

Sentara Heart Hospital Visitor Guide



Welcome to Sentara Heart Hospital

The region's first and only dedicated heart hospital is unlike any facility within hundreds of miles. It unites a long-standing team of Sentara Heart physicians and clinicians within an advanced setting built from the ground up for superior cardiac care.

At Sentara Heart Hospital, patients receive comprehensive cardiac services — from diagnostics to open heart surgery and transplants — at one location. The hospital has all-private rooms, including 112 inpatient beds and 45 pre/post procedural rooms for patients undergoing interventional cardiac procedures.



Visitation

The hospital recognizes the value of family and friends in the healing process. Family and friends, in good health, including children accompanied by an adult, are welcome to visit during visiting hours or as arranged to accommodate patient and family needs. To help ensure the safety of all of our guests, please be aware of the following visitation information:

Hospital Entrance Hours

Visiting patients at Sentara Heart Hospital is available 24-hours a day, however to ensure the safety of our patients, visitors and staff, most hospital campus entrances will be closed at 8:00 pm.

After 8:00 pm, entry will be limited to River Pavilion and emergency department entrances only. (See campus map).

Hours of operation for each campus entrance:

- **24-hours a day:** River Pavilion entrance will be open and staffed 24-hours a day.
- **5:15 am to 8:00 pm:** Sentara Heart Hospital lobby and parking garage entrances
- **5:15 am to 8:00 pm:** Kaufman lobby (entrance facing parking garage)

For arrival times near entrance closing times, please be aware that you may be required to obtain a badge in the lobby.

Visiting After 8:00 pm

To visit after 8:00 pm, please enter through the River Pavilion entrance and check in with hospital security. Visitors will be asked to sign in, declare their destination, present a valid picture ID and wear a visitor badge issued by hospital personnel at the information desk in the River Pavilion lobby.

For emergencies, the entry doors of the Kaufman Lobby and Sentara Heart Hospital back door (across from the Heart Hospital parking garage) will be equipped with cameras and intercoms connected to the Safety & Security Control Center.

Family Lounges

For your comfort and convenience, family lounges are available on the 2nd and 3rd floors and include big screen televisions, phones, wireless internet access, educational materials and a variety of small sitting areas to allow for family privacy. A refreshment center is located adjacent to each family lounge. Please note family lounge areas are not staffed on Saturday and Sunday. If you feel you need an update, please ask the family lounge attendant to contact one of our team members. If there is no attendant on duty, please call 388-8281 for an update.

Accommodations

There is limited lodging provided at a nominal fee in the Guest Center located on the 6th floor, at Sentara Norfolk General Hospital. For more information or for reservations call (757) 388-3118 or (800) 237-4822, extension 3118. After hours, the nurse can contact the Patient Care Supervisor regarding availability.

Dining and Convenience Services

** Located in the main hallway of Sentara Norfolk General Hospital*

ATM Services*

ATM is located in the main corridor of Sentara Norfolk General Hospital near the cafeteria.

The Café

Located in main Sentara Heart Hospital lobby, this café offers light refreshments and sandwiches. Monday - Friday, 6:30 am - 5:00 pm.

Cafeteria*

The Sentara Norfolk General Hospital cafeteria serves breakfast, lunch and dinner during the designated times:
Breakfast: 6:00 am - 9:30 am **Dinner:** 4:30 pm - 3:30 am
Lunch: 11:00 am - 3:00 pm
Snacks and Beverages can be purchased at any time during or between these main serving times.

Oasis Express Coffee Shop*

The Oasis Express Coffee Shop serves regular and gourmet coffee seven days a week from 6:00 am – 7:00 pm.

Corner Market*

The Corner Market offers sandwiches, light fare and a small grocery store for your convenience. Open seven days a week from 7:00 am – 3:00 am.

Gift Shop*

The Gift Shop is your one-stop resource for a wide selection of gifts that include flowers, balloons, baby gifts, ladies' apparel/accessories and many other gift items. Gift shop hours are:

Monday through Friday: 10:00 am - 8:00 pm

Saturday: 10:00 am - 8:00 pm **Sunday:** 12:00 pm - 6:00 pm

Sentara To Home*

Sentara To Home is designed around the patient leaving the hospital and going home. To make the transition simple and convenient for you and your family, we have made easy purchase medications, home medical equipment and other healthcare needs before leaving the hospital.

Pastoral Care*

Chaplaincy services are available 24 hours a day, 7 days a week for patients, families, physicians and staff. The chapel is open to all faiths.

