

Welcome to UW Health East Madison Hospital

# Patient and family guide

It is an honor to care for you and your family. We pride ourselves on providing patient and family-centered care.

Your health and safety are our highest priority.

We encourage you to talk with your doctors and nurses if you have any questions about your care or safety as a patient.

*Visitation should not be denied on the basis of race, creed, color, national origin, ancestry, religion, gender, gender identity or expression, sexual orientation, marital status, age or handicap.*

This is a snapshot of services available to you and your family. Visit [uwhealth.org/patientguides](http://uwhealth.org/patientguides) or scan code to see all services and updates available.



**UWHealth**

## UW Health East Madison Hospital helpful contacts and phone numbers

Advance directives .....	(608) 263-8574
Chaplain .....	(608) 263-8574
Guest Services and hotel reservations .....	(608) 440-6242
Pharmacy.....	(608) 440-6357
Food and beverages / room service .....	• MyChart Bedside tablet • Room service app (CBORD Patient) • *FOOD (*3663) on room phone • (608) 265-0202 on mobile device
Security.....	(608) 440-6666

### Stay in touch with friends and loved ones

We understand family and loved ones provide emotional support and comfort to you. We encourage you to stay in touch virtually with friends and loved ones. We are pleased to offer Webex Meet (Virtual Visitor) technology if you do not have a personal device or if you want a secure, private connection that allows your family to be involved in your care. You can access Webex Meet from your MyChart Bedside tablet. Please talk with your nurse.

Please visit [uwhealth.org/patientguides](http://uwhealth.org/patientguides) for step-by-step instructions on how to access Webex Meet.

We must take greater care  
to safeguard your health.

Visit [uwhealth.org/patientguides](http://uwhealth.org/patientguides)  
for visitor requirements and  
how you can have virtual visits  
with family and loved ones.

### Your rights and responsibilities

Our patients have the following rights and responsibilities regardless of age, ancestry, color, creed, disability, gender, gender identity or expression, marital status, military or protected veteran status, national origin, newborn status, parental or familial status, political affiliation, race, religion, sex, sexual orientation or source of payment.

#### Patient rights

- Access to care and treatment without discrimination
- Respect for your dignity and privacy
- Information you can understand
- Participation in decisions about your care
- Care that supports you and your family
- Access to your billing and medical records

#### Patient responsibilities

You can help us provide you with the best possible care by following these responsibilities:

- Follow hospital rules and regulations
- Respect the rights of other patients, families, visitors and staff
- Provide accurate and complete information to your medical team about your health and healthcare
- Ask for more information if you do not understand your illness or treatment
- Work actively with your caregivers to implement your treatment plan
- Treat healthcare providers, employees and other patients with respect

Our Patient Relations staff can help you understand our organizational policies. Please visit [uwhealth.org/patientrights](http://uwhealth.org/patientrights) for a complete list of your rights and responsibilities as a patient.

## Hospital maps and finding your way around

Visit [uwhealth.org/patientguides](http://uwhealth.org/patientguides) or stop by the information desk for hospital maps.

## Your care and your care team

Every day, your care team will discuss your goals, answer your questions and confirm next steps in your healthcare plan, including tests, treatments, medicines, and discharge plans. We want to make sure you understand what is being planned for your care. If we use language you do not understand, please ask us to clarify.

## Services to support your health and healing

**Chaplains** can provide a supportive, caring and compassionate presence to you and your family, especially during worrisome times of being in the hospital.

**Financial counselors** can answer questions and set up payment plans, because medical bills can cause financial stress.

**Gift shops** can deliver personal care items, such as phone chargers, reading glasses, toothbrushes and more to your room.

**Hotels** with a special “patient and family rate” for out-of-town patients and families.

## During your hospital stay

### Your hospital room

We are pleased to provide a clean and comfortable environment that supports your health and recovery. During quiet times, we will dim the lights and use softer voices when speaking. If noise is a problem, please talk with your nurse about options to mask sounds, such as requesting a sleep kit, wearing earplugs or listening to peaceful nature sounds on your television.

We recommend that you bring only essential items with you.

