

# Welcome to University Hospital

UW Health is among the top-ranked health systems in the nation. We have the highest standards for quality, safety and a patient-and family-centered approach to care. We want to give you the best possible care and experience. For questions or assistance, please stop by the Information Desks, just inside the Hospital Entrance and Clinics Entrance, or contact us at (608) 263-0315 or (800) 323-8942.

## Need a Little Extra Help?

Our Guest Services staff and ambassadors are available to help with anything to make your experience a little easier, such as pushing a wheelchair or helping you find your destination. Look for Guest Services ambassadors and volunteers wearing red UW Health shirts or jackets.

## Parking Information

Patients arriving for appointments should park in the Patient and Visitor Parking Ramp in front of the hospital, off Highland Ave., and enter through the Clinics Entrance. There are no parking ramp fees for patients. Please bring your parking ticket to an information desk for validation.

## Valet Service

Free valet parking service is available to patients as a convenient alternative to self-parking, Monday-Friday, 5:30 am-7 pm. Handicap accessible drop-off and pickup is also available. To reduce wait times for patients and guests who are dependent on valet services, please self-park if physically able. After hours, keys can be obtained from the Security Office.

## Food and Beverage

### A New Approach to “Hospital Food”

Our chefs, culinary staff and registered dietitians are passionate about serving foods that are delicious, nutritious and support health and healing. Our menus focus on whole, minimally processed foods using the best quality ingredients.

- Coffee Corner, located on the 2nd floor in Towne Square, features fine coffees, cold beverages and light snacks.
- Four Lakes Cafeteria, located on the 1st floor, just off the H elevators, has a variety of menus designed to appeal to different tastes and appetites.
- Mendota Market is the hospital’s onsite convenience store, located on the 1st floor, near the cafeteria.
- Vending machines are located throughout the hospital. Refrigerated vending machines are located on the 3rd floor at the B and D elevator lobbies and the 5th floor E elevator lobby.

## Free WiFi and Charging Stations

### Free WiFi Access



Connect your smartphone, tablet or laptop to **Free WiFi UW Health**. If you need help accessing free WiFi, please ask for assistance at the information desks.

### Charging Stations

If your electronic device is running low on power, you can recharge your battery at charging stations, located in the Surgical Waiting Area on the 2nd floor.

## Watch Free Movies and Television Shows on Your Mobile Device

While you or your loved ones are receiving care at UW Health, you can choose to pass the time watching the latest movies, television shows or one of the soothing relaxation channels.

1. On your mobile device, open WiFi setting and connect to **Free WiFi UW Health**
2. Open iTunes app store or Google play store, search “Swank Media Player” and click  to download
3. Open your web browser (Chrome, Safari, Firefox, etc.), type swank.uwhealth.org in the URL text box and click enter
4. Browse the movie, TV show or other content and select  to start

## ATM

- 2nd floor (Main Street), by the Clinics Entrance
- 1st floor, Near H elevators, outside the Mendota Market

## Business Center

You are welcome to use computers in the Business Center, located in the Surgical Waiting Area on the 2nd floor.

## Pharmacy

Visit the pharmacy, 2nd floor, located just off Main Street between the hospital entrance and the F elevators to pick up prescriptions and over-the-counter medicines. Open daily, 9 am-7 pm



## Hotel Information and Reservations

Our goal is to provide comfortable and convenient care for you and your family. UW Health patients, families and guests are eligible to stay at the Best Western Plus® InnTowner Madison for a reduced rate.

It is located just three blocks from University Hospital and offers 24-hour complimentary shuttle service to and from the hospital and shuttle service to and from the Dane County Airport, 6:30 am-10 pm. To arrange a hotel reservation, please call Patient Housing at (608) 263-0315.

## Gift Shops

Our gift shops sell greeting cards, jewelry, games and personal care items. Call (608) 263-6472 or visit [uwhealth.org/eflowers](http://uwhealth.org/eflowers)

- University Hospital, 2nd floor (Main Street)
- American Family Children's Hospital, main floor

## Lactation Rooms

Private space for breastfeeding and lactating mothers.

- Take the B elevators to the 5th floor, room B5/503
- Take the E elevator to the 7th floor, rooms E5/750 and E5/751. Open Monday-Friday, 7 am-5 pm
- Take the Skywalk to American Family Children's Hospital, room 1430

## Mindfulness Spaces and Emotional Health

### Chapel

A chapel is open 24 hours a day for meditation, private prayer and worship. It is located in the American Family Children's Hospital, 1st floor.

