

Welcome to Geisinger Community Medical Center

At Geisinger Community Medical Center (GCMC), we want to make your visit as pleasant as possible. We want you to feel comfortable with your care and our hospital. Please use this Visitor Guide to familiarize yourself with our facility and services. If at any time you have questions, please don't hesitate to ask our hospital staff or call (570) 703-8000.

FREE PARKING AND VALET SERVICES

Free valet parking service is available at the Main Entrance, weekdays from 7 a.m. - 5 p.m.*

*See front desk for car retrieval assistance after 8 p.m.

Due to COVID restrictions constantly changing, always refer to Geisinger.org for the most recent visitation updates and Valet availability.

MAIN HOSPITAL

To visit a patient staying in the hospital:

- Enter through the Main Entrance
- Use the free valet service at the Main Entrance, or park in the visitor parking garage.

To go to an outpatient appointment:

- Enter through the Main Entrance, or
- Enter through the Colfax Avenue Entrance and take elevator on right-hand side to Level 1.
- Use the free valet service at the Main Entrance, or park in the visitor parking garage.

EMERGENCY SERVICES

- Enter through the Emergency Entrance next to the Main Entrance.
- Use the free valet service at the Main Entrance, or park in the visitor parking garage (weekdays, 7 a.m. - 5 p.m.).

SURGICAL SERVICES

When arriving for a scheduled surgery:

- Enter through the Main Entrance and take "C" Elevators to Level 2, or take the pedestrian bridge on Level 3A of the visitor parking garage to the surgical suite on Level 2 of the hospital.
- Use the free valet service at the Main Entrance, or park in the visitor parking garage (weekdays, 7 a.m. - 5 p.m.).

REGISTRATION AND ADMISSION

To help the registration process run efficiently, please have your insurance information, medication list and advance directives ready to present to the registration staff.

Registration for outpatient services in the Main Hospital is located on Lobby Level (Level 1).

To register on the day of a planned surgery, please take the "C" Elevator to Level 2, or take the pedestrian bridge from Level 3A of the visitor parking garage to the surgical suite on Level 2 of the hospital.

If your loved one is being transferred to Geisinger Community Medical Center by ambulance or helicopter, please report to the Emergency Department and check in at the front desk.

WHEELCHAIR ACCESS

Wheelchairs are available for those in need. Please ask a member of the hospital staff to locate one for you.

AUTOMATED TELLER MACHINE

An ATM is located inside the Lobby Level (Level 1) of the hospital.

FOOD & BEVERAGES

The cafeteria is located on the Ground/Basement Level of the Main Hospital and sells hot meals, snacks and drinks. Weekday hours are 6 am to 7 pm. Weekend hours are 6:30 am to 6:30 pm. Hot meals are not served between 2 to 4 pm.

The Coffee Kiosk, located on Lobby Level (Level 1), serves a variety of grab & go items such as sandwiches, salads, bagels, fresh-baked cookies, smoothies, coffee and tea. Hours are Monday through Friday from 6:30 am to 7 pm.

Vending machines are located in the Main Lobby across from the coffee shop, in the Atrium Café on the ground level and in the Emergency Department lobby. They provide snacks and soft drinks and are available 24/7.

INPATIENT VISITING HOURS

Visitation is allowed and may change, so please check online for updates and with the nursing unit. We urge you to use discretion in monitoring the number of guests in a patient's room at one time, and some units have mandatory limits on the number of guests allowed at one time. Guests should keep visits short, use low voices and eat any meals in the cafeteria rather than in the patient's room. After 9 pm, visitors must enter the hospital through the Emergency Entrance. Quiet hours are observed from 11 pm to 7 am each day. Please honor the privacy of other patients and respect the need for nurses and staff to perform their duties.

Due to COVID restrictions constantly changing, always refer to Geisinger.org for the most recent visitation updates and Valet availability.

CALLING PATIENT ROOMS

To call an inpatient room, dial 570-703-8 + the patient's room number. For example, to call room 450, the number would be 570-703-8450. You can also dial (570) 703-8000 and ask to be connected to the patient's room number.

COURTESY PHONES

Courtesy phones are available in the lobbies of the Main Hospital and Emergency Department.

LANGUAGE INTERPRETER

Interpreters for our non-English and deaf patients and families are available via video or on the telephone 24 hours a day. These services are free of charge to the patients and their families. The hospital staff will be happy to assist with your needs.