- Cell phones, tablets and electronic devices are allowed. Do not take electronic devices to imaging exams or procedures.

- Keep your belonging secure. Put your name on walkers, canes and wheelchairs.
- Avoid placing any personal item—including dentures, eyeglasses and hearing aids—on a meal tray, under a pillow, on the sheets, in a robe pocket or in any concealed place where they may be lost or accidentally thrown away.

While we certainly try to return lost items to their owners, UW Health is not responsible for replacing lost or misplaced items. For tips how to keep your personal items secure or how to file a lost items report, please talk with your nurse or visit [uwhealth.org/patientguides](http://uwhealth.org/patientguides).

### Free wireless internet (WiFi) access

Connect your smartphone, tablet or laptop to ‘Free WiFi UW Health’

### Television and movies

Watch cable TV, movies or a relaxation channel:

66... Humor Channel

67... Relaxation Channel

69... Meditation videos

Our streaming movie service allows you the flexibility to start, pause or stop programming around your schedule. Visit [uwhealth.org/patientguides](http://uwhealth.org/patientguides) for instructions how to stream movies on your bedside tablet or personal mobile device.

### Comfortable and healing environment

A change in position, extra pillows, a warm blanket, hot or cold packs may help your comfort level. Visit us online for pain management or comfort options and ways to pass the time.

If you are feeling stressed by being in the unfamiliar environment of a hospital or by life events, please talk with your care team or check out online resources that are available.

### Room cleaning

Every surface in your room has been thoroughly cleaned with hospital-grade cleaning products. We also use a UV disinfection robot to make sure your room is germ free—from top to bottom.

# Room service menu

## Patients may order room service, 6:30 am-7 pm three ways:



1. On your MyChart Bedside tablet
2. Our room service app (CBORD Patient)
  - Download the app to your mobile device
  - Use facility ID uwh53792 when placing your order
3. Call
  - \*FOOD (\*3663) on room phone
  - (608) 265-0202 on your mobile device

Your meal will be prepared and delivered to your room within an hour or you may have it delivered at a specific time around scheduled treatments or therapies.


Visitors: Please ask your nurse about availability of guest tray service as it may vary.

## Breakfast (available all day)

### Hearty hot cereal

Select from oatmeal, cream of wheat or cream of rice  served with your choice of berry compote and/or walnuts 

### Cold cereal

Cheerios® , Corn Flakes®, Honey Nut Cheerios®, , Rice Chex® , Raisin Bran®

### Scrambled eggs

Fluffy scrambled eggs

### Breakfast sandwich

A toasted English muffin topped with one egg and choice of ham, bacon, turkey sausage and/or cheese

### Omelet

Three eggs with your choice of: ham, chicken, green bell peppers, onions, tomatoes, mushrooms, spinach and cheese

### Pancake

A fluffy buttermilk or blueberry pancake

### Mixed berry crêpes

Two crêpes filled with warm berry compote

### Fruit and yogurt parfait

Layers of vanilla Greek yogurt and fruit, and granola served on the side *(Contains nuts)*

### French toast

French toast made with wheat or white bread


## Breakfast sides

Turkey sausage patty 

Ham 

Pork sausage links 

Bacon 

English muffin  

Hash browns  

Toast    
*(whole-wheat, white, rice )*

Bagel  *(plain, cinnamon raisin)*

Mini muffin  *(blueberry, apple bran)*

Greek yogurt   *(blueberry, strawberry, vanilla)*

## Fruits

Apple *(whole or sliced)*

Applesauce

Banana

Strawberries

Grapes

Orange

Fruit cup *(mandarin oranges, peaches, pears, prunes, fruit cocktail)*

Raisins

Cantaloupe

Pineapple

Watermelon

To prevent foodborne illness, eggs and meat are thoroughly cooked.



Remember to clean hands before eating.


