

Questions?

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

Contact Information:

4-Southeast
Main Phone:
206-598-4400

Patient Information:

Room: 43 _____
Phone: _____
206-598-_____

Concerns?

4-Southeast
Management Team:
206-598-4402

Taking Care of Yourself

This can be a stressful time for families and friends of patients. Take care of yourself so you can provide good support to the patient.

- Get enough sleep. When you are tired, nap or rest.
- If the patient is sleeping, take a break yourself. Go for a walk, visit a friend, or take a nap.
- Eat regular meals and healthy foods, such as fruits and vegetables.
- Arrange for family and friends to visit in shifts.
- If you have concerns, talk with your nurse.

Write down questions to ask the health care team:



A Guide to 4-Southeast

For families and visitors

Our unit provides care for people who need kidney dialysis, heart monitoring, or renal, vascular, plastic, or transplant surgery.

This booklet will help you get to know our unit and other resources in the hospital. We will refer to your family member and/or friend as “the patient” throughout this booklet.

Please ask questions and let us know how we can best help you. Use the space on the back cover to write down your questions for the health care team or to write down important phone numbers.

UW Medicine
UNIVERSITY OF WASHINGTON
MEDICAL CENTER

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MEDICAL CENTER

Many of our patients are at risk of catching diseases. For everyone's protection, please follow these visitor guidelines for our unit.

Visiting Guidelines

You are an important part of helping the patient feel better during their hospital stay. You can help by providing support and learning how to care for them when they leave the hospital. Many of our patients are at a higher risk of catching diseases. Please follow these guidelines:

- Use soap and water or hand gel to wash your hands before and after visiting.
- We encourage you and the patient to ask health care providers if they used hand gel or washed their hands before they came in the patient's room.
- You may visit any time, day or night. If you will be staying overnight, please check with the nursing staff.
- If you come to visit between 9:30 p.m. and 5:30 a.m., enter the hospital at the main entrance on the 3rd floor. You must have a visitor pass, which you can get at the Information Desk inside the main entrance.
- During a hospital stay, patients can be busy going to and from tests. You may be asked to step out of the room for procedures, privacy for personal care, or while the patient is resting.
- If you have a cold or other virus, such as the flu, please visit once you have recovered fully.
- Check with the nurse to see if it is OK for young children to visit. Children age 12 or under may not visit patients who have just had a transplant.

- A **Midnight Snacks** cart travels between units from 7 p.m. to 3:30 a.m. Ask the patient's nurse what time the cart will be on 4-Southeast.
- The **Service League Gift Shop** is on the 3rd floor near the Cascade Elevators. The Gift Shop is open weekdays from 6:30 a.m. to 9 p.m., and weekends from 8:30 a.m. to 5 p.m.
- The **espresso stand** closest to 4-Southeast is on the 3rd floor next to the Cascade Elevators. It is open weekdays from 6:30 a.m. to 9 p.m. and weekends from 8 a.m. to 4:30 p.m.
There are 2 other espresso stands in the hospital. One is at the rear of the Plaza Café sitting area on the 1st floor. It is open weekdays only, from 6:30 a.m. to 5 p.m. The other is in the Surgery Pavilion on the 1st floor. It is open weekdays only, from 7 a.m. to 2 p.m.
- The **Health Information Resource Center (HIRC)** is next to the Gift Shop on the 3rd floor. The center provides Internet access and health education materials for patients and families. The HIRC is open weekdays from 10 a.m. to 3 p.m.
- The **discharge pharmacy** is on the 3rd floor by the Cascade Elevators. It is open weekdays from 8 a.m. to 10 p.m., Saturday from 8 a.m. to 8 p.m., and Sunday from 8 a.m. to 8 p.m.
- We are committed to providing a safe, smoke-free environment for patients, visitors, and staff members.

Calling the Unit

Due to patient privacy laws, we cannot give out information about a patient's medical condition without the patient's permission.

