

Emergencies

- For all medical emergencies, call 911. After calling 911, please call the on-call number. For all other emergencies outside staff hours, please call 708-2018. This number is confidential and for guest emergencies only. Do not share it with others
- There will be \$20.00 fee for lockout calls. You may have to wait up to two hours for a response to a lockout.

If you are unable to comply with any of these policies, please consider alternative arrangements. Although it is not our wish, we do reserve the right to ask any guest to leave.

You cannot be here if we feel you are sick and pose a health hazard to either the staff or our guests.

Important Telephone Numbers

Checker Cab	256-7000
Greyhound Bus Line	255-3556
Yellow Cab	256-0101
Vanderbilt Shuttle	936-1215 opt. 2

214 Reidhurst Avenue
Nashville, TN 37203

Phone: 615-329-0477

Fax: 615-250-3838

Email: info@hospitalhospitalityhouse.org

Website: www.hospitalhospitalityhouse.org

Hospital Hospitality House

Guest Policies

To be a *home away from home* for patients and caregivers seeking medical care in Nashville hospitals by providing lodging, meals and other supportive services.

Please read carefully before agreeing to abide by our policies.

Hospital Hospitality House provides a home away from home for families and patients who travel to Nashville for medical treatment. We strive to provide an atmosphere that is encouraging, supportive, loving and restful. All our policies are designed to maintain this environment for all our guests. For that reason, we reserve the right to ask you to leave if we believe you disturb the atmosphere or are in violation of our policies. We are always here to listen and support, and we do have social workers available at your request.

Registration and Fee Policies

- **Everyone who is occupying a guest room must complete a registration form. You may be asked to leave if you are housing someone in your room for whom we have no paperwork.** Initial _____
- \$20 per night per room. Sliding scale fees are available based on need as determined by HHH.
- All guests are asked to make payment each Monday or upon checkout.
- Cash, personal check, MasterCard and Visa are accepted.

Safety and Security

- **There is no smoking in the house or ANYWHERE on HHH Property!** If found smoking in your room, in the building or anywhere on the property, you will be asked to leave.
- Be familiar with fire exits and extinguishers.
- Please keep your keys with you at all times. Do not share your keys or leave them with anyone. The door to your room locks automatically, and the front door is locked at all times. See the lockout policy on the back!
- You will be held responsible for allowing strangers into the building.
- HHH is not responsible for lost or stolen property or personal injury. If you encounter a problem, notify an HHH staff member.



Internet Access

- There are two computers available for guest use, one in the living room and one in the hallway by the utility closet. When using these computers, please be respectful of other guests and limit your usage to 15 minutes.
- If you have a laptop or other wireless-ready device, you may ask at the main office for a network password to use the residence's wireless internet access.

Your Responsibilities

- Televisions are allowed in the rooms but **MUST** be used with earphones. HHH does not provide televisions except when isolation is medically necessary.
- Please unplug all electrical appliances, curling irons, etc. before leaving your room.
- **Do not put wet or damp towels in the yellow laundry bags. Bring the yellow laundry bag to the main office when filled with towels and sheets.**
- Sign in each night. If you neglect to sign in, we will assume you are gone and may give your room to someone else.
- Please note that you are required to use your room on a daily basis. If an emergency arises that requires you to be away overnight, you must notify staff prior to your absence. Please know that you may be asked to release the room.
- Nonpaying guests and guests who have been with us for less than two weeks may not be gone overnight.

Checking Out

- Please notify us of your check-out plans as soon as possible, preferably by noon on the day of your departure, and please release the room by 3:00 p.m.
- Please return all keys to the main office when you check out. There is a \$25 replacement fee for lost keys/key cards or those not returned at check-out.
- It is your responsibility to clean your room at checkout. Please the cleaning checklist provided in your room.
- If you check out after office hours, please leave your keys in your room and dirty linens in a yellow bag in the hall outside your door.
- If you anticipate that you will be checking out after office hours, please come by the office before it closes to settle your account. Otherwise, please call the office at 615-329-0477 as soon as we are open to make other payment arrangements.

Laundry

- There are washing machines and dryers in the office building.
- Please make arrangements to do your laundry Monday—Friday, 8:00 a.m.—2:00 p.m., Saturday 9:00 am—Noon, or Sunday 1:00—2:30 p.m.
- Washers and dryers are free of charge, and laundry detergent is provided.
- Please be aware of others who need to do laundry as well, and don't use more than one machine at a time.

