

There are several outpatient laboratories throughout main campus.

For questions about our laboratory services, please call 216.444.5755 or 800.628.6816.

Outpatient Laboratory Testing Locations and Hours:

Crile Building (A15)
7 a.m.-6 p.m. Monday and Friday
7 a.m.-7 p.m. Tuesday-Thursday
8 a.m.-12:30 p.m. Saturday

G Building (G10)
8 a.m.-5 p.m. Monday-Friday

Sydell & Arnold Miller Family Pavilion (J)
7 a.m.-6 p.m. Monday-Friday

Taussig Cancer Institute (R21)
7 a.m.-4:30 p.m. Monday-Friday

S Building (S15)
7 a.m.-6 p.m. Monday-Friday

Centers for Geriatric and Diabetes Care (X10)
8 a.m.-5 p.m. Monday-Friday

Central Processing Areas (L&LL)
24/7 Monday-Sunday

Send-Out Referral Laboratory
7 a.m.-12 a.m. Monday-Friday
6 a.m.-3 p.m. Saturday-Sunday
Pharmacies & Drug Stores

Visit these pharmacies on our main campus for your prescriptions, over-the-counter medications, post-surgical supplies, specialty skin-care products, compression hosiery and more.

Euclid Avenue Pharmacy: 216.636.0760
Location: Lobby of Parking 1
Hours: 8 a.m.-8 p.m. Monday-Friday; 9 a.m.-3 p.m. Saturday

Crile Pharmacy: 216.636.0761
Location: Second floor, Crile Building (A)
Hours: 8 a.m.-6 p.m. Monday-Friday

Cleveland Clinic Children’s Hospital Surgery Center Pharmacy: 216.636.0762
Specializing in pediatric and adult supplies
Location: First floor, P Building
Hours: 9 a.m.-5 p.m. Monday-Friday

Taussig Cancer Institute Pharmacy: 216.636.0763
Location: First floor, R Building
Hours: 9 a.m.-5 p.m. Monday-Friday

Optical Dispensary: 216.444.5884
Location: Union Eye Care at the Cole Eye Institute (i)
Hours: 8 a.m.-5 p.m. Monday, Tuesday and Thursday; 8 a.m.-4:30 p.m. Wednesday and Friday

Rite Aid Pharmacy: 216.721.2020
Location: 10090 Chester Avenue at E. 101st Street, Cleveland
Hours: 8 a.m.-10 p.m. daily
Studio Fifty-One
Offering Free Wigs, Scarves and Caps

Studio Fifty-One at Taussig Cancer Institute offers complimentary wigs, caps and scarves to all Cleveland Clinic patients being treated for cancer. As hair loss is a common side effect of chemotherapy, Studio Fifty-One is a much needed and welcomed addition to our patient services. The boutique is centrally-located and accessible to patients passing through the 1st floor lobby of Taussig Cancer Institute. Studio Fifty-One is outfitted with shelves, a mirror, frosted-glass for privacy, and hundreds of wigs from which patients can choose from and use. Staffed by volunteers trained in wig upkeep and styling, patients are free to stop in and find the “perfect fit.”

All wigs have been donated by the American Cancer Society, Jeffrey Paul Salon, and other patients. The baseball caps have been donated by individual donors as well as the Cleveland Browns, Cleveland Indians and Cleveland Cavaliers. Studio Fifty-One is supported in part by The Scott Hamilton CARES Initiative at Taussig Cancer Institute and The Margaret Rose Giltinan Fund.

Spiritual Services

Chaplains are here to help you and your family with spiritual and emotional support while you are in the hospital.

The Chaplain’s Role
Chaplains 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 the 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 clergy of a particular faith or from your own pastor, priest, rabbi or imam, our office will assist you.

Chaplain Contact Information: 216.444.2518

Meditation Chapel: 216.444.2518
Location: Glickman Tower (Q), first floor, near the Q elevators. Always open for patients, family members and employees. Used for various worship events on Sundays and weekdays.

On-Call Pastoral Care Pager: 14-22956
**Muslim Prayer Rooms**
The Sheikh Maktoum Muslim Prayer Room is available and open for use at all times. Friday Prayer is offered at 12:45 p.m. and 1:45 p.m. There is an adjoining prayer area within the prayer room for Muslim women who desire to join communal prayers.

