



# Patient and Family Guide

*Units 7-Northeast, 7-Southeast, and 8-Northeast at  
University of Washington Medical Center (UWMC)*

**This Guide is written for you by the Patient and Family Advisors on UWMC's Inpatient Oncology Advisory Council. It is for you to keep as a reference to improve the comfort of your care experience at UWMC.**

**This Guide identifies the services and facilities that patients and families may use while at University of Washington Medical Center. It will also help you learn some new terms that you may hear during your stay. Your health care team is always happy to answer any other questions you may have.**

## Welcome

Welcome to UWMC's cancer care units, located on 7-Northeast, 7-Southeast, and 8-Northeast. Our primary goal is to provide you with exceptionally safe and compassionate care.

There are many people who are part of your health care team who will provide your care while you are at UWMC. Your care team is made up of medical, nursing, allied health professional, and other support staff. You and your family are also important partners on your health care team.

You will be able to identify care providers because they will be wearing a nametag. Please feel free to ask staff members who they are and what role they have in your care.

## Your Health Care Team

### Patients and Families

The partnership between you, your family, and the rest of your care team is important for your well-being and comfort. We encourage you to introduce yourself to your team members and let them know your concerns and needs, so they can make your stay as comfortable as possible. Please feel free to ask questions of any member of your team. No question is too simple or too complex.

### Medical Staff

A team of doctors and nurses will work together to provide you with the full care and support you need while you are at UWMC. These are the care providers you will meet while you are in the hospital.

### Attending Physician/Surgeon

Your attending physician or surgeon is a faculty member at University of Washington Medical School and an experienced clinician. This doctor directs your care, works closely with all of the team members, and supervises the training of residents.

**Fellow**

A fellow is a doctor who has finished his or her training and is now working on further studies or research, or is developing specialty skills.

**Resident**

A resident is a doctor who has graduated from medical school and is **in training** in a special medical or surgical area. An R1 is an intern or resident in the first year of training. There is a range of four to six years of residency (R2, R3, R4, etc.). The highest level for each specialty is known as the “chief resident.”

**Medical Student**

A medical student works closely with a resident to learn about caring for patients in the hospital.

**Physician Assistant**

A physician assistant is a faculty member who partners with a group of attending physicians to help provide continuity of care during your stay in the hospital.

**Nursing Staff**

To provide 24-hour care, our nurses work in three 8-hour or two 12-hour shifts. Shift changes are typically at 7 to 7:30 a.m., 3 to 3:30 p.m., and 11 to 11:30 p.m. for 8-hour shifts. Nurses on 12-hour shifts change at 7 to 7:30 a.m. and 7 to 7:30 p.m.

**Nurse Manager**

The nurse manager oversees the nurses and the overall operations of your inpatient unit.

**Charge Nurse**

There is a charge nurse 24 hours a day who helps oversee your care, and is in charge of keeping the many services within your inpatient unit running smoothly.

**Primary Nurse/Staff Nurse**

Some patients have a primary nurse who provides bedside care and coordinates all aspects of daily care with other teams and services. A staff nurse provides day-to-day nursing care under the direction of a doctor. All nurses at UWMC and SCCA are Registered Nurses (RNs), and most have a bachelor's or an advanced degree in nursing.

**Hospital Assistant**

A hospital assistant performs patient care as directed by an RN. A hospital assistant may also be called a nurse's aide or orderly.

**Allied Health Professionals****Pharmacist**

A pharmacist gives information to medical and nursing staff about the uses, dosage, and effects of medicines. Clinical pharmacists at UWMC and SCCA have a Doctor of Pharmacy degree. Pharmacists also teach patients about the medicines they will use after they leave the hospital.

**Dietitian**

A dietitian is an expert in food and nutrition. Your dietitian will assess your needs and advise your care team about the best diet for you. Dietitians also teach patients how to follow any special diets when they return home.

**Physical Therapist**

A physical therapist (PT) checks how well you can move and may suggest exercises, therapies, and/or medical equipment to help you move more easily and become stronger. A PT may be asked to join your care team through a referral process begun by your doctor.

**Occupational Therapist**

An occupational therapist (OT) checks how well you handle daily tasks such as dressing, bathing and cooking. These chores are also called “activities of daily living,” or ADLs. An OT may provide aids and devices to help a patient perform ADLs that are hard to handle. An OT may be asked to join your care team through a referral process begun by your doctor.

**Respiratory Care Practitioner**

Your a respiratory care practitioner (RCP) will work closely with your doctor and nurse to provide the best oxygen therapy and pulmonary diagnostic monitoring while you are in the hospital. If needed, your RCP will also arrange for you to have oxygen and other equipment when you go home. A RCP may be asked to join your care team through a referral process begun by your doctor.

**Social Worker**

A social worker checks on and helps with your emotional and physical needs. This includes helping you and your family adjust to a new diagnosis, learn about caregiving, create a safe plan for when you go home, and cope with loss and grief. This team member may also assist with or provide referral to a financial services counselor. If a patient or family member has a need for a social worker outside regular business hours, ask a staff nurse to help you contact an on-call social worker. All social workers on our care teams have a master’s degree.

