



Your Le Bonheur Visit

Le Bonheur
Methodist Healthcare
Family Children's Hospital

This guide was created in partnership with Le Bonheur families.

Welcome to Le Bonheur Children's Hospital.

A visit to a hospital can sometimes be overwhelming, and we offer many services and amenities that we hope will make your time here more comfortable. At Le Bonheur, parents and family members are an essential part of the care team, and we respect the fact that no one knows your child better than you. We'll be your partner and work with you for the best possible outcome for your child.

Le Bonheur Children's ofrece esta guía para pacientes en español. Para obtener una copia de la guía en español, pida la asistencia de su enfermera.

Care Team

Le Bonheur is a teaching hospital affiliated with many area schools of nursing and the University of Tennessee Health Science Center medical school. Your family may meet many different care providers during your time with us. If you need further clarification on the roles of the clinical team, feel free to ask any member and they will give you more information.

Staying Healthy

Le Bonheur has foam hand sanitizers located throughout our campus for your use. Additionally, please remember to wash your hands with soap and water frequently.

Finding Your Way Around

Hospital maps for patients and families are available at the security desks at all entrances, in registration areas, and in the Family Resource Center. Welcome desks are located on the Ground Floor of the Research Center and Lobby Level of the hospital.

Patient Advocate

A patient advocate is available to discuss any issues or concerns you may have regarding your child's care. The patient advocate may be reached at (901) 287-6350.

Family Resource Center

Located on the Lobby Level of the hospital, the Family Resource Center connects you to educational resources to assist your learning about your child's diagnosis and treatment. The center is open Monday - Friday, 8:30 a.m. - 4:30 p.m.

Dining

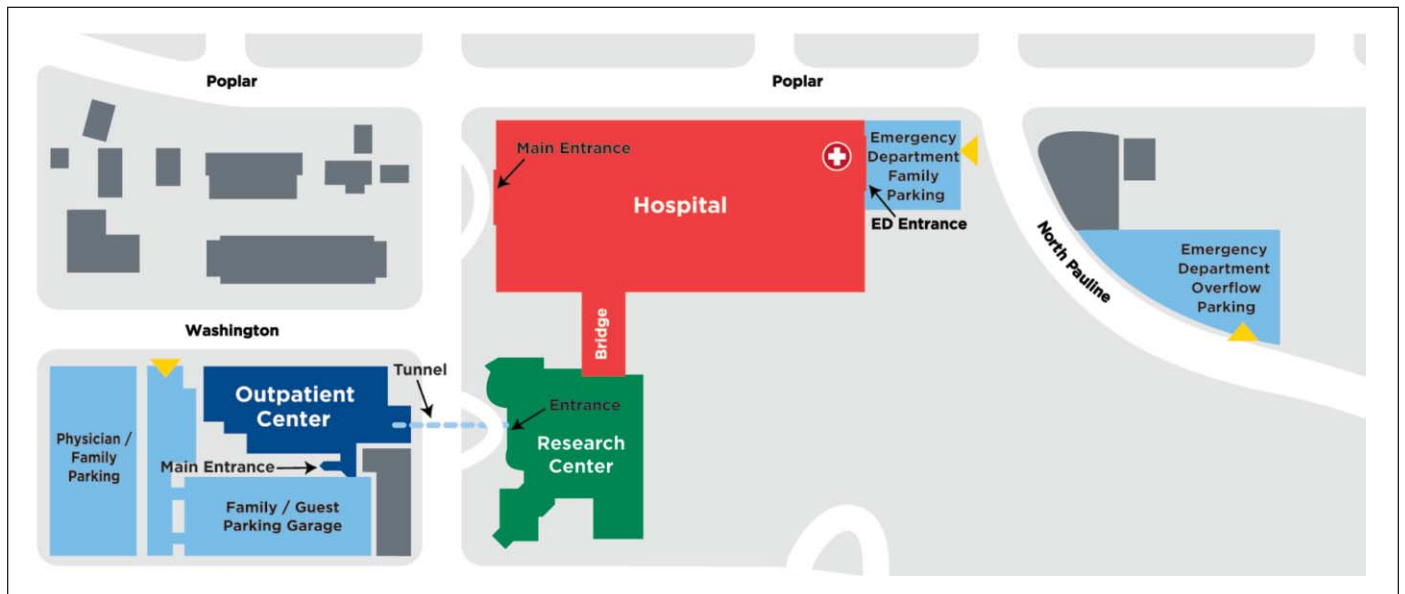
Located on the Lobby Level of the hospital, the cafeteria has a wide array of options. It is open Monday-Friday, 6:30 a.m.-10 a.m., 11 a.m.- 2 p.m. and 4 p.m.-2:30 a.m., and Saturday and Sunday from 6:30 a.m.-10 p.m. Across from the cafeteria, there is an OutTakes deli and coffee bar with grab-n-go items. Its hours are Monday through Friday, 10 a.m.-7 p.m. OutTakes is also located in the Research Center on the Ground Floor. Cash and major credit cards are accepted.

Vending

Snack and drink machines are located in the Outpatient Center on the Ground Floor near the Pharmacy. In the hospital, they are on the Lobby Level across from the cafeteria, and in the Emergency Department on the Ground Floor.

Campus Map

Family and guest parking is highlighted in light blue.



Welcome desks are located in the hospital and the Research Center; maps, directories, and additional information are available.

Hospital Welcome Desk

Located on the Lobby Level of the hospital.

Hours are Monday -Friday, 6 a.m. -6:30 p.m.

Saturday, 8 a.m. -2 p.m., and Sunday, 11 a.m. -3 p.m.

Research Center Welcome Desk

Located on the Ground Floor, near the tunnel entrance.

Hours are Monday -Friday, 6 a.m. -5:30 p.m.