

# “Meet me in the Departure Lounge”

## Patient and Family Information

### What is the Departure Lounge?

#### **A comfortable space to wait**

When you are ready to be discharged from the hospital, but your transportation has not arrived, you can comfortably wait for your ride in the Inpatient Departure Lounge.

The Departure Lounge is located in the 45 Francis Street Lobby.

### Benefits of the Departure Lounge

#### **Help is nearby**

The Departure Lounge Ambassador is available to help if you need assistance or need to contact your ride.

#### **Convenient location**

A café and restrooms are located nearby.

#### **Avoid the cost of parking**

Family or friends can drive directly to the 45 Francis Street Lobby Entrance to pick you up. They do not need to go to your room to pick you up.

### Before heading to the Departure Lounge

#### **Make sure you have everything you need.**

Do you have all of your personal items from your hospital room, including cellphone, phone charger, wallet, clothes, coat, shoes, discharge paperwork, and prescriptions?

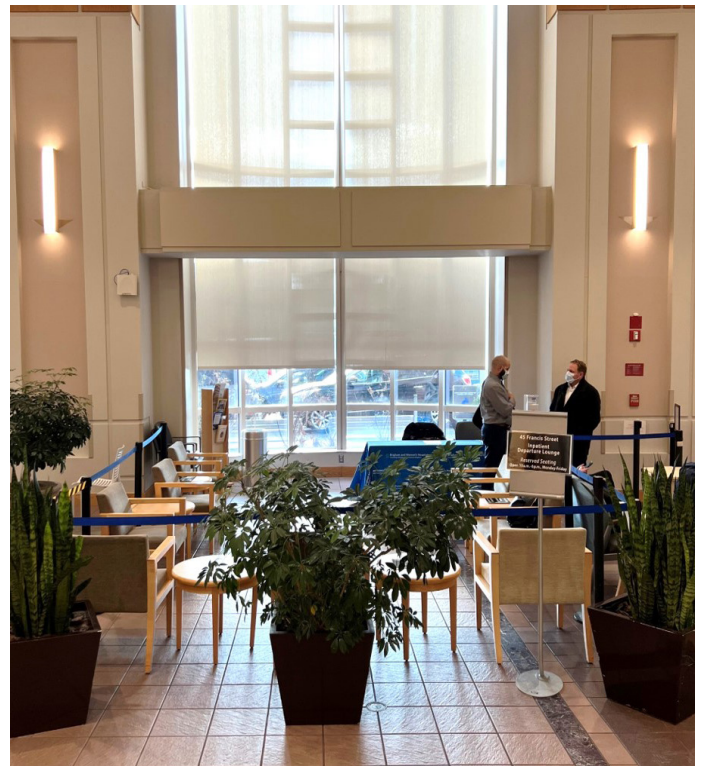
Do you have your keys to get into your home?

Do you have the cellphone number for the person who is coming to pick you up?

**Your ride's name and phone number:**

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#### **Location**

45 Francis Street Lobby

#### **Hours of operation**

The Lounge is open Monday through Friday (non-holidays), 10 am to 6 pm.

#### **Address**

45 Francis Street, 2nd floor, Boston, MA

To reach the Departure Lounge Ambassador, call **781-783-8688** (Monday-Friday, 10 am to 6 pm)