Transportation

- Vanderbilt Medical Center provides a shuttle for its patients and families.
- The VUMC shuttle does not run on weekends or holidays. You will need to provide your own transportation on Saturdays, Sundays and holidays.
- If you have a patient in any other hospital, you will need to arrange for transportation. Talk to your social worker or patient affairs coordinator. Numbers for cab companies are on the back of this booklet.

Important Points

- Please note, HHH will conduct weekly room inspections with no notice
- Please note that every **Wednesday** a cleaning service will be on-site to clean the guest rooms' bathroom. Please store any items that you may not want displaced during cleaning.
- After the initial one-week period, one of our staff social workers will check in with you to discuss your situation and to help you anticipate and address the issues that may arise during a long-term hospitalization. Please note that participation in this process is mandatory.
- **No alcoholic beverages or illegal substances may be stored or consumed on the premises or brought onto the premises. If we believe you are under the influence of alcohol or other drugs, you will be asked to leave. No weapons of any kinds are allowed.** Initial _____
- Children between the ages of 12 and 18 are the sole responsibility of their parents or guardians. No child is to be left at HHH without a parent or guardian.
- No more than 3 people are allowed to sleep in a room at any time. Additional family members may use the room, but please limit sleeping to 3 at one time for safety reasons.

Courtesy Considerations

- All guests must be fully dressed in common areas—no curlers, bathrobes, pajamas, loungewear or bare feet.
- Please be mindful that others may be sleeping at any time, and keep noise to a minimum.
- Children under 12 are not allowed in the residence except on noted special occasions.
- Clean up after yourself. We are able to provide HHH by keeping costs to a minimum, and we need everyone to help maintain the facility
- No profanity, yelling or abusive language.

Meals

- Food is provided for all three meals. You are responsible for preparing your own breakfast, lunch and weekend meals.
- Dinner will either be provided by a volunteer group or will be prepared by guests and staff Monday through Friday and put out between 6pm and 8pm. However, you are welcome to cook or reheat leftovers anytime. Feel free to help out in the kitchen!
- Feel free to have one person who is not staying at HHH eat a meal with you. However, we cannot provide meals for more than one additional person.
- **You are responsible for cleaning up after yourself. Please make sure that the tables are wiped down and that dishes are in the dishwasher. Please do not leave dishes in the sink. Feel free to unload the dishwasher when dishes are done. We need all guests to pitch in to keep our room rates low!**
- **To contribute to a clean and healthy environment, no open food or beverages are allowed in the guest rooms. Please eat meals in the dining room.**



Telephones

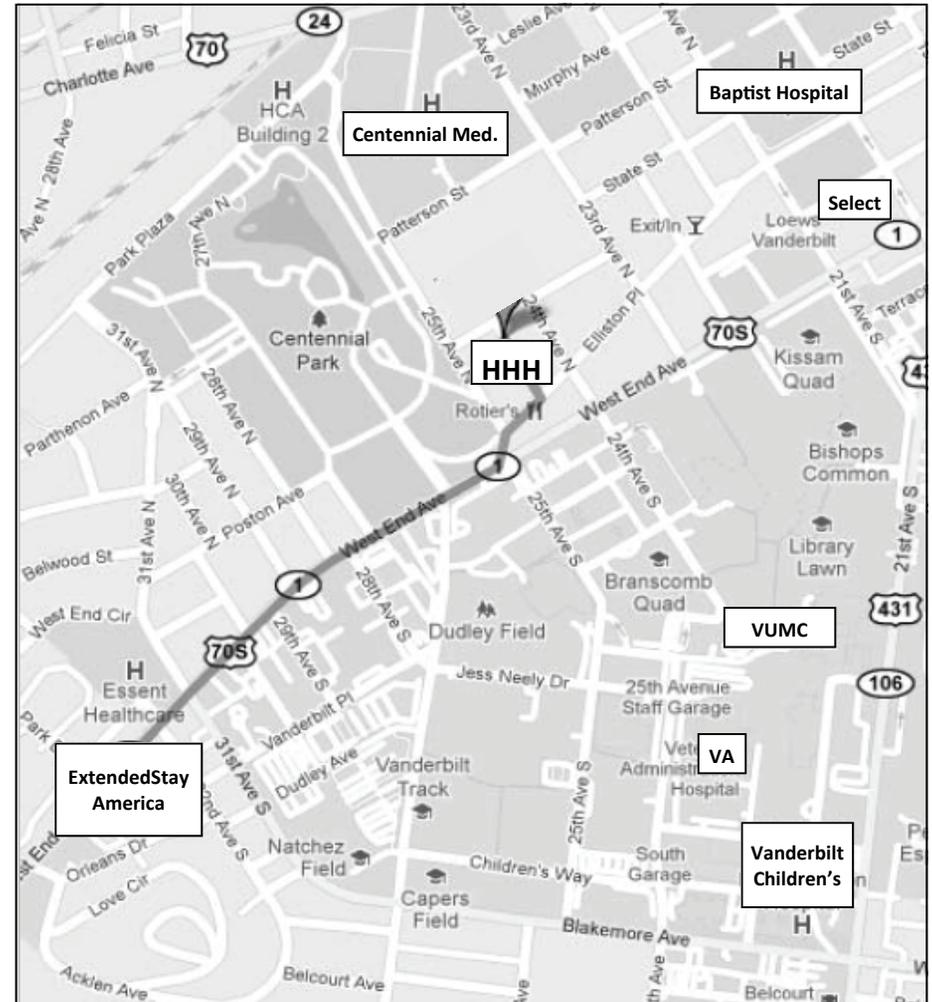
- There are telephones in all rooms. Instructions for using the phone are in the notebook in the nightstand in your room.
- If you need to make a long-distance call, we are happy to provide you with a calling card if we have them available.