**Support Staff****Spiritual and Religious Care**

As part of your care team, chaplains provide respectful spiritual and emotional care to persons of all faiths and spiritual beliefs. To speak with a chaplain, ask your nurse or social worker to contact a chaplain for you, or call 206-288-6265.

**Patient Service Specialist**

A patient service specialist (PSS) works at the front desk on the unit and can answer basic questions, identify resources, and issue parking validation stickers.

**Financial Services Counselor**

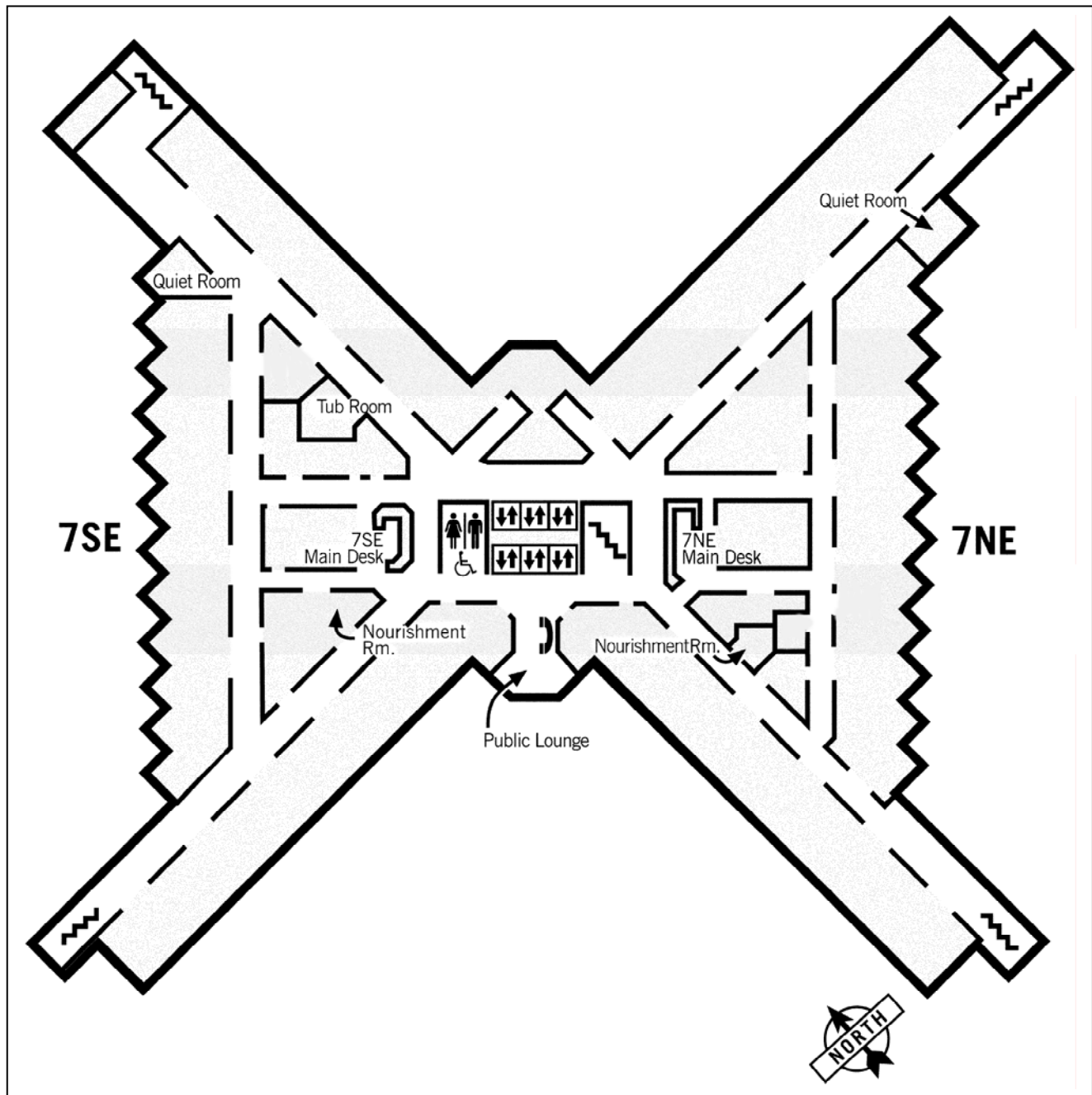
A financial services counselor can help you and your family understand your hospital bills and complete insurance forms. Ask your social worker to help you contact our financial counselors. If needed, they can also help you apply for Medicaid.

