

# My Procedure Guide

Important Instructions and Information



THE UNIVERSITY OF  
**CHICAGO**  
MEDICINE

AT THE FOREFRONT OF MEDICINE®



THE UNIVERSITY OF  
CHICAGO MEDICINE  
Comer Children's



# Get Ready for Your Procedure

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## If You Cannot Make Your Procedure Appointment

**Call the number below for your procedure.**

Bronchoscopy	<b>(773) 702-6767</b>
Cardiac Cath	<b>(773) 702-1761</b>
Center for Endoscopic Research and Therapeutics (CERT)	<b>(773) 702-1459</b>
Gastroenterology (GI)	<b>(773) 702-6767</b>
Interventional Radiology	<b>(773) 926-8311</b>
Magnetic Resonance Imaging (MRI)	<b>(773) 695-2273</b>



## My Health Care Team

Your health care team at the University of Chicago Medicine (UCM) is here to care for you. This information can help you understand what different members of your health care team do.

## My Procedure Team

### Doctors

While at UCM, you will be cared for by a team of doctors. A senior doctor will supervise your treatment and decide when you are ready to go home. A senior doctor is a faculty member of the University of Chicago who is called the “attending physician” or “physician of record”.

### Residents and Fellows

The team of doctors caring for you will include doctors called “residents” and “fellows”. These are licensed doctors getting more training in a medical specialty.

### Physician Assistants (PA)

Physician Assistant (PA) is a licensed medical professional working under the direction of a doctor and with the healthcare team. They diagnose and treat illnesses, get patient’s medical history, do physical exams, order and give test results, make treatment plans, prescribe medicine, assist in procedures and do surgical procedures in the clinic.

### Advanced Practice Nurses (APN)

An APN is a nurse with extra training who works with your doctors and treats many medical problems. They can also provide you with information and help plan your care with other members of the health care team.

### Medical Students

Medical students at UCM help take care of you as part of their training to become doctors. They can be an important resource for you. Students are always supervised by doctors.

## My Anesthesia Team

### Anesthesiologists

Anesthesiologists are doctors with special training to give anesthesia and to manage pain. They make sure that you are safe and comfortable during the procedure and recovery from anesthesia. They will work with you before, during, and after your procedure.

### Certified Registered Nurse Anesthetists (CRNA)

A CRNA is an advanced practice nurse who works with the anesthesiologist and will also work with you before, during, and after your procedure.



# My Health Care Team

## Nurses

Nurses are an important link between you and other people caring for you. They help share your needs with your health care team and explain your treatment to you. Nurses give out medications and intravenous fluids, perform treatments and plan your daily care. They also provide teachings about your condition and how to continue treatment after you leave the hospital.

## Nursing Assistants

Nursing assistants check your “vital signs” including blood pressure, pulse and temperature. They maintain your personal hygiene, help with meals and make sure that you are comfortable during your stay. Nurses oversee nursing assistants.

## Social Workers

Social workers can help you plan for when you leave the hospital, find financial support, refer you to community resources, give you advice about your illness and arrange for proper care after you leave the hospital.

## Therapists: There are many kinds of Therapists

**Physical Therapists** help to maintain and restore physical function. They help you learn to use your body through exercise.

**Occupational Therapists** help you build up and get back the skills needed for daily life. They work to help you be as independent as possible as quickly as possible.

**Respiratory Therapists** provide care to patients with breathing and heart problems. They help give oxygen and breathing treatments, and perform tests that show how well the lungs are working.

## Care Coordinators

Care Coordinators are specially trained nurses who help make a plan of care that includes you as the key decision maker. The Care Coordinator is a link between you and your insurance company. They answer requests for current medical information and seek approval from your insurance company for services you will need after you leave the hospital.

## Patient Service Coordinators

Patient Service Coordinators are the front desk staff who help check you in for your procedure, provide updates to your family during your procedure, and are able to help you and your family with any needs during the course of your stay.



# Section 1: The Days and Weeks Before Your Procedure

## Preparing for Your Procedure – The Days and Weeks Before

Getting ready for your procedure is very important for your health and recovery. Follow the instructions in this section for actions to take in the days and weeks before your procedure.

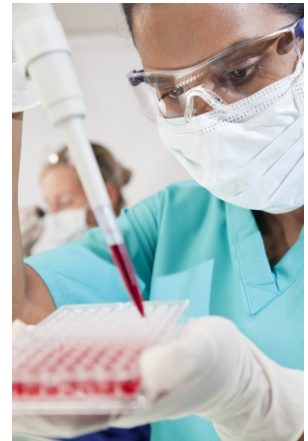
Contact your healthcare team if you have any questions about this information.

