

Patient and Visitor Guide

for Inpatient and Outpatient Families



We are all born with great potential.
Shouldn't we all have the chance to achieve it?



Kennedy Krieger Institute
UNLOCKING POTENTIAL



our mission

At Kennedy Krieger Institute, we dedicate ourselves to helping children, adolescents, and young adults with disorders of the brain, spinal cord, and musculoskeletal system achieve their potential and participate as fully as possible in family, school, and community life.

Kennedy Krieger Institute recognizes and respects the rights of patients and their families and treats them with courtesy and dignity. Care is provided in a manner that preserves cultural, psychosocial, spiritual and personal values, beliefs, and preferences. We encourage patients and families to become active partners in their care by asking questions, requesting resources, and advocating for the services and support they need. 7/2015



This guide provides lodging, dining, transportation, and other valuable resources, including instructions about parking, what to bring for your stay or visit, and insurance and billing information.



What to Bring and Do for an Outpatient Visit

Please arrive at least 30 minutes before your scheduled appointment to allow for adequate registration time.

On the day of your appointment, you should take all medicines as prescribed unless otherwise directed.

Please bring:

- Health insurance cards and a photo ID
- Primary care physician's name, address, and phone number
- Patient's school name, address, and phone number
- Any assistive or adaptive equipment currently being used (e.g., glasses, hearing aids, braces, canes, walkers)
- Updated or recent medical records
- List of current medications and dosage
- Completed questionnaires that you may have received prior to your visit

For patients younger than 18, a parent or legal guardian must sign all consent forms for treatment. If you are not the parent, you must provide legal documentation regarding custody. If a legal guardian is unavailable, please call ahead and arrange to complete the forms prior to your visit. Appointments cannot begin without signed consent.

For information about an inpatient stay, please see the Inpatient Family Handbook.



Where to Stay

Hotels and Accommodations

The Institute's Broadway and Fairmount campuses are located approximately 10 minutes from Baltimore's Inner Harbor, a major tourist area offering a variety of accommodations. The Center for Autism and Related Disorders is located about 15-20 minutes north. Some hotels offer preferred patient programs, which may include discounted and accessible rooms, transportation, and complimentary or discounted meals. For more information, visit **KennedyKrieger.org/VisitorGuide**, or contact our Guest Relations Department at **443-923-2640**.

Believe in Tomorrow Children's House

This facility is located about four blocks from the Institute's Broadway and Fairmount campuses at 1915 McElderry St. Patients must be 17 years or younger to be eligible. Linens and a kitchen are provided. Call **410-614-2560**.

Ronald McDonald House

Located about two miles away from the Broadway and Fairmount campuses at 635 West Lexington St., this housing facility serves pediatric patients and their families who live more than 50 miles away. The Ronald McDonald House provides a kitchen, linens, and transportation to and from Kennedy Krieger Institute. Call **410-528-1010**.

Please note: A referral from a social worker or nurse case manager is required to stay at both houses. Having a referral does not guarantee a reservation.



“Everyone was so great at caring for my child. And our nurses worked really hard to get us home.”

— Parent

Transportation and Parking

Airport, Train, and Bus Travel

- BWI Thurgood Marshall Airport:
410-859-7111 or **bwiairport.com**
- Greyhound Bus Lines:
800-231-2222 or **greyhound.com**
- Penn Station Amtrak:
800-USA-RAIL

Local Transportation Services

Maryland Transit Administration (MTA)

The MTA offers several mass transit options around the region. The Metro subway stops on North Broadway,



across the street from Kennedy Krieger's Broadway campus. It also connects to Baltimore's Light Rail system, which offers convenient destinations, including Penn Station and Oriole Park at Camden Yards. The city's bus service

operates more than 50 routes throughout the Baltimore area. The MARC commuter train offers stops around Maryland, Washington, D.C., and West Virginia. For prices and schedules, visit **mta.maryland.gov** or call **410-539-5000**.

Charm City Circulator

The Charm City Circulator is a free shuttle service that offers several routes around Baltimore City.

Visit **charmcitycirculator.com**.

Taxi Services

- Red Ball Cab: **410-675-2220**
- Arrow Cab: **443-575-4111**
- County Cab: **443-575-4110**
- Yellow and Checker Cabs: **410-685-1212**
(offers accessible van services)

Medical assistance transportation can be arranged in advance by calling the local health department. For information about public transportation for people with special needs, visit **mdod.maryland.gov** or call **410-767-3660**. For toll-free, TTY, and voice, call **800-637-4113**.

Parking

Free valet parking is offered for patients, families, and visitors at Kennedy Krieger's Broadway and Greenspring locations. Patients, families, and visitors may also park for free in the Ashland Avenue parking garage, adjacent to the 801 N. Broadway Outpatient Center. Please have security validate your parking ticket.

Fairmount offers patients, families, and visitors a free parking garage accessible from Fayette Street. For directions, visit **Locations.KennedyKrieger.org**.

Things to Do

Baltimore offers an abundance of things to see and do during your time here, whether it's cheering for the Orioles at Camden Yards or the Ravens at M&T Bank Stadium, shopping at the Inner Harbor, or visiting the



American Visionary Art Museum, the National Aquarium, or The Maryland Zoo. For a current listing of events and attractions, request a copy of the Baltimore Visitors Guide when you arrive, or

visit **baltimore.org**. There is also a tourist information kiosk located in the lobbies of our 707 North Broadway hospital and 801 North Broadway Outpatient Center.

Where to Eat

Our Garden View Café is located on the second floor of our Outpatient Center at 801 North Broadway. The café offers a full-service menu, including breakfast, lunch, slim & trim, vegetarian, kids meals, and specialty drinks. We also offer Garden View “Grab and Go” around the Institute. Assorted vending machines are located in the 707 North Broadway lobby and near the café at the 801 North Broadway Outpatient Center.