### Outdoor Gardens/Gathering Areas

Fresh air can often lift your mental, physical and emotional wellbeing. During warmer months, you are welcome to visit our outdoor gathering areas, weather permitting, 7 am-dusk.

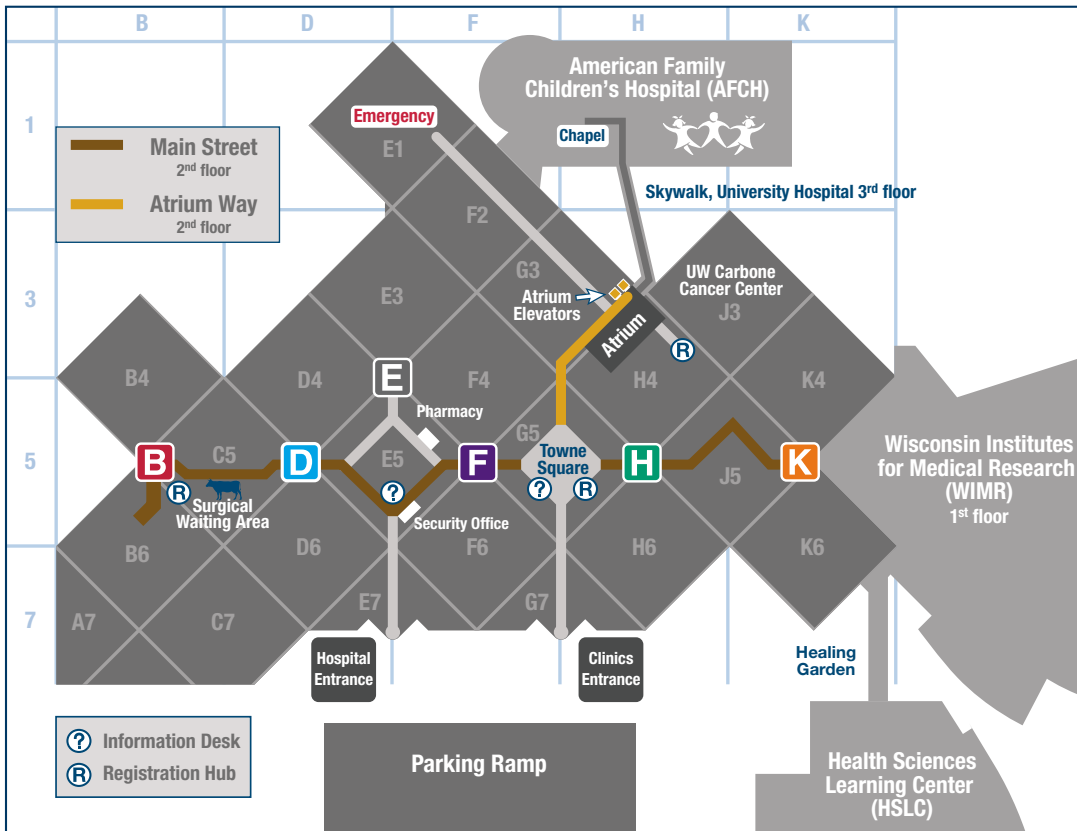
- Haberman Terrace, 4th floor, between the E and D elevators
- Health Sciences Learning Center, 1st floor, past K elevators
- Hilary Grace Healing Garden, 4th floor, at E4/4

### Walking Routes

Visit [uwhealth.org/walkingroutes](http://uwhealth.org/walkingroutes) to view indoor and outdoor walking routes.

### Smoke and Tobacco-Free Environment

For the wellbeing of our patients and families, smoking, smokeless tobacco and the use of mechanical or electronic cigarettes are not allowed at any UW Health location. For more information, visit [uwhealth.org/tobaccofree](http://uwhealth.org/tobaccofree)



Please visit [uwhealth.org/keyplaces](http://uwhealth.org/keyplaces) for more locations throughout University Hospital.

# Patient Rights and Responsibilities

UW Health partners with our patients to provide remarkable healthcare. To ensure that you receive the safest, highest quality care possible, it is important that you are aware of your rights and responsibilities. For more information or to discuss your rights and responsibilities as a patient, please contact Patient Relations at [patientrelations@uwhealth.org](mailto:patientrelations@uwhealth.org) or (608) 263-8009.

