



## 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.*



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*The Information Desk is on the 3rd floor (main level), just inside the main entrance to the hospital.*

## **Information Desk**

The Information Desk is in the lobby on the main level (3rd floor) of the hospital, just inside the main entrance. Get answers to general questions, 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 us.

- 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 (main level) near the main entrance.
- If you have specific patient safety questions and concerns, please contact:  
  
Jessica Yanny-Moody  
Associate Director, Safety and Quality  
206.598.8645  
Email: [jmyanny@uw.edu](mailto:jmyanny@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 near entrances and in many other places in the hospital.
- We ask visitors who are ill or have symptoms such as coughing, 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 healthcare services for all patients, no matter what language they speak or what their hearing status may be. Staff from Interpreter Services provide language support for patients by phone, in person in the medical center, and in video format.

Call Interpreter Services at 206.598.4425, or send an email to [intrpsvc@uw.edu](mailto:intrpsvc@uw.edu). Be sure to tell us which language you prefer to use when talking about your healthcare. (Call 8.4425 from a bedside phone.)



*Volunteers on the Transport Team can escort patients who have mobility problems.*

## **For Patients with Disability**

UWMC supports equal access to healthcare services regardless of disability.

- Volunteers on the Transport Team can escort patients who have 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 8 and 9.

## **Contacting a Patient**

### **By Email**

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

- Visit [www.uwmedicine.org/patient-resources](http://www.uwmedicine.org/patient-resources).
- Fill in the form and click on “Submit.” Your message will be printed and delivered to the patient by a hospital volunteer or staff.

Please do not send urgent or confidential information. All messages are reviewed 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 on your unit, or in the U.S. mailbox in front of the medical center, near the bus stop.



*Room service allows you to choose what you want to eat and when you want to eat it.*

## **Food, Snacks, and Beverages**

### **Meals for Patients**

We offer room-service dining to our patients. A staff member 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 (Cafeteria)**

The hospital cafeteria is called the Plaza Café. It is on the 1st floor near the Pacific elevators.

To see the weekly menu:

- Visit <https://uwmc.uwmedicine.org/BU/Food/Pages>
- Click on “Plaza Café” in the left side bar and then on “Menu”

The Plaza Café is open every day:

- From 6:30 a.m. to 8 p.m.
- From 8:30 p.m. to 11:30 p.m.
- From 12:30 a.m. to 3:30 a.m.

The cafeteria also has these special service times:

- Breakfast service ..... 6:30 a.m. to 10 a.m.
- Lunch and dinner service..... 11 a.m. to 7 p.m.
- Pizza Station ..... 11 a.m. to 8 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.

Drip coffee is available in the Gift Shop on the 3rd floor.

### **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 each unit. Or, ask a staff person.

### **Ordering Food for Delivery 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](http://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 the website. Or, call the service at 800.510.3663. *Be sure to dial 9 first when using a bedside phone.*



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

### **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 Pacific Elevators on the 1st floor (WSECU).
- Across the street at the rear of the hospital, outside the South Campus Center (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 (ABS Systems, no fee for WSECU and BECU members).

## 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](http://www.carepages.com)
- [www.caringbridge.org](http://www.caringbridge.org)

For help setting up your webpage, visit the Health Information Resource Center (see pages 7 and 9).

## 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.

### Notary Services

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

- **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:** Call Social Work and Care Coordination at 206.598.4370 or call Admitting at 206.598.4310.

### Parking

Validate your parking ticket at your clinic or nurses' station for a reduced parking fee. If you plan to leave and return on the same day, ask at the gatehouse for an in/out access card.



*The Health Information Resource Center is on the 3rd floor (main level) of the hospital.*

### **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 1 a.m.
  - Saturdays: 7 a.m. to 4 p.m.
- Parking is free after hours and on Sundays.
- Disability and van parking up to 6 feet, 8 inches.

