

Escorting/driving patients to Hotel Dieu Hospital

166 Brock Street, Kingston, ON K7L 5G2 | 613-544-3310 | www.hoteldieu.com

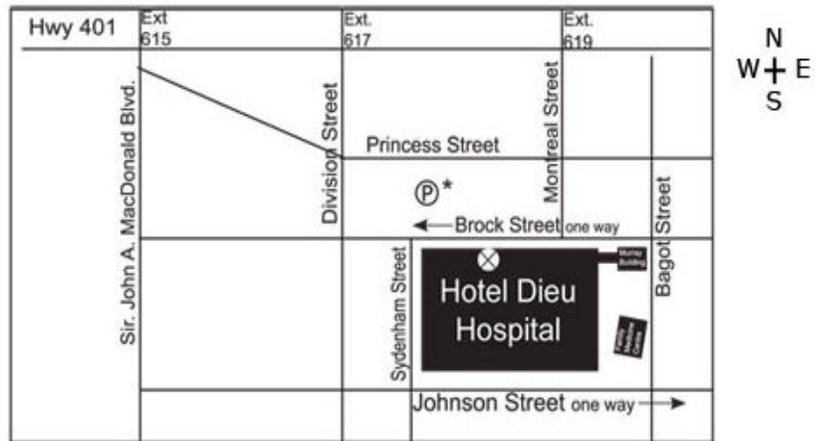
PLANNING AHEAD

- Check to see if patient needs a family member/friend for support or personal assistance (e.g. toileting).
- Know the clinic the patient is attending (e.g., Eye Clinic, Day Surgery).
- Have a contact/cell phone number for the patient and/or provide the patient with the driver's cell number (if permitted). Alternately, driver may leave his/her cell phone number with the Ward Clerk in the Clinic.
- Have a pick-up plan to ensure you connect with the patient after the hospital appointment—establish a pick-up time and location (e.g. in the main lobby or specific clinic waiting area).
- Be prepared with snacks or reading material in case the patient's appointment is delayed.

GETTING TO HOTEL DIEU HOSPITAL

Hotel Dieu Hospital sits on a full block in downtown Kingston. The main entrance is located at **166 Brock Street**, a one-way street going west. We encourage all patients, families and escorts to enter the hospital here for easy access to our Information Desk, wheelchairs, and main elevators.

If you are traveling by Highway 401 take Exit 619 (Montreal St.). Follow Montreal St. South to Brock St., where you will immediately see Hotel Dieu. Turn right to access the Chown Memorial Parking Garage



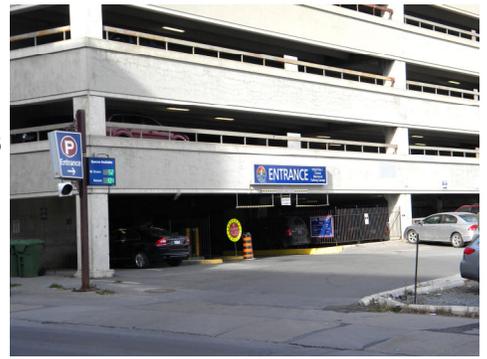
DROPPING OFF & REGISTERING PATIENTS

- You can drop off/pick up patients at the accessible Brock Street entrance. It provides access to the Information Desk, wheelchairs and Porters. A Security Officer or Porter is usually present to assist patients into the hospital from the ramp. A Porter can escort patients to their clinic area upon request. No extended parking is permitted on the vehicle ramp.
- **Are you travelling in an oversized vehicle?** The maximum clearance on our front vehicle ramp is 8 feet/2 inches (2.5 metres). Vehicle clearance at our Urgent Care Centre—located on Brock Street just east of the hospital's main entrance—is 9 feet/6 inches (3 metres). Drivers of oversized vehicles can briefly pull into the Urgent Care Centre driveway to drop off/pick up patients safely. A pedestrian ramp will take you from this area to the main entrance. No extended parking is permitted at the Urgent Care Centre.
- Patients must register at the Registration Desk in their particular clinic; they cannot register at the Information Desk in the main lobby. Volunteers at the Information Desk (staffed weekdays 8 am to 5 pm) can assist with way finding in the hospital. Please note that they cannot access patient appointment times.



PARKING YOUR VEHICLE

- **Regular-sized vehicle:** The Chown Memorial Parking Garage, owned by the City of Kingston, is located directly across from the main entrance of Hotel Dieu Hospital. The maximum clearance in this multi-level lot is 6 feet/6 inches (2 metres). The lower levels (1-4) and those near the elevator are designated as short stay (maximum 4 hours and under) parking. This is enforced by the City of Kingston Monday to Friday, 8 am to 5 pm only. Payment can be made in cash (bills up to \$20 are accepted), debit or credit card. Pay-and-display parking is also available on the streets surrounding the hospital.
- **Oversized vehicle:** Oversized vehicles cannot park in the Chown Garage due to height restrictions. Pay-and-display parking is available on the streets surrounding the hospital.
- For all your parking questions go to the City of Kingston website: <http://www.cityofkingston.ca/residents/parking>.
- **Oversized vehicle with disabled permit:** One parking spot that can accommodate an oversized vehicle (e.g., large van) with a disabled permit is located beside the Family Medicine Building (located at the corner of Bagot and Johnson Streets) on Hotel Dieu Hospital property. This is available on a first-come, first-served basis.



BEFORE LEAVING FOR HOME

If you are concerned your patient may not be well enough to travel home, please return to the clinic where the patient was seen and ask clinical staff for assistance in re-assessing the patient before you leave the hospital.



HOSPITAL SERVICES & AMENITIES

- **Bank Machine**
An ATM is located in the main lobby next to the public telephones.
- **Food Services**
The Brockview Café in the main lobby is open 7:15 am to 6 pm, Monday to Friday. Hotel Dieu is also within easy walking distance to downtown Kingston restaurants, stores and pharmacies.
- **Gift Shop**
The Brock Boutique is open 9 am to 4 pm, Monday to Friday.
- **Wireless access**
Wireless is not currently available within Hotel Dieu Hospital. However, nearby coffee shops (Tim Hortons, Starbucks – both located on nearby Princess Street) do provide WIFI.

Contact Us:

Local patients and families are asked to use the following local numbers: 613-544-3310 (Switchboard) or 613-544-3400 (automated attendant) if you know the extension of the department you wish to contact.

Long-distance patients and families can dial toll-free at 1-855-544-3400.
To learn more about Hotel Dieu Hospital, please visit www.hoteldieu.com.

Hotel Dieu Hospital, 166 Brock Street, Kingston, ON K7L 5G2