CHANNEL 2

Welcome to the Information Channel

University of Washington Medical Center
About This Channel

• Repeats the same information 24 hours a day.
• Covers all items in about 15 minutes.
• This information is available in other languages. Please ask your nurse.
• Ask at the front desk on your unit for a copy of the printed handout.
Thank You for Choosing University of Washington Medical Center

Our goal is to provide you with excellent care.

If you need help, please call your nurse or ask to speak with the charge nurse.
Meals for Patients

- Room service dining at your request.
- Call 8-3663 (8-FOOD) from your bedside phone to order.
  - Most breakfast items are available 6:30 a.m. to 9:30 p.m.
  - Egg dishes are available all day.
  - Lunch and dinner items are available 11 a.m. to 9:30 p.m.

Menus are available in Amharic, Chinese, English, Japanese, Korean, Russian, Somali, Spanish, Tigrigna, and Vietnamese. The menu will be delivered to your room.
The Center Room Service offers a new special each week through the Wellness Program.

Ask your Ambassador for a weekly specials flyer.

Please tell your Ambassador if you have any suggestions about the weekly specials.

*Note: If your doctor has placed you on certain dietary restrictions, you may not be able to order the weekly special.*
Our Wellness Program aims to improve community health by serving healthy foods and providing education about nutrition. As a partner with Health Care Without Harm, our goals are to:

- Increase the availability of local, organic, and sustainable products, and food that is free of antibiotics
- Decrease hospital meat purchases and reduce sugar-sweetened beverage use by 20%

A Farmer’s Market is held every month in the Plaza Café on the 1st floor.
Plaza Café

- Full-service cafeteria on the 1st floor, near the Pacific elevators.
- Open every day from 6:30 a.m. to 7 p.m.
  - Breakfast: 6:30 to 10 a.m.
  - Lunch and dinner: 11 a.m. to 7 p.m.
- Weekly menu at https://uwmc.uwmedicine.org/BU/Food/Pages/Plaza-Cafe-Menu.aspx.
Midnight Snacks

• The after-hours Food Cart has a planned route in the hospital every night from 7 p.m. to 3:30 a.m.

• The schedule of stops is posted on your floor. Or, ask a staff person.
Espresso Stands

• Near the Gift Shop, 3rd floor
  - 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
  - Weekdays: 6:45 a.m. to 4 p.m.
  - Closed on weekends and holidays

• In the Surgery Pavilion, 1st floor
  - Weekdays: 7 a.m. to 2 p.m.
  - Closed on weekends and holidays
Tea Room

• On the 3rd floor in the hall that connects the Surgery Pavilion and the main hospital

- Weekdays:
  7:30 a.m. to 4 p.m.
- Closed on weekends and holidays
Self-Parking

- **Triangle Garage**
  - Weekdays: 6 a.m. to midnight
  - Saturdays: 7 a.m. to 4 p.m.
  - Free parking after hours and on Sundays
  Disability and van-accessible parking up to 6 feet 8 inches

- **Surgery Pavilion Garage**
  - Weekdays: 6 a.m. to 10 p.m.
  - Closed on weekends
  Disability and van-accessible parking up to 9 feet 6 inches

► Ask at the nurses’ station on your floor for validation for reduced parking fees for both garages.
► If you plan to leave and return on the same day, ask at the gatehouse for an in/out access card.
Valet Parking Service

• Stop at the booth located on the front drive near the main entrance to the medical center
  - Weekdays 7:30 a.m. to 5:30 p.m.
• Cost is the same as parking in the Triangle Garage
  ► Ask at the nurses’ station on your floor for validation for reduced parking fees for valet parking.
  ► If you plan to leave and return on the same day, ask at the gatehouse for an in/out access card.
  ► If you pick up your car after 5:30 p.m., ask for your keys at the Cashier’s booth in the Triangle Garage.
Free Shuttles

Health Sciences Express

• Bus to Roosevelt Clinics and Harborview Medical Center
• Call 685-3146 or pick up a schedule at the Information Desk in the main lobby (3rd floor)

Seattle Cancer Care Alliance (SCCA)

• Van to SCCA and Seattle Children’s Hospital
• Call 667-5099 or pick up a schedule at the Information Desk in the main lobby (3rd floor)
(Be sure to dial 9 first when calling from your bedside phone.)
Free Shuttles

Fred Hutchinson Cancer Research Center (FHCRC)

- Van to FHCRC Public Health Science Building and Pete Gross House
- Call 667-5099 or pick up a schedule at the Information Desk in the main floor lobby (3rd floor)

(Be sure to dial 9 first when calling from your bedside phone.)
Gift Shop

• On the 3rd floor
  - Weekdays: 6:30 a.m. to 9 p.m.
  - Weekends: 8:30 a.m. to 5 p.m.
  - Or, shop online at http://uwmcgiftshop.com

• Sells newspapers, magazines, greeting cards, stamps, personal grooming supplies, snacks, beverages, gifts, and more
Health Information Resource Center

