

## **Emergencies**

- **For all medical emergencies, call 911. For a non-medical emergency outside staff hours, please call 481-2742. This number is confidential and for guest emergencies only.**
- There will be \$10.00 fee for lockout calls. You may have to wait up to two hours for a response to a lockout.

*If you are unable to comply with any of these policies, please consider alternative arrangements. Although it is not our wish, we do reserve the right to ask any guest to leave.*

## **Important Telephone Numbers**

Baptist....284-5555  
Centennial....342-1000  
Parthenon Pavilion....342-1400  
Metro General....341-4000  
Saint Thomas....222-2111  
Stallworth Rehabilitation....320-7600  
Vanderbilt...322-5000  
Veterans' Administration....327-4751

## **Transportation**

Checker Cab...256-7000  
Greyhound Bus Line....255-3556  
Yellow Cab....256-0101  
Vanderbilt Shuttle....936-1216

### **Main HHH Office:**

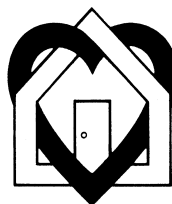
214 Reidhurst Avenue  
Nashville, TN 37203

Phone: 615-329-0477

Fax: 615-250-3838

Email: [info@hospitalhospitalityhouse.org](mailto:info@hospitalhospitalityhouse.org)

Website: [www.hospitalhospitalityhouse.org](http://www.hospitalhospitalityhouse.org)



# ***Guest Policies***



## **Site II**

ExtendedStay America  
3311 West End Avenue  
Nashville, TN 37203

### *Our Mission:*

To be a *home away from home* for patients and caregivers seeking medical care in Nashville hospitals by providing lodging, meals and other supportive services.

**Welcome to HHH!**

***Please read carefully before  
agreeing to abide by our policies.***

## *Welcome to HHH!*

**Hospital Hospitality House provides a home away from home for families and patients who travel to Nashville for medical treatment.** We strive to provide an atmosphere that is encouraging, supportive, loving and restful. All our policies are designed to maintain this environment for all our guests. We are always here to listen and support, and we do have social workers available at your request.

### **Fee Policy**

- \$20 per night per room. Sliding scale fees are available based on need as determined by HHH.
- All guests staying over a weekend are asked to pay on Friday.
- Cash, personal check, MasterCard and Visa are accepted.

### **Room Policies**

- **Everyone who is occupying a guest room must complete a registration form. You may be asked to leave if you are housing someone in your room for whom we have no paperwork. \_\_\_\_\_ initial**
- Please notify us of your check-out plans as soon as possible, at least by noon on the day of your departure, and please release the room by noon.
- If you plan to return to HHH at some point in the future, please complete the check-out sheet indicating your return date. We cannot guarantee a room on that date, but we will hold your check-in sheet. **Please note, you will need a new referral if you have not stayed at HHH within the past six months.**
- Remember to call before 9:00 a.m. on the date you are scheduled to return to make sure we have accommodations available.
- Rooms are filled strictly on a first-come, first-served basis. No reservations are taken, and there is no waiting list.
- Please note, HHH will conduct weekly room inspections.
- After staying at HHH for two weeks you, a staff social worker will check in with you for an assessment. Participation is mandatory.

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## *Welcome to HHH!*

### **Your Responsibilities**

- **Sign in each night on the check-in register located behind the Front Desk at HHH II when you are in for the night.** If you come in after 11:00 p.m. and there is no one at the desk to assist you, please dial #600 from the lobby phone. The evening attendant will assist.
- **You MUST call HHH I (329.0477) EVERYDAY before 9:30 A.M. Monday—Saturday and 1:30 p.m. on Sunday to verify that you still need your guestroom. Otherwise we will assume you have vacated the room and we will assign it to a new guest.**
- Please note that during the first two weeks of your stay you are required to use your room on a daily basis. If an emergency arises that requires you to be away overnight, you must notify staff prior to your absence. Please know that you may be required to release your room.
- After the initial two-week period, paying guests who plan to be gone overnight can put a check mark in the column marked “Gone O/N” next to their signature on the Nightly Check In Register to alert staff of an absence if guests will be gone no more than one night per week in order to stay at the hospital. If you go home or need to be gone longer, please see staff first. Please know that you may be required to release your room.
- Nonpaying guests may not be gone overnight.

### **Checking Out**

- Please return all keys to the Offsite Location Main Office when you check out.
- Please call the main HHH location as soon as you know you are checking out so that your room can be reassigned.

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*Welcome to HHH!*

### **Service Animals**

- Please note, no pets are allowed in HHH rooms. **Only** certified service animals may be accommodated.

### **Meals**

- HHH II guests will be able to access the common kitchen at the HHH I site for breakfast and lunch **during staff hours.** (Monday—Thursday, 8:30 a.m.— 9:30 p.m.; Friday, 8:30 a.m.—6:30 p.m.; Saturday, 9:00 a.m.—5:00 p.m. and Sunday, 1:00—5:00 p.m.)
- **Dinner will be set out from 6:00 p.m.—8:00 p.m. Monday—Thursday. After these hours, guests will need to prepare dinner for themselves.**
- Feel free to have one person who is not staying at HHH eat a meal with you. However, we cannot provide meals for more than one additional person.
- You are responsible for cleaning up after yourself. Please make sure that the tables are wiped down and that dishes are in the dishwasher. We need all guests to pitch in to keep our room rates low!
- Please do not leave dishes in the sink. Feel free to unload the dishwasher when dishes are done.

### **Transportation**

- Transportation is provided by the Vanderbilt University Medical Center Shuttle to Vanderbilt Hospital only.
- The shuttle does not run on weekends or holidays. You will need to provide your own transportation on Saturdays, Sundays and holidays.
- If you have a patient in any other hospital, you will need to arrange for transportation. Talk to your social worker or patient affairs coordinator. Numbers for cab companies are on the back of this booklet.

*Welcome to HHH!*

### **Safety and Security at HHH II**

- Please review and abide by all policies and guidelines outlined in the Guest Information brochure provided by ESA at check-in. Please refer to this brochure for information about the telephone and voicemail system in your room and other services available to you at the HHH II location.
- **Please note, your \$20 room fee does not cover long-distance calls made from your room or other incidentals. Please leave a credit card number with the HHH II staff to cover incidentals.**
- HHH is not responsible for lost or stolen property or personal injury.
- If you encounter a problem, notify an HHH staff member.
- **Please note your room at HHH II is a NON-SMOKING room. You will be asked to release your room immediately if you are found to be in violation of this policy. \_\_\_\_\_ initial**
- **No alcoholic beverages or illegal substances may be consumed on the premises or brought onto the premises. If you are found to have such substances in your room you will be asked to leave. If you are under the influence of alcohol you will be asked to leave. No weapons are allowed. \_\_\_\_\_ initial**

### **Safety and Security at HHH I**

- **Smoking is permitted in designated areas only. Do not smoke inside or at the front entrance. Dispose of cigarette butts in appropriate containers—not on the ground. \_\_\_\_\_ initial**
- Children 12 and under are not allowed in the HHH I facility.

### **Laundry**

- There are washing machines and dryers in the Main HHH location office building. Please make arrangements to do your laundry Monday—Friday, 8:30 a.m.—2:00 p.m., Saturday 9:00 am—Noon, or Sunday 1:00—2:30 p.m.
- Washers and dryers at HHH I are free of charge, and laundry detergent is provided.
- There are also coin-operated washing machines and dryers that are available at the HHH II site 24 hours a day.