The Duchossois Center for Advanced Medicine (DCAM) is the University of Chicago Medical Center’s outstanding outpatient facility. Our pledge to you here is twofold: to provide excellent healthcare services and to make your visit as comfortable as possible.

This booklet is designed to answer the questions you may have about bringing what you need to your appointment, getting to the DCAM, and what to do when you arrive.

If you are a first-time patient, please contact a Medical Center representative at 1-888-UCH-0200. Your representative can take your information and answer any questions you may have. If you are a returning patient and have questions, please call us at 1-800-289-6333 and press 0, or visit our Web site at www.uchospitals.edu.
BEFORE YOUR APPOINTMENT

Please check with your insurance company to see if you are covered for services at the University of Chicago Medical Center.

When you come for your appointment, be prepared to pay any deductible and/or co-insurance identified by your insurance plan. If you have any questions about your medical benefits, call Outpatient Services at (773) 702-3384.

BRINGING WHAT YOU NEED

It is vitally important that you bring everything necessary to your appointment, so please review the list below carefully. The first four items are “musts” for everyone. The remaining items may or may not be necessary, depending on your individual situation.

- 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
- 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
- Advance Directive — a living will or durable power of attorney for health care if you have one
- Name, address, and phone number of your referring physician — if you were referred here
- Medical records, X-rays, lab test results, and/or pathology slides — if you are coming here for a second opinion (Check with your referring physician to determine if these have been sent to the University of Chicago Medical Center for you.)
- All current medications or a list of current medications, how much of each medication you take, and how often you take it
GETTING TO THE DCAM

The DCAM is located at 5758 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 DCAM 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/.

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

BY PUBLIC TRANSPORTATION

The DCAM may be reached by train or bus.

For online directions, visit 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.

ARRIVING AT THE DCAM

Plan to arrive 20 minutes before your appointment to allow time to park and register.

PARKING AT THE DCAM

Valet parking is highly recommended. Leave your car with the attendant in front of the DCAM from 6 a.m. to 6 p.m. Cars are delivered up to 9 p.m. Please do NOT tip.

Self parking is generally very difficult. If you choose to self park, please arrive at least 30 minutes earlier than instructed by your clinic to allow time to find a space. Enter the garage on Maryland Avenue one half block north of 59th Street, or on 58th Street one half block east of Cottage Grove Avenue, directly across the street from main entrance to the DCAM. If you are unable to find a parking space, we recommend that you bring your car back to the valet to be parked.

Self parking is available 24 hours a day. Handicapped parking for use only by visitors and patients with state-issued handicap permits is available in the self-park garage.
Discount stickers Be sure to ask a DCAM staff member in the clinic you are visiting for a discount sticker to reduce your parking cost.

Parking coupons reduce your parking costs if you are returning for multiple visits. Books of 10 may be purchased at the Parking Office at 5840 S. Maryland Avenue from 7 a.m. to 4:30 p.m., Monday through Friday, or at the valet cashier’s window off the DCAM lobby from 8 a.m. to 8 p.m., Monday through Friday, and 8 a.m. to 2 p.m., Saturday.

A Patient and Visitor Parking flyer, which includes current parking rates and other detailed information, may be obtained at the Parking Office, at the valet cashier’s window, or online at 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 DCAM

You may enter the DCAM through the main entrance on 58th Street by the circle driveway. A curbside attendant can provide a wheelchair if you need one.

If you park in the garage, you may prefer to walk through the enclosed pedestrian bridge which links the “bridge level” floor of the garage with the second floor of the DCAM.

If you need directions to your appointment or other information, please stop at the Information Desk just inside the entrance on the first floor or just beyond the bridge on the second floor.
REGISTERING AT THE DCAM

If this is your first visit to the DCAM and you have not been contacted in advance for information, you need to call Outpatient Services at (773) 702-3384 before you come to the DCAM for your appointment or, on the day of your visit, stop at Outpatient Services before you go to your clinic appointment.

CONVENIENCES AT THE DCAM

INFORMATION DESK

The Information Desk, which you will see immediately in front of you when you enter on the first floor, can provide you with a map of the DCAM and any directions you need.

SECURITY DESK

The Security Desk is located in back of the Information Desk on the first floor. Personnel here can provide you with a wheelchair and call a taxicab for you if you wish.

ARGO TEAOŠK

The Argo Teaosk is located in the DCAM Lobby. It is open from 6 a.m. to 6 p.m., Monday through Friday, and 8 a.m. to 3 p.m., Saturday. The Argo Teaosk offers a full menu selection, including Argo’s own signature drinks, smooteas blended with fruits and teas, Illy coffee and freshly brewed hot and iced teas, gourmet sandwiches, salads, hot quiches, fine pastries, desserts, and snacks.
FOOD COURT
The Food Court is located on the second floor, just off the bridge to the parking garage. It is open from 7 a.m. to 4 p.m., Monday through Friday. The Food Court offers a wide range of menu options, including snacks, beverages, made-to-order and pre-packaged sandwiches, and hot meals. Visa and MasterCard are accepted.

INTERNET
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.

TELLER MACHINES
An ATM is located in the lobby, behind the Information Desk.

PHARMACY
The pharmacy is located on the first floor, just off the lobby.

GIFT SHOP
A gift shop is located on the first floor, just behind the pharmacy.

RESTROOMS AND WATER FOUNTAINS
Restrooms and water fountains are located on each floor, close to patient elevators.

SMOKING
Smoking is not permitted anywhere in the DCAM or on Medical Center property.

CELL PHONE USE
Cell phone use may be limited in some areas of the DCAM.

THANK YOU FOR CHOOSING THE UNIVERSITY OF CHICAGO MEDICAL CENTER
All of us here at the DCAM appreciate your trust in us and will do everything we can to assure you receive the high quality care and courteous treatment you expect.