**Environmental Services/Housekeeping Staff**

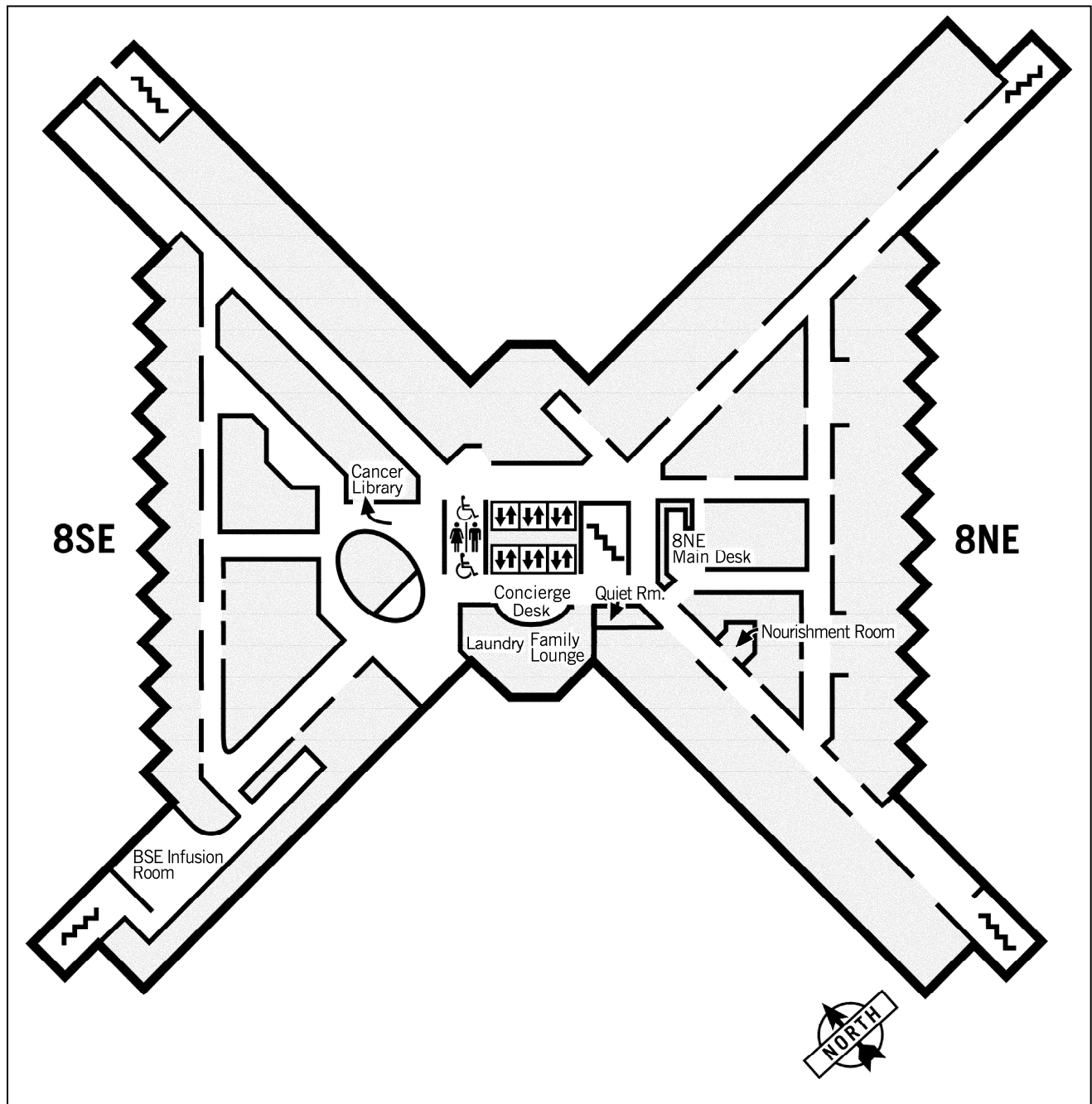
The environmental services and housekeeping staff cleans your room every day. They also clean and maintain all public spaces in the medical center.

## About the Cancer Care Units

Each inpatient care unit has 28 to 30 rooms laid out in the shape of a triangle, with the unit front desk and main services in the center. The maps below show where you and your family can find other services such as lounges, the tub room, library, quiet rooms, nourishment rooms, restrooms, and public phones.



7-Northeast and 7-Southeast floor plans.



8-Northeast floor plan, also showing Cancer Library and 8-Southeast Infusion Room.

## **Your Room**

Your room is designed for your comfort and to help your health care team members provide your care. The bed can be adjusted and there is an over-bed table as well as a bedside table. The staff can assist you with the adjustments of both the bed and over-bed table. Your room is cleaned to lower your risk of infection and to reduce your exposure to environmental factors that might cause illness.

The bathroom has a sink, a toilet, and a shower with two seats. There is a call button/pull cord right next to the toilet and shower. A spa-like tub is in the main services area in the center of the 7-Southeast unit (see floor plan on page 4). Use of the tub can be arranged at the unit front desk.

There are main wall lights above the bed and a night light on the wall opposite the foot of the bed. The controls for these lights are near the entrance door to your room. A special ceiling light may be used by the doctor or nurse. If you need help with your lights, please ask your nurse or other staff. A computer terminal is in the room for staff to use.

