WHAT’S INSIDE:

Hospital map
page 4

Television and movie channels
page 6

Food and beverages
pages 10-15
Welcome to UW Health

Your Care Team

Identification, Communication and Pain Control

Finding Your Way Around University Hospital

During Your Hospital Stay

Making Your Stay and Your Guests as Comfortable as Possible

Gathering Areas and Services to Support Your Health

Food and Beverages and Room Service Menu

Supporting a Healthy and Safe Environment

Honoring Your Healthcare Wishes

Honoring Your Privacy

Requesting Medical Records

Understanding Your Insurance, UW Health Bills and Making a Financial Plan

Understanding Your Patient Records, Insurance, Billing

Understanding Your Rights and Responsibilities

We Welcome and Value Your Feedback

Language Accessibility and Nondiscrimination

Friends of UW Health is proud to support Patients and Families at UW Health

Friends of UW Health is a non-profit organization led by dedicated volunteers that funds programs and services to improve the lives of UW Health patients and families.

For more information or to become a member visit friendsofuwhealth.org
Welcome to UW Health

It is our honor to care for you. UW Health is among the top-ranked health systems in the nation. This recognition reflects our commitment to quality, safety and a patient- and family-centered approach to care. To help you feel comfortable during your stay, it’s important that you learn about our facility and are aware of services we offer. If something needs attention, please tell us—we want to give you the best possible care and experience.

HOW CARE AT UW HEALTH IS DIFFERENT

Our faculty physicians provide high-quality patient care and often conduct leading-edge research to improve medical care. They also serve as teachers and mentors for medical students and residents to train the next generation of doctors.

RESEARCH STUDIES AND CLINICAL TRIALS

Research is an important part of our mission. If you are interested in learning about our research or participating in a groundbreaking research study to find new ways to prevent, diagnose and treat illness, talk with your healthcare team or learn more at uwhealth.org.
Your Care Team

INTRODUCING MEMBERS OF YOUR HEALTHCARE TEAM AND THEIR ROLES

Your healthcare team members partner with you to achieve the best possible outcome for your care. We want you to feel informed and cared for during your stay. If you have questions about the roles of your care team, or wonder why certain medicines, tests or therapies are being ordered, please ask us.

The core members of your care team are:

• You and your family

• Your primary support persons may include close family members, partner or best friend, who can provide you with significant psychological and emotional support. Primary supports must be at least 18 years old.

• Your nurse is your main caregiver and point of contact.

• Nursing assistants work alongside your nurse to ensure you receive all of your cares.

• Your providers (Doctor, Nurse Practitioner or Physician Assistant) partner together and provide care on your treatment plan with input of other care team members.

• Other care team members may include:
  • Health Unit Coordinators (HUC) assist with communication between you and your healthcare team.
  • Hospitalists are physicians who specialize in internal medicine and the general medical care of hospitalized patients.
  • Nurse case managers assist your healthcare team to develop a discharge plan of care and arrange for home care, medical equipment or therapies outside of the hospital.
  • Social workers provide support to help you with the stresses associated with sudden and chronic illnesses and their impact on everyday life.
  • Pharmacists review your medicines and teach you how to take them properly so you get the best results.

  • Registered dietitians help you learn what foods and beverages promote healing and recovery as well as meet your nutritional needs based on your personal health concerns.
  • Therapists are skilled in specialized treatments help you develop skills to recover from illness or injury.

CARE TEAM VISITS AT YOUR BEDSIDE

Every day, your care team will gather at your bedside to discuss your goals, answer your questions and confirm next steps in your healthcare plan (tests, treatments and discharge plans). We encourage you to write down questions as you think of them so you can discuss them with your care team.

