

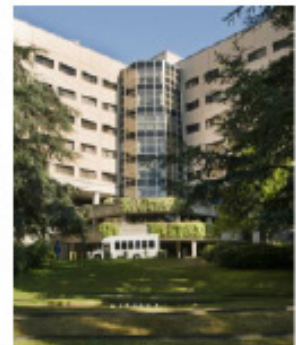
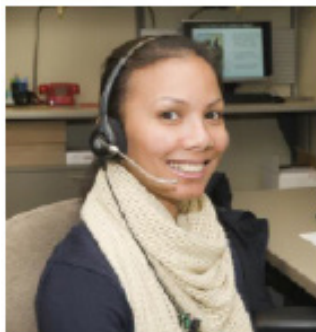
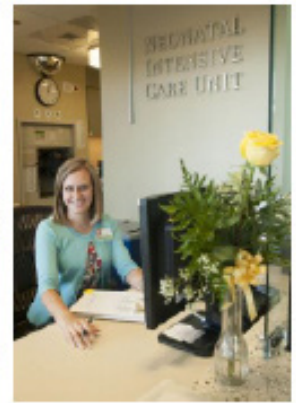


病人與家屬服務

華盛頓大學醫學中心

本手冊介紹了病人和家庭在華盛頓大學醫療中心 (UWMC) 可能要使用的許多服務。手冊還解釋了您留在中心期間可能聽到的一些術語。

可向任何佩戴著職員名牌的職員請求幫助。我們很高興回答您的任何問題，並幫助您找到解決辦法。



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詢問臺是在 3 樓（主層），就在醫院正門裡面。

詢問台

詢問臺位於醫院主層（3 樓）的大堂里，就在正門的裡面。獲得一般問題的答案、索取一份醫學中心的地圖、找出某個門診，等等。如果你是第一次到醫學中心，不妨先從詢問台開始。

UWMC 的安全管理

你的安全對我們很重要。

- 關於病人安全的一般信息，請索取一本我院編寫的“結伴同療”小冊子。這本小冊子可以在醫院 3 樓（主層）正門附近的“健康資訊資源中心”找到。
- 如果你對病人安全有特定的問題及顧慮，請連絡：
Kat Comstock
病人安全主任
206-598-6843
電子郵件：marycoms@uw.edu
- 如果您需要報告失物、被盜或被毆打，可用您床邊的電話致電 8-5555，或用其他電話致電 206-598-5555。

預防疾病散播

協助預防疾病散播：

- 請使用可在醫院各個門口附近的小亭和許多其他地方找到的免水洗手液、紙巾和口罩。
- 請正在生病或有生病症狀（如咳嗽、打噴嚏或流鼻水）的訪客**不要**到院探病，直到病好為止。
- 爲了保護病人，一些病人護理區可能不讓有病的訪客進去。

翻譯服務

UWMC 支持所有病人都有平等機會獲得醫療服務，無論他們說什麼語言，或者他們的聽力狀態如何。“翻譯服務部”的工作人員透過電話、親身到醫療中心，以及以錄影方式爲病人提供語言支援。

請致電翻譯服務部，電話 206-598-4425，或者發送電子郵件至 intrpsvc@uw.edu。請務必告訴我們你想用何種語言討論你的醫療護理。



運輸組的義工可以護送行動不便的病人。

對於有殘障的病人

UWMC 支持他們都有平等機會獲得醫療服務，儘管他們有殘障。

- 運輸組的義工可以護送行動不便的病人。要瞭解更多資訊，請致電“病人關係科” (Patient Relations)，電話 206-598-8382。
- 要借用一些裝置幫助聽障或聾啞病人溝通（袖珍對講機、視頻遙控翻譯器、公共聽障人仕電話、住院聽障人仕電話和 Interpreting 裝置），請到醫院 3 樓的“耳鼻咽喉頭頸外科” (Otolaryngology/Head and Neck Surgery) 查詢。或者，請任何職員幫助尋找這些裝置。
- 要瞭解停車情況，請參見第 7 頁和第 8 頁。

聯繫病人

用電子郵件

要發送電子郵件給在 UWMC 的病人，請：

- 請訪問 www.uwmedicine.org/uw-medical-center/patient-resources/amenities/gift-email。
- 填妥那份表格，然後點擊“提交”。你的郵件將由醫院的某個義工或職員打印出來並轉交給病人。

請勿發送緊急或保密的信息。所有郵件在被轉交給病人之前都要經過審閱。被認為不適合的郵件，例如商業推銷等，將被丟棄。

爲了保護病人的私隱，我們不能確認送達。此外，還要注意我們不能在周末或節假日遞送郵件。

用電話

要用電話聯繫病人，請撥打醫院的諮詢專線：206-598-3300。

用美國郵政

郵件是每天送到病人住的樓層。寄給住院病人的郵件應該寄到：

病人姓名
房間號碼
Box 356144
University of Washington Medical Center
1959 N.E. Pacific St.
Seattle, WA 98195

寄出的郵件可以放進護士室的郵箱中，或放進本醫療中心前面，靠近巴士站的美國郵箱中。



房間服務讓你能夠選擇你想吃的食物以及你想吃的時間。

食物、點心和飲料

病人餐

我們很樂意為本院病人提供病房送餐服務。“食品與營養部”的一名職員將給你一份菜單，並向你解釋本院的訂餐送餐計劃。你可以從菜單裡選擇你要吃的食物，並指定送餐時間。用你床邊的電話撥打 **8-3663 (8-FOOD)** 來訂餐。

- 你可以從上午 **6:30** 至 **10** 點用早餐菜單來訂早餐
- 你可以從上午 **11:30** 至下午 **9:30** 點用午餐和晚餐菜單來訂午餐和晚餐
- 廚房服務時間是從上午 **6:30** 至下午**9:30**