PATIENT LIAISONS

If you or your family members have concerns about your experience at Geisinger Community Medical Center, patient liaisons are available Monday-Friday, 8 a.m. - 5 p.m. Patient Liaisons act as a communication link between the hospital and you or your family to address questions or concerns. Liaisons work with both parties to resolve any issues. To request a patient liaison, dial 570-703-8005. Please leave your name and number where you can be reached, and a liaison will return your call as quickly as possible. If your concern requires immediate attention, your nurse or nurse manager will locate a patient liaison.

SMOKING POLICY

As part of our commitment to good health, Geisinger Community Medical Center is smoke-free and prohibits smoking in all locations on campus property (including vapes and e-cigarettes). For information on how to quit using tobacco products, please call the Pennsylvania Quitline toll-free at (877) 724-1090.

SPIRITUAL CENTER

A nondenominational Spiritual Care Center is located on Lobby Level (Level 1). It is open at all times. To speak with a chaplain, dial "0" on a hospital phone and ask the operator to connect you with Spiritual Care Services. You can also ask your nurse or a staff member to contact the duty chaplain for you.

QUESTIONS?

Geisinger Community Medical Center's central phone number is (570) 703-8000.

Admissions	8193
Billing Questions	1-800-640-4206
Care Management.....	8224
General Information.....	8000 or dial '0'
Patient Liaisons	570-703-8005
Security	8030 or dial '0'
Spiritual Care.....	8000 or dial '0'

CARING, EXCELLENCE, COMMUNITY

Geisinger's goal is to provide you and your loved ones with the best possible care. We measure our performance in achieving patient satisfaction through surveys. You may be randomly selected to receive a survey by mail about your recent hospital visit. Your feedback helps us improve our care and service, so please take a few minutes to complete and submit the survey.

We hope that we have achieved our goal by providing you with very good service. If we have not met your needs, please let us know your concerns as soon as possible. That way, they can be promptly addressed.

Thank you for choosing Geisinger for your care.

DIRECTIONS TO GEISINGER COMMUNITY MEDICAL CENTER



Geisinger Community Medical Center is located in Scranton, PA near Interstate 81, Interstate 84, Route 6 and Route 11, and it can easily be reached from any of those roadways as well as Interstate 380 and the Pennsylvania Turnpike. The hospital neighbors scenic Nay Aug Park and is just minutes away from downtown Scranton.