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

- Open 24 hours a day, 7 days a week.
- Pay for parking:
  - Weekdays, 6 a.m. to 1 a.m.
  - Saturdays, 7:30 a.m. to 4 p.m.
- Disability and van parking:
  - Up to 9 feet, 6 inches on level P1
  - Up to 6 feet, 7 inches on levels P2 and P3



*Valet parking service is available on the front drive of the hospital.*

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

Valet parking is available on the front drive of the hospital.

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

### **Parking at UWMC at Roosevelt Clinics**

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

### **Shuttles**

Find shuttle schedules at the Information Desk on the 3rd floor. Or, call 206.685.3146.

- **Health Sciences Express** bus to Roosevelt Clinics and Harborview Medical Center: [www.washington.edu/facilities/transportation/uwshuttles/hse](http://www.washington.edu/facilities/transportation/uwshuttles/hse)



- **Seattle Cancer Care Alliance** (SCCA) van to SCCA and Seattle Children's Hospital: [www.seattlecca.orgshuttle-schedule.cfm](http://www.seattlecca.orgshuttle-schedule.cfm)
- **UW/Fred Hutch South Lake Union Shuttle** to FHCRC Public Health Science Building and Pete Gross House: [www.washington.edu/facilities/transportation/uwshuttles/slu](http://www.washington.edu/facilities/transportation/uwshuttles/slu)

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

### **Health Information Resource Center**

The Health Information Resource Center (HIRC) is in the lobby on the 3rd floor (main level) 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@uw.edu](mailto:healthed@uw.edu)
- Website: <http://depts.washington.edu/healthed>

### **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 12 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 Outpatient Pharmacy is on the 3rd floor (main level) of the hospital, 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.

The pharmacy is open:

- Weekdays: 8 a.m. to 9 p.m.
- Weekends and holidays: 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 cell phone ringers to “silent” or “vibrate only” to preserve the peaceful healing environment of our patient care areas.

Also, cell phone use may be limited in some areas of the hospital. Before using your cell phone, please:

- Check with staff at the main desk of your unit or clinic.
- Look for and obey signs that limit cell phone use.

## **Social Work and Care Coordination at UWMC**

Social workers help with your practical and emotional needs. They can help you and your family adjust to a new diagnosis, create a safe plan for your return home, learn about caregiving, and cope with loss and grief.

Social workers may also help with referrals to other healthcare facilities, community resources, or a financial counselor. To talk with a UWMC social worker, call 206.598.4370 between 9 a.m. and 4:30 p.m.

## **Financial Counseling at UWMC**

Financial counselors can help you and your family:

- Understand your hospital bills and how to pay 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 206.598.1950 weekdays between 8 a.m. and 5 p.m. Or, call toll-free: 877.780.1121.

## Getting Copies of Medical Records

To request a copy of your UW Medicine medical record:

- Go to [www.uw.medicine.org](http://www.uw.medicine.org) and complete a “Patient Authorization to Disclose/Release or Obtain Protected Health Information/Patient Request to Access PHI” form. Send the completed form to:

UW Medical Center  
Box 359738  
325 Ninth Ave.  
Seattle, WA 98104

- You can also send us a letter with the specific type of records and dates you are requesting (use the address listed above).
- Or, you may fax your request to 206.744.9997

If you are requesting medical records for another person, please include a copy of your Power of Attorney paperwork.



*UWMC is a smoke-free hospital.*

## If You Smoke

UWMC is a smoke- and tobacco-free facility. We are committed to a safe and healthy environment for our patients and staff.

If you are a patient and you smoke or use tobacco, ask your nurse about:

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

## UWMC Visiting Hours and Guidelines

We encourage family and friends to visit patients. Please do **not** visit patient care units if you have an active infection. Check with your loved one’s nurse about other illnesses.

