

# Welcome to The Queen's Medical Center

## DIRECTORY & INTERIOR MAPS



### Aloha!

Welcome to The Queen's Medical Center wayfinding system. The color- and symbol-coded elevators and coordinating signage are designed to help patients and visitors find their way around the Medical Center campus. Follow the signs to the elevator that has the closest access to your destination.



Please note: 'Iolani Elevator is not wheelchair accessible on Level 1. Accessible routes to Level 1 destinations are available by using Queen Emma Elevator.

Patient Rooms	Elevator / Level
275-289	Level 2
335-345	Level 4 (Transfer to  Level 3)
402-468	Level 4
502-569	Level 5
602-670	Level 6
702-773	Level 7
825-873	Level 8
925-973	Level 9
1025-1074	Level 10

Amenities / Services	Elevator / Level
Admitting & Registration	Level 1
After Hours Exit	Level 1
Café Aloha ☺	Lobby Level
Chapel	Level 4
Concierge	Lobby Level
Discharge Pharmacy	Level 1
Discharge Hospitality Lounge	Lobby Level
Gift Shop ☺	Lobby Level
Harkness Dining Room 🍴	Level 1
Information ⓘ	Lobby Level
Kamehameha Auditorium	Level 4 (Transfer to  Level 1)
Medical Records	Level 1
Miller Parking	Lobby Level
Patient Financial Services	Level 1
Patient Relations	Lobby Level
Physicians Office Building (POB) 1	Level 1
POB 1 Parking Garage	Level 1
UH Tower	Level 1
Volunteer Services	Lobby Level

Medical Departments	Elevator / Level
Adult Behavioral Health	Level 1 (Transfer to  Level 3)
Cancer Center	Level 4 (Transfer to  Level 1)
Cardiovascular Surgical ICU	Level 4 (Transfer to  Level 3)
Clinical Trials	Level 1
Dental Clinic	Lobby Level
Diagnostic Laboratory Services	Level 4
Emergency 🚑	Level 1
Endoscopy	Level 4
Family Treatment Center	Level 4 (Transfer to  Level 2)
Hemodialysis	Level 2
Imaging	Level 1
Infusion Treatment Center	Level 2
Maternity Services	Level 10
Medical ICU	Level 4
Neuroscience ICU	Level 4 / Level 5
Observation Unit	Level 2
Orthopedic & Spine Center	Level 8
Pain & Palliative Care	Level 7
Pre-Surgery Center	Level 1
Pulmonary Lab	Level 1
Queen Emma Clinic	Lobby Level
Queen's Heart	Level 3
Radiation Therapy	Level 4 (Transfer to  Level B)
Same Day Surgery	Lobby Level
Sleep Center	Level 1
Surgery Center	Level 3
Surgical ICU	Level 4
Urology	Level 4
Women's Health Center	Lobby Level
Wound Care & Hyperbaric Center	Lobby Level

### Lobby Level



### Level 4



### Level 1



# Welcome to The Queen's Medical Center

## VISITOR INFORMATION



**P Parking:** The Queen's Medical Center provides several convenient parking options for patients and visitors.

- **Hospital Self-Parking:** enter Miller Garage via its Punchbowl Street or Miller Street entrances; open daily, 24 hours per day
- **Hospital Valet Parking:** available at the Porte Cochère; open daily, 24 hours per day
- **Physicians Office Building 1 (POB 1) Garage:** enter on the ocean side of Lusitana Street; open daily, 24 hours per day
- **Physicians Office Building 2 (POB 2) Garage:** enter on the mountain side of Lusitana Street; open Monday through Saturday, 6:00 am to 9:00 pm
- **Physicians Office Building 3 (POB 3) Garage:** enter on Lauhala Street; open Monday through Saturday, 6:00 am to 7:00 pm

Validation is available at Admitting & Registration, the Information Desk, the Porte Cochère and at the Emergency Department.

**⌚ Visiting Hours:** Visiting hours end at 9:00 pm to allow rest and healing for patients. Visitors remaining in the hospital after 9:00 pm will need to request a Visitor's Pass from Security in the Emergency Department.

**📶 Internet:** For your convenience, Queen's is pleased to offer free Wi-Fi in patient rooms and all public areas of the hospital. Select QMCGUEST to log in and view instructions and usage restrictions.

**🍴 Dining for Visitors**

▶ **Harkness Dining Room:** serves breakfast, lunch and dinner featuring local specials and fresh, healthy options; open daily, 6:15 am to 7:30 pm

▶ **Café Aloha:** located in the Lobby, serves Starbucks coffee, cold beverages, pastries, and freshly made sandwiches and salads; open daily, 5:00 am to 1:00 am

▶ **Café Queen's:** located in Physicians Office Building 1 (POB 1), serves Starbucks coffee, cold beverages, smoothies, hot foods and grab-and-go items; open Monday through Friday, 6:30 am to 3:00 pm; Saturday, 8:00 am to 12:00 pm

▶ **Vending Machines:** located outside the Emergency Department and on the path leading to Harkness Dining Room, offer beverages and healthy snacks

**🏧 ATM:** Bank of Hawaii ATMs are located near the Level 1 Information Desk and in the Lobby next to Café Aloha.

**👤 Gift Shop:** With a nice selection of gifts and sundries, the Queen's Gift Shop is located in the lobby. Shopping can be done in person, online or by phone. Open: Monday through Friday, 7:30 am to 7:00 pm; weekends and holidays, 8:30 am to 7:00 pm

**🚭 No Smoking Policy:** The Queen's Medical Center is a smoke-free facility. Smoking is not permitted anywhere in the hospital, including on the lanai or anywhere on hospital grounds.



**📞 Useful Phone Numbers**

Hospital Operator	.....691-1000
Admitting & Registration	.....691-4321
Concierge	.....691-4331
Gift Shop	.....691-4239
Information Desk	.....691-4430
Patient Financial Services	....691-4210
Patient Relations	.....691-4602
Security	.....691-4508