## Appointments and Tests

Your doctor may want you to have more tests or see an anesthesiologist or other doctors before your procedure.

**Go to all pre-procedure appointments your doctor sets up for you. If you do not go to these appointments, your procedure may be cancelled.**

If you need to have any lab work or other tests done before your procedure, these must be done at least one week before or your procedure may need to be rescheduled. Contact your doctor's office for information about where to send test results or bring copies of your tests with you on the day of your procedure.



## Patient Medical History for Anesthesia

It is important that your doctor and anesthesia team know about all of your medical history. Fill out the **Patient Medical History for Anesthesia** found in your My Procedure Folder. You will give this to your anesthesia team before or on the morning of your procedure.

## Medical Problems

**Tell your doctor and anesthesiologist about any allergies or medical problems you have**, including other infections. Health problems such as allergies, diabetes, and obesity could affect your procedure and treatment.

**Talk to your doctor or anesthesiologist at least one week before your procedure about any medications you take** including:

- How much you take
- How often you take them
- When you take them
- Any medication you stopped taking and when you stopped taking it.



## Section 1: The Days and Weeks Before Your Procedure (cont.)

### Follow Instructions From Your Doctor and Your Anesthesiologist

Your doctors may need to make changes to your medication for the weeks or days before your procedure and on the day of your procedure.

#### Talk to your doctor about your medications.

- It is possible your procedure may have to be cancelled if your doctor does not know all your medications.
- Ask your doctor when to take medications for diabetes, hypertension, and pain or for your heart, lungs or eyes before your procedure.
- If are told to take your morning medications on the day of your procedure, drink only as much water as you need to take them.
- Get any prescriptions filled **before** your procedure that you will need to take after your procedure. Then, you can begin taking them as soon as you get home.



### Advance Directive

You always have the right to choose what you want done with your healthcare. This includes your right to say no to any treatment offered to you.

You can create what is called an “advance directive,” such as a living will or durable power of attorney for healthcare.

An advance directive tells us what you want done in the future in case something happens and you cannot speak for yourself.

If you have an advance directive, please bring a copy with you at the time of your procedure.

If you do not have an advance directive and wish to create one, you can call Social Work at 773-702-6243 in advance and ask them for help.





# Section 1: The Days and Weeks Before Your Procedure (continued)

## Insurance and Your Procedure

At the University of Chicago Medicine (UCM) we know how difficult it can be planning for the cost of going to the hospital and paying for a doctor visit or for a procedure. This information is provided to help you plan for any cost you may have.



**All insurance plans are different.**

**You should contact your insurance company with questions about your coverage.** This will help you know what your insurance will pay for and what you may have to pay on your own.

Some insurance plans may want you to have written permission before you have your procedure. Learn more about this by calling your insurance company's customer service phone number. This phone number may be on the back of your insurance card.

## For Questions Call Patient Financial Services or Visit our Websites

Monday through Friday 8am to 4:30pm  
Phone Number: 773-702-6664

**You can also Visit our Websites:**

[www.uchospitals.edu/visitor/patient-financial.html](http://www.uchospitals.edu/visitor/patient-financial.html)

[www.uchospitals.edu/visitor/managedcare.html](http://www.uchospitals.edu/visitor/managedcare.html)

[www.uchospitals.edu/billing](http://www.uchospitals.edu/billing)

[www.uchospitals.edu](http://www.uchospitals.edu)



The University of Chicago Medicine is committed to giving quality care to all of our patients.

***Thank you for choosing the University of Chicago Medicine for your health care needs.***



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University of Chicago Medicine Perioperative Services.  
Health Literacy & Plain Language Translation by  
Diversity, Inclusion and Equity Department 4-7-17



# Section 1: The Days and Weeks Before Your Procedure (continued)

## Healthy Food and Liquids

**Eat healthy food in the weeks and days before your procedure.**

Medical research shows that you can get better procedure results if your nutrition is at its best. Include food with quality protein such as beans, lentils, tofu, chicken, seafood and dairy products. Protein is important and helps your body to heal after a procedure.



Most patients must limit what they eat and drink beginning the day before their procedure.

Read more about this in Section 4.

**Follow the food and drink instructions in your My Procedure Folder for specific directions from your doctor.** If you are not sure what foods or liquids you can or cannot have call your doctor.

