TMC pick-up and drop-off

To reduce the spread of infection, we have a no visitor policy at this time. This means visitors cannot accompany our adult patients at all of our locations until further notice, with limited exceptions.

Three, free cell phone lots allow are available to patients’ loved ones to remain on campus while they await for patient discharge. They may only use these cell phone lots for short-term waiting. Portable restrooms are available in each lot. In addition, all TMC parking facilities have extended the free grace period from 20 minutes to 60 minutes.

We have created respite areas for caregivers to sit inside and have access to restrooms. They are located at the Main Building’s Pavilion and Aquarium screening areas, as well as the Mays Clinic screening area. In addition, portable restrooms are available in our cell phone lots.

We encourage visitors to use their smart devices to connect with patients during their stay and listen to discharge instructions. We appreciate your understanding as we take these necessary steps to prevent the spread of COVID-19.

Main Building

Patient drop-off should occur at The Aquarium entrance or The Pavilion entrance.

Visitors and/or self-driven patients will be directed to available parking in Garages 10 or 2, or to the Zayed cell phone lot. The Zayed lot is open 24/7.

Patient pick-up for outpatient procedural patients where discharge instructions can be given over the phone should occur at The Aquarium entrance.

Patient pick-up for some surgical and procedural same-day discharge patients should occur at The Pavilion entrance. A temporary discharge area is designated on the first floor in front of valet to facilitate any necessary in-person discharge instruction meetings. Valet will direct these visitors to a temporary parking spot so they can enter the building for screening and discharge handoff.

Mays Clinic

- Patient drop-off should occur at Mays Clinic, East Lobby.
- Visitors and/or self-driven patients will be directed to available parking in the Mays Garage or to the Braeswood Garage cell phone lot on the first two floors of the garage. The Braeswood Garage is open 24/7. The Mays garage area is open from 5:30 a.m. to 9 p.m. and closed on the weekends.
- Patient pick-up for outpatient procedural and surgery patients should occur at Mays Clinic, East Lobby.
- A temporary discharge area will be designated on the first floor in front of valet to facilitate any necessary in-person discharge instruction meetings. Valet will direct these visitors to a temporary parking spot so they can enter the building for screening and discharge handoff.

Assistance into the building

If you are driving yourself to our Texas Medical Center and need assistance from the garage into the building, please drive to either The Aquarium Valet entrance or Mays Clinic Valet. Our valet team will direct you on where to park. Then they will meet you at your garage with a wheelchair and help you get into the building. Our Patient Transportation team will take over once you’re in the building.

Main Building services

Main OR Pre-Op: 713-792-2474
Main OR PACU: 713-792-2470
Main Endoscopy: 713-792-1445
(Back Line – will be answered)
Main Cardiopulmonary Center: 713-563-3606
Main Cardiac Cath lab: 713-792-0974
Main IR Nursing Station: 713-563-7951
Main G3 ARD nurses station: 713 745 7280

Non-OR Anesthesia: 713-745-5347
P4 TPACU: 713-745-8655
P3 Non OR Recovery: 713-792-2510

Mays Clinic services

ACB OR PACU: 713-834-6931  |  ACB IR PACU: 713-834-3972