Additional dining options are available at the nearby Johns Hopkins Hospital campus. To learn more, visit [KennedyKrieger.org/Hopkins-Dining-Options](https://www.kennedykrieger.org/Hopkins-Dining-Options). If you are visiting our Greenspring campus, there are also dining options in nearby neighborhoods. Ask a staff member or a security officer for recommendations or a list of options.

Therapeutic Garden

Located at our Outpatient Center at 801 North Broadway, our therapeutic garden's healing environment is the ideal setting for relaxation, rehabilitation, and restoration. The garden's peaceful atmosphere makes it a wonderful place to work on therapy, meditate, and reflect.



Health & Safety

Kennedy Krieger maintains a safe environment with security officers stationed throughout our Broadway, Fairmount, and Greenspring campuses. To contact a security officer, call **443-923-9111**.

Upon entering the Institute, all patients and families must sign in at the front desk and obtain a visitor's wristband or sticker, which they should wear at all times. Children must be accompanied by an adult at all times. Security officers reserve the right to examine articles brought into and removed from our facilities. We offer 24-hour security assistance. Safety escorts can guide patients and families between locations and to parking lots.

For the health and well-being of our patients and visitors, hand sanitizer dispensers are located throughout the Institute. Patients are screened for fever or flu-like symptoms upon arrival. Please understand that if your child is sick, your appointment may be rescheduled. For the health of our patients and staff, tobacco use of any kind is not permitted anywhere inside or on the grounds of Kennedy Krieger Institute.

Outpatient Information

Insurance

Kennedy Krieger's Patient Financial Services Department works closely with you and your insurance company to make the financial aspects of your family

member's care clear, and to ensure a smooth billing process. If you do not have insurance, if Kennedy Krieger is not in network with your insurance, or if services are not covered, payment is expected at the time of your visit. For your convenience, we accept cash, checks, and most major credit cards.

Referrals

Some insurance companies require specific protocols for referrals. Referrals may be faxed in advance to the Care Management Office at **443-923-7405**. The referral must identify Kennedy Krieger Institute as the service provider. All HMO or MCO patients must bring a referral with authorization from a primary care physician. HMO or MCO patients who arrive without a referral will be asked to sign a waiver and pay for the visit at the time of services.

If you have specific questions about insurance or referrals, please contact the Care Management Office at **443-923-7400** or toll-free at **800-873-3377**.

Billing

You may receive two bills for each appointment—one from the physicians and one from the hospital. If you have any questions, please contact the Billing and Patient Accounting Office at **443-923-1870**.

Useful Resources

Institute Operator

Trying to get in touch with a staff member, department, or program? The Institute's operator will connect you with the appropriate person. To reach the operator, call **443-923-9200**.

Guest Relations

The Guest Relations Department provides a range of support services and assistance for our patients and families. To contact a representative, call **443-923-2640**.

Internet Access

Throughout most of our campuses, you can use your personal device to access wireless Internet. To obtain a guest login, contact the Help Desk at **443-923-4357**.

Special Accommodations

Kennedy Krieger Institute is committed to providing patients and visitors reasonable accommodations and access to our facilities, services, and equipment, regardless of disability. If you or a family member require accommodations for any disability or special need (hearing, speech, cognition, vision impairment, physical, or other disability), please let us know. Text telephone (TTY) is available by calling **443-923-2645**. Alternatively, any individual therapist may be called directly using the Maryland Relay services by calling **711** or visiting **mdrelay.org**. Interpreter services for foreign languages or sign language can be arranged for

medical and therapy sessions. Please let us know if you will need an interpreter.

Resource Finder

Kennedy Krieger has a wealth of resources and information related to developmental disabilities and related disorders, which we share

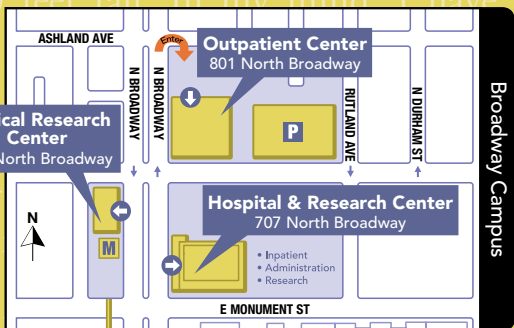
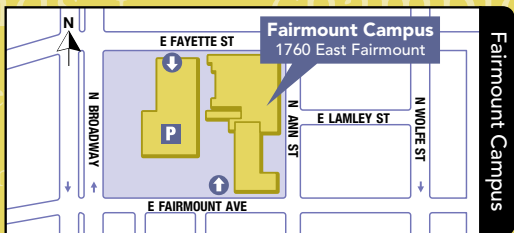
with the community through Resource Finder. For more information, call **1-800-390-3372** or visit **ResourceFinder.KennedyKrieger.org**.



Social Media and Patient Privacy

Kennedy Krieger Institute recognizes the benefits of electronic and online communications and networking, and respects the rights of our patients and families to use the Internet. We request that you protect the privacy of our patients and the confidentiality of information related to Kennedy Krieger Institute business and staff at all times.

In accordance with healthcare regulations to protect the privacy of individuals, please do not include other patients, family, or staff in your personal photos and videos without permission. If you have questions or concerns, please contact Guest Relations at **443-923-2640**.



707 North Broadway, Baltimore, MD 21205

Local Referral: **443-923-9400**

Toll-Free Referral: **888-554-2080**

General Information: **443-923-9200**

TTY: **443-923-2645** or Maryland Relay **711**

KennedyKrieger.org