

Welcome to Center for Care and Discovery



**5700 South Maryland Avenue
Chicago, IL 60637**



AT THE FOREFRONT

**UChicago
Medicine**

Welcome

At the University of Chicago Medicine, we commit to help you achieve the best outcome and to provide the best possible experience for you. We have a wide range of resources to help make your hospital visit as convenient and comfortable as possible.

Please read the pages that follow to learn more about your care team and the services we provide. We believe that you as the patient and our staff are partners, working together in the best interest of your health. Please ask your questions. We will do our best to meet your needs.

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Names of My Healthcare Team

Your Healthcare Team

Your healthcare team may include many different people who will work together to care for you.

- Physicians: Attending, Resident and Fellow
- Physician Assistants, or Advance Practice nurses
- Nurses, and Nurse Assistants
- Pharmacists
- Therapists: Respiratory, Physical, and Occupational
- Social Workers, or Case Managers
- Housekeeping, transport and food service
- Students from various disciplines



Because we are a teaching hospital, your team may include a large group of people. They may ask the same question more than one time. This is to provide you with the best possible care.

You are an important member of your care team. We want you to ask questions and be active in your plan of care.

Speak Up, Take an Active Role in Your Care

Ask everyone involved in your care to:

- Tell you who they are
- Wash their hands or use hand sanitizer

Be sure to:

- Ask for help to get out of bed and lower your risk of falling.
- Talk to your nurse or doctor if you have pain.
- Get the information you need to make decision for your health and well-being

Ask your doctor or nurse to explain:

- Your plan of care
- Any blood work, test or treatments
- Medication ordered for you
- What you need to do when you go home

Infection Control

To protect patients, visitors, and staff, **everyone must wash their hands or use Purell before entering and when leaving a room.**

Follow all precautions on the door to patient rooms.



During Your Hospital Stay

Visitors at UChicago Medicine

Our visitor policy changes based upon seasonal, hospital and patient needs. Speak with your nurse for the most up to date visitor guidelines.

We do not restrict, limit, or deny visiting based on age, race, religion, ethnicity, culture, language, sex, gender identity, sexual orientation, physical disability or mental disability.

Safety is Important to Us

Our doctors and support staff are committed to providing high-quality, safe patient care and we need your support. We work with family members to meet the medical, safety and comfort needs of our patients.

Any kind of abuse (word or actions) may result in being removed from the building. Abusive and harmful speech such as threats are not allowed. If you do not feel safe, ask for help or support.

Visitor Access

- Visitors must check in with UChicago Medicine Public Safety Staff at an entrance and show a state issued ID or driver's license.
- Each visitor will get a badge that will allow them access for 24 hours. Visitors must show their badge and may need to ring a bell to enter the patient care area.
- Visitors may be restricted for the safety and health of a patient, visitor or our staff. These restrictions may change depending on the course of your hospitalization.

Patient Privacy

- Our staff cannot give out any information about you to your family and friends without your permission.
- When you are admitted, you will be given a **privacy code**. **Only give this access code** to persons you want to be able to get information about your condition.

Personal Belongings and Home Medications

It is best to keep personal items at home. We are not responsible for lost belongings. Our pharmacy will provide your daily medications. If we do not have one you take at home, your doctor will place an order to use your home medication. A pharmacist will check your home medication and your nurse will give it to you each time.

Wireless Internet

Patients and guests can use our high-speed wireless internet from anywhere on UChicago Medicine's campus. Select: UCMC - Guest Network.

During Your Hospital Stay

Phone Use in the Hospital

- Personal phones may be used in the hospital. To respect the privacy of all visitors and staff, **video recording of any kind is not allowed by hospital policy.**
- **To call a hospital number** using a hospital bedside phone, dial the last 5 digits of the number. For example, to call the parking office, you can dial (773) 702-4381 on your personal phone or dial 2-4381 on your bedside phone.
- **To call a phone number outside the hospital** from a hospital bedside phone, dial 9, then 1, then the number. Local calls are free. You need a debit or credit card to make long distance calls from a hospital phone.