可提供以下語言的菜單：英語、阿姆哈雷語、華語、波斯語、日語、韓語、俄語、索馬利亞語、西班牙語、提松雷語和越南語。

Plaza Café（自助餐廳）

醫院的自助餐廳叫做 **Plaza Café**。它在 **1** 樓的 **Pacific** 電梯附近。你可以在 **3** 樓的詢問臺拿一份每周菜單。

早餐服務.....上午 **6:30** 分至 **10** 時
午餐和晚餐服務..... 上午 **11** 時至晚上 **7** 時

咖啡小站

咖啡店位置：

- 在 **3** 樓的禮品店附近，週日營業時間：上午 **6** 點 **30** 分 - 下午 **9** 點，週末營業時間：上午 **8** 點 **30** 分 - 下午 **4** 點 **30** 分
- 在 **1** 樓的 **Plaza Café** 座位區後面，周日服務時間：上午 **6:30** 至下午 **4** 點
- 在 **1** 樓的 **Surgery Pavilion**，周日服務時間：上午 **7** 點至下午 **2** 點
- 在位於 **Roosevelt, 4245 Roosevelt Way N.E.** 的 **UWMC**，**1** 樓大堂，周日服務時間：上午 **7** 點至下午 **5:30**

茶館

茶室 (Tea Room) 在 **3** 樓，位於 **Surgery Pavilion** 和主醫院大樓之間的大廳。它在週日營業 上午 **7** 點 **30** 分 - 下午 **4** 點

下班後餐車

- 在下班時間，即每天晚上 **7** 點至早上 **3:30**，醫療中心許多地方的車仔檔（小食檔）都停止服務。你所在樓層貼有餐車停留的時間表。或者，你也可以向工作人員詢問餐車服務時間。



在“Restaurants on the Run”網站上搜索位於 98195 郵遞區號地區送餐的餐廳。

在 UWMC 訂餐和送餐

- 你可以透過外面渠道訂餐並送餐到醫院。**訂購前，請先與你的護士確認。**
- 請與外送人員約在 3 樓主要入口碰面，以保護病人隱私。
- 要索取一份送餐的當地餐館清單，請訪問“Restaurants on the Run”網站，網址：www.rotr.com。搜索位於 98195 郵政區號地區的餐廳。你也可以在網站上訂餐並指定送餐的日期和時間。或者，致電 800-510-3663 要求訂餐和送餐。如果使用你床邊的電話，必須先撥 9。

禮品店

禮品店內販賣報紙、雜誌、卡片、郵票、電話卡、個人儀容用品、零食、滴濾式咖啡及其他飲料。禮品店位於 3 樓正門附近。服務時間：

- 週一至週五：上午 6:30 分 - 晚上 9 時
- 週末：上午 8 點 30 分 - 下午 5 點

自動提款機 (ATM)

UWMC

- 靠近 3 樓的出納組 (Bank of America)。
- 靠近 1 樓 Plaza Café 旁的自動販賣機 (Chase Bank)。
- 靠近 1 樓的 Pacific 電梯 (WSECU)。
- 醫院後門的對街，位於南校區大樓 (South Campus Center) 內 (U.S. Bank)。

UWMC Roosevelt (位於 4245 Roosevelt Way N.E.)

UWMC Roosevelt 的自動提款機位於 1 樓大堂，在大樓電梯附近 (U.S. Bank)。

使用網頁保持聯繫

你可以創建一個免費的私人網頁，與家人和朋友分享有關病人的資訊。你的網頁讓你與他們保持聯繫，而無需打電話或發電子郵件。要用英語或西班牙語創建你的網頁，請訪問以下其中一個網站：

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

要尋求幫助設置你的網頁，請訪問“健康資訊資源中心”（見第 8 頁和第 9 頁）。



健康資訊資源中心 (Health Information Resource Center) 位於醫院 3 樓 (主層)。

商務服務

健康資訊資源中心

“健康資訊資源中心” (HIRC) 位於 3 樓大堂，在醫院正門附近。該資源中心提供 UWMC 病人及家屬免費使用電腦、網際網路、印表機、傳真機、電話及影印機。

- 周日開放，時間為上午 10 點至下午 4 點

傳真

- 請親至 3 樓的健康資訊資源中心。
- 或者，連絡社會工作與照護協調組 (Social Work and Care Coordination) 或請你的護士幫忙。

電腦與網路

- 請親至 3 樓的健康資訊資源中心。

公證服務

本院提供免費的公證服務，幫助你和你的家屬公證與你的醫療相關文件。

- **住院病人：**請你所住樓層的服務台幫你連絡社會工作與照護協調組。
- **門診病人和診所病人：**請訪問設在 BB306 室的“醫療記錄/健康資訊管理部” (Medical Records/Health Information Management)。或者，你可以致電 206-598-4370 聯絡“社工與照護協調組”，或者致電“入院部”，電話 206-598-4310。

停車場

請帶著你的停車票，讓診療部或護理站的服務台人員為你做驗證，以便獲得停車費折扣。如果你打算在同一天出入多次，可在門衛室索取一張出/入通行證。

UWMC三角停車場 (Triangle Garage)

- 7 天 24 小時開放
- 付費停車時間：
 - 週一至週五：上午 6 時 - 午夜
 - 星期六：上午 7 時 - 下午 4 時
- 下班時間及週日免費停車。
- 殘障人士車輛和麵包車停車位最長為 6 英尺 8 英寸。

UWMC 外科大樓停車場 (Surgery Pavilion Garage)

- 僅週一至週五開放：上午 6 點 - 晚上 10 點
- 周末不服務。
- 殘障人士車輛和麵包車停車位最長為 9 英尺 6 英寸。

UWMC 代客泊車服務

代客泊車服務設在醫院前面的車道。

- 僅週一至週五開放：上午 8 點 - 下午 5 點
- 收取一般停車費。
- 如果你在下午 5:30 之後取車，可到 Triangle Garage (三角形停車場) 的收費櫃檯取回你的車匙。

UWMC 在 Roosevelt 診所的地下停車場

- 僅週一至週五開放：上午 6 點 - 晚上 7 點 30 分
- 殘障人士車輛和麵包車停車位最長為 6 英尺 8 英寸。
- 超大型車輛停車位是在第 9 大道入口後面的裝卸區。

接駁巴士

請到 3 樓詢問臺查找穿梭巴士的時間表。

- 前往 Roosevelt 診所和 Harborview 醫療中心的 **Health Sciences Express** 巴士：206-685-3146, www.washington.edu/admin/hsexpress/routes.html
- 前往 SCCA 和西雅圖兒童醫院的“西雅圖癌症護理聯盟” (SCCA) 麵包車：206-667-5099, www.fhcrc.org/intranet/facilities/transportation/shuttles/schedules/index.html
- 前往“FHCRC 公共衛生科學大樓” (FHCRC Public Health Science Building) 和 Pete Gross House 的 **Fred Hutchinson 癌症研究中心** (FHCRC) 麵包車：206-667-5099, www.fhcrc.org/intranet/facilities/transportation/shuttles/schedules/index.html