Two chairs are in the room for your visitors. One of these chairs can be made into a single bed. There is space in your room to store personal items.

### **Computer Use for Patients and Family**

You may bring in your own laptop computer and connect it in your room for either dial-up or DSL service. Your computer must be equipped with an “NIC” card and configured for DHCP. For both telephone and DSL access, you must have your own Internet provider and know how to set up the network properties on your computer. If you do not have your own Internet provider, talk to your social worker about a complimentary CD that will supply short-term Internet access. If you have questions about connecting your computer, ask your nurse for details.

There are also computers with Internet access in the Cancer Library, on the 8th floor in the 8-Southeast wing, and in the Health Information Resource Center on the 3rd floor next to the Gift Shop. See page 12 of this booklet for hours.

### **Call System**

A call system makes it possible to alert staff that you need help. The bedside device will be clipped close to you, whether you are in a bed or chair, so that you can reach it easily. When you push the call button, a nurse may answer through the call panel near the head of the bed. There is also a cord next to the toilet and the shower that allows you to call for assistance. This unit includes controls for the TV so that you can change channels or adjust the volume. There is also a remote control for use with the TV and VCR.

### **Heating and Cooling**

Sometimes the temperature of your room may need to be adjusted. Please discuss this with your nurse.

Rooms on 7-Northeast and 8-Northeast each have their own thermostat. Some rooms on 7-Southeast share the heating/cooling system with another room. In this case, your nurses will do their best to suit the needs of all patients and families affected by the system.

Your nurse or an assistant can also provide an extra blanket or a heated blanket for additional warmth.

## Telephone

Each room has a telephone. You can call other numbers within the hospital beginning with the prefix 8, or make local calls outside the hospital by dialing “9” before the number. Please be aware that a call will disconnect if the handset is put down on the bed or table.

For long-distance calls, you may buy a calling card at the Gift Shop. Collect calls may be made by dialing “9,” then “0,” and talking with an outside operator.

The phone in your room has a voice mail feature. It will record messages from callers when you are not available to answer the phone. Ask your nurse for the handout *Voice Mail in Your Room* for more details.

All phones in the medical center are equipped with a T-coil that can be used by persons who wear hearing aids. Ask your nurse for help, if needed.

### ***Important:***

**Cell phones cause problems with equipment that is used to monitor patients.  
Cell phones cannot be used in patient rooms, but can be used in the  
elevator lobby area on the 7th and 8th floors.**

## Entertainment

Your room has a TV and VCR mounted on the wall. Your call button unit has a TV channel changer and volume control. The TV also has a separate remote control unit. You can ask for a special program guide for closed-circuit TV programs at the front desk on the unit. Entertainment videos are available in the Family Lounge, Room 8105.

## Rounds

Your health care team will visit you each morning. These daily visits are known as “making rounds” or “rounding.” Rounding is a traditional part of inpatient medical care.

The purpose of rounding is to check on your progress, to update you and your entire health care team on your condition and events of the previous day, and to plan treatment for the present day. During rounds, you may talk about how you feel and express any concerns you may have about your medical or social condition and treatment. Rounds may be a good opportunity for the patient, caregiver, or family member to ask questions.

Members of your health care team who may visit include your attending physician and primary providers. A primary provider may be a physician assistant, nurse practitioner, oncology fellow, visiting doctor, or medical resident. The team also includes your nurse, charge nurse, pharmacists, dietitians, and social workers. Please ask team members to introduce themselves and describe their role.

Families often like to be present for rounds, but the timing of rounds on each patient may vary. You may find this uncertain aspect of rounding frustrating at times. Check with your nurse if you want to estimate the timing of rounds for a certain day.

If you and your family feel a special meeting with the attending physician would be helpful, please ask any member of your health care team.

## Patient Feedback and Comment Cards

If you have a suggestion to help improve services, a compliment for our staff, or a concern, you may:

- Fill out a comment card, found at the front desk of your unit.
- Call Patient Relations at 206-598-8382.
- E-mail [patfeedback@u.washington.edu](mailto:patfeedback@u.washington.edu).

## Your Medical Records

Your medical records contain information about the type of services provided to you at UWMC and SCCA. For more information about your medical records and patient rights, contact Health Information Management at 206-598-4344. Health Information Management is in Room BB306 on the main floor of UWMC, and in Room E178 on the main floor of Roosevelt Clinic. Ask your nurse where you can call for information about your outpatient or clinic-based medical records.

## Meals

While you are in the hospital, Food and Nutrition Services will provide meals and snacks to meet your dietary needs. You will receive a menu from which you may order your meals. The menu you receive is designed to meet your medical needs. Many items on the menu were suggested by patients and family members.

Patient Room Service allows you to order the items that you want when you want them. You decide when and if you eat. To place an order, call 206-598-FOOD (3663) from 6:30 a.m. through 7:30 p.m. If you'd like, a family member can place the order for you. Or, ask the food and nutrition ambassador on your unit or your nurse to place an order for you.

