

Welcome to University 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.

*This is safe and healing environment where everyone is treated with the highest level of respect. Our goal is for you to experience remarkable medicine and remarkable care. We show respect to you in many ways, such as attending to your needs, listening to you, including you in treatment decisions, and addressing you in the way you prefer to be greeted.*

*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](https://uwhealth.org/patientguides) to see all services and updates available.



**UWHealth**

## University Hospital helpful contacts and phone numbers

Advance directives .....	(608) 263-8667
Chaplain .....	(608) 263-8574
Gift shop.....	(608) 263-6472
Housekeeping.....	(608) 263-1260
Hotel reservations .....	(608) 263-0315
Information.....	(608) 263-0315
Pharmacy.....	(866) 894-3784 (866) UWH-DRUG
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) 890-5555

## 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 an 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.

### Keeping your personal belongings safe

You are welcome to bring personal items with you to make your stay more comfortable. 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 belongings 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 visit [uwhealth.org/patientguides](http://uwhealth.org/patientguides) or talk with your nurse.

### 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. If you would like a listing of TV channels, please ask your nurse.

69...Humor Channel

73...Relaxation Channel

74...C.A.R.E. Channel (Nature)

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 [uwhealth.org/patientguides](http://uwhealth.org/patientguides) 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® , Rice Krispies®, Shredded Wheat®, 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

### French toast

French toast made with wheat or white bread

### Mixed berry crêpes

Two crêpes filled with warm berry compote

### Pancake

A fluffy buttermilk or blueberry pancake

### Fruit and yogurt parfait

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

## Breakfast sides

Turkey sausage patty 

Bacon 

Ham 

Pork sausage links 

English muffin  

Hash browns  

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

Bagel  (*plain, cinnamon raisin*)

Mini muffin  (*blueberry, apple-bran*)

Greek yogurt   (*blueberry, strawberry, vanilla*)

## Fruits

Apple (*whole or sliced*)

Applesauce

Banana

Strawberries

Grapes

Orange

Fresh fruit cup

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

Raisins

Cantaloupe

Pineapple

Watermelon

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

Order room service anytime between 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



### Tuna noodle casserole

Tender egg noodles with tuna, peas, mushrooms and cheddar in cream sauce

### Beef stew

Slow-cooked beef, peas, carrots and potatoes in brown gravy. Topped with puff pastry (*optional*)

### Spaghetti

Spaghetti served with your choice of meat sauce, marinara sauce  or primavera marinara 

### Chicken Parmesan

Grilled chicken breast served with marinara and a combination of mozzarella and Parmesan (*order pasta separately*)

### 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, meat or primavera marinara

### Chicken

Grilled  chicken breast with choice of honey mustard sauce or BBQ sauce

### Baked cod

Lightly seasoned baked cod



### Grilled salmon

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

### Carved roast turkey

Oven-roasted turkey breast


### Taco

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

### Chicken pot pie

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

### Sweet Thai stir-fry

Stir-fried vegetables served with your choice of chicken, beef or tofu  on a bed of rice with a sweet and tangy sauce

### Meatloaf

Ground beef seasoned with herbs

### 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.)

Sausage	Green bell peppers
Ham	Mushrooms
Chicken	Onion
Cheese	Tomato
Pepperoni	Spinach
Black olives	Pineapple



Remember to clean hands before eating.

- Consume food and beverages in your room.

## Soups

Chicken noodle

Vegetable 🌱

Vegetarian chili 🌱

Cream of potato 🌱

Tomato 🌱

Soup of the day

Broth (beef 🌱🍷🍷🍷<sup>GF</sup>,  
chicken 🌱🍷<sup>GF</sup>,  
vegetable 🌱)

## Salads (Add chicken breast or sauteed tofu to any salad)

Garden side salad 🌱🍷<sup>GF</sup>

Mixed greens, tomato, cucumber

### Asian salad

Your choice of grilled chicken 🍷<sup>GF</sup> or tofu 🌱 with pea pods, cabbage, lettuce, wontons, cilantro, sesame ginger dressing

Greek salad 🌱🍷<sup>GF</sup>

Romaine lettuce, feta cheese, tomato, red bell pepper, red onion, Kalamata olives