• On the 3rd floor near the main hospital entrance
  - Weekdays: 10 a.m. to 4 p.m.
• Staff can help users find health information
• Free use of computer, fax, printer, phone, and copy machine
• Call 8-7960 from your bedside phone
Mail

- Mail is delivered to patient floors every day.
- Put outgoing mail:
  - In the mailbox at the nurses’ station
  - Or in the U.S. mailbox in front of the medical center (near the bus stop)
Outpatient Pharmacy

- On the 3rd floor near the Cascade Elevator
  - Weekdays: 8 a.m. to 9 p.m.
  - Weekends: 8 a.m. to 8 p.m.
- Call 8-5441 from your bedside phone
Paying for Prescriptions at the Outpatient Pharmacy

• 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.
Finding Your Way

- Get maps of each floor of the medical center at the Information Desk on the 3rd floor.
- Ask any staff person with a badge for help with directions.
Free Wi-Fi access is available in most areas of the hospital:

- Open your wireless device (laptop, smartphone, etc.).
- Choose the network “Patients and Visitors.”
- Open your Internet browser.
- Review our Terms and Conditions.
Using a Webpage to Stay in Touch

- Create a free, private webpage with information and photos.
- Stay in touch with family and friends without phone calls.
- Available in English and Spanish.
- To get started, visit:
  - www.carepages.com or
  - www.caringbridge.org
- Staff at the Health Information Resource Center (near the Gift Shop) can help you set up your webpage.
Free Calls Outside the Medical Center

- All calls to area codes **206**, **253**, and **425** (and some to area code **360**) are free from your bedside phone.
  - To call **206** numbers, press 9, then the 7-digit number.
  - To call **253**, **425**, and some **360** numbers, press 9, then the 10-digit number.
Long-Distance Calls

- To call 800, 888, 877, 866, or 855 numbers:
  - Press 9, then 1, and then the 10-digit number.
- To make long-distance collect and credit card calls:
  - Press 9, then 0 to talk with an operator.
- To place a calling card call:
  - Press 9, then 0 and the 10-digit number.
  - Listen for the progress tone, then press your calling card number.
Cash Machines (ATMs)

• Near the Cashier’s office on the 3rd floor of the medical center (*Bank of America*).

• Near the vending machines by the Plaza Café on the 1st floor of the medical center (*Chase Bank*).

• Near the Pacific Elevators on the 1st floor of the medical center (*WSECU*).

• Across the street from the rear of the medical center, outside the northwest entrance of the South Campus Center building (*U.S. Bank*).
Fax and Notary Services

- The Health Information Resource Center on the 3rd floor has a fax machine you may use. Or, your nurse can also help you if you need to use a fax machine.

- Free notary services in the hospital help you and your family notarize documents related to your health care during limited hours. Call 8-5323 from your bedside phone.
Medical Records

• Contact Health Information Management for a copy of your medical records.
  - There is a per-page fee for copies.
  - Go to Room BB306 on the 3rd floor, weekdays from 9 a.m. to 5 p.m.
  - Or, call 206-744-9000 (press 9 if you are calling from your bedside phone).
Financial Counseling

Financial counselors can help you and your family:

• Understand your hospital bills.
• Work with insurance companies, DSHS, and Medicare.
• Apply for Washington Apple Health and other financial aid.
Financial Counseling

- Financial counselors are available weekdays from 8 a.m. to 5 p.m.
- The Financial Counseling office is near the Information Desk on the 3rd floor.
- To ask a financial counselor to come to your room, call 8-4320 from your bedside phone.
We want to be sure we are providing the correct medicines and medical treatments for you.

To make sure we do that, we will check your name and hospital number every time we give you a medicine, do a procedure, or provide other treatment.
• UWMC encourages family and friends to visit, as the patient wishes.
• The best times for visitors are from 9 a.m. to 9 p.m.
• A visitor ID is needed between 9:30 p.m. and 5:30 a.m. Get a visitor ID at the Information Desk in the hospital lobby on the 3rd floor.
To Call Public Safety

- Safety problems are rare at UWMC.
- But, be sure to keep your valuables safe.
- If you need to report lost property, theft, or an assault, call 8-5555 from your bedside phone.
• Ask all of your visitors and caregivers to wash or gel their hands when they enter your room.

• Visitors who are sneezing or who have a cough, runny nose, or fever should wait to visit until they are well.

• To protect patients, some patient care areas may turn away visitors if they are ill.
• We want you to be as comfortable as possible.
• If you are having pain, please tell someone on your health care team.
• Use the pain level tool in your room to help you describe your pain to your health care team.

<table>
<thead>
<tr>
<th>Pain Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>No Hurt</td>
</tr>
<tr>
<td>1</td>
<td>Hurts Little Bit</td>
</tr>
<tr>
<td>2</td>
<td>Hurts Little More</td>
</tr>
<tr>
<td>3</td>
<td>Hurts Even More</td>
</tr>
<tr>
<td>4</td>
<td>Hurts Whole Lot</td>
</tr>
<tr>
<td>5</td>
<td>Hurts Worst</td>
</tr>
</tbody>
</table>
• Members of your health care team will visit you each day. This is called “rounds.”

