

Our amenities, services & resources.

From fresh coffee to Internet access. From spiritual support to financial counseling. No matter what you might need during your stay at Strong, we want to make it easily available.

Assistive listening devices. If you are hard of hearing, we have assistive listening devices available so you can better take part in conversations about your health.

ATMs. Several ATMs are available throughout the hospital: by Finger Lakes Coffee Roasters between the Red and Green Elevators and around the corner from the bank on the ground floor.

Banking. Chase Bank and Advantage Federal Credit Union are located on the ground floor near the Post Office. Their hours are Monday through Friday, 9 a.m. to 5 p.m.

Important Numbers

Admitting Office	(585) 275-2273
Chaplaincy Services	(585) 275-2187
Environmental Services	(585) 275-6255
Food & Nutrition Services	(585) 275-3392
Information Desk	(585) 275-2182
Parking Office	(585) 275-4524
Patient and Family Relations	(585) 275-5418
Social Work	(585) 275-2851

Cashier's Office. You can pay your hospital bill at our Cashier's Office. Also, if you have valuables with you during your stay, you can send them to the Cashier's Office for safekeeping. It's located on the first floor between the Red and Green Elevators. The hours are Monday through Friday, 8:30 a.m. to 5 p.m. (585) 275-4681

Closed caption TV. Closed captioning is available on all TVs in patient rooms.

College Town. Great dining, shopping and lodging, just a short walk from Strong Memorial Hospital and the Wilmot Cancer Institute. Get more information at www.collegetownrochester.com.

Ethics counseling. Our Ethics Consultation Service/Medical Humanities provides guidance to families who are facing difficult healthcare decisions. (585) 275-5800

Financial counselors. If you have questions or concerns about paying for your hospital care, our financial counselors can provide expert guidance. (585) 275-2273

Food and coffee for visitors. We offer many places where visitors can get food and coffee:

- Café 601 at Strong, near the Red Elevators on the first floor.
- Food vending area, near the Red Elevators on the first floor.
- Finger Lakes Coffee Roasters, in the main lobby, on the first floor between the Red and Green Elevators and on the ground floor of the Medical Research Building.
- Metro Deli at the Courtyard, on the ground floor of the hospital is currently closed.
- Pic's Place, a corner store located on the ground floor near Metro Deli at Courtyard.
- West Winds, in the hallway leading to the Wilmot Cancer Center.

Food options for patients. A menu will be provided, upon admission. A menu assistant will then stop by to take your order daily. Guest trays are available for family members and friends at a cost of \$7.50 and can be purchased online at this link https://get.cbord.com/urmc/full/guest_entry. Guest tray vouchers are available for purchase at Cafe 601. If you have questions, please ask your menu assistant or nurse.

Friends of Strong. This organization of volunteers and staff is committed to advancing the mission of Strong Memorial Hospital by providing services to patients, families and visitors, promoting the hospital in the community and raising money to support patient care needs. Friends of Strong oversees the Gift Shop, Finger Lakes Coffee Roasters and the Family Waiting Room. Sales from the Gift Shop and Finger Lakes Coffee Roasters provide significant funding to support the Friends of Strong mission.

Gift Shop. Located in the Golisano Children's Hospital entrance, this shop offers items such as flowers, books, refreshments, candy, toys, games, greeting cards, balloons, universal phone chargers, and other essential items to make your hospital stay more comfortable. Those unable to shop in person can also find the perfect gift for friends and loved ones via the Gift Shop's online store, featuring free in-hospital delivery. (585) 275-2577
stronggiftshop.urmc.edu

Home Medical Equipment. Our Medical Equipment team can help with a wide variety of items such as walkers, canes, crutches, commodes, nebulizers and other items to assist with your post-discharge needs that can be delivered to your bedside. (585) 276-HOME (4663)

Interfaith chapel. Services are listed on hospital monitors, the Chaplain's channel (14) or by contacting the office. (585) 275-2187

Interpreter services. Our Spanish and American Sign Language interpreters are on call 24 hours a day. Telephonic interpretation is available in 200+ languages through contracted vendors. (585) 275-4778

Parking Office. Our Parking Office can help with any questions you have about parking, including parking passes, valet parking and reduced rates for extended stays. (585) 275-4524

Patient Financial Services. Should you have questions about your bill, a representative from our office will sit down with you to work through the details. (585) 758-7650 or 1 (888) 925-4301

Pharmacy. Our outpatient pharmacy can fill and deliver your prescriptions prior to discharge. That way all of your medications will be ready when you get home. (585) 275-4931

Post Office. If you receive mail during your stay at Strong, it will be delivered right to your room. A full-service Post Office is also available on the ground floor at G-5122.

TTY and video phones. TTY or TDD (Telecommunications Devices for the Deaf) are available. We also have video phones that enable patients to communicate with sign language over the phone. (585) 275-4778

TV & phone service. We provide our patients with local, cable and educational TV channels free of charge. We also offer local phone service. Long distance calling cards are available in the Gift Shop.

Visitor information. Hospital Ambassadors are available at the Information Desk in our main lobby to answer visitor questions. (585) 275-2182
urmc.rochester.edu/strong-memorial



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