

## Quick Reference

From a hospital phone, you only need dial the last five digits of a hospital phone number.

Cafeteria Daily Menu.....	412-647-4EAT (4328)
Chaplains/Pastoral Care .....	412-647-7560
Family House .....	412-647-7777
Financial Assistance.....	412-432-5500
Hospital Operator .....	412-647-2345
International Patient Relations .....	412-648-6262
Kosher Kitchen .....	412-648-6192
Language Assistance .....	412-648-6262
LHAS Beauty Salon .....	412-692-2969
LHAS Montefiore Floral and Gift Shop .....	412-648-6107
LHAS Presby Floral and Gift Shop .....	412-647-3181
Lost and Found .....	412-648-6659
Medical Music Therapy .....	412-624-9259
Parking Garage Escort .....	412-647-3191
Parking Operations .....	412-647-3194
Patient Relations .....	412-647-7615
Security .....	412-647-3191
Sign Language .....	412-647-2403
Social Work Services .....	412-647-3255

## Information for Family and Friends

of Patients at  
UPMC Presbyterian  
and UPMC Montefiore



# UPMC



## Welcome

Welcome to Pittsburgh and the University of Pittsburgh Medical Center (UPMC). An important part of the care we provide is to help our patients and their families become familiar with their surroundings. Our primary concern is our patients' health and well-being, but we know this may be a difficult time for their loved ones too.

Inside, you will find information about the hospital, the Oakland neighborhood, and the city of Pittsburgh to help you feel more at home. This brochure was created especially for the families and friends of patients at UPMC Presbyterian, which includes UPMC Montefiore. Also a part of the UPMC Presbyterian family are Eye & Ear Institute and Western Psychiatric Institute and Clinic.



UPMC Presbyterian provides language assistance services at no cost to its patients and families.

El UPMC Presbyterian provée servicio gratuito de asistencia con lenguajes a pacientes y sus familiares.

UPMC Presbyterian hastalarına ve hasta ailelerine ücretsiz yabancı dil servisi sağlamaktadır.

UPMC Presbiteriano oferece serviços a gratuitos de tradução e interpretação a todos os seus pacientes e familiares.

L'UPMC-Presbiteriano offre al paziente e alla Famiglia un servizio gratioto d'interprete.

Пресвитерианский медицинский центр Питсбургского университета бесплатно предоставляет услуги переводчика пациентам медицинского центра и их семьям.

المركز الطبي بجامعة بتسبرج  
يزود خدمة الترجمة للمرضى  
بمساعدتهم مجاناً

For assistance, please call International Patient Relations at 412-648-6262.

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# Pittsburgh: A Vibrant Community

Visitors to Pittsburgh often find it a pleasant surprise. Downtown Pittsburgh sits on a triangle of land in a valley of green hills where the Allegheny and Monongahela rivers join at the historic Point to form the Ohio River. The city has been listed among the nation's best cities in which to live and work.

Pittsburgh is a regional center for business, industry, research, education, recreation, and the arts. Few of the steel mills that once gave Pittsburgh its prominence remain. Today, the health care industry, high-tech companies, and service industries employ most Pittsburghers.

A major city with a small-town atmosphere, Pittsburgh is enriched by vibrant cultural life and ethnic diversity. Newcomers frequently comment on the city's friendliness. You may hear Pittsburghers call it "someplace special."

Should you have an opportunity to explore Pittsburgh during your stay, this booklet offers many suggestions for things to do. Additional information is available on the Visit Pittsburgh website at [www.visitpittsburgh.com](http://www.visitpittsburgh.com).



# UPMC: Leader in Health Care

UPMC is the premier health system in western Pennsylvania and one of the most renowned academic medical centers in the United States.

With a vision for the future, UPMC has developed a broad network of health care services: hospitals that provide advanced care for complex illnesses; specialty hospitals for women and children; a behavioral health facility; community hospitals; a health insurance organization; and an array of other health care services such as long-term care and home care. UPMC has internationally renowned centers in transplantation, cancer, otolaryngology, geriatrics, rheumatology, neurology and neurosurgery, orthopaedics, psychiatry, and women's health, among others.



UPMC partners with the University of Pittsburgh Schools of the Health Sciences to provide quality patient care, increase biomedical knowledge through research, and educate health care professionals for the future. Because of UPMC's size and the breadth of its specialty areas, you may find it both exciting and a bit overwhelming. You can learn more about UPMC at [www.upmc.com](http://www.upmc.com).



# UPMC Presbyterian: A Bustling Campus

UPMC's hub, which lies in Oakland, includes UPMC Presbyterian, UPMC Montefiore, and a host of other facilities. UPMC Presbyterian is a flagship hospital of UPMC and an international center for organ transplantation. The campus is expansive and complex. Because the hospital is university-affiliated, an array of highly trained staff will contribute to the care of your loved one.

## Navigating on Campus

Resources listed on the next pages will help you navigate the services and facilities of UPMC Presbyterian.



## Patient relations

Support is available to both patients and their families through the Patient Relations department. Our Patient Relations coordinators will be glad to assist you with any questions, concerns, or problems you may have. Office hours are Monday to Friday, 7 a.m. to 7 p.m., and Saturday, 8 a.m. to 4:30 p.m. To reach Patient Relations, please call 412-647-7615.