IMPORTANT INFORMATION REGARDING ACCESS TO THE HHH RESIDENCE

Please note the following very important reminders and policies regarding the access code and how it should be used:

- Remember the code! For security reasons, we ask that you not write it down where someone else could find it. However, if you do write down the code, do not include the name of the facility or what the code is for on the paper, and make sure you secure the paper where only you can access it.
- Do not share this code with anyone else! This code is provided **only** to those individuals who have completed registration paperwork on file in the office. Do not share it with your other family members, friends or visitors. Those people should not be in the residence without you. **If any person without paperwork on file is found using the code or in the residence unaccompanied, that person and the associated family will be asked to leave immediately.**
- If you are an HHH guest staying at the Extended Stay America, please be respectful of those living in the residence. You have every right to the common areas (kitchen, dining room, living room, computer, courtyard), and we really want you to take advantage of all our services. Please be quiet and respectful in the residence because families are sleeping just down the hall at any time of the day or night.
- The code will change monthly and as needed, so please be sure you are checking in daily with the office so that you don't miss important information.

PLEASE DO NOT HESITATE TO CONTACT HHH STAFF IF YOU HAVE ANY QUESTIONS ABOUT THESE POLICIES.



Baptist Hospital
284-5555
2000 Church Street
Nashville, TN 37236

Hospital Hospitality House
329-0477
214 Reidhurst Avenue
Nashville, TN 37203

Select Specialty Hospital
284-4599
2000 Hayes Street
Nashville, TN 37203

Centennial Medical Center
342-1000
2300 Patterson Street
Nashville, TN 37203

Monroe Carell Jr. Children's Hospital at Vanderbilt
936-1000
2200 Children's Way
Nashville, TN 37232

Veterans' Administration
327-4751
1310 24th Avenue South
Nashville, TN 37212

Extended Stay America
383-7490
311 West End Avenue
Nashville, TN 37203

Vanderbilt Medical Center
322-5000
1211 Medical Center Drive
Nashville, TN 37232

Emergencies

- For all medical emergencies, call 911. For a non-medical emergency outside staff hours, please call 708-2018. This number is confidential and for registered guest emergencies only.

Transportation

- Vanderbilt Medical Center provides a shuttle for its patients and families.
- The VUMC shuttle does not run on weekends or holidays. You will need to provide your own transportation on Saturdays, Sundays and holidays.
- If you have a patient in any other hospital, you will need to arrange for transportation. Talk to your social worker or patient affairs coordinator. Numbers for cab companies are on the back of this booklet.

If you are unable to comply with any of these policies, please consider alternative arrangements. Although it is not our wish, we do reserve the right to ask any guest to leave.

Important Telephone Numbers

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Email: info@hospitalhospitalityhouse.org

Website: www.hospitalhospitalityhouse.org

Hospital Hospitality House

Guest Policies

HHH II

ExtendedStay America
3311 West End Avenue
Nashville, TN 37203

To be a *home away from home* for patients and caregivers seeking medical care in Nashville hospitals by providing lodging, meals and other supportive services.