## Smoking, Alcohol and Drugs

**Do not smoke before your procedure.**

Stop smoking at least two weeks before your procedure. Smoking increases your risk of heart and breathing problems. Patients who smoke have a higher risk of getting an infection. Smoking can cause you to have more nausea, that feeling of wanting to vomit. Smoking can also cause your wound to take more time to heal. Ask your doctor if you need help to stop smoking.



**Do not drink alcoholic drinks 24 hours before your procedure.**

**Drugs and alcohol can cause problems with your anesthesia and procedure.**

It is very important not to take them within 24 hours of your procedure.

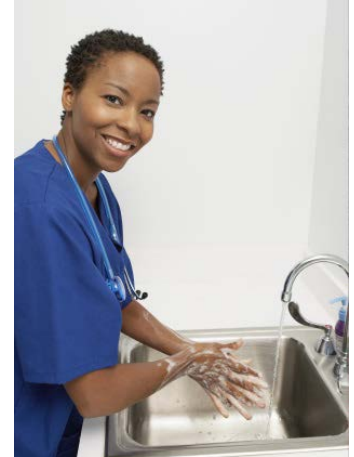


## Section 2: Getting Ready – What to Expect

### Things Your Doctors, Nurses, and Healthcare Providers are Doing

Surgical site infections after your procedure are possible in the part of your body where the procedure took place. Most patients who have your procedure do not get an infection.

- You may be given a special cleaning cloth to be used at home the night before and the morning of your procedure. The cleaning cloth kills germs in the area where you will have your procedure. At the time of your procedure we will also have this body area cleaned using a special soap that kills germs.
- Depending on the kind of procedure, we may give you antibiotics before your procedure starts.
- Some of your hair may be removed right before your procedure using electric clippers if the hair is in the same area where the procedure will be.



### To Help Prevent Infections, Your Procedure Team:

- Follows good hand hygiene practices.
- Wears special hair covers, masks, gowns, and gloves during your procedure to keep the your procedure area clean.

### Anesthesia to Keep You Comfortable

Anesthesia is a medicine to make you feel comfortable during your procedure. Your doctor will decide what kind of anesthesia you will need.

- One kind of anesthesia will keep you asleep and free from pain during your procedure. This can be given from an IV, breathed in from a mask or from a tube placed in your throat.
- Another kind of anesthesia will just numb the body area where the procedure will be done. When the area is numb you do not feel any pain and you are awake during the procedure.



**Tell us if you or anyone in your family has ever had a problem with anesthesia.**



## Section 2: Getting Ready – What to Expect (continued)

### Your Pain Management

**The way we treat pain uses many different kinds of treatments.** Pain can affect a patient's recovery and overall quality of life. This makes pain management important for your comfort, recovery and physical and emotional well-being. We treat your pain as a complex condition not a symptom allowing us to provide fast, personal care that meets the needs of each patient.

**Pain affects each person in different ways.** Because each patient is different we use the most helpful and safe ways to target and relieve your pain so you can go back to everyday life.

**Pain may be possible after a procedure.** Swelling and healing can cause bad or sad feelings, emotional stress, and physical discomfort. Many things can affect the amount of pain you feel after your procedure including the kind of procedure, your health and other medical conditions, and your pain management.

**We need you to be involved and informed in your pain management.**

**Pain treatment may include medicine called opioids.** Opioids work on your nervous system to block pain signals going to your brain. These can have serious side effects and should be limited to the lowest dose possible. Our goal is to use less of these medications and instead use powerful non-opioid medications. Often times these non-opioid medications are used in combination to block the pain signal at multiple points. These medications include anti-inflammatories, local anesthetics (like the dentist uses), and gabapentin, a nerve pain medicine.

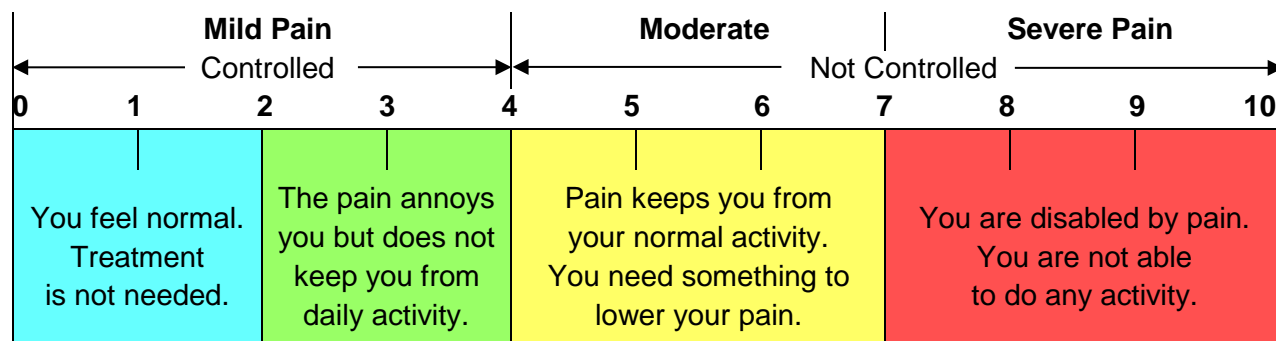
**Epidurals or nerve blocks may be used.** These put the nerves to sleep with medication. This may last for several hours or even days depending on the type of medicine or injection used.

