

THE UNIVERSITY OF CHICAGO MEDICAL CENTER  
PREPARING FOR YOUR **HOSPITAL STAY**



AT THE FOREFRONT OF MEDICINE®

# WELCOME

We would like to thank you for choosing the University of Chicago Medical Center. You can rest assured that you are in expert hands here, under the care of some of the finest physicians, nurses, and other healthcare professionals in Chicago and, indeed, the world.

Our pledge is to provide you superior medical care and services, and to make your stay with us the very best possible. To this end, our staff will visit you frequently to ask you about issues such as how well your pain is being controlled and if your personal needs are being met. If you are not fully satisfied with these or any other of our services, we will make every effort to see that the situation is changed to your satisfaction.

If at any time we are not fully meeting your needs and expectations, please ask to see a clinical manager or director. He or she will be happy to help. All of us here at the Medical Center care about your well-being and satisfaction. We understand that your health and recovery are greatly influenced by your comfort and peace of mind.



## **IF YOU ARE HAVING SURGERY**

Our goal is to assure that your surgery is successful and that you heal properly afterwards. To this end, we have created a brochure, *Preparing for Your Surgery or Procedure* that provides you with valuable information to move you through the surgery process smoothly. Be sure to ask for a copy and to read it carefully in advance.

## **FINANCIAL CONSIDERATIONS**

**Insurance** If you have any insurance-related questions before you arrive, please call Admission Services at (773) 702-6233.

**Housing** If you need help arranging housing for your family, call Admission Services at (773) 702-6233 or Social Work at (773) 702-1807. For a list of nearby hotels that offer discounts to the families of Medical Center patients, visit [www.uchospitals.edu/visitor/hotel/](http://www.uchospitals.edu/visitor/hotel/).

## **IF YOU WISH TO HAVE A PRIVATE ROOM**

Please contact Admission Services at (773) 702-6233. They will make note of your request, inform you of the cost, and let you know the likelihood of a private room being available. While they can't guarantee they will have a private room for you, they will make every effort to accommodate your request.

Because the extra cost of a private room is not covered by insurance, we must also ask that you

arrange for payment with Admission Services when you are checking in.

**PLEASE NOTE:** Patients in private rooms may have one family member spend the night each night they are hospitalized.

## **BRINGING WHAT YOU NEED FOR ADMISSION**

Please review the list below carefully, so you know in advance exactly what you need to bring to the Medical Center for admission. The first four items are “musts” for everyone. The remaining items may or may not be necessary, depending on your individual situation.

**PLEASE NOTE:** It is vitally important that you bring everything necessary with you.

- **Social security number**
- **Insurance card, including the insurer's name and address, and the patient's policy number**
- **Photo identification, such as a driver's license or state photo ID**
- **Cash, check, or major credit card, such as Visa, MasterCard, or American Express, to pay your copay or for services not covered by insurance (Please call (773) 702-6233 if you have questions.)**
- **Health Plan Referral Authorization — if required by your health insurance carrier**



- **Medicare Card — if you are covered by Medicare — plus the date of your spouse’s retirement if that applies to you**
- **Medicaid Card — if you are covered by Medicaid**
- Name, phone number, and address of the employer that provides your health insurance coverage
- Name, address, and phone number of your referring physician — if you were referred here
- Advance Directive — a living will or durable power of attorney for health care if you have one

### **BRINGING WHAT YOU NEED FOR YOUR STAY**

To help assure a comfortable hospital stay, the items you may wish to bring with you include:

- A list with names, doses, and schedules of all medications you take on a routine basis (Do NOT take any of your own medications while you are in the hospital unless your doctor writes an order for you to take them.)
- Personal toiletries, such as shampoo, toothpaste, and toothbrush

- Bathrobe and slippers or socks
- Glasses, dentures, hearing aid, etc.
  - Please ask the nurse for a container to protect these items.
  - Please label these and other personal items with your name if possible.
- Any instructions your physician may have provided
- Cash to purchase a magazine, snack, and/or debit card for long distance calls (Local calls are free.)
- This brochure for reference