Food safety is important, so it is preferred that your food and drinks be served from the hospital kitchen. Before eating food purchased or made outside the hospital, check with your nurse.

There are a variety of food options available for family members and visitors. **We ask that family members not eat from the patient's tray.** As a part of your care, your health care team may be keeping a record of your food and fluid intake.

## Nourishment Room

There is a small kitchen on each of the units, called the Nourishment Room, which is available for storing snacks and drinks for patients. The food in the Nourishment Room is stocked by Food and Nutrition Services. For infection control reasons, patients and families must ask a staff member to get items from or put items in the Nourishment Room.

## Storing Food from Home

If you wish to store food in the refrigerator in the Nourishment Room or patient refrigerator, please inform a staff member, such as your hospital assistant or nurse. All foods must be labeled with your name and the date you place it in the refrigerator. Food left too long will be thrown away. Please ask any staff member for assistance with getting items from or putting items in the Nourishment Room.

## Snack Cart

A nighttime snack cart for family, patients, and staff travels between units. Sandwiches and snack foods may be purchased from the cart. The schedule is posted on most floors and is also at the Concierge Desk on the 8th floor. The nighttime snack cart is on the 7th and 8th floors in the Cascade Tower at these times:

- 7-Northeast/7-Southeast Visitors' Lounge ..... from 1:10 to 1:40 a.m.
- 8-Northeast/8-Southeast Hallway ..... from 1:45 to 2:15 a.m.



## Visitors

Patient and family visits are encouraged and promoted as often as possible. Our goal is to meet the needs of our patients. This includes supporting them in deciding when the presence of family and friends is most needed.

We ask that visitors respect the other patients in the unit by keeping noise and activity low, especially after 9 p.m.

Check with your loved one's nurse before a child comes to visit. When children are at the medical center, they need to be with an adult at all times.

Please let staff know if you would like to have a family member or friend stay overnight. We ask that only one person stay each night.

Family and visitor entry access to UWMC is limited to the main lobby entrance before 5:30 a.m. and after 6 p.m.

**Visitors should not use the bathrooms in the patient rooms.** Public restrooms are found near the main elevators adjacent to each unit.

## Hand Hygiene and Infection Control

Protecting patients from infections is very important. Hand washing or sanitizing is an important way to prevent infection. All patients and their family members are encouraged to ask anyone entering their room if they have cleaned their hands. Visitors must clean their hands with either hand gel or by washing with soap when they enter the room and when they are leaving.

### ***Important:***

**When entering and leaving a patient's room, visitors and care providers must always wash their hands with soap and water or an alcohol gel hand cleaner.**

In addition, visitors are asked to observe the following guidelines:

- If a family member or visitor is sneezing or coughing, has a fever, runny nose, or other symptoms, they will not be allowed to visit on 7-Northeast or 8-Northeast. 7-Southeast also encourages family and friends not to visit if they have a cold or other illness.
- Cover your cough or sneeze with a tissue, dispose of the used tissue in a waste basket, and perform hand hygiene.
- When asked to do so, put on a mask to protect others.

Patients are encouraged to walk often, and should talk with their nurse about any areas that should be avoided.

## Facilities

### **Beauty and Cancer Program**

This free program for UWMC and SCCA patients provides hats, scarves, wigs, and other head coverings for patients experiencing hair loss. Women and men are seen by trained consultants either in the Beauty and Cancer room or at the bedside. Services are by appointment only and include consultation, head coverings, and a resource guide for services outside the medical center. For more information or to make an appointment, call 206-598-3604.

## **Family Lounge**

The Family Lounge on 8-Northeast has a microwave, oven, refrigerator, coffee maker, telephone, TV, shower, and baby-changing table. This room is intended for use by family members of patients on 7-Southeast, 7-Northeast, and 8-Northeast. All who use the Family Lounge are asked to help keep it clean.

## **Laundry**

A washer and dryer are available for family members to use in the 8-Northeast Family Lounge. Patients may not enter the Family Lounge. A staff member can help them if they do not have a family member to help with laundry. Ask your nurse or other care team member about using the laundry facility.

## **Quiet Rooms**

7-Southeast has a Quiet Room that is available for use by patients and visitors. 7-Northeast and 8-Northeast each have Quiet Rooms available for use by visitors.

## **Smoking**

Smoking is not allowed inside the hospital. An outdoor patient smoking area is located behind the Gift Shop on the 3rd floor. Patients must sign out at the front desk before leaving the unit. Please tell your nurse if you would like to use the smoking area.

## **Tub Room**

The Tub Room on 7-Southeast was created to be a relaxing peaceful place for enjoying a bath.

## **Classes**

A variety of classes including support groups, Caregiver Retreats, Gentle Yoga, art, and knitting are available. They are held either in or close to 7-Southeast, 7-Northeast, and 8-Northeast. A schedule with dates and locations is posted in the waiting rooms in the Cascade Tower. The schedule is also at the Concierge Desk on the 8th floor of the Cascade Tower.

