

Dignity Health Sequoia Hospital

Guest House FAQs

Q: What is the Sequoia Hospital Guest House?

A: The Guest House provides temporary accommodations for patients and their loved ones when patients have procedures scheduled at Sequoia Hospital and meet certain criteria (*see below*). The Guest House is a communal environment and requires mutual cooperation and consideration among Sequoia Hospital patients staying there.

The Guest House has eight bedrooms, and three full baths and one half bath. Five bedrooms contain two single beds; two bedrooms contain queen beds; and one bedroom contains one queen bed and one single bed. The house has a shared kitchen—with a refrigerator, freezer, microwave, and a Keurig machine—for all guests' use, as well as shared living and dining rooms.

Q: Is the Guest House a hotel or bed-and-breakfast?

A: No. The Sequoia Hospital Guest House is a communal environment and provides temporary accommodations for Sequoia Hospital patients before and after hospital treatments or procedures. We do not provide the same hospitality services as a hotel or bed-and-breakfast.

Q: Who is eligible to stay at the Guest House?

A: To be eligible to stay at the Guest House, patients must have procedures scheduled at Sequoia Hospital prior to requesting a reservation at the Guest House and must live approximately 90 miles from Sequoia Hospital in Redwood City, Calif. If you have any questions about eligibility, please contact a member of the Guest Services staff at SequoiaGuestHouse@DignityHealth.org.

Q: How long can I stay at the Guest House?

A: The maximum length of stay is five nights. If a longer stay is requested, we will attempt to accommodate the request based on room availability. Once the patient is authorized for discharge from the hospital, the Guest House reservation will expire.

Q: Is the Guest House wheelchair accessible/ADA compliant?

A: No. Unfortunately, the Guest House is not wheelchair accessible. All guests must be able to move around independently.

Q: Can my family stay with me at the Guest House?

A: Rooms are reserved in the name of one patient. No more than two adults are permitted to stay in each room single-bed guest room and no more than three adults in the queen- and single-bed guest room. If a family is traveling with more adults than the reserved room can accommodate, there is no guarantee that we will be able to accommodate a request for a second room.

Q: How can I reserve a room in the Guest House?

A: If you're interested in staying at the Sequoia Guest House, please contact Guest Services at SequoiaGuestHouse@DignityHealth.org, or 650.261.6848, Monday through Friday. You may also reserve online at DignityHealth.org/SequoiaGuestHouse. At the time reserve a room, we will request a credit card to hold the reservation. You will not be charged until you check out of the Guest House.

Q: Is there a fee to stay at the Guest House? If the Guest House is not a hotel, why do I have to pay a fee to stay?

A: Yes. Beginning in 2018, there is a \$40 per room/per night charge for guests. This fee is a requirement to ensure we comply with federal and state law.

Q: What time can I check into the Guest House? What time do I have to check out?

A: Check in time is 3 p.m. or later. Check out time is noon.

Q: Where do I check in or out?

A: Guests may check in with a member of the Guest Services staff at the Information Desk in the main lobby of the hospital. If checking in after hours on nights or weekends, a hospital operator will be able to access your reservation and provide you with your room key and additional information about your Guest House stay.

Q: Are meal services provided at the Guest House? Laundry or other hospitality services?

A: No, the Guest House does not provide meals. The house has a communal kitchen for guests' use during their stay. Other dining options are available in the hospital, and local restaurants and grocery stores are located nearby. The Guest House also has a laundry room for guests' use.

The Sequoia Hospital cafeteria is open Monday through Friday from 7 a.m. to 7 p.m., and on weekends from 7 a.m. to 1:30 p.m. There are also vending machines on the garden level.

You may also find items you need during your stay at the Sequoia Hospital Gift Shop. Located inside the hospital's main entrance, the Gift Shop is open Monday through Friday from 9 a.m. to 5 p.m.

Q: Is the fee I'm charged for staying at the Guest House reimbursable by my insurance or through my Health Savings Account?

A: No, the fee may not be billed to insurance and is not likely eligible for an HSA account.

Q: What Guest House accommodations are available?

A: To learn more about the available accommodations at the Guest House, contact Guest Services at SequoiaGuestHouse@DignityHealth.org, or 650.261.6848, Monday through Friday.

Q: I understand that the Guest House is a communal environment. Do guest rooms have private baths?

A: No, guest rooms do not have private baths. The Guest House has three full baths and one half bath for guests' use during their stay. Fortunately, privacy and accessibility are not common concerns for guests despite the baths being shared.

Q: Can I bring my pet to stay with me at the Guest House?

A: Unfortunately, no. Pets of any kind are not allowed at the Guest House. The Sequoia Hospital Guest House does accept service animals. Please contact Guest Services at SequoiaGuestHouse@DignityHealth.org, or 650.261.6848, with any questions.

Q: What are the rules of the Guest House? Are any items prohibited?

A: The following items are prohibited at the Sequoia Hospital Guest House: Smoking, including e-cigarettes and vaping; violent, disruptive, or threatening behavior; pets of any kind; alcohol and/or illegal drugs; firearms or other weapons; children under age 16; and food in guest rooms only (*all food shall be stored in the kitchen or common areas*). All guests are required to keep their rooms and common areas clean during their stay.

Q: Where do I park while I'm staying at the Guest House? Is valet parking available?

A: The Guest House is located next to the hospital at 158 Alameda de las Pulgas. It is approximately a 5-minute walk to the main hospital entrance, or a short 25 yards from Level 1 of the parking garage. Complimentary valet parking is available at the hospital's main entrance during business hours.

Q: Are there transportation services to/from the hospital from the Guest House?

A: No, transportation services are not available. However, complementary parking is available in the parking garage. Sequoia Hospital Security staff are available to provide a walking escort to the Guest House if requested.

Q: Does the hospital staff check in on patients staying at the Guest House? Can I see my doctor or a member of the nursing staff while staying at the Guest House?

A: No. Hospital staff are not permitted to provide any services at the Guest House, and Guest House staff do not assume the role of a health care provider. As a Sequoia Hospital patient, your previously scheduled procedures and care will be provided at the hospital. If you encounter an emergency while staying at the Guest House, call 911.

Q: If I have questions or concerns during my stay, who can I call?

A: You may call 650.261.6848 if you have any questions during your stay, or you may call the hospital operator after hours/on weekends.