## PATIENT RIGHTS

### Access to Care and Treatment Without Discrimination

1. Receive care and treatment without discrimination or being treated differently based on race, color, national origin, ancestry, age, sex, gender, sexual orientation, gender identity, disability, creed, religion, marital status, newborn status, military status, or source of payment
2. Receive emergency treatment even if you cannot pay
3. Receive care at a UW Health facility without being transferred to another facility, except in some emergencies, unless you are told the reason for the transfer, and another hospital has agreed to accept you as a patient and provide continuing medical care for you

### Respect for Your Dignity and Privacy

1. Receive care in a safe, healing environment and be treated with respect and courtesy
2. Respect your privacy and confidentiality during your treatment, so you are not seen or overheard during your treatment by people not involved in your care
3. Have your healthcare information treated as private and confidential. Details of your condition and treatment will not be shared except with those who are allowed to receive the information. To aid in your care when you are seeing healthcare professionals in more than one organization, health information that UW Hospitals and Clinics stores electronically is also available to other healthcare providers associated with UW Health. Other settings include, but are not limited to, some University Community Clinics, Group Health Cooperative, UW Medical Foundation Physician's Clinics and UnityPoint Health-Meriter
4. Request restrictions according to federal law (HIPAA) on certain uses and disclosures of your health information
5. Request how and where we communicate with you outside of the hospitals and clinics

### Information You Can Understand

1. Receive free aids or services to help communicate effectively with us, such as qualified sign language interpreters or written information in other formats (large print, audio or accessible electronic formats). If you need these services, contact Interpreter Services at (608) 262-9000
2. Receive free language services, such as qualified interpreters or materials written in other languages, if your primary language is not English. If you need these services, contact Interpreter Services at (608) 262-9000
3. Receive complete information on your condition, treatment plan and outlook for recovery
4. Have your health status explained to you and encourage you to participate in planning your care and treatment, including managing your pain

## Participate in Decisions About Your Care

1. Be involved in decisions about your healthcare and to agree to treatment before it is given, except in emergencies. When you are asked to agree to treatment, you will be told about your condition; the planned procedures or treatment; alternative treatments; the risks and side effects; what could happen if you don't get treatment for your condition; and how likely it is to be successful
2. Choose not to be treated. Your doctor will tell you what could happen if you don't get treatment. You are responsible for the results if you choose not to be treated or if you do not follow your doctor's instructions
3. Complete a Power of Attorney for Healthcare or Living Will (known as Advance Directives) if you are at least 18 years old. These legal documents tell us your wishes for future healthcare; the POA for Healthcare also allows you to appoint someone to make your healthcare decisions if you should become unable to do so. It is our policy to follow Advance Directives to the extent permitted by law
4. Refuse to participate in research and experimental treatment
5. Participate in discussion of ethical issues related to your care. Such issues might include not starting or stopping life-sustaining medical treatment and questions about research or clinical trials you might be involved in. To talk with someone from the hospital's ethics committee, call Patient Relations at (608) 263-8009
6. Request a limit on the number of medical students and residents involved in your care. If you wish to limit the involvement of resident physicians or medical students with your care, please speak with your doctor. Your request will be honored to the extent possible, if doing so will not negatively affect your care, treatment or services
7. Identify a support person to be involved in care, treatment decisions and services (to the extent authorized by the patient)
8. Be informed about the outcomes of your care, including unexpected outcomes

## Care That Supports You and Your Family

1. Have staff tell a family member and your personal physician, upon admission to the hospital
2. Be told the name of the physician or other professional responsible for your care
3. Decide who may or may not visit you, upon admission to the hospital
4. Provide care that meets your emotional, spiritual and cultural needs. You may perform cultural or spiritual practices as long as they do not harm others or interfere with medical treatment



### Care That Supports You and Your Family, continued

5. Access to protective services, such as guardianship, when needed
6. Receive care in a safe setting
7. Receive medical treatment without seclusion or restraints unless your medical condition requires it, or it is necessary because of aggressive or violent behavior
8. Be partners with hospital staff to assess and manage your pain

### Access to Your Billing and Medical Records

1. Have access to your medical and billing records and challenge their accuracy
2. Request copies of your medical records in a reasonable time at a reasonable cost
3. Receive a copy of your bill showing charges for each service received
4. Request a correction of your medical record (HIPAA) and challenge the accuracy of your billing records
5. Request an accounting of the disclosure of your healthcare information
6. Prevent your medical record from being used for research purposes
7. Receive financial assistance information. To see if you qualify, call (877) 565-0505.