UWMC 健康資訊資源中心和圖書館

健康資訊資源中心

健康資訊資源中心 (HIRC) 位於 3 樓大堂，在醫院正門附近。本資源中心的工作人員能幫助使用者查找健康資訊。

UWMC 的病人及其家屬還可以使用 HIRC 內的電腦和互聯網、印表機、影印機、電話和傳真機。



代客泊車服務設在醫院前面的車道。

- 僅在周日開放：上午 10 點至下午 4 點
- 電話：206-598-7960
- 電子郵件：healthed@uw.edu
- 網站：<http://depts.washington.edu/healthed>

健康科學圖書館 (Health Sciences Library)

“健康科學圖書館” (Health Sciences Library) 位於“健康科學大樓” (Health Sciences Building) T-334 號房。

- 開放時間：
 - 周一至周四：上午 7:30 至下午 9 點
 - 周五：上午 7:30 至下午 7 點
 - 周六：中午 12 點至下午 5 點
 - 星期天：中午 12 點至下午 5 點 (夏季) 或 下午 1 點至 7 點 (開學期間)
- 電話：206-543-3390
- 傳真：206-543-3389
- 電子郵件：hsl@uw.edu
- 網站：<http://hsl.uw.edu>

UWMC 的藥房

門診藥房位於醫院 3 樓 (主層)，在 Cascade 電梯附近。在那裏買藥需要付費。那些藥費不包括在你的醫院賬單裏。你可以用現金、支票、Visa 或 MasterCard 付費。

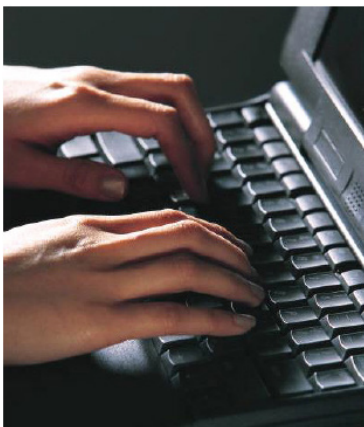
藥房可能要查看你的藥物福利卡。這個卡與你的醫療保險卡不一樣。

- 週一至週五：上午 8 點 - 晚上 9 點
- 週末：上午 8 點 - 晚上 8 點
- 電話：206-598-5441

Wi-Fi 無線寬頻上網

在醫院的大部分地方，UWMC 病人和訪客均可使用免費的 Wi-Fi 無線寬頻上網：

- 開啓你的無線裝置 (便攜式電腦、智能手機等)。
- 選取名稱為“病人與訪客” (Patients and Visitors) 的網路。
- 打開你的 internet 瀏覽器。
- 閱讀我們的“條款和條件” (Terms and Conditions)。



在醫院的大部分地方都可使用免費的 Wi-Fi 無線寬頻上網。

手機

請將手機鈴聲設置為“靜音”或“振動”，以保持病人護理區安靜的康復環境。

此外，手機被限制在醫院的某些區域里使用。在使用你的手機之前，請：

- 向你所在專科或診所服務台的員工了解是否可以使用手機。
- 尋找並遵守禁止使用手機的標誌。

UWMC 社工與照護協調組 (Social Work and Care Coordination)

社工幫助你解決實際和情感的需要。他們可以幫助你和你的家人適應新的診斷、制定安全的回家計劃、學習照護，以及妥善處理失去親人的痛苦和悲傷。

社工可能還會幫助將你轉介到其他醫療機構、社區資源或財務顧問。要諮詢 UWMC 社工，請致電 206-598-4370。

UWMC 的財務諮詢服務

財務顧問能幫助你和你的家人：

- 理解你的醫院賬單和如何支付你的住院費
- 與保險公司、社會與衛生服務局 (DSHS) 以及聯邦醫療保險 (Medicare) 合作
- 申請醫療補助計劃 (Medicaid) 以及其他財務補助

如果要諮詢財務顧問，請在周日上午 8 點至下午 5 點致電 206-598-4320：

- 有關保險承保的問題，請選擇 **option 4** (選項 4)
- 有關資助的問題，請選擇 **option 5** (選項 5)

向 UWMC 索取病歷

如果你想索取一份你的醫療記錄，請聯繫“健康資訊管理部” (Health Information Management)。請到 3 樓 BB306 室，週日開放時間為上午 9 點至下午 5 點，或致電 206-744-9000。複印是按每張紙來收費。

如果你吸煙

UWMC 是一個禁止吸煙和煙草的機構。我們致力於為我們的病人和醫護工作人員創建和維持一個安全和健康的環境。

如果你是個病人，並且你吸煙或使用煙草，請向你的護士要一份：

- UWMC 手冊：Resources to Quit Smoking or Using Tobacco (戒煙或戒食煙草資源)
- 住院期間使用尼古丁貼片或口香糖
- 有藥劑師參加的戒煙會議



UWMC 是一間禁止吸煙的醫院。

UWMC 探病時間及規定

我們鼓勵家人和朋友來探訪病人。探病者應該：

- 與病人以及他們的醫療團隊商量何時是最好的探病時間。
- 如果你在早上**5:30** 之前或晚上 **9:30** 之後仍在醫院，必須領取一張探病證。請到醫院 **3 樓**（主層）大堂內的詢問臺領取你的探病證。
- 帶兒童到院探病之前，請先詢問病人的護士是否恰當。兒童到院探視病人時，必須全程由大人陪同。
- 如果你患有某種活躍的感染病，**切勿** 探訪病人護理區。請向你家人的護士了解禁止探訪病人護理區的其他疾病。

資訊頻道

所有病房電視機的第 **2** 頻道均是 UWMC 的資訊頻道。此頻道播放一段 **20** 分鐘的幻燈片，解釋本手冊中涵蓋的許多問題。你可以在白天或晚上的任何時間觀看這段幻燈片。



華盛頓大學校園是在醫院的馬路對面。

醫院所在區

- 華盛頓大學校園 - 從醫院穿過 **N.E. Pacific** 街便到校園，那裏有步行道、開放空間和花園。
- **Montlake Cut**（山湖通道）是醫院南面的一條水道。在那裏你可以觀賞來往的船隻和各種鳥類，以及享受開放空間。
- 要瞭解附近的餐館和酒店：
 - 請造訪醫院大堂內的“健康資訊資源中心”（**Health Information Resource Center**）。
 - 或者，用你床邊的電話致電“社工熱線” **8-4370**。

