Advance Transit

Advance Transit is a free bus service that makes multiple stops throughout the Upper Valley. Bus schedules are available at the Information Desk.

Blood Donor Program

While you are visiting, we invite you to give the gift of life by donating blood or platelets through our Blood Donor Program. Minimal time is needed to make a difference. All blood collected at Dartmouth-Hitchcock stays here for our patients. Located on level 2 of the Faulkner Building. While appointments are appreciated, walk-ins are welcome. Please call 603-538-3783 for more information.

Care Management

The Office of Care Management coordinates care and provides support for Dartmouth-Hitchcock Medical Center patients, and the office is located on level 3 in the Center Court.

Chaplaincy Services

The Chaplaincy Department helps address the spiritual well-being of patients, family members, and staff. The Medical Center also provides a beautiful Chapel as a place of public worship and private meditation. The Chapel is next to the elevator lobby on level 3 of the Pavilion Towers and is open 24 hours a day.

Food

The Dining Room features a grill, grab-and-go sandwiches and salads, soups, salads, and a variety of beverages. Located on level 2, the Dining Room is open Monday through Friday 6:30 am to 7:00 pm and Saturdays and holidays 6:30 am to 6:30 pm.

East Mall Cafe is a small cafeteria located on level 3 of the East Mall. The following eateries are located at Center Court on level 3 of the main mall:

- Cravins’s Country Market & Deli is a convenience store with snacks, newspapers, drinks, and deli items.
- Au Bon Pain features sandwiches, coffee, soup, and bakery items.
- Sbarro’s offers pizzas, pasta, salads, main entrées, and desserts.

Non-Smoking Facility

For your health, Dartmouth-Hitchcock Medical Center is a smoke-free institution promoting a safe and healthy environment for our employees, patients, volunteers, contract employees, students and visitors. Smoking is not allowed inside or outside of the buildings on campus.

Outdoor Areas

During your visit you may wish to walk our beautiful grounds. There are two walking paths. One surrounds the complex in the Inside part of the loop road. The Albert Schweitzer Walking Trail will take you through the woods and can be accessed outside the loop road. For a short stroll or for sitting, a lovely “Garden of Hope” is located next to the Norris Cotton Cancer Center. There is also a patio and children’s play area off the Dining Room on level 2.

Parking

For hospital patients and visitors, follow the signs to the North Entrance Visitor Parking. Parking is also available for out-patient clinic appointments at the Main Entrance and Parking Garage. Handicap parking spaces are available in all of the parking areas. Free escorted parking is available at the Main Entrance and the Faulkner Building Entrance.

Patient and Family Relations

Patient and Family Relations works with patients and visitors in all sections of the Medical Center to assist with complaints and concerns about the care they receive. They are located in the Care Management office on level 3 in the Center Court. Please call 603-442-9440 for more information.

Pharmacy

The Pharmacy is located on level 3 near the entrance of the Norris Cotton Cancer Center and offers a wide variety of over-the-counter items.

Security

We are committed to providing a safe and secure environment to everyone who enters our facility. The Parking and Security Department is staffed with security officers who are available to assist 24 hours a day. They are on duty 7 days a week. Security is contacted by dialing 603-500-5000.

Shops and Services

The Pink Smock Shop offers a wide variety of affordable merchandise including cards, magazines, gifts and baby items. All proceeds from the shop are given back to the medical center. The Pink Smock is located at Center Court, in the center of the Mall on Level 3.

Center Court Flower Shop offers fresh floral arrangements, plants and other items in the shop. The shop is located on level 3, in the Center Court, at the end of the hallway.

Shops and Services (Cont.):

- Bank of America is located on level 3 to the right of Center Court. There is a 24-hour ATM just outside the bank.
- First Uniform is located on level 3 and offers uniforms, shoes and clothing.
- The following businesses are located on level 4, one floor above the rotunda near the Main Entrance:
  - Service Credit Union provides full-service banking for members and their families.
  - The Spilt Ends salon offers shampoos, cuts, trims, perms and color. Walk-ins welcome.

Shuttle Bus Services

The Dartmouth-Hitchcock Medical Center bus runs on main campuses and visitors to David’s House, Centera, Lot 9 and the Outpatient Surgery Center. Please see the information desk for schedules.

Telephone Service / Internet

Patients can be reached by calling the hospital operator at (603) 663-5500 and asking to be connected to the patient’s room. Calls can be made and received between 7:00 am and 11:00 pm. Patients who have their own laptops with wireless connections may use the Dartmouth-Hitchcock Guest Wireless Network. This network is provided free of charge to our patients, their families, and other visitors. Start a web browser session to access the network. Patients without their own computers can access online materials at the Health Education Center, located on level 4 in the East Mall.

Visiting Hours

Each unit has a waiting room for visitors. For the best possible care, we ask that you be as quiet as possible and supervise children at all times.

For medical and surgical units, hours are flexible; however, we request that visitors leave by 9:00 pm.

For psychiatric units, hours are Monday through Friday from 4:30 pm to 8:30 pm; Saturday, Sunday and holidays from 12:30 pm to 9:30 pm.

The Children’s Hospital at Dartmouth (CID) welcomes parents and caregivers of our patients at any time. All others are welcome to visit between 8:30 am and 9:30 pm.

For the intensive care and coronary care units, visiting hours depend on the patient’s condition.

Wheelchair Availability

Wheelchairs are available at all patient entrances. To protect your safety, we discourage wheelchairs in the parking garage.
Directions
Dartmouth-Hitchcock Medical Center is located on New Hampshire Route 120, in Lebanon, NH.

From Boston area (2.5 hours), or Manchester Airport (1.5 hours)
Take I-93 North to I-89 North. Take Exit 18 for Lebanon, NH and turn right onto Route 120 North. Follow Rt. 120 for about 1.5 miles to the traffic lights with the “H” sign and make a left turn. Follow the signs to the entrance of DHMC.

From Massachusetts and Connecticut
Take I-91 North to I-89 South (just before you reach White River Junction). On I-89 South, take Exit 18 for Lebanon, NH. Turn left off the exit ramp onto Rt. 120 North. Follow Rt. 120 for about 1.5 miles to the traffic lights with the “H” sign and make a left turn. Follow the signs to the entrance of DHMC.

From Burlington, Vermont (1.5 hours)
Take I-89 South to Exit 18 for Lebanon, NH. Turn left off the exit ramp onto Route 120 North. Follow Rt. 120 for about 1.5 miles to the traffic lights with the “H” sign and make a left turn. Follow the signs to the entrance of DHMC.

From Rutland, Vermont (1 hour)
Take US Rt. 4 East to the intersection with I-89 between Woodstock and White River Junction. Take I-89 South to Exit 18. Turn left off the exit ramp onto Rt. 120 North. Follow Rt. 120 for about 1.5 miles to the traffic lights with the “H” sign and make a left turn. Follow the signs to the entrance of DHMC.

From St. Johnsbury, Vermont (1.25 hours)
Take I-91 South to I-89 South (just after the exit for White River Junction). Follow I-89 South to Exit 18. Turn left off the exit ramp onto Rt. 120 North. Follow Rt. 120 for about 1.5 miles to the traffic lights with the “H” sign and make a left turn. Follow the signs to the entrance of DHMC.

From Concord, New Hampshire
Take I-89 North Exit 18. Turn right off the exit ramp onto Rt. 120 North. Follow Rt. 120 for about 1.5 miles to the traffic lights with the “H” sign and make a left turn. Follow the signs to the entrance of DHMC.