- Our unit phone number is 206-598-4400. Each room has its own personal phone number. See the back cover of this booklet for the number to call when you want to reach the patient.
- When calling, please ask to speak with the nurse caring for the patient. Give the patient's name.
- If you have a large family, please choose one person to call for information and updates.
- Please try to avoid calling during staff shift changes. These occur between:
 - 7 and 7:30 a.m.
 - 3 and 3:30 p.m.
 - 7 and 7:30 p.m.
 - 11 and 11:30 p.m.

Places of Interest

While visiting UWMC, here are some places you may need to find:

- The **Plaza Café** is the main hospital cafeteria. It is on the 1st floor and is open from 6:30 a.m. to 7 p.m. every day.
- **Vending machines** are near the Pacific Elevators on the 1st floor.
- The **Surgery Pavilion Tea Room** is on the 3rd floor in the hallway that leads to the Surgery Pavilion from the main hospital. It is open weekdays from 7:30 a.m. to 4 p.m.

- Live plants or cut flowers can carry bugs or diseases that can be dangerous to some of our patients. Please check with the nursing staff to see if you can bring these into the patient's room.
- Some patients may have specific safety measures to limit the spread of infection. Please check with the nursing staff and follow any warning signs posted outside the door to the patient's room.

A Team Effort

University of Washington Medical Center (UWMC) is a teaching facility. Here are some of the team members you may meet:

- **Attending doctors** manage the medical care of patients and plan the medical treatment.
- **Fellows** are doctors who are specializing in a specific area. They direct the residents in the daily medical care.
- **Residents** have completed medical school and provide 24-hour medical care under the supervision of fellows and attending doctors.
- **Pharmacists** help manage the drug treatment of each patient. They have knowledge in allergies and drug interactions.
- **Charge nurses** help oversee the care and flow of patients on our unit. Please ask to talk with the charge nurse if you have any concerns about the nursing care that is provided.
- **Dialysis nurses** are trained in the procedure of dialysis, which helps patients whose kidneys are not working well. They may be working with the patient in addition to an assigned staff nurse.
- **Registered nurses (RNs)** provide nursing care and monitor our patients.

You will meet many members of our health care team. Each has an important role.

- **Patient care technicians (PCTs)** assist the nursing staff with patient care.
- **Occupational and physical therapists** work with patients to improve their mobility and strength. They also help patients do activities of daily living, such as bathing.
- **Dietitians** manage the diet needs of our patients.
- **Social workers** help patients and families with financial concerns, resources, and discharge planning.
- **Consulting services members** are medical specialists who can help the primary medical team with treatment plans.
- **Patient service specialists (PSSs)** are the people at the front desk who answer questions, validate parking, and aid in the flow of patients in and out of our unit.
- **Chaplains** are available on request to help provide spiritual care for patients and family members.

Common Equipment

You may see:

- **Intravenous (IV) pumps and lines:** There are many types of IV lines. They are tubes placed in blood vessels to help deliver medicine, fluids, and nutrition.
- **Urine catheter:** Some patients may have a tube placed in their bladder to drain urine. This allows their urine output to be watched closely.

- **Drains:** There are many types of body fluid drains. They differ in how they look and where they are placed into the body.
- **Patient controlled analgesia (PCA) machines:** Patients may return from surgery with a pain button they can press for pain relief after surgery. **Only the patient should press this button.**
- **Dialysis machine:** When a patient's kidney is not working well, a procedure called dialysis may be needed. A specially trained nurse will run the machine.
- **Heart monitor:** Some patients will have their heart rhythm monitored at all times. An alarm will sound when something needs to be checked.
- **Oxygen:** Many patients need a small tube placed under their nose or a facemask to help deliver extra oxygen.
- **Sequential compression devices (SCDs):** These plastic leg pumps squeeze the leg off and on to help blood flow. This helps prevent blood clots and swelling in the lower leg.
- **Computers:** Each patient room has a computer for staff only to use, to enter patient information. If you have a personal laptop, we can issue you a temporary UW Net ID password so you can access wireless Internet. Computers for public use are found in the Health Information Resource Center (HIRC) in the main lobby on the 3rd floor of the medical center. HIRC hours are weekdays from 10 a.m. to 3 p.m. Just outside the HIRC is a computer with Internet access that is available 24 hours a day, every day.

Be prepared to see many tubes and machines. Please ask questions about what you see.