Geisinger



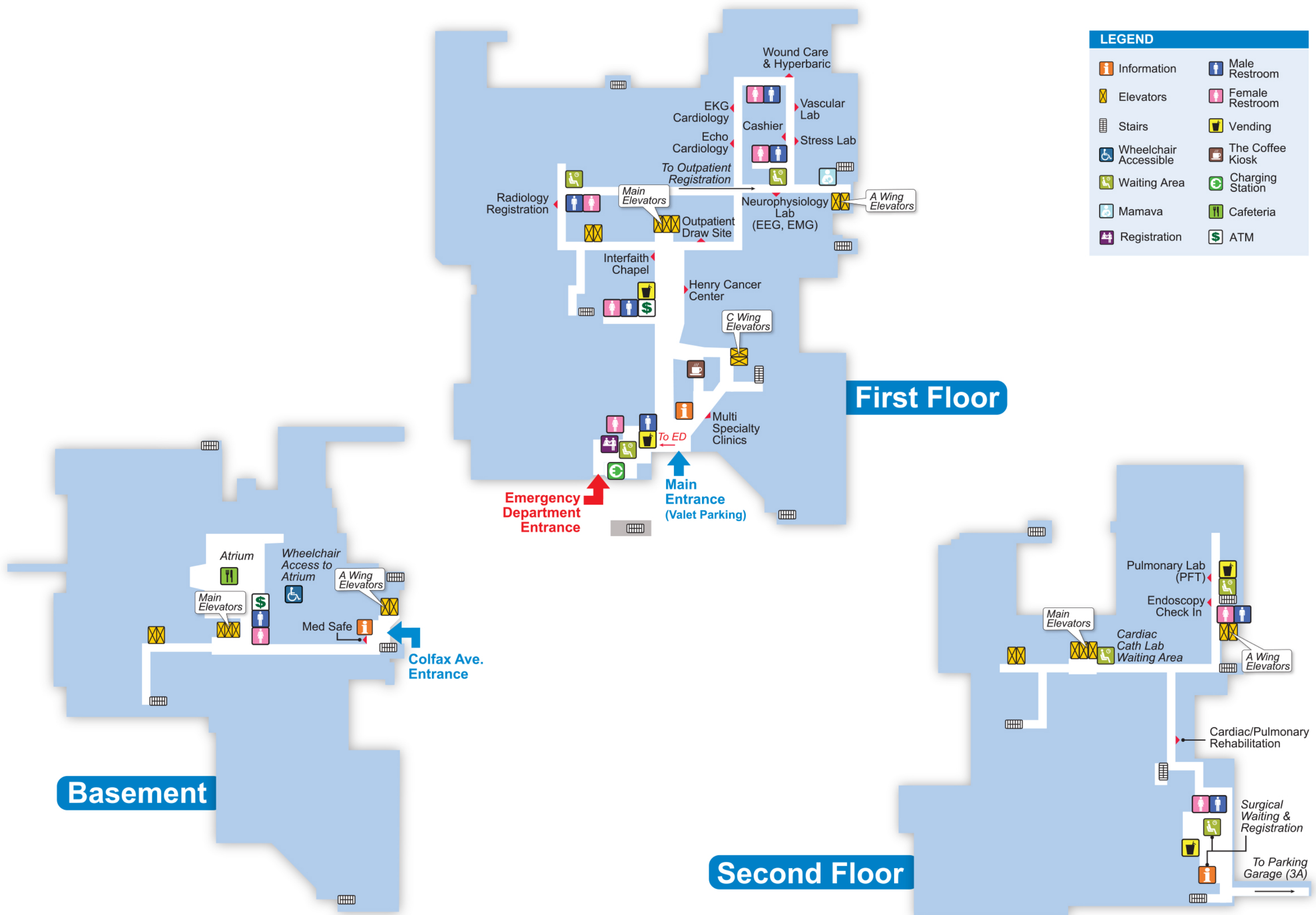
Visitor Guide

**Geisinger Community
Medical Center**
1800 Mulberry St.
Scranton, PA 18510
570-703-8000
www.geisinger.org/gcmc

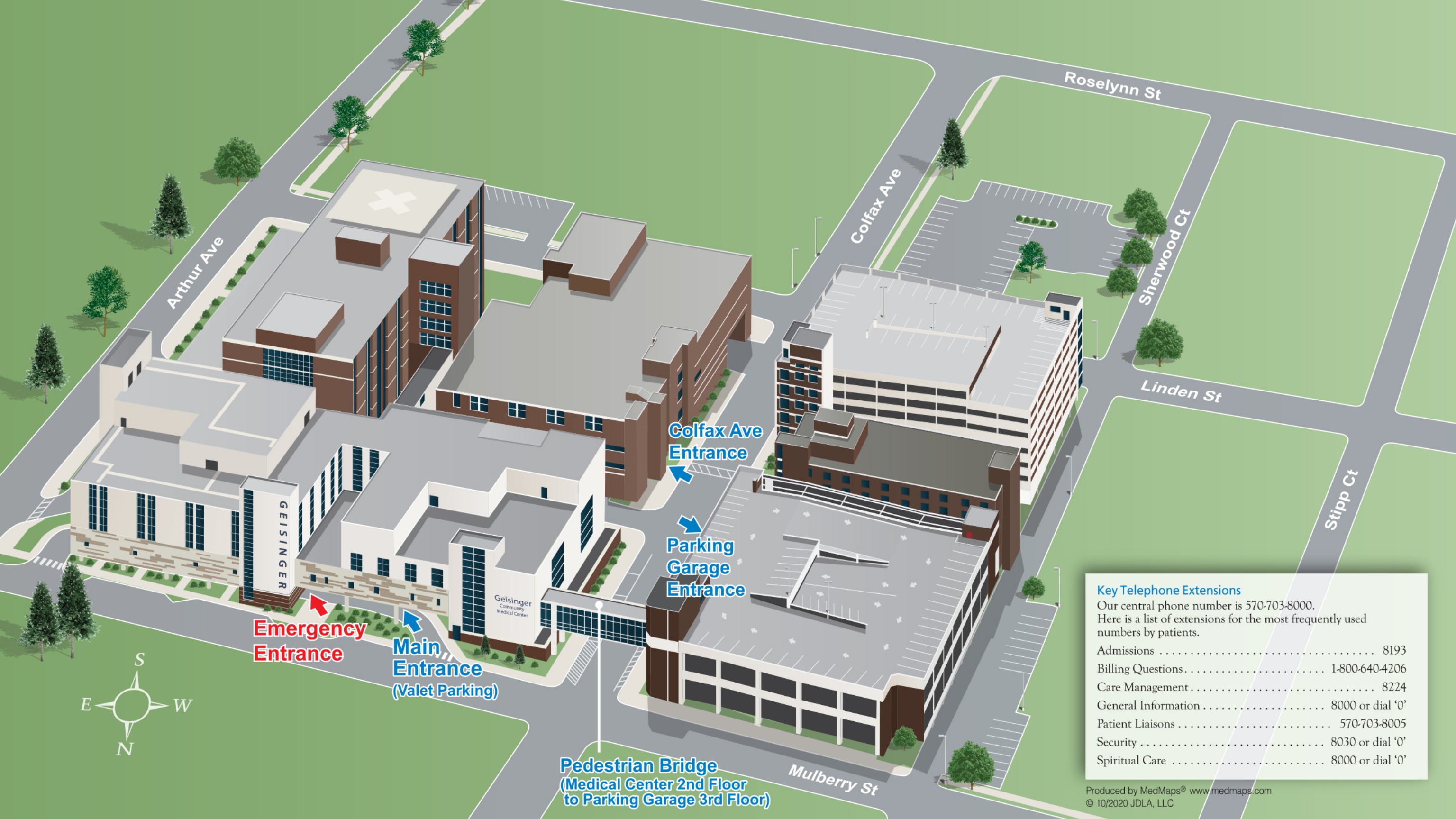


Scan QR Code to view
interactive map

Geisinger



Department	Elevator	Level	Building	Department	Elevator	Level	Building
Admissions	C Wing Elevators	1	Main Hospital	Ronald McDonald Family Room	Main Elevators	3	Main Hospital
ATM	Main Elevators	1	Main Hospital	Security	Main Elevators	1	Main Hospital
Cafeteria/Dining/Vending (Colfax Avenue Stairs)	Main Elevators	B,1	Main Hospital	Spiritual Center	Main Elevators	1	Main Hospital
Cardiac Cath Lab	Main Elevators	2	Main Hospital	Surgical Suite	C Wing Elevators	2	Main Hospital
Cardiac/Pulmonary Rehab	Main Elevators	2	Main Hospital	Vascular Lab	Main Elevators	1	Main Hospital
Cardiac Rehab	Main Elevators	2	Main Hospital	Wound Care & Hyperbaric	Main Elevators	1	Main Hospital
Cardiovascular Testing (non-invasive)	Main Elevators	1	Main Hospital	Patient Rooms			
Care Management	Main Elevators	1	Professional Building	Behavior Health Rooms 753-759; 764-768	Main Elevators	7	Main Hospital
Cashier	Main Elevators	1	Main Hospital	Cardiac Step-Down Care Unit Rooms 1-12	Main Elevators	8	Main Hospital
Coffee Kiosk	Main Elevators	1	Main Hospital	Epilepsy Monitoring Unit 1-10	Main Elevators	7	Main Hospital
Dialysis	Main Elevators	3	Main Hospital	Intensive Care Unit Rooms 1-19	Main Elevators	3	Main Hospital
Endoscopy	A Wing elevators	2	Main Hospital	Medical/Surgical Rooms 650-681	Main Elevators	6	Main Hospital