**Non-medication pain management is also important.** This may include finding ways to make you more relaxed and may include physical therapy.

**We use simple questions to understand the pain you may be having during your stay.**

The better you understand these questions, the better we can help you. The picture below shows different levels of pain from numbers 0 to 10. Having no pain is the number 0. The worst pain ever is the number 10 and prevents you from doing any activity. You can use this picture to help tell your care givers the kind of pain you are having.

**Most importantly, if you need something speak up.** Let us know if you have pain and if your pain is not being controlled so that we can do something to help.



## Section 2: Getting Ready – What to Expect (continued)

### Your Arrival Time and How Long you will be at the Hospital

**It is very important to arrive on time.** You will not go directly into the procedure room. It will take some time to get you ready for your procedure and to see the surgical team.

How long you stay at the hospital depends on many things such as the kind of procedure you are having and your overall health. Some patients are admitted to the hospital after their procedure and others will go home the same day.

### Your Family and Visitors in the Hospital

On the day of your procedure your family or visitors can wait in the patient reception area when they are not with you. Children under 18 must be accompanied by an adult who is not the patient.

The patient reception area has large electronic information screens that track your progress from one area to another. Additionally, your family or visitors will receive a pager so our staff can reach them when needed.

Once you are ready for your procedure, one to two visitors can stay with you in the holding area until you go into the procedure room.

A member of your healthcare team may talk with your family after your procedure. One to two visitors may be able to see you in the Recovery room when you are awake and ready for visitors.

Visiting hours are 24 hours a day as long as it does not get in the way of patient care and safety.

The hours and number of visitors can change depending on the unit you are in and your needs. Intensive care units limit visitors to two at one time.





## Section 2: Getting Ready – What to Expect (continued)

### Waiting for Your Child

If you are the parent or guardian of a child having a procedure, you must be here for your child whenever you are needed and when they wake up.



### Planning for Your Ride Home

Most patients are discharged to go home on the day of their procedure or at 12 noon the day after their procedure. Whenever you go home, **you will not be able to drive or take public transportation alone.** You will need an adult to take you home or travel with you.

**If you have sedation or anesthesia,** an adult will need to be with you to get instructions for what you will need to do at home. You will need a responsible person to stay with you for 24 hours after your procedure.

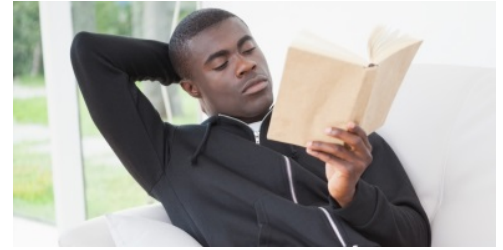
**If you do not have anesthesia,** we must be able to contact someone by phone to have them pick you up. We will need to have their contact information when you check in.



## Section 3: What to Bring and What to Leave at Home

### Things to Read

You may want to bring a book or some magazines to read during times when you are waiting or do not have anything to do.



### Clothing

**Wear comfortable clothing on the day of your procedure.** You do not need to wear a hospital gown after your procedure. Most patients are more comfortable in their own clothing. You can bring things such as a button-down shirt or blouse, loose fitting T-shirt, gym shorts, jogging pants or sweat pants, and a robe.

Walking shoes or gym shoes are comfortable in the hospital and help prevent slipping. Wear loose elastic waist or drawstring pants.



### Dentures

If you wear dentures, you may be given a denture cup to leave them in while you are in your procedure. Please **write your name on this cup or ask for a label with your name on it** from your healthcare provider. You can also bring your own cup to place your dentures in and give them to your family or friend.



### Contacts or Corrective Lenses

Wear your glasses on the day of your procedure. **Do not** wear contacts. Please give your glasses to your family member or friend when you are in your procedure.