照護團隊成員

由於我們是一所教學醫院，所以當你接受治療及護理時，會得到很多人的協助。部分或所有這些治療和護理人員將是你的醫療組的成員：

醫療人員

主治醫生

你的主治醫生指導你的整個治療護理。該醫生還負責培訓 **住院醫生** 和 **實習醫生**。

住院醫生和實習醫生

住院醫生和實習醫生是已經完成醫學院學習，正在某個專科，例如外科或癌症護理科接受培訓的醫生。



UWMC 是一間“教學醫院”。醫科學生緊密配合醫院的住院醫生，作為他們醫學培訓的一部分。

醫科學生

醫科學生是仍在醫學院讀書的學生。這些學生緊密配合住院醫生，學習在醫院中護理病人的知識和技能，作為他們醫療培訓的一部分。

護理人員

註冊護士

註冊護士 (RN) 提供床邊護理，並與其他團隊及服務單位協調安排你日常護理的所有環節。UWMC 的所有護士都是註冊護士，其中許多都有護理方面的學士或更高學位。

護士經理

護士經理負責監督你的醫療團隊中所有的護士。

護理長

護理長負責安排護士值班表，可能協助你的護理工作，並且維持單位中所有服務項目的順利運作。

臨床專科護理師

臨床專科護理師 (CNS) 受過進階臨床訓練，並具有碩士學位的護士。CNS 是一個特定護理領域的專家，例如疼痛管理或傷口護理。CNS 與其他護士及醫療人員商討有關護理的意見。

醫院助理

醫院助理 (HA) 在註冊護士 (RN) 的指導下為病人提供護理。醫院助理也稱為醫療助理、護士助手或護理員。

專業醫療夥伴

營養師

註冊營養師 (RD) 是食物和營養方面的專家。你的營養師會評估你的需要，向你的醫療團隊建議最適合你的飲食。營養師也教導病人如何在返家後採用特殊飲食。

物理治療師

你的醫生可能為你介紹一位物理治療師 (PT)。物理治療師會檢查你身體的移動情況，並可能建議以運動、物理治療或醫療設備等幫助你強化你的移動能力和力量。

職能治療師

你的醫生可能為你介紹一位職能治療師 (OT)。職能治療師負責檢查你處理日常生活的能力如何，例如穿衣服、洗澡以及煮飯等。這些也稱為“日常生活活動能力”或 ADL。職能治療師可能為你提供一些輔助用品及器材，幫助你更輕鬆地從事日常活動。



如果需要，物理治療師可以建議你進行一些運動、採取一些治療法或使用醫療設備，藉以幫助你行動更容易和變得更強壯。

藥劑師

註冊藥劑師 (RPh) 負責與你的醫療團隊合作，幫助他們選擇最適合你的藥物和劑量。該藥劑師幫助你理解藥物的作用、它們可能會有的副作用，以及如何安全服用這些藥物，從而防止出現用藥錯誤。作為 UWMC 的病人，如果你有任何關於藥物的問題，你可以隨時要求諮詢藥劑師。UWMC 還有在職的臨床藥劑師，他們均獲得藥學博士 (DPharm) 學位。

呼吸治療師

你的醫生可能為你介紹一位呼吸治療師 (RT)。你的呼吸治療師將與你的醫生和護士密切合作，替你在住院期間做最好的氧氣治療及肺功能監測。如有必要，呼吸治療師也可以為你安排返家後的氧氣及其他器材。

社工

你的社工 (MSW) 將與醫療團隊的其他成員密切合作，評估你可能需要哪些情感及實際上的資源，以幫助你接受治療。

支援人員

環境服務/清潔人員

環境服務及清潔人員負責每天打掃你的病房。他們也負責打掃和維持醫院內所有公共區域的整潔。

病人療護協調員

病人療護協調員 (PCC) 的職責是幫助病人得到保險計劃的核准，以及取得過去的醫療紀錄。病人療護協調員也依照醫生囑咐為病人安排看診及醫療程序的時間。

病人服務專員

病人服務專員 (PSS) 負責在服務台回答基本問題、查詢資源，並提供停車驗證貼紙。病人服務專員也負責辦理病人報到手續、收取保險共付款、檢查保險資格變更，並安排回診時間。

靈性照護

作為你的醫療組的一部分，靈性照護人員向病人提供尊重其所有信念和精神信仰的靈性和情感照護服務。要聯絡“靈性照護部”(Spiritual Care)，請用你的床邊電話撥打 8-4630 並留言。或者，請你的護士或社工幫忙。



環境服務人員每天清潔你的房間。



Spiritual Care

Respecting your
faith, beliefs, and values,
we are here to support
patients of diverse traditions
and personal beliefs.

要聯絡“靈性照護部”(Spiritual Care)，請用你的床邊電話撥打 8-4630 並留言。



UWMC 的“美容與癌症計劃”向在 UWMC 和 SCCA 接受護理的癌症病人提供免費的假髮、帽子和圍巾。

義工

義工是醫療團隊中非常重要的成員。由於他們無私的貢獻，我們的醫療品質以及病人、家屬及訪客所得到的服務均得以提升。UWMC 大約有 60 名義工，服務範圍從計劃助理、手術連絡到病人陪伴及詢問台值班，無所不包。

如果你想進一步了解如何成為 UWMC 的一名義工，請致電 206-598-4218。

巡房

你的醫療組的成員將每天上午來看你一次。這叫做“巡房”或“查房”，這是住院治療的一部分。

巡房的目的是檢查你的情況，並且為你的治療做下一步計劃。

我們鼓勵你和你的家屬向團隊成員瞭解他們在你的醫護中負責哪些任務，以及告訴他們你對自己的狀況和治療有什麼感覺。

向護士瞭解你所住病房的巡房時間。

藝術展覽計劃與自我導覽

“藝術課程”(Art Program) 提供永久的藝術收藏品供你欣賞。在醫院各處展出了許多藝術品。“藝術課程”的學費是用捐款支付的。

駐院藝術家計劃

在 UWMC 住院期間，你還可以學習畫油畫、編織或做手工藝品。我們為所有病人及訪客準備了團體及一對一的藝術課程。你不需要有藝術創作經驗！

請致電 206-598-6313，了解有關已安排時間的藝術小組或床邊授課的信息。

剪髮與造型

髮型師可在周日上午 9 點至下午 5 點來病人房間為病人服務。請致電 206-221-4284 要求預約。你可以用現金或支票付款。

美容和癌症計劃

UWMC 的“美容與癌症計劃”向在 UWMC 和“西雅圖癌症護理聯盟”(SCCA) 接受護理的癌症病人提供免費的假髮、帽子和圍巾。“美容與癌症部”(Beauty and Cancer) 的顧問通過預約看病人。請致電 206-598-3604 來了解更多信息。