*Please read carefully before agreeing
to abide by our policies.*

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Registration and Fee Policies

- **Everyone who is occupying a guest room must complete a registration form. You may be asked to leave if you are housing someone in your room for whom we have no paperwork.** Initial _____
- \$20 per night per room. Sliding scale fees are available based on need as determined by HHH.
- All guests are asked to make payment each Monday, or upon checkout.
- Cash, personal check, MasterCard and Visa are accepted.
- The Pet Policy at ExtendedStay America (ESA) allows for one pet weighing no more than 20 lbs. **There is a fee of \$25 each day, not to exceed a total of \$150.**

Important Points

- **Please note your room at HHH II is a NON-SMOKING room. You will be asked to release your room immediately if you are found to be in violation of this policy.** Initial _____
- Please note, HHH will conduct weekly room inspections with no notice.
- After you have been with us for one week, a staff social worker will check in with you for an assessment. Participation is mandatory.

Safety and Security at HHH I

- **There is no smoking allowed on campus, including all buildings and grounds.** If found smoking in your room, in the building or anywhere on our property, you will be asked to leave. Initial _____
- Children 12 and under are not allowed in the residence, except on special occasions approved by staff.

IMPORTANT INFORMATION REGARDING ACCESS TO THE HHH RESIDENCE

Please note the following very important reminders and policies regarding the access code and how it should be used:

- Remember the code! For security reasons, we ask that you not write it down where someone else could find it. However, if you do write down the code, do not include the name of the facility or what the code is for on the paper, and make sure you secure the paper where only you can access it.
- Do not share this code with anyone else! This code is provided **only** to those individuals who have completed registration paperwork on file in the office. Do not share it with your other family members, friends or visitors. Those people should not be in the residence without you. **If any person without paperwork on file is found using the code or in the residence unaccompanied, that person and the associated family will be asked to leave immediately.**
- If you are an HHH guest staying at the ExtendedStay America, please be respectful of those living in the residence. You have every right to the common areas (kitchen, dining room, living room, computer, courtyard), and we really want you to take advantage of all our services. Please be quiet and respectful in the residence because families are sleeping just down the hall at any time of the day or night.
- The code will change monthly and as needed, so please be sure you are checking in daily with the office so that you don't miss important information.

PLEASE DO NOT HESITATE TO CONTACT HHH STAFF IF YOU HAVE ANY QUESTIONS ABOUT THESE POLICIES.

Laundry

- There are washing machines and dryers in the main HHH location office building. Please make arrangements to do your laundry Monday—Friday, 8:00 a.m.—2:00 p.m., Saturday 9:00 am—Noon, or Sunday 1:00—2:30 p.m.
- Washers and dryers at HHH I are free of charge, and detergent is provided.
- The HHH II site has coin-operated laundry machines available 24 hrs. a day.

Your Responsibilities

- **Sign in each night on the check-in register located behind the Front Desk at HHH II when you are in for the night.** If you come in after 11:00 PM and there is no one at the desk to assist you, please dial #600 from the lobby phone. The evening attendant will assist.
- **You MUST call us (329-0477) EVERYDAY before 9:30 AM Monday—Saturday and 1:30 PM on Sunday to verify that you still need your room. If you don't, we will assume you have left the room, and we will assign it to a new guest.**
- Please review and abide by all policies and guidelines outlined in the Guest Information brochure provided by ESA at check-in. Please refer to this brochure for information about the telephone and voicemail system in your room and other services available to you at the HHH II location.
- **Please note, your \$20 room fee does not cover long-distance calls made from your room or other incidentals. Please leave a credit card number with the HHH II staff to cover incidentals.**
- Please note that you are required to use your room on a daily basis. If an emergency arises that requires you to be away overnight, you must notify staff prior to leaving. Please know that you may be required to release your room.
- Nonpaying guests may not be gone overnight within the first two weeks of your stay, and never without prior approval

Checking Out

- Please notify us of your check-out plans as soon as possible, preferably by 12pm on the day of your departure.
- Please return all keys to the ESA front desk, and call HHH to check out with us or come by if you need to pay.
- If you anticipate that you will be checking out after office hours, please come by the office before it closes to pay. Otherwise, please call the office at 615-329-0477 as soon as we are open to make other payment arrangements. **Page 6**

Safety and Security at HHH II

- HHH is not responsible for lost or stolen property or personal injury.
- If you encounter any problems, notify an HHH staff member.
- **No alcoholic beverages or illegal substances may be stored or consumed on the premises. If you are found to have such substances in your room you will be asked to leave. If you are under the influence of alcohol you will be asked to leave. No weapons are allowed.** Initial _____