## Consideration for others

We ask visitors to show consideration in the hospital, especially in common areas such as family lounges and waiting rooms. Respect creates a pleasant environment. Please speak softly, do not litter, and make room for others.



## Wall maps

Color-coded wall maps are displayed at key points inside the Oakland campus buildings. The maps show how to find your way through the campus. Each map shows your location. Look for the “You are here” marker.

## Information phones

These white phones are mounted on the wall. Overhead is a blue sign with a white question mark. Pick up the phone, and it will ring at an Information Desk. A staff member will identify the location of your call and give you directions to your destination or assist you with other needs. The phones are at four locations:

- pedestrian bridge between UPMC Presbyterian and UPMC Montefiore, at the Montefiore end
- pedestrian bridge between UPMC Presbyterian and UPMC Montefiore, across from the Eye & Ear Institute entrance
- intersection near the main visitor elevators at UPMC Presbyterian on the third floor
- walkway between UPMC Presbyterian and Falk Medical Building, near the Falk end

## Information desks

Information Desks at UPMC Presbyterian are located in the main lobby and on the first floor at the top of the escalator. The Information Desk at UPMC Montefiore is in the 7 Main lobby.

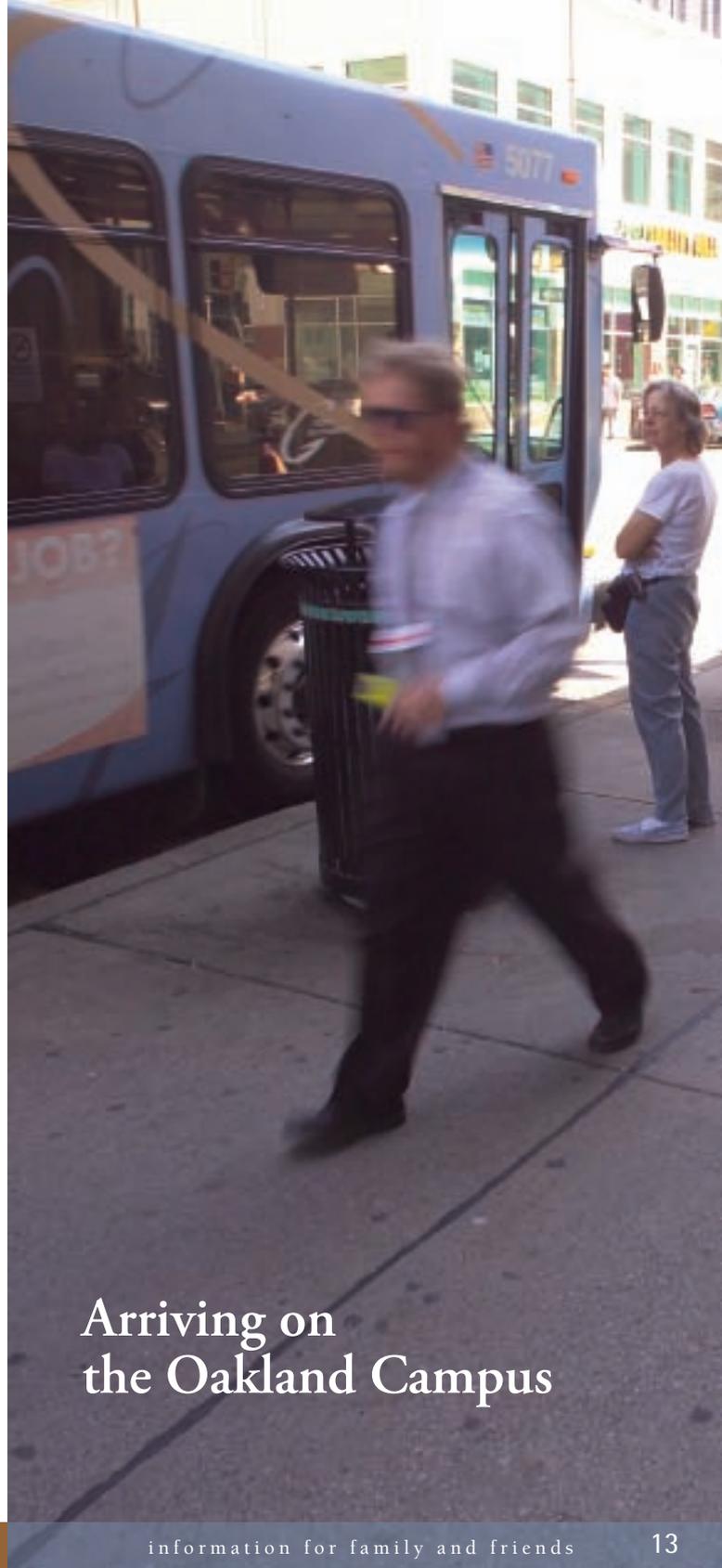


## Patient handbook

Another good source of information about UPMC Presbyterian is the Patient Handbook. The handbook tells you about hospital policies, hospital services, patient care, billing, discharge, and patients' rights and responsibilities. You or your loved one received a Patient Handbook on admission to the hospital. You also may pick up a Patient Handbook at the Information Desks at UPMC Presbyterian's first floor and UPMC Montefiore's 7 Main lobby and from Patient Relations at 412-647-7615.

