Outpatient Visit
A take-along guide
Thank you for choosing Boston Children’s Hospital for your child’s care. We know there is never anything “routine” about going to the hospital, especially when your child is involved, but we’ve developed this brochure and accompanying materials to simplify a few things so you can focus on your child while you’re here.

In this brochure, you’ll find tips on getting to Boston, into the Longwood Medical Area and through the front door of the hospital as easily and quickly as possible.

On behalf of our entire team, welcome to Boston Children’s. Our goal is to provide you with exceptional care and exceptional service.

Sincerely,

Sandi Fenwick
President and Chief Executive Officer
Boston Children’s Hospital
Your visit to Boston Children’s Hospital

Our Family Advisory Committee offers these tips on how you can make the most of your visit:

**Bring your information**
Bring a list of your child’s current medications, including the names and the doses. If you have complex health care needs, consider creating a medical history binder and include evaluations from other physicians.

**Write it down before you come**
Write down your questions prior to your visit. If you’d like to see the hospital before your appointment, go to “Virtual Tour: Boston” (in the For Patients and Families section of our Web site).

**Bring someone with you**
If possible, bring another adult with you to the appointment. It’s helpful to have an extra set of ears when hearing new medical information. If you can’t bring someone with you, many of our clinics have people who can assist you, such as social workers and volunteers.

**Arrive early**
Build in an extra 45 minutes of travel time because traffic and parking often take longer than you expect. Also, allow 20 minutes for the check-in process.

**Delays do happen—be prepared**
If you have to wait due to an unexpected emergency or on a very busy day, remember that your child will receive the same immediate care if you are ever in a similar situation.

**Take full advantage of your appointment**
Ask questions while meeting with your child’s doctor. Also, remember to ask for any instructions from your child’s doctor or letters of medical necessity that you may need for school or your child’s primary care provider.

**Following the appointment**
Right after the appointment, write down notes and any additional questions you have. Before leaving, identify important numbers to call, such as the clinic’s nursing line, prescription refill line and appointment line. When possible, make your child’s follow-up appointment before you leave and write down new appointment dates.

If you need more information before you arrive, visit [bostonchildrens.org/pf](http://bostonchildrens.org/pf)

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**Emergency care**

Unless the accident or illness is life threatening, it’s best to talk to your child’s doctor before going to the emergency department. Boston Children’s physicians work closely with local emergency medicine providers in these community hospitals:

- **Beverly Hospital**
  85 Herrick St.
  Beverly
  978-922-3000

- **Boston Children’s Hospital**
  300 Longwood Ave.
  Boston
  617-355-6624

- **Norwood Hospital**
  800 Washington St.
  Norwood
  781-769-4000

- **South Shore Hospital**
  55 Fogg Rd.
  South Weymouth
  781-624-8000

- **St. Luke’s Hospital**
  101 Page St.
  New Bedford
  508-679-7136

- **Winchester Hospital**
  41 Highland Ave.
  Winchester
  781-729-9000
MyChildren’s Patient Portal

Is a secure, easy-to-use way to access some of your child’s medical information online or on the go. With MyChildren’s you can:
• review portions of your child’s medical record
• send secure messages to Boston Children’s clinicians
• request, cancel and confirm appointments
• pay medical bills

Please go to Mychildrens.org to sign up today!
Please list your child’s current medications and dosages below and bring them in their original containers to your appointment. Doctors and nurses need to know the exact doses, how often your child takes the medications and when the last doses were taken. Include drugs purchased without a prescription, as well as herbs and vitamins. Don’t forget to include eye drops, ear drops, nasal sprays, suppositories, creams, ointments and patches.

Is your child currently taking any medication?

- Yes, I have listed them below
- No, my child is not taking any medication

<table>
<thead>
<tr>
<th>Drug name</th>
<th>How much is given?</th>
<th>How often is it given?</th>
<th>What time is it given?</th>
<th>How is it given?</th>
<th>Why is it given?</th>
<th>When was it last given?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zyrtec 10 mg</td>
<td>once a day</td>
<td>8 p.m.</td>
<td>pill</td>
<td>allergy</td>
<td>last night</td>
<td>02/22/14</td>
</tr>
<tr>
<td>Albuterol inhaler</td>
<td>2 puffs</td>
<td>as needed</td>
<td>spacer</td>
<td>asthma</td>
<td>3 days ago</td>
<td>02/20/14</td>
</tr>
</tbody>
</table>

**Biobank**

Boston Children’s Biobank, a new, hospital-wide research initiative, provides patients and families a chance to help our research efforts by donating information and any samples that may be produced during their clinical visits to the hospital. Biobank makes thousands of samples, with patients’ related health information, available to researchers to help them learn more about the diseases, conditions and disorders that we treat. At your next visit to Boston Children’s Hospital, a Biobank staff member may ask you about participating in this project. To learn more, email BCHBiobank4Discovery@childrens.harvard.edu or call 1-877-208-5151.
To improve the Boston Children's Hospital experience, certain areas are currently under construction and may be temporarily unavailable to patients and families.
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From I-93 North or South

› Follow the signs to Storrow Drive.
› After the Copley Square/Massachusetts Avenue sign, take the left exit off Storrow Drive marked Fenway, Route 1.
› Take the right fork marked Boylston Street, Outbound.
› At the first major intersection, bear left onto Brookline Avenue, past Beth Israel Deaconess Medical Center—East Campus to the Longwood Avenue intersection.
› At the next major intersection, turn left onto Longwood Avenue.
› Boston Children’s main entrance is two blocks down on the right.
› Boston Children’s parking garage is across the street on the left.