Order room service, 6:30 am-7 pm

## Lunch and dinner (Create a healthy meal by adding a vegetable and fruit side of your choice.)


### Macaroni and cheese

Creamy house-made macaroni and cheese

### Spaghetti

Spaghetti served with marinara sauce   
or meat sauce

### Chicken

Grilled chicken breast  with choice of honey mustard or BBQ sauce

### Carved roast turkey

Oven-roasted turkey breast

### Chicken pot pie

Peas, carrots and diced chicken in a cream sauce, and topped with puff pastry

### Grilled salmon

Fresh grilled salmon with house-made mustard dill sauce *(optional)*



### Baked cod

Lightly seasoned baked cod

### Meatloaf

Ground beef seasoned with herbs

### Taco

One taco filled with your choice of chicken, white fish, beans , or vegetable  topped with choice of lettuce, green bell pepper, mushroom, diced tomato, salsa and cheese

### Linguine primavera

Linguine served with spinach, tomato, mushroom, onion and garlic olive oil sauce

### Linguine with shrimp scampi

Linguine served with shrimp, garlic, mint, oregano and olive oil finished in a butter sauce

### Cheese lasagna

Layered lasagna noodles, marinara tomato sauce and mozzarella cheese. Sauce optional: marinara or meat sauce

### Chicken Parmesan

Chicken breast topped with house-made marinara and melted cheese *(order pasta separately)*

### Pot roast

Wisconsin beef roasted to perfection

## Flat-bread pizza

Build your own pizza with flat bread, pizza sauce and your favorite toppings.  
Gluten-free crust available upon request.

Cheese  
Sausage  
Ham

Pineapple  
Chicken  
Pepperoni

Black olives  
Green bell peppers  
Mushrooms






Onion  
Tomato  
Spinach


## Vegetables

Steamed broccoli  
Steamed carrots  
Steamed peas  
Steamed cauliflower





Steamed green beans  
Sautéed vegetable blend





## Savory sides



Baked potato   
White rice   
Brown rice   
Mashed potato   
Corn 





Refried beans   
Buttered noodles  
Dinner roll  
Garlic bread

## Snacks

Chips  (*Sunchips®*,  
*baked potato chips*)   
Raw vegetables with hummus  or ranch dip 

Cottage cheese    
Greek yogurt    
*(blueberry, strawberry, vanilla)*

Crackers (*saltines*,  
*graham crackers*)   
Granola bar  
Fruit leather 

Trail mix   
Popcorn   
String cheese  

## Soups

Chicken noodle

Tomato 🌱

Vegetable 🌱

Cream of potato

Soup of the day

Broth (beef 🌱 GF, chicken 🌱 GF, vegetable 🌱)

## Salads

Garden side salad 🌱 🍅 GF

Mixed greens, tomato, cucumber

Caesar salad 🍅

Romaine lettuce, Parmesan cheese, croutons, tomato, served with or without a grilled chicken breast

## Dressings

Balsamic vinaigrette GF

Caesar GF

Italian (regular or fat free)

Ranch GF (regular or fat free)

French GF (regular or fat free)

## Hot sandwiches

### Quesadilla

Melted cheese in a folded tortilla served with your choice of lettuce, diced tomato, guacamole and salsa GF (Available as bean and cheese 🌱 or chicken and cheese upon request)

### Burger

Select a beef hamburger, turkey burger, salmon burger or black bean burger 🌱 with your choice of lettuce, tomato, onion and cheese, served on a bun

### Sloppy Joe

Slow-cooked ground beef in rich tomato sauce, served with or without a bun

### Grilled chicken 🍅

Grilled chicken breast with your choice of lettuce, tomato, onion and cheese, served on a bun.

### Grilled cheese 🌱

Your choice of cheese grilled on your choice of bread (Bread and cheese options are listed below)

## Cold sandwiches (Condiments available upon request)

### Build your own sandwich

Select from the following: Beef, ham, turkey, bacon, cheese, chicken salad 🍅, egg salad 🌱, tuna salad 🍅, peanut butter and jelly 🌱

Add your toppings: *Lettuce, tomato, raw onions, grilled onions, pickles, pickle relish, hummus*

Choose your bread: *baguette, whole-wheat, white, whole-grain wrap, rice bread* GF

Cheese: *American cheese, Cheddar, provolone, Swiss, pepper jack, low-sodium Cheddar*

### Veggie 🌱

Provolone cheese, avocado, mixed greens, cucumber and tomato on your choice of bread