## Special needs

If you need a language interpreter, please call International Patient Relations at 412-648-6262. To arrange for a sign language interpreter, call Clinical Social Work at 412-647-2403. For a TDD (telecommunications device for the deaf), ask the nursing staff on the patient unit.



## Arriving on the Oakland Campus

## Parking garages

### At UPMC Presbyterian/Falk Building

**Self-Parking:** Presby Garage, on Lothrop St., across from the main driveway entrance to the hospital. Open 24 hours a day.

**Valet Service:** No tipping.

- **UPMC Presbyterian:** in UPMC Presbyterian main driveway, off Lothrop St. Weekdays, 6 a.m. to 10 p.m.; weekends and holidays, only for emergency patients and patients with handicaps who have state-approved placards.
- **Falk Medical Building:** in Falk's rear driveway, off Lothrop St. Weekdays, 6 a.m. to 6 p.m. After 6 p.m. at Falk, retrieve vehicle from the valet service at the UPMC Presbyterian main driveway.

### At UPMC Montefiore/Kaufmann Building

**Self-Parking:**

- **Montefiore Garage,** near hospital's main entrance, off Buffalo St. Open 24 hours a day.
- **Kaufmann Garage,** on Fifth Ave., just past Darragh St. Weekdays, 5 a.m. to 9:45 p.m.

**Valet Service:** UPMC Montefiore, at main entrance off Buffalo St. Weekdays, 6 a.m. to 7 p.m.; weekends and holidays, only for patients with handicaps who have state-approved placards. No tipping. No valet service at Kaufmann.

## Parking amenities

### Validated Parking

Discounted rates are available if you park from seven to 24 consecutive hours. Have your parking ticket validated at the Information Desk at UPMC Presbyterian's first floor or main lobby or UPMC Montefiore's 7 Main lobby. Reduced parking rates may be available from hospital departments and doctors' offices. Present your ticket to the receptionist for validation during your office visit.

### Long-term Stays

Family members of patients who have a stay of 10 consecutive days or longer may qualify for a discounted rate starting the 11th day. Patients or their families should contact Parking Operations before the 11th day of stay. Call 412-647-3194.

### Financial Hardship

Discounted parking rates are available to patients and their families who qualify under the limited income guidelines of the federal government. Proof of income is required. For details, call Parking Operations at 412-647-3194.

### Escort Service

On request, UPMC Security provides evening escort service from the hospital to your vehicle. To request an escort, call 412-647-3191, or see the guard at UPMC Presbyterian's main lobby entrance.



## Arriving by air

On arrival at Pittsburgh International Airport, you will be in Moon Township, about 20 miles from UPMC Presbyterian, which is in Pittsburgh's Oakland section.

To travel from the airport to UPMC Presbyterian, several options for transportation are available.

### Shuttle Service

Express Shuttle boards at the airport's lower-level baggage claim area, and stops at the Holiday Inn Select on Lytton Ave. in Oakland and at other Oakland hotels. The shuttle runs hourly on weekdays and approximately every two hours on weekends; evening hours vary. Per-person fares are about \$24 one way and \$42 round trip. Rates may change without notice. For more information, call 412-321-4990.

### Taxi Cab

Fare from the airport to UPMC Presbyterian is about \$40. Rates may change without notice.

Yellow Cab Co. — 412-321-8100

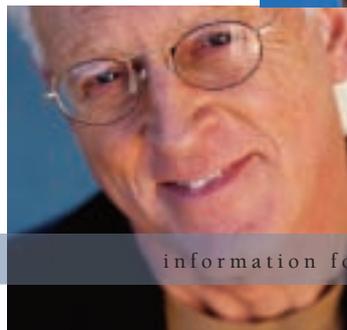
Peoples Cab Co. — 412-441-3200

## Public Transit

The Airport Flyer bus, Route 28X, boards outside the lower-level baggage claim at the walkway marked with a blue strip. An Airport Flyer departs every 15 to 30 minutes, from about 6 a.m. to midnight, seven days a week.

From Oakland to the airport, Airport Flyers board at Forbes and Morewood avenues (near Carnegie Mellon University), Fifth Ave. at Bigelow Blvd. (near the University of Pittsburgh Cathedral of Learning), and Fifth Ave. at Darragh St. (near UPMC Montefiore). Flyers run to the airport every 15 to 30 minutes, 5 a.m. to 10:45 p.m., seven days a week.

Per-person fare, one-way, is \$2.60, exact change only. Rates may change without notice. For more information, call Port Authority at 412-442-2000, or visit [www.portauthority.org](http://www.portauthority.org).





## Arriving by bus or train

### Greyhound and Trailways Bus Terminal

The temporary bus terminal is located in downtown Pittsburgh, off Second Ave. near the 10th St. Bridge. In spring 2008, the bus terminal will move to its new building at 11th Street and Liberty Avenue downtown. For information, call 1-800-231-2222.

### Amtrak Train Station

The train station is located in downtown Pittsburgh, at Liberty Ave. and Grant St. For information, call 1-800-USA-RAIL (872-7245).

## From Downtown to Oakland

UPMC Presbyterian is located in the Oakland section of Pittsburgh, about 4 miles from downtown Pittsburgh. You may travel from downtown to UPMC Presbyterian in several ways.