Housekeeping or Environmental Services

Our housekeeping team is here to provide a clean and safe room for you while you heal. One of our housekeepers will clean and disinfect your room and bathroom each day. If you have any questions or requests, let your nurse know or contact us.

Making Choices About Your Health Care

You have the right to make informed decisions about your health care, including the right to refuse treatment. You may also tell us in advance what you want for health care if the time comes when you cannot communicate your wishes to others.

For a copy of our Advance Care Planning Guide, go to:

www.uchicagomedicine.org/advancecareplanning.

Chaplaincy and Spiritual Care

Clinically trained chaplains offer spiritual, emotional, and religious support for patients and family members. Chaplains are here 24 hours a day, 7 days a week. They come from many diverse religious and spiritual backgrounds. Social workers are also available to talk with you.

Devotional material, sacraments, rosaries, electrical Sabbath candles and prayer rugs are available upon request. Chaplains can also help with special needs and finding other resources in the local community.

To speak to a chaplain, ask your nurse to page spiritual care.

There are 3 chapels for patients, visitors and staff:

- Mitchell Hospital, 2nd floor
- Comer Children's Hospital, 1st floor
- Center for Care and Discovery (CCD), 7th floor

Food at UChicago Medicine

Patient Meals

For your health and safety during your hospital stay, your healthcare team will help you choose meals that meet your diet needs.

- Your meals are made by our food service Chefs.
- Food trays are delivered by one of our room service staff. We offer other menu options as needed.



Places to Eat

Center for Care and Discovery (CCD)

Sky Café: 7th floor Sky Lobby. Open 24 hours 7 days a week

Bernard A Mitchell Hospital

Panera Bread: 2nd floor Lobby Open 24 hours 7 days a week

The Kitchen at Billings: In the basement near the D elevators.
Hours: Monday to Friday: 6:30am to 2pm.

- Breakfast served until 10:30am.
- Lunch 11am to 2pm



Comer Children's Hospital

Panera Bread: In the lobby.
Hours: Monday to Friday 7 am to 6 pm



Duchossois Center for Adult Medicine (DCAM)

Café Central: On the 2nd floor. Hours: Monday to Friday 6:30am to 5pm.

- Breakfast 6:30am to 10am.
- Lunch 11am to 2pm.
- Limited grill menu from 2pm to 5pm.

Prevent Falling in the Hospital

Safety First: Call Do Not Fall

Talk About Falls: Talk to hospital staff about how to lower your risk of falling.

Everyone in the hospital is at risk for falls because of weakness, confusion, changes in diet, medications, and being tired.

Falls can be serious. They can lead to longer stays in the hospital from injuries or from not being able to care for yourself.

We want you to call for help even if you have family in your room.

Stop Falls and Help Us Keep You Safe

What You Can Do

- Use your call light to get help when you need to get up
- Do not stand up if you feel weak or dizzy
- Sit on the edge of the bed several minutes before standing
- Wear non-skid socks. Do not wear slippers with an open back.
- Do not lean on furniture for support - Call for help
- Ask if your medications increase your risk of falling



What Staff Will Do

- Talk to you and your family about how you can prevent a fall
- Help you get to the bathroom
- Help you get out of bed
- Talk to other staff about keeping you safe.
- Make sure you can reach your call light, phone and personal items
- Give you non-skid socks



Know Your Fall Risk:

You have a higher risk of falling in the hospital if:

- You fell or lost your balance in the last 3 months
- **You take any of these medicines:**
 - Water pills
 - Mood changing pills
 - Blood pressure pills
 - Pain pills
 - Anxiety reducing pill
 - Laxatives
 - Sleeping aids
- You had a procedure, surgery or dialysis.
- You use furniture, crutches, a cane, or walker to help you walk.
- You have weakness or lack of feeling in your legs, feet, or toes.
- You have trouble with your memory or vision.

Project Walk: Walking to Shorten Your Stay

Moving when you are in the hospital can help you stay strong and prevent blood clots. Get moving every day to help you heal and shorten your hospital stay.