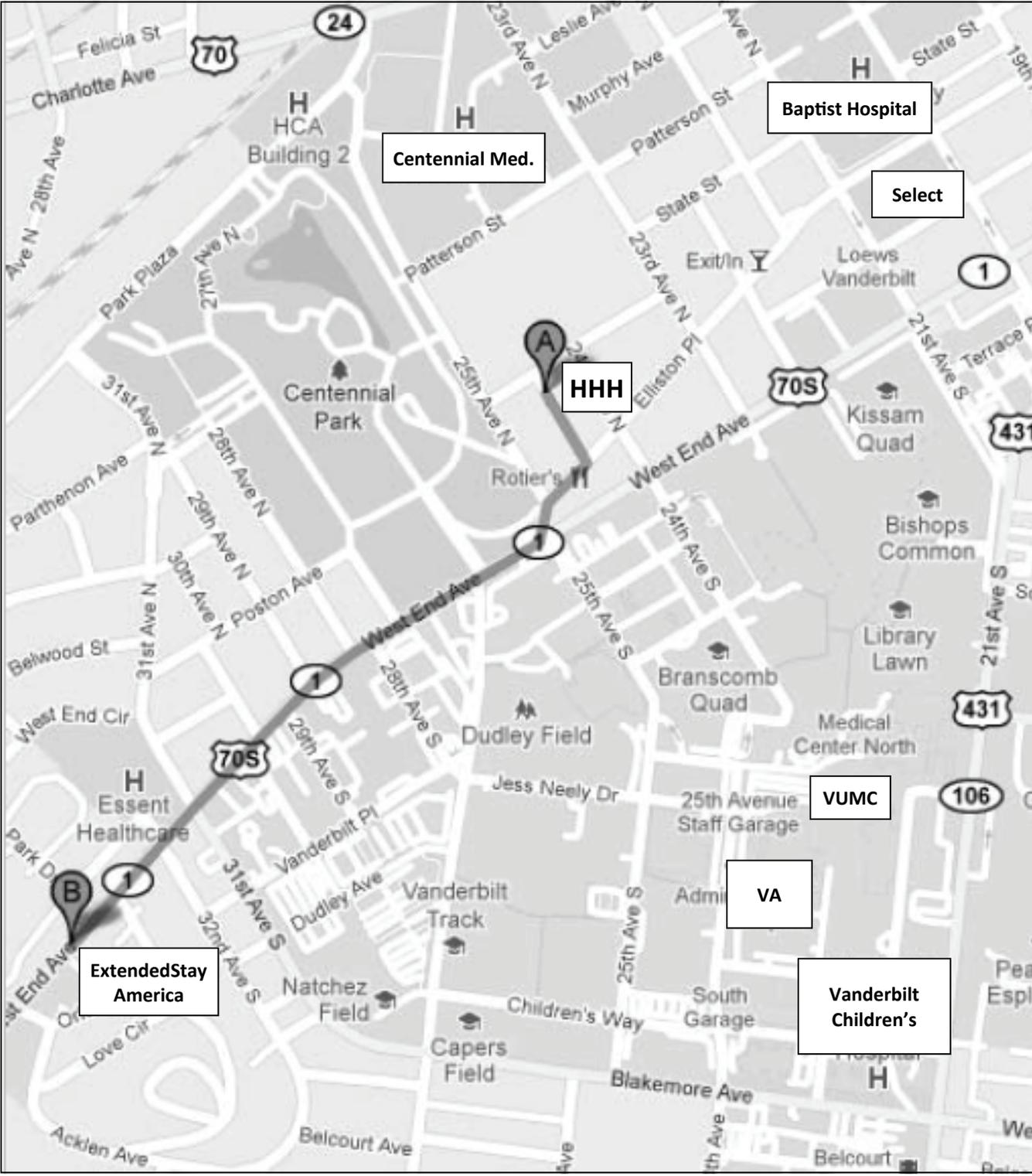
Internet Access

- There are two computers available at the main HHH location for guest use, one in the living room and one in the hallway by the utility closet. When using these computers, please be respectful of other guests and limit your usage to 15 minutes.
- When at the ExtendedStay America, please ask at the front desk about the availability of internet access in your room.

