

Welcome to Mitchell Hospital



**5815 South Maryland Avenue
Chicago, IL 60637**



AT THE FOREFRONT

**UChicago
Medicine**

Welcome

At the University of Chicago Medicine, we commit to help you achieve the best outcome and to provide the best possible experience for you. We have a wide range of resources to help make your hospital visit as convenient and comfortable as possible.

Please read the pages that follow to learn more about your care team and the services we provide. We believe that you as the patient and our staff are partners, working together in the best interest of your health. Please ask your questions. We will do our best to meet your needs.

Table of Contents	Page
Welcome	2
Your Healthcare Team	3
Tell Us About Your Care	3
During Your Hospital Stay	4 - 5
Project Walk: Walking to Shorten Your Stay	6
Getting Ready to Leave the Hospital	7
Meds2Beds Bedside Medication Delivery	8
MyChart	9
Resources at UChicago Medicine	10
Important Numbers	10
Notes	11
Questions for Your Care Team	12

Names of My Healthcare Team

Your Healthcare Team

Your healthcare team may include resident doctors, attending physicians, physician assistants, advance practice nurses, nurses, and nurse assistants.

You may also see pharmacists, physical therapists or other types of therapists, social workers, or case managers.

Our housekeeping, patient transport and food services teams are important members of our team.

Students from various disciplines may also help take care of you as part of their training. They are supervised by other care team members, and can be important resources for you.

For more information about UChicago Medicine, go to:

www.uchicagomedicine.org/patients-visitors.



Tell Us about Your Care

Your Feedback is Important

All of us at UChicago Medicine thank you for your trust in us. We will do everything possible to make sure you are given the best quality care and treatment you expect.

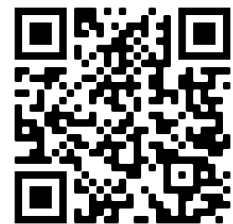
We welcome your feedback. You can talk to your care team. You can also contact Patient Relations at (773)-834-0500.

If you get a patient satisfaction survey after your stay, be sure to fill it out and send it back to us.

Daisy Award Nomination for Your Nurses

Share your story of how a nurse made a difference for you. You can nominate your nurse for a DAISY award in 2 ways.

1. Ask your nurse for a form to fill out.
2. Use the On-line form:
 - Go to www.daisynomination.org/UCM or
 - Scan this QR code from your smart phone camera



During Your Hospital Stay

Visitors at UChicago Medicine

Our visitor policy changes based upon seasonal, hospital and patient needs. Speak with your nurse for the most up to date visitor guidelines.

We do not restrict, limit, or deny visiting based on age, race, religion, ethnicity, culture, language, sex, gender identity, sexual orientation, physical disability or mental disability.

Visitor Access

- Visitors must check in with UChicago Medicine Public Safety Staff at an entrance and show a state issued ID or driver's license.
- Each visitor will get a badge that will allow them access for 24 hours. Visitors must show their badge and may need to ring a bell to enter the patient care area.
- Visitors may be restricted for the safety and health of a patient or visitor. These restrictions may change depending on the course of your hospitalization.

Patient Privacy

- Our staff cannot give out any information about you to your family and friends without your permission.
- When you are admitted, you will be given a **privacy code**. **Only give this privacy code** to persons you want to be able to get information about your condition.

Phone Use in the Hospital

- Personal phones may be used in the hospital. To respect the privacy of all visitors and staff, **video recording of any kind is not allowed by hospital policy**.
- **To call a hospital number** using a hospital bedside phone, dial the last 5 digits of the number. For example, to call the parking office, you can dial (773) 702-4381 on your personal phone or dial 2-4381 on your bedside phone.
- **To call a phone number outside the hospital** from a hospital bedside phone, dial 9, then 1, then the number. Local calls are free. You need a debit or credit card to make long distance calls from a hospital phone.

Wireless Internet

Patients and guests can use our high-speed wireless internet from anywhere on UChicago Medicine's campus. Select: UCMC - Guest Network.

Housekeeping or Environmental Services

Our housekeeping team is here to provide a clean and safe room for you while you heal. One of our housekeepers will clean and disinfect your room and bathroom each day. If you have any questions or requests, let your nurse know or contact us.

