

# ***Patient Education***

*Health Information Resource Center*

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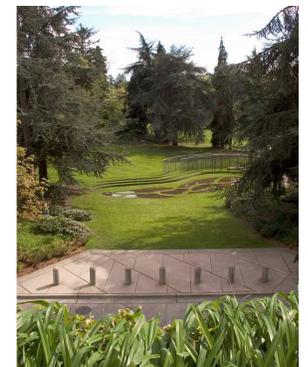


# Services for Patients and Families

*At University of Washington Medical Center*

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

**Ask any staff member with a name badge for help. We are happy to answer your questions and help you find your way.**



**UW Medicine**

UNIVERSITY OF WASHINGTON  
MEDICAL CENTER

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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 "Partners in 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:  
Kat Comstock  
Patient Safety Officer  
206-598-6843  
Email: marycoms@uw.edu
- If you need to report lost property, theft, or an assault, call 8-5555 from your bedside phone or 206-598-5555 from other phones.

## Prevent 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.
- To protect patients, some patient care areas may turn away visitors if they are ill.

## 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 email [intrpsvc@u.washington.edu](mailto:intrpsvc@u.washington.edu). Be sure to tell us which language you prefer to use when talking about your health care.



Information Desk



Volunteers on the Transport Team can escort patients with mobility problems.

## **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 to learn more.
- For devices to help hard-of-hearing and deaf patients communicate (pocket talkers, Video Remote Interpreting, a public TTY phone, an inpatient TTY phone, and Interprettype), ask at the front desk of Otolaryngology/Head and Neck Surgery on the 3rd floor of the hospital. Or, ask any staff person for help finding these services.
- For parking concerns, please see pages 7 and 8.

## **Contacting a Patient**

### ***By Email***

To send an email to a patient at UWMC, please:

- Visit <http://uwmedicine.washington.edu/Patient-Care/Locations/UWMC/Pages/default.aspx>. Click on “Email a Patient” at the bottom of the right-hand column.
- Fill in the form and click on “Send Email.” Your message will be printed and delivered to the patient by a hospital volunteer or staff.

Do not send urgent or confidential information. All messages are read before they are delivered. Messages deemed inappropriate, such as business solicitations, will be discarded.

To protect patient privacy, we cannot confirm delivery. Please also note that we are not able to deliver messages on weekends or holidays.

### ***By Phone***

To contact a patient by phone, please call the main information line at the hospital: 206-598-3300.

### ***By U.S. Mail***

Mail is delivered to patient floors every day. Mail for inpatients should be addressed to:

Patient Name  
Room Number  
Box 356144  
University of Washington Medical Center  
1959 N.E. Pacific St.  
Seattle, WA 98195

Outgoing mail may be placed in the mailbox at the nurses’ station or the U.S. mailbox in front of the medical center, near the bus stop.

## Food, Snacks, and Beverages

### Meals for Patients

We 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. Call 8-3663 (8-FOOD) from your bedside phone to order.

- You may order from the breakfast menu from 6:30 to 10 a.m.
- You may order from the lunch and dinner menu from 11:30 a.m. to 9:30 p.m.
- The kitchen is open from 6:30 a.m. to 9:30 p.m.

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

### Plaza Café

The Plaza Café is on the 1st floor near the Pacific Elevators. Pick up a weekly menu at the Information Desk on the 3rd floor.

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

Lunch and dinner service ..... 11 a.m. to 7 p.m.

### Espresso Stands

Espresso stands are:

- Near the Gift Shop, 3rd floor, open 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, open weekdays 6:30 a.m. to 4 p.m.
- In the Surgery Pavilion, 1st floor, open weekdays 7 a.m. to 2 p.m.
- At UWMC at Roosevelt, 4245 Roosevelt Way N.E., 1st floor lobby, open weekdays 7 a.m. to 5:30 p.m.

### Tea Room

The Tea Room is on the 3rd floor, in the hall between the Surgery Pavilion and the main hospital. It is open weekdays 7:30 a.m. to 4 p.m.

### After-Hours Food Cart

- The After-Hours Food Cart stops at many places in the medical center every day between 7 p.m. and 3:30 a.m. The schedule of stops is posted on your floor. Or, ask a staff person.



