



Services for Patients and Families

*At University of Washington
Medical Center*

This booklet describes many of the services that patients and families may use at University of Washington Medical Center (UWMC). It also defines some terms that you may hear during your stay.

Ask any staff member wearing a name badge for help. We are happy to answer your questions.

UNIVERSITY OF WASHINGTON
MEDICAL CENTER

UW Medicine

a passion for life

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Information Desk

Inside the main entrance to UWMC

Get general questions answered, pick up a map of the medical center, locate a clinic, and more. If you're new to the medical center, the Information Desk is a good place to start.

Safety at UWMC

Your safety is important to UWMC.

- For general patient safety information, ask for a copy of our handout "Be Involved in Your Health Care." Copies can be found at the Health Information Resource Center on the 3rd floor near the main entrance.
- If you have specific patient safety questions and concerns, please contact:

Neil Francoeur
Patient Safety Officer
206-598-6843
E-mail: francoeu@u.washington.edu

Preventing the Spread of Infection

To help prevent the spread of infection:

- Please use the hand gel, tissues, and masks found at kiosks throughout the hospital.
- We ask visitors who are ill or have symptoms such as cough, sneezing, or runny nose NOT to visit until they are well.
- Patients with respiratory illnesses can ask for a "Cover Your Cough Kit" from the nurses station on your floor.

Interpreter Services

UWMC supports equal access to health care services for all patients, no matter where they were born, what language they speak, or what their hearing status may be. Staff from Interpreter Services provide language support for patients by telephone, in person in the medical center, and in video format.

Call Interpreter Services at 206-598-4425, or e-mail intrpsvc@u.washington.edu. Be sure to tell us which language you prefer to use when talking about your health care.

For Patients with Disability

UWMC supports equal access to health care services regardless of disability. Volunteers on the Transport Team can escort patients with mobility problems. Call Patient Relations at 206-598-8382 for more information.

Devices to help hard-of-hearing and deaf patients communicate, such as pocket talkers, Video Remote Interpreting, a public TTY phone, an inpatient TTY phone, and Interpretype, are available at the front desk of Otolaryngology/Head and Neck Surgery on the 3rd floor of the medical center. Patients may also ask any staff person for help locating these communication services.

For parking concerns, please see page 8 and 9.

Food, Snacks, and Beverages

Meals for Patients

We are pleased to offer room-service dining to our patients. Someone from Food and Nutrition Services will bring you a menu and explain the program. You can choose what to eat from the menu and tell us when you want to eat it.

Menus are available in English, Spanish, Russian, Vietnamese, Korean, Chinese, Japanese, Tigrigna, and Amharic.

Plaza Café

1st floor near the Pacific Elevators

Breakfast..... 6:30 a.m. to 10 a.m.

Lunch and Dinner..... 11 a.m. to 7 p.m.

Pick up a weekly menu at the Information Desk on the 3rd floor.

Espresso Stands

- *Near the Gift Shop, 3rd floor*
Weekdays: 6:30 a.m. to 9 p.m.
Weekends: 8:30 a.m. to 4:30 p.m.
- *In the rear of the Plaza Café sitting area, 1st floor*
Weekdays only: 6:30 a.m. to 5:30 p.m.
- *In the Surgery Pavilion, 1st floor*
Weekdays only: 7 a.m. to 2 p.m.
- *At UWMC at Roosevelt, 4245 Roosevelt Way N.E., 1st floor lobby*
Weekdays only: 7 a.m. to 5:30 p.m.

To use a computer, the Internet, a copier, phone, or fax, visit the Health Information Resource Center on the 3rd floor, Monday through Friday, 10 a.m. to 3 p.m. Call 206-598-7960 for more information.

Tea Room

3rd floor, in the hall that joins the Surgery Pavilion with the main hospital

Weekdays only: 7:30 a.m. to 4 p.m.

After-Hours Food Cart

Daily: 7 p.m. to 3:30 a.m.

The Food Cart stops at many places in the medical center every day. The schedule of stops is posted on your floor. Or, ask a staff person.

Ordering Outside Food While at UWMC

Food may be ordered from outside sources for delivery to the hospital.

- Check with your nurse before ordering.
- Please meet the delivery driver outside the 3rd floor main entrance to protect patient privacy.
- Copies of “Seattle’s Guide to Dining” are in your care area. Or, call **206-443-TOGO** (8646) or visit www.restaurantstogo.com.

