

Electronic Devices (laptop, chargers, etc.) and Cell Phones:

Devices are discouraged and are the responsibility of the owner. They may be plugged into an outlet at least five feet from a patient. If used in the bed, they must be battery-powered and cordless. For patient safety, cell phones can only be used near the elevators and in public areas.

Telephones: You may contact the patient's Care Partner to check a patient's condition. Telephones at the patient's bed do not accept incoming calls between 10pm and 8am. To call out 24 hours a day dial "9" for an outside line and "0" for the hospital operator. For long-distance, use a phone card or call collect (Dial 1-0-area code and number).

UVA Outpatient Pharmacy: Retail drugstore that serves UVA patients in the West Complex **434-924-2390**

Newspapers, Magazines, Activities: Volunteer Services can provide. **434-924-5251**

Take a Break: The University 'Corner' has shops and restaurants close to the Medical Center. You can explore the UVA Grounds, Rotunda and Gardens. Maps are at Patient & Guest Services.

Smoking: All UVA Medical Center grounds and buildings are smoke-free. *Comfort Kits* for smokers wishing to quit are free in the Gift Shop.

HELPING PATIENTS AND THE UVA HEALTH SYSTEM

You can:

- Volunteer your time **434-924-5251**
- Make a blood donation **434-243-2999**
- Thank a staff member through letters or our satisfaction survey **434-924-8315**
- Make a monetary donation **434-924-8432**

OTHER PHONE NUMBERS

- Hospital Operator (To reach staff): "O" inside the hospital **434-924-0000**
- Hospital billing questions: **434-924-5377**
1-800-523-4398
- Physician billing questions: **434-980-6110**
1-800-868-6600
- Ethics Consult Service **Page #1712**
- Lodging **434-924-1299**
- Medical Records **434-924-5136**
- Patient Information **434-982-1100**
- Patient & Guest Services** **434-924-1122**
- Shuttle Service **434-982-1600**
- Social Work **434-924-2713**

When calling on a hospital phone, use the last five digits of a phone number.

UVA Health System
PO Box 800683
Charlottesville, VA 22908-0683
434-982-0533 – Fax 434-924-8715
Toll free 1-800-251-3627
www.uvahealth.com

UVA Friends and Family Guide

Visitor Information

ARRIVING AT THE MEDICAL CENTER

Have Questions? Need directions?

See our website www.uvahealth.com

Or Call **434-924-3627**

Parking: For free parking, bring your green parking ticket to Registration or Information Desk. You will be given a pink ticket. Both the green and pink tickets are needed to exit the garage.

Visiting a patient: We recognize the importance of family presence and visits from others. The patient defines family (related in any way – biologically, legally or emotionally.) For safety and security we balance the needs of patients, visitors, and staff. Only two people may be in a patient room at a time.

All Visitors stop at the Information Desk. All Visitors must wear a pass. Children less than 12 years are discouraged from visiting. In special cases they are screened before being given a unique pass.

Patient & Guest Services:

In University Hospital Lobby
Call **434-924-1122**. Staff can help with:

- Finding local lodging,
- Getting wireless internet access in the hospital,
- Helping with lost and found,
- Answering questions about services in the area,
- Helping with long-distance calls
- Shuttle schedules.

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

SERVICES AT THE MEDICAL CENTER

Foreign/Sign Language

Interpreters: Free interpreter services, resources including TTY/TDD for those unable to speak or read English or who are Deaf or hard of hearing. **434-982-1794**

Cafeteria: University Hospital Cafeteria is open 24 hours a day. West Complex Cafeteria is open Mon-Fri from 7am-2:30pm. Vending machines, coffee shops and microwaves are in both.

ATMs are located in the each of the Cafeterias.

Chapel is in the University Hospital Lobby. Chaplains help with spiritual, bereavement questions. **434-924-0000** ask for the Chaplain on call.

Patient Relations: Patient Representatives attend to concerns or complaints. **434-924-8315**

Gift Shop: In the University Hospital Lobby. Variety of gifts, snacks, flowers, cards, books, Mylar balloons, phone cards, toiletries, gift cards for the cafeteria or gift shop. The patient's condition may restrict

flowers or foods. Mon-Fri from 7am-8pm. Sat-Sun from 9am-5pm.
434-924-2447

MAIL, E-CARDS, PACKAGES, FLOWERS

Deliveries are made to inpatient units on weekdays. Send mail (forwarded on discharge) and flowers to:

- Patient's full name
- UVA Medical Center, Unit and Room Number
- Charlottesville, VA 22908

Free e-Cards can be sent to patients via our website:
www.uvahealth.com/ecard-gallery

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

WHILE YOU ARE AT THE MEDICAL CENTER

Keeping Patients Safe: Wash your hands before and after visiting a patient. Read and follow any signs posted outside the patient room.

Care Partners: Patients choose 1 or 2 adults to be an active part of their health care team.

Quiet Time: Patients need rest. Limit time and visitors at the bedside. We lower the lights between 1pm and 3pm. We offer ear plugs and headphones.
