

Hospitality Suites

The mission of the Hospitality Suites is to provide a temporary home away from home for families experiencing a medical crisis.

Eligibility Room reservations/requests will be managed daily for caregivers of Owensboro Health patients. When the need arises, the following criteria will be considered in this order:

1. condition of the patient
2. participation/involvement in patient plan of care
3. distance from home
4. accessibility to transportation
5. other emergent needs
6. financial needs

Regardless of the number of available rooms, those staying in the suites must have a patient within the hospital, or have a patient with a pending surgery/baby delivery the following day.

Note: Patient must be a patient in this facility. Those being seen at other clinics, Cancer Center, etc. do not qualify. Those patients coming to OHRH for outpatient services such as MRI, X-Ray, EKG, etc. do not qualify.

Length of Stay The maximum length of stay in the suites is **five (5) nights**. If the guest requests an extended stay, it will need to be approved by Hospitality leadership via recommendation from the patient's care team.

Room Limit Maximum occupancy of Suite 1: six guests, Suites 2-6: four guests, Suite 7: two guests.

Room Charges One Bedroom Suites (2-7) **\$25.00 nightly** Two Bedroom Suite (1) **\$35.00 nightly**

Payment Debit/Credit cards are the only form of accepted payment. No cash or personal checks. A card number must be kept on file for stolen or damaged property. Guests will be responsible for OHRH property that is stolen or damaged.

Room Rental At least one registered guest must be 18 year of age, or older, and present a valid photo ID. Only registered guests are approved to stay in the suite. Notify Guest Relations at **270-417-3120** by 10:00am on subsequent days to request another night. Payment for subsequent nights are required by 10:00am.

Check In/Out **Check In time is 3:00pm**. Early check in may be available on occasion. **Check Out time is 10:00am**.

Key A key card will be issued upon admission to a suite. One additional key card can be issued upon request. A fee of \$10.00 will be charged to the card on file for any keys not returned at check out.

Parking Guest may park in Parking Lot A, Parking Lot B (doors lock 10:00p-5:00am), or use Valet Parking while staying in the suites.

Access Guests are asked to access the suites through the connector hallway on the ground floor. Use key card to access entry.

Guest Laundry Personal laundry may be washed and dried in the Guest Laundry area. Detergent and fabric softener is available at the main lobby information desk upon request.

Telephones Hospitality Suite direct phone numbers are **270-417-745(suite #)**. Room phones will only allow you to make local calls by dialing "9", then the telephone number.

Alcohol Alcoholic beverages are strictly prohibited in the suites, hospital, or on any hospital property.

Smoking Smoking tobacco products, including electronic cigarettes, is strictly prohibited in the suites, hospital, or on any hospital property. Guests will be asked to vacate the suites and a \$100 fee will be charged to the card on file if this behavior is observed.



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Children Children younger than 14 years of age must be supervised by an adult at all times.

Pets Pets are not allowed in the Hospitality Suites.

Quiet Hours In order to ensure guests receive a good night's sleep, we ask that quiet hours be observed from 10:00pm – 7:00am. However, please be aware that many guests will be resting throughout the day as well.

Guest Removal Guests who observe disruptive behavior, do not abide by suite/hospital rules and policies, and/or those who do not adhere to financial policy will be required to vacate their room.

Valuables Each suite is equipped with a safe that all guests are encouraged to use to secure personal valuables. Owensboro Health is not responsible for any lost or stolen items.

Food Services Food service is available from 5:00am – 10:30am and 11:00am – 1:30 am, seven days a week, in the hospital cafeteria, located on the first floor.

Forgot Something Please contact the Guest Relations Representative at the front lobby or call them at **270-417-3120**, if you forgot something at home. We have toiletries available upon request.

Housekeeping A housekeeping associate will access an occupied room daily to pull trash, make beds, and replace used bath linen if the "Service Please" sign is visible on the outside of the door. If you prefer not to be disturbed, please make sure the "Privacy Please" sign is visible on the outside of the door and housekeeping will not enter. Those guests who are in the suites for an extended amount of time must allow housekeeping services on a regular basis. The refusal of housekeeping is unacceptable.

Property Please do not remove any items from the room. This includes linens. For the safety of our patients and guests, hospitality linen should never be taken to a patient room.

Visitors/Incoming Calls Visitors and callers looking for a guest room will not be given a suite room number. However, the Guest Relations Representative will connect the visitor or caller to the room. All visitors must be accompanied by a registered guest in the suite area at all times.

Cash/Tips Please refrain from leaving cash tips in the Hospitality Suites. It is against company policy for staff to accept. It is also against hospital policy to solicit money from others while on hospital property. Doing so will result in immediate eviction from your room.

Disclaimer Owensboro Health staff reserves the right to enter a suite at its discretion (i.e. suspected illegal/prohibited behavior, security/safety concerns, etc.)

Thank you for choosing Owensboro Health for the care of you/your loved one. We hope your stay in the Hospitality Suites exceed all expectations. Please fill out the comment card located within your suite prior to departure.



Owensboro Health
Regional Hospital