

Visitor Information

Visiting Guidelines

NewYork-Presbyterian is committed to providing all patients full and equal visitation privileges consistent with a patient's preference, and does not restrict, limit, or otherwise deny visitation privileges based on race, color, national origin, ethnicity, culture, disability, age, sex, religion, socioeconomic status, sexual orientation, gender identity or expression, source of payment, or any other characteristic protected by law.

Patients may designate a support person, an adult family member or friend, to provide emotional support during their Hospital stay. Unless otherwise indicated, the support person has access to the patient 24 hours a day.

The following visiting guidelines apply to inpatient areas, with the exception of behavioral health and pediatric units.

General Visiting Hours

7 am to 9 pm

Overnight Visiting/Quiet Hours

9 pm to 7 am

At 9 pm, we begin observing quiet hours and encourage visitors to leave the Hospital for the night. Everyone on the unit is asked to speak softly and place cell phones on vibrate.

During this time, at the request of the patient, one support person selected by the patient is welcome to stay. For patients in semi-private rooms, the support person may stay in the unit's visitor lounge and visit intermittently, as long as the patient in the other bed is not disturbed. For patients in private rooms, a support person may remain in the room overnight. Unique situations should be discussed with the staff.



Age of Visitors

Children are permitted to visit with adult supervision. Some units may have additional guidelines for children.

Number of Visitors

In order to promote rest, healing, and privacy, loved ones and friends are encouraged to schedule their visits. From 7 am to 9 pm, we limit visitors at the bedside to two at a time. Many units have visitor waiting areas or lounges. Special requests for visiting should be discussed with the patient's nurse.

Visitor Belongings

Visitors are responsible for keeping cell phones, computers, and other belongings in their presence at all times. For infection control or safety reasons, some units may have special considerations as to which items may be brought into a patient's room. Please check with the nurse.

Information Desk

(212) 305-2897

Seven days a week, 24 hours a day

The Information Desk, located in the lobby of the Milstein Hospital Building, provides directions and information to patients and visitors.

There is also a Welcome Desk located in the first floor lobby of the Vivian and Seymour Milstein Family Heart Center. The Welcome Desk is open 5 am to 9 pm, Monday through Saturday, and can be reached at (646) 317-4040.

Gift Shop

(212) 305-7008

Monday through Friday, 8 am to 9 pm

Saturday, Sunday, and Holidays, 10 am to 9 pm

The Gift Shop is located in the lobby of the Milstein Hospital Building. It offers a wide selection of items, including flowers, toiletries, newspapers, magazines, cards, snacks, beverages, gifts, and mylar balloons. You may call the Gift Shop to have deliveries made to your room.

For the health and safety of our patients, latex balloons are prohibited in the Hospital. Mylar balloons and flowers (fresh cut, artificial, and dried arrangements) are prohibited in all intensive care units, recovery rooms, operating rooms, nurseries, the labor and delivery unit, as well as in oncology and transplant units.

Guest Facility and Hotels

McKeen Pavilion

Milstein Hospital Building
NewYork-Presbyterian/Columbia
177 Fort Washington Avenue,
between 165th and 168th Streets
New York, NY 10032
Reservations: (212) 305-7189

Located in the Milstein Hospital Building at NewYork-Presbyterian/Columbia University Irving Medical Center, the McKeen Pavilion offers hotel accommodations for guests and loved ones so friends and family can stay close by during the patient's hospitalization.

Call for information or reservations, Monday through Friday, 8 am to 5 pm; Saturday and Sunday, 8 am to 4 pm. After hours, ask a nurse to page the Administrator-on-Call who will check on room availability for that night. There are a limited number of rooms in the McKeen Pavilion. If possible, try to make reservations at least two weeks in advance.

Hotel accommodations located in close proximity to NewYork-Presbyterian/Columbia are:

Edge Hotel

514 West 168th Street
New York, NY 10032
Reservations: (212) 543-0005

This new boutique hotel is conveniently located near the Hospital. When calling, ask for the NewYork-Presbyterian rate.

Crowne Plaza Englewood

401 South Van Brunt Street
Englewood, NJ 07631
Reservations: (201) 871-2020

The Crowne Plaza is located just north of Route 4 and Interstate 80. When calling, ask for the NewYork-Presbyterian rate.

Visitor Information

Places to Eat

There are several places to have a meal or snack on the NewYork-Presbyterian/Columbia campus as follows:

Heights Café

(212) 305-4527

Monday through Friday, 7 am to 7 pm
Saturday, Sunday, and Holidays, 7 am to 2 pm

This buffet-style cafeteria is located on the second floor, Milstein Hospital Building, 177 Fort Washington Avenue at 168th Street.

Starbucks

Seven days a week, 24 hours a day

Starbucks is located in the main lobby of the Milstein Hospital Building, 177 Fort Washington Avenue at 168th Street.

Farmer's Fridge Kiosks

Seven days a week, 24 hours a day

Healthy options, including fresh salads and sandwiches, are available at kiosks located on the second floor of the Milstein Hospital Building and the second floor of the Harkness Pavilion.



Lobby Café

(212) 342-8489

Monday through Friday, 7 am to 7:30 pm
Saturday and Sunday, 8 am to 3:30 pm

The Lobby Café is located in the main lobby of NewYork-Presbyterian Morgan Stanley Children's Hospital at 3959 Broadway. The Café offers grab-and-go service of gourmet sandwiches, soups and salads, fresh baked goods, kosher meals, specialty beverages, and coffees, lattes, and teas.

Vending Machines

Vending machines are available 24 hours a day in the Milstein Hospital Building on floors 2, 3, 4, 5, 6, 7, and 8, and in various locations throughout the NewYork-Presbyterian/Columbia campus.

Public Restrooms

Gender neutral restrooms are located throughout the Hospital and on every floor, usually near the elevators. For infection control purposes, bathrooms in patient rooms are for patient use only.

ATMs

ATMs are located in:

Presbyterian Hospital Building - Lobby

635 West 168th Street

Milstein Hospital Building - Second Floor

177 Fort Washington Avenue

Harkness Pavilion - First Floor

180 Fort Washington Avenue

Harkness Pavilion - Second Floor

180 Fort Washington Avenue