Gift Shop

3rd floor near the main entrance

- Weekdays: 6:30 a.m. to 9 p.m.
- Weekends: 8:30 a.m. to 5 p.m.

The Gift Shop sells newspapers, magazines, greeting cards, stamps, phone cards, personal grooming supplies, snacks, drip coffee, and other beverages.

Cash Machines (ATMs)

At UWMC

- *Near the cashier's office on the 3rd floor (Bank of America).*
- *Near the vending machines by the Plaza Café on the 1st floor (Bank of America).*
- *Near the Pacific Elevators on the 1st floor (WSECU).*
- *Across the street at the rear of the hospital, inside the South Campus Center building (U.S. Bank).*

At UWMC Roosevelt, 4245 Roosevelt Way N.E.

- *1st floor lobby near the main elevators (U.S. Bank).*

Business Services

Health Information Resource Center

3rd floor near the main entrance

Weekdays only: 10 a.m. to 3 p.m.

The resource center offers UWMC patients and families free use of computers, Internet, printer, fax, phone, and copier.

Fax

- Visit the Health Information Resource Center on the 3rd floor.
- Or, contact Social Work and Care Coordination or ask your nurse.

Ask at the nurses' station on your floor, or at your clinic reception desk, for validation for reduced parking fees for both garages, as well as for in/out access cards.

You can get a copy of your medical records by calling Patient Data Services, 206-598-5323.

Computers and Internet

- Visit the Health Information Resource Center on the 3rd floor.
- Or, visit the Cancer Library on the 8th floor in the 8-Southeast wing.

Notary Services

Free notary services in the hospital help you and your family notarize documents related to your health care.

Inpatients: Ask at the front desk on the floor where you are staying to contact Social Work and Care Coordination for you.

Outpatients and Clinic Patients: Visit Patient Data Services in Room BB306. Or, call Social Work and Care Coordination at **206-598-8413** or call Admitting at **206-598-4310**.

Parking and Transportation

Validate your parking ticket at your clinic or nurses' station for a reduced parking fee.

Triangle Garage at UWMC

- Open 24 hours a day, 7 days a week.
- You will need to pay for parking:
 - Weekdays: 6 a.m. to midnight
 - Saturdays: 7 a.m. to 4 p.m.
- Free parking after hours and on Sundays.
- Disability and van parking up to 6' 8".

Surgery Pavilion Garage at UWMC

- Weekdays only: 6 a.m. to 10 p.m.
- Disability and van parking up to 9' 8".

Valet Parking Service at UWMC

On the front drive of the medical center

- Weekdays only: 8 a.m. to 5 p.m.
- Regular garage parking fees apply.

Underground Parking at UWMC at Roosevelt

- Weekdays only: 6 a.m. to 7:30 p.m.
- Disability and van parking up to 6' 8".
- Oversized vehicle parking is in the rear loading dock area at the 9th Ave. entrance.

Shuttles

Schedules are available at the Information Desk on the 3rd floor of the medical center.

Health Sciences Express

206-685-3146

- Service to Roosevelt Clinics and Harborview Medical Center.
- www.washington.edu/admin/hsexpress/routes.html

Seattle Cancer Care Alliance (SCCA)

206-667-5099

- Service to SCCA and Children's Hospital.
- www.fhcrc.org/intranet/facilities/transportation/shuttles/schedules/index.html

**Fred Hutchinson Cancer Research Center
(FHCRC)**

206-667-5099

- Service to FHCRC Public Health Science Building and Pete Gross House.
- *www.fhcrc.org/intranet/facilities/transportation/shuttles/schedules/index.html*

**Health Information and Libraries at
UWMC**

Health Information Resource Center (HIRC)

3rd floor near the main entrance

- Weekdays only: 10 a.m. to 3 p.m.

The resource center has staff to help users find health information. Patients and families may also use computers and Internet, printer, copier, phone, and fax.

For more information, call **206-598-7960**, e-mail healthed@u.washington.edu, or visit the resource center Web site at:
<http://depts.washington.edu/healthed>.

Cancer Library

8th floor in Room 8348

- Weekdays only: 7:30 a.m. to 5:30 pm.

The library provides resources about cancer and treatment. Patients and families may also use the library's computers with Internet access.

Take the Cascade Elevators to the 8th floor. For more information, call **206-598-7880**.

Health Sciences Library

Room T-334 in the Health Sciences Building

- Monday to Thursday: 7:30 a.m. to 9 p.m.
- Friday: 7:30 a.m. to 7 p.m.
- Saturday: 9 a.m. to 5 p.m.
- Sunday: 9 a.m. to 1 p.m.