## **Patient, Family, and Visitor Facilities**

*We are aware that not all patients will be able to use these facilities. We offer this information in hopes that you and/or your visitors might benefit from their use during your hospital stay.*

## **Maps and Directories**

Copies of UWMC maps and directories are at the Concierge Desk on the 8th floor, the Cancer Library on the 8th floor, and the Information Desk in the 3rd floor main lobby.

Staff at the Information Desk can also help you call a taxi, find your way in the hospital, and with maps of the surrounding area.

## **Food, Beverages, and Gifts**

### **Cafeteria**

The Plaza Café is on the 1st floor near the Pacific elevators. Take the Cascade elevators to the 1st floor and follow the signs to the Plaza Café. It is open every day from 6:30 a.m. to 7 p.m. Specific mealtimes are:

- Breakfast..... 6:30 to 10 a.m.
- Lunch..... 11 a.m. to 2 p.m.
- Dinner..... 4 to 7 p.m.

Weekly menus for the public are at the Concierge Desk on the 8th floor and the Information Desk on the 3rd floor.

### **Gift Shop**

The Gift Shop on the 3rd floor sells newspapers, magazines, candy, snack foods, greeting cards, gifts, soft drinks, and drip coffee. Take the Cascade Tower elevators to the main lobby. The Gift Shop is open Monday through Friday, 6:30 a.m. to 9 p.m. During weekends, it is open 8 a.m. to 7 p.m. Holiday hours are as posted.

### **Espresso Stands**

There are three espresso stands in the hospital. One is near the Gift Shop on the 3rd floor. Another stand is in the Plaza Café on the 1st floor, near the street entrance on the south side of the café. A third is located in the Surgery Pavilion on the 1st floor.

The Medical Center Espresso Bar hours are Monday through Friday, 6:30 a.m. to 9 p.m. Weekend hours are 8:30 a.m. to 6:30 p.m. Holiday hours are as posted. A few snack items are also sold at these stands.

### **The Tea Room**

The Tea Room is located on the bridge between the Surgical Pavilion and the medical center. It is a lovely place to sit and enjoy tea or snacks, or to purchase small gifts. The Tea Room is open Monday through Friday, 8:30 a.m. to 4 p.m., and is closed on weekends and holidays.

### **Haircuts and Styling**

A hairstylist is available to come to patient rooms on Tuesdays from 1 to 4 p.m. To schedule an appointment, call 206-459-9596. Please shampoo your hair before the appointment. Payment may be by cash or check.

## **Other UWMC Resources and Services**

### **Healing Garden**

The Healing Garden is a peaceful setting where you may relax and enjoy nature, or sit quietly in one of the meditation spaces. The garden is located at the rear of the building on the southern side of the hospital, on the 3rd floor. Patients must check with their doctor or nurse before visiting this area.

### **Sacred Texts**

There are sacred texts available for patient and family use while you are in the hospital. Copies of the Bible, the Book of Mormon, the Koran, and items from a variety of religious traditions are located in these rooms:

- 7-Southeast – Room 7344
- 7-Northeast – Room 7244
- 8-Northeast – Room 8101

### **Burke-Gilman Trail**

UWMC is close to the Burke-Gilman Trail, a paved walking and bike path. The trail parallels N.E. Pacific Street north of the hospital. Copies of the UWMC map showing the location of the trail and how to access the trail from the hospital are at the Concierge Desk on the 8th floor, the Cancer Library on the 8th floor, and the Information Desk in the 3rd floor main lobby. Patients must check with their doctor or nurse before leaving the hospital.

### **Cancer Library**

The Cancer Library at UWMC is a self-service resource that has many useful books and references on cancer and related topics. It also has two computers, both with Internet connection and one with a printer. The library is on the 8th floor, and may be used while the 8-Southeast clinic is open. Hours vary, but are usually Monday through Friday from 7 a.m. to 7 p.m.

## **Health Information Resource Center**

The Health Information Resource Center, located in the 3rd floor main lobby next to the Gift Shop, provides health information to patients, families, and community members. The center houses four computer stations equipped with Internet access for users to browse bookmarked Web sites, on-line journals and newsletters, and patient education databases. Pamphlets, books, articles, and a fax machine are also available for use. Resource center staff can assist you Monday through Friday, 10 a.m. to 3 p.m.

## **Outpatient Pharmacy**

UWMC's Outpatient Pharmacy is on the 3rd floor, in the hallway to the rear and to the right of the main lobby information desk. You can buy your medicines at the pharmacy during open hours:

- Monday through Friday ..... 8 a.m. to 10 p.m.
- Saturday, Sunday, and holidays ..... 8 a.m. to 8 p.m.

After hours, you may use the inpatient pharmacy, located on the 1st floor. It is open weekdays from 10 p.m. to 8 a.m., and weekends and holidays from 8 p.m. to 8 a.m. Take the Cascade elevators to the 1st floor. The pharmacy is located in Room EA151.

## **Financial Counseling**

UWMC's Financial Counselors are available from 8 a.m. to 6 p.m. weekdays to answer your questions and help you sort out your medical center bills.

