



This guide provides directions, parking, and important information for the support person when a patient is transferring to UPMC Altoona. It is especially helpful for transfers during the evening or nighttime hours.

The patient is assigned to bed or location:



Driving Directions

From I-99 North or I-99 South

- Take Exit 33 to 17th Street.
- Turn right onto 6th Avenue.
- Turn left onto 7th Street.
 - Continue straight through all lights to get to the parking garage/Main Entrance.
 - Keep right after the final light to get to the Emergency Department Entrance.

Parking

The parking garage is the main parking location for patients and visitors. The first 30 minutes are free, and after that, the costs are as follows:

1 hour-\$2 2 hours-\$3 3 hours-\$4 4+ hours-\$6

Prices are subject to change. Parking pay stations are located on the Yellow and Red levels of the parking garage and on the 7th floor of the Outpatient Center.

There are also multiple parking lots surrounding the hospital where patients and visitors can park for free.

Valet Parking

Valet parking service is available for patients and support persons near the Main Entrance on weekdays from 6 a.m. to 8 p.m. and at the Emergency Department Entrance on weekdays from 9 a.m. to 4:30 p.m.

Valet parking for Emergency Department patients is free and \$7 for all others (cash only, pay at valet stand before parking). Prices are subject to change.

When you are ready to leave the hospital, call the Main Entrance Valet Podium at **814-889-7874** or the Emergency Department Valet Podium at **814-889-7873**.

For questions about parking, including valet service hours, please call **814-889-2121**.

Electric Car Charging Station

There is 1 dual-port charging station reserved for electric cars on the top level of the parking garage. The cost to use the charging station is \$2 per hour for the first 4 hours and \$5 per hour for hours 5, 6, and 7. A \$50 charge will be added after 7 hours. Prices are subject to change.

Visiting Information

Call **814-889-2011** or go to the visitor information webpage at **UPMC.com/AltoonaVisitors** for current visiting hours and guidelines.

Disabilities Resource Center

The UPMC Disabilities Resource Center (DRC) makes sure that health care is accessible to people with disabilities, including those who are deaf, hard of hearing, blind or have low vision, or those with mobility, speech, intellectual, cognitive, or behavioral disabilities. We offer accessibility, communication, and hearing assistance resources. Please let a staff member know of your needs.

Language Interpretation

We provide free language interpretation services 24 hours a day, 7 days a week. Please ask a staff member.

Safety and Security

Security service is available 24/7. If you need assistance or would like to have a security escort to help you reach your destination safely, please call **814-889-2121**.

ATMs

There are ATMs located in the Outpatient Center (Main Lobby) on the 1st floor and in the Hospital Tower on the 4th floor outside of the cafeteria.

Dining

Cafeteria

The cafeteria is located on the 4th floor of the Hospital Tower (across from the Main Visitor Elevators). Please ask a member of your care team for current hours.

Atrium Deli

The Atrium Deli is located in the Outpatient Center (Main Lobby) on the 1st floor. It offers Starbucks® coffee, sandwiches, salads, fresh soups, paninis, and grab-and-go foods. Please call **814-889-2351** or ask a care team member for the current hours.

Vending Machines

Vending machines are in various locations throughout the hospital.

Wi-Fi

We offer free wireless Internet access for all patients and support persons.

To connect, follow these 3 easy steps:

1. Go to “Wi-Fi” or “Network Connections” on your laptop or mobile device.
2. Choose “**upmc-guest**” to connect.
3. Once the Captive Wi-Fi screen appears, scroll down and press “**Log In**” to verify that you have read and accepted the Guest Internet Access Terms and Conditions.

Please read and follow all signs posted in the hospital about restrictions on the use of cell phones, computers, and other wireless devices.

Chapel and Pastoral Care

We know that faith can be a great source of comfort and healing, particularly in urgent situations. We offer spiritual support to persons of all faiths who desire our services 24 hours a day, 7 days a week. The All Faiths Chapel is located on the 4th floor of the Outpatient Center.

To place a request for Pastoral Care, please call **814-889-2132**.

Austin's Playroom

Austin's Playroom is located on the 5th floor of the Hospital Tower. This area gives families with children the opportunity to escape the clinical setting and relax when they are visiting someone in the hospital.

Austin's Playroom features:

- Bubble hockey
- Games
- iPads®

Accommodations

Donna-Jean Hospitality House

The Donna-Jean Hospitality House is located a block away from UPMC Altoona and offers homelike and affordable accommodations for patients' support persons.

For more information, or to arrange a stay, call **814-889-2121**.

Hotel Reservations

A variety of hotels are available near UPMC Altoona. When making a room reservation, ask if the hotel:

- Offers a discount to UPMC patients and support persons.
- Provides shuttle service to UPMC Altoona.



Scan this QR code to visit **UPMC.com** for more information about UPMC Altoona.