From south of Boston

Via routes 1, 28 and 138

› From Route 1, continue to the Jamaicaway.
› From routes 28 or 138, proceed via Morton Street and the Arborway to the Jamaicaway.
› Continue on the Jamaicaway as it turns into the Riverway.
› At the Brookline Avenue traffic light, turn right onto Brookline Avenue.
› Continue to the third traffic light and turn right onto Longwood Avenue.
› Boston Children’s main entrance is two blocks down on the right.
› Boston Children’s parking garage is across the street on the left.
From west of Boston

Via the Massachusetts Turnpike (I-90)
› Take exit 22 at Copley Square/Prudential.
› Follow the left lane, labeled Prudential Center, and take Huntington Avenue west to Longwood Avenue.
› Turn right onto Longwood Avenue and go past Harvard Medical School.
› Boston Children’s main entrance is on the left.
› Boston Children’s parking garage is across the street on the right.

Via Route 9
› On Route 9, proceed to Brookline Village.
› After passing the fire station on your right, at the next large intersection (at the Brook House Apartments), take a left onto Brookline Avenue.
› Proceed through four traffic lights to the Longwood Avenue intersection.
› Turn right onto Longwood Avenue.
› Boston Children’s main entrance is two blocks down on the right.
› Boston Children’s parking garage is across the street on the right.

From Logan Airport
› Take the Sumner Tunnel to Storrow Drive.
› Follow the “Via I-93” directions on the previous page.
### Transportation and lodging

**Via subway or bus**

**Green Line “D” train.** Get off at the Longwood stop. Walk uphill on Chapel Street to the end. Go left on Longwood Avenue. Boston Children’s is six blocks down on your right.

**Green Line “E” train.** Get off at the Longwood Medical Area stop. Walk west on Longwood Avenue. Boston Children’s is two blocks down on your left.

**City buses.** MBTA buses that stop near or at Boston Children’s include routes 8, 8A, 39, 47, 60, 65, CT2 and CT3.

For more information, visit mbta.com.

### Special needs transportation

**THE RIDE** provides transportation for individuals with a physical or mental disability that prevents them from using public transportation.

For more information, visit mbta.com or call 617-222-3200.

### Rental cars and taxis

You may call taxis via direct-line telephones in the hospital’s Main Lobby near the Valet Services desk.

For a list of car rental agencies and limousine services, visit bostonchildrens.org/rentals.

### Air travel

Logan International Airport in Boston is approximately seven miles from the hospital. Be sure to allow up to an hour of travel time, depending on the time of day and traffic. There is no hospital-designated shuttle.

Other airports in the region are Manchester Boston Regional Airport in Manchester, N.H. ([flymanchester.com](http://flymanchester.com)), and TF Green International Airport in Warwick, R.I. ([pvdairport.com](http://pvdairport.com)). Both are about an hour’s drive from Boston Children’s.

More information, including medical air transport and free airplane transportation for patients and families with qualifying financial status, is at bostonchildrens.org/air.

### Places to stay in Boston

For information on area hotels, hospitality homes, inns, bed and breakfasts and short-term rentals, visit bostonchildrens.org/stay or call the Accommodations Line at 617-919-3450.

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When driving down Longwood Avenue, look for the Boston Children’s parking garage across the street from the main campus.
Parking

Boston Children’s Patient and Family Garage

The Boston Children’s Patient and Family Garage is located on the corner of Blackfan Circle and Longwood Avenue, directly across the street from the hospital’s main entrance. The garage is open 24 hours a day and the cashier station is located in the garage elevator lobby.

You can get your parking tickets validated at the Information Desk in the Main Lobby. Please note that discounted rates and validations are only valid at the Patient and Family Garage and not at the 333 Longwood Avenue garage, which is not a Boston Children’s facility.

Before returning to your car, please pay at either the cashier station or the automated pay stations in the Main Lobby and garage elevator lobby. You can also pay with a major credit card at the exit gate.

Vehicles taller than 6 feet 8 inches will not fit in the Patient and Family Garage and must be valet parked at the main entrance.

Valet parking services

Patient valet parking is available at the hospital’s main entrance 24 hours a day for an additional fee. Patients who valet park are still eligible to receive discount rates by visiting the Information Desk in the Main Lobby.

When leaving Boston Children’s, pay for your valet parking at the cashier desk located in the Main Lobby. Once you have paid, your car will be driven up to the main entrance for you.

Handicapped vehicle parking

Handicapped vehicle parking is available through valets at the main entrance or in the self-park Patient and Family Garage. There is no additional charge for valet parked handicapped vehicles, but the same garage rates still apply.

Please note that valets cannot accept some specially equipped handicapped vehicles, such as those with hand controls. Valet Services reserves the right to refuse any vehicle they feel would be unsafe to drive.

If you have additional questions about parking options, contact the Parking and Commuter Services Office at 617-355-6251.

Patient Relations

Patient Relations can address questions or concerns you might have about your child’s care, hospital policies and procedures, or patient and family rights and responsibilities. They can be contacted through the Center for Families on Farley 1, Monday to Friday, 8:30 a.m. to 4:30 p.m., at 617-355-7673. After 4:30 p.m. or on weekends and holidays, contact the administrator on duty through the page operator at 617-355-6369.

If after speaking with Patient Relations, you feel that your concern or complaint has not been resolved, or if you choose not to communicate with Patient Relations, you have the right to file a grievance with:

The Division of Health Care Quality
99 Chauncy St., Boston, MA 02111
617-753-8000

or

The Office of Quality Monitoring
Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
630-792-5800
Boston Children’s Hospital Community of Care is there – no matter where it hurts.

Whether for a simple treatment or a complex procedure, you want the best care for your child. You want Boston Children’s Hospital Community of Care. Our Community of Care includes satellite locations, affiliated hospitals and over 400 pediatricians across the state. To learn more, visit bostonchildrens.org/until.