### **WHAT NOT TO BRING**

It can be difficult to keep track of personal items at a big and busy place like the University of Chicago Medical Center. We are sorry that the Medical Center cannot be responsible for personal items, and ask you to limit the valuables you bring such as:

- Jewelry
- Large amounts of money or extra credit cards
- Hair dryer, electric shaver, or other electrical appliances (If you need assistance shaving, ask your nurse or another patient care staff member.)
- Electronic calendar/appointment book



Four hundred of our rooms are equipped with safes, so be sure to make use of yours if you have one. If you do not have a safe in your room, ask your nurse to assist by contacting Medical Center Public Safety. Public Safety has limited capability to secure valuables in a safe. Items that can be stored, such as cash, rings, watches, and credit cards, must fit in a 4.5 x 8-inch envelope. The procedure for placing and retrieving valuables from the valuables safe may cause delays in admission and/or discharge.

### **GETTING TO THE MEDICAL CENTER**

The Medical Center is located at 5841 S. Maryland Avenue, Chicago — just south of downtown Chicago, at the west end of the University of Chicago campus, east of 58th Street and Cottage Grove Avenue.

#### **BY CAR**

The Medical Center may be reached from Lake Shore Drive, I-90/94 (the Dan Ryan Expressway), I-90 (Chicago Skyway), or Stony Island Avenue.

For online directions, please enter [www.uchospitals.edu/directions/](http://www.uchospitals.edu/directions/).

For automated telephone directions 24 hours a day, please call (773) 702-5580.

#### **BY PUBLIC TRANSPORTATION**

The Medical Center may be reached by train or bus.

For online directions, visit [www.rtachicago.com](http://www.rtachicago.com).

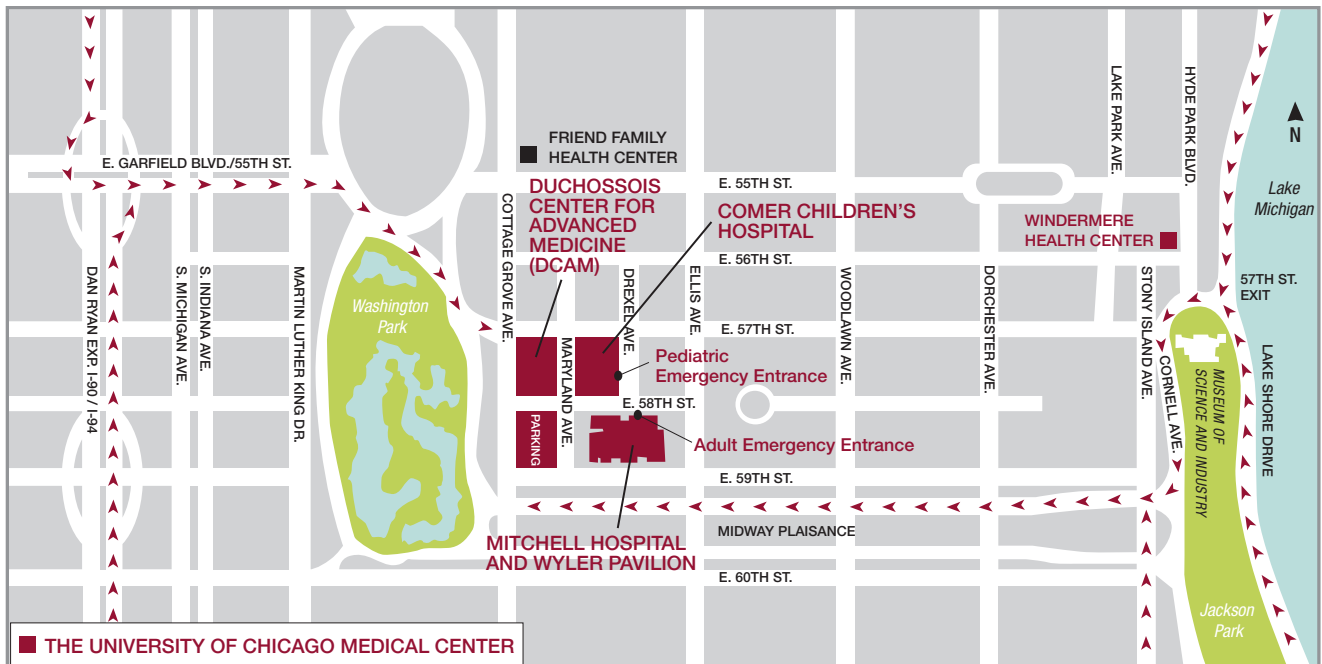
For telephone directions, call the RTA information line at 836-7000 in all Chicago area codes, or (312) 836-7000 from outside the Chicago area.