### PATIENT RESPONSIBILITIES

**UW Health is a healing environment. Please treat healthcare providers, employees and other patients and visitors with respect. Any form of violent or aggressive behavior will not be tolerated**

1. Follow UW Health's rules and regulations
2. Respect the rights of other patients, families, visitors and staff. Refrain from the use of inappropriate language or actions related to race, creed, color, national origin, ancestry, religion, gender, gender identify or expression, sexual orientation, marital status, age, disability or political affiliation
3. Provide accurate and complete information to your medical team about your health and healthcare
4. Ask for more information if you do not understand your illness or treatment
5. Cooperate with your caregivers to implement your treatment plan
6. Report any changes in your medical condition after discharge
7. Provide accurate health insurance information or contact our billing office to arrange payment for services provided
8. Keep your medical appointments or notify your clinic well in advance if you are unable to do so

### If you have concerns about your patient care, you can file a complaint:

- Patient Relations, 600 Highland Ave., Madison, WI 53792-2460, patientrelations@uwhealth.org, (608) 263-8009. Complaints will be reviewed promptly and resolved within 7 to 15 business days when possible.
- You can also file a complaint with:
  - The State of Wisconsin, Department of Health & Family Services, Division of Quality Assurance, Bureau of Health Services, P.O. Box 2969, Madison, WI 53701-2969  
Phone: (800) 642-6552

- The Joint Commission, Office of Quality Monitoring, One Renaissance Blvd., Oakbrook Terrace, IL 60181  
Phone: (800) 994-6610 Fax: (630) 792-5636  
Email: patientsafetyreport@jointcommission.org
- If you are a Medicare patient and have a quality of care complaint or think you are being discharged from the hospital too soon, you can file an appeal with Livanta LLC Phone: 1-888-524-9900, TTY: 1-888-985-8775
- You can file a formal service delivery discrimination complaint at:
  - Department of Health Services, Civil Rights Compliance  
ATTN: Attorney Pamela McGillivray  
1 West Wilson St., Room 651, P.O. Box 7850  
Madison, WI 53707-7850  
Phone: (608) 266-1258, Fax: (608) 267-1434, TTY: 1-800-947-3529  
Email: DHSCRC@dhs.wisconsin.gov  
dhs.wisconsin.gov/civil-rights
  - U.S. Department of Health and Human Services, Director, Office for Civil Rights, Room 509F, HHH Bldg., 200 Independence Ave. S.W., Washington, D.C. 20201 Phone: (202) 619-0403 TTY/TDD: (202) 619-3257
  - Office for Civil Rights, U.S. Department of Health and Human Services  
233 N. Michigan Ave., Ste. 240, Chicago, IL 60601  
Customer Response Center (800) 368-1019  
Fax (202) 619-3818, TDD (800) 537-7697
- You can file a laboratory test complaint at:
  - Centers for Medicare & Medicaid Services (CMS) Central Office, Division of Laboratory Services (CLIA), toll free (877) 267-2323 extension 63531
  - College of American Pathologists (CAP), toll free (866) 236-7212

**UW Health complies with applicable federal civil laws. For complete information about your rights and responsibilities, contact Patient Relations at (608) 263-8009**

### Language Assistance

If you speak a language other than English, language assistance services are available to you free of charge. Call (608) 262-9000. 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.

Atención: Si usted habla Español, tenemos disponible para usted servicios de asistencia de idioma gratuitos. Llame al (608) 262-9000. UW Health cumple con todas las leyes federales de derechos civiles aplicables y no discrimina en base a raza, color, nacionalidad u origen, edad, discapacidad o género.

CEEb TOOM: Yog hais tias koj hais lus Hmoob, kev pab cuam hom lus, dawb, muaj pab rau koj. Hu (608) 262-9000. UW Health muaj feem xyuam txog ntawm pej xeem txoj cai tsoom fww teb chaws thiab tsis cais ib haiv neeg twg, xim, keeb kwm teb chaws, hnub nyoog, mob xiam oob qhab los yog poj niam lossis yog txiv neej.

# Summary of the Notice of Privacy Practices

Please refer to the notice form for a complete description of the privacy practices summarized below

## What is Health Information

Whenever a UW Health care provider treats you, health information is created. Health information may be written, spoken or electronic.

## UW Health Care Providers: Organizations That Handle Health Information

Any UW Health care provider you visit follows the same privacy practices when handling your health information.

## The Law Permits UW Health Care Providers to Use or Disclose Health Information for These Routine Activities:

- Treatment
- Payment
- Healthcare Operations
- Appointment Reminders/Communications

## Examples of Permitted Uses and Disclosures of Health Information:

- Public health activities
- Some research activities
- Some fundraising and marketing activities
- Uses and disclosures permitted or required by law

## Activities You Can Object To

In many circumstances, you may have the chance to object before UW Health does the following:

- Disclose information to family members, friends or others involved in your care
- Disclose your name, room number, condition or religion in a directory available to visitors (this situation would only arise if you were an inpatient)

## Activities that Require Your Written Permission (Authorization)

If UW Healthcare providers need to use or disclose your health information for other purposes, we must first receive your written authorization.