Visitors should:

- Check with your loved one and their healthcare team about the best times to visit.
- You must have a visitor ID if you will be in the hospital before 5:30 a.m. and after 9:30 p.m. Get your visitor ID at the Information Desk in the lobby on the 3rd floor (main level) of the hospital.
- 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.

## Information Channel

Channel 2 on all patient room TVs is UWMC's Information Channel. This channel runs a 20-minute slideshow that explains many of the subjects covered in this handout. You can watch this slideshow 24 hours a day.



*University of Washington campus is across the street from the hospital.*

## 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.
- The 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.

## Care Team Members

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

### Medical Staff

#### ***Attending Doctor***

Your attending doctor directs your overall care. This doctor also trains *residents* and *interns*.

#### ***Resident and Interns***

Residents and interns are doctors who have finished 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 training.

### 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 advanced degree in nursing.

#### ***Nurse Manager***

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



*UWMC is a “teaching hospital.” Medical students work closely with resident doctors in the hospital, as part of their medical training.*

### ***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 (HA) provides patient care as directed by an RN. An HA 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 RD will assess your needs and advise your care team about the best diet for you. RDs also teach patients how to follow special diets when they go 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. This pharmacist helps prevent medicine errors by helping you understand what the medicines are for, their possible side effects, and how to safely take them. As a UWMC patient, you can always ask to speak with a pharmacist if you have questions about medicines. UWMC also has clinical pharmacists on staff with a doctor of pharmacy (PharmD) degree.

### ***Respiratory Therapist***

Your doctor may refer you to a respiratory therapist (RT). Your RT 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 RT will also arrange for you to have oxygen and other equipment when you go home.



*If needed, a physical therapist can suggest exercises, therapies, or medical equipment to help you move more easily and become stronger.*

### ***Social Worker***

Social workers have a masters degree in Social Work (MSW). Your social worker will work closely with other members of your healthcare team to assess what emotional and practical resources you may need to support your medical care.

### **Support Staff**

#### ***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 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).

#### ***Patient Services Specialist***

A patient services specialist (PSS) is at the front desk of the unit or clinic 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 Care***

As part of your care team, spiritual caregivers provide respectful spiritual and emotional care to persons of all faiths and spiritual beliefs. To reach Spiritual Care, please call 8.4630 from your bedside phone and leave a message. Or, ask your nurse or social worker.

#### ***Volunteers***

Volunteers are valued members of your healthcare 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.

If you would like to learn more about becoming a UWMC volunteer, please call 206.598.4218.

### **Rounds**

Members of your healthcare 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.



*Environmental services staff clean your room every day.*



### *Spiritual Care*

*Respecting your  
faith, beliefs, and values,  
we are here to support  
patients of diverse traditions  
and personal beliefs.*

*To reach Spiritual Care,  
please call 8.4630 from  
your bedside phone and  
leave a message.*

We encourage you and your family 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**

You can learn to paint, knit, or make crafts while you're staying at UWMC. Art groups or one-on-one sessions are available for all patients and guests. No art experience is 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. Please call 206.221.4284 to ask for an appointment. You may pay with cash or check.

## **Beauty and Cancer Program**

The Beauty and Cancer Program at UWMC provides free wigs, hats, and scarves to cancer patients receiving care at UWMC and Seattle Cancer Care Alliance (SCCA).

Beauty and Cancer consultants see patients by appointment. Please call 206.598.3604 for more information.

## **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:
  - Washington State Department of Health at 1.800.633.6828
  - The Joint Commission at 1.800.994.6610.

Be sure to dial 9 first when calling from your bedside phone.



*The Beauty and Cancer Program at UWMC provides free wigs, hats, and scarves to cancer patients receiving care at UWMC and SCCA.*

## **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).

## **About This Handout**

Please share your ideas to help us make this “Services for Patients and Families” handout even more useful for UWMC patients and families. Call 206.598.7498 or email [pfes@uw.edu](mailto:pfes@uw.edu).

### **Questions?**

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