### **PARKING AT THE MEDICAL CENTER**

**Valet** Valet parking is HIGHLY recommended. The cost of valet parking is similar to the cost of self parking. You may leave your car with the attendant at the Maryland Avenue entrance to the Mitchell Hospital, directly across from the garage, from 5:30 a.m. to 6 p.m. Cars are delivered up to 9 p.m. Monday through Friday and up to 4 p.m. on Saturday. Please do NOT tip the parking attendant as this is against Medical Center policy.

**Self Park** Self parking at the University of Chicago Medical Center can be difficult. It may take you a very long time to find a parking space. **If you choose to self park, please arrive at least 20 minutes earlier than you are scheduled to check into the hospital to allow time to find a space.** If you are unable to find a parking space, we recommend that you bring your car back to the valet to be parked.

**Discount Sticker** Be sure to ask a Mitchell Hospital staff member for a discount sticker as it will reduce your parking cost.



**Parking Coupon Books** Parking coupon books containing 10 parking coupons are also available at the Parking Office in the garage at 5840 S. Maryland Avenue or at the valet cashier's window on the far right-hand (east) side of the DCAM lobby. These will reduce parking costs if you or your family are returning for multiple visits. A *Patient and Visitor Parking* flyer, which includes current parking rates and other detailed information, may be obtained at either of these locations or online at [www.uchospitals.edu/pdf/uch\\_006371.pdf](http://www.uchospitals.edu/pdf/uch_006371.pdf).

If you have additional questions about parking, please call the parking manager at (773) 702-4381 from 7 a.m. to 4:30 p.m., Monday through Friday.

### ENTERING THE MEDICAL CENTER

Patients should enter the Medical Center through the Bernard Mitchell Hospital entrance on Maryland Avenue (the closest entrance to 58th Street). Mitchell Hospital's doors are open 24 hours a day, seven days a week. Take the elevator from the ground level up to

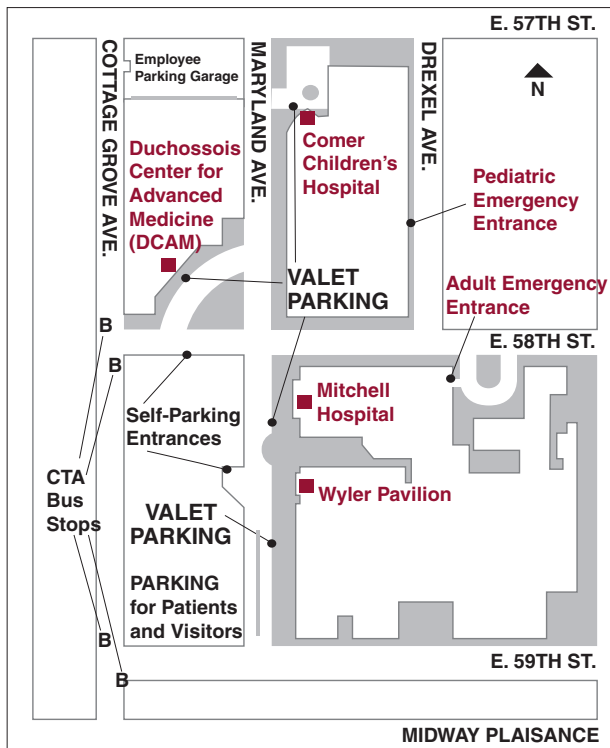
the lobby on the second floor. If you self park in the garage, you may walk through the enclosed pedestrian bridge which links the garage second floor to Mitchell Hospital's second floor.