2 Things You Need to Do Each Day

1. Set a goal with your care team for how much to walk each day.
2. Track how much you walk each day.
Day 0 is the day you are admitted to the hospital.



Each time you walk, count and write down the number of footprints you walk by.

Day 0	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
Day 7	Day 8	Day 9	Day 10	Day 11	Day 12	Day 13
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____

Getting Ready to Leave the Hospital

Discharge Planning

- Planning for your discharge (leaving the hospital) begins when you are first admitted to the hospital.
- You may not feel fully recovered when you leave the hospital. It is normal to still be healing.
- We invite you to plan with us so that you are able to leave the hospital when medically ready and the process goes smoothly without delay.



Getting Ready to Leave the Hospital

- **Make sure to plan ahead of time.** You need to have a ride to take you home.
- If you are not able to get a ride, we will provide a ride with our UCARS program at no cost. If you use this option, make sure you are able to get into your home.
- When you are ready to leave the hospital and are waiting for your ride, a care team member will take you to the **Patient Discharge Lounge**.
- **New medications** prescribed by your doctor can be delivered to your hospital room or the Patient Discharge Lounge. You will need your insurance card and a form of payment. Insurance co-pays are due at the time medication is delivered.

Patient Discharge Lounge 7th Floor Sky Lobby

The Sky Lobby Patient Discharge Lounge is a comfortable place where you can wait for your ride home.

- A member of our Patient Experience Team will stop by to check on you.
- When your ride home lets you know they are on their way, plan how you will get to the first floor to meet them.
 - You can take the **west elevator to the first floor** to meet your ride.
 - **If you need help**, ask the staff at the desk for a patient transporter.
- Allow 60 minutes for a patient transporter to come get you.



Meds2Beds Bedside Medication Delivery

Our pharmacy team works with your care team to get the medications your doctor has prescribed for you to take when you leave the hospital.

Our Services

Delivery: A pharmacy team member will deliver your prescriptions to your bedside or to your nurse.

Payment: Your co-pay must be made by credit card before your prescriptions are delivered to your bedside. A member of the Meds2Beds team will contact you by phone to collect payment



Questions People Often Ask

- **Do I have to get all my prescriptions filled from DCAM Outpatient Pharmacy?** No, it is your choice. We can provide all of your prescriptions or refills or we can transfer the prescription to a pharmacy near your home. Ask your pharmacy to call us and we will do the rest.
- **Do you accept my prescription insurance plan?** We accept most prescription plans.
- **Can my prescriptions be charged on my hospital bill?** Prescriptions filled at discharge cannot be added to your hospital bill.
- **What kinds of payments do you take for prescriptions?** We accept credit card, debit cards, cash, and flex spending account (FSA) cards.
- **How do I let you know I want my discharge prescriptions filled at the DCAM Outpatient Pharmacy?** Just tell your nurse or doctor.

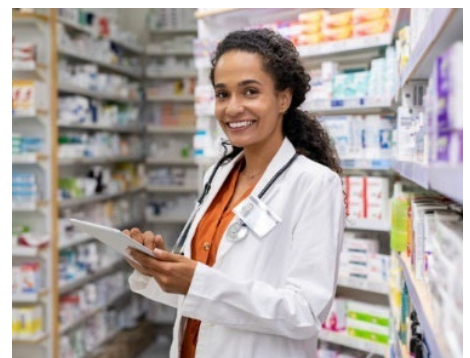
Hours We Are Open

Monday to Friday 8am to 4:30pm.

Saturday 7am to 2:30pm

Delivery of medications can take at least 2 hours.

These hours may change.