**Taxi Cab:** Fare is about \$13. Rates may change without notice.

Yellow Cab Co. — 412-321-8100

Peoples Cab Co. — 412-441-3200

**Public Transit:** Several bus routes serve the Oakland area. Bus fare is \$2, exact change only. Rates may change without notice. For more information, call Port Authority at 412-442-2000, or visit [www.portauthority.org](http://www.portauthority.org).





## Lodging in the Area

### **Commercial hotels**

A variety of accommodations are available in Oakland and nearby Shadyside. Ask if the hotel offers discounts to UPMC patients and families. Also ask if the hotel provides shuttle service to UPMC's Oakland hospitals.

#### **Courtyard by Marriott Shadyside/Oakland**

5308 Liberty Ave.  
Pittsburgh, PA 15224 (Shadyside)  
412-683-3113

#### **Forbes Avenue Suites**

3401 Forbes Ave.  
Pittsburgh, PA 15213 (Oakland)  
412-325-3900

#### **Hampton Inn University Center**

3315 Hamlet St.  
Pittsburgh, PA 15213 (Oakland)  
412-681-1000

#### **Holiday Inn Select Hotel**

100 Lytton Ave.  
Pittsburgh, PA 15213 (Oakland)  
412-682-6200

#### **The Inns on Negley**

704 and 714 S. Negley Ave.  
Pittsburgh, PA 15232 (Shadyside)  
412-661-0631

#### **Marriott Residence Inn Pittsburgh**

3896 Bigelow Blvd.  
Pittsburgh, PA 15213 (Oakland)  
412-621-2200

### **Quality Inn University Center**

3401 Blvd. of the Allies  
Pittsburgh, PA 15213 (Oakland)  
412-683-6100

### **Wyndham Garden Hotel**

Forbes Ave. at McKee Place  
Pittsburgh, PA 15213 (Oakland)  
412-683-2040

## **Furnished apartments**

Furnished apartments are available for long-term stays:

### **Graham House Apartments**

439-445 S. Graham St.  
Pittsburgh, PA 15232 (Shadyside)  
412-661-2261

### **Shadyside Inn & Suites**

5405 Fifth Ave.  
Pittsburgh, PA 15232 (Shadyside)  
412-441-4444



## **Family House**

Family House is the preferred provider for patients and families coming to UPMC for therapy and special treatment. Family House offers welcoming, low-cost accommodations. Two residences — Family House McKee and Family House Neville — are located near UPMC's Oakland-area hospitals. To request a room, call 412-647-7777, or go to [www.familyhouse.org/request\\_room.asp](http://www.familyhouse.org/request_room.asp).

### **Family House McKee**

\$30 to \$40 a night (a limited number of family suites available for \$50 a night)

### **Family House Neville**

\$30 to \$40 a night (no suites)





# Getting Around Oakland and the City

## Walking

Walking is generally the best way to get around Oakland. A great variety of goods and services lie within walking distance of the Oakland campus — coffee, baked goods, books, magazines, florists, convenience items, groceries, banks, restaurants, hair salons, dry cleaners, and laundromats. A detailed listing of area services is available from Patient Relations at 412-647-7615.

## UPMC shuttle

UPMC's free shuttle — the Blue Shuttle — stops at a number of UPMC locations. The shuttle runs on weekdays, 6 a.m. to 6 p.m., and on weekends and holidays, 6 to 11:30 a.m. and 6 to 9:30 p.m. Limited evening service runs from the UPMC Presbyterian main driveway to the Family Houses every 30 minutes, 7 to 9:30 p.m. Schedules are available at the Information Desks in UPMC facilities. For more information, call Parking Operations at 412-647-3194.

## Public transit

Convenient bus service is available throughout the Pittsburgh metropolitan area. A trip from Oakland to downtown Pittsburgh takes about 15 minutes. Bus stops are located on Fifth Ave. in front of Children's Hospital and at the corner of Fifth Ave. and Darragh St. near UPMC Montefiore. One-way fare is \$2; transfers are 50 cents. You must have exact change. Fares may change without notice. Schedules for a variety of bus routes are available in the lobbies of UPMC Presbyterian and UPMC Montefiore. For more information, call the Port Authority at 412-442-2000, or visit [www.portauthority.org](http://www.portauthority.org).

## Taxi cab

Fare from UPMC Presbyterian to downtown Pittsburgh is about \$13. Rates may change without notice.

Yellow Cab Co. — 412-321-8100

Peoples Cab Co. — 412-441-3200





## Hospital Services and Amenities

### Banking

#### Bank Machines

**UPMC Montefiore:** 7 Main lobby

**UPMC Presbyterian:** 11th floor near the cafeteria, main lobby near the cashier, walkway between UPMC Presbyterian and Falk Medical Building

**Oakland banks:** Many banks in the neighborhood have bank machines.

#### Check Cashing

Local banks may not cash out-of-town checks or U.S. government checks. For patients and their families, UPMC Security cashes checks from 9 a.m. to 4 p.m., Monday through Friday, for these amounts: personal checks and other checks up to \$100; certified checks, cashier's checks, or money orders up to \$300; and federal or state government checks up to \$500. Please have a photo ID, such as a driver's license, with you. Request the check-cashing service in advance, if possible. Call Security at 412-647-3195.