• The purpose of rounds is to check on your progress and to plan for your treatment.

• You and your family are encouraged 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 for your unit.
We provide interpreters for patients who do not speak English, have limited English-speaking ability, or are hearing impaired.

To ask for an interpreter, call 8-4425 from your bedside phone.
Social workers may partner with you and your medical team during your hospital stay. They can:

- Help you with insurance, transportation, and other issues
- Provide or arrange counseling during a stressful time
- Arrange care for you when you leave the hospital

To talk with a social worker, call 8-4370 from your bedside phone
The Bioenergy Treatment Service at UWMC:

• Offers free treatments to all patients and their relatives
• Is similar to Reiki and Therapeutic Touch
• Is not linked with any religion or spiritual practice

To learn more:

• Call 206-616-4731, or ask your nurse, relative, or friend to call (press 9 when calling from your bedside phone)
• Leave your name, hospital number, unit name, and room number

Bioenergy treatments are given by UWMC employees who volunteer their time. Due to work schedules, they may not be able to provide all requested treatments or return all phone calls, especially for patients who are in the hospital for a short stay. Thank you for your understanding.
• As part of your care team, spiritual caregivers provide respectful spiritual and emotional care to persons of all faiths and beliefs.

• To reach Spiritual Care, call 8-4630 from your bedside phone and leave a message.
• Our Palliative Care Team works with the health care team to help patients who are very ill.

• We can help patients who:
  • Have symptoms that may make it hard for them to continue medical treatment
  • Have many hospital stays
  • Feel distressed or hopeless about their condition
  • Have not written down their wishes about the medical care they would like if their condition gets worse

► Ask your nurse to contact Palliative Care for you, or call 206-543-8981 (press 9 if calling from your bedside phone)
A hairstylist is available to come to patient rooms on weekdays.

Pay by cash or check.

Call 221-4284 to schedule your appointment.

(Be sure to dial 9 first when calling from your bedside phone.)
TV Channels and Movie Program Guide

• Ask at the front desk for a copy of the Program Guide.

• We also have “white noise” channels! Studies show that constant sound allows your brain to relax, helping you fall asleep and stay asleep.

White Noise Channels:
54: Surf
55: Fan
56: Gusty Wind
57: Rain
Silent Hospitals Help Healing!

- Our goal is to provide a quiet, restful place for our patients.
- Quiet hours are 9 p.m. to 7 a.m.
- To listen to music or watch TV during quiet hours, please ask your nurse for a headset.
- Your nurse can also give you ear plugs for a more relaxing sleep.
- Ask your nurse about our 4 “white noise” channels.
To create a more nurturing environment for patients and staff, the Art Program provides a permanent art collection. We hope you enjoy the many pieces of art throughout the medical center. The Art Program is paid for by donations.
Artist-in-Residence Program

- Learn to paint, knit, or make crafts while you are staying with us.
- Group or one-on-one sessions for all patients and guests. No art experience is needed!
- Call 8-6313 from your bedside phone for scheduled art groups or a bedside session.
- To learn more, visit www.uwmedicine.org/uwmc-art
If You Smoke

UWMC is a smoke- and tobacco-free facility.

We are committed to a safe and healthy environment for our patients and the entire hospital community.
If you smoke or use tobacco, please ask your nurse for more information about these resources:

- UWMC’s handout, “Resources to Quit Smoking or Using Tobacco”
- Nicotine patches during your stay
- Quit-smoking session with a pharmacist
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.

- 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 8-7960 from your bedside phone.
- Or, call Social Work at 8-4370 from your bedside phone.
We try to discharge patients early in the day. But, many factors affect when you are ready to be released from the hospital.

Talk with the members of your health care team about your plans for discharge.
We want you to be able to answer these 3 questions before you leave the hospital:

1. What is my main health problem?
2. What do I need to do about this health problem?
3. Why is it important to do these things?

Knowing this information will help you recover faster and more safely. Ask your nurse or doctor about anything you do not understand.
Your health care provider will want to see you in clinic after you leave the hospital.

This follow-up visit is usually 2 to 10 days after discharge.

This appointment may be scheduled before you are discharged. If it is not, make sure you have the clinic phone number so that you can schedule your visit and get directions.
• 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 fill out a comment card, found at the front desk on your unit.
You may receive a survey in the mail after your stay here with us.

Please complete and return your survey to tell us about the care you received.

We value your comments and input.
To Report a Concern

• If you have a concern about your medical care or a safety issue, please 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 can also call the Washington State Department of Health at 1-800-633-6828, or The Joint Commission at 1-800-994-6610. (Be sure to dial 9 first when calling from your bedside phone.)
• Ask members of your health care team for details about the topics covered on the Information Channel.

• You may ask your nurse for a written copy of the information in this slide show.

• To comment or make suggestions about the content, call 8-7448 from your bedside phone.