You will receive two bills in the mail after your hospitalization – one from the hospital facility (University of Washington Medical Center, or UWMC) and one from your doctor (University of Washington Physicians, or UWP). If you receive outpatient services, you may also receive a bill from Seattle Cancer Care Alliance (SCCA).

When you receive your bills, review them carefully to verify what portion you are being asked to pay and what portion is covered by your insurance, or if the statement is just a notification that your insurance company has been billed. If you believe there are errors, or if you have questions about the bills you have received, please contact the billing department.

Mailing address: UWMC Billing Office  
Attn: Patient Inquiry  
P.O. Box 24366  
Seattle, WA 98124

If you have questions about bills or office locations, you may also call UWMC at 206-598-4320 or UWP at 206-598-4319.

If you contact the billing office by phone or in person, record the name of the person you speak with, the time and date of your call, and the date by which it was agreed that you will receive a response to your concerns. If you submit your questions in writing, save copies of your letter for your records.

Some patients and families find it helpful to keep their financial records in one place for easy reference. You may wish to create a binder, with tabs to keep the bills organized. Another option is to create a box with dividers, or use a recipe box.

For more information about billing and insurance, please see the handout from Social Work entitled *Billing and Insurance: For persons with cancer*. This handout answers questions about medical insurance and Medicare, and supplies phone numbers for agencies that can answer your questions about insurance coverage.

## Cash Machines

There are four Automatic Teller Machines (ATMs) in the medical center. The ATMs are open 24 hours a day and are located:

- On the 1st floor of the medical center, near the vending machines and restrooms behind the Plaza Café (Bank of America).
- On the 1st floor of the medical center, east of the Pacific Elevators (Washington State School Employees Credit Union).
- On the 3rd floor of the medical center, near the Cashier's Desk (Bank of America).
- Across the street from the rear of the hospital, inside the South Campus Center building (U.S. Bank).

## Mail

Volunteers deliver patient mail daily to the inpatient areas. An outgoing mailbox is at the front desk of your inpatient unit.

A U.S. mailbox is on Pacific Street on the north side of the medical center. The mailbox is near the bus stop, just outside the front entrance. Mail is picked up at 4 p.m. Monday through Friday. There is no mail pick-up on Saturday or Sunday.

For other mailing options, ask a staff member. You may purchase stamps in the Gift Shop on the 3rd floor of the medical center.

## Shuttle Bus Services

Shuttle bus services are available to help you travel between UWMC and other facilities. A shuttle bus schedule is at the Concierge Desk on the 8th floor, at the Information Desk on the 3rd floor, and on the SCCA Web site, [www.fhcrc.org/admin/facilities/transportation/sccaschedules.htm](http://www.fhcrc.org/admin/facilities/transportation/sccaschedules.htm). Many shuttles are wheelchair accessible.

- The Health Sciences Express Service provides shuttle service to Roosevelt Clinic and Harborview Medical Center. Call 206-685-3146.
- The Seattle Cancer Care Alliance Shuttle provides shuttle service to SCCA and Seattle Children's. Call 206-667-5099.
- The Fred Hutchinson Cancer Research Center Shuttle Service provides service to FHCRC Public Health Science Building and Pete Gross House. Call 206-667-5099.

## Parking

A brochure called *Parking Information for Patients* has more information and answers common questions about our parking services. You can get a copy of this brochure at the Concierge Desk on the 8th floor, or the Information Desk on the 3rd floor.

Disability parking spaces are available from 7 a.m. to 10 p.m. every day. A patient who has a Washington State disability sticker must go to a parking kiosk and get a University Disability Permit for the day.

## Parking Garages

There are two primary places where patients, family members, and visitors can park when coming to UWMC: the Triangle Parking Garage and the Surgery Pavilion Parking Garage. Be sure to bring your parking stub with you to the medical center. You may qualify for a validation sticker that will result in a discounted parking rate.

### **Triangle Parking Garage**

The Triangle Parking Garage is on N.E. Pacific Place, across the street from the front of the hospital. This is an underground garage for patients and visitors. A pedestrian tunnel connects the garage to the hospital's main entrance. Parking in the Triangle Garage can be validated with a sticker to reduce your cost. You can get a validation sticker at the front desk of your inpatient unit.

### **Surgery Pavilion Parking Garage**

The Surgery Pavilion Parking Garage is accessed off N.E. Pacific Street alongside the entrance to the Emergency Department. Patients and your visitors can receive a patient discount validation from the unit front desk or from your clinic of service, reducing your parking cost.

### **Valet Parking Services**

All patients, families, and visitors may use the valet parking services. The valet service receives cars outside the main entrance to the hospital on N.E. Pacific Street. On football and commencement days, valet services also operate in the lower level of the Triangle Garage. For retrieving your keys after hours, please see the attendant in the Triangle Garage.

The valet services staff does not provide lifting, medical help, or escort services into the medical center. Wheelchairs are available for patients with disability or mobility parking needs. Escorts are available upon request by calling 206-598-4457 between 7 a.m. and 7:30 p.m.

