

UWMC Facilities and Services

What to expect

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If you need something while you and your family are here, please ask.

~ UWMC Staff

Food and Drinks

Cafeteria

The hospital cafeteria is called the Plaza Café. Take the Pacific elevators to the 1st floor and follow the signs to the Plaza Café.

Ask for the weekly menu at the front desk of the Rehab Unit. The menu is available in many non-English languages.

Espresso Stands

- Near the Gift Shop on the 3rd floor (main entry level). Weekday hours are 6:30 a.m. to 9 p.m. Weekend hours are 8:30 a.m. to 4:30 p.m.
- In the rear of the Plaza Café sitting area on the 1st floor. Open weekdays only.



The hospital cafeteria is called the Plaza Café.

- In the Surgery Pavilion on the 1st floor. Open weekdays only.

After-Hours Food Cart

The after-hours Food Cart stops at many places in the hospital every day between 7 p.m. and 3:30 a.m. The schedule of stops is posted on each unit. Or, ask a staff person.

Ordering Food for Delivery While at UWMC

You may order food from outside sources for delivery to the hospital. **Check with your nurse before ordering.** Please meet the delivery driver outside the 3rd floor main entrance to protect patient privacy.

Maps and Finding Your Way

You can get floor maps of the hospital at the Information Desk on the 3rd floor (main entry level). Please ask any staff person with a badge for help with directions.

Transportation and Parking

If you have a transportation question, talk with someone on your healthcare team. A social worker may be able to help you with your transportation needs.

Parking

There are 2 places where patients, families, and visitors can park when coming to UWMC: the **Triangle Garage** and the **Surgery Pavilion Garage**.

- Ask at the nurses' station for validation for reduced parking fees for your family members and friends.
- If your visitors plan to leave and return on the same day, ask at the gatehouse for an **in/out access card**.
- People with disability or mobility parking needs may park in the Surgery Pavilion garage. Or, use valet parking at the main entrance to the medical center and on level P1 of the Surgery Pavilion.

UWMC Pharmacy

The Outpatient Pharmacy is on the 3rd floor of the hospital, near the Cascade Elevators. You must 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.

Business Services

Patient and Family Resource Center

The Patient and Family Resource Center is in the 3rd floor lobby near the main entrance of the hospital. The resource center offers UWMC patients and families free use of computers, internet, printer, fax, phone, and copier.

Fax

- Visit the Patient and Family Resource Center in the lobby on the 3rd floor.
- Contact Social Work and Care Coordination.
- Ask your nurse.

Computers and Internet Access

Visit the Patient and Family Resource Center in the lobby on the 3rd floor.

Notary Services

Free notary services in the hospital help you and your family notarize documents related to your healthcare. Ask at the front desk on the floor where you are staying to contact Social Work and Care Coordination for you.

Other Resources

Cash Machines (ATMs)

- Near the cashier's office on the 3rd floor (Bank of America).
- Near the Pacific elevators on the 1st floor (WSECU).

- Across the street at the rear of the hospital, outside the South Campus Center (U.S. Bank).

Washers and Dryers

There are washers and dryers that you and your family may use. Ask someone on your care team for more information.

Gift Shop

The Gift Shop is in the main lobby on the 3rd floor (main entry level). The Gift Shop sells newspapers, magazines, greeting cards, phone cards, stamps, gifts, candy, snacks, and drinks.

Mail

Mail is delivered to patient floors every day. Mail for inpatients should be addressed to:

Patient Name
Room Number
Box 356144
University of Washington Medical Center
1959 N.E. Pacific St.
Seattle, WA 98195

Outgoing mail may be placed in the mailbox at the nurses' station or in the U.S. mailbox in front of the hospital, near the bus stop.

Questions?

Your questions are important. Talk with your doctor, nurse, or other healthcare provider if you have questions or concerns.

While you are a patient on UWMC's inpatient rehab unit, call 8.4800 from your bedside phone. From outside the hospital, call 206.598.4800.

After discharge, call your primary care provider or UWMC's Rehabilitation Clinic: 206.598.4295

Using a Webpage to Stay in Touch

You can create a free, private webpage to share information about the patient with family and friends. Your webpage lets you stay in touch without having to make phone calls or send emails. To get started on your webpage in English or Spanish, visit one of these websites:

- www.carepages.com
- www.caringbridge.org

For help setting up your webpage, visit the Patient and Family Resource Center in the 3rd floor lobby.