要報告你關心的問題

- 如果你對你的醫療或安全問題有疑慮，可聯繫你在那裏接受治療的科室的經理。
- 如果你不滿意該經理的回復或處理結果，請用你床邊的電話致電“病人聯絡部”(Patient Relations)，電話：8-8382。
- 你也可以致電“華盛頓州衛生部”(Washington State Department of Health)，電話 1-800-633-6828，或致電“醫院評鑒聯合委員會”(The Joint Commission)，電話 1-800-994-6610。(如果使用你床邊的電話，必須先撥 9。)

病人意見回函卡

你對我們提供的服務有任何改進建議嗎？你對我們的工作人員有任何嘉勉的話嗎？

我們想聽聽你的意見！請：

- 在你住院的科室前臺索取一張意見卡。
- 致電“病人聯絡部”，電話 206-598-8382。
- 發電子郵件至 UWMCares@uw.edu。

關於本手冊

請與我們分享你的看法，幫助我們把這本「病人與家屬服務」手冊做得更好，對 UWMC 的病人和家屬更有用處。請致電 206-598-7498 或者發電子郵件至 pfes@uw.edu。

有問題嗎？

你的問題是很重要的。如果你有任何問題或疑慮，請致電你的醫生或保健服務提供者。

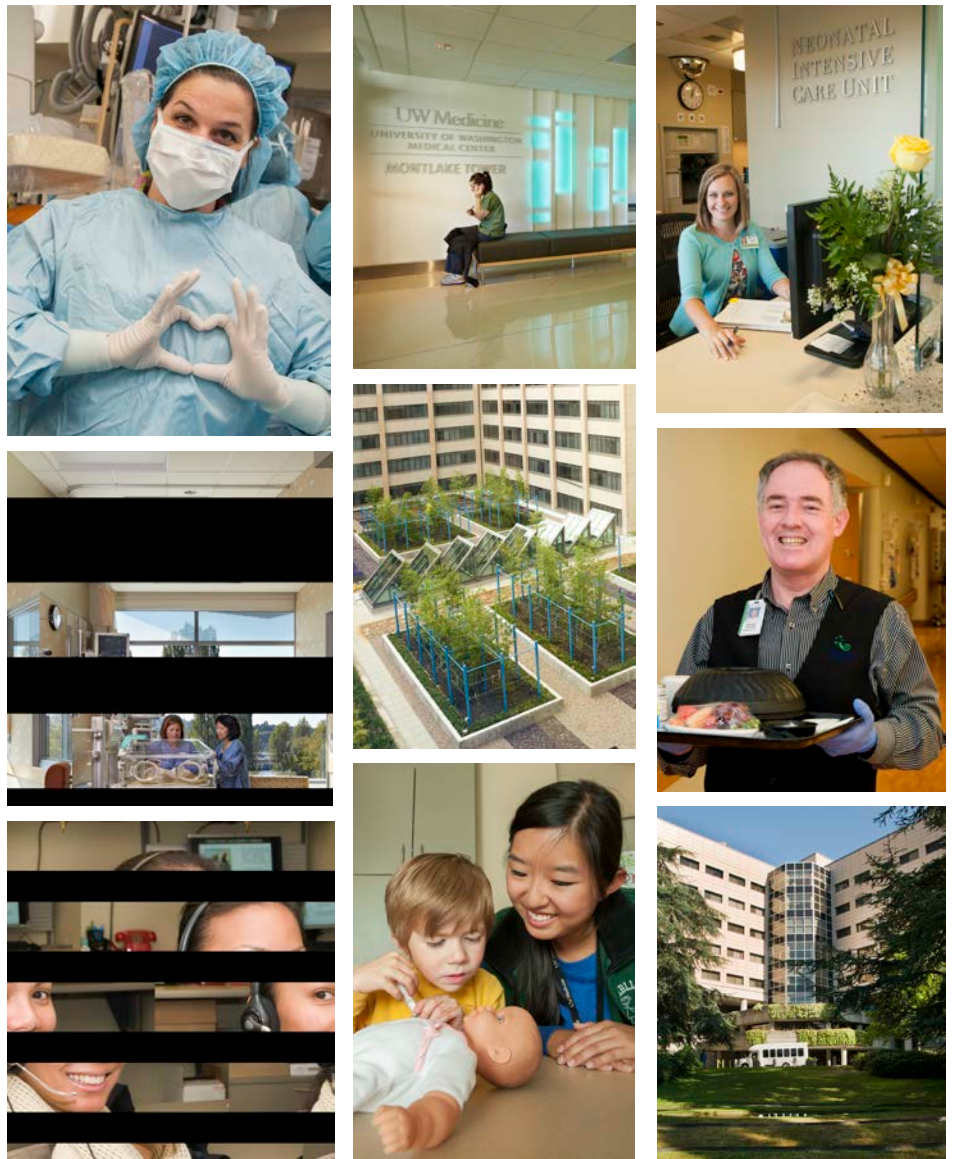


Services for Patients and Families

At University of Washington Medical Center

This handout describes many of the services that patients and families may use at University of Washington Medical Center (UWMC). It also explains some terms that you may hear during your stay.

Ask any staff member with a name badge for help. We are happy to answer your questions and help you find your way.



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The Information Desk is on the 3rd floor (main level), just inside the main entrance to the hospital.

Information Desk

The Information Desk is in the lobby on the main level (3rd floor) of the hospital, just inside the main entrance. Get answers to general questions, pick up a map of the medical center, locate a clinic, and more. If you're new to the medical center, the Information Desk is a good place to start.

Safety at UWMC

Your safety is important to us.