### Local Bank Accounts

For a longer stay in Pittsburgh, you may want to open a local bank account. Allow for seven to 14 days after opening the account before you can withdraw funds. Consider bringing travelers checks or a bank debit card with you.

### Gift shops

LHAS — Ladies Hospital Aid Society — sponsors gift shops at UPMC Montefiore and at UPMC Presbyterian:

#### LHAS *Windows on Seventh* Floral and Gift Shop

A large variety of fine gifts and flowers; also cards, magazines, newspapers, and basic toiletries.

UPMC Montefiore, 7 Main, near the lobby. Weekdays, 7:30 a.m. to 6 p.m., and 10 a.m. to 2 p.m. weekends. Phone: 412-648-6107; fax: 412-647-6473.

#### LHAS Presby Floral and Gift Shop

Flowers, gifts, cards, magazines, newspapers, basic toiletries, and lottery.

UPMC Presbyterian main lobby. Weekdays, 8:30 a.m. to 6 p.m., and weekends, 11 a.m. to 4 p.m. Phone: 412-647-3181.

## Dining and refreshments

### Cafeterias

The two hospital cafeterias are open to visitors. Patients may dine in the cafeterias with their doctors' permission. The cafeterias offer a wide variety of hot and cold meals, kosher sandwiches and cold plates, and Dining Smart options for the health conscious. Take-out available. Meal times posted at the cafeterias.

#### **UPMC Presbyterian Cafeteria**

11th floor. Seven days, 6:30 a.m. to 2:30 a.m.  
Daily menu: 412-647-4EAT (4328).

#### **UPMC Montefiore Cafeteria**

Fourth floor. Weekdays, 6:30 a.m. to 2:30 p.m.

### LHAS Café on Seventh

The LHAS Café offers luncheon selections, including daily specials, in a relaxed environment. Sponsored by Ladies Hospital Aid Society.

UPMC Montefiore, 7 Main, near the lobby.  
Weekdays, 10:30 a.m. to 8 p.m.  
Take-out available. Call 412-802-8644.

### Guest Trays

For a fee, patients or their visitors may order a guest tray for the patient room. To place an order, ask your patient unit nurse. For fresh, hot or deli kosher meals prepared by staff mashgiachs, call the kosher kitchen at 412-648-6192.

### Quick-Serve

Sandwiches, salads, soups, and breakfast sweets:

#### **Falk café**

Falk Medical Building, Fifth Avenue lobby.  
Weekdays, 7 a.m. to 1:15 p.m.

#### **Coffee kiosks**

UPMC Presbyterian, ground level.  
Weekdays, 7 a.m. to 1:30 p.m.

UPMC Montefiore, 7 Main lobby.  
Sponsored by LHAS. Weekdays, 6 a.m. to 2 p.m.

## Gardens

Two rooftop gardens allow patients and their families to step out of the hospital environment without leaving the hospital.

### Spinola Balcony Garden

This beautiful balcony is off Unit 3E on UPMC Presbyterian's third floor. Wooden patio furniture with umbrellas and flowering planters create a sheltered retreat. Convenient for patients on heart monitors. Open, weather permitting. Ask Unit 3E staff for directions and hours.

### Crawford Courtyard Garden

This lovely courtyard features flower beds, an outdoor gazebo, and a heated solarium for year-round enjoyment. Wheelchair accessible. Open daily. Located at UPMC Montefiore, off the 7 Main lobby. Ask at the Information Desk for directions.

## Hair salon

The LHAS Beauty Salon, sponsored by Ladies Hospital Aid Society, is located at UPMC Montefiore on 7 Main. For a fee, the salon offers a line of hair care services and retail hair care products. The salon is open to patients, visitors, and staff. Free consultations. Major credit cards accepted. Call 412-692-2969.

## Hearing needs

For patients and visitors who are hearing impaired or deaf, the hospitals offer printed educational materials, amplified telephones, closed-captioned television, sign language interpreters, and a TDD (portable telecommunications device for the deaf). For a TDD or any of the aids listed above, ask the nursing staff on your patient unit.

## Language needs

International Patient Relations Center can arrange for language interpreter services for patients and their families at no cost. Call 412-648-6262, send e-mail to [internationalcenter@upmc.edu](mailto:internationalcenter@upmc.edu), or visit the Web at [www.upmc.com/International](http://www.upmc.com/International) patients. After business hours, call 412-647-2345, and ask the hospital operator to page the international liaison on call, pager number 6666.

## Lost and found

To ask about lost or found items, call 412-648-6659.

## Sign language

To arrange for a sign language interpreter, call Clinical Social Work at 412-647-2403. Interpreters are provided by the Center for Hearing and Deaf Services. If possible, please give advance notice.

## Stamps

Stamp machines are located in the walkway between Falk Medical Building and UPMC Presbyterian and on the pedestrian bridge between Kaufmann Medical Building and UPMC Montefiore.

## Toiletries

The gift shops at UPMC Montefiore, 7 Main, and UPMC Presbyterian, main lobby, offer basic toiletry items. To take a shower at the hospital, ask the director of the patient unit where your loved one is receiving care.