Location: Across from the Meditation Chapel in Glickman Tower (Q), first floor, near the Q elevators

Location: InterContinental Hotel & Bank of America Conference Center, 5th floor

**Opportunities for Prayer and Reflection**

**Prayer Line**
Verbal prayers of the Jewish, Muslim and Christian faith traditions can be heard by calling 216.445.7200

**Christian Ecumenical Worship**
- **Sunday**: 11:00 a.m. Ecumenical Worship Chapel
- **Wednesday**: Noon Ecumenical Worship Chapel

**Catholic Worship**
- **Sunday**: Noon Mass Bunts Auditorium
- **Monday**: Noon Mass Chapel
- **Tuesday**: Noon Mass Chapel
- **Wednesday**: 11:00 a.m. Communion Service Chapel
- **Thursday**: Noon Mass Chapel
- **Friday**: Noon Mass Chapel

**Interfaith Prayer**
- **Monday**: 11:00 a.m. Service of Healing Prayer Chapel
- **Tuesday**: 11:00 a.m. Centering Prayer Chapel
- **Thursday**: 11:00 a.m. Centering Prayer Chapel
- **Friday**: 11:00 a.m. Guided Silent Meditation Chapel
Banking

KeyBank: 216.229.2189

A full-service KeyBank branch offers traveler’s checks, currency exchange and fund wiring. KeyBank branches are located in the lobby of the Miller Family Pavilion (J) and just northeast of campus on Chester Avenue.

Hours: 9:30 a.m.-4:30 p.m. Monday-Thursday; 9 a.m.-6 p.m. Friday; Closed Saturday, Sunday and Holidays

ATMS

There are nine convenient ATM locations:
- First-floor corridor between Buildings M and H
- Crile Lobby (A)
- W.O. Walker Center Lobby (C)
- Emergency (E)
- InterContinental Hotel Lobby
- InterContinental Suites Hotel Lobby
- Surgery Center Family Waiting Area (P)
- Information Skyway
- Miller Family Pavilion Lobby (J)
- KeyBank Building (J)

Patient Mail & Gifts

Please check with the nursing station on the patient's unit before bringing or sending any items. With our latex-safe initiative, only Mylar balloons are permitted.

To send a small gift or card to the patient, address all items as follows:

Patient’s full given name
Patient’s hospital room number
Cleveland Clinic
9500 Euclid Avenue
Cleveland, OH 44195

Nearby gift shops include:

Joseph-Beth Gift Shop: 216.444.1700
H Building

Segelin’s Florist: 216.791.8900
10664 Carnegie Avenue, Cleveland

Diamond’s Flowers: 216.321.4420
1840 Coventry Road, Cleveland Heights
Visiting Hours

Cleveland Clinic has a 24-hour visitation policy.

We understand your desire to have family and friends visit, but we also need to have an environment that supports healing and rest. There may be times when visitation may need to be limited, such as:

• When you are having certain procedures
• When a visit interferes with your care or the care of the other patient in a shared room
• When a visitor is causing trouble
• When there are too many visitors in your room
• When there is a chance that you could pick up an infection from a visitor
• When a visitor could get an infection from you
• When you or your roommate needs privacy or rest

If visitors must be limited, they can wait in the nearest family/guest lounge and take turns visiting you. Visitors may be asked to wait in the lounge when care is being provided to you or the other patient in a shared room.

Childcare

Drop-in childcare is available for patients or visitors who need temporary child care while at Cleveland Clinic main campus. Cleveland Children's Academy accepts children from 6 weeks to 12 years of age, based on space availability.

1891 E. 93rd Street (Corner of Chester Avenue)

Phone: 216.229.1655

Nursing Mothers Assistance

Phone: 216.445.7919

Ombudsman

The Ombudsman is the liaison between the patient and Cleveland Clinic in resolving problems or concerns 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. Making a complaint does not in itself compromise a patient's future access to care.

Ombudsman Phone: 216.444.2544
If calling from inside the hospital, use extension 42544.
Amenities & Dining

Fitness Center & Swimming Pool

Cleveland Clinic patients and family members have access to the fully equipped W.O. Walker Health & Wellness Center.

