



### Quiet Hours

We ask that you try to be as quiet as possible at all times, as others may be resting.

### Parking

- You are allowed to park one car per room in the North Lodge lot
- Vehicles must display the proper identification (Received at the time of check-in)

### Phone

- Local calls may be made at no charge
- If you make a long-distance call, please use a credit card or call collect
- Incoming collect calls cannot be accepted



## Numbers To Know

Fire .....	911
Police .....	911
Medical Emergency.....	911
Safety and Security .....	(763) 520-5642
Housekeeping .....	(763) 520-5653
Pastoral Care .....	(763) 520-5626
Patient Representative.....	(763) 520-5095
North Operator .....	(763) 520-5200
Social Services .....	(763) 520-5470
Gift Shop .....	(763) 520-5671
Health & Care Shop .....	(763) 520-4273
Deli & Grill .....	(763) 520-5753



## North Lodge Guest Accommodations

*Cover photography by  
Patricia Malcolm Photography.*



**North Memorial**

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Robbinsdale, MN 55422  
northmemorial.com

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# Dear Family and Friends: *Welcome*

Welcome to North Memorial Medical Center's North Lodge. It is our goal to make your stay as comfortable and convenient as possible. Please take a moment to familiarize yourself with the following house policies.

I would also ask that at the completion of your stay, you fill out a guest house survey so that we know how to improve our service in the future.

This facility was made possible by the generosity of many who understand the importance of family and friends during difficult times.

If you should have any questions or concerns, or if there is anything we can do to make your stay more enjoyable, please let us know.

Sincerely,



David W. Cress

President and CEO

North Memorial Health Care



## Guidelines and Policies

- Must be 18 years of age to make a reservation
- No solicitation of any kind
- One car per room
- Only those listed on the registration form may sleep in the room

For comfort of all guests, we request that you:

- Do not smoke on North Memorial grounds (The North Memorial campus is a smoke-free environment)
- Do not use alcoholic beverages or recreational drugs
- Do not bring pets into the lodge
- Supervise children under age 12 at all times
- Leave all valuables and personal belongings at home (North Memorial is not responsible for lost, stolen or damaged articles)

## Who May Stay in the Lodge

The lodge is available to the family and friends of any current patient of North Memorial who reside outside the metro area.

Rooms are also available to patients and families receiving outpatient treatment at North Memorial.

## Method of Payment

Room rate is \$55 per night for a standard room and \$75 per night for a suite. Credit card payment is preferable. Cash payment is to be paid upfront. We do not accept personal checks.

## Check-In and Check-Out

Check-in is Monday through Friday between the hours of 8 a.m. to 4:30 p.m. at the North Memorial Trauma Institute & Specialty Care Clinic. Check-in and reservations are not



allowed during the weekend. If you should arrive on the weekend and would like to check on room status for the following week, please call the North Lodge at (763) 520-4210 and leave a message for the registrar and they will get back to you on Monday when they return.

Two card keys will be issued per room. This key will open the main door to the North Lodge and your individual room.

Check-out time is 11 a.m. There is no place in the hospital to store luggage once you have checked out.

## Safety and Security

Security officers are on duty 24 hours a day to respond to emergencies and to escort people to and from the North Lodge or parking ramp. Please call (763) 520-5642 if you would like an escort.