Meals

- HHH II guests will have 24/7 access to the main HHH kitchen. Food is provided for all three meals. You are responsible for preparing your own breakfast, lunch and weekend meals.
- Dinner will either be provided by a volunteer group or will be prepared by guests and staff Monday through Friday and put out between 6pm and 8pm. However, you are welcome to cook or reheat leftovers anytime. Feel free to help out in the kitchen!
- **After these hours, guests will need to prepare dinner for themselves.**
- Feel free to have one person who is not staying at HHH eat a meal with you. However, we cannot provide meals for more than one additional person unless you have made arrangements with us.
- You are responsible for cleaning up after yourself. Please make sure that the tables are wiped down and that dishes are in the dishwasher. We need all guests to pitch in to keep our room rates low!
- Please do not leave dishes in the sink. Feel free to unload the dishwasher when dishes are done.

Map and Directions from HHH to the ExtendedStay America



A 214 Reidhurst Ave, Nashville, TN 37203

1. Head **southeast** on **Reidhurst Ave** toward **Elliston Pl**

2. Turn right onto **Elliston Pl**

3. Turn right onto **West End Ave**
Destination will be on the left
About 2 mins

B 331 West End Ave, Nashville, TN 37203

Baptist Hospital

284-5555
2000 Church Street
Nashville, TN 37236

Monroe Carell Jr. Children's Hospital at Vanderbilt

936-1000
2200 Children's Way
Nashville, TN 37232

Centennial Medical Center

342-1000
2300 Patterson Street
Nashville, TN 37203

Select Specialty Hospital

284-4599
2000 Hayes Street
Nashville, TN 37203

Extended Stay America

383-7490
311 West End Avenue
Nashville, TN 37203

Veterans' Administration

327-4751
1310 24th Avenue South
Nashville, TN 37212

Hospital Hospitality House

329-0477
214 Reidhurst Avenue
Nashville, TN 37203

Vanderbilt Medical Center

322-5000
1211 Medical Center Drive
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Emergencies

- For all medical emergencies, call 911. For a non-medical emergency outside staff hours, please call 615.708.2018. This number is confidential and for guest emergencies only.
- There will be \$20.00 fee for lockout calls. You may have to wait up to two hours for a response to a lockout.

If you are unable to comply with any of these policies, please consider alternative arrangements. Although it is not our wish, we do reserve the right to ask any guest to leave.

Important Telephone Numbers

Baptist	284-5555
Centennial	342-1000
Parthenon Pavilion	342-1400
Metro General	341-4000
Saint Thomas	222-2111
Select Specialty Hospital	284-4599
Stallworth Rehabilitation	320-7600
Vanderbilt	322-5000
Veterans' Administration	327-4751

Transportation

Checker Cab	256-7000
Greyhound Bus Line	255-3556
Yellow Cab	256-0101
Vanderbilt Shuttle	936-1215 opt. 2

214 Reidhurst Avenue
Nashville, TN 37203

Phone: 615-329-0477

Fax: 615-250-3838

Email: info@hospitalhospitalityhouse.org

Website: www.hospitalhospitalityhouse.org

Hospital Hospitality House

Guest Policies

HHH Wal-Mart House

217 24th Avenue North
Nashville, TN 37203

Our Mission:

To be a *home away from home* for patients and caregivers seeking medical care in Nashville hospitals by providing lodging, meals and other supportive services.

Please read carefully before agreeing to abide by our policies.

Hospital Hospitality House provides a home away from home for families and patients who travel to Nashville for medical treatment. We want to provide an atmosphere that is encouraging, supportive, loving and restful. All our policies are designed to maintain this environment for all our guests. We are always here to listen and support, and we do have social workers available at your request.

Registration and Fee Policies

- Everyone who is occupying a guest apartment must complete a registration form. You may be asked to leave if you are housing someone in your room for whom we have no paperwork. Initial _____
- Apartments are filled strictly on a first-come, first-served basis. Please note, there are no reservations taken.
- After check-out, if you know you will need to return to Nashville for follow up medical treatment, please let us know on the day that you are returning. If you return within six months of your previous stay you do not need a new referral.
- \$30 per night per room. Sliding scale fees are available based on need as determined by HHH.
- All guests are asked to make payment each Monday.
- Cash, personal check, MasterCard and Visa are accepted.
- The Pet Policy at HHH Walmart House allows for one pet weighing no more than 20 lbs. **There is a nonrefundable \$100 cleaning fee due upon check-in.**

Important Points

- Shortly after your stay with HHH begins, a staff social worker will check in with you for an assessment. Participation is mandatory.
- Please note, HHH will conduct weekly apartment inspections.