### CHECKING INTO THE MEDICAL CENTER

Please stop at the Information Desk at the entrance for directions to Admission Services. You need to stop at Admission Services in room TS-200, located off the second floor lobby, to register. Admission Services is open 24 hours a day, seven days a week.

### MAKING PHONE CALLS INSIDE THE MEDICAL CENTER

If you are calling inside the Medical Center, dial the last five digits of the number, for example, 2-6233 instead of (773) 702-6233. If you want to use your cell phone, check with a healthcare provider to determine if you are in a location that is safe for cell phone use.



## CREATING AN ADVANCE DIRECTIVE

You have the right to make informed decisions about your healthcare, including the right to refuse treatment offered to you. You may also give directions, in advance, about your wishes for healthcare should the time come when you cannot communicate your wishes to others.

If you have an advance directive, such as a living will or durable power of attorney for health care, please bring it with you at the time of admission. If you do not have an advance directive and wish to create one, please look for the booklet *Planning for Your Medical Care* in your admissions packet when you arrive. If you do not receive this booklet in your admissions packet, please contact Admission Services at (773) 702-6233 and ask them to send it to you.

You may also download the forms for advance directives by visiting our Web site at [www.uchospitals.edu](http://www.uchospitals.edu), clicking on Patient & Visitor Information on the left-hand side, clicking on For Your Appointment on the left-hand side, and clicking on Things to Consider.

To obtain help in creating an advance directive, please call Social Work at (773) 702-1807 or Spiritual Care at (773) 702-6246. A trained professional from either of these departments can talk you through your options and witness your advance directive for you.

## PRIVACY ISSUES

### RECEIVING PHONE CALLS AND HAVING VISITORS

**PLEASE NOTE:** If you check the privacy box on your admission form or tell the person admitting you that you wish your information to be kept private, you will not be listed on the University of Chicago Medical Center system. This means that people telephoning you from outside the Medical Center will be told by the operator that you are not on record and they cannot be connected to your room. It will also mean that visitors requesting to see you will be told that there is no listing for a patient by your name.

If you wish to receive phone calls and visitors, do NOT check the privacy box on your admission form.



### **AUTHORIZING THE RELEASE OF INFORMATION TO FAMILY AND FRIENDS**

Because of new laws to protect patient privacy, staff at the Medical Center cannot release any information about you to your family and friends without your permission. When you are being admitted, a staff member will write down your access code on a blue, business-size card.

Give this access code to the people you want to be able to obtain information about you. When someone provides a Medical Center staff member with your access code, the staff member can provide that person with information about your condition.

### **VISITING POLICIES AT THE MEDICAL CENTER**

Visiting hours for all inpatient units are 9 a.m. to 9 p.m. daily.

Your family and friends over age 16 are welcome to visit you. To enable you to rest and get well, only two visitors are permitted in your room at a time. All visitors must stop at the Mitchell lobby entrance to obtain an ID badge at the Information Desk on the second floor, even those who may have previously received special ID badges or wristbands. Visitors must be free of any signs and symptoms indicating infection with a contagious disease, such as coughs or fevers.

Children under 16 years of age must be accompanied by and remain under the direct supervision of a responsible adult in order to be admitted as visitors to the Medical Center. They can NOT, however, be allowed entrance to the Bone Marrow Transplant Unit (6NW).

Children under 6 years of age will not be admitted as visitors unless the parent/guardian has completed the screening for infectious disease form provided by Security at the Mitchell entrance. They may only visit if the patient is in a private room unless an exception has been made by the nurse caring for the patient.

