1. **Who is eligible for a hotel stay?**
   All NYC Health + Hospitals employees are eligible, including affiliate, contingent and temporary staff, in clinical and non-clinical roles.

2. **I am a traveling medical worker, can I book a hotel through NYC Health + Hospitals?**
   If you are a traveling medical worker, please book your stay here:
   https://www1.nyc.gov/site/helpnownyc/get-help/covid-19-hotel-program.page

3. **How can I make a hotel reservation?**
   Complete the online Hotel Reservations Form. You will be required to enter information about yourself, including your licensure information (if applicable) and your Employee ID.  This is the 9-digit TKID number found on the backs of your employee photo-ID card.

4. **When will I receive confirmation of my reservation?**
   Requests will be responded to within 24 hours. Contact your facility's hotel liaison(s) if you have an urgent same-day request. If you submit a reservation request and your check-in date is more than a week away, you may receive your reservation confirmation closer to that date.

5. **Are meals and transportation included?**
   No, only the cost of the hotel room is included. NYC Health + Hospitals employees are responsible for meals and transportation. Meal delivery is sometimes available at select hotels. Please contact your facility's hotel liaison(s) if you have questions or need more information.

6. **What if I need to make a change to my reservation?**
   If you need to make any changes to your reservation after submitting the online form, please contact your facility's hotel liaison(s).

7. **My reservation begins tonight and I have not received a confirmation yet, what should I do?**
   For any issues related to your reservation, including a missing confirmation, please contact your facility's hotel liaison(s).

8. **How do I know who my facility's hotel liaisons are?**
   Please click here to view a list of facility hotel liaisons.

9. **Do I need to pay for my hotel?**
   No. NYC Health + Hospitals will pay for the cost of your hotel.

10. **Can I choose which hotel I stay in?**
    No. Staff will be placed in participating hotels. Every effort is made to place staff in hotels within a reasonable distance from the facility in which they work.

11. **How long can I stay in the hotel?**
    All healthcare workers can have an initial stay of up to 29 days. For reservation extensions and to be rebooked after the 29-day period, please contact your facility's hotel liaison(s).

12. **If I book my own hotel, will NYC Health + Hospitals reimburse me?**
    No. NYC Health + Hospitals will only pay for hotels booked by a NYC Health + Hospitals hotel liaison through the approved process. If an employee books their own hotel, the employee will be responsible for the costs and will not be reimbursed.

13. **If my shift ends in the middle of the night, how can I guarantee I can check into the hotel?**
    You may check into your hotel *anytime* after the start of your reservation. Check-in is available 24/7.

14. **I left my hospital shift feeling symptomatic. Can I still check into the hotel?**
    Yes.

15. **I heard NYC Health + Hospitals are transferring eligible patients to hotels. Will patients be staying in my hotel?**
    No. Staff and patients are being housed in different hotels.

16. **Should I apply for a hotel room every day if I need it?**
    When you fill out the hotel request form, you should request a stay for the duration of time in which you need it. You may extend your stay if necessary by contacting your facility's hotel liaison(s).

17. **Will I need to put a credit card down for incidentals?**
    NYC Health + Hospitals is covering the cost of your room. You are responsible for transportation, meals, and other incidentals. Hotels will not require a credit card <u>unless</u> you use any of the optional incidental services offered by the hotel (e.g. laundry, parking), where applicable.

**General Questions?**
Email us at HotelReservations@NYCHHC.ORG
or
Call the COVID19-HOTELS-HOTLINE (646-694-5100)