For information, call **206-543-3390**; fax 206-543-8066, e-mail hsl@u.washington.edu, or visit: <http://healthlinks.washington.edu/hsl/>.

Outpatient Pharmacy at UWMC

3rd floor near the Cascade Elevators

- Weekdays: 8 a.m. to 9 p.m.
- Weekends: 8 a.m. to 8 p.m.
- Call the Outpatient Pharmacy at **206-598-4363**.

Social Work and Care Coordination at UWMC

Social workers can assist with both emotional and practical needs, helping you and your family adjust to a new diagnosis, learn about caregiving, create a safe plan for your return home, and cope with loss and grief. Social workers may also assist with referrals to other health care facilities, community resources, or a financial services counselor.

Call Social Work and Care Coordination at **206-598-4370**.

Financial Services at UWMC

Financial counselors can help you and your family:

- Understand your hospital bills and paying for your hospital stay.
- Work with insurance companies, DSHS, and Medicare.
- Apply for Medicaid and other financial aid.

Inpatients: Call **206-598-4320** to ask a financial counselor to come to your room.

- Weekdays: 7:30 a.m. to 5 p.m.
- Weekends: 10 a.m. to 6 p.m.

Outpatients and Clinic Patients: To talk to a financial counselor, call **206-598-4320** or go to Admitting on the 3rd floor of UWMC weekdays from 8 a.m. to 4:30 p.m.

Medical Records at UWMC

Contact Patient Data Services if you want a copy of your medical record. Go to Room BB306 on the 3rd floor, Monday through Friday from 9 a.m. to 3:45 p.m., or call **206-598-5323**.

Cell Phones

Please turn phone ringers on silent or vibrate mode to preserve the peaceful healing environment of our patient care areas.

Before using your cell phone:

- Check with the nurses' station on your floor, or at your clinic reception desk.
- Please obey signs restricting use of cell phones in certain areas.

UWMC Visiting Hours and Guidelines

We encourage friends and family to visit patients.

- Visiting hours are from 9 a.m. to 9 p.m. on most nursing units. Some units have flexible hours. Please check with your loved one and their health care team about the best times to visit.
- Before 5:30 a.m. and after 6 p.m., families and visitors may enter and leave the medical center only through the main lobby entrance.
- Check with your loved one's nurse before a child comes to visit. Children visiting the hospital must be with an adult at all times.
- If you have an active infection, do not visit patient care units. For other illnesses, check with your loved one's nurse.

UWMC is a teaching hospital, which means you will have many people assisting in providing your care.

Information Channel

Channel 2 on all patient room TVs is UWMC's Information Channel. This channel runs a 12-minute slideshow that explains many of the subjects covered in this booklet. The slideshow can be viewed at any time of the day or night.

Your Care Team

Because we are a teaching hospital, many people may help provide your care. Some or all of these members will be part of your care team:

Medical Staff

Attending Doctor

Your attending doctor directs your overall care. This doctor also trains resident doctors (residents and interns).

Resident and Intern

A resident is a licensed doctor who has graduated from medical school and is in training in a special medical or surgical area. An R1 (resident one), also called an intern, is a doctor in the first year of training after medical school. An R2 is in the second year, an R3 is in the third year, and an R4 is in the fourth year.

Medical Student

A medical student is still in medical school. These students work closely with the residents to learn about caring for patients in the hospital, as a part of their medical education.

Nursing Staff

Registered Nurse

A registered nurse (RN) provides bedside care and coordinates all aspects of your daily care with other teams and services. All nurses at UWMC are RNs, and many have a bachelor's or an advanced degree in nursing.

Nurse Manager

The nurse manager oversees all of the nurses on your care team.

Charge Nurse

The charge nurse schedules nursing shifts, may help in your care, and is in charge of keeping the many services within the unit running smoothly.

Clinical Nurse Specialist

A clinical nurse specialist (CNS) is a nurse who has advanced clinical training and a master's degree. A CNS is an expert in a special aspect of nursing, such as pain management or wound care. The CNS consults with other nurses and medical staff.

Hospital Assistant

A hospital assistant provides patient care as directed by an RN. A hospital assistant may also be called a medical assistant, nurse's aide, or orderly.

Allied Health Professionals

Dietitian

A registered dietitian (RD) is an expert in food and nutrition. Your dietitian will assess your needs and advise your care team about the best diet for you. Dietitians also teach patients how to follow special diets when they return home.