Travel And Parking

Norfolk is centrally located in Hampton Roads with interstates 64 and 264 easily linking the city from all points North, South and West. Once on the campus, please use Valet Parking located at the Sentara Heart Hospital entrance or self-park in the attached garage.

If using a GPS or online mapping program, use the following information:

Physical Address

600 Gresham Drive,
Norfolk, VA 23507

Coordinates

Latitude 36.862778
Longitude: -76.304171

Valet Parking

Valet Parking is free for all Sentara Heart Hospital patients, families and visitors. When your visit at the hospital is concluded, you may call the valet in advance at (757) 388-8085 for car pickup. Valet hours are Monday – Friday from 5:30 am – 8:00 pm and Saturday from 6:00 am – 8:00 pm. There is no valet service on Sunday. Valet will stop receiving cars at 6:00 pm. After 8:00 pm, keys for valet parked cars will be located in the security office and can be contacted at (757) 388-3510.

Garage Parking

Sentara Heart Hospital has a dedicated parking garage that is available at no cost to patients, families and visitors to the hospital AND to patients visiting a physician in the Medical Office Building on the 6th floor.

Directions to Sentara Heart Hospital

From North Suffolk/Smithfield

- Take Route 17 toward Norfolk
- Continue on Route 17 until it turns into route 164
- Take 164 to 58E – Midtown Tunnel/Norfolk
- Proceed through the Midtown Tunnel
- Once out of Midtown Tunnel follow signs to Medical Center/ NS Railway
- Follow signs to Medical Center to Gresham Dr.
- Cross over Hampton Blvd. to Gresham Dr. between Sentara Heart Hospital parking garage and Sentara Heart Hospital

From Hampton/Newport News/Williamsburg

(via Monitor Merrimac Bridge Tunnel)

- Take 64E to Exit 264: Route 664 South-Downtown Newport News/Portsmouth/Suffolk/Nags Head/Chesapeake
- Proceed through Monitor-Merrimac Bridge Tunnel
- Take Exit 9N to Portsmouth/James River Bridge
- Take LEFT exit to 164 East: Portsmouth
- Take 164 to 58E – Midtown Tunnel/Norfolk
- Proceed through the Midtown Tunnel
- Once out of Midtown Tunnel follow signs to Medical Center/ NS Railway
- Follow signs to Medical Center to Gresham Dr.
- Cross over Hampton Blvd. to Gresham Dr. between Sentara Heart Hospital parking garage and Sentara Heart Hospital

From Hampton/Newport News/Williamsburg

(via Hampton Roads Bridge Tunnel)

- Take I-64 East through the Hampton Roads Bridge Tunnel
- From I-64 East, take Exit 284-A (onto I-264 West heading to Norfolk)



- Continue on I-264 West to Waterside Dr.
- Continue on Waterside Dr. until it becomes Boush St.
- At the intersection of Boush and Brambleton Ave., turn LEFT.
- Continue on Brambleton Ave., cross over Colley Ave.
- Bear RIGHT on Gresham Dr. into hospital campus

From the Outer Banks

- Take Route 168 toward Norfolk, which becomes the Chesapeake Expressway, to I-464 – Norfolk. Exit on Waterside Dr.
- Continue on Waterside Dr. until it becomes Boush St.
- At the intersection of Boush St. and Brambleton Ave., turn LEFT.
- Continue on Brambleton Ave., cross over Colley Ave.
- Bear RIGHT on Gresham Dr. into hospital campus

From Emporia

- Take Route 58 toward Norfolk, to I-264 heading to downtown Portsmouth/Norfolk
- Follow I-264 signs to Portsmouth; go through Downtown Tunnel to Norfolk and exit on Waterside Dr.
- Continue on Waterside Dr. until it becomes Boush St.
- At the intersection of Boush and Brambleton Ave., turn LEFT.
- Continue on Brambleton Ave., cross over Colley Ave.
- Bear RIGHT on Gresham Dr. into hospital campus

From Elizabeth City

- Take Route 17 toward Norfolk to I-464 North into downtown Norfolk
- Take I-464 North into Norfolk and exit on Waterside Dr.
- Take Waterside Drive, which becomes Boush St.
- At the intersection of Boush St. and Brambleton Ave., turn LEFT.
- Continue on Brambleton Ave., cross over Colley Ave.
- Bear RIGHT on Gresham Dr. into hospital campus