During Your Hospital Stay

Patient Meals

For your health and safety during your stay at UChicago Medicine, your healthcare team will help you choose options for your diet needs.

- All meals are prepared for you by our food service Chefs.
- Food trays are delivered to you by one of our room service staff. We offer other menu options as needed.



Making Choices About Your Health Care

You have the right to make informed decisions about your health care. This includes the right to refuse treatment and choose who you want to make healthcare decisions for you.

You may also tell us in advance what you want for health care if the time comes when you cannot communicate your wishes to others.

For a copy of our Advance Care Planning Guide, go to:

www.uchicagomedicine.org/advancecareplanning.

Chaplaincy and Spiritual Care

Clinically trained chaplains offer spiritual, emotional, and religious support for patients and family members.

Chaplains are here 24 hours a day, 7 days a week. They come from many diverse religious and spiritual backgrounds. Social workers are also available to talk with you.

Devotional material, sacraments, rosaries, electrical Sabbath candles and prayer rugs are available upon request. We can also help with any special needs and finding other resources in the local community.

To speak to a chaplain, ask your nurse to page us.

There are 3 chapels for patients and visitors:

- Mitchell Hospital, 2nd floor
- Comer Children's Hospital, 1st floor
- Center for Care and Discovery (CCD), 7th floor

Project Walk: Walking to Shorten Your Stay

Moving when you are in the hospital can help you stay strong and prevent blood clots. Get moving every day to help you heal and shorten your hospital stay.

2 Things You Need to Do Each Day

1. Set a goal with your care team for how much to walk each day.
2. Track how much you walk each day.
Day 0 is the day you are admitted to the hospital.



Each time you walk, count and write down the number of footprints you walk by.

Day 0	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
Day 7	Day 8	Day 9	Day 10	Day 11	Day 12	Day 13
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
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_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____

Getting Ready to Leave the Hospital

Discharge Planning

- Planning for your discharge (leaving the hospital) begins when you are first admitted to the hospital.

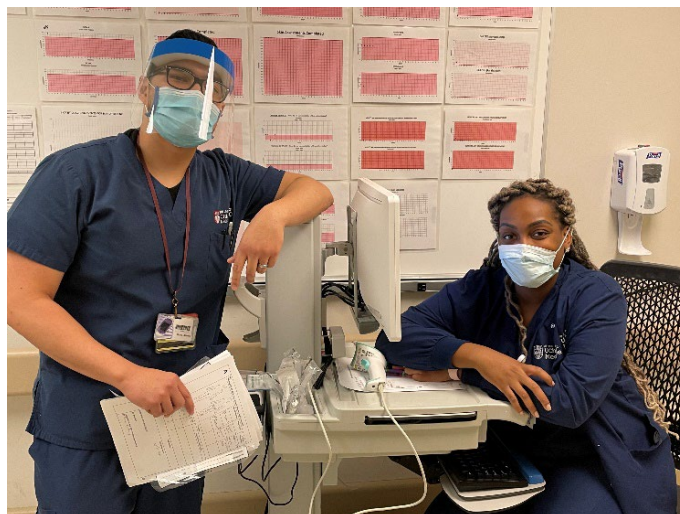
It is how we help you move safely from the hospital back home or to another setting such as a rehabilitation or skilled nursing facility.

- Your healthcare team will work with you and your loved ones.

Together we will make a safe plan for when your healthcare team says you are medically ready to leave the hospital.

It is important to know that you may not feel fully recovered when you leave the hospital. You may still be healing.

We invite you to plan with us so that you are able to leave the hospital when medically ready and the process goes smoothly without delay.



Patient Discharge Lounge 7th Floor Sky Lobby

The Sky Lobby Patient Discharge Lounge is a comfortable place where you can wait for your ride home.

- A member of our Patient Experience Team will stop by to check on you.
- When your ride home lets you know they are on their way, plan how you will get to the first floor to meet them.
 - You can take the **west elevator to the first floor** to meet your ride.
 - **If you need help**, ask the staff at the desk for a patient transporter.
- Allow up to 60 minutes for a patient transporter to come and get you. If you would like transport to the West lobby, the staff at the Sky Lobby desk can help.



