

ICU Family Resources

5 East Surgical ICU

Location: Pacific Tower
Manager: Moriah Janke
Front Desk: 206.598.4545

5SE Cardiac Care ICU

Location: Cascade Tower
Manager: Kye Steele
Front Desk: 206.598.6500

6SA Medicine/Oncology ICU

Location: Montlake Tower
Manager: Eric Morzelewski
Front Desk: 206.597.3600

5SA Cardiothoracic ICU

Location: Montlake Tower
Manager: Joel Green
Front Desk: 206.597.3500



Scan with your phone camera for a digital copy of this handout.

Visitor Guidelines

- **Noise Level:** Please be respectful of our patients and families by helping us keep the ICU peaceful. Use quiet voices and turn cell phones and other electronics to vibrate, silent, or off. Make phone calls in the waiting room, not the ICU hallway.
- **Scents:** Do **not** wear perfume, cologne, or aftershave. Strong smells can make some patients and staff feel sick.
- **Plants and Flowers:** Please do **not** bring live plants or flowers to the ICU. These can spread germs and make people sick. Instead, decorate your loved one's room with cards, photos, stuffed animals, balloons, or other gifts.
- **Children:** Young visitors are welcome in the ICU with adult supervision.
 - Before they come to the ICU, talk to children about what they might see and hear. Parents know their children best. They can decide if their child can handle seeing a loved one in the ICU.
 - Children under 12 must be **at all times** supervised by an adult other than the patient.

Do **not** bring children to the hospital or clinic if they have:

- Cold, flu, or fever symptoms.
- Rashes, vomiting, or diarrhea.
- Recent exposure to an illness that can be spread to others, such as chickenpox, measles, or COVID.

Before entering the patient's room, ask the nurse:

- Does the patient have an illness that could harm a child?
- Do we need to wear a mask or other protective clothing?



University of Washington Medical Center

- **Visiting at Night:** It is important for patients and families to sleep at night. If you can, please go home or to your hotel overnight. We have limited space, and visitor sleeping areas are first-come-first-served. If you stay in the hospital overnight, you must wear a visitor ID badge. After 10:00 pm, please limit visitors to 1 person.
- **Personal Belongings:** Keep valuable items with you or leave them at home. We cannot keep items safe if they are left unattended. Please remember to clean up your trash.

Visitor Information

- **Internet Access:** WIFI is available in all areas of the hospital. Use the network “*Patients and Visitors.*” You do not need a password.
- **ICU Care:** Your loved one is here because they are very sick and may be medically unstable. When they come to the ICU, staff will work quickly to make sure they are safe and stable. This process can take minutes or hours. You can always check with the front desk for an update. The doctor might not be available to talk with you right away, but they will answer all your questions as soon as they can.
- **Visiting Hours:** There are no limits on visiting hours in the ICU. If you visit between 7:00 pm and 6:00 am, you must check in at the security desk on the 3rd floor to get a visitor ID badge.
- **Quiet ICU:** It is important to keep the ICU quiet and peaceful. High noise levels can make it more difficult for patients to heal. They may lose sleep, get confused, or risk falling.

To help us keep the ICU quiet:

- Turn phones and electronics to vibrate, sleep, or off.
- Limit visitors to 1-2 at a time.
- Avoid phone calls in the hallways.
- Talk quietly.
- Tell staff if you hear a lot of noise so we can help.

- **Contacting Patients:**

Phone: Call your ICU unit (*see the top of page 1*) or the hospital operator at: 206.598.3000

Mail: Address your letter as shown below:

Patient Name

Unit and Room Number

UW Medical Center

1959 NE Pacific St Seattle, WA, 98195

- **Medical Information:** We follow HIPPA law. This means we can only share medical info with spouses, close family, or healthcare power of attorney. We suggest that you choose 1 person who can share updates from the care team with family and friends. This helps our staff focus on caring for your loved one.

- **Lotsa Helping Hands:** Lotsa Helping Hands is a tool to organize help for people in need. Visit lotsahelpinghands.com to create a central website. You can share updates, request help, and set up a calendar. You can use this with your family and friends to:
 - Share a calendar.
 - Sign up for meals, rides, and appointments.
 - Share updates and progress notes.
 - Post photos.
 - Send kind messages or offer support.
- **CaringBridge:** CaringBridge helps you share your loved one’s updates with family and friends. Visit caringbridge.org to create a free, secure, and personalized website. CaringBridge can help you:
 - Share updates, photos, and messages.
 - Tell friends and family how they can help.
 - Organize hospital visits, childcare, errands, and meals.
 - Share emotional support and encouragement.
 - Share fundraisers to help with medical expenses.