Transportation

- Transportation is provided by the Vanderbilt Shuttle to Vanderbilt Medical Center only. You may catch the shuttle outside the HHH main office.
- The shuttle does not run on weekends or holidays. You will need to provide your own transportation on Saturdays, Sundays and holidays.
- If you have a patient in any other hospital, you will need to arrange for transportation. Talk to your social worker or patient affairs coordinator. Numbers for cab companies are on the back of this booklet.

IMPORTANT INFORMATION REGARDING ACCESS TO THE HHH RESIDENCE

Please note the following very important reminders and policies regarding the access code and how it should be used:

- Remember the code! For security reasons, we ask that you not write it down where someone else could find it. However, if you do write down the code, do not include the name of the facility or what the code is for on the paper, and make sure you secure the paper where only you can access it.
- Do not share this code with anyone else! This code is provided **only** to those individuals who have completed registration paperwork on file in the office. Do not share it with your other family members, friends or visitors. Those people should not be in the residence without you. **If any person without paperwork on file is found using the code or in the residence unaccompanied, that person and the associated family will have to leave immediately.**
- If you are an HHH guest staying at the Extended Stay America, please be respectful of those living in the residence. You have every right to the common areas (kitchen, dining room, living room, computer, courtyard), and we really want you to take advantage of all our services. Please be quiet and respectful in the residence because families are sleeping just down the hall at any time of the day or night.
- The code will change monthly and as needed, so please be sure you are checking in daily with the office so that you don't miss important information.

PLEASE DO NOT HESITATE TO CONTACT HHH STAFF IF YOU HAVE ANY QUESTIONS ABOUT THESE POLICIES.

Meals

- HHH Wal-Mart House apartments have complete kitchens and guests may purchase their own groceries.
- HHH Wal-Mart House guests are able to access the common kitchen at The Residence, but may not stock their individual kitchens with items from the Residence kitchen.
- Dinner will be set out from 6:00 p.m.—8:00 p.m. Monday—Friday at The Residence. After these hours, guests will need to prepare dinner for themselves.
- Where ever you take your meals, you are responsible for cleaning up. Please make sure that the tables and counter tops are wiped down and that dishes are in the dishwasher. We need all guests to assist us to keep our room rates low!
- At The Residence, please do not leave dishes in the sink. Feel free to unload the dishwasher when dishes are done.

Your Responsibilities

- **Sign in each night on the check-in register located by the front door at the HHH Wal-Mart House when you are in for the night.**
- Please note that during the first two weeks of your stay you are required to use your apartment on a daily basis. If an emergency arises that requires you to be away overnight, you must notify staff prior to your absence. Please know that you may be required to release your apartment.
- Nonpaying guests may not be gone overnight.
- Please unplug all electrical appliances, curling irons, etc. before leaving your apartment. Please confirm ovens, coffee pots are off, etc.
- **Please help HHH keep utility costs down by keeping your room at a comfortable but reasonable temperature, between 65° and 74° F. Thank you!**

Checking Out

- **Please call the main HHH location as soon as you know you are checking out so that your apartment can be reassigned.**
- **Please return all keys to the HHH Main Office when you check out.**
- **Please help us keep costs down and carefully complete the Check Out Cleaning Task list posted on the back of your apartment front door.**
- **A \$50 cleaning fee will be assessed if your room is not left in good order upon check out.**