Phone: 216.444.8765
Location: 10524 Euclid Avenue (W.O. Walker Building/C Building, corner of E. 105th Street and Euclid Avenue)
Hours: 5 a.m.-9 p.m. Monday-Thursday; 5 a.m.-8 p.m. Friday; 8 a.m.-4 p.m. Saturday-Sunday
Parking: W.O. Walker Garage, enter off of Stokes Boulevard. Parking is free for the first three hours. Have your ticket validated at the Fitness Center front desk.

The W.O. Walker Health & Wellness Center Offers:
• 33,000-square-foot facility
• New cardio and weight training rooms
• State-of-the-art cardiovascular and strength equipment
• 20-meter heated therapy pool
• Newly resurfaced indoor and outdoor tracks
• Full-court basketball/volleyball and sports leagues
• Degreed/certified health and fitness professionals
• Locker room (day-use lockers) and shower facilities with free towel service
• A registered dietitian is available every Friday from 11 a.m.-2 p.m.

Call Nutrition Therapy Services at 216.444.3046 to schedule an appointment. For more information, visit clevelandclinic.org/employeewellness.

Family Members Note: For you to use the Fitness Center as a family member, the nurse from the inpatient unit must call the center to confirm the name of the person using the facility.

Rooftop Terrace

The Kelvin and Eleanor Smith Rooftop Terrace is located on the roof of the Miller Family Pavilion (J).

You are invited to visit and enjoy Cleveland Clinic’s rooftop terrace, located on the 10th floor of the Miller Family Pavilion (J). The view is spectacular, the seating is comfortable and there are programs and activities to help you relax and be well.

How to get there: Take the J East elevators to the 10th floor of the Miller Family Pavilion.
Yoga
Hosted by the Wellness Institute. Bring a mat. Walk-ins are welcome.
Location: Rooftop terrace, Miller Family Pavilion (J)
Sunset Sessions: 4-4:45 p.m. and 5:30-6:15 p.m. Monday, Wednesday and Friday; 5:30-6:15 p.m. Tuesday and Thursday
Schedule is subject to change.

Chair Massage
Location: Rooftop terrace, Miller Family Pavilion (J)
 Hours: 2-3 p.m. Monday, Wednesday and Friday

Tea on the Terrace
Tea on the Terrace is a free service offering hot and iced tea along with cookies to our guests visiting the rooftop plaza.
Location: Rooftop terrace, Miller Family Pavilion (J)
Hours: 2:30-4 p.m. Wednesday and Friday

Walking Labyrinth Meditation
This meditative practice is popular with people from many traditions. It involves walking through a floor-mounted labyrinth or maze to enhance mindfulness or prayer.
Location: Rooftop terrace, Miller Family Pavilion (J)
Hours: 2:30-3:30 p.m. Tuesday and Thursday

Art Tours
Cleveland Clinic is a great place to enjoy contemporary art. There are two ways to explore the collection: self-guided tours and guided tours.

Phone: 216.448.0232
Location: Information and Guest Services Desk, Miller Family Pavilion (J)

Self-Guided Recorded Tours:
Recorded Tours (available in English, Spanish and Arabic)
Hours: 8 a.m.-4 p.m. daily

45-Minute Guided Tours:
Hours: 11 a.m., 1 p.m. and 2:30 p.m. Wednesday and Saturday

Musicians in the Environment
Cleveland Clinic's public spaces also are lively concert halls. Musicians in the Environment perform regularly in the Miller Family Pavilion (J); The Surgery Center Family Lounge, (P); and the Crile Building Lobby (A). Call or go online for times and information.
Phone: 216.448.8330
Web: clevelandclinic.org/artsandmedicine
**Distance Learning**

You are invited to take part in dynamic conversations about art through the medium of high-definition video conferencing.

Location: P Building, conference room P2-220  
Hours: 2 p.m., first and third Tuesday of each month

**Music Therapy**

Cleveland Clinic Arts & Medicine Institute offers music therapy as a complementary service during your (or your child’s) stay in the hospital. Music Therapy is the use of music by a board-certified music therapist to assist in the healing process. This service may be available several times per week.

For more information or to schedule a session, call 216.444.9639.

**Art Therapy**

Discover the healing power of art by participating in Cleveland Clinic Taussig Cancer Institute’s Art Therapy Program. We welcome patients, families and caregivers to express themselves through a variety of media including drawing, painting, collage, and sculpture. “Open Studio” Sessions are held at the Art Therapy Studio on the lower level of the R building.