Resources at the UChicago Medicine

Important University of Chicago Medicine Phone Numbers

General and Patient Information

(773) 702-1000

Admitting Office: Adults

(773) 702-6250, choose option 1

Billing: Clinic and Hospital Bill

(844) 834-3594

Chaplains and Spiritual Care

Ask your nurse to page for help

Housekeeping or Patient Transport

(773) 795-5537

Medical Records

(773) 702-1637

MyChart Help

1 (844)-442-4278

Patient Relations

(773) 834-0500

Parking Office

(773) 702-4381

ATM Locations

ATM machines are in the CCD East lobby, the lobby of Mitchell Hospital (second floor), Goldblatt Pavilion, Duchossois Center for Advanced Medicine (DCAM), and Comer Children's Hospital.

Bookstore

The Barnes and Noble University of Chicago Bookstore is at 970 East 58th Street.
Phone: (773) 702-7712

Gift Shop

A gift shop is in Mitchell Hospital in the 2nd floor lobby.
Open every day from 8am to 9pm. Hours may change.
Phone: (773) 834-1360. Online orders can be delivered to patient rooms. Go online to www.Lorisgifts.com



Mail or Gifts for Patients should be addressed to:

The University of Chicago Medicine
5700 South Maryland Avenue
Patient First Name and Last Name
Patient Room XXXX, MC 8047
Chicago, IL 60637-1470



Parking

You can buy discounted parking passes in our parking office. The cost is \$30 dollars for 5 passes. Each pass is good for 24 hours. Rates may change. See page 15.

Resources at the UChicago Medicine

More Information

For more information about your stay and UChicago Medicine, go to:
www.uchicagomedicine.org/patients-visitors.

MyChart

MyChart is a free online patient health portal that allows you to:

- See test results
- See planned hospital procedures and imaging
- See and ask for outpatient appointments
- Talk with my outpatient healthcare team
- Ask for a prescription refill

To get started, go online to: <https://mychart.uchospitals.edu>.

- Click **Sign Up Now** if you **have an activation code**. This code will be given to you in your After-Visit Summary. You will use this code to start using MyChart.
- Click **Request Access to My Account** if you **do not have an activation code**. A code will be emailed to you so you can start using MyChart.

If you need help with MyChart, call **(844) 442-4278**.

Your Feedback is Important

All of us at UChicago Medicine thank you for your trust in us. We will do everything possible to make sure you are given the best quality care and treatment you expect.

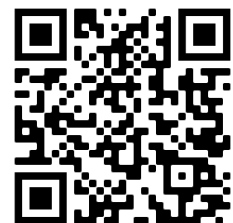
We welcome your feedback. You can talk to your care team. You can also contact Patient Relations at (773)-834-0500.

If you get a patient satisfaction survey after your stay, be sure to fill it out and send it back to us.

Daisy Award Nomination for Your Nurses

Share your story of how a nurse made a difference for you. You can nominate your nurse for a DAISY award in 2 ways.

1. Ask your nurse for a form to fill out.
2. Use the On-line form:
 - Go to www.daisynomination.org/UCM or
 - Scan this QR code from your smart phone camera



Directions to the CCD

Parking B: 5700 South Maryland Ave. **Best Parking for CCD** ★














Patients and visitors can get discount parking rates and coupons.

