FRIENDS AND FAMILY GUIDE OUTPATIENT SURGERY CENTER

Family and Friends Guide to UVA Medical Center Resources
Pacientes de habla hispana pueden solicitar una Manual del Paciente en el idioma Español.

ARRIVING AT OUTPATIENT SURGERY CENTER, BATTLE BUILDING
Patient Parking is located in the 11th street garage and will be validated on the 2nd floor reception desk. If you leave the garage, you must obtain a new parking pass upon entering and have it validated.

All patients are requested to arrive 2 hours prior to their scheduled surgery time, with the exception of first case. Early arrival allows for registration and for the nurse to get you ready for your procedure. The average wait time until you are taken to the pre-operative area is 40 minutes. If you have been waiting beyond 40 minutes or have any questions, please ask the reception desk.

If a patient or family member is sick upon arrival to OPSC, please inform the 2nd floor receptionist.

AFTER THE PATIENT REGISTERS
When Pre-Op is ready for you, you will be escorted downstairs to the preop area. Up to two family members may accompany you. They can stay for most of the Pre-op visit, and then come back the 2nd floor waiting area.

In Pre-op, you will change into a patient gown, the Pre-op nurse will verify information, and will take your height, weight and vital signs. The surgical and anesthesia team, and your OR nurse, will also visit you.

Please give ALL valuables to a family member before entering Pre-op (i.e., jewelry, wedding bands, hair pins, body piercings, wallet, credit cards, checkbooks, phones, etc.).

When they are ready to start anesthesia or take you to the O.R., your family will come back to the 2nd floor waiting area.

After the surgery, your surgeon will update your family. Most patients will go to Phase 1 Recovery while they are still asleep. When you wake up, you’ll go to Phase 2 Recovery and then your family may join you. Your family member will be there when the nurse reviews your discharge instructions.

DISCHARGING THE PATIENT
When it’s time for you to go home, we’ll send your family to get your car and we’ll meet them at the discharge exit on the 3rd floor, level C of the parking garage.

WHILE YOU ARE AT THE MEDICAL CENTER
Keeping our patients safe: Please do not come to the hospital unless you are feeling well. Wash your hands before and after visiting a patient. Read and follow any signs posted outside the patient room.

Smoking: ALLUVA Medical Center grounds and buildings are smoke-free. Comfort kits to help with coping are available for free in the Gift Shop.

Television: The Medical Center television channels are from a local provider. There are special health programs on many channels. Ask for a TV Guide (PE 15007).
SERVICES AVAILABLE AT THE MEDICAL CENTER

There are three ATMs:
• In the University Hospital Cafeteria
• Near the Northgate Entrance
• Near the West Complex Cafeteria/ Outpatient Pharmacy

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 ‘O’ 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. For questions call 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 7:00 AM to 8:00 PM, Sat/Sun from 9:00 AM to 5:00 PM. 434-924-2447

Patient Relations can help resolve concerns or complaints. 434-924-8315.

UVA Outpatient Pharmacy is located in the West Complex (434-924-2762).
Hours: Monday to Friday, 8 - 9:00pm, Weekends 7am-3pm. Prescriptions can be held for 7 days.

Food/Beverage:
In the Battle Building, there is a FOOD CART on 3rd floor, level C. It is open from 11:00-2:00pm daily. In the University Hospital there is a CAFETERIA (approximately 5-8 minute walk):
• Take elevators to 3rd floor, level C and continue through the garage entrance to the end of the hall and take elevators on the right to Level A. On Level A, follow the link/hallway through to the UVA main hospital, Medical Center. At the end of the hallway, bear right and take the open air stairs down to the main floor, towards the main reception /information desk. OR you may take the elevator on the right (behind the reception desk). The entrance to the cafeteria is just beyond the Information Desk.

Other area restaurants, shops: There are many restaurants and stores as well as a CVS Pharmacy on West Main Street. Local hotels have coffee shops in the lobby. From the 1st floor of the Battle Building, starting one block to the left is the closest area is the University of Virginia’s “Corner” district. If you turn right on West Main Street, there are restaurants located down Main Street Market. The Downtown Mall, an outdoor pedestrian mall filled with unique shops and eateries, begins one mile from the Battle Building. There are several parking garages and parking lots in the area. Ask us for a local map.

Family Waiting Areas:
In addition to the patient waiting area in the Battle Building, 2nd floor, we encourage you to browse/wait in other areas of our building. If you do leave the area, please provide the front desk with your contact information, so that we may reach you when your loved one is ready.
• 1st floor lobby area
• Terrace/patio – located on the 3rd floor, C level (through the Pediatrics clinic)
• Outside garden in front of the building
• Pediatrics patients – there is a special waiting area with a TV with a DVD player. Please ask the reception desk for additional DVDs.

Wireless internet access is FREE for users who have their own laptop computer. Phone access is provided in the waiting room for local use only (Dial “9” to reach an outside line).

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