9 a.m.-noon Mondays, Wednesdays and Fridays  
1- 4 p.m. Tuesdays and Thursdays

Additionally, ChemoSuite “bedside visits” are held by appointment or request. Have questions or want to register for an appointment? Call 216.444.4792.

**Caring Canines**

**Pet Visitation**

Cleveland Clinic’s Pet Visitation teams are certified pet visitation dogs and volunteer handlers that visit the Children’s Hospital, nursing units, Taussig Cancer Center and the Surgical Family Lounge. Patient benefits resulting from pet visitation are empathy, stress relief, nurturing, acceptance, mental stimulation, socialization, diversion and entertainment. Please contact Volunteer Services at 216.445.6986 to schedule a visit.

Pet visitation teams are only allowed on nursing units that have approval from the Nurse Manager.

**Greeter Dog Program**

Volunteer handler/dog teams welcome patients and visitors at main entrances and designated waiting areas. These teams are on campus 11 a.m.-2 p.m. Monday-Friday.
Dining

Fine Dining

C2 Restaurant, Bar & Lounge: 216.707.4054
Located in the International Suites Hotel, C2 Restaurant features fresh, cultural cuisine inspired by the rich, bountiful European, North African and Middle Eastern countries surrounding the Mediterranean Sea. Sleek and stylish bar and comfortable Wi-Fi Café. C2 Patio also available, weather permitting.

Location: 8800 Euclid Avenue, adjacent to the hotel lobby lounge
Hours: 6:30 a.m.-11 p.m. daily
.9 miles from the hospital

North Coast Café: 216.707.4051
Located in the InterContinental Hotel & Bank of America Conference Center on the Cleveland Clinic campus. A bright and vibrant spot for breakfast and lunch featuring a full menu, including Go Food! items along with a daily international lunch buffet.

Location: 9801 Carnegie Avenue
Hours: 6:30 a.m.-2:30 p.m. Monday-Friday; 6:30 a.m.-3 p.m. Saturday-Sunday
.2 miles from the hospital

Table 45 Restaurant & Bar: 216.707.4045
In the Intercontinental Hotel & Bank of America Conference Center on the Cleveland Clinic campus, Chef Zack Bruell presents a delicious selection of dishes inspired by great American, European and Asian traditions. Friendly bar and sophisticated dining in an award-winning setting.

Location: 9801 Carnegie Avenue
Hours: 11 a.m.-11 p.m. Monday-Friday; 4-11 p.m. Saturday-Sunday
.2 miles from the hospital

Casual Dining

Au Bon Pain
Hearty soups, sandwiches and breads
Location: Miller Family Pavilion (J)
Location: Second floor Crile (A) Building
Hours: J Building, Open 24/7; A Building, 6 a.m.-6 p.m. Monday-Friday

4 Corners Café
Healthy food choices prepared fresh or served cafeteria style.
Location: First floor, H Building
Hours: 6 a.m.-7 p.m. Daily

Founders Café
A variety of healthy food choices
Location: Second Floor, Building A
Hours: 6 a.m.-3 p.m. Monday-Friday
Garden Café
Salads, sandwiches and snacks
Location: Surgery Center Lobby, P Building, first floor
Hours: 7:30 a.m.-4 p.m. Monday-Friday

H Café
A wide array of healthy food choices prepared fresh or served cafeteria-style. This is the main dining area of Cleveland Clinic. Breakfast, lunch, dinner and vending machine service are available.
Location: First floor, H Building
Hours: 6 a.m.-7:30 p.m. Monday-Friday; 6:30 a.m.-7 p.m. Saturday-Sunday

Lerner Café
A variety of healthy food choices
Location: 1st Floor Lerner Building
Hours: 7:30 a.m.-2 p.m. Monday-Friday

Moe’s
Mexican fast food
Location: First floor, H Building
Hours: 11 a.m.-10 p.m. Monday-Sunday

R Bistro
Salad bar, coffee, tea and breakfast buffet
Location: First floor, Taussig Cancer Center®
Hours: 7:30 a.m.-2:30 p.m. Monday-Friday (7:30 a.m.-1 p.m. Wednesday)

Starbucks
Coffee, pastries and more
Location: First floor, H Building
Hours: 5:30 -12:30 a.m. Monday-Friday; 6:30 a.m.-10 p.m. Saturday-Sunday