A valet service is also located inside the Surgery Pavilion garage on level P1 as a complimentary service. The Surgery Pavilion valet service hours of operation are 8 a.m. to 5 p.m. Monday through Friday. This service is a separate service from the valet service located at the main entrance.

### **Transport**

If you need a wheelchair, escort, or other transport services, please ask your nurse or other care team member to call the Dispatch phone. UWMC volunteers and staff are trained in wheelchair safety. They are here to assist with your safe transport while you are at the medical center.

If you or a family member wishes to use your own wheelchair at the hospital, it must have functioning brakes, foot rests, and leg rests. UWMC volunteers and staff cannot assist you by pushing an unsafe wheelchair. If your wheelchair is found to be unsafe, you will be offered the use of a UWMC wheelchair.

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Cancer Library .....	11	Nourishment Room .....	8
Caregiver Retreats .....	10	Nurses .....	2
Cash machines .....	13	Occupational therapist (OT) .....	3
Cell phones .....	7	Parking, Parking Garages .....	13
Chaplain .....	3	Patient feedback and comment cards .....	8
Classes .....	10	Patient service specialist (PSS) .....	3
Computer use .....	6 and 12	Pharmacist .....	2
Cough policy .....	9	Pharmacy .....	12
Dietitian .....	2	Physician assistant .....	2
Directories .....	10	Plaza Café .....	10
DSL access .....	6	Physical therapist (PT) .....	3
Entertainment .....	7	Public Safety .....	16
Escort .....	14	Quiet Rooms .....	10
Espresso stands .....	11	Resident .....	2
Family Lounge .....	10	Resource center .....	12
Fax machine .....	12	Respiratory care practitioner (RCP) .....	3
Fellow .....	2	Rounds .....	7
Financial Counseling .....	3 and 12	Sacred texts .....	11
Food .....	10 and 11	Seattle Cancer Care Alliance Shuttle .....	13
Fred Hutchinson Cancer Research Center Shuttle .....	13	Security .....	<i>See Public Safety</i>
Gentle Yoga .....	10	Shuttle bus services .....	13
Gift Shop .....	11	Smoking area .....	10
Haircutting service .....	11	Snack cart .....	8
Hand washing .....	9	Social worker .....	3
Healing Garden .....	11	Spiritual and religious care .....	3
Health Information Management .....	8	Surgery Pavilion Parking Garage .....	14
Health Information Resource Center .....	12	Tea Room .....	11
Health Sciences Express Shuttle .....	13	Telephone numbers .....	16
Hospital assistant (HA) .....	2	Telephones in your room .....	7
Housekeeping .....	3	Temperature .....	6
Infection control .....	9	Transport services .....	14
Information Desk .....	10	Triangle Parking Garage .....	14
Laundry .....	10	Tub Room .....	10
Lights in your room .....	6	Valet parking services .....	14
Mail .....	13	Visitors .....	9
		Wheelchair .....	14

## Telephone Numbers

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

Here is a list of the telephone numbers that may be helpful. Space is provided for you to add other important numbers. You may wish to save this page for reference after you leave the hospital.

7-Northeast Main Desk .....	206-598-7770
7-Southeast Main Desk .....	206-598-4818
8-Northeast Main Desk .....	206-598-8902
Cancer Library .....	206-598-7880
Escort Desk.....	206-598-4457
Fred Hutchinson Cancer Research Center Shuttle Service .....	206-667-5099
Health Information Management .....	206-598-4344
Health Sciences Express Shuttle .....	206-685-3146
Information Desk.....	206-598-6555
Pastoral Care.....	206-288-6265
Patient Relations.....	206-598-8382
Pharmacy .....	206-598-4363
Pharmacy Refill Authorization Center .....	206-598-4398
Public Safety	
7:30 a.m. to 4:30 p.m. Monday through Friday .....	206-598-4909
After hours.....	206-598-4082
Seattle Cancer Care Alliance Shuttle Service .....	206-667-5099
UWMC Financial Counseling .....	206-598-4320
UWMC Operator .....	206-598-3300
UWP Financial Office .....	206-598-4319

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## We Value Your Suggestions

The Inpatient Oncology Advisory Council welcomes your suggestions regarding the *Patient and Family Guide: Units 7-Northeast, 7-Southeast, and 8-Northeast*. We invite you to contribute ideas that will help us make this guide an even more valuable reference. Please comment below, and give this page to a staff member on your floor to mail for you. You may also e-mail your suggestions to pfcc@u.washington.edu, or call Patient and Family Centered Care and Education at 206-598-2697.

For information on how you can become a Patient and Family Advisor on UWMC's Inpatient Oncology Advisory Council, please call 206-598-2697 or e-mail [pfcc@u.washington.edu](mailto:pfcc@u.washington.edu) to request an information packet.

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**Inpatient Oncology Advisory Council  
c/o Patient and Family Centered Care  
and Education  
Box 358126**