



Concierge Service



A service to help you locate area lodging, restaurants, transportation and other resources.

When a loved one is ill or injured and you're away from home, the last thing you should worry about is finding a place to stay, eat or get around in an unfamiliar city. The comforts and conveniences of Spectrum Health's Concierge Service will simplify your visit from your arrival until you return home. More importantly, our service will allow you to focus on your loved one(s).

Our staff can provide information on accessing the following resources:

- Local hotel and hospitality lodging, along with available discounts
- Local restaurant options
- Area leisure activities
- Transportation services between hospital, hotel or airport
- How to access patient relations to connect to clinical resources

At Spectrum Health, our goal is to be an integrated system of comprehensive care that addresses patients' medical and emotional needs in a trusted, efficient, timely manner.

Contact Us

Contact the concierge service team by phone at (616) 267-1234 or toll free at (888) 208-8075, or by e-mail at conciergeservice@spectrum-health.org. The service is available 24/7, although some services may only be available 8 a.m. to 5 p.m., Monday to Friday.

Concierge services are available to patients and family members at Butterworth and Blodgett hospitals, Helen DeVos Children's Hospital, Meijer Heart Center, and Lemmen-Holton Cancer Pavilion.

Wayfinding at Spectrum Health

For general wayfinding assistance in a Spectrum Health facility, stop by an information desk or kiosk.

For parking questions at Butterworth Hospital, Helen DeVos Children's Hospital, Meijer Heart Center, or Lemmen-Holton Cancer Pavilion, call (616) 391-1774.

For parking questions at Blodgett Hospital, call (616) 774-7444.



Medical Center

Coming from North or South

1. Take U.S. 131 to I-196 East.
2. Exit on College Avenue (Exit 78) and turn South.
3. Turn right on Michigan Street (first traffic light).
4. Use the Entry Markers to find your building.

Coming from East or West

1. Take I-196 to College Avenue (Exit 78) and turn south.
2. Turn right on Michigan Street (first traffic light).
3. Use the Entry Markers to find your building.

Parking Information

Hospital visitors should park in Ramp 7. Your nurse can arrange for free parking upon request. Valet parking (there is a fee for valet parking) and patient drop-off services are available at the following entrances:

Meijer Heart Center Entrance

Valet Hours:

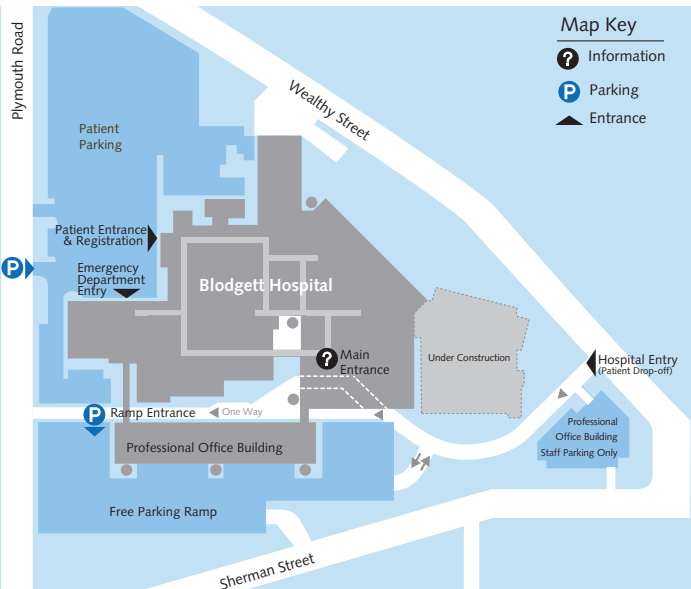
Monday to Friday, 5 a.m. to 9:30 p.m.
Weekends, 8 a.m. to 9:30 p.m.
Holidays, 8 a.m. to 8 p.m.

Ransom Lobby Entrance

Patient Only Valet Hours:

Monday to Friday, 5 a.m. to 9:30 p.m.

To use valet parking, simply drive to the valet booth. An attendant will assist you and park your car in a Spectrum Health parking ramp. To retrieve your keys after valet hours, call security at (616) 391-1425.



Blodgett Hospital

Coming from North

1. Take US-131 South to I-196 East. Follow to I-96 East.
2. Take Exit 40A merging onto westbound Cascade Road.
3. Follow the blue hospital signs to Robinson Road and turn left.
4. Continue to Plymouth Road, turn left.
5. Turn left onto Wealthy Street and follow the Spectrum Health signs for parking directions.

From the South

1. Take US-131 North to Wealthy Street (Exit 84A).
2. Turn right onto Wealthy Street. Travel 2.5 miles. Look for parking directions at the corner of Wealthy Street and Plymouth Road.

Blodgett Hospital continued

From the West

1. Take I-196 East. Follow to I-96 East.
2. Take Exit 40A merging onto westbound Cascade Road.
3. Follow the blue hospital signs to Robinson Road and turn left.
4. Continue to Plymouth Road, turn left. Turn left onto Wealthy Street and follow the Spectrum Health signs for parking directions.

From the East

1. Take I-96 West to Exit 40A merging onto westbound Cascade Road.
2. Follow the blue hospital signs to Robinson Road and turn left.
3. Continue to Plymouth Road, turn left.
4. Turn left onto Wealthy Street and follow the Spectrum Health signs for parking directions.

Parking Information

Patient Parking: Same-day and outpatients should park in the patient parking lot off Plymouth Road.

Visitor Parking: Visitors and family members should park in the free parking ramp off Wealthy Street. The ramp accommodates vehicles with a height of seven feet or less.

Handicap Parking: Handicap access parking is available in the patient parking area off Plymouth Road and on the 1st level of the parking ramp.

The Spectrum Health Concierge Service is offered by the Spectrum Health staff at the Renucci Hospitality House.