- For general patient safety information, ask for a copy of our handout "Partners in Care." Copies can be found at the Health Information Resource Center on the 3rd floor (main level) near the main entrance.
- If you have specific patient safety questions and concerns, please contact:

Kat Comstock
Patient Safety Officer
206-598-6843
Email: marycoms@uw.edu
- If you need to report lost property, theft, or an assault, call 8-5555 from your bedside phone, or 206-598-5555 from other phones.

Prevent the Spread of Infection

To help prevent the spread of infection:

- Please use the hand gel, tissues, and masks found at kiosks near entrances and in many other places in the hospital.
- We ask visitors who are ill or have symptoms such as coughing, sneezing, or runny nose NOT to visit until they are well.
- To protect patients, some patient care areas may turn away visitors if they are ill.

Interpreter Services

UWMC supports equal access to health care services for all patients, no matter what language they speak or what their hearing status may be. Staff from Interpreter Services provide language support for patients by phone, in person in the medical center, and in video format.

Call Interpreter Services at 206-598-4425, or send an email to intrpsvc@uw.edu. Be sure to tell us which language you prefer to use when talking about your health care. (Call 8-4425 from a bedside phone.)



Volunteers on the Transport Team can escort patients who have mobility problems.

For Patients with Disability

UWMC supports equal access to health care services regardless of disability.

- Volunteers on the Transport Team can escort patients who have mobility problems. Call Patient Relations at 206-598-8382 to learn more.
- For devices to help hard-of-hearing and deaf patients communicate (pocket talkers, Video Remote Interpreting, a public TTY phone, an inpatient TTY phone, and Interpretype), ask at the front desk of Otolaryngology/Head and Neck Surgery on the 3rd floor of the hospital. Or, ask any staff person for help finding these services.
- For parking concerns, please see pages 7 and 8.

Contacting a Patient

By Email

To send an email to a patient at UWMC, please:

- Visit www.uwmedicine.org/uw-medical-center/patient-resources/amenities/gift-email.
- Fill in the form and click on “Submit.” Your message will be printed and delivered to the patient by a hospital volunteer or staff.

Please do not send urgent or confidential information. All messages are reviewed before they are delivered. Messages deemed inappropriate, such as business solicitations, will be discarded.

To protect patient privacy, we cannot confirm delivery. Please also note that we are not able to deliver messages on weekends or holidays.

By Phone

To contact a patient by phone, please call the main information line at the hospital: 206-598-3300.

By U.S. 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 the U.S. mailbox in front of the medical center, near the bus stop.



Room service allows you to choose what you want to eat and when you want to eat it.

Food, Snacks, and Beverages

Meals for Patients

We offer room-service dining to our patients. A staff member from Food and Nutrition Services will bring you a menu and explain the program. You can choose what to eat from the menu and tell us when you want to eat it. Call 8-3663 (8-FOOD) from your bedside phone to order.

- You may order from the breakfast menu from 6:30 to 10 a.m.
- You may order from the lunch and dinner menu from 11:30 a.m. to 9:30 p.m.
- The kitchen is open from 6:30 a.m. to 9:30 p.m.

Menus are available in English, Amharic, Chinese, Farsi, Japanese, Korean, Russian, Somali, Spanish, Tigrigna, and Vietnamese.

Plaza Café (Cafeteria)

The hospital cafeteria is called the Plaza Café. It is on the 1st floor near the Pacific Elevators. You can pick up a weekly menu at the Information Desk on the 3rd floor.

Breakfast service 6:30 a.m. to 10 a.m.
 Lunch and dinner service 11 a.m. to 7 p.m.

Espresso Stands

Espresso stands are:

- Near the Gift Shop, 3rd floor, open 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, open weekdays 6:30 a.m. to 4 p.m.
- In the Surgery Pavilion, 1st floor, open weekdays 7 a.m. to 2 p.m.
- At UWMC at Roosevelt, 4245 Roosevelt Way N.E., 1st floor lobby, open weekdays 7 a.m. to 5:30 p.m.

Tea Room

The Tea Room is on the 3rd floor, in the hall between the Surgery Pavilion and the main hospital. It is open weekdays 7:30 a.m. to 4 p.m.

After-Hours Food Cart

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



Search on the “Restaurants on the Run” website for restaurants that deliver in the 98195 zip code area.

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.
- For a list of local restaurants that deliver, visit the “Restaurants on the Run” website at www.rotr.com. Search for restaurants in the 98195 zip code area. You can also place your order and specify delivery date and time on the website. Or, call the service at 800-510-3663. *Be sure to dial 9 first when using a bedside phone.*

Gift Shop

The Gift Shop sells newspapers, magazines, greeting cards, stamps, phone cards, personal grooming supplies, snacks, drip coffee, and other beverages. It is on the 3rd floor near the main entrance. It is open:

- Weekdays: 6:30 a.m. to 9 p.m.
- Weekends: 8:30 a.m. to 5 p.m.

Cash Machines (ATMs)

At UWMC

- Near the cashier’s office on the 3rd floor (Bank of America).
- Near the vending machines by the Plaza Café on the 1st floor (Chase Bank).
- Near the Pacific Elevators on the 1st floor (WSECU).
- Across the street at the rear of the hospital, inside the South Campus Center building (U.S. Bank).

At UWMC Roosevelt, 4245 Roosevelt Way N.E.

The cash machine at UWMC Roosevelt is in the 1st floor lobby near the main elevators (U.S. Bank).

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 Health Information Resource Center (see pages 8 and 9).



The Health Information Resource Center is on the 3rd floor (main level) of the hospital.

Business Services

Health Information Resource Center

The Health Information Resource Center (HIRC) 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.

- Open weekdays, 10 a.m. to 4 p.m.

Fax

- Visit the Health Information Resource Center on the 3rd floor.
- Or, contact Social Work and Care Coordination or ask your nurse.

Computers and Internet

- Visit the Health Information Resource Center on the 3rd floor.

Notary Services

Free notary services in the hospital help you and your family notarize documents related to your health care.

- **Inpatients:** Ask at the front desk on the floor where you are staying to contact Social Work and Care Coordination for you.
- **Outpatients and clinic patients:** Visit Medical Records/Health Information Management in Room BB306. Or, you can call Social Work and Care Coordination at 206-598-4370 or call Admitting at 206-598-4310.