## Wireless service

Free wireless service is available for patients and visitors to access the Internet on their laptops and other computer devices while in a UPMC Wi-Fi hotspot. To log on, open “Network Connections” on your laptop or computer device and connect to GIA (Guest Internet Access).



## Safety in the Hospital

### Cell phones and wireless

Please read and follow all signs posted in the hospital about restrictions on the use of cell phones, wireless computers, and other wireless devices that transmit radio signals. Restrictions may exist in hospital areas such as Operating Rooms, Transplant Intensive Care Rooms, and Radiology Imaging Rooms. Do not use cell phones or any wireless device within 6 feet of medical equipment in patient care areas.

### Condition H (Help)

We view the patient and the family as our partners in care. When you feel something is not right with the patient's care, Condition H is a way to tell us. Call Condition H if the patient has a noticeable medical change and you have alerted the health care team, but they have not recognized the concern. Call Condition H about a breakdown in how care is given to the patient or confusion over what care is needed. The patient or the family may place the call.

Dial 7-3131 from any hospital phone. Give your name, your location, and the patient room number. Condition H will be announced overhead, and a unit nurse will come to assess the medical need. Patient Relations will connect to you by phone so that you can voice your concern and begin resolution.

### Safety and security

Please be extra careful and safety conscious in the hospital. Do as staff members ask in order to keep all of our patients, visitors, and staff safe. Patients with valuables at the hospital should give them to a family member or arrange to store them with Security. Security is available 24 hours a day. If you need assistance, you can reach Security at 412-647-3191.

### Smoke-free campus

To protect our patients, visitors, and staff from the harmful effects of second-hand smoke, smoking is not permitted anywhere on UPMC property. All UPMC hospitals, facilities, and grounds, including parking lots, garages, and other outdoor locations, are smoke-free as of July 1, 2007. UPMC has no designated smoking areas. If you choose to smoke, you cannot do so on the UPMC campus. Anyone who smokes does so against UPMC's advice and assumes the risk for any consequences. For information about smoking and how to quit, access the patient education materials on UPMC's website at <http://patienteducation.upmc.com> (select Smoking).



## Things to Do in the Area

### In and near Oakland

#### **Carnegie Library of Pittsburgh**

4400 Forbes Ave., Oakland

412-622-3116 or [www.clpgh.org](http://www.clpgh.org)

Main branch of the Carnegie Library. Monday through Thursday, 10 a.m. to 8 p.m.; Friday and Saturday, 9 a.m. to 5:30 p.m.; and Sunday 1 to 5 p.m. Summer hours may differ.

#### **Carnegie Museums of Pittsburgh**

4400 Forbes Ave., Oakland

412-688-8628 or [www.carnegiemuseums.org](http://www.carnegiemuseums.org)

Museum of Art and Museum of Natural History. Tuesday through Saturday, 10 a.m. to 5 p.m.; Sunday, noon to 5 p.m.

#### **Cathedral of Learning**

University of Pittsburgh

Fifth Ave. and Bigelow Blvd., Oakland

412-624-6000 or [www.tour.pitt.edu](http://www.tour.pitt.edu)

Soaring gothic revival structure featuring 26 Nationality Rooms — classrooms designed in the styles of various cultural heritages. Weekdays, 9 a.m. to 4 p.m.; Saturday, 9:30 a.m. to 2:30 p.m.; and Sunday, 11 a.m. to 2:30 p.m. Call for tours.

#### **Frick Art and Historical Center**

7227 Reynolds St., Point Breeze

412-371-0600 or [www.frickart.com](http://www.frickart.com)

Clayton, the restored 19th century home of industrialist Henry Clay Frick, Frick Art Museum, Car and Carriage Museum, Museum Shop, Greenhouse, and Café. Closed Mondays and major holidays. Call for reservations.

#### **Heinz Memorial Chapel**

South Bellefield Ave., at the Cathedral of Learning, Oakland

412-624-4157 or [www.heinzchapel.pitt.edu](http://www.heinzchapel.pitt.edu)

A foremost example of French Gothic architecture with renowned stained glass windows. Open for public viewing Sunday through Friday.

#### **Jewish Community Center**

5738 Forbes Ave. near Murray Ave., Squirrel Hill

412-521-8010 or [www.jccpgh.org](http://www.jccpgh.org)

Temporary passes available to patients and their families. Temporary preschool available, depending on space.

#### **Phipps Conservatory and Botanical Gardens**

Schenley Dr., in Schenley Park, Oakland

412-622-6914 or [www.phipps.conservatory.org](http://www.phipps.conservatory.org)

A Victorian glasshouse featuring exotic plants and flowers, with lush outdoor gardens, seasonal shows, and exhibits. Daily, 9:30 a.m. to 5 p.m.

#### **Pittsburgh Center for the Arts**

Corner of Fifth and Shady avenues, Shadyside

412-361-0873 or [www.pittsburgharts.org](http://www.pittsburgharts.org)

Exhibits, classes, and gift shop; located in historic Mellon Park.

### **The Pittsburgh Playhouse**

222 Craft Ave., Oakland  
412-621-4445 or [www.pittsburghplayhouse.com](http://www.pittsburghplayhouse.com)  
Plays and children's theater, September through May.