From the Eastern Shore

- Take Route 13 South through the Chesapeake Bay Bridge Tunnel
- Across the bridge, stay right, road becomes Northampton Blvd.
- Continue on Northampton Blvd. to I-64 East
- Continue on I-64 East; take Exit 284-A (onto I-264 W to Norfolk)
- Continue on I-264 West to Waterside Dr.
- Continue on Waterside Dr. until it becomes Boush St.
- At the intersection of Boush and Brambleton Ave., turn LEFT.
- Continue on Brambleton Ave., cross over Colley Ave.
- Bear RIGHT on Gresham Dr. into hospital campus

Eastern Virginia Medical Center Campus Map



Parking:

- Outpatient/Emergency Room Parking D5
- Visitor Parking D6-D7, E7, F3, F7, H6
- CHKD Emergency Room Visitor Parking Lot ... H4
- Sentara Emergency Room Parking Lot E5

Emergency Entrances:

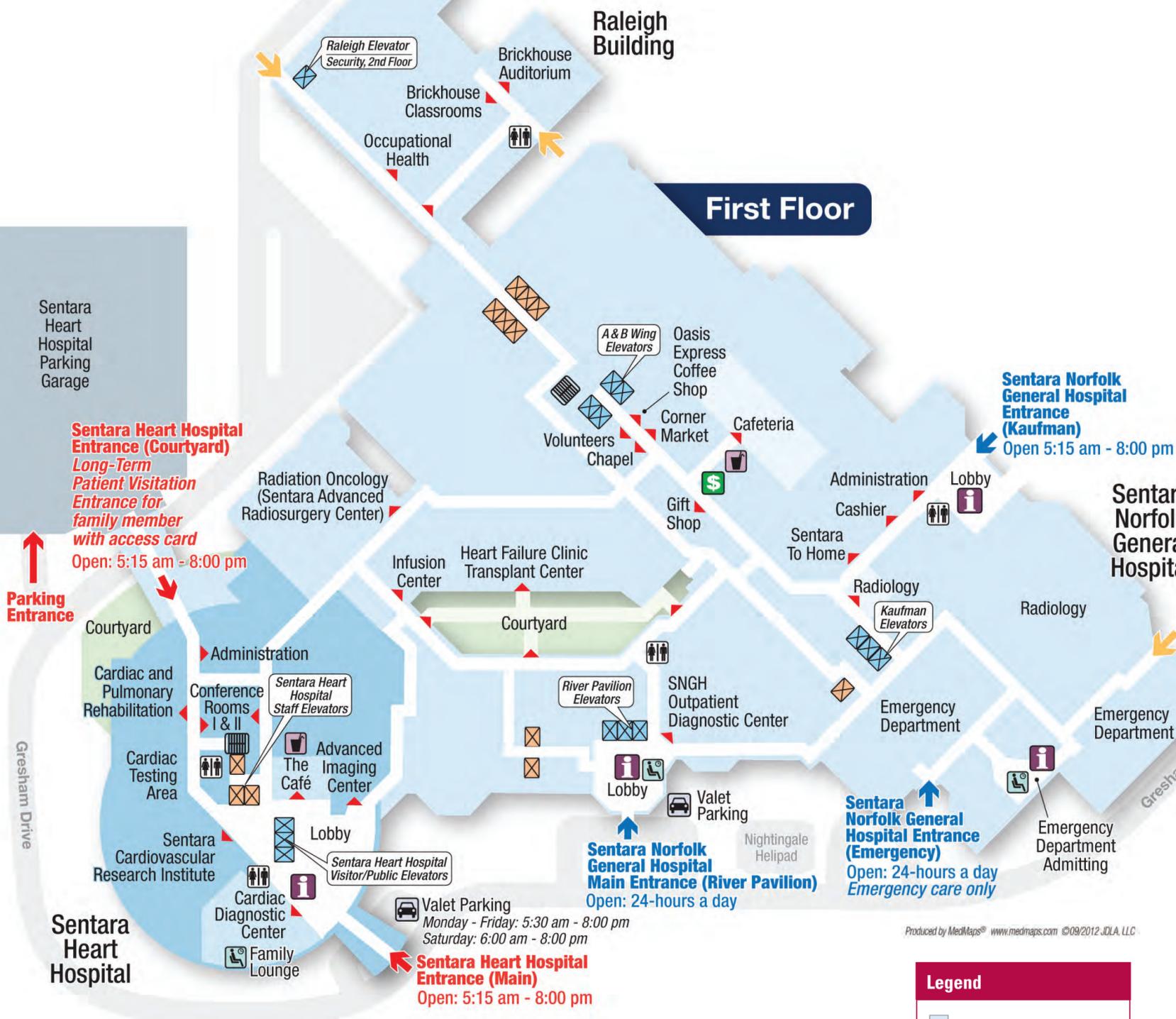
- CHKD Emergency Entrance H4
- Sentara Emergency Entrance E6

