



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
Hospital Operator	(763) 520-5200
Housekeeping	(763) 520-5653
Pastoral Care	(763) 520-5626
Patient Representative.....	(763) 520-5095
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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North Memorial

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 comfortable, please let us know.

Sincerely,



Loren Taylor

*President and CEO
North Memorial*



Guidelines and Policies

- Must be 18 years of age to register for a room
- 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.

Rooms are available on a first-come, first-served basis, and reservations are not offered.

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.

Safety and Security

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



Check-In and Check-Out

Monday-Friday Daytime Check-in

Check-in is Monday through Friday between the hours of 8:30 a.m. to 4:30 p.m. at the North Lodge Registration Office. We're located in the North Memorial Trauma & Specialty Care Clinic, in the atrium (Plaza Level) of the hospital. Call (763) 520-4210.

Weekend and Evening Check-in

Please call Safety and Security at (763) 520-5642 for evening and weekend registration. Evening hours are 5 p.m. to 9 p.m., Monday through Friday, and weekends from 9 a.m. to 9 p.m.

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. Sorry, we are unable to store luggage in the hospital once you have checked out.