### Turkey and avocado

Turkey, avocado, lettuce, tomato on your choice of toasted bread

## Desserts

Apple pie

Fruit smoothies  (mixed berry, strawberry-banana)


Sugar-free cookie  (lemon, chocolate chip)

Gelatin  (regular, sugar-free )

Pudding (vanilla, chocolate, sugar-free )

Banana bread 

Angel food cake 

Cookie  (chocolate chip, cranberry oatmeal, sugar)

## Frozen desserts

Frozen yogurt

Sherbet  (raspberry, orange)

Sugar-free sorbet  (orange, strawberry)

Milkshake (vanilla, chocolate)


Popsicle (regular , sugar-free )


Fruit ice  (orange, cherry)

## Beverages

### Cold beverages

Water 


Sparkling water (lime watermelon, blueberry pomegranate) 

Unsweetened iced tea  (regular, decaffeinated)

Lemonade (sugar-free)

Powerade Zero® (fruit punch, mixed berry)

### Hot beverages

Hot chocolate (regular , sugar-free)


Tea  (black, green, herbal)

Coffee  (regular, decaffeinated)

### Milk

Dairy milk  (skim , 2%, whole, chocolate)

Lactose-free milk   (skim)

Non-dairy milk  (almond)

### Juices

Orange

Prune

Apple

V8® vegetable (low-salt)

Cranberry

Grape



**Remember to clean hands before eating.**

- Clean hands before eating.
- Consume food and beverages in your room.
- When care team members are in the room, visitors should refrain from eating and replace face covering.

# Language accessibility and nondiscrimination at UW Health

## English

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-608-262-9000 (TTY: 711).

UW Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

## Hmoob (Hmong)

LUS CEEB TOOM : Yog koj xav tau kev pab txhais lus, taw tes rau kab ntauw uas yog koj cov lus es ib tug neeg txawj txhais lus mam li pab txhais lus pub dawb rau koj. 1-608-262-9000 (TTY: 711).

Lub chaw ua hauj lwm no yeej ua raws li txhua yam kev cai lij choj uas tiv thaiv tib neeg txoj cai thiab yuav tsis pub muaj kev cais pab pawg los yog txwv kev pab cuam rau ib tug neeg twg vim nws yog haiv neeg txawv, muaj cev nqaij daim taww uas yog txawv xim, tuaj lwm lub teb chaws tuaj, hnub nyoog laus los hlluas, xiam oos khab, los yog ib tug poj niam los txiv neej.

## Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-608-262-9000 (TTY: 711).

UW Health erfüllt die geltenden amerikanischen Bürgerrechtsgesetze und nimmt keinerlei Diskriminierung bezüglich Rasse, Hautfarbe, nationaler Herkunft, Alter, Behinderung oder Geschlecht vor.

## Русский (Russian)

ВНИМАНИЕ! Если Вы говорите по-русски, Вам могут быть бесплатно предоставлены услуги языкового сопровождения. Звоните по телефону: 1-608-262-9000 (TTY: 711).

UW Health соблюдает действующее федеральное законодательство в области защиты прав человека и не допускает дискриминации по таким признакам, как раса, цвет кожи, национальность, возраст, ограниченные возможности или пол.

## Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi 1-608-262-9000 (TTY: 711).

UW Health tuân thủ các luật về quyền công dân Liên Bang được áp dụng và không phân biệt đối xử trên cơ sở chủng tộc, màu da, nguồn gốc quốc gia, tuổi tác, khuyết tật, hoặc giới tính.

## ພາສາລາວ (Lao)

ກະລຸນາຮູ້ວ່າ ຖ້າຫາກວ່າທ່ານຕ້ອງການການບໍລິການການຊ່ວຍເຫຼືອເປັນພາສາ, ຊື່ປຶ້ມພາສາຂອງທ່ານແລະນາຍແປພາສາມີຄຸນສົມບັດຈະບໍລິການເປັນພາສາໃຫ້ທ່ານພຣີໂດຍສະເລ່ຍໃຊ້ຈ່າຍ. 1-608-262-9000 (TTY: 711).

