

Wayfinding App

Spanish Version Available June 21st

The “Navigate the Hospital” tile on our Stanford Children’s Health app is updated to include turn-by-turn wayfinding. This handout will help answer a few of the frequently asked questions about the new app.

Frequently Asked Questions

How do I find the app?

The wayfinding app is one of the tiles in the Stanford Children’s Health app, called “Navigate the Hospital.” It offers point-to-point wayfinding directions. To download the Stanford Children’s Health app, visit the App Store or Google Play or use the camera app on your phone to scan the QR code below. You can then click the link at the top of your screen and follow the instruction for downloading our app.

If you are unable to find the app, please contact the **IS Helpdesk** at **(650) 498-7500**.



How do I use the app?

You can search the directory for a specific location or just tap a location on the map that you see on the main screen. You will see a screen that shows you a picture of the location where you are going, and you can click the Get Directions button to see the over-view route. When you are ready, you can click the Start button to start the turn-by-turn directions.



What if I do not know the name of the location I am looking for?

If you do not know the exact name of the location you are searching for, you can use part of the name or something you can find at that location to help guide your search. For example, if you want to find a location to get something to eat, you can search on the word “food.”

Can the app help me find how to get to all areas in the hospital?

The wayfinding app can help people navigate most of the Main and West buildings of the hospital. The app does not have any routes that go into the patient care units or the 730 Welch clinic building.

Does the app include wayfinding inside of Stanford Hospital?

No, the app does not include Stanford Hospital. Families can search for the Pediatric ED, and the app will help guide you to the closest security desk. The security desk will then help guide you the rest of the way to the ED. The Pediatric ED is located at D18 in Stanford Hospital.

I see a ReRoute button on the bottom of my screen, what does that mean?

If you are using the turn-by-turn direction and start to go in the wrong direction, you will see a **ReRoute** button appear at the bottom of the screen. The app will start a new route to get you to your destination if you tap that button. Be sure to look at the map and reorient yourself. Look at the direction of the route arrows and walk in that direction.

I see a ReCenter button on the bottom of my screen, what does that mean?

If you tap or drag the map while using the turn-by-turn directions, the map will stop tracking where you are located. You will see a **ReCenter** button appear at the bottom of your screen. Tap that button to recenter yourself on the path and let the app track your location.

How do I report problem or provide feedback with the wayfinding app?

To report problems, please click



on icon on the app, select “App Information” → “Contact Us”

How do I connect to the hospital Wi-Fi to get better wayfinding performance or save my cellular data?

You can go to your phone Settings to turn on Wi-Fi, choose “StanfordChildrens”. It is free high-speed Wi-Fi; no password required.