### **Schenley Park**

Schenley Dr., Oakland  
412-682-7275 or [www.pittsburghparks.org](http://www.pittsburghparks.org)  
Beautiful wooded grounds with hiking and biking trails, swimming pool, picnic shelters, ice skating rink, golf course, ball fields, and visitor center with café.

### **Schenley Plaza**

Forbes Ave. and Schenley Dr., Oakland  
412-682-7275 or [www.schenleyplaza.org](http://www.schenleyplaza.org)  
Grand entrance to Schenley Park, with carousel, food concessions, shaded tent area, lawn and gardens, summer concerts, and other events.

### **Soldiers and Sailors Memorial Hall and Museum**

4141 Fifth Ave., Oakland  
412-621-4253 or [www.soldiersandsailorshall.org](http://www.soldiersandsailorshall.org)  
Hall of Valor and exhibits from the Civil War to present day conflicts. One of the largest museums dedicated to honoring U.S. veterans.

### **Stephen Foster Memorial**

Forbes Ave. at the Cathedral of Learning, Oakland  
412-624-4100 or [www.pitt.edu](http://www.pitt.edu)  
The Center for American Music has an extensive collection of artifacts and memorabilia from the American composer's life and 19th and 20th century culture and music. Monday through Friday, 9 a.m. to 4 p.m. Admission free; guided tours by appointment for a donation.

The Stephen Foster Memorial Theater hosts drama, music, and dance, including University of Pittsburgh Theatre Arts Department productions.

### **University of Pittsburgh**

Sports tickets and information:  
Phone: 412-648-8300  
Web: <http://pittsburghpanthers.com>

Theater and other cultural events:  
Phone: 412-624-7529  
Web: <http://www.play.pitt.edu>

## **In and near downtown**

Downtown Pittsburgh, known locally as the Golden Triangle, offers several upscale hotels, many fine restaurants, Point State Park, and many opportunities for recreation and relaxation.

### **Culture**

Pittsburgh is home to many arts organizations, including the Pittsburgh Symphony, Pittsburgh Opera, Pittsburgh Ballet Theatre, Pittsburgh Public Theater, City Theatre, American Wind





Symphony, Mendelssohn Choir, River City Brass Band, and Civic Light Opera. Pittsburgh's cultural district attracts major artists, entertainers, and Broadway theater productions.

## Sports

Pittsburgh is a major sports town — home of Pittsburgh Steelers football, Pirates baseball, and Penguins hockey. College and university teams include the University of Pittsburgh Panthers, Duquesne Dukes, and Carnegie Mellon Tartans. PNC Park and Heinz Field are located on the North Shore, across the Sixth St. Bridge from downtown, and Mellon Arena sits in the uptown section.

## Shopping

Shopping opportunities abound. In downtown Pittsburgh are major department stores Macy's (Fifth Ave. and Smithfield St.) and Saks (Oliver Ave. and Smithfield). Specialty shops offer the convenience of mall shopping downtown at One Oxford Centre (Grant St. and Fourth Ave.) and Fifth Avenue Place (Fifth and Stanwix St.). Near downtown on the South Side is Station Square (across the Smithfield St. Bridge), SouthSide Works (across Hot Metal Bridge from Second Ave.), and the Strip District (Liberty Ave. between 16th and 25th streets).

## Family Attractions

Pittsburgh is a family-oriented city, where families can enjoy the Pittsburgh Zoo and PPG Aquarium, Carnegie Science Center and UPMC SportsWorks, Pittsburgh Children's Museum, National Aviary, Senator John Heinz Pittsburgh Regional History Center, Fort Pitt Museum and Blockhouse, Gateway Clipper Cruises, Monongahela and Duquesne Inclines, Kennywood amusement park, and Sandcastle Waterpark.

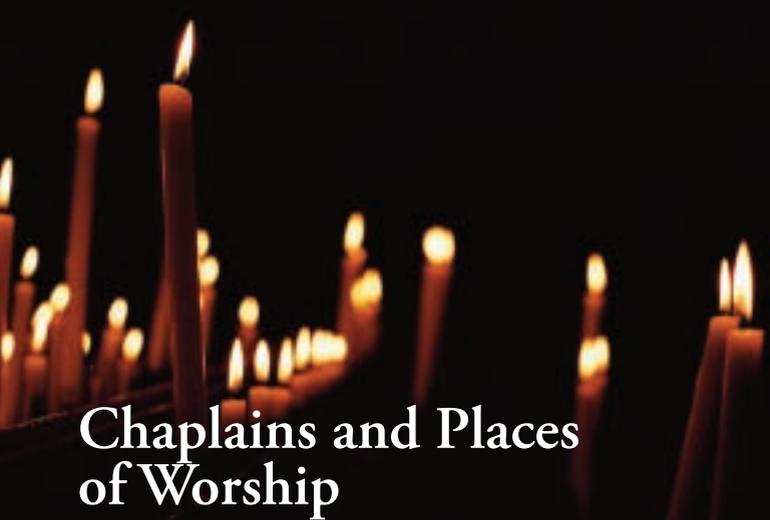
## More Information

### Visit Pittsburgh

Greater Pittsburgh Convention and Visitors Bureau

Toll-free: 1-800-359-0758

Web: [www.visitpittsburgh.org](http://www.visitpittsburgh.org)



# Chaplains and Places of Worship

## At the hospitals

### Chaplains

Chaplains of various faiths are available during the daytime, seven days a week, if you wish to arrange for a visit. Chaplains provide nighttime coverage for emergency situations. Visits by clergy of other faiths can be arranged, and your own clergy are welcome to visit you. To request a chaplain visit, please call Pastoral Care at 412-647-7560.