### **NON-MEDICAL SERVICES AT THE MEDICAL CENTER**

Medical Center personnel can assist you and your family with many non-medical needs:

- The University of Chicago Medical Center is committed to providing interpreters at no charge for any patients who are not fluent in English. To arrange for an interpreter in advance, please call Social Work at (773) 702-1807. Or when you arrive, let your nurse know you need an interpreter.
- “At Your Request” Room Service Dining lets patients order the food they want, when they want it. Between 7 a.m. and 7 p.m., you may order meals by calling 4-3000 from Mitchell 3, Mitchell



4, Mitchell 5, D2, D3, D4, D5 and Labor and Delivery or 4-3663 from Mitchell 6, D6, T6IC. Menus are in the room or available from nursing staff. All food requests will be checked against the physician's order to assure the correct food for your condition and status. Food is available for a variety of special needs, including vegetarian and kosher. Please allow 60 minutes after placing an order for food to arrive. If you are admitted after 7 p.m. and need a meal, contact your nurse to have a box lunch provided.

- Wireless Internet access is available free of charge should you choose to bring a laptop. For additional information, visit our Web site: [www.uchospitals.edu/visitor/resources/internet.html](http://www.uchospitals.edu/visitor/resources/internet.html).
- Assistance for people with disabilities: call Social Work at (773) 702-1807 or ask the nurse to page your case manager or social worker
- Lost and found: call (773) 702-6262, or ask the nurse to page your clinical unit manager or social worker
- Notary public: call Admission Services at (773) 702-6233, Monday through Friday, 8 a.m. to 4:30 p.m.

## **CONVENIENCES AT THE MEDICAL CENTER**

### **AU BON PAIN EXT. 2-2748**

Located in the Mitchell lobby on the second floor; open 6 a.m. to 12 a.m., Monday through Friday; 6 a.m. to 6 p.m., Saturday and Sunday.

### **CAFETERIA EXT. 5-2688**

Located on the lower level of the Medical Center; open 6:30 a.m. to 10:30 a.m., 11 a.m. to 4 p.m., 4:30 p.m. to 8 p.m., Monday through Friday; 7 a.m. to 2:30 p.m., Saturday and Sunday.

### **FOOD COURT**

Located on the second floor of the DCAM, which is connected to the second floor of Mitchell Hospital by a bridge; open 7 a.m. to 4 p.m., Monday through Friday.

### **ARGO TEAOSK EXT. 4-0366**

Located in the DCAM Lobby; open 6 a.m. to 6 p.m., Monday through Friday; 8 a.m. to 3 p.m., Saturday.

### **GIFT SHOP EXT. 5-6185**

Located in the Mitchell lobby on the second floor; open 8 a.m. to 9 p.m., Monday through Sunday.

### **AUTOMATED TELLER MACHINES**

Located in the Mitchell and Goldblatt lobbies.



### **PLANNING AHEAD FOR YOUR DISCHARGE FROM THE HOSPITAL**

Most of our patients are able to return home after discharge. Some, however, may require help at home or need to be transferred to another facility, such as a physical rehabilitation center or skilled nursing facility. Your care team will review your needs while you are in the hospital to make sure that you are safe and well enough to be discharged. It is important that you tell your doctor or nurse of any concerns you have about your discharge. The more you and your family are involved in planning for your discharge, the more ready you will be when it is time for you to leave the hospital.

If you have questions about discharge plans before you come into the hospital, ask your doctor or call the Social Work Department at (773) 702-1807 or the Case Management Department at (773) 795-5500. Once you are in the hospital, tell your nurse or any other member of your care team that you would like to speak to a social worker or a case manager about your discharge.

### **QUESTIONS**

If you have any questions during your stay, please feel free to ask your nurse, physician, case manager, or patient advocate for assistance.

### **THANK YOU FOR CHOOSING THE UNIVERSITY OF CHICAGO MEDICAL CENTER**

All of us here at the Medical Center appreciate your trust in us and will do everything possible to assure you receive the top quality care and courteous treatment you expect.

## **SURVEY**

**After you are discharged, you may receive a survey in the mail asking you about your experience at the University of Chicago Medical Center. *Your feedback is extremely valuable to all of us here.* Please take the time to fill out the survey and send it back to us.**

**Thank you.**



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