Buildings:

- Children's Hospital of the King's Daughters .. G4, G5
- EVMS Andrews Hall G7
- EVMS Brickell Library H5
- EVMS Education & Research Building I4-I5
- EVMS Hofheimer Hall F6-F7
- EVMS Jones Institute I6
- EVMS Lewis Hall H5
- EVMS Williams Hall D8

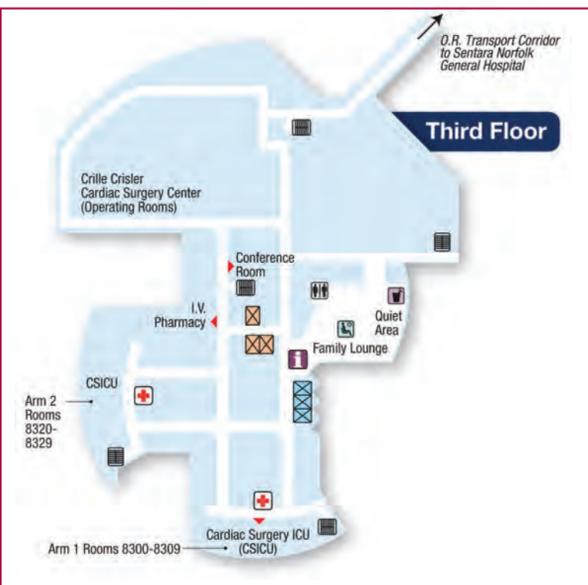
- Fort Norfolk Plaza C7-C8
- Medical Tower E6
- Public Health Department E8-E9
- Sentara Heart Hospital E4
- Sentara Norfolk General Hospital F5-F6
- Kaufman Pavilion F5
- River Pavilion E4-E5

SHH = Sentara Heart Hospital
SNGH = Sentara Norfolk General Hospital



Department	Location	Floor
Administration	SHH	1st
Administration	SNGH (Main)	1st
Advanced Imaging Center	SHH	1st
Brickhouse Auditorium	SNGH (Raleigh)	1st
CARE (Cardiac Assessment Recovery Evaluation)	SHH	2nd
Cardiac Diagnostic Center	SHH	1st
Cardiac Intensive Care Unit (CICU)	SHH	2nd
Cardiac Surgery Center	SHH	3rd
Cardiac Surgery Clinic	SHH	4th
Cardiac Surgery Intensive Care Unit (CSICU)	SHH	3rd
Cardiopulmonary Rehabilitation	SNGH (Main)	2nd
Cashier	SNGH (Main)	1st
Chapel	SNGH (Main)	1st
Conference I & II	SHH	1st
Conference Room	SHH	3rd
Corner Market	SNGH (Main)	1st
Emergency Department	SNGH (Main)	1st
Family Lounge	SHH	1st - 5th
Gift Shop	SNGH (Main)	1st
Heart Failure Clinic	SNGH (Courtyard)	1st
Information	SHH	1st - 3rd
Information	SNGH (Kaufman)	1st
Information	SNGH (River Pavilion)	1st
I.V. Pharmacy	SHH	3rd
Medical Office Building	SHH	6th
Oasis Express Coffee Shop	SNGH (Main)	1st
Occupational Health	SNGH (Raleigh)	1st
Outpatient Diagnostic Center	SNGH (Main)	1st
Patient/Family Library	SHH	1st, 4th, 5th
Patient Rooms (Sentara Heart Hospital)	SHH	2nd - 5th
Quiet Area	SHH	3rd
Radiology	SNGH (Main)	1st
Radiation Oncology (Sentara Advanced Radiosurgery Center)	SNGH (Main)	1st
Security	SNGH (Raleigh)	2nd
Sentara Cardiovascular Research Institute	SHH	1st
Sentara To Home	SHH	1st
Technology Wall	SHH	1st
The Café	SHH	1st
Transplant Center	SNGH (Courtyard)	1st
Volunteers	SNGH (Main)	1st

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Legend

- Sentara Heart Hospital
- SNGH Main Hospital
- Information Desk
- Visitors/Public Elevators
- Staff Elevators
- Stairs
- Rest Rooms
- Waiting Area
- Patient Beds
- Vending
- ATM
- Valet Parking
- Employee Entrance