Parking

Validate your parking ticket at your clinic or nurses' station for a reduced parking fee. If you plan to leave and return on the same day, ask at the gatehouse for an in/out access card.

Triangle Garage at UWMC

- Open 24 hours a day, 7 days a week.
- You will need to pay for parking:
 - Weekdays: 6 a.m. to midnight
 - Saturdays: 7 a.m. to 4 p.m.
- Parking is free after hours and on Sundays.
- Disability and van parking up to 6 feet, 8 inches.

Surgery Pavilion Garage at UWMC

- Weekdays only: 6 a.m. to 10 p.m.
- Closed on weekends.
- Disability and van parking up to 9 feet, 6 inches.

Valet Parking Service at UWMC

Valet parking is available on the front drive of the hospital.

- Weekdays only: 8 a.m. to 5 p.m.
- Regular garage parking fees apply.
- If you pick up your car after 5:30 p.m., ask for your keys at the cashier's booth in the Triangle Garage.

Underground Parking at UWMC at Roosevelt Clinics

- Weekdays only: 6 a.m. to 7:30 p.m.
- Disability and van parking up to 6 feet, 8 inches.
- Oversized vehicle parking is in the rear loading dock area at the 9th Avenue entrance.

Shuttles

Find shuttle schedules at the Information Desk on the 3rd floor.

- **Health Sciences Express** bus to Roosevelt Clinics and Harborview Medical Center: 206-685-3146, www.washington.edu/admin/hsexpress/routes.html
- **Seattle Cancer Care Alliance (SCCA)** van to SCCA and Seattle Children's Hospital: 206-667-5099, www.fhcrc.org/intranet/facilities/transportation/shuttles/schedules/index.html
- **Fred Hutchinson Cancer Research Center (FHCRC)** van to FHCRC Public Health Science Building and Pete Gross House: 206-667-5099, www.fhcrc.org/intranet/facilities/transportation/shuttles/schedules/index.html

Health Information and Libraries at UWMC

Health Information Resource Center

The Health Information Resource Center (HIRC) is in the lobby on the 3rd floor (main level) near the main entrance to the hospital. The resource center has staff to help users find health information.

UWMC patients and families may also use computers and internet, printer, copier, phone, and fax at the HIRC.



Valet parking service is available on the front drive of the hospital.

- Open weekdays only: 10 a.m. to 4 p.m.
- Phone: 206-598-7960
- Email: healthed@uw.edu
- Website: <http://depts.washington.edu/healthed>

Health Sciences Library

The Health Sciences Library is in Room T-334 in the Health Sciences Building.

- Open hours:
 - Monday to Thursday: 7:30 a.m. to 9 p.m.
 - Friday: 7:30 a.m. to 7 p.m.
 - Saturday: 12 to 5 p.m.
 - Sunday: 12 to 5 p.m. (during the summer) or 1 to 7 p.m. (during the school year)
- Phone: 206-543-3390
- Fax: 206-543-3389
- Email: hsl@uw.edu
- Website: <http://hsl.uw.edu>

Pharmacy at UWMC

The Outpatient Pharmacy is on the 3rd floor (main level) of the hospital, near the Cascade Elevators. 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.

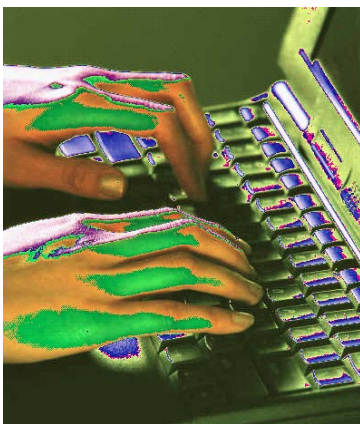
The pharmacy may need to see your drug benefit card. This card may be different from your medical insurance card.

- Weekdays: 8 a.m. to 9 p.m.
- Weekends: 8 a.m. to 8 p.m.
- Phone: 206-598-5441

Wi-Fi Access

Free Wi-Fi access is available to UWMC patients and visitors in most areas of the hospital:

- Open your wireless device (laptop, smartphone, etc.).
- Choose the network called “Patients and Visitors.”
- Open your internet browser.
- Review our Terms and Conditions.



Free Wi-Fi access is available in most areas of the hospital.

Cell Phones

Please turn cell phone ringers to “silent” or “vibrate only” to preserve the peaceful healing environment of our patient care areas.

Also, cell phone use may be limited in some areas of the hospital. Before using your cell phone, please:

- Check with staff at the main desk of your unit or clinic.
- Look for and obey signs that limit cell phone use.

Social Work and Care Coordination at UWMC

Social workers help with your practical and emotional needs. They can help you and your family adjust to a new diagnosis, create a safe plan for your return home, learn about caregiving, and cope with loss and grief.

Social workers may also help with referrals to other health care facilities, community resources, or a financial counselor. To talk with a UWMC social worker, call 206-598-4370.

Financial Counseling at UWMC

Financial counselors can help you and your family:

- Understand your hospital bills and how to pay for your hospital stay
- Work with insurance companies, DSHS, and Medicare
- Apply for Medicaid and other financial aid

To talk with a financial counselor, call 206-598-4320 weekdays between 8 a.m. and 5 p.m.:

- Choose **option 4** for questions about insurance coverage
- Choose **option 5** for questions about financial assistance

Medical Records at UWMC

Contact Health Information Management if you want a copy of your medical record. Go to Room BB306 on the 3rd floor, weekdays from 9 a.m. to 5 p.m., or call 206-744-9000. There is a per-page fee for copies.

If You Smoke

UWMC is a smoke- and tobacco-free facility. We are committed to a safe and healthy environment for our patients and staff.

If you are a patient and you smoke or use tobacco, ask your nurse about:

- UWMC handout: “Resources to Quit Smoking or Using Tobacco”
- Nicotine patches or gum during your stay
- Quit-smoking session with a pharmacist



UWMC is a smoke-free hospital.

UWMC Visiting Hours and Guidelines

We encourage family and friends to visit patients. Visitors should:

- Check with your loved one and their health care team about the best times to visit.
- Get a visitor ID if you will be in the hospital before 5:30 a.m. and after 9:30 p.m. Get your visitor ID at the Information Desk in the lobby on the 3rd floor (main level) of the hospital.
- Check with your loved one's nurse before a child comes to visit. Children visiting the hospital must be with an adult at all times.
- **Not** visit patient care units if you have an active infection. Check with your loved one's nurse about other illnesses.

