

Helpful Phone Numbers

Hospital Operator:
“0” inside the hospital or 434-924-0000

Hospital Billing Questions 434-924-5377
 or 800-523-4398
 Physician Billing Questions 434-980-6110
 or 800-868-6600

**For the following numbers,
 dial the last five digits from inside the hospital:**

Chaplaincy Services Dial “0”
 *and ask for on-call Chaplain*
 Ethics Consult Service Dial “0”
 *and ask for page number 1712*
 Gift Shop 434-924-2447
 Language Interpreters 434-982-1794
 Lodging 434-924-1299
 Medical Records 434-924-5136
 Parking 434-924-1122
 Patient & Guest Services 434-924-1122
 Patient Information 434-982-1100
 Patient Representatives 434-924-8315
 Social Work 434-924-2713

Supporting our patients and the Health System

Blood Donations 434-977-8756
 or 434-243-2999
 Organ Donations (LifeNet) 434-296-7910
 or 800-847-7831
 Financial Donations 434-924-8432
 or 800-297-0102
 Be a Volunteer 434-924-5251

Patient Relations Patient Representatives can help resolve any concerns or complaints that you may have. Please call 434-924-8315.

Take a Break The University ‘Corner’ has shops and restaurants close to the Medical Center (on University Avenue). The UVA Rotunda is also a quick walk up University Avenue. There are free, guided tours of the Rotunda or you can explore the UVA Grounds and its walled gardens.

In the Patient’s Room

Who is taking care of the patient?

There is a ‘white board’ in the patient room (and on the patient unit) that will show who is on the patient’s health care team.

Cell Phones For patient safety, cell phones can be used only in certain areas: near the patient elevators, and in the public areas on the 1st floor of the hospital. Ntelos brand phones can be used anywhere within the Medical Center.

Personal Electronic Devices (laptop, phone charger, etc.) are discouraged. They are the responsibility of the owner of the device. They may be plugged into any outlet that is at least five feet from a patient. If used in the patient’s bed, devices must be battery-powered and cordless.

Bathrooms Visitor restrooms are near the main elevators. Bathrooms in patient rooms are for patient use only.

Telephones Phone calls to check on the patient’s condition should be made to the patient or the patient’s Care Partner (if they have one). On the telephone at the patient’s bed, you may call out 24 hours a day but these phones do not accept incoming calls between 10 pm and 8 am. Dial ‘9’ for an outside line and ‘0’ for the hospital operator. For long distance, dial 1-0-area code and number to make a collect call or use a phone card (for sale in the gift shop). For 800 numbers, dial 9-1-plus the number.

Internet Access Get wireless access from Patient and Guest Services, which is next to the Information Desk in University Hospital or by calling 434-924-1122. Internet access is also on PCs at Cybercafé sites and in the Health Sciences Library 434-924-5444

Newspapers, Magazines, and Other Activities Volunteer Services can bring these or other items to the room by calling 434-924-5251.

Going Home

Discharge information and other hospital information are in the Patient Handbook. If you are with a discharged patient, stay with the patient until the transporter comes to take the patient to the discharge area.

Leaving the Medical Center Garage The green ticket and the pink ticket (or cash) are needed to exit the garage. Insert the green ticket, followed by the pink ticket (or cash)

to pay for parking. The green ticket will be returned to you, stamped with information that verifies you have paid for parking. Insert the green ticket to open the gate.

UVa Outpatient Pharmacy is a retail drugstore that serves UVA patients in the West Complex near the cafeteria. 434-924-2390 or 434-924-9041

Helping Patients and the UVA Health System:

- volunteer your time
- make a blood donation
- thank a staff member through letters or the satisfaction survey
- and/or make a monetary donation or gift.

As of October 1, 2009 – all UVA Medical Center grounds and buildings are smoke-free.

UVA Health System

PO Box 800683
 Charlottesville, VA 22908-0683
 434.982.0533 | fax: 434.924.8715
 www.uvahealth.com

Pacientes de habla hispana pueden solicitar este Manuel Del Paciente in el idioma Español

UVA Friends and Family Guide



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Arriving at the Medical Center

Maps/Directions See our website: <http://www.healthsystem.virginia.edu/internet/maps/> or call 434-924-3627.

Greeters At the University Hospital and West Complex entrances to help patients and/or visitors safely enter the building.

