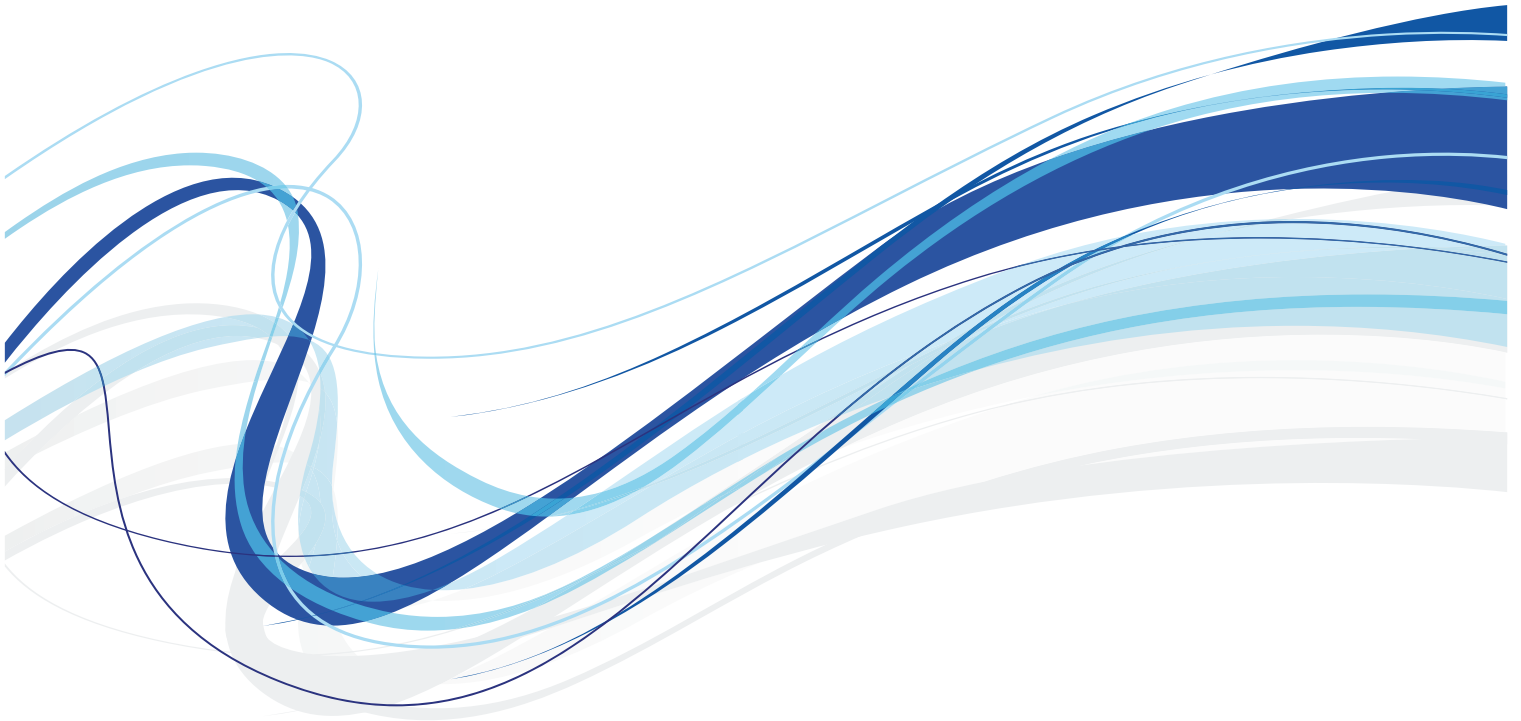




Welcome to the

Colorectal and Pelvic Malformation Center



Contact Information

300 Longwood Avenue - Fegan 3
Boston, MA 02115

Phone: 617-355-8664

Fax: 617-730-0477

E-mail: colorectalcenter@childrens.harvard.edu



**Boston
Children's
Hospital**

Until every child is well™

**Colorectal and Pelvic
Malformation Center**

Planning for Your Visit

You may have a lot of questions and concerns about your visit. This guide contains helpful information on topics such as:

- » pages 3 – Longwood Campus Map
- » page 4 – Getting to Your Appointment
- » page 5 – Out-of-Town Travel
- » page 6 – Housing in Boston
- » page 7 – Food and Other Necessities
- » page 8 – Insurance FAQs

Our team is happy to talk with you further about details of your visit, clinical questions or needs specific to your family. Please contact us at:

617-355-8664 or colorectalcenter@childrens.harvard.edu

Please let us know if you have suggestions of additional information to include in this packet or tips for other families coming to Boston based upon your own experience.

*DISCLAIMER: This directory was created to help Boston Children’s patients and families find and access resources. The Colorectal and Pelvic Malformation Center is not recommending or rating these resources and this is not meant to be a complete listing. The information in this guide was accurate at the time of publication (2018).



