



TEXAS CHILDREN'S HOSPITAL AMENITIES

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GENERAL AMENITIES

Gift Shops

There are several gift shops conveniently located throughout Texas Children's where gifts, cards, toys, snacks and other items may be purchased. *Hours and availability for the gift shops are subject to change.

Abercrombie Building
Level 1, near the Red Elevators
Monday - Friday, 8 a.m. - 4 p.m.
832-824-2259

Wallace Tower
Level 3, by the food court
Monday - Friday, 8 a.m. - 6 p.m.
832-822-3035

Pavilion For Women
Gift Shop and Pharmacy, Level 1
Monday - Friday, 8 a.m. - 5 p.m.
832-824-8888

West Tower
Level 3, by Admissions
Monday - Friday, 7 a.m. - 7 p.m.
Saturday - Sunday, 9 a.m. - 5 p.m.
832-824-5555

Dining

Abercrombie Building

- Bertner Avenue Café – Level B1 of St. Luke's Health Hospital, accessible from the Red Elevators in the Abercrombie Building.
Daily, 6:30 a.m. - 8 p.m.
- Just Baked Vending Machines – (Level 1 near train display)
Offers hot sandwiches, pastries, hamburgers
Grab and go options, including breakfast items, sandwiches and salads, daily from 6 – 10 am; 11 am – 2 pm and 8 pm – 1 am.

Mark Wallace Tower

- Level 3 Food Court. Offers a variety of dining options including Chick-fil-A Xpress®, Subway®; hours are 7 a.m. - 6 p.m., Monday - Friday.
- Market Coffee (located outside the food court area) hours are Monday – Friday: 6:30 a.m. - 6 p.m.

Pavilion For Women

- Fresh Bistro Cafeteria– Level 3, open daily, 6:30 a.m. - 8 p.m.; and 11 pm to 3 am.
- Coffee Corner – Level 3, across from the Fresh Bistro Offers Starbucks coffee, tea, fresh baked pastries, grab-n-go lunch, fresh fruit smoothies and more.
Monday - Friday, 6 a.m. – 8 p.m.
Saturday - Sunday, 7 a.m. - 3 p.m.

Vending Machines

- Abercrombie Building – Level 2, next to Red Elevators
- Feigin – 2nd floor
- Legacy Tower Floors 3rd, 8th, 22nd, 23rd, 24th

- Pavilion for Women Floors – ER 1st, B1, 9th, 12th, 14th
- Wallace Tower – 5th, 8th, 10th, 17th
- West Tower – Level B1, Level 1 near the Emergency Center and Rapid Treatment Area (RTA), 3rd, 4th, 10th, and Level 16 near the School Room.

Hospitality Snack Bag

- Guest Services (832-826-STAR (7827)) provides a free snack bag which includes bottled water, fruit, granola bar, chips up to twice a day. Pick up at west tower 24 hours a day.

Local Area Dining Options: Visit [texaschildrens.org/patients-and-visitors](https://www.texaschildrens.org/patients-and-visitors), or contact Guest Services at 832-826-STAR (7827) for recommendations and information.

ATMs

- Abercrombie Building – Level 1 – Bank of America® (next to the Grey Elevators) and Wells Fargo® (near Red Elevators)
- Wallace Tower (formerly Clinical Care Tower), Level 3 – Bank of America
- Texas Children’s Pavilion for Women, Level 3 – Outside of Wells Fargo Bank

Postal Services

- Postal services are located on Level 1 of St. Luke’s Health, accessible from Texas Children’s Abercrombie Building Level 1. Stamp sales, mail and messenger services are available Monday - Friday from 1 p.m. - 3 p.m. For questions, contact Postal Services at 832-355-3053.

Places To Visit

- The Children’s Chapel
Located near the Auxiliary Bridge on Level 3 of West Tower, The Children’s Chapel provides a unique space for families, patients and staff to pray, meditate, attend religious services or simply be alone with their thoughts. The chapel is open 24 hours a day, 7 days a week.
- The Children’s Garden
Located on West Tower Level 4, this relaxing roof garden provides seating and tables for patients and families who want to spend time together, enjoy a meal or simply get outdoors without having to leave the hospital.
- The Merle C. Donigan Play Garden
Another opportunity to get outdoors is the play area located outside the Abercrombie Building Level 1. The play garden is appropriate for children of all ages.
- Family Lounges
Lounges with microwave ovens, refrigerators are available 24 hours a day on all inpatient floors.

Parking

The Texas Medical Center (TMC) operates multiple parking options and facilities, including complimentary shuttle service for Texas Children’s Hospital visitors. If you have any questions, you can contact the TMC Helpline at 713-791-6161, visit the West Tower Welcome Desk on Level 1, or get up to date information and pricing at [tmc.edu/contact/parking](https://www.tmc.edu/contact/parking)

- Valet Parking (Available at the following Texas Children’s Hospital locations):

[texaschildrens.org/cancer](https://www.texaschildrens.org/cancer)

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Pavilion for Women
6651 Main Street, Houston, TX 77030
24 hours a day, 7 days a week
832-826-5240

Wallace Tower
6701 Fannin Street, Houston, TX 77030
M – F, 5 a.m. - 8 p.m.
832-822-0156

West Tower
6621 Fannin Street, Houston, TX 77030
24 hours a day, 7 days a week
832-824-5196