## Section 3: What to Bring and What to Leave at Home (continued)

### Valuables

Talk with your healthcare provider about how to keep your valuables safe during your hospital stay. We do not have security for these items while you are at the hospital.

On the day of your procedure do not bring any valuables unless you have someone who will keep the items for you while you are in your procedure.

**Do not** bring cash or credit cards.

**Do not** bring jewelry or rings.

Remove any body piercings. You will not be able to wear any jewelry in the procedure room including body piercings.

**Do not** bring electronics such as a cell phone, laptop or tablet.



## Section 4: The Day Before Your Procedure

### Limiting Your Food and Liquids

**You must have an empty stomach before any procedure that uses anesthesia.** If you have food or fluid in your stomach during your procedure, you could vomit. This can cause serious problems including pneumonia and difficulty breathing.

Find and follow the **Food and Drink Instructions Before Your Procedure** in your My Procedure Folder. This will tell you when to stop eating your regular food and when to stop drinking all liquids.

**Talk with your doctor about what you can and cannot eat and drink if you are Diabetic or on a Special Diet.** If you are not sure what foods or liquids you can or cannot have call the Anesthesia Department at 773-834-7255



### Your Personal and Skin Care Before Your Procedure

#### Shaving

**Do not shave near the place where you will have a procedure** for at least 24 hours before the procedure. Shaving with a razor can irritate your skin and make it easier to get an infection.



#### Showering and Cleaning Your Skin

The night before your procedure you should shower or take a bath using your normal soap. If your doctor told you to use **disposable wipes or a special soap**, follow the instructions for Getting Your Skin Ready For Your Procedure found in your Procedure Folder. Clean your skin with the wipes on the night before and the morning of your procedure. **Sign the instruction form and bring it with you** so that it can be placed in your medical record.



#### Skin

**Do not** use makeup, heavy lotion or hair products on the day of your procedure. **Do not** wear nail polish.

#### Teeth and Mouth

Brush your teeth in the morning on the day of your procedure.



## Section 5: Checklist Before Your Procedure

### Sleep

Get a good night's sleep before your procedure.



### Checklist Before Your Procedure ✓

1.	Follow instructions for Food and Liquid Before Your Procedure (find in My Procedure Folder).	
2.	<b>Do not</b> drink alcoholic drinks or smoke 24 hours before your procedure.	
3.	<b>Do not shave</b> near the place where you will have your procedure.	
4.	<b>Complete any special skin care instructions. Do not</b> put any lotion, moisturizer or makeup on your body or use hair care products.	
5.	Brush your teeth the morning of your procedure, <b>do not</b> swallow any water.	
6.	Follow all instructions from your doctor and your anesthesiologist including if you should take your medications. If you do take medicine, use only small sips of water.	
7.	Wear comfortable clothing on the day of your procedure.	
8.	Leave all jewelry and valuables at home.	
10.	<p><b>Bring these items with you:</b></p> <ul style="list-style-type: none"> <li>• Photo ID and all insurance cards.</li> <li>• Patient Medical History for Anesthesia (if needed) including a list of all your medications. <b>Fill out before you arrive.</b></li> <li>• Instruction sheet for Getting Your Skin Ready for Your Procedure .</li> <li>• Copy of any tests done outside of University of Chicago Medicine that you did not already give to your doctor or anesthesiologist.</li> <li>• <b>Copy</b> of your Durable Power of Attorney for Healthcare or Living Will if you have one. (See page 4, Advance Directive).</li> <li>• Any questions you want to ask your doctor. Bring something to write down important information you do not want to forget.</li> <li>• Cases for your glasses, contacts or dentures as needed.</li> </ul>	

### Call If You Are Sick or Cannot Come for Your Procedure

If you get a cold or the flu or cannot come to your procedure, call the office right away to reschedule or cancel your procedure appointment.



## Section 6: The Day of Your Procedure

### Arriving at the Hospital

Information in your My Procedure Folder will tell you the time you need to arrive for your procedure and where to check in. A map (in the folder) highlights the building where you need to go and gives walking directions from the parking garage. Valet parking is available at the entrance of each hospital.

Family and visitors can get discount parking passes at the Patient Reception desk where you check in. Rates are listed in the Resources section of this book.

**Give yourself plenty of time to get to the hospital at the time you were told to arrive.**

### Checking In

When you arrive give your name to the person at the Patient Reception desk. They will check you in and let our team know you have arrived.