Common Stops Along Your Way

1. Arrive at 2 Blackfan Circle, Parking Garage (*see page 5 for Parking details)
2. Main hospital entrance, valet parking
3. **Fegan 3, General Surgery** – check in here for your child’s clinic visit
4. **Main 2, Radiology** – check in here to obtain imaging such as an x-ray
5. **Main 1, Pre-Op Clinic** – check in here for an outpatient pre-op clinic appointment
6. **Main 1, Admitting** – check in here if your child is being admitted for an inpatient, overnight stay
7. **Main 3, Day Surgery** – check in here same day procedures
8. Main Lobby, Hale Center for Families
9. Main Lobby, private bathroom
10. Access to Rooftop Garden



Getting to Your Appointment

Boston Children's Hospital Main Campus is located at: **300 Longwood Avenue, Boston, MA 02115**



- » **MBTA** | The main campus of Boston Children's Hospital is easily accessible by public transportation. The Green D and E subway lines and certain commuter rail stops are closest to the hospital. A variety of bus lines (**#8, #8A, #47, #60, #65, #CT2 and #CT3**) run near the hospital as well.
- » **PT-1** | If your child qualifies for MassHealth insurance and you need help getting to Boston Children's for outpatient appointments, you may qualify for a **PT-1**. This service is available for curb-to-curb transportation and generally must be set up at least three days in advance of your outpatient appointment. Ask your social worker for more information.
- » **Car** | Driving directions are available on the Boston Children's website at: childrenshospital.org/patient-resources/getting-here
- » **Parking** | There is a parking garage located across the street from the hospital on Blackfan Circle. Parking can be validated for a reduced rate in the main lobby of the hospital. Valet services are available at the front entrance (free for handicap placard/plate families; extra cost for all other families). You can also choose to self-park in the garage.

The phone number for the parking office is **617-355-6251**. The Hale Center for Families offers parking assistance for income-eligible families (inpatient families only).

- » **Plane** | The closest airport is Boston's Logan International Airport. Many families travel to and from the airport via taxi. Some hotels offer shuttle service as well.

Out-of-Town Travel

Overview:

In some cases, insurance can help with the cost of travel. Many families travel via plane, train, bus or private car. *See below for information on charity travel options:*

» **Insurance** | In some cases, insurance (most often state Medicaid) can assist with travel costs (transportation, lodging and/or meals). Check with your child's health insurance provider to see if they offer this.

» **Charity flights (non-Boston Children's)** | Some children may qualify for free flights to and from Boston for medical care. Generally, you must qualify based on finances. You can find a list of organizations that provide these flights at:

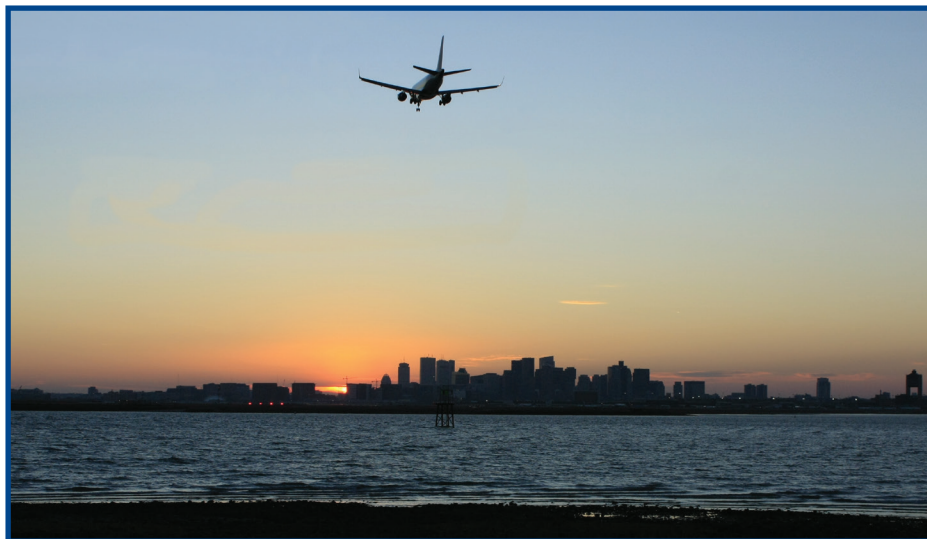
aircarealliance.org/directory-groups

» **Commercial flight assistance (non-Boston Children's)** | Some children may qualify for discounted or charitable plane tickets on behalf of various major airlines. Information on the application process can be found at:

mercymedical.org/request-assistance/

» **Charity ground transport (non-Boston Children's)** | Some children and families may qualify for gas cards, commercial bus tickets or Amtrak tickets to and from Boston. Information on the application process can be found at:

mercymedical.org/request-assistance/



Housing in Boston

Overview:

In some cases, insurance can help with cost of housing. For inpatient stays: One caregiver can usually sleep at bedside. Some hotels, inns and short-term rentals offer discounted rates. Call these resources as early as possible and add yourself to the wait list if necessary.*

