

# Farr Discharge Lounge: Information for Patients

## What is the purpose of a discharge lounge?

A discharge lounge provides a comfortable space to wait for a ride home for those patients who are medically discharged and require minimal assistance.

## Where is the discharge lounge located?

The lounge is in the Farr Lobby at 185 Pilgrim Road, beside the elevators. The address for GPS is 185 Pilgrim Road, Boston MA, 02215.

## What are the hours of operation?

The lounge is staffed from 10 a.m. to 7 p.m., Monday through Friday (non-holidays). **Please note that all patients must be picked up by 7 p.m.**

## Who staffs the lounge?

The lounge is staffed from 10 a.m. to 7 p.m., Monday through Friday. The on-duty staff member can be contacted at 617-632-8702. In addition, the lounge is adjacent to the Lobby information desk, which is staffed by a service ambassador who can also assist as needed.

## What is the criteria to use the lounge?

In order to use the lounge as a pick-up option, you must:

- Be thinking clearly, with no confusion
- Be able to walk with minimal help
- Be able to use the toilet with minimal help
- Be able to give yourself any medications that are needed while you are waiting

Some patients may not be eligible due to infection control or other issues. Your nurse will let you know if you meet the criteria to use the discharge lounge.

## What amenities are offered?

The lounge offers:

- Comfortable seating
- Nearby bathrooms
- Snack basket
- Water station
- iPads and reading materials

In addition, it is close to the Farr Café and the Gift Shop.

For those who need to stay for an extended period of time, a meal voucher or box lunch is offered.

## How can I express my interest in waiting for my ride in the discharge lounge?

Speak with your care provider.

## How will my ride pick me up?

The Farr Lobby provides easy access and visibility to Pilgrim Road. Direct your ride to pick up at 185 Pilgrim Road and just pull up to the curb. They will not need to pay to park – or even get out of the car – if they are picking you up from the discharge lounge.

When the person picking you up arrives, have them call you directly or direct your loved one to call you directly or reach out to our staff member at 617-632-8702. A staff member will help you out to your ride.

### Directions for the person picking you up

Live pick up is at 185 Pilgrim Road. Please pull up slowly to the security gate, which will automatically raise the gates for you to enter. Pull up to the curb and park along the fenced area on the right hand side where signage indicates “Discharge Lounge Live Parking Only.”

Please do not get out of your vehicle. Call the person you are picking up to let them know you’ve arrived (or call a staff member at 617-632-8702). Someone will help the patient get out to your vehicle.

Please remember that this is a very active roadway for emergency vehicles and ambulances. Please yield to emergency vehicles while on this road.

Before you depart, please ensure your loved one has their discharge paperwork, medications, and any other personal effects.

When leaving, please continue to the end of Pilgrim Road and turn onto Francis Street or the Riverway. U-turns are not permitted on Pilgrim Road.