Parking General and handicap parking for University Hospital, Primary Care Center and West Complex is in the Lee Street Garage, directly across from University Hospital. Upon entering the garage, you will be given a green parking ticket. To park for free, obtain a pink ticket as follows:

- If you are a patient with an appointment, go to Registration to receive your pink ticket.
- If you are visiting a patient, go to the Information Desk for a pink ticket.

Both the green and pink tickets are needed to exit the garage.

If you are not a patient or patient visitor, please park in the 11th street garage. Parking can be paid for (cash only) before exiting the garage.

Visiting a patient General visiting hours are from 9 am to 9 pm. Visitors *must* wear a pass, which can be obtained from the University Hospital Information Desk, located near the main hospital entrance.

Up to two visitors are allowed to see a patient at a time. Approval from the Information Desk is required before bringing children to see the patient. 434-924-1122

Patient and Guest Services In the main hospital lobby, next to the Information Desk. 434-924-1122

Staff can help with:

- finding local lodging,
- getting wireless internet access in the hospital,
- helping with lost and found, and
- answering questions about additional services in the area.

Restrooms Visitor restrooms are near the main elevators. Bathrooms in patient rooms are for patient use only.

Shuttles Passenger shuttle services run regularly between UVA Health System clinical sites, selected parking areas and guest lodging facilities. Schedules are at every Information Desk or by calling 434-982-1600.

While You Are at the Medical Center
Keeping our patients safe Please come to the hospital only if you are feeling well. Wash your hands before and after visiting a patient. Read and follow any signs posted outside the patient room.

Care Partners Patients can have one or two adults be an active member of their health care team. Care Partners have access to the patient and can keep other family/friends informed about the patient's condition.

Quiet Time On the patient units, quiet time is between 1 p.m. and 3 p.m. and at night. Please keep your voice low to allow for patient rest. Ear plugs and headphones are available. If you have any questions, ask a staff person.

Cell Phones For patient safety, cell phones can only be used in certain areas: near the main elevators and in the public areas on the 1st floor of the hospital. Ntelos brand phones can be used everywhere within the Medical Center.

Smoking As of October 1, 2009, all UVA Medical Center grounds and buildings are smoke-free. Comfort kits to help with coping are available for free in the Gift Shop..

Services at the Medical Center
ATMs - There are three ATMs:

- In the University Hospital Cafeteria
- Near the Northgate Entrance
- Near the West Complex Cafeteria/ Outpatient Pharmacy.

Blood Donations The walk-in donor room is near the lobby of the West Complex if you

wish to donate blood for your own surgery or for a friend or family member's surgery. www.vablood.org or 434-243-2999

Cafeteria The University Hospital Cafeteria has food options 24 hours a day. The West Complex Cafeteria is open Monday through Friday from 7 am to 2:30 pm. Vending machines, coffee shops, and microwaves are in both cafeterias. There is a "Patient Nourishment Room" on each unit. Ask the patient's nurse if you want something for the patient.

Chapel An interfaith chapel is on the 1st floor of University Hospital. It is open for quiet reflection. Ask staff for a Chaplain, religious materials, or bereavement (grief) services or dial '0' and ask for the on-call Chaplain.

Bill Paying/Financial Assistance This office is near the lobby of the West Complex. 434-924-5377

Foreign/Sign Language Interpreters Free interpreter services, TTY/TDD for patients and families unable to speak or read English or who are Deaf or hard of hearing. 434-982-1794

Gift Shop In the University Hospital Lobby, the gift shop offers a variety of gifts, snacks, flowers, cards, books, Mylar balloons, phone cards, toiletries, gift cards for

cafeteria or gift shop Mon to Fri from 7 a.m. to 8 p.m., Sat/Sun from 9 a.m. to 5 p.m. 434-924-2447

Health Sciences Library (which is between the Hospital and the West Complex) Access health information on the computer, check out books, or take a break. 434-924-5444

Internet Access is on PCs at Cybercafé sites and in the Health Sciences Library. 434-924-5444. Get wireless access for your computer from Patient and Guest Services, which is behind the University Hospital Information Desk. 434-924-1122

Mail, E-cards, Balloons, Packages and Flowers Deliveries are made to inpatient units on weekdays. For patient safety, only Mylar (not latex) balloons are permitted. Send mail and flowers to:

- Patient's full legal name
- UVA Medical Center, Nursing unit and room number,
- Charlottesville, VA 22908.

Free e-cards can be sent to patients via our website: www.healthsystem.virginia.edu/e-cards. Upon discharge, we will forward mail to the address given to the Admitting staff. 434-924-5251