Parking

Please be aware that parking and driving near the medical center are more difficult during UW football games and graduation.

- **Triangle Garage (206.598.3460):** This is an underground garage across the street from the hospital’s main entrance. Enter the garage from NE Pacific Place, 1 block west of Montlake Boulevard. Go through the pedestrian tunnel to get to the main entrance.
 - Staff is on site Monday - Friday 6:00 am to 1:00 am, and Saturday 7:30 am to 4:00 pm. After-hours parking is available.
 - Pay as you leave. Garage parking is free on Sundays.
- **Surgery Pavilion Garage (206.598.0892):** This garage is located beneath the Surgery Pavilion. Enter the garage from NE Pacific Street. Turn left at the stop sign just past the Emergency Department entrance.
 - Hours: Monday - Friday 6:00 am – 10:00 pm. **This garage is closed on weekends, and after-hours parking is not available.**
 - Pay as you leave.



Entrance to the Triangle Garage

- **Parking Rates:** Parking validation coupons are available for patients and visitors. Ask for this at the front desk of your ICU unit. The costs below show parking prices with the discounted coupon. Rates change each July.
 - 0 - 30 minutes: Free
 - 31 - 60 minutes: \$5
 - 1 - 1.5 hours: \$7.50
 - Over 1.5 hours: \$10
 - Daily maximum with a discount coupon: \$10
 - Daily maximum without patient discount coupon: \$20.25
 - 1 free parking pass per day is available if a patient has been in the hospital for 15 days or longer.
- **Valet Parking:** Valet parking is available on the top level of the Triangle Garage from 7:30 am to 5:30 pm, Monday through Friday. This service costs the same as regular parking.
- **In/Out Parking Pass:** If you need to leave the hospital and come back later the same day, ask the parking garage staff for an “in/out parking pass.” This pass can be used for 1 day.
- **Accessible Parking:** The Triangle and Surgery Pavilion Garages have disability parking available, including spaces for wheelchair vans. Height limits are:
 - Triangle Garage: 6 feet, 8 inches
 - Surgery Pavilion Garage: 9 feet, 6 inches

ICU Processes

- **Rounds:** At least once a day, the full ICU team will visit each patient. These visits happen in or near the patient’s room and include the bedside nurse. They may also include other providers such as a dietitian, pharmacist, or respiratory therapist. There are rounds each morning, but the exact time may change. Ask your nurse when rounds will happen for your loved one.

During rounds:

- The ICU provider explains why the patient is in the ICU. They talk about the most important health events from the last 24 hours.
- The bedside nurse talks about the patient’s current health and any new test results.
- The ICU provider lists the patient’s current health issues and suggests treatments. The doctor in charge of the patient's care may agree, or they may change the plan.

If you attend rounds, please remember:

- UWMC is a teaching hospital. This means that *residents* (doctors who are in special training) help care for patients. During rounds, the *attending* (doctor in charge) may talk with the residents about general topics, as well as your loved one’s care.
- The healthcare team may use medical terms that are hard to understand. Write down anything you do not understand and ask questions at the end of rounds. The team will try to answer, but they may not have enough time for a long talk. If you want to talk more outside of rounds, ask the nurse to set up a family conference.
- **Family Conferences:** You or the doctor can ask for a family conference. This meeting lets you talk with the care team about your loved one’s treatment and goals. Each meeting is different, and you might see different providers. At least one doctor will be there. Family, friends, and patients are welcome to join.

ICU / Hospital Resources

- **Amenities:** It is important to take care of yourself while you support your loved one. Here are some resources to help you. Contact the front desk in your unit for a tour and more information about these resources.

Montlake Tower waiting areas have these resources for all ICU families and visitors:

- A kitchenette with a refrigerator, sink, and microwave
- A washer and dryer
- An accessible restroom and shower

The ICU can also provide these amenities:

- Interpreter or translator
- “Get to Know Me and My Family” poster
- Parking validation coupons (see page 3)
- Games, puzzles, and arts and crafts supplies for children
- White noise channels on TV: Surf (54), Fan (55), Gusty Wind (56), and Rain (57).
- TV channel guide, iPad, DVD players, and DVDs
- Towels, washcloths, and toiletries
- Laundry detergent
- Pillows, sheets, and blankets
- Sleeping cots (limited availability) and sleeper chairs (in patient rooms)
- Pet therapy
- Virtual bedside concerts

- **Social Work Department:** 206.598.4370

Social workers work with the medical team to support all patients and families at UWMC. They can help with:

- Setting up a safe travel plan for patients to go home or go to another facility.
- Teaching patients, families, and caregivers about the services to manage health conditions.
- Help find solutions to challenges related to illness or treatment.
- Providing or setting up counseling for people experiencing a crisis.
- Coordinating community services for patients and caregivers

- **3 Wishes Project:** The 3 Wishes Project (3WP) works to improve the end-of-life experience by trying to fulfill wishes for dying patients and their loved ones.