Caesar salad 🍷

Romaine lettuce, Parmesan cheese, croutons, tomato, served with grilled chicken breast 🍷<sup>GF</sup> (optional)

## Dressings

Balsamic vinaigrette 🍷<sup>GF</sup>

Caesar 🍷<sup>GF</sup>

Sesame ginger

French 🍷<sup>GF</sup>

(regular or fat free)

Italian

(regular or fat free)

Ranch 🍷<sup>GF</sup>

(regular or fat free)

## Hot sandwiches\*

### Roast beef

Savory beef served on a toasted baguette with your choice of cheese, peppers and/or onions

### Quesadilla

Melted cheese in a folded tortilla served with your choice of lettuce, diced tomato, guacamole and salsa 🍷<sup>GF</sup> (Available with beans 🌱, chicken or beef)

### Burgers

Select a hamburger, black bean 🌱, turkey 🍷, salmon 🍷, 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 on the right*

## Cold sandwiches\*

### Turkey and avocado

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

### Veggie 🌱

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

### 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, hummus

Choose your bread: Whole-wheat, white, whole-grain wrap, baguette, rice bread 🍷<sup>GF</sup>

Cheese: American, cheddar, provolone, Swiss, pepper jack, low-sodium cheddar






**\*Condiments available upon request**



## Vegetables

Steamed broccoli  
Steamed cauliflower  
Steamed carrots  
Steamed peas







Steamed green beans  
Sautéed vegetable blend






## Savory sides





Baked potato   
Baked sweet potato   
Mashed potato   
Corn   
Brown rice 

White rice   
Refried beans   
Buttered noodles  
Dinner roll  
Garlic bread






## Snacks






Chips  (*Sunchips®*, *baked potato chips*)   
Cottage cheese    
String cheese  







Raw vegetables with hummus  or ranch dip   
Granola Bar  
Fruit leather    
Trail mix 

Popcorn   
Greek yogurt   (*blueberry, strawberry, vanilla*)  
Crackers (*saltines, graham crackers*) 

## Desserts




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*)  
Cheesecake  (*plain or with chocolate sauce*)  
Pie  (*apple, cherry, lemon meringue*)




Frozen desserts   
Frozen yogurt  
Sherbet  (*raspberry, orange*)  
Sugar-free sorbet  (*orange, strawberry*)  
Milkshake (*vanilla, chocolate*)  
Popsicle (*regular*) , (*sugar-free*)   
Fruit ice  (*orange, cherry*)

## Beverages






### Hot beverages

Hot chocolate (*regular*) , *sugar-free*)  
Tea  (*black, decaffeinated black, green, herbal*)  
Coffee  (*regular, decaffeinated*)

### Cold beverages

Water   
Sparkling water  (*lime watermelon, blueberry pomegranate*)  
Unsweetened iced tea  (*regular, decaffeinated*)  
Lemonade (*sugar-free*)  
Powerade Zero® (*fruit punch, mixed berry*)

### Milk

Dairy milk  (*skim*) , 1%, 2%, *whole, chocolate*)  
Lactose-free milk   (*skim*)  
Non-dairy milk  (*rice, almond, soy*)

### Juices

Orange  
Apple  
Cranberry

Grape  
Prune  
V8® vegetable (*low-salt*)



# 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, hnuv 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, ຊື່ປຶ້ມພາສາຂອງທ່ານແລະນາຍແປພາສາມີຄຸນສົມບັດຈະບໍລິການແປພາສາໃຫ້ທ່ານພຣີໂດຍສະເລ່ຍໃຊ້ຈ່າຍ. 1-608-262-9000 (TTY: 711).

ອົງການຈັດຕັ້ງນີ້ເປັນໄປຕາມລະບຽບກົດໝາຍສິດທິພົນລະເຮືອນ ລັດຖະບານກາງສາມາດນຳໃຊ້ແລະບໍ່ເລືອກປະຕິບັດບົນພື້ນຖານຂອງ ຊື່ອຊາດ, ສີເຜິ້ວ, 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 naaangkop na mga Pederal na batas sa karapatang sibil at hindi nandiskrimina batay sa lahi, kulay, bansang pinagmulan, edad, kapansanan o kasarian.