

UWMC Facilities and Services

What to expect

In this section:

- ***Food and Beverages***
- ***Maps and Finding Your Way***
- ***Transportation and Parking***
- ***Other Resources***

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

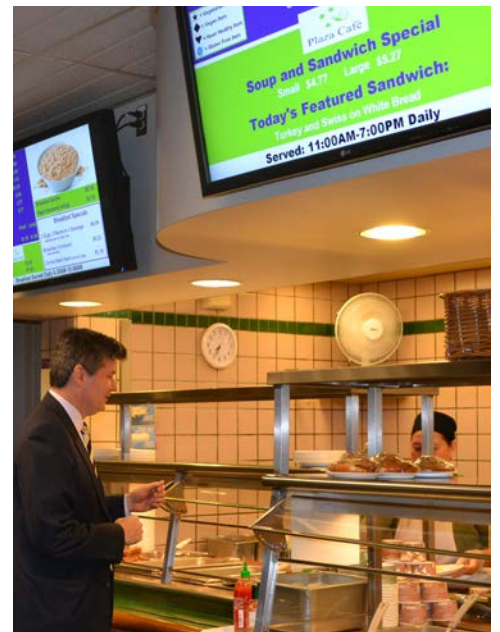
~ UWMC Staff

All services described in this section are also featured on the Information Channel, channel 2 on the TV in your room.

Food and Beverages 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. The Plaza Café is open every day from 6:30 a.m. to 7 p.m.

Ask for the weekly menu at the front desk of the rehab unit. The menu is available in Amharic, Chinese, Farsi, Japanese, Korean, Russian, Somali, Spanish, Tigrigna, and Vietnamese.



The hospital cafeteria, called the Plaza Café, is open every day from 6:30 a.m. to 7 p.m.

Espresso Stands

Espresso stands are:

- 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, from 6:30 a.m. to 4 p.m.
- In the Surgery Pavilion on the 1st floor. Open weekdays only, from 7 a.m. to 2 p.m.

Midnight Snacks

A snack cart stops at different places throughout the medical center from 7 p.m. to 3:30 a.m. every night. You can buy sandwiches and snack foods from the cart. The snack cart schedule is posted at the front desk of the rehab unit.

Tea Room

A quiet Tea Room is off the 3rd floor hallway that connects the Surgery Pavilion and the medical center. Weekday hours are from 7:30 a.m. to 4 p.m. The Tea Room is closed on weekends.

Maps and Finding Your Way

You can get maps of the medical center 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 health care 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.
- The brochure “Parking Information for Patients” in your *Discharge Binder* has more details.

Other Resources

Cash Machines

There are 4 automated teller machines (ATMs) in the medical center. They are:

- On the 3rd floor (main entry level) near the Cashier’s Desk (Bank of America)
- On the 1st floor near the vending machines and restrooms at the Plaza Café (Chase Bank)
- On the 1st floor next to the Pacific elevators (WSECU – Washington State Employees Credit Union)
- At South Campus Center, outside the northwest entrance (U.S. Bank)

Fax

If you need to use a fax for sending or receiving health care paperwork, call the Social Work and Care Coordination office or ask your nurse. You can also use the fax at the Health Information Resource Center (see page 16).

Notary Services

Free notary services are available while you are in the hospital. A social worker can also help you and your family with notarizing health care-related documents.

Gift Shop

The Gift Shop is near the main lobby on the 3rd floor (main entry level). The Gift Shop sells newspapers, greeting cards,

magazines, phone cards, stamps, gifts, candy, snacks, and beverages. Weekday hours are from 6:30 a.m. to 9 p.m. Weekend hours are from 8:30 a.m. to 5 p.m.



The Health Information Resource Center offers UWMC patients and families free use of computers.

Health Information Resource Center

The Health Information Resource Center is on the 3rd floor (main entry level) of the medical center, near the main entrance and next to the Gift Shop. The center offers UWMC patients and families free use of computers, Internet, printer, fax, phone, and copier. Staff at the center can help you find health information online and in the resource center library.

The resource center is open weekdays from 10 a.m. to 4 p.m. For more information, call 206-598-7960, e-mail healthed@uw.edu, or visit the resource center website at <http://depts.washington.edu/healthed>.

Hair Salon

A hair salon called Flair for Hair is in the South Campus Center, the building just south of the medical center. The salon offers in-room haircuts to UWMC patients.

Call 206-221-4284 (dial 9 first if using a bedside phone) to schedule your appointment. The salon prefers to make morning appointments for in-room service.

The salon accepts cash or check. Please make your payment arrangements when you schedule your appointment.

Housing

The Patient Family Housing Program at UWMC works to make sure patients, families, and caregivers can find affordable housing while receiving medical care in Seattle. To learn more about the program, visit www.uwmedicine.org/uw-medical-center/patient-resources/lodging.

The program provides information about short-term lodging, rates, long-term housing, and transportation options. You can also contact Social Work and Care Coordination for resources (see “UWMC Phone Numbers, page 93).

Information Channel

The Information Channel is on channel 2 on the TV in your room. It runs nonstop 24 hours a day. All of the information repeats about every 15 minutes. Most of the information covered by the Information Channel is also covered in this section of *Rehab and Beyond*.

Mail and UPS

Mail is delivered to patient floors every regular mail day. Place 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. The Gift Shop on the 3rd floor has UPS services.

UWMC Pharmacy

The Pharmacy is on the 3rd floor (main entry level) of the hospital, near the Cascade elevators. When you are discharged, you can pick up and/or buy your medicines at the UWMC Pharmacy weekdays from 8 a.m. to 9 p.m. On weekends, the Pharmacy is open from 8 a.m. to 8 p.m.

You will need to pay for your prescriptions when you pick them up. You can pay with cash, check, Visa, or MasterCard.

Washers and Dryers

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

Questions?

Your questions are important. Talk to your doctor, nurse, or other health care 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