## Your Patient Privacy Rights

You have the right to:

- Request how we contact you
- Inspect and receive a copy of your medical and billing records
- Request corrections to your medical and billing records
- Receive an accounting (list) of certain disclosures
- Receive a paper copy of the UW Health Care Providers Notice of Privacy Practices. You can get a current notice form at any UW Health registration desk
- Request restrictions on uses and disclosures of your health information. (We may not be able to grant requests beyond what the law requires.)

## Contact and Complaint Information

If you have any questions or concerns regarding the information in this notice please contact:

Patient Relations  
600 Highland Ave.  
Madison, WI 53792-2460  
(608) 263-8009  
patientrelations@uwhealth.org

If you believe UW Health care providers have violated your privacy rights, you may call the Department of Patient Relations and discuss your concerns. If you are not satisfied with the outcome, you may file a written complaint with the Department of Patient Relations. In addition, you may also file a complaint with the Secretary of the Federal Department of Health and Human Services (DHHS Secretary). If you file a complaint, you will in no way be punished, threatened, harassed, retaliated against or subjected to any other negative consequences.

## Nondiscrimination and Language Assistance

UW Health does not discriminate on the basis of race, sex, age, religion, national origin, marital status, sexual orientation, disabilities, military service, or any other classification protected by federal, state or local laws.

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.

Hmoob (Hmong)

LUS CEEB TOOM : Yog koj xav tau kev pab txhais lus, tau tes rau kab ntawv 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 nqaj daim tawv uas yog txawv xim, tuaj lwm lub teb chaws tuaj, hnuv nyoog laus los hluas, xiam oos khab, los yog ib tug poj niam los txiv neej.

# Notice of Privacy Practices

## Your Information. Your Rights. Our Responsibilities.

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

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### Your Rights

You have the right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

### Your Choices

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition
- Provide disaster relief
- Include you in a hospital directory
- Provide mental health care
- Market our services and sell your information
- Raise funds

### Our Uses and Disclosures

We may use and share your information as we:

- Treat you
- Run our organization
- Bill for your services
- Help with public health and safety issues
- Do research
- Comply with the law
- Respond to organ and tissue donation requests
- Work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

### Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

#### Get an electronic or paper copy of your medical record:

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

### Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say "no" to your request, but we'll tell you why in writing within 60 days.

### Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say "yes" to all reasonable requests.

### Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say "no" if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say "yes" unless a law requires us to share that information.

### Get a list of those with whom we've shared information

- You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

### Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.



### **Choose someone to act for you**

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

### **File a complaint if you feel your rights are violated**

- You can complain if you feel we have violated your rights by contacting us using the information on page
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).
- We will not retaliate against you for filing a complaint.

### **Your Choices**

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory. If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases, we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

### **In the case of fundraising:**

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

### **Our Uses and Disclosures**

How do we typically use or share your health information? We typically use or share your health information in the following ways.

### **Treat you**

- We can use your health information and share it with other professionals who are treating you. Example: A doctor treating you for an injury asks another doctor about your overall health condition.

### **Run our organization**

- We can use and share your health information to run our practice, improve your care, and contact you when necessary. Example: We use health information about you to manage your treatment and services.

### **Bill for your services**

- We can use and share your health information to bill and get payment from health plans or other entities. Example: We give information about you to your health insurance plan so it will pay for your services.

### **How else can we use or share your health information?**

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html).

### **Help with public health and safety issues**

- We can share health information about you for certain situations such as:
  - Preventing disease
  - Helping with product recalls
  - Reporting adverse reactions to medications
  - Reporting suspected abuse, neglect, or domestic violence
  - Preventing or reducing a serious threat to anyone's health or safety

### **Do research**

- We can use or share your information for health research.

### **Comply with the law**

- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

### **Respond to organ and tissue donation requests**

- We can share health information about you with organ procurement organizations.

### **Work with a medical examiner or funeral director**

- We can share health information with a coroner, medical examiner, or funeral director when an individual dies.



### **Address workers' compensation, law enforcement, and other government requests**

- We can use or share health information about you
- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

### **Respond to lawsuits and legal actions**

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

We may restrict access to health information about you as required by Wisconsin state laws, if those state laws are more protective of your health information than federal guidelines.

### **Our Responsibilities**

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html).

