

ask me

GUEST SERVICES

I CAN HELP!

DID YOU KNOW?

- Every day, GUEST SERVICES EMPLOYEES greet and distribute guest passes to an estimated 3,000 visitors who come to the University of Maryland Medical Center.
- Guest Services staff are LOCATED throughout the Medical Center at the Plaza Garage, in the Main Hospital Circle, at the Lobby Desk of the North Hospital, in the Homer Gudelsky Lobby and in the Healing Garden on the 3rd floor Weinberg Building.
- Guest Services employees are the FIRST SOURCE OF INFORMATION for visitors and can provide information about services in and around Baltimore, including HOTEL and LODGING specifics.
- SHUTTLE services are available to and from many area hotels. In addition, the shuttle transports patients each day to the Ronald McDonald House and Hope Lodge, as well as different locations on campus. Employees often take the shuttle to the subway and bus lines.
- CUSTOMER SERVICE COMMENT cards are distributed and collected by Guest Services on a weekly basis and submitted for data entry. The data is used to improve customer service.

SERVICES AVAILABLE

- VALET PARKING is provided through Guest Services. On average, 75 cars are handled a day. You can have your car retrieved when you are ready to leave the Medical Center by calling ahead to the Valet at 8-8934 on a campus phone. Our Valets continually rank very high in customer service.
- Guest Services provides 24/7 SHUTTLE transportation for patients, families and employees. If you need a shuttle, please call the Main Lobby information desk at 8-5473, 8-5598, or 8-6400. You may also go directly to the Main Lobby desk.
- Discounted COUPONS for PATIENT PARKING are available at any of the 3 information desks.
- BUS TOKENS are available for patients when paperwork from a clinical area is provided at the Gudelsky desk during the day and at the main lobby desk in the evening.

- TELEVISION SERVICE for patients' rooms is available through Guest Services. To activate a patient's television you must dial 8-0981 from the room telephone. To pay for television services, you can use a prepaid TV card, credit card, or charge it to your home phone.
- The SCHEDULING of over 7,000 meetings a year in the Gudelsky conference rooms is handled by Guest Services. Also, Guest Services is responsible for helping with logistics for UMMC sponsored events in the Weinberg atrium and other open spaces.

IMPORTANT PHONE NUMBERS YOU MAY NEED

GUEST SERVICES INFORMATION DESKS:

- Main Lobby 8-5473, 8-5598, 8-6400.
- Gudelsky Lobby 8-1500, 8-7258.
- Weinberg, 3rd floor Healing Garden 8-9899.
If the Patient Family Liaison steps away from the desk, he or she may be reached by a mobile phone at 8-7423.
- SHUTTLE transportation for patients, families and employees can be requested at 8-5473, 8-5598, or 8-6400.
- VALET RETRIEVAL can be arranged ahead of time by calling 8-8934.
- TELEVISION RENTAL in patient rooms can be activated by calling 8-0981.
- TELEVISION REPAIRS or problems can be handled by calling 8-5005.

To contact the management staff in the department of Guest Services or Volunteer Services, please call:

- Guest Services Supervisor 8-7559
- Guest and Volunteer Services Coordinator 8-1227
- Director of Guest Services and Volunteer Services 8-7150
- Administrative Assistant 8-5602
- Office Fax Number 8-2924
- Volunteer Services 8-5600