- » **Patient family housing** | Families who live more than 50 miles from Boston may be eligible to stay in one of 35 rooms within two separate houses (Devon Nicole and Yawkey Family Inn), both within walking distance from the hospital. The cost is **\$30** per night and includes a shared living room and kitchen, private bedrooms, shared private bathroom, free laundry and Internet access. You can complete an application online at apps.childrenshospital.org/connect/housing/ or by phone at **617-919-3450** or by email at familyhousing@childrens.harvard.edu
- » **Ronald McDonald House at Boston Harbor (non-Boston Children's)** | Available for families of children (age 21 or younger) receiving medical care at Boston Children's who live 40 miles or more away from Boston. Your social worker at Boston Children's must confirm that your child is receiving care here. For more information and to request space call **617-398-6458** or visit: rmhbostonharbor.org/eligibility
- » **Hospitality Homes (non-Boston Children's)** | Hospitality Homes provide temporary housing in the homes of volunteer hosts, as well as other donated accommodations for families and friends of individuals receiving care at Boston-area medical centers. There is generally no cost to this option, but there is an application process, which can take up to two weeks. For more information visit: hosp.org or call **1-888-595-4678**.
- » **Insurance** | In some cases, insurance (most often state Medicaid) can assist with travel costs (transportation, lodging and/or meals). Check with your child's health insurance provider to see if they offer this.
- » **Inpatient stay** | There is space in most rooms for one caregiver to sleep. Siblings of patients (unless breastfeeding) cannot stay at the hospital overnight.
- » **Hotels, inns and short-term rentals (non-Boston Children's)** | Many local hotels and inns offer special discounted rates to the families of our patients. Please make reservations directly with the establishment and be sure to ask for the medical rate or preferred rate for Boston Children's patients and their families. The medical rates are not guaranteed, are subject to change and are based on availability. Visit: childrenshospital.org/patient-resources/accommodations/hotels-inns-short-term-rentals for directories of these options.
- » ***Important tip** | Many services require that you complete an application for your stay, including your anticipated dates of travel and lodging. Please ask about being added to the waitlist if your dates are not available at the time of your initial request. Rooms open up all the time.



Food and Other Necessities

Overview:

There are many food options at Fresh Food Court at Boston Children's, local restaurants, grocery stores and Hale Center for Families can be a great support during your visit.



- » **Food at the hospital** | The Fresh Food Court features many options including national brands such as Starbucks and Subway as well as local brands like Pizzeria Regina and Salad Creations. Visit: childrenshospital.org/patient-resources/during-your-visit/food for more information.
- » **Local restaurants** | There are many restaurants throughout Boston that are accessible in walking distance and by public transportation or vehicle. For a list of some options, visit: childrenshospital.org/patient-resources/for-your-convenience/local-restaurants
- » **Grocery stores** | Some families prefer to purchase meal supplies from grocery stores. There are several options, including CVS, Walgreens and Stop & Shop, in the Longwood Medical Area. If you are planning to purchase and store or refrigerate items, please check first with the place you are staying while in Boston to see if they can accommodate this.
- » **Hale Center For Families** | The Center for Families is designed to be your home away from home. The staff can connect you to available resources at Boston Children's or in the surrounding area. If you need help with tasks such as finding a place to stay, checking your e-mail or charging your cellphone, stop by the Center For Families.

Open to all patients, families and professionals, the center is located in the hospital's main lobby and is open Monday–Friday, 8 a.m.–7 p.m., and Saturday, 9 a.m.–5 p.m. You can find more information at: childrenshospital.org/patient-resources/family-resources/the-center-for-families



Insurance FAQs

» How do I contact my insurance provider?

The number for member services is typically located on the back of your child's insurance card. You can also visit the insurance provider's website for more information.

» How much will my visit to Boston Children's Hospital cost?

Co-insurance, co-payments and deductibles are determined by your insurance plan. We strongly encourage you to contact your plan directly to gain a full understanding of what you may owe.

In cases when we are considered an out-of-network provider or in a tiered network, you may be subject to increased out-of-pocket expenses. You should always verify your benefits and coverage limitations directly with your insurance before your visit.

You can request an estimate of the expected charges for the health care services provided by the hospital and its physicians during your visit. Please contact the **Colorectal and Pelvic Malformation Center** if you wish to obtain an estimate.

» What do all of these insurance terms mean?

There are multiple places to find definitions. A few suggestions include:

[healthcare.gov/glossary/](https://www.healthcare.gov/glossary/)

[cms.gov.CCIIO/Resources/Files/Downloads/uniform-glossary-final.pdf](https://www.cms.gov/CCIIO/Resources/Files/Downloads/uniform-glossary-final.pdf)

[hcfama.org/glossary-terms](https://www.hcfama.org/glossary-terms)

» Who do I contact if my child does not have active insurance?

If you have active insurance and wish for your child to be on your plan, contact your insurance provider directly to add them to your plan.

If your employer offers insurance, talk with them directly.

If you need to enroll in insurance through the federal marketplace visit: [healthcare.gov](https://www.healthcare.gov) or contact **1-800-318-2596**.

» Who do I contact if I have questions about my insurance?

You can find local insurance assistance by visiting: localhelp.healthcare.gov/#/

In MA, call **1-800-272-4232** for the Health Insurance Helpline through Health Care For All.

» Other questions?

Please let us know and we will try to help point you in the right direction.