Information Channel

Channel 2 on all patient room TVs is UWMC's Information Channel. This channel runs a 20-minute slideshow that explains many of the subjects covered in this handout. You can watch this slideshow any time of the day or night.



University of Washington campus is across the street from the hospital.

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 Social Work at 8-4370 from your bedside phone.

Care Team Members

Because we are a “teaching hospital,” many people may help provide your care. Some or all of these care providers will be part of your care team:

Medical Staff

Attending Doctor

Your attending doctor directs your overall care. This doctor also trains *residents* and *interns*.

Resident and Interns

Residents and interns are doctors who have completed medical school and are receiving training in a special area, such as surgery or cancer care.



UWMC is a “teaching hospital.” Medical students work closely with resident doctors in the hospital, as part of their medical training.

Medical Student

A medical student is still in medical school. These students work closely with the residents to learn about caring for patients in the hospital, as a part of their medical training.

Nursing Staff

Registered Nurse

A registered nurse (RN) provides bedside care and coordinates all aspects of your daily care with other teams and services. All nurses at UWMC are RNs, and many have a bachelor’s or advanced degree in nursing.

Nurse Manager

The nurse manager oversees all of the nurses on your care team.

Charge Nurse

The charge nurse schedules nursing shifts, may help in your care, and is in charge of keeping the many services within the unit running smoothly.

Clinical Nurse Specialist

A clinical nurse specialist (CNS) is a nurse who has advanced clinical training and a master’s degree. A CNS is an expert in a special aspect of nursing, such as pain management or wound care. The CNS consults with other nurses and medical staff.

Hospital Assistant

A hospital assistant (HA) provides patient care as directed by an RN. An HA may also be called a medical assistant, nurse’s aide, or orderly.

Allied Health Professionals

Dietitian

A registered dietitian (RD) 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 special diets when they return home.

Physical Therapist

Your doctor may refer you to a physical therapist (PT). The PT checks how well you can move and may suggest exercises, therapies, or medical equipment to help you move more easily and become stronger.

Occupational Therapist

Your doctor may refer you to an occupational therapist (OT). The OT checks how well you handle daily tasks such as dressing, bathing, and cooking. These are also called “activities of daily living” or ADLs. An OT may provide aids and devices to make ADLs easier to do.



If needed, a physical therapist can suggest exercises, therapies, or medical equipment to help you move more easily and become stronger.

Pharmacist

A registered pharmacist (RPh) works with your care team to help choose the best medicines and doses for you. This pharmacist helps prevent medicine errors by helping you understand what the medicines are for, their possible side effects, and how to safely take them. As a UWMC patient, you can always ask to speak with a pharmacist if you have questions about medicines. UWMC also has clinical pharmacists on staff who have a doctor of pharmacy (DPharm) degree.

Respiratory Therapist

Your doctor may refer you to a respiratory therapist (RT). Your RT will work closely with your doctor and nurse to provide the best oxygen therapy and lung function monitoring while you are in the hospital. If needed, your RT will also arrange for you to have oxygen and other equipment when you go home.

Social Worker

Your social worker (MSW) will work closely with other members of your health care team to assess what emotional and practical resources you may need to support your medical care.

Support Staff

Environmental Services/Housekeeping Staff

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

Patient Care Coordinator

A patient care coordinator (PCC) can help you get insurance approvals and records about past care. The PCC also schedules appointments and medical procedures as ordered by your doctor(s).

Patient Services Specialist

A patient services specialist (PSS) is at the front desk to answer basic questions, identify resources, and issue parking validation stickers. The PSS also checks in clinic patients, receives insurance copayments, checks for insurance changes, and schedules return clinic visits.

Spiritual Care

As part of your care team, spiritual caregivers provide respectful spiritual and emotional care to persons of all faiths and spiritual beliefs. To reach Spiritual Care, please call 8-4630 from your bedside phone and leave a message. Or, ask your nurse or social worker.



Environmental services staff clean your room every day.



Spiritual Care

*Respecting your
faith, beliefs, and values,
we are here to support
patients of diverse traditions
and personal beliefs.*

*To reach Spiritual Care,
please call 8-4630 from
your bedside phone and
leave a message.*



*The Beauty and Cancer
Program at UWMC provides
free wigs, hats, and scarves
to cancer patients receiving
care at UWMC and SCCA.*

Volunteers

Volunteers are valued members of your health care team. Through their generous contribution of time, volunteers add to the quality of care and service provided to our patients, families, and guests. There are nearly 60 volunteer positions at UWMC, ranging from art program assistant and surgery liaison, to patient escort and Information Desk volunteer.

If you would like to learn more about becoming a UWMC volunteer, please call 206-598-4218.

Rounds

Members of your health care team will visit you each morning. This is called “rounds” or “rounding,” and is part of inpatient medical care.

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 on your unit.

Art Program and Self-Guided Art Tour

The Art Program provides a permanent art collection for your enjoyment. There are many pieces of art on display throughout the hospital. The Art Program is paid for by donations.

Artist-in-Residence Program

You can also learn to paint, knit, or make crafts while you’re staying at UWMC. Art groups or one-on-one sessions are available for all patients and guests. No art experience needed!

Call 206-598-6313 for information about scheduled art groups or a bedside session.

Haircuts and Styling

A hairstylist is available to come to patient rooms weekdays from 9 a.m. to 5 p.m. Please call 206-221-4284 to ask for an appointment. You may pay with cash or check.

Beauty and Cancer Program

The Beauty and Cancer Program at UWMC provides free wigs, hats, and scarves to cancer patients receiving care at UWMC and Seattle Cancer Care Alliance (SCCA). Beauty and Cancer consultants see patients by appointment. Please call 206-598-3604 for more information.

To Report a Concern

- If you have a concern about your medical care or a safety issue, 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 may 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.)*

Patient Feedback and Comment Cards

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:

- Ask for a comment card at the front desk of your unit.
- Call Patient Relations at 206-598-8382.
- Email UWMCares@uw.edu.

About This Handout

Please share your ideas to help us make this “Services for Patients and Families” handout even more useful for UWMC patients and families. Call 206-598-7498 or e-mail pfes@uw.edu.

Questions?

Your questions are important. Call your doctor or health care provider if you have questions or concerns.