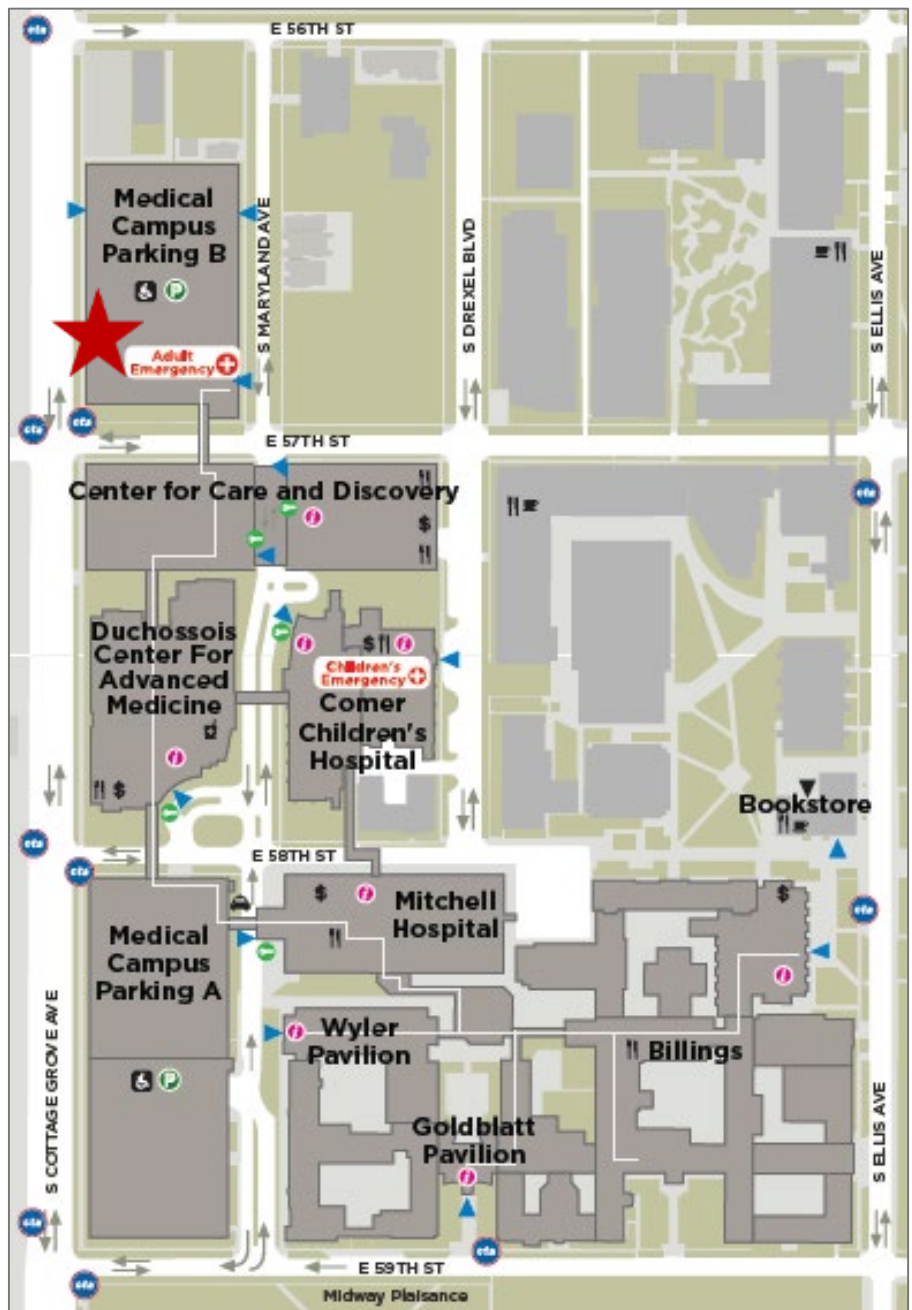
A walking bridge on Level 2 connects Parking B to CCD.

Parking B Office is on Level 2.

Valet Parking at CCD: 5700 South Maryland Ave. Car drop off and pick up is in front of the CCD lobby. Valet parking is from 5:30am to 6pm. After 6pm use the assistance button on the Valet Parking Pay Station to get your car.

Key

-  Information Center
-  Emergency
-  Entrance
-  Accessible Entrance
-  Visitor Parking
-  Accessible Parking
-  Valet Parking
-  Bus Stop
-  Taxi Stand
-  ATM
-  Pharmacy
-  Cafe
-  Food/Eatery



Parking Rates at UChicago Medicine

Self-Parking

Regular Rate	Validated Rate	Prepaid Rate
Under 1 hour \$10	Under 1 hour \$6	5 prepaid tickets \$30
1 hour to 3 hours \$16	1 hour to 3 hours \$8	
3 hours to 6 hours \$20	3 hours to 6 hours \$12	
6 hours to 24 hours \$26	6 hours to 24 hours \$18	
Parking rates may change.	To get the Patient and Visitor Discount, you must get your parking ticket validated at the clinic, admission office or any information or security desk.	Each ticket is good for one 24-hour period. Buy Prepaid Tickets in any of our Parking Offices

Valet Parking

Regular Valet Rate	Validated Valet Rate	Prepaid Valet Rate
Under 6 hours \$20	Under 6 hours \$15	5 prepaid tickets \$60
6 hours to 24 hours \$30	6 hours to 24 hours \$25	
Parking rates may change.	To get the Patient and Visitor Discount, you must get your parking ticket validated at the clinic, admission office or any information or security desk.	Each ticket is good for one 24-hour period. Buy Prepaid Tickets in any of our Parking Offices.