A patient service coordinator will call you and take you to Holding to get ready for your procedure. One or two of your family members can wait with you once you are ready.

### Your Privacy and Communicating with your Family and Visitors

You will be given a private code when you check in. Give this code to people who have your permission to talk to the doctors and nurses about your care. The code allows your loved ones to check your status on the information screens as you move from one area to another.

The nurse in the procedure room will call the patient reception area to give your family an update during the procedure. When your procedure is over your doctor will ask to meet your family in a private consult room in the patient reception area. A patient service coordinator will page your family when the doctor is ready.

### Speak Up – Take an Active Role in Your Care

1. Ask everyone involved in your care to identify themselves
2. Everyone involved in your care should know your name and what procedure you are having
3. Make sure your doctor or care team marks the place on your body to show where you are having your procedure
4. Ask your doctor or nurse to explain
  - medications ordered for you
  - what you need to do when you go home



## Section 6: The Day of Your Procedure (continued)

### Getting Ready for Your Procedure

In the Holding area a member of the healthcare team will ask you to put on a hospital gown. No street clothing or underwear is allowed in the procedure room.

The nurse will do some tests including taking your vital signs, and putting in an intravenous line.

- **Vital Signs:** Your vital signs include your body temperature, blood pressure, pulse (heart rate), and breathing rate. Sticky pads are placed on your skin to keep track of your heart's electrical activity.
- **Pulse Oximeter:** A red light sensor will be attached to your finger. This tells us how much oxygen is in your blood. This is one of the things we will watch before, during and after your procedure.
- **Intravenous Line (IV):** A small tube may be put into a vein in your arm. It is used to bring fluids your body needs during your procedure and to give you medicine.
- **Pregnancy Testing:** All females who can become pregnant will be asked to give a urine sample the morning of your procedure. This test is a hospital policy.
- You will need to tell the nurse how you plan to get home after your procedure and give the driver's contact information to hospital staff in Holding.



### Seeing the Medical Team Before Your Procedure

As part of a large medical center there will be many people who are part of your care. Many will ask your name, the procedure you are having, your allergies and other questions. This is to confirm to ensure you get the proper care you need.

Your doctor and your anesthesia provider will talk to you before your procedure.

If you are having a regional block for your procedure, you will usually have this done by the anesthesia provider in the Holding area before you go to the procedure room.

### Signing Consent Forms Before Your Procedure

You or a close family member must sign a legal form giving permission for your procedure. Your medical team will explain the information on the consent form. The consent form includes:

- Name of the procedure you will have
- Location of the procedure, if applicable
- Information on risks of having the procedure and risks of not having the procedure

Make sure all your questions are answered before you sign a consent form.





## Section 7: Getting Better After Your Procedure

### Procedure Room

- You may be given medication right before your procedure to make you feel relaxed or sleepy.
- You will be taken to the room where your procedure is done and moved to a bed or table.
- Anesthesia or sedation may be given through an IV to keep you asleep and free from pain during your procedure. You may breathe it in from a mask or a tube placed down your throat. The tube may cause you to have a sore throat when you wake up.

### Recovery Room

You will go to the Recovery Room after your procedure where we can watch you until you are fully awake. **Do not** get out of bed without asking permission.

When you are awake and ready for visitors, the nurse may call for one or two of your visitors to come into the Recovery Room. Visitors can take turns seeing you.

You will go home from the Recovery Room or be admitted to your hospital room.

### Prevent a Fall

**Falls can be serious.** Everyone who has a procedure is at risk for falls because of weakness, confusion, changes in diet, medications, and being tired. Falls can lead to longer stays in the hospital or injuries.

#### What you can do:

- **Do not** stand up if you feel weak or dizzy
- Sit on the edge of the bed several minutes before standing
- Wear non-skid slippers
- Do not lean on furniture for support, ask for help to get up
- Ask if your medications increase your risk of falling after your procedure



### Activity

- Follow your doctor's instructions about your activity.
- Depending on the procedure you have, you may need to stay in bed with limited activity.
- Walking on the day of your procedure improves your lung function and helps you keep from losing body strength.
- Walking also decreases your risk for blood clots and pneumonia.





## Section 7: Getting Better After Your Procedure (continued)

### Tips for a Faster Recovery

A member of our team is always here to talk with you about any questions or concerns.

- Get enough sleep. Sleep helps your body heal.
- Take your medication as directed. Be sure to finish all of your antibiotics if ordered.
- Eat healthy foods and stay hydrated. Good nutrition including lean protein is important for healing. Staying hydrated can help with problems like constipation. Talk to your doctor if you are on a special diet.



