Access to all elevators is available on Levels 1 and 4.

Welcome to The Queen's Medical Center wayfinding system. The color- and symbol-coded elevators and coordinating signage are designed to help patients and visitors find their way around the Medical Center campus. Follow the signs to the elevator that has the closest access to your destination.

Please note: 'Iolani Elevator is not wheelchair accessible on Level 1. Accessible routes to Level 1 destinations are available by using Queen Emma Elevator.

Patient Rooms Elevator / Level
275-289 Level 2
335-345 Level 4 (Transfer to Level 3)
402-488 Level 4
502-569 Level 5
602-670 Level 6
702-773 Level 7
825-873 Level 8
925-973 Level 9
1025-1074 Level 10

Amenities / Services Elevator / Level
Admitting & Registration Level 1
After Hours Exit Level 1
Café Aloha Level 1
Chapel Level 1
Concierge Level 1
Discharge Pharmacy Level 1
Discharge Hospitality Lounge Level 1
Gift Shop Level 1
Harkness Dining Room Level 1
Information Level 1
Kamehameha Auditorium Level 1
Medical Records Level 1
Miller Parking Level 1
Patient Financial Services Level 1
Patient Relations Level 1
Physicians Office Building (POB) 1 Level 1
POB 1 Parking Garage Level 1
UH Tower Level 1
Volunteer Services Level 1

Medical Departments Elevator / Level
Adult Behavioral Health Level 1 (Transfer to Level 3)
Cancer Center Level 4 (Transfer to Level 1)
Cardiovascular Surgical ICU Level 4 (Transfer to Level 3)
Clinical Trials Level 1
Dental Clinic Level 1
Diagnostic Laboratory Services Level 4
Emergency Level 1
Endoscopy Level 4
Family Treatment Center Level 4 (Transfer to Level 2)
Hemodialysis Level 2
Imaging Level 1
Infusion Treatment Center Level 2
Maternity Services Level 10
Medical ICU Level 4
Neuroscience ICU Level 4/Level 5
Observation Unit Level 2
Orthopedic & Spine Center Level 8
Pain & Palliative Care Level 7
Pre-Surgery Center Level 7
Pulmonary Lab Level 1
Queen Emma Clinic Level 1
Queen’s Heart Level 3
Radiation Therapy Level 4 (Transfer to Level B)
Same Day Surgery Level 5
Sleep Center Level 3
Surgery Center Level 3
Surgical ICU Level 4
Urology Level 4
Women’s Health Center Level 1
Wound Care & Hyperbaric Center Level 1

Lobby Level
- ATM
- Café Aloha
- Gift Shop
- Information
- Restroom
- Miller Parking
- POB 1 Parking Garage

Level 1
- ATM
- Harkness Dining Room
- Information
- Restroom
- Patient Relations
- Queen Emma Clinic
- Wound Care & Hyperbaric Center

Level 4
- Restroom
- Medical ICU
- Chapel
- Neuroscience ICU
- Surgical ICU

Please note: The color- and symbol-coded elevators and coordinating signage are designed to help patients and visitors find their way around the Medical Center campus. Follow the signs to the elevator that has the closest access to your destination.
Welcome to The Queen’s Medical Center
VISITOR INFORMATION

Parking: The Queen’s Medical Center provides several convenient parking options for patients and visitors.

- Hospital Self-Parking: enter Miller Garage via its Punchbowl Street or Miller Street entrances; open daily, 24 hours per day
- Hospital Valet Parking: available at the Porte Cochère; open daily, 24 hours per day
- Physicians Office Building 1 (POB 1) Garage: enter on the ocean side of Lusitana Street; open daily, 24 hours per day
- Physicians Office Building 2 (POB 2) Garage: enter on the mountain side of Lusitana Street; open Monday through Saturday, 6:00 am to 9:00 pm
- Physicians Office Building 3 (POB 3) Garage: enter on Lauhala Street; open Monday through Saturday, 6:00 am to 7:00 pm

Validation is available at Admitting & Registration, the Information Desk, the Porte Cochère and at the Emergency Department.

Visiting Hours: Visiting hours end at 9:00 pm to allow rest and healing for patients. Visitors remaining in the hospital after 9:00 pm will need to request a Visitor’s Pass from Security in the Emergency Department.

Internet: For your convenience, Queen’s is pleased to offer free Wi-Fi in patient rooms and all public areas of the hospital. Select QMCQUEST to log in and view instructions and usage restrictions.

Dining for Visitors

- Harkness Dining Room: serves breakfast, lunch and dinner featuring local specials and fresh, healthy options; open daily, 6:15 am to 7:30 pm
- Café Aloha: located in the Lobby, serves Starbucks coffee, cold beverages, pastries, and freshly made sandwiches and salads; open daily, 5:00 am to 1:00 am
- Café Queen’s: located in Physicians Office Building 1 (POB 1), serves Starbucks coffee, cold beverages, smoothies, hot foods and grab-and-go items; open Monday through Friday, 6:30 am to 3:00 pm; Saturday, 8:00 am to 12:00 pm
- Vending Machines: located outside the Emergency Department and on the path leading to Harkness Dining Room, offer beverages and healthy snacks

ATM: Bank of Hawaii ATMs are located near the Level 1 Information Desk and in the Lobby next to Café Aloha.

Gift Shop: With a nice selection of gifts and sundries, the Queen’s Gift Shop is located in the lobby. Shopping can be done in person, online or by phone. Open: Monday through Friday, 7:30 am to 7:00 pm; weekends and holidays, 8:30 am to 7:00 pm

No Smoking Policy: The Queen’s Medical Center is a smoke-free facility. Smoking is not permitted anywhere in the hospital, including on the lanai or anywhere on hospital grounds.

Useful Phone Numbers

Hospital Operator ............691-1000
Admitting & Registration .......691-4321
Concierge .........................691-4331
Gift Shop ............................691-4239
Information Desk ...............691-4430
Patient Financial Services ....691-4210
Patient Relations .................691-4602
Security .........................691-4508