### **Changes to the Terms of this Notice**

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

### **This Notice of Privacy Practices Applies to the Following Organizations:**

- The University of Wisconsin Medical Foundation, Inc
- The University of Wisconsin Hospitals & Clinics Authority
- The University of Wisconsin-Madison School of Medicine and Public Health
- The University of Wisconsin Department of Family Medicine
  
- UW Health Privacy Officer: [privacyofficer@uwhealth.org](mailto:privacyofficer@uwhealth.org) (608) 203-4631
- UW Madison Privacy Officer: [hipaa@wisc.edu](mailto:hipaa@wisc.edu) (608) 262-2059



# Requesting Copies of Your UW Health Medical Records

You may request copies of your UW Health medical records, radiology images and pathology reports and slides. For more information, visit [uwhealth.org](http://uwhealth.org)

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## Understanding Your Health Insurance Coverage and Out-of-Pocket Costs

UW Health is committed to providing remarkable care and service to our patients and families. This includes helping you understand your health insurance coverage and medical bills. We encourage you to review your insurance benefit information to understand your potential out-of-pocket costs. You can also visit [uwhealth.org/billing](http://uwhealth.org/billing) for more information on our locations, billing practices and facility fees.

Your health insurance coverage and out-of-pocket costs may be different depending on if services are provided at a UW Hospitals & Clinic-owned (also referred to as a hospital outpatient department) or a UW Medical Foundation-owned clinic. UW Hospitals & Clinic-owned locations charge facility fees to cover the higher costs of operating these departments in compliance with the requirements of the Centers for Medicare and Medicaid Services and The Joint Commission.

### Understanding Your UW Health Bills

UW Health will review your health insurance coverage, including any insurance requirements for preauthorization or notification, and submit claims to your health insurance on your behalf. You are expected to pay out-of-pocket costs (copays, deductibles, coinsurance) prior to service whenever possible. After your insurance company has processed the claim and paid its portion, you will be responsible for the remaining balance. If you have questions about your health insurance coverage, your visit, or to discuss payment options or financial assistance, please call (877) 565-0505.

### Understanding Why Physician/Provider Services Fees and Clinic Facility Fees Are Listed Separately

The hospitals and associated clinics and our physician group and associated clinics have separate billing regulatory requirements. Please visit [uwhealth.org/facilityfees](http://uwhealth.org/facilityfees) for more information.

- Hospital/Clinic Facility Fees are for supplies, services and facility costs that may be part of your care
- Physician/Provider Professional Fees are for services provided by physicians, physician assistants and nurse practitioners

### Hospital-Based Clinics

- American Family Children's Hospital Clinics (1675 Highland Ave.)
- Digestive Health Center (750 University Row)
- East Clinic (5249 E. Terrace Dr.)
- Hand and Upper Extremity Rehabilitation Clinic (1 S. Park St.)
- Kidney Clinic (3034 Fish Hatchery Rd.)
- Lymphedema and Venous Edema Clinic (1 S. Park St.)
- Oakwood Geriatrics Clinic (6209 Mineral Point Rd.)
- Pain Management Clinic (1102 S. Park St.)
- Rehabilitation Clinic (6630 University Ave.)
- Research Park Clinic (621 Science Dr.)
- Union Corners Clinic Physical Therapy (2402 Winnebago St.)
- University Hospital (600 Highland Ave.)
- University Station Clinic (2880 University Ave.)
- UW Carbone Cancer Center (600 Highland Ave.)
- UW Health at The American Center (4602 Eastpark Blvd.)
- Waisman Center (1500 Highland Ave.)
  - Exception: Autism Treatment Programs
- West Clinic (451 Junction Rd.)
- Women's Pelvic Wellness (202 S. Park St)
- Yahara Clinic Orthopedic Physical Therapy (1050 East Broadway)

### Frequently Asked Billing Questions

#### What is Covered by My Health Insurance Policy?

Every health insurance policy is different. The best way to find out what your health insurance will cover is to contact your insurance company. It is important to find out your benefits (your deductible, copayments, and/or coinsurance). Patients are responsible for knowing what their insurance covers.



### **How Much Will Services Cost?**

UW Health offers a service called UW Health Priceline. You may call (608) 263-1507 and ask for a price estimate. Please note that this estimate is not a price guarantee, as the final charges are based on a variety of factors related to the clinical service provided, the diagnoses associated with those services, location, supplies used, etc. Patients can also create some estimates themselves using the estimates feature on MyChart.

### **Am I Required to Pay My Copayment, Deductible, and/or Coinsurance at the Time of Service?**

We ask that you pay your out-of-pocket costs (if known) prior to arrival or when you check in at your appointment. If you do not pay this liability at your appointment, you will receive a bill.