Emergency Room	Main Elevators	1	Main Hospital	Orthopaedic Rooms 557-585; 566-574	Main Elevators	5	Main Hospital
Gastroenterology Suite	Main Elevators (or A Wing elevators 6,7)	2	Main Hospital	Pediatrics Rooms 312-318	Main Elevators	3	Main Hospital
Heart & Vascular Center	C Wing Elevators	3	Main Hospital	Progressive Care Unit Rooms 1-18	C Wing Elevators	4	Main Hospital
Henry Cancer Center	C Wing Elevators	1	Main Hospital	Surgical Unit Rooms 460-473	Main Elevators	4	Main Hospital
Information/Guest Services	Main Elevators	1	Main Hospital	Telemetry Rooms 850-858; 871-879	Main Elevators	8	Main Hospital
Laboratory	Main Elevators	1	Main Hospital	Trauma/Neurological Rooms 450-458; 474-481	Main Elevators	4	Main Hospital
Mamava Pod	A Wing Elevators	1	Main Hospital				
Multispecialty Clinic	Main Elevators	1	Main Hospital				
Neurophysiology (EEG, EMG)	Main Elevators	1	Main Hospital				
Outpatient Check-in	Main Elevators	1	Main Hospital				
Patient Liaison	Main Elevators	1	Main Hospital				
Pre-Admission Testing (PAT)	Main Elevators	1	Main Hospital				
Pulmonary Clinic/Sleep center	Main Elevators	3	Main Hospital				
Pulmonary Lab (PFT)	A Wing elevators	2	Main Hospital				
Radiology	Main Elevators	1	Main Hospital				



Key Telephone Extensions
 Our central phone number is 570-703-8000. Here is a list of extensions for the most frequently used numbers by patients.

Admissions	8193
Billing Questions	1-800-640-4206
Care Management	8224
General Information	8000 or dial '0'
Patient Liaisons	570-703-8005
Security	8030 or dial '0'
Spiritual Care	8000 or dial '0'