Safety and Security at HHH Wal-Mart House

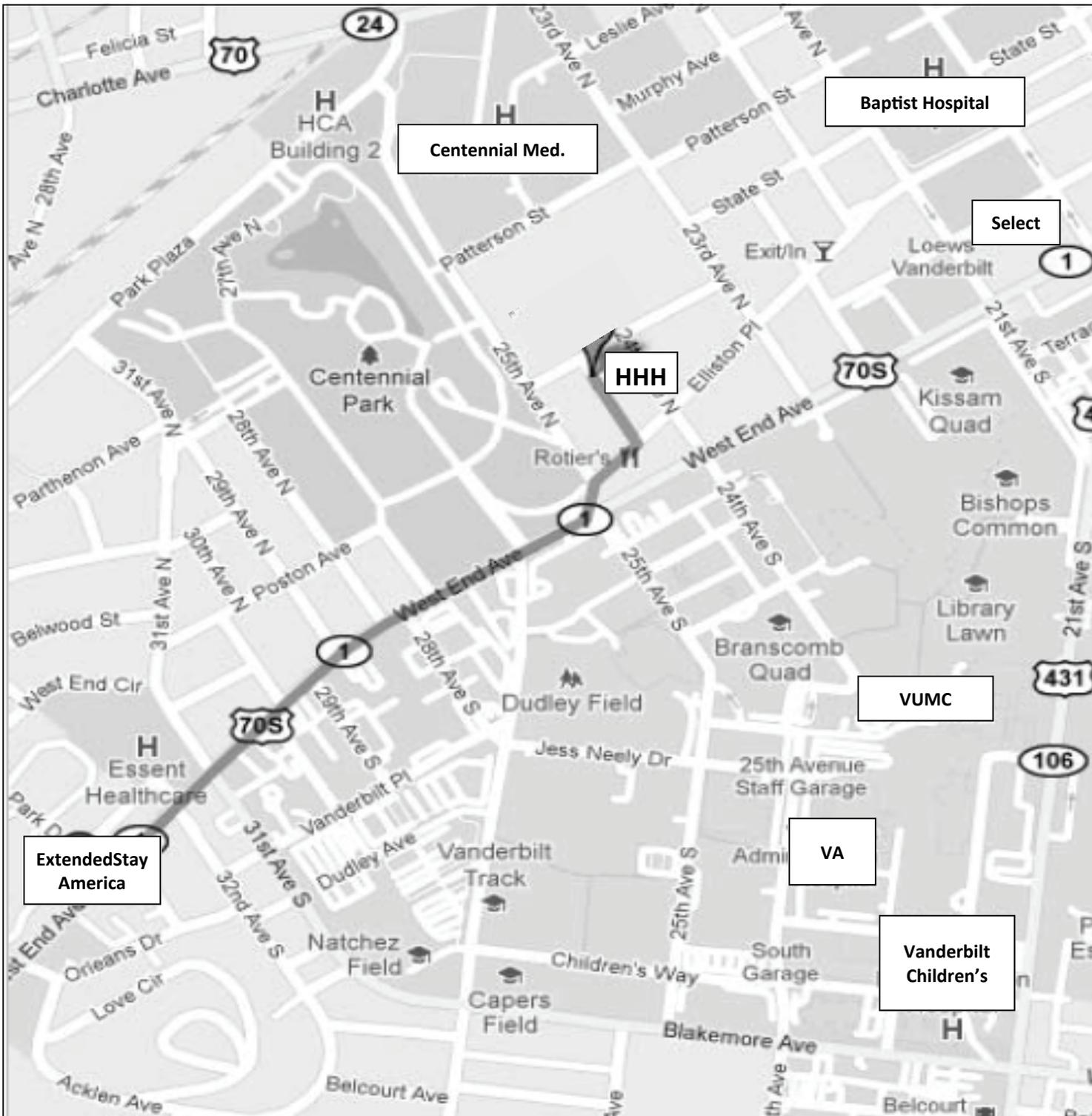
- **Smoking is permitted only at the far end of the main residence building, at tables set up between the building and the fence. Do not smoke inside or at the front entrance. Dispose of cigarette butts in appropriate containers—not on the ground.** Initial _____
- Children 12 and under are not allowed in the HHH I facility.
- Please lock your car and your apartment. **HHH is not responsible for lost or stolen property or personal injury.**
- **There is NO SMOKING in guest apartments. We will ask you to leave immediately if you are in violation of this policy.** Initial _____
- **No alcoholic beverages or illegal substances may be consumed on the premises or brought onto the premises. If you are found to have such substances in your room you will be asked to leave. If you are under the influence of alcohol you will be asked to leave.** Initial _____
- No weapons are allowed.
- **Please do not prop the exterior doors open at any time or for any reason.**

Laundry

- There are washing machines and dryers located on the first level of the HHH Wal-Mart House. The charge is \$.75 to wash and \$.75 to dry. They are accessible to you 24/7. Laundry detergent and supplies are provided free of charge.
- There are also laundry facilities in the HHH office building. There is no charge to use these facilities, but they are only accessible during office hours.
- You will be provided with a yellow linen bag for your towels and sheets. **Please only place your dirty towels, washcloths, sheets, fitted sheets and pillowcases in the yellow bags and return filled linen bags to the HHH office during office hours.** Please do not leave yellow bags in the hallways. Please leave yellow bags in laundry room on first floor of Walmart House ONLY IF you are checking out after office hours. Otherwise, bring them to the main office.

Internet Access

- In the main residence, there are two computers available for guest use, one in the living room and one in the hallway by the utility closet. When using these computers, please be respectful and limit your usage to 15 minutes.
- Please ask in the main access about internet access on your personal device.



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