Please note that certain services (i.e. non-covered, unauthorized) do require payment prior to or at the time of service otherwise services may not be rendered

### **How Can I Be Sure That I Get the Best Coverage Possible Under My Insurance Policy?**

Please contact your health insurance company to find out how to receive the best possible coverage

### **Do I Need a Referral?**

If your plan requires a referral but you don't get one, your out-of-pocket costs could be more and you may be asked to prepay prior to service

### **Do I Need to Notify My Insurance Company?**

Some policies require you to tell your health insurance company after you have received emergency care, usually within a very short time of receiving care.

### **How Will My Insurance Claim Be Filed and Paid?**

UW Health will file a claim to your insurance company. After your insurance processes the claim, you will receive a bill and are responsible for paying any remaining balance in a timely manner.

### **What if I Am Unable to Pay My Medical Bills?**

Medical bills can cause financial stress. We can help you by setting up payment plans, discussing our financial assistance program, and other services, if you are unable to make a full payment. Please call (877) 565-0505 for assistance.

### **Will My Insurance Company Pay UW Health Directly?**

Yes. If your health insurance company does not pay us directly, you must pay us immediately upon receiving your insurance payment or receiving a bill from us.

### **What if I Do Not Have Health Insurance?**

If you do not have insurance, you will be financially responsible for the cost of your care. If you need assistance with your bill, please call (877) 565-0505, we will be happy to work with you to find satisfactory payment options.

### **How Will I Receive My Bills?**

All patients who have a MyChart account will receive bills online. When a new bill is available, patients will receive a notice through the mobile app and through the email linked with their MyChart account.

Patients who do not have a MyChart account or have elected to opt-out of paperless billing will receive paper statements in the mail.

To enroll in MyChart, visit [uwhealthmychart.org](http://uwhealthmychart.org), and click on "sign up now."

Online billing is just one of the many ways UW Health has adopted eco-friendly business practices and supports our commitment to sustainability.

### **Can I Pay My Bills Online?**

Yes. UW Health patients have two options to securely pay their medical bills online:

- Online Billing: Patients who have enrolled in MyChart can receive and pay medical bills online and review payment history, by entering their MyChart username and password
- Pay as a Guest: Patients or family members who have not enrolled in MyChart can pay medical bills online by entering their account number and guarantor's last name.

### **UW Health is Committed to Safeguarding Your Identity**

UW Health's account representatives may contact you if we need more information about past or future healthcare services. We may ask for your personal information (name, date of birth, social security number) insurance information, financial information, etc. If you have concerns about giving this information over the phone, and you want to verify that you're speaking with a UW Health representative, you may ask for a call-back number.

### **Contact Information**

Our team of patient account representatives will help you understand and manage your UW Health bills. If you have questions, we are happy to help answer them. Feel free to call, write or visit. If you send written correspondence, please include the account number shown on your billing statement.

UW Health Patient Business Services  
7974 UW Health Court  
Middleton, WI 53562  
(608) 829-5217, (877) 565-0505

# Patients and Families Role in Providing Care

At UW Health, we believe in teamwork. Patients and families can help us provide the best possible care.

Because you and your family members may be the first to notice any changes with a patient, please tell nursing staff immediately when you notice any change in a patients' condition. We will notify our Rapid Response team to quickly respond and provide medical attention.

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## **Changes in a Patients' Condition:**

- High or low blood pressure
- High or low heart rate
- Problems breathing
- Chest pain
- Facial droop, arm or leg weakness, problems speaking
- Inability to waken
- Any time the family or nurse is concerned about the patient's condition
- New or increased confusion

If you have questions about a test, procedure or medicines, please ask questions and speak up.

# UW Health Pharmacy Services

UW Health Pharmacists and Doctors Work Together for Remarkable Results

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## Your Health and Safety are our Priority

Our pharmacists and staff are dedicated to personalized patient care so you can see successful results from your medicines and ultimately feel your best.

We want to make sure you understand the purpose of your medicines, when and how to take them and any possible side effects. We offer interpreter services for more than 100 languages at no cost to you.

## FREE Home Delivery

UW Health can deliver medications to your home. This free service includes special stay-cool packaging for medicines that need refrigeration. Please call 1-866-UWH-DRUG (1-866-894-3784) or talk with pharmacy staff for details.

## Low-Cost Generics

It's important to keep an eye out for the best deals—even with your medications. We have more than 200 low-cost generic medications. Ask if our low-cost 30-day (\$9.99) or 90-day (\$11.99 which averages out to \$4/month) generic program is right for you.

## Senior Care Services

Every Wednesday is Senior Discount Day. Seniors, ages 65 and older, receive a 20 percent discount on over-the-counter products. As we age, our bodies begin to process medications differently; our pharmacists are trained in medications commonly used by seniors and older adults.