Subway
Deli sandwiches with fresh ingredients
Location: First floor, H Building
Hours: 9-3 a.m. Monday-Friday; 10:30 a.m.-7 p.m. Saturday-Sunday

W.O. Walker Café
A wide array of healthy food choices prepared fresh or served cafeteria-style
Location: Walker Building (C) 1st Floor
Hours: 7 a.m.-2 p.m. Monday-Friday

Chef’s Table
Grab-and-go eatery offering breakfast, coffee and tea, and hot and cold lunch.
Location: Great Hall, Glickman Tower, Q Building
Hours: 7 a.m.-2 p.m. Monday-Friday
**Shopping at Cleveland Clinic**

Cleveland Clinic has plenty of places to shop or browse. Gifts, fashions, books and healthy-living supplies are available at welcoming retail outlets on campus.

**360-5 Wellness Store**
Shop for wellness-related items at a convenient location.
Location: Miller Family Pavilion (J)
Hours: 8 a.m.-7 p.m. Monday-Friday; 10 a.m.-4 p.m. Saturday; closed Sunday

**Green Roots Collection**
Featuring clothes, gifts and accessories from eco-friendly designers.
Location: H Building
Hours: 7 a.m.-7 p.m. Monday-Friday; noon-5 p.m. Saturday;
noon-4 p.m. Sunday

**Joseph-Beth Gift Shop**
A great place to look around and pick up a book, magazine or gift! The Joseph-Beth Gift Shop offers books and periodicals, flowers and gifts, snack foods, and Cleveland Clinic apparel and gifts.
Location: H Building
Hours: 7 a.m.-7 p.m. Monday-Friday; 10 a.m.-5 p.m. Saturday-Sunday

**Farmers Market**
Beginning in June and continuing through the first week in October, Cleveland Clinic hosts a weekly Community Farmers Market, where farmers from a nine-county area of Northeast Ohio sell fresh produce, meats, eggs, honey and more.
Location: Circle Mall
Hours: 10:30 a.m.-1:30 p.m. Wednesdays, June-October
Welcome to Cleveland

For additional guidance regarding your stay, visit the following Cleveland-centered websites:

- city.cleveland.oh.us
- cleveland.com
- coolcleveland.com
- discoverohio.com
- positivelycleveland.com
- universitycircle.org

Cleveland Clinic does not endorse the third-party websites provided, nor is Cleveland Clinic responsible for errors in content. Cleveland Clinic does not endorse any of the establishments listed nor is this an all-inclusive list of the establishments in the area.

**Interesting Neighborhoods Near Cleveland Clinic**

**Cedar Fairmount District**
Visit cedarfairmount.org to find shops and restaurants.
*1.72 miles from the hospital*

**Coventry Village**
Visit coventryvillage.org for a listing of stores.
*2.6 miles from the hospital*

**Little Italy**
Visit littleitalycleveland.com for a listing of boutiques and galleries.
*1.35 miles from the hospital*

**Shaker Square**
This picturesque square was one of America’s first upscale shopping centers. Dating from the 1920s, it is the gateway to Shaker Heights and features fine restaurants, shops and a farmers market on Saturday mornings.
Learn more at shakersquare.net.
*2.6 miles from the hospital*

**University Circle**
Located only a few blocks east of Cleveland Clinic, University Circle is the home of the Cleveland Museum of Art, the Cleveland Museum of Natural History, the Crawford Auto and Aviation Collection and Western Reserve Historical Society, the Dittrick Medical History Center, Severance Hall, the Cleveland Institute of Art and the campus of Case Western Reserve University, including the Peter B Lewis Building of the Weatherhead School of Management, designed by Frank Gehry.
*1.1 miles from the hospital*

**West Side Market**
A vibrant, bustling marketplace where farmers, vendors and multiethnic purveyors sell fresh fruit and vegetables, prepared foods and exotic ingredients in a vast, landmark building.
1979 W. 25th Street, Cleveland
westsidemarket.org
*4.8 miles from the hospital*
Public Transportation

RTA HealthLine, a direct bus route along Euclid Avenue, provides easy access to attractions downtown and in University Circle, including museums and music. You can take a bus right outside the Miller Pavilion to your destination – it's just a short commute. HealthLine is sponsored, in part, by Cleveland Clinic and is managed by the Greater Cleveland Regional Transit Authority.