SMOOTH TRANSITIONS BETWEEN NURSING SHIFTS

To ensure your safety, every time there is a change of shift, the off-going nurse will introduce you to the on-coming nurse. Together, both nurses will perform a safety check that includes a brief summary about your medical condition and a review of equipment and medications.
Identification and Communication

**ACCURATE IDENTIFICATION HELPS PROVIDE A SAFE ENVIRONMENT**

While you are hospitalized, you will wear an identification bracelet at all times. Your ID bracelet is an essential part of ensuring your personal safety and will be used to verify correct medications, blood draws and any tests or procedures.

Staff may ask you your name and birth date at the beginning of conversation or treatments. This may seem repetitive at times, but this helps to ensure you receive the correct care.

All UW Health employees wear identification badges so you can easily identify their role.

**GOOD COMMUNICATION IS ESSENTIAL**

We want to make sure you understand what is being planned for your care. If we use language you do not understand, we encourage you to ask questions. Medical interpreters are available to help you communicate with hospital and clinic staff if you are limited English speaking or deaf or hard of hearing. Talk to your nurse for assistance.

Keeping Your Pain Under Control

Preventing and managing pain can help you get well faster, enjoy greater comfort and improve results of your care. If you are experiencing pain, please talk with your doctor or nurse about your treatment options. (See Comfortable, Restful Environment on page 5 for ideas)

**UNDERSTANDING YOUR MEDICATIONS**

It is important that you understand the purpose of your medications, when and how to take them and any possible side effects. You will be able to view medications through MyChart Bedside. Your nurse will assist with this. We will provide you with your medication schedule on admission and as needed. We encourage you to ask questions about your medications. To ensure your safety, certain medicines and blood products will be checked by two nurses at your bedside before being given.

**PHARMACY**

Choose UW Health Pharmacies for Remarkable Care

UW Health Pharmacies provide the most convenient, personalized care while you are in the hospital and after you are discharged.

**While you are in the hospital**

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.

**We deliver to your home**

Free home delivery service, with special stay-cool packaging for medicines that need refrigeration. For details, talk with pharmacy staff or call 1-866-UWH-DRUG (1-866-894-3784).

**We’re located throughout Dane County**

Pick up your prescriptions and over-the-counter medicines at several locations throughout Dane County.

You can trust that your UW Health pharmacists will help you get the most successful results from your medicines and administer vaccinations to help you avoid illness. Talk with pharmacy staff or visit uwhealth.org/pharmacy
Getting around University Hospital can be challenging. The hospital consists of several tall towers (modules) of various heights, and it may not be possible to travel from one module to the next on all floors. The easiest way to navigate through the hospital is through a main corridor on the 2nd floor, known as Main Street. To help identify Main Street, the floor is multicolored brown tile.

To reach your destination, follow Main Street (2nd floor) to a designated elevator lobby, take the elevator to desired floor and follow signs to your destination.

**UNDERSTANDING DESTINATIONS AND ROOM NUMBERS**

Each destination contains five characters, divided by a slash. (For example: K6/510)

- The first two characters (K6/510) are the grid location.
- The first number after the slash (K6/510) is the floor number (5th floor).
- The last two numbers (K6/510) are the room number.
During Your Hospital Stay

CREATING A COMFORTABLE, RESTFUL ENVIRONMENT

While you are receiving the best care, we want you to be as comfortable as possible. If you are experiencing pain from lying in a hospital bed, your nurse can help you change position and bring you extra pillows. A warm blanket, hot or cold packs, or a machine that stimulates nerves (TENS unit) may help your comfort level. Ask your nurse if these can be included in your care.

You can help us create a restful and healing environment by keeping noise levels down. During quiet times, we will dim the lights and use softer voices when speaking.

If ambient noise is loud, please speak to your nurse about options to mask sounds, such as requesting a sleep kit, wearing earplugs or listening to peaceful nature sounds on your television.

YOUR HOSPITAL ROOM

We are proud to provide a clean and comfortable environment that supports your health and recovery. Every surface in your room has been thoroughly cleaned with a hospital-grade disinfectant. We’