- Self Park: available at several TMC garages near or beneath Texas Children’s Hospital buildings:
Garage 1 – located between Texas Children’s Hospital and The Methodist Hospital on Fannin Street (North)
Garage 2 – located on the corner of Holcombe Blvd. and Richard J.V. Johnson Ave.
Garage 12 – located under West Tower via Bellows Drive
Garage 16 – located under Wallace Tower via Bates Street
Garage 21 – located under Pavilion for Women on Main Street
- Discounted Rates with Value Pass
If you plan to park for several days or make repeated trips to Texas Medical Center, there are Prepaid Value Pass options. \$52 Prepaid Value Pass - \$60 in parking value \$100 Prepaid Value Pass - \$115 in parking value. Prepaid Value Pass offer discounted rates and unlimited in-and-out privileges for Garage 12 near West Tower, Garage 16 underneath Wallace Tower and Garage 21 underneath Pavilion for Women. The Prepaid Value Passes do not expire, provide unlimited in and out privileges, and a maximum of \$19 is deducted from the Value Pass each calendar day (midnight to midnight), and can be used at other TMC parking locations. For more information, visit tmc.edu/contact/visitor-parking.
- Discounted Offsite Parking
Additional parking is available at the South Extension Visitor Lot (SEV Lot) via the Blue TMC METRO Shuttle, located at 1522 S. Braeswood and William C. Harvin Blvd. The maximum fee is \$6 a day. The shuttle stops about half a block from Texas Children’s Hospital West Tower and operates weekdays between 4:30 a.m. and 10:40 p.m. free of charge. The shuttle does not operate on weekends. The average commute between the SEV Lot and Texas Children’s Hospital West Tower is approximately 10 minutes depending on traffic. You may also park in Metro’s Fannin South Lot, which is located on Fannin St. just outside the 610 Loop behind Sam’s Club. The parking fee is \$3 and to get to Texas Children’s, ride the METRORail for \$1.25 each way and exit the train at the Dryden/TMC stop. TMC
- Complimentary Shuttle Service
TMC offers complimentary shuttle service and provides convenient and reliable transportation for patients, visitors and employees within the Texas Medical Center campus, including Texas Children’s Hospital. For routes, information and holiday schedules, visit tmc.edu/contact/shuttle-services.
- There are some resources to assist with parking (local/national organizations) and transportation (government program). Each program does have specific eligibility requirements. Please contact social work to learn more about this assistance.

Maps: Maps of the Texas Children’s Hospital campus are available at texaschildrens.org/wayfinding

INPATIENT AMENITIES

Kids Own Studio (located on 16 West Tower)

Home to ZTV, the Child Life Media team broadcasts live shows and special events from the studio to patient rooms. Parents and families are welcome to participate in these child-friendly shows by watching from their rooms on Channel 19-1. Call 832-826-7890 during live shows. Ask your nurse for a TV guide or more information.

Child Life Zone (located on 16 West Tower)

The Child Life Zone is a lounge and activity area where patients and their families can play, laugh and relax. The Child Life Zone was recently renovated thanks to Teammates For Kids®, founded by Garth Brooks and Troy Aikman. It offers video games, air hockey, pool table, board games, a cooking area and arts and crafts for patients and families ages 6 and up. To confirm activities and hours of operation, please call 832-826-1612. Each child who comes into the Child Life Zone is required to obtain an Activity Pass from their nurse. *Sibling restrictions during the flu season will apply to all activity rooms.

The Pi Beta Phi Patient/Family Library (located on 16 West Tower)

This library offers books, board games, puzzles, magazines and movies for all ages. You can also access medical and parenting resources, materials in multiple foreign languages, computers and fax machines. Hours are posted on the library room door, or you may call the Library at 832-826-1619. *Hours may vary due to volunteer availability.

Laundry Room

Free, self-serve washers and dryers are located on floors 7 and 16 of West Tower. Detergent is available via guest services. Please contact Guest Services at 832-826-STAR (7827) for more information.

School

We have a variety of options to help meet your child's individualized academic needs. If you have any questions regarding school or academic needs, please contact our school coordinators at txchschool@texaschildrens.org.

Activity Room

For families admitted to 7 & 9 West Tower, the playroom is located on 9 West Tower for families on both floors to use. Hours vary depending on the activities provided. We have an art studio on 7 west tower and activity rooms on 8 & 9 west tower.

OUTPATIENT AMENITIES

Hematology/Oncology Clinic – Located 14 Mark Wallace Tower

Ronald McDonald House Family Room

Free snacks & coffee are available in the Ronald McDonald House Family Room (D.1430.38 located in the back corner of the infusion room). You're welcome to use the refrigerator to store any food or medication. (Please follow the labeling guidelines listed in the family room).

Hats/Yarn Wigs

Available for all patients, located in an unlocked cabinet called Laura's Hat Shop next to the Ronald McDonald House Family Room.

Meal Trays

Free meal trays are available for patients who are receiving treatment in the infusion room. Caregiver trays are available for purchase. Meal orders can be placed by calling 832-826-3400 from 7:00AM – 4:00PM. Menus are available at the Infusion Room Desk.

Urgent Care Bay

The Urgent Care Bay is a space for patients who are in need of immediate medical care. It is located on 14 MWT within the clinic. Staff can escort you to the location.

Purple Songs Can Fly Studio

A unique program that provides a musical outlet for children being treated for cancer and blood disorders. In this program, the children and their siblings work in an in-house recording studio with professional composers to write, record, and burn their own songs to disc within short sessions.

Restrooms

Located in our clinic waiting room, infusion room and near treatment rooms. Please ask any staff member to locate the nearest restroom.