

Helpful Phone Numbers

Hospital Operator "0" inside the hospital or 434-924-0000
(to page a staff member or reach any department 24 hours a day)

In our hospital or clinics, dial only the last five digits to reach the areas below:

Billing Questions

For hospital charges 434-924-5377 or 800-523-4398
For physician charges 434-980-6110 or 800-868-6600

Bodytalk 434-924-5000 or 877-809-9010 (toll-free)
(for consumer health information)

Chaplaincy Services Dial "0" and ask for on-call Chaplain
(for help with spiritual needs)

Ethics Consult Service Dial "0" and ask for page number 1712
(for concerns and questions)

Health Sciences Library 434-924-5444

Language Assistance Services 434-982-1794

Lodging Arrangements 434-924-1299
Ronald McDonald House 1-800-443-2292 or local 434-295-6412
(Reservations are required)

Parking 434-924-1122
(for special assistance)

Patient and Guest Services 434-924-1122
(for lost and found, Health System resources, notary public)

Patient Information 434-982-1100
(for patient room and phone number)

Patient Representatives 434-924-8315
(for concerns and complaints)

Social Work 434-924-2713
(for counseling, discharge/home planning or other needs)

Unit Phone Numbers

(We can only give out patient information to parents or to legal guardians)

- UVa Information Desk 434-924-0211
- Acute Care 7 Central 434-924-5371
- Acute Care 7 West 434-924-5561
- KCRC 434-924-5161
- NICU 434-924-2335
- PICU 434-924-1761



www.uvachildrenshospital.com
www.healthsystem.virginia.edu

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UVa Children's Hospital Patient and Family Handbook



Proveemos servicios de interpretación gratuita a nuestros pacientes de habla Hispana. Cuando haga su próxima cita, llámenos al teléfono 434-982-1794 para solicitar los servicios de un intérprete. Pacientes de habla hispana pueden solicitar este Manual del Paciente en "Patient and Guest Services".

For a list of helpful phone numbers, see the back cover.

For additional information, you can access us online at www.uvachildrenshospital.com.

This handbook offers information and resources to help make your visit to our hospital easier, safer and more comfortable. Our focus is on family-centered care and we encourage you to participate in your child's care by asking questions and by offering your comments and feedback. Because your ideas, suggestions and concerns are important to us, we ask that you complete any patient satisfaction surveys that you receive. We want to know how we did and also how we can improve. We will have reached our goal when we exceed your expectations of a health care provider.

Welcome to the University of Virginia Children's Hospital, a "hospital without walls". Uva Children's Hospital offers a variety of inpatient services including a state-of-the-art Newborn Intensive Care Unit (NICU), Pediatric Intensive Care Unit (PICU), and acute care facilities. In addition, Uva Children's Hospital has its own Emergency Room dedicated to Pediatrics, the Kluge Children's Rehabilitation Center (KCRC), and an extensive network of primary and specialty care clinics. We have more than 500 health care professionals dedicated to treating children in an environment uniquely designed for children and their families.

Welcome to the University of Virginia Children's Hospital

Uva Health System TV Stations

| | | | | | | | |
|----------|----|-------|----|----------|----|--------------------|----|
| TRAV | 50 | TBS | 34 | CBS-WCAV | 18 | SHOPNBC | 2 |
| TVL | 51 | ESPN | 35 | CNBC | 19 | ABC-WVAW | 3 |
| BRAVO | 52 | ESPN2 | 36 | UPN-20 | 20 | NBC-WVIR | 4 |
| OXY | 53 | CNN | 37 | CNBC | 21 | QVS SHOPPING | 5 |
| TCM | 54 | GOLF | 38 | C-span 2 | 22 | CBS-WTVR | 6 |
| AMC | 55 | Blank | 39 | MSNBC | 23 | PBS-WHTJ | 7 |
| SCFI | 56 | TNT | 40 | CNN | 24 | Movie Channel | 8 |
| FX | 57 | TNN | 41 | HN | 25 | FOX-5-WTTG | 9 |
| Count TV | 58 | FAM | 42 | FOX News | 26 | Gvt Access | 10 |
| HIST | 59 | DIS | 43 | TWC | 27 | PBS-WVPT | 11 |
| FOOD | 60 | TOON | 44 | USA | 28 | Children's (Uva) | 12 |
| HGTV | 61 | NICK | 45 | AGE | 29 | Public Access | 13 |
| CCM | 62 | AP | 46 | LIFE | 30 | Educational Access | 14 |
| MTV | 63 | DSC | 47 | EI TV | 31 | C-span | 15 |
| CMT | 65 | TLC | 48 | BET | 32 | Home Shopping | 16 |
| EWYV | 70 | HALL | 49 | WB | 33 | TV-Guide | 17 |