Meds2Beds Bedside Medication Delivery

Our pharmacy team works with your care team to get the medications your doctor has prescribed for you to take when you leave the hospital.

Our Services

Delivery: A pharmacist or a pharmacy team member will deliver your prescriptions to your bedside.

Payment: Your co-pay must be made by cash or card when your prescriptions are delivered to your bedside. A member of the Meds2Beds team will contact you by phone to collect payment



Questions People Often Ask

- **Do I have to get all my prescriptions filled from DCAM Outpatient Pharmacy?**
No, it is your choice. We can provide all of your prescriptions or refills or we can transfer the prescription to a pharmacy near your home. Ask your pharmacy to call us and we will do the rest.
- **Do you accept my prescription insurance plan?**
We accept most prescription plans.
- **Can my prescriptions be charged on my hospital bill?** Prescriptions filled at discharge cannot be added to your hospital bill.
- **What kinds of payments do you take for prescriptions?** We accept credit card, debit cards, cash, and flex spending account (FSA) cards.
- **How do I let you know I want my discharge prescriptions filled at the DCAM Outpatient Pharmacy?** Just tell your nurse or doctor.

Hours We Are Open

Monday to Friday 8am to 4:30pm.

Saturday 7am to 2:30pm.

Delivery of medications can take at least 2 hours.

These hours may change.



Enroll in MyChart



1. What is MyChart and Why Enroll?

MyChart is a free online patient health portal that allows you to:



See test results



See planned hospital procedures and imaging



See and ask for outpatient appointments



Talk with my outpatient healthcare team



Ask for a prescription refill

2. How Do I Enroll?

To sign up, go to <http://mychart.uchospitals.edu>

1. Click on the **Sign Up Now link** in the New User box
2. Enter your MyChart activation code
3. Enter your date of birth
4. Enter your zip code

3. Where can I find my MyChart activation code?

- If you provided an email address, your activation code was emailed to you when you checked in at the hospital.
- Ask if you need a printed copy of your activation code.
- You will also find a copy on your discharge paperwork.

Questions? Check out the FAQ section on the MyChart home page or call the customer support center at 1-844-442-4278.

Resources at UChicago Medicine

Important University of Chicago Medicine Phone Numbers

General and Patient Information	(773) 702-1000
Admitting Office: Adults	(773) 702-6250, choose option 1
Billing: Clinic and Hospital Bill	(844) 834-3594
Chaplains and Spiritual Care	Ask your nurse to page for help.
Housekeeping	(773) 795-5537
Medical Records	(773) 702-1637
MyChart Help	(844) 442-4278
Patient Relations	(773) 834-0500
Parking Office	(773) 702-4381

ATM Locations

ATM machines are in the lobby of Mitchell Hospital (second floor), Goldblatt Pavilion, Duchossois Center for Advanced Medicine (DCAM), and Comer Children's Hospital.

Bookstore

The Barnes and Noble University of Chicago Bookstore is at 970 East 58th Street.
Phone: (773) 702-7712

Gift Shop

A gift shop is in Mitchell Hospital in the 2nd floor lobby.
Open every day from 8am to 9pm. Hours may change.

Phone: (773) 834-1360. Online orders can be delivered to patient rooms. Go online to www.Lorisgifts.com



Mail or Gifts for Patients should be addressed to:

The University of Chicago Medicine
5700 South Maryland Avenue

Patient First Name and Last Name
Patient Room XXXX, MC 8047
Chicago, IL 60637-1470



Parking

You can purchase discounted parking passes in our parking office. The cost is \$30 dollars for 5 passes. Each pass is good for a 24-hour period. Rates may change.

Notes

Questions for Your Care Team

Use this guide to ask your care team questions to take care of your health.

1. What is my main medical problem? What brought me to the hospital?

2. What do I need to do during my hospital stay?

3. Why is it important for me to do this?

4. Are there any new results from my test or labs?

5. When can I leave the hospital and where will I go when I leave?

6. Other questions for your team.



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