ອົງການຈັດຕັ້ງນີ້ເປັນໄປຕາມລະບຽບກົດໝາຍສິດທິພົນລະເຮືອນ ວັດຖະບານກາງສາມາດນຳໃຊ້ແລະບໍ່ເລືອກປະຕິບັດບົນພື້ນຖານຂອງ ເຊື້ອຊາດ, ສີເຜິ້ງ, ຊາດກຳເນີດ, ອາຍຸ, ຄວາມພິການ, ຫຼື ເພດຍິງຫຼືຊາຍ.

## Polski (Polish)

UWAGA: jeśli mówisz po polsku, możesz skorzystać z bezpłatnych usług tłumaczeniowych. Zadzwoń pod nr 1-608-262-9000 (TTY: 711).

UW Health zapewnia zgodność z obowiązującymi federalnymi prawami obywatelskimi i nie dopuszcza się dyskryminacji ze względu na rasę, kolor skóry, pochodzenie narodowe, wiek, niepełnosprawność lub płeć.

## Shqip (Albanian)

VINI RE: Nëse flisni shqip, ju ofrohen shërbime gjuhësore pa pagesë. Telefononi numrin 1-608-262-9000 (TTY: 711).

"UW Health" vepron në përputhje me ligjet e zbatueshme federale të të drejtave civile në fuqi dhe nuk diskriminon në bazë të racës, ngjyrës, origjinës kombëtare, moshës, aftësisë së kufizuar apo gjinisë.

## Español (Spanish)

ATENCIÓN: si habla español, hay servicios de asistencia lingüística gratuitos disponibles para usted. Llame al 1-608-262-9000 (TTY: 711).

UW Health cumple con las leyes federales vigentes de derechos civiles y no discrimina con base en la raza, el color, el país de origen, la edad, la discapacidad o el sexo.

## 繁體中文 (Chinese)

請注意：如果您說中文，可使用我們免費提供的語言服務。請致電 1-608-262-9000 (TTY: 711)

UW Health 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

## عربي (Arabic)

تنبيه: إذا كنت تتحدث اللغة العربية، يمكنك الحصول على خدمات المساعدة اللغوية المجانية. اتصل على الرقم 1-608-262-9000 (TTY: 711).

يمثل نظام UW Health لقوانين الحقوق المدنية الفيدرالية السارية ولا يُميز على أساس العرق أو اللون أو الأصل القومي أو السن أو الإعاقة أو الجنس.

## 한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-608-262-9000 (TTY: 711)번으로 전화해 주십시오.

UW Health 는 해당 연방 인권법을 준수하며 인종, 피부색, 출신 국가, 연령, 장애 또는 성별에 근거하여 차별하지 않습니다.

## Deutsch (Pennsylvania Dutch)

GEBT ACHT: Wann du Schprooch Hilfe brauchsch, zeig mol dei Schprooch un en Iwwersetzer waerr grickt sei, mitaus Koscht. 1-608-262-9000 (TTY: 711).

Des Organization complies mit applicable Federal civil Rechte un discriminates net uff de Basis vun Rass, Fareb, Herrkunft, Elder, Disability, odder Geschlecht.

## Français (French)

ATTENTION : si vous parlez français, des services d'assistance linguistique sont à votre disposition gratuitement. Appelez le 1-608-262-9000 (TTY: 711).

UW Health respecte la législation fédérale en vigueur en termes de droits civils et ne pratique aucune discrimination basée sur la race, la couleur, le pays d'origine, l'âge, le handicap ou le sexe.

## हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-608-262-9000 (TTY: 711).

UW Health लागू होने योग्य संघीय नागरिक अधिकार कानूनों का अनुपालन करता है और यह जाति, रंग, राष्ट्रीय मूल, आयु, अक्षमता या लिंग के आधार पर भेदभाव नहीं करता है।

## Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng tagalog, available para sa iyo nang libre ang mga serbisyong tulong sa wika. Tumawag sa 1-608-262-9000 (TTY: 711).

Ang UW Health ay sumusunod sa nasaangkop na mga Pederal na batas sa karapatang sibil at hindi nandiskrimina batay sa lahi, kulay, bansang pinagmulan, edad, kapansanan o kasarian.