- **Do not** smoke after your procedure. Smoking can prolong your healing.
- Go to all your follow up appointments. It is important for your doctor to check your progress and healing.

### Prevent an Infection

#### Things you can do after your procedure to keep from getting infection:

- Wash your hands thoroughly after touching any kind of soiled items or body fluid. This is especially important after you have used the bathroom.
- Tell family and friends to wash their hands with soap and water or an alcohol-based hand rub before and after visiting you. Ask them to wash their hands if you do not see them doing so.
- Ask your visitors not to visit if they feel sick.
- Always wash your hands before and after caring for your wound.
- If the bandage on your wound becomes loose or wet while you are in the hospital, let your healthcare providers know right away so they can look at it.
- Before you go home, your doctor or nurse should explain what you need to know about taking care of your wound. Make sure you or a family member understands how to care for your wound before you leave the hospital.
- Before you leave the hospital, make sure you know who to contact if you have questions or problems after you get home.

**If you have any questions – ask your nurse or doctor.**



# Resources at the University of Chicago Medicine

## Important University of Chicago Medicine Phone Numbers

Admitting Office: Adults	773-702-6233
Admitting Office: Children	773-702-6234
Billing: Clinic and Hospital Bill	773-702-6664
Billing: University of Chicago Physicians Group Bills	773-702-1150
Chaplains and Spiritual Care	773-702-6246
General and Patient Information	773-702-1000
Patient Experience	773-834-0500
Security	773-702-6262
Social Work and Interpreter Services	773-702-1807
Parking Office	773-702-4381

## ATM Locations

ATM machines are in the lobby of Bernard A. 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 E. 58th Street.  
Phone: 773-702-7712

## 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, seven 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. For more information call 773-702-6246.

There are three chapels for patients and visitors. One is in Bernard Mitchell on the second floor, another is in Comer Children's Hospital and the third is on the 7<sup>th</sup> floor of the Center for Care and Discovery (CCD).



## Gift Shop

The gift shops have many kinds of gifts and other items, including magazines, newspapers and snacks.

**The Center for Care and Discovery Gift Shop is in the east lobby on the first floor.**

The gift shop is open:

Monday through Friday 8am to 8pm

Saturday and Sunday 9am to 6pm

Phone: 773-926-1300

**The Bernard A. Mitchell Hospital Gift Shop is in the lobby on the second floor.**

The gift shop is open every day from 8am to 9pm      Phone: 773-834-1360

Both gift shops accept MasterCard, Visa, and American Express for orders made by phone. Delivery to patient rooms is free only when you buy something that is over \$5 dollars. When you call you must have the patient's first name, last name and room number before an order can be placed.

**Patients in the Intensive Care Unit (ICU), oncology unit, transplant unit and patients with any risk of infection cannot have live flowers or plants in their room.**

## Information Desks

There is an information desk in the lobby of each building where our staff can provide wheelchairs, directions to clinical areas, and other assistance.

## Internet Access

Wireless Internet access is available free of charge throughout the University of Chicago Medicine. Internet accessible computers that you may use free of charge are located on the 7<sup>th</sup> floor of the Center for Care and Discovery (CCD).

## Language Interpreters

The University of Chicago Medicine provides free American Sign Language interpreters and Foreign language interpreters for patients who prefer to talk about their medical condition in a language other than English.

When you arrive, let a member of your healthcare team know you need an interpreter. To arrange for an interpreter before you arrive call Interpreter Services at 773-702-1807.



## Parking Rates at University of Chicago Medicine

### Self- Parking

#### Regular Rate

Under 1 hour	\$10
1 hour to 3 hours	\$16
3 hours to 6 hours	\$20
6 hours to 24 hours	\$26

All parking rates are subject to change.

#### Validated Rate

Under 1 hour	\$6
1 hour to 3 hours	\$8
3 hours to 6 hours	\$12
6 hours to 24 hours	\$18

To get the Patient and Visitor Discount, you must get your parking ticket validated at the clinic, admission office or any information or security desk.

#### Prepaid Rate

5 prepaid tickets	\$30
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Each ticket is good for one 24-hour period. Buy Prepaid Tickets in any of our Parking Offices.

### Valet Parking

#### Regular Valet Rate

Under 6 hours	\$20
6 hours to 24 hours	\$30

All parking rates are subject to change.

#### Validated Valet Rate

Under 6 hours	\$15
6 hours to 24 hours	\$25

To get the Patient and Visitor Discount, you must get your parking ticket validated at the clinic, admission office or any information or security desk.