**Visiting
hours are
from 9 a.m.
to 9 p.m. on
most units.**

Physical Therapist

Your doctor may refer you to a physical therapist (PT). The PT checks how well you can move and may suggest exercises, therapies, or medical equipment to help you move more easily and become stronger.

Occupational Therapist

Your doctor may refer you to an occupational therapist (OT). The OT checks how well you handle daily tasks such as dressing, bathing, and cooking. These are also called “activities of daily living” or ADLs. An OT may provide aids and devices to make ADLs easier to do.

Pharmacist

A registered pharmacist (RPh) works with your care team to help choose the best medicines and doses for you. Your pharmacist helps prevent medicine errors by helping you understand what the medicines are for, their possible side effects, and how they are to be taken. As a UWMC patient, you can always ask to speak with a pharmacist if you have medicine questions. Clinical pharmacists at UWMC have a doctor of pharmacy degree.

Respiratory Care Practitioner

Your doctor may refer you to a respiratory care practitioner (RCP). Your RCP will work closely with your doctor and nurse to provide the best oxygen therapy and lung function monitoring while you are in the hospital. If needed, your RCP will also arrange for you to have oxygen and other equipment when you go home.

Social Worker

Your social worker (MSW) will work closely with other members of your health care team to assess what emotional and practical resources you may need to support your medical care.

Support Staff

Patient Care Coordinator

A patient care coordinator (PCC) helps to obtain insurance approvals and records about past care. The PCC also schedules appointments and medical procedures as ordered by your doctor(s).

Environmental Services/Housekeeping Staff

The environmental services and housekeeping staff cleans your room every day. They also clean and maintain all public areas in the hospital.

Patient Services Specialist

A patient services specialist (PSS) is at the front desk to answer basic questions, identify resources, and issue parking validation stickers. The PSS also checks in clinic patients, receives insurance copayments, checks for insurance changes, and schedules return clinic visits.

Spiritual and Religious Care

A UWMC chaplain provides respectful spiritual and emotional care to persons of all faiths and spiritual beliefs. To speak with a chaplain, ask your nurse or social worker.

Volunteers

Volunteers are valued members of your health care team. Through their generous contribution of time, volunteers add to the quality of care and service provided to our patients, families, and guests. There are nearly 60 volunteer positions at UWMC, ranging from art program assistant and surgery liaison, to patient escort and Information Desk volunteer. For more information, call **206-598-4218**.

Rounds

Members of your health care team will visit you each morning. This is called “rounds” or “rounding,” and is part of inpatient medical care.

The purpose of rounds is to check on your progress and to plan for your treatment.

You and your family are encouraged to ask team members about their role in your care and to tell them how you feel about your condition and treatment.

Art Program and Self-Guided Art Tour

The Art Program provides a permanent art collection for your enjoyment. There are many pieces of art on display throughout the hospital.

Pick up a self-guided Art Tour map at the Information Desk in the 3rd floor main lobby.

Healing Garden at UWMC

The Healing Garden is a peaceful place at the rear of the hospital on the 3rd floor for patients and visitors to relax, enjoy nature, sit quietly, or meditate. Patients must check with their doctor before visiting the Healing Garden.

Artist-in-Residence Program

Learn to paint, knit, or make crafts while you're staying with us. Art groups or one-on-one sessions are available for all patients and guests. No art experience needed!

Call **206-598-6313** for information about scheduled art groups or a bedside session.

Haircuts and Styling

A hairstylist is available to come to patient rooms Monday through Friday.

Call **206-598-4284** to ask for an appointment. You may pay with cash or check.

Patient Feedback and Comment Cards

Do you have a suggestion to help us improve our services? Do you have a compliment for our staff?

We would like to hear from you! Please ask for a comment card at the front desk of your unit.

Or, call Patient Relations at **206-598-8382** or e-mail UWMCares@u.washington.edu.

Please call
206-598-4218
if you are
interested in
becoming a
volunteer at
UWMC.

Questions?

Your questions are important. Call your doctor or health care provider if you have questions or concerns. UWMC clinic staff are also available to help at any time.

206-598-3300

About this Booklet

Please share your ideas to help us make this “Services for Patients and Families” booklet even more useful for UWMC patients and families. Call **206-598-7498** or e-mail pfes@u.washington.edu.

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Patient and Family Education Services

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08/2007 Rev. 11/2008
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