Pay Station Locations

Pay stations take cash, credit or debit cards. Parking exits do not take cash.

Self-Parking Pay Stations	Valet Parking Pay Stations
<ul style="list-style-type: none"> • Parking A Level 1 East elevator lobby • Parking A Level 1 North elevator lobby • Parking A Level 2 North elevator lobby near bridge to DCAM • Parking A Level 2 bridge to Mitchell Hospital • Parking B Level 1 elevator lobby • Parking B Level 2 bridge to CCD 	Level 1 Lobby of: <ul style="list-style-type: none"> • DCAM • CCD East • CCD West • Mitchell Hospital • Comer Children's Hospital

No Cashiers at Exit. Pay for Parking Before Going to Your Car.

For parking questions call **Parking Services at (773) 702-4381**.
 Parking Services offices are open 24 hours a day and 7 days a week.

UChicago Medicine is not responsible for items left in vehicles.

Television

(numbers in parenthesis show the local channel number)

Channel	Stations
1	CBS - WBBM (2)
2	PBS - WTTW (11)
3	Telemundo - WSNS (44)
4	NBC - WMAQ (5)
5	Fox - WFLD (32)
6	ABC - WLS (7)
7	The Weather Channel
8	CW - WGN (9)
9	Comcast Sports Net
10	ESPN
11	ESPN 2
12	ESPN News
13	ESPN NU
14	NFL Network
15	MLB Network
16	TBS
17	TNT
18	CNBC
19	CNN
20	BBC
21	Fox News Channel
22	CNN Headline News
23	Animal Planet
24	ABC Family
25	BET
26	A&E
27	Discovery Channel
28	Food Network
29	NGTV
30	Lifetime
31	History Channel
32	TLC
33	National Geographic
34	Cartoon Network
35	Nickelodeon
36	TV Land
37	USA Network
38	FX
39	Travel Channel
40	SyFy

Stations in alphabetical order	Channel
A&E	26
ABC - WLS (7)	6
ABC Family	24
Animal Planet	23
BBC	20
BET	25
Cartoon Network	34
CBS - WBBM (2)	1
CNBC	18
CNN	19
CNN Headline News	22
Comcast Sports Net	9
CW - WGN (9)	8
Discovery Channel	27
ESPN	10
ESPN 2	11
ESPN News	12
ESPN NU	13
Food Network	28
Fox - WFLD (32)	5
Fox News Channel	21
FX	38
History Channel	31
Lifetime	30
MLB Network	15
National Geographic	33
NBC - WMAQ (5)	4
NFL Network	14
NGTV	29
Nickelodeon	35
PBS - WTTW (11)	2
SyFy	40
TBS	16
Telemundo - WSNS (44)	3
The Weather Channel	7
TLC	32
TNT	17
Travel Channel	39
TV Land	36
USA Network	37

Questions for Your Care Team

Use this guide to ask your care team questions to take care of your health.

1. What is my main medical problem? What brought me to the hospital?

2. What do I need to do during my hospital stay?

3. Why is it important for me to do this?

4. About My Medicines in the Hospital

Am I getting any medicines that I had not taken before?
What are the medicines for?
What are the possible side effects of any new medicines?

5. My Medicines at Home: What do I need to take and what is it for?

6. What do I need to do to manage my health at home?



AT THE FOREFRONT
UChicago
Medicine

Health Literacy and Plain Language Translation by
Office of Diversity, Inclusion and Equity
11-29-2022