Helpful Information about the Hospital

Semi-private patient rooms
Privacy, quiet and rest are our primary concerns. Overnight stays by Care Partners are discussed to ensure comfort for all.

Signs: Please read and follow instructions on all signs posted outside the patient’s room.

Restrooms: Only patients may use the bathroom in their room. All others must use the public restrooms near the elevators.

Showers: The Hospitality House is available from 10 a.m.-2 p.m. Pediatric patient families can use Ronald McDonald House from 9 a.m.-8 p.m. Both facilities have towels and other supplies for your convenience. You will need to show a photo ID.

The 3West Shower Room 3842 (in the hallway behind the 3West Unit) is available 24/7. Please see 3West staff first.

9 p.m.-5 a.m.
Care Partners and visitors should enter the hospital through the Emergency Department and stop at the security desk. A special pass or Care Partner band must be worn at all times while in the hospital.

One adult (Care Partner or chosen relief) may spend the night at the bedside. Lodging information is available at uvahealth.com.

Hospital and Community Services

The Friends and Family guide is available in all family lounges. To learn more about our resources and services, you may call 434.924.3627 (4-3627 from a hospital phone) or visit uvahealth.com.

Thank you for being our partner in safe care.
Care Partner #1

Care Partner #2

Patient Security Code
(For patient privacy, please do not share this number.)

Nursing Unit/Phone Number

Patient Room Number

Patient Room Phone Number

UVA Health System
1215 Lee St.
Charlottesville, VA 22903
P: 434.924.3627, toll-free 800.251.3627
uvahealth.com
Disponible en Español
Familiar Faces Help Patients
At UVA Health System, we focus on the health, well-being and safety of each patient. Healing happens best when patients have the comfort of a familiar face nearby. That’s why we welcome a family member or trusted friend to serve as a Care Partner.

During the hospital admission process, we ask all patients if they would like to name one or two adult Care Partners.

Who are Care Partners?
As a Care Partner, you are an active member of the healthcare team. You will be given a security code. This code allows staff to give you information and updates over the phone. **Do not** share the code with others. Please **do** share patient status updates with friends and family.

Being a Care Partner does not designate you as the patient’s legal decision-maker. Only those named as surrogates or agents (as described by state law) can make decisions for the patient if he or she is unable to do so. This includes signing consent forms.

Care Partners are asked to:
- Wear your identification band at all times. Care Partner bands are orange (adult patients) or green (Children’s Hospital).
- Be with the patient when you can.
- Work with the healthcare team to manage calls and visits from family and friends.

Ways to Help
As a Care Partner, here are some things you can do to help the patient:
- Keep germs from spreading by washing your hands and asking healthcare providers to wash their hands before and after spending time with the patient.
- If you are spending the night and the patient is on isolation ask us about Rooming-In guidelines (PE 08008).
- If you are sick, please do not come to the hospital.
- Ask the nurse if you want to learn how to help with daily care tasks. He or she can teach you.
- Ask the doctor and nurse questions. Write down the answers and share any concerns or fears.
- Take care of yourself. Plan breaks in your day to rest, eat and unwind. If you need personal items or medicines from home, ask someone to bring them to you.
- Tell the nurse right away if the patient looks sick, weak or is having any problem. If you speak with the nurse or doctor and are still feeling concerned, you can call 434.924.2222 (4-2222 from a hospital phone) and ask for the Rapid Response Team.

To Support Healing
**Resting:** A quiet environment promotes healing. We encourage visitors and staff to keep voices and TV as low as possible. TV Channel 11 offers relaxing video and music. We have earplugs and headphones and we cluster our care at night to promote sleep.

We observe Quiet Time from 2–4 p.m. and 10 p.m.–5 a.m. The lights are dimmed and patients have time to rest.

**Activity:** To get better sooner, patients need to be as active as possible. With staff, encourage early movement. Start with safely moving in bed (or moving the patient’s arms and legs), sitting up, moving to a chair, walking by the bed and then walking in the hallway.

**Visitors:** Our open visitation hours are based on patient needs and requests. It’s best for visits to be short. Visitors need to allow room for the healthcare team at the bedside. Our family lounges on each floor can be used by any friends and family, following posted guidelines.

**Staying Connected**
You can find various patient and family blog websites online that can be used to create a personal, protected place to stay connected.

**MyChart:** We offer patients a portal to their medical record. They may choose to give someone else access (called Proxy). For more information, visit mychartuva.com.