

Children's Pavilion

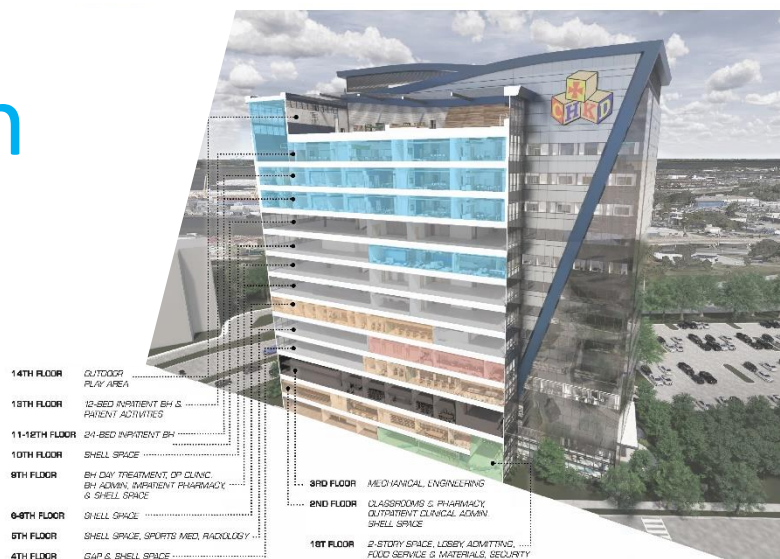
401 Gresham Drive Norfolk, VA 23507

Services At This Location:

(Beginning April 25)

- + General Academic Pediatrics (GAP)
- + Outpatient Mental Health Program
- + Radiology
- + Sports Medicine Program
- + Lab

[Click here for more Children's Pavilion Opening Updates!](#)



Building FAQ Page

Parking Garage:

- Badges are required for coming and going from the parking garage but will not be live for April 25th Go Live. You will be notified when this goes into effect.
- Entry and Exit gates will stay up for the first 30 days.
- Emergency call boxes at stairwells are video and audio. If you need assistance, push the emergency button. Security will have visuals on you and communicate through the device until an officer arrives.

Handicap Parking: all floors located near the elevator

Patient/Visitor Parking: 2nd and 3rd floors

Physician Parking: 4th floor

Employee Parking: 5th floor and above

Electric vehicle charger: 2nd floor

Elevators:

- **Patient Elevators:** There are three (3) elevators. Patients must choose their floor destination outside of the elevator and watch the communication tablet indicating what elevator they are assigned.
- **Staff Elevators:** There are two (2) staff elevators. Badge access is required for access beyond 9th floor.
- **Freight Elevator:** There is one (1) freight elevator.

API Quick Badge:

- Employees who need to clock in at Children's Pavilion can use the API Quick Badge stations located on each floor near the elevators.

Lactation Rooms:

- Lactation rooms are located on the 2nd floor.

Paper Signs:

- Paper signs are not allowed in the building. Enter a work order if additional signs are needed.

Conference Rooms:

- The process for scheduling the conference rooms at Children's Pavilion is the same as scheduling other conference rooms in the health system. Reference Policy C5417 Conference Room Reservation Process and Responsibilities for more information.

Front Entrance:

- Drop off area in front of building should be utilized for drop offs only. Persons should not leave their vehicle unattended. This includes Uber/Lyft/Taxis/Food Drop off. Security will be closely monitoring this area to ensure the area remains clear.
- To open the front doors outside of business hours, you need to swipe your badge and walk in front of sensor for the door to open.
- Aiphones are located outside the building that go directly to Security if you are having access issues.
- Bicycle parking is located under the front entrance canopy.

Mail:

- The mailroom will operate exactly like the one at the main hospital. There will be post office style boxes for each department and drop boxes for outbound mail. Departments are responsible for pick up from their assigned mailboxes and distribution across their unit.

Meal Delivery:

- Staff members should pick up their food deliveries outside of the lobby. Please arrange for the driver to contact appropriate staff when they arrive.

Children's Pavilion Café:

- The Children's Pavilion Cafe will be open from 7am to 3:30pm Monday through Friday. Employees receive a discount at the café. Online ordering coming soon.
- Vending is located in the 1st floor café space.

Masks:

- Masks are required at Children's Pavilion for all staff, patients, and visitors in the building.

Contact Information

+ **Security:** 757-668-5911

+ **EVS:** 757-668-5914

+ **Engineering:** Enter work order for routine service requests. For urgent issues, call 757-668-7148 or pager 757-475-1303. After hours, Engineering at 757-802-1324.

+ **IS Service Desk:** IS Command Center will be available 8am to 5pm on April 25 and 26. Contact IS Command Center by calling 668-9962.

+ **Emergency Response:** Reference Safety and Security Reference Chart

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for all children