rtahealthline.com

Dining

**Cleveland Heights**

**Aladdin's Eatery East:** 216.932.4333
Middle Eastern cuisine
12447 Cedar Road, Cleveland Heights
1.4 miles from the hospital

**Nighttown Restaurant:** 216.795.0550
American cuisine
12387 Cedar Road, Cleveland Heights
1.3 miles from the hospital

**Tommy's Restaurant:** 216.321.7757
Health food, vegetarian, vegan
1824 Coventry Road, Cleveland Heights
2.3 miles from the hospital

**Downtown Cleveland**

**Bar Louie:** 216.452.5500
American restaurant
1352 W. 6th Street
4.5 miles from the hospital

**Chinato:** 216.298.9080
Italian restaurant
2079 E. 9th Street
3.8 miles from the hospital

**Cowell & Hubbard:** 216.479.0555
French Cuisine
1305 Euclid Ave.
3.1 miles from the hospital

**Lola:** 216.621.5652
Upscale American cuisine
2058 E. 4th Street
4.1 miles from the hospital
Little Italy

Gusto: 216.791.9900
Italian restaurant
12022 Mayfield Road, Cleveland
1.2 miles from the hospital

Presti’s Bakery and Café: 216.421.3060
Italian bakery
12101 Mayfield Road, Cleveland
1.2 miles from the hospital

University Circle

L’Albatros: 216.791.7880
French brasserie
1141 Bellflower Road, Cleveland
1 mile from the hospital

Trentina: 216.421.2900
Northern Italian cuisine
1903 Ford Drive, Cleveland
1.2 miles from the hospital

Museums & Culture

The Children’s Museum of Cleveland: 216.791.7114
clevelandchildrenmuseum.org
.4 miles from the hospital

Cleveland Botanical Garden: 216.721.1600
cbgarden.org
.9 miles from the hospital

Cleveland Metroparks Zoo: 216.661.6500
clemetzoo.com
8.6 miles from the hospital

Cleveland Museum of Art: 216.421.7350
clevelandart.org
.8 miles from the hospital

Cleveland Museum of Contemporary Art (MOCA): 216.421.8671
mocacleveland.org
.9 miles from the hospital

Cleveland Museum of Natural History: 216.231.4600
cmnh.org
.8 miles from the hospital

Cleveland Orchestra: 216.231.7300
clevelandsorchestra.com
1.7 miles from the hospital
Greater Cleveland Aquarium: 216.862.8803
greaterclevelandaquarium.com
7.6 miles from the hospital

Great Lakes Science Center and Cleveland Clinic Omni-Max Theatre: 216.694.2000
glsc.org
5.8 miles from the hospital

Playhouse Square Theatres: 216.241.6000 or 866.546.1353
playhousesquare.org
3.6 miles from the hospital

Rock and Roll Hall of Fame & Museum: 216.781.7625
rockhall.com
5.7 miles from the hospital

Movie Theaters

Cedar Lee Theatre: 440.528.0355
2163 Lee Road, Cleveland
2.9 miles from the hospital

Tower City Cinemas: 216.623.4750
230 W. Huron Road, Cleveland
1.5 miles from the hospital

Shaker Square Cinemas: 216.921.9342
13116 Shaker Square, Cleveland
2.3 miles from the hospital

Shopping Centers

Cleveland and its suburbs have excellent upscale shopping venues. Those listed below are located near Cleveland Clinic’s main campus.

Beachwood Place: 216.464.9460
26300 Cedar Road, Beachwood
6.5 miles from the hospital

Legacy Village: 216.382.3871
25001 Cedar Road, Lyndhurst
6.1 miles from the hospital

University Square: 216.297.9510
Macy’s, Target, T.J. Maxx
14060 Cedar Road, University Heights
4.7 miles from the hospital
Every life deserves world class care.

Cleveland Clinic is a nonprofit multispecialty academic medical center that integrates clinical and hospital care with research and education. More than 3,000 staff physicians and researchers represent 120 medical specialties. Cleveland Clinic health system includes a main campus near downtown Cleveland, eight community hospitals and more than 75 outpatient locations in northern Ohio, including 16 family health centers. Cleveland Clinic also has locations in Florida, Nevada, Toronto and Abu Dhabi. U.S. News & World Report consistently names Cleveland Clinic as one of the nation’s best hospitals in its annual “America’s Best Hospitals” survey.

clevelandclinic.org

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