We also offer several health screening programs to help you maintain good health.

## Flavor Your Medication

Poor tasting prescription and non-prescription medicines can be changed into better tasting flavors—such as apple, banana cream, strawberry or watermelon. Adding a flavor doesn't affect the stability or effectiveness of medication, but it tastes much better. This service is free for all ages.

## Vaccines

Vaccinations are the best way to help protect you and your family from certain infectious diseases and reduce the spread of disease to others. Our pharmacists can discuss which vaccinations you and your family need, and administer vaccines that may be needed.

## Specialty Trained in Complex Medical Conditions

Our pharmacists are specially trained to handle medications for pediatrics, transplant, cancer, growth hormone, rheumatoid arthritis, hepatitis, heart disease, diabetes, respiratory conditions and many more.

## Safe Disposal of Unused or Unwanted Medications

You can safely dispose of unused and unwanted oral medications in special drug take back bins at several UW Health pharmacies. Bins are located in the pharmacies and available during normal pharmacy hours.

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## UW Health Pharmacy Services

1 S. Park Clinic Pharmacy  
1 S. Park St.  
(608) 287-2400

1102 S. Park St. Pharmacy  
1102 South Park St.  
(608) 287-5885

American Family Children's  
Hospital Pharmacy  
1675 Highland Ave.  
(608) 890-7899

East Clinic Pharmacy  
5249 E. Terrace Dr.  
(608) 265-1650

Erdman Remote Dispensing Site  
2202 S. Park Street  
(608) 230-7450

Evjue Clinic  
Remote Dispensing Site  
3434 East Washington Ave.  
(608) 204-2680

Northeast Family Medical Center  
Pharmacy  
3209 Dryden Dr.  
(608) 241-9638

Oncology Pharmacy  
600 Highland Ave.  
(608) 263-7025

Union Corners Clinic Pharmacy  
2402 Winnebago Street  
(608) 242-6862

University Hospital Outpatient  
Pharmacy  
600 Highland Ave.  
(608) 263-1280

University Station  
Remote Dispensing Site  
2880 Univ. Ave.  
(608) 263-9393

UW Health at The American  
Center Pharmacy  
4602 Eastpark Blvd.  
(608) 240-4265

UW Specialty Mail Service  
Pharmacy  
(608) 263-1292  
RX21@uwhealth.org

West Clinic Pharmacy  
451 Junction Rd.  
(608) 265-7070

West Towne Clinic Pharmacy  
7102 Mineral Point Rd.  
(608) 828-7688

**For pharmacy hours, visit  
[uwhealth.org/pharmacy](http://uwhealth.org/pharmacy)**



# 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 ntawv 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 tawv 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)

ກຸ່ມພວກທ່ານທີ່ກຳລັງຖາມຂໍບໍລິການການຊ່ວຍເຫຼືອແປພາສາ, ຊື່ໄປທີ່ພາສາຂອງທ່ານແລະນາຍແປພາສາມີຄວາມຈຳເປັນຈະບໍລິການແປພາສາທ່ານຳນຳພາໂດຍເສບກຳລັງ. 1-608-262-9000 (TTY: 711).

ອົງການຂັດຕັ້ງ ພົ້ນໄປຕາມລະບຽບທັດຫມາຍສິດທິມົນລະເຮືອນ ລັດຖະບານກາງສາມາດນຳໃຊ້ແລະບໍ່ເລືອກປະຕິພົນພົນຖານຂອງ ເຊື້ອຊາດ, 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 en base a raza, color, nacionalidad de origen, edad, discapacidad, o 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 يُميّز 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)

GEHT ACHT: Wann du Schprooch Hilfe brauchsch, zeig mol dei Schprooch un en lwwersetzer 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 serbisyo ng 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.



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.

- UW Health provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- UW Health also provides free language services to people whose primary language is not English, such as:
  - Qualified Interpreters
  - Information in other languages

If you need these services, contact the Interpreter Services Department at (608) 262-9000.

If you believe that UW Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex you can file a grievance with the Patient Relations Department:

**Patient Relations Department**

600 Highland Ave., G7/210  
Madison, WI 53792-2460  
Email: [patientrelations@uwhealth.org](mailto:patientrelations@uwhealth.org)  
Phone: (608) 263-8009  
Fax: (608) 265-1704

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, please contact the Patient Relations Department at (608) 263-8009 to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf) or by mail or phone at:

**U.S. Department of Health and Human Services**

200 Independence Avenue, SW Room 509F, HHH Building  
Washington, D.C. 20201  
(800) 368-1019; (800) 537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>