For more information contact Matthew Smith at mhsmith2@uw.edu or uw3WP@uw.edu. Each ICU floor has 3WP champions who can answer questions.

- **Spiritual Care:** 206.598.9174

Spiritual Care Providers offer emotional and spiritual support to patients, family members, friends, and staff. Spiritual care is available to everyone, no matter their spiritual or religious beliefs.

- **ICU Patient and Family Support Volunteers:** Our volunteers are calm, compassionate, and helpful. They can share information about the ICU and UW Medical Center. They can also:

- Connect you to support resources and information.
- Provide comfort through empathy and listening.
- Offering directions and parking information.

- **24/7 Public Safety Officer:** 206.598.5555

- **Lost and Found:** 206.598.4909

- **Financial Aid Services:** 206.598.4320



Let us know how we can support you while your loved one is in the ICU.

Food and Coffee

	Lobby Espresso	Plaza Café	Pavilion Espresso	Gift Shop
Location	Cascade Tower 3 rd Floor	Pacific Tower 1 st Floor	Surgery Pavilion 1 st Floor	Cascade Tower 3 rd Floor
Hours	Monday-Friday: 6:30 am – 4:00 am Saturday and Sunday: 8:30 am - 4:30 pm 9:00 pm – 11:30 pm 12:30 am – 4:00 am	Daily: 6:30 am – 8:00 pm	Monday-Friday: 7:00 am – 2:00 pm Closed on weekends	Monday-Friday: 7:00 am – 5:00 pm Closed on weekends and holidays

Community Resources

- **Enjoy Fresh Air:** The UW campus is right across the street from the medical center. Go out the main entrance on the 3rd floor and cross NE Pacific Street. You will find walking paths, gardens, open grass areas, and beautiful cherry blossoms in the spring.

Montlake Cut is a waterway just south of the hospital. You can watch boats and birds and enjoy some peaceful space.

- **Groceries and Shopping:** University Village is an outdoor shopping center about a 5-minute drive north on Montlake Boulevard. You can find groceries, coffee, restaurants, clothing, electronics, banks, UPS, and more. Visit uvillage.com to learn more.

- **Food Delivery:** You must meet your delivery driver in the 3rd floor lobby to pick up your order. Use this information for delivery:

UW Medical Center

1959 NE Pacific Street

Seattle, WA 98195

- **Housing Options:** UW Medicine has partnered with local hotels to offer discounted rates for our patients and families (these rates may change, so please call to confirm). Some hotels provide shuttle services to and from the hospital.

Scan the QR code on the right for more information about lodging.



UW Campus



Scan this QR code with your phone camera.

Transportation

- **Public Transportation:**
 - **Metro Buses:** Bus schedules are available in the 3rd floor lobby. Visit kingcounty.gov/metro to find stops, schedules, and prices. You can also call 206.553.3000 (Monday – Friday, 6:00 am – 6:00 pm).
 - **LINK light rail:** The light rail has 19 stations from Northgate to Angle Lake. There is a station across the street from the hospital near the stadium. Visit soundtransit.org for more information.
- **Airport Shuttle:**
 - Call Shuttle Express at 206.622.1424 or 1.800.487.7433 or visit www.shuttleexpress.com. They provide 24-hour transportation to and from SeaTac airport.
- **Taxi Services:** Taxis are available outside the airport baggage claim area.
 - **Farwest Taxi:** 206.433.5231 or 1.800.331.1212
 - **Yellow Cab:** 206.622.6500
 - **Orange Cab:** 206.522.8800
- **Lyft or Uber:** Local rideshare services. Learn more at lyft.com or uber.com
- **Car Rental:**
 - **Avis:** Visit avis.com. Call 206.433.5231 or 1.800.331.1212.
 - **Budget:** Visit budget.com. Call 206.243.2400 or 1.800.527.0700.
 - **Hertz:** Visit hertz.com. Call 206.682.5050 or 1.800.654.3131.



ICU Experience Survey

Please take a moment to tell us about your experience. This will help us learn how we can better serve you.

QUESTIONS?

Your questions are important. Call your doctor or healthcare provider if you have questions or concerns.

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206.598.4545

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