### Chapels

The two chapels are open 24 hours a day. Prayer books, Bibles, electric Sabbath candles, prayer rugs, and other religious items are available upon request. For a schedule of worship services, call Pastoral Care at 412-647-7560.

### Interfaith Chapel

UPMC Presbyterian, first floor, room E-173

### Interfaith Meditation Room

UPMC Montefiore, 7 Main lobby

## In and near Oakland

Clergy of many faiths and numerous places of worship are located in or near Oakland. For directions or more information, call Patient Relations at 412-647-7615.

### Bellefield Presbyterian Church

Fifth Ave. and Thackeray St., Oakland  
412-687-3222

### Calvary Episcopal Church

315 Shady Ave., Shadyside  
412-661-0120

### Church of Christ (non-denominational)

Fifth Ave. and Beechwood Blvd., Point Breeze  
412-361-5632

### Church of the Ascension (Episcopal)

4729 N. Ellsworth Ave., Oakland  
412-621-4361

### Community of Reconciliation (Protestant)

100 N. Bellefield Ave., Oakland  
412-682-2751

### Congregation Beth Shalom

(Jewish Conservative)  
5915 Beacon St., Squirrel Hill  
412-421-2288

### Congregation Poale Zedeck (Jewish Orthodox)

Shady and Phillips avenues, Squirrel Hill  
412-421-9786

**East End Assembly of God**

430 S. Evaline St., Bloomfield  
412-687-3493

**East Liberty Presbyterian Church**

Penn and Highland avenues, East Liberty  
412-441-3800

**First Baptist Church**

159 N. Bellefield Ave., Oakland  
412-621-0500

**First Church of Christ Scientist**

201 N. Dithridge St., Oakland  
412-621-5339

**First Trinity Evangelical Lutheran Church**

535 N. Neville St., Oakland  
412-683-4121

**First Unitarian Church**

605 Morewood Ave., Shadyside  
412-621-8008

**First United Methodist Church**

5401 Centre Ave., Shadyside  
412-681-4222

**Friends Meeting House** (Quaker)

4836 Ellsworth Ave., Oakland  
412-683-2669

**Heinz Memorial Chapel** (non-denominational)

Bellefield Ave. between Forbes and Fifth, Oakland  
412-624-4156

**Hindu Jain Temple**

615 Illini Dr., Monroeville, Pa. (outside the city)  
724-325-2073

**Holy Spirit Byzantine Catholic Church**

4815 Fifth Ave., Oakland  
412-687-1220

**Islamic Center of Pittsburgh**

4100 Bigelow Blvd., Oakland  
412-682-5555

**New Hope Christian Church**

134 N. Dithridge St., Oakland  
412-621-6566

**New Light Congregation** (Jewish Conservative)

1700 Beechwood Blvd. and Forbes Ave.,  
Squirrel Hill  
412-421-1017

**Pittsburgh Buddhist Center**

(Theravada Buddhist)  
111, Route 908  
Natrona Heights, Pa. (outside the city)  
724-295-2525

**Rodef Shalom Temple** (Jewish Reform)

4905 Fifth Ave., Oakland  
412-621-6566





**Sacred Heart Catholic Church**

310 Shady Ave., Shadyside  
412-661-0187

**Shaare Torah Congregation** (Jewish Orthodox)

2319 Murray Ave., Squirrel Hill  
412-421-8855

**Shadyside Presbyterian Church**

5121 Westminster Pl., Shadyside  
412-682-4300

**Sri Venkateswara Temple** (Hindu)

1230 S. McCully Dr., Penn Hills, Pa.  
(outside the city)  
412-373-3380

**St. Andrew Lutheran Church**

304 Centre Ave. at Morewood, Shadyside  
412-682-3342

**St. George Antiochian Orthodox Church**

3400 Dawson St., Oakland  
412-681-2988

**St. Hyacinth/St. Regis Church** (Roman Catholic)

(Hispanic/Latino community)  
3201 Craft Pl., Oakland  
412-687-6292 (bilingual)

**St. Nicholas Greek Orthodox Cathedral**

419 S. Dithridge St., Oakland  
412-682-3866

**St. Paul Cathedral** (Roman Catholic)

Fifth Ave. at N. Craig St., Oakland  
412-621-4951

**Temple Sinai** (Jewish Reform)

5505 Forbes Ave., Squirrel Hill  
412-421-9715

**Tree of Life Congregation** (Jewish Conservative)

Wilkins and Shady avenues, Squirrel Hill  
412-521-6788

**Zen Center of Pittsburgh** (Soto Zen Buddhist)

124 Willow Ridge Rd., Sewickley, Pa.  
(outside the city)  
412-741-1262

*Information for Families and Friends at UPMC Presbyterian and UPMC Montefiore is produced by UPMC Corporate Communications. Call 412-647-9900 with questions or comments.*

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