#### Prepaid Valet Rate

5 prepaid tickets	\$60
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Each ticket is good for one 24-hour period. Buy Prepaid Tickets in any of our Parking Offices.

### Pay Station Locations

Pay stations accept cash, credit or debit cards. Parking exits do not accept cash payments.

#### Self-Parking Pay Stations

- Parking A Level 1 East elevator lobby
- Parking A Level 1 North elevator lobby
- Parking A Level 2 North elevator lobby near bridge to DCAM
- Parking A Level 2 bridge to Mitchell Hospital
- Parking B Level 1 elevator lobby
- Parking B Level 2 bridge to CCD

#### Valet Parking Pay Stations

Level 1 Lobby of:

- DCAM
- CCD East
- CCD West
- Mitchell Hospital
- Comer Children's Hospital

### No Cashiers at Exit. Pay for Parking Before Going to Your Car.

For parking questions call **Parking Services at 773-702-4381**. Parking Offices are open Monday through Friday from 9am to 5pm. A customer service attendant is available 24 hours a day and 7 days a week.

**The University of Chicago Medicine is not responsible for items left in vehicles.**



## Parking Services

**The University of Chicago Medicine provides the following services to patients and visitors within our parking garages between the hours of 7am and 8:30pm**

A customer service parking attendant is here 24 hours a day and 7 days a week. You can reach the attendant from any parking pay station. **For parking questions call Parking Services at 773-702-4381.** Parking Offices are open Monday through Friday from 9am to 5pm.

### Air for Tires

When in the garage, parking staff can help inflate tires if needed. Please stop by the Parking Services Office or call 773-702-4381 for additional assistance.

### Emergency Jump Start

If your car does not start because of a problem with the battery the Parking Staff has equipment to help start your car. Between 7am and 8pm call the Parking Office. During overnight hours between 8pm and 7am call Security at 773-702-6262.

### Finding Your Car

Each parking level has “pull tabs” near the elevator to help you remember where you parked your car. If you need more help go to the Parking Office.

### Lock-Out Services

If you get locked out of your car the parking staff can call road side assistance or a locksmith. You are responsible for any charges from these services.

### Parking Safety

For your safety we have alarms on every floor and TV cameras throughout the parking garages. We can walk visitors to their car if needed. Please call Security if you would feel safer having someone walk with you to your car. 773-702-6262.

## Patient Garden

The Patient Garden is an open air space located in the Wyler Courtyard and is open to patients and visitors, weather permitting.

## Paying Your Hospital Bill

You may pay both your University of Chicago Medicine and Physicians Group bills:

- By credit card online at <http://www.uchospitals.edu/paybill>
- In person at the Outpatient Registration Office on the first floor of the Duchossois Center for Advanced Medicine (DCAM), Monday through Friday from 8am to 4:30pm.
- By mail.

For University of Chicago Medicine bill questions call 773-702-6664.

For University of Chicago Physicians Group bill questions call 773-702-1150.



## Pharmacy

The pharmacy is in the Duchossois Center for Advanced Medicine (DCAM) on the first floor. The pharmacy is open 8am to 5:30pm Monday through Friday. The phone number is 773-834-7002.

There is a 24 hour Walgreens pharmacy at 1554 East 55th Street (On the corner of 55th Street and Lake park Ave.) The phone number is 773-667-1177

## Social Work Services

Being in the hospital or having a family member in the hospital can be difficult for the whole family. Social workers at the University of Chicago Medicine provide the best possible care for every patient. Some clinics offer Outpatient Social Work services on a case by case basis. Not all clinics have social workers.

Our social workers can help you and your family by offering:

- Counseling and support
- Help to understand a medical condition and how it impacts you and your family
- Access to needed resources
- Help in planning for ongoing care needs after you leave the hospital
- Help with Advance Directives
- Crisis intervention and assessment of personal safety needs

For more information call the Department of Social Work at 773-702-1807.

## Telephones

Calls within Chicago and nearby suburbs are free. For details on making an outside phone call, see the information on the patient's bedside telephone.

## Volunteer Services

The Volunteer Department provides many services including delivering patient mail and daily newspapers upon request. They also help visitors in the Surgery Waiting Lounge and make room visits to inpatients. Call 773-702-4421 for information.

Child Life volunteers are available to pediatric patients for bedside play. Call 773-702-6481.









THE UNIVERSITY OF  
**CHICAGO**  
MEDICINE

AT THE FOREFRONT OF MEDICINE®