



## **Journey to Wellness**

Your Care. Our Commitment.

# Welcome to UPMC Presbyterian

Thank you for choosing UPMC for your care today. The hospital staff is dedicated to ensuring that your surgery goes well. We value excellence in patient care and strive to ensure a caring and compassionate environment. We welcome the opportunity to meet or exceed your expectations throughout your surgery experience and journey to wellness. Please don't hesitate to ask questions or share your concerns with hospital staff about your experience.

This booklet will help to guide you and provide you with information through your journey on the day of surgery. Photos and icons will help you to know where you are and find places in the hospital. The icons used in this booklet are:



Computers for Visitor Use



Tips



Coffee Shop



Dining



Do Not Use Cell Phone



Restrooms



Gift Shop



Chapel



Parking



Vending Area



ATM



If you need assistance, please let us know.

## One Hospital — Two Buildings

UPMC Presbyterian is one hospital with two buildings — UPMC Presbyterian and UPMC Montefiore — which include operating rooms, family lounges, cafeterias, gift shops, and other services. A pedestrian “bridge” crosses over 2 streets and links to other buildings as well. If you need assistance traveling between buildings, ask a staff member.



Staff in both buildings deliver the same high-quality care. You may need to have services in both buildings. You will need to cross the bridge from one building to the other. Your medical team will decide what services are best for you on your journey to wellness.



Cell phones may be used throughout both buildings, except where signs show that they are not permitted.

# If surgery is scheduled for UPMC Montefiore:

## 4<sup>th</sup> floor



- Cafeteria: Monday through Friday, 6:30 a.m. to 2 p.m.\*
- Restrooms
- Patient Tracking Board
- Vending Area

## 6<sup>th</sup> floor

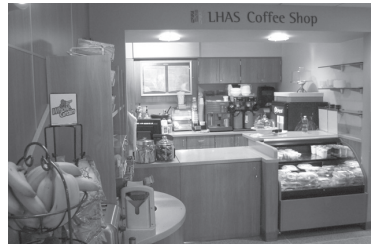
- Ambulatory Services (Same Day Surgery)
- Surgical Family Lounge

## 7<sup>th</sup> Floor



- B. Blair Crawford Garden Courtyard and Atrium
- Information Desk
- Ladies Hospital Aid Society (LHAS) Coffee Shop: Monday through Friday, 10:30 a.m. to 9 p.m. Weekends 10:30 a.m. to 5 p.m.\*
- LHAS Café on Seventh: Monday through Friday, 10:30 a.m. to 7:15 p.m.\*
- Brick Side Eatery
- LHAS Windows on Seventh Floral and Gift Shop

\*Closed holidays.



LHAS Coffee Shop



LHAS Gift Shop



UPMC Montefiore Cafeteria



LHAS Café on Seventh



Same Day Surgery Lounge

- Interfaith Chapel
- PNC ATM
- Valet/Parking
- Wheelchairs and Scooters Available

## 8<sup>th</sup> Floor

- Bridge to UPMC Presbyterian

If surgery is scheduled for UPMC Presbyterian:

Hospital Main Entrance (Lobby)



- Escalator/Elevator
- Information Desk
- Parking Cashier
- Restrooms
- Valet Parking Services
- Wheelchairs and Scooters Available

## 1<sup>st</sup> Floor



- Admissions
- Pharmacy
- Citizens Bank ATM
- LHAS Floral and Gift Shop



UPMC Presbyterian Lobby Entrance



UPMC Presbyterian Surgical Family Lounge



UPMC Presbyterian Cafeteria



Starbucks



PNC Bank and ATM

continued >

## **1<sup>st</sup> Floor (continued)**

- PNC Full Service Bank and ATM
- Restroom
- Starbucks\*: Monday through Friday, 6 a.m. to 7 p.m.  
Saturday and Sunday, 6 a.m. to 2:30 p.m.  
Day after Thanksgiving, Christmas Eve, and  
New Years Eve, 6 a.m. to 2:30 p.m.

## **2<sup>nd</sup> Floor**

- Surgical Family Lounge
- Surgical Intensive Care Unit (SICU)
- Cardiothoracic Intensive Care Unit (CTICU)

## **3<sup>rd</sup> Floor**

- Bridge to UPMC Montefiore
- Information Desk

## **11<sup>th</sup> Floor**

- Citizens Bank and PNC ATMs
- Cafeteria: Daily, 6:30 a.m. to 2:30 a.m.
- Sushi Fuku
- Restrooms
- Patient Tracking Board
- Chapel

## **Overview for Patients and Families**

### **Surgical Family Lounge**

After you register, you will be directed to the Surgical Family Lounge. As you enter the Family Lounge you will be asked to sign in with the staff at the desk. The Family Lounge has comfortable seating, TV, magazines, computers, and a bistro area where you may have snacks. For your convenience, there also is access to vending machines and restrooms. Should you need overnight accommodations, see one of the members of the Family Lounge staff.

## **Patient Tracking Board**

A Patient Tracking Board is located in the Surgical Family Lounge and in the Cafeteria. This board helps the waiting loved ones understand where the patient is during the surgical process. Each patient is identified by a number to protect privacy.



## **Pre-op (Before Surgery) Area**

Staff will escort you to the Pre-op area to get ready for surgery. You will receive a “Flight Plan,” which lists your expected time for surgery and other key points in your day. If there are changes to the schedule, the staff will update your Flight Plan.

## **During Surgery**

While the patient is in surgery, family can use the Patient Tracking Board in the Surgical Family Lounge to see how the patient is progressing. Also, staff will provide the loved ones with updates from time to time. Any concerns loved ones may have should be addressed with the staff at the desk. Once surgery is complete, the surgeon will contact you in the Surgical Family Lounge to discuss the surgery outcome.

## **Post Anesthesia Care Unit (PACU)**

The patient’s next stop on the journey to wellness is the Post Anesthesia Care Unit or PACU (pronounced PACK-you). This area also can be referred to as the recovery room. The patient’s loved ones continue to wait in the Surgical Family Lounge while the patient is in the PACU.

## **Next Phase of The Journey**

From the PACU, patients move to the next phase of their journey to wellness.

### **Overnight Hospital Stay**

You will be admitted to a patient room at UPMC Presbyterian or UPMC Montefiore. Staff will take you to the appropriate building's nursing unit or ICU when a bed is available. Loved ones will be given directions to the patient's room.

### **Discharge Without Overnight Stay**

After leaving the PACU, patients who will not be staying overnight go to the Ambulatory Surgery area at UPMC Montefiore to continue their recovery until they are ready to go home.





## Directions to Ambulatory Surgery

You will go to the 3<sup>rd</sup> floor by elevator, then across the bridge that connects to the 8<sup>th</sup> floor of UPMC Montefiore. There you will take an elevator to the 6<sup>th</sup> floor. Once you arrive, check in with the Surgical Guide in the Surgical Family Lounge.



## Discharge

You will receive discharge instructions (important information for after you leave the hospital) once the doctor has released them. It is very important for the patient and loved ones to understand these instructions. Many patients also may receive prescriptions for medicines. Prescriptions can be filled before you leave the hospital so that you or your loved ones don't have to worry about getting them on the way home. Ask the staff at the desk.

## Pharmacy

The UPMC Presbyterian Prescription Shop can fill prescriptions you are given at the time of your discharge from the hospital. You can have your prescriptions delivered to your room before you leave. You can pay by cash, credit card, or check. Please ask your nurse or health care provider for details about this program, or call us at **412-864-0900**.



## Parking

Be sure to have staff validate your parking ticket. See the Visitors Information Guide or ask the Surgical Guide for additional parking information.

- **Valet Parking:** Ask staff to call for your car to be brought to the UPMC Montefiore driveway. (You do not have to return to UPMC Presbyterian to get your car back.)

- **Parked Yourself:** You will need to return to your car, pay as you exit the garage, and return to the UPMC Montefiore driveway to pick up the patient.

Your journey to wellness will continue after you leave the hospital. Please take our best wishes with you!

*You may receive a patient satisfaction survey after you leave the hospital. We look forward to your response and appreciate your feedback.*

## **Directions to hospitals:**

### **From UPMC Presbyterian to UPMC Montefiore**

Take the visitor elevator to the 3<sup>rd</sup> floor. Follow signs to the bridge, and take bridge to UPMC Montefiore. When you enter UPMC Montefiore you are on the 8<sup>th</sup> floor. Go to the 6<sup>th</sup> floor Surgical Family Lounge.

### **From UPMC Montefiore to UPMC Presbyterian**

Take the visitor elevator to the 8<sup>th</sup> floor. Follow signs to the bridge, and take the bridge to UPMC Presbyterian. When you enter UPMC Presbyterian you are on the 3<sup>rd</sup> floor. Go to the 2<sup>nd</sup> floor Surgical Family Lounge.

## **Welcome To UPMC's Operating Room (OR) Patient Tracking**

Check the large display screen in the Surgical Family Lounge area and Cafeteria to track your loved one throughout their surgical journey. It will show you the location and what is occurring as your loved one moves through the surgery process. Our Surgical Guides at the front desk look forward to providing assistance and meeting your needs.

Your Patient Tracking Number is \_\_\_\_\_

## **Surgical Family Lounge phone numbers:**

UPMC Montefiore: **412-647-7611**

UPMC Presbyterian: **412-647-9288**

## **Find your Patient Number on the left side of the display screen.**

- Every 2 minutes, more patient numbers are added to the screen.
  - > Patient numbers may change. If you do not see your patient number, or your patient number has a line across it, check with a Surgical Guide at the front desk.

## **Look at the Event beside your patient number on the screen.**

- In the list below, find that Event. It is explained in the space to the right.
- On the screen, if the space next to your patient number is blank, no Event has occurred yet.

### **Wait Room In**

Patient arrived in Surgical Waiting Area.

### **SDS Pre-Procedure**

Patient arrived in Ambulatory Surgery  
(Same Day Surgery).

### **Pre-Procedure Holding**

Patient in Pre-Operative preparation area.

### **In Procedure Room**

Patient arrived in Operating Room.

*The time between IN PROCEDURE ROOM and PROCEDURE STARTED is spent preparing the patient for the procedure and varies according to the amount of preparation needed.*

## **Procedure Started**

The surgical procedure begins.

## **Procedure Ended**

The surgical procedure is finished.

*The time between PROCEDURE ENDED and PACU/RECOVERY varies according to the complexity of the procedure and the needs of the patient.*

## **PACU/Recovery**

Patient arrived in Recovery area — also called post-anesthesia care unit or PACU.

## **For patients discharged to go home the same day as surgery:**

### **Phase 2 Recovery**

Patient arrived in Ambulatory/Same Day Surgery (SDS) Recovery area. From here the patient is discharged to go home.

## **For patients admitted to an inpatient nursing unit or Intensive Care Unit (ICU):**

### **Inpatient Unit**

Patient is on the way to inpatient nursing unit.

### **ICU**

Patient is on the way to Intensive Care Unit.

## **UPMC Presbyterian**

Patient's Room Number: \_\_\_\_\_

Nurses Station Number: **(412)** \_\_\_\_\_

Take visitor elevators to

floor \_\_\_\_\_ wing \_\_\_\_\_

## **UPMC Montefiore**

Patient's Room Number: \_\_\_\_\_

Nurses Station Number: **(412)** \_\_\_\_\_

Take visitor elevators to

floor \_\_\_\_\_ wing \_\_\_\_\_

## **Visiting Hours**

Please review visiting hours with nursing staff on the patient unit.



# Notes

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---



## **UPMC Presbyterian**

200 Lothrop St.  
Pittsburgh, PA 15213-2582  
**412-647-2345**

**UPMC.com/Presbyterian**

To make an appointment, or for more information,  
call **1-800-533-UPMC** or visit us at **UPMC.com**.

## **To send mail to patients:**

### **Mailing Address**

Patient Name, Room Number  
UPMC Presbyterian or  
UPMC Montefiore  
200 Lothrop St.  
Pittsburgh, PA 15213-2582

## **Main Phone Number for Hospitals**

**412-647-2345**

UPMC policy prohibits discrimination or harassment on the basis of race, color, religion, ancestry, national origin, age, sex, genetics, sexual orientation, gender identity, marital status, familial status, disability, veteran status, or any other legally protected group status. Further, UPMC will continue to support and promote equal employment opportunity, human dignity, and racial, ethnic, and cultural diversity. This policy applies to admissions, employment, and access to and treatment in UPMC programs and activities. This commitment is made by UPMC in accordance with federal, state, and/or local laws and regulations.