Room service menu cover



Search on the “Restaurants on the Run” website for restaurants that deliver in the 98195 zip code area.

### Ordering Outside Food While at UWMC

- You may order food 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.
- For a list of local restaurants that deliver, visit the “Restaurants on the Run” website at *www.rotr.com*. Search for restaurants in the 98195 zip code area. You can also place your order and specify delivery date and time on this site. Or, call this service at 800-510-3663. *Be sure to dial 9 first when using a bedside phone.*

### Gift Shop

The Gift Shop sells newspapers, magazines, greeting cards, stamps, phone cards, personal grooming supplies, snacks, drip coffee, and other beverages. It is on the 3rd floor near the main entrance. It is open:

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

### 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 (Chase Bank).
- 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.*

The cash machine at UWMC Roosevelt is in the 1st floor lobby near the main elevators (U.S. Bank).

### Using a Webpage to Stay in Touch

You can create a free, private webpage to share information about the patient with family and friends. Your webpage lets you stay in touch without having to make phone calls or send emails. To get started on your webpage in English or Spanish, visit one of these websites:

- *www.carepages.com*
- *www.caringbridge.org*

Staff at the Health Information Resource Center can help you set up your webpage (see page 7).

## Business Services

### Health Information Resource Center

The Health Information Resource Center (HIRC) is in the 3rd floor lobby near the main entrance of the hospital. The resource center offers UWMC patients and families free use of computers, Internet, printer, fax, phone, and copier.

- Open weekdays, 10 a.m. to 4 p.m.

### Fax

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

### 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 206-598-4370 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. If you plan to come and go on the same day, ask at the gatehouse for an in/out access card.

### 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.
- Parking is free after hours and on Sundays.
- Disability and van parking up to 6' 8".



Health Information Resource Center



Shuttle service

### **Surgery Pavilion Garage at UWMC**

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

### **Valet Parking Service at UWMC**

Valet parking is available on the front drive of the medical center.

- Weekdays only: 8 a.m. to 5 p.m.
- Regular garage parking fees apply.
- If you pick up your car after 5:30 p.m., ask for your keys at the cashier's booth in the Triangle Garage.

### **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**

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

- **Health Sciences Express** bus to Roosevelt Clinics and Harborview Medical Center: 206-685-3146, [www.washington.edu/admin/hsexpress/routes.html](http://www.washington.edu/admin/hsexpress/routes.html)
- **Seattle Cancer Care Alliance (SCCA)** van to SCCA and Seattle Children's Hospital: 206-667-5099, [www.fhcrc.org/intranet/facilities/transportation/shuttles/schedules/index.html](http://www.fhcrc.org/intranet/facilities/transportation/shuttles/schedules/index.html)
- **Fred Hutchinson Cancer Research Center (FHCRC)** van to FHCRC Public Health Science Building and Pete Gross House: 206-667-5099, [www.fhcrc.org/intranet/facilities/transportation/shuttles/schedules/index.html](http://www.fhcrc.org/intranet/facilities/transportation/shuttles/schedules/index.html)

### **Health Information and Libraries at UWMC**

#### **Health Information Resource Center**

The Health Information Resource Center (HIRC) is in the lobby on the 3rd floor near the main entrance to the hospital. The resource center has staff to help users find health information.

UWMC patients and families may also use computers and Internet, printer, copier, phone, and fax at the HIRC.

- Open weekdays only: 10 a.m. to 4 p.m.
- Phone: 206-598-7960
- Email: [healthed@u.washington.edu](mailto:healthed@u.washington.edu)
- Website: <http://depts.washington.edu/healthed>

### **Cancer Library**

The Cancer Library is on the 8th floor in Room 8348. 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.

- Open weekdays, 7:30 a.m. to 5:30 pm.

### **Health Sciences Library**

The Health Sciences Library is in Room T-334 in the Health Sciences Building.

- Open hours:
  - Monday to Thursday: 7:30 a.m. to 9 p.m.
  - Friday: 7:30 a.m. to 7 p.m.
  - Saturday: 12 to 5 p.m.
  - Sunday: 12 to 5 p.m. (during the summer) or 1 to 7 p.m. (during the school year)
- Phone: 206-543-3390
- Fax: 206-543-3389
- Email: [hsl@uw.edu](mailto:hsl@uw.edu)
- Website: <http://hsl.uw.edu>

### **Pharmacy at UWMC**

The Ambulatory Pharmacy is on the 3rd floor near the Cascade Elevators. You will need to pay for your prescriptions when you pick them up. They are not included in your hospital bill. You may pay with cash, check, Visa or MasterCard.

The pharmacy may need to see your drug benefit card. This card may be different from your medical insurance card.

- Weekdays: 8 a.m. to 9 p.m.
- Weekends: 8 a.m. to 8 p.m.
- Phone: 206-598-5441



Free Wi-Fi access is available in most areas of the hospital.

## **Wi-Fi Access**

Free Wi-Fi access is available to UWMC patients and visitors in most areas of the hospital:

- Open your wireless device (laptop, smartphone, etc.).
- Choose the network called “Patients and Visitors.”
- Open your Internet browser.
- Review our Terms and Conditions.

## **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.

## **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.

- Phone: 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.

To talk with a financial counselor, call 206-598-4320 weekdays between 8 a.m. and 5 p.m.:

- Choose **option 4** for questions about insurance coverage.
- Choose **option 5** for questions about financial assistance.

## Medical Records at UWMC

Contact Health Information Management if you want a copy of your medical record. Go to Room BB304 on the 3rd floor, weekdays from 9 a.m. to 5 p.m., or call 206-598-0529. There is a per-page fee for copies.

## If You Smoke

As of June 2011, UWMC is a smoke- and tobacco-free facility. We are committed to a safe and healthy environment for our patients and the entire hospital community.

If you are a patient and you smoke or use tobacco, please ask your nurse for more information about these resources:

- UWMC handout: “Resources to Quit Smoking or Using Tobacco”
- Nicotine patches or gum during your stay
- Quit-smoking session with a pharmacist

Family and visitors who smoke can buy low-cost nicotine gum in the Gift Shop on the 3rd floor and on the night snack cart.

## UWMC Visiting Hours and Guidelines

We encourage friends and family to visit patients.

- Visiting hours are from 5:30 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.
- A visitor ID is needed before 5:30 a.m. and after 9:30 p.m. Get a visitor ID at the Information Desk in the hospital lobby on the 3rd floor.
- 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.

## 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.

## In the Area

- University of Washington campus is just across N.E. Pacific Street from the hospital, where you will find walking paths, open spaces, and gardens.



UWMC is a smoke-free hospital.



University of Washington  
campus

- Montlake Cut is a waterway just south of the hospital. Here you can watch boats and birds and enjoy the open space.
- To learn about nearby restaurants and hotels:
  - Visit the Health Information Resource Center in the hospital lobby.
  - Or, call Social Work at 8-4370 from your bedside phone.

## **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 Interns**

Doctors who have completed medical school and are receiving training in a special area, such as surgery or cancer care.

#### **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.

**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) can help you get 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, Please call 8-4630 from your bedside phone. Or, 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.

To learn more about becoming a UWMC volunteer, please 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.

Ask your nurse when rounds will take place on your unit.

## 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. The Art Program is paid for by donations.

## 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 weekdays from 9 a.m. to 5 p.m.

Call 206-221-4284 to ask for an appointment. You may pay with cash or check.

## To Report a Concern

- If you have a concern about your medical care or a safety issue, contact the manager of the unit where you received care.
- If you are not satisfied with the response or results you receive from that manager, call Patient Relations at 8-8382 from your bedside phone.
- You may also call the Washington State Department of Health at 1-800-633-6828, or The Joint Commission at 1-800-994-6610. *(Be sure to dial 9 first when calling from your bedside phone.)*

## 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.
- Call Patient Relations at 206-598-8382.
- Email [UWMCares@uw.edu](mailto:UWMCares@uw.edu).



Rounds

## **Questions?**

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

206-598-3300

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## **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](mailto:pfes@u.washington.edu).

**UW Medicine**

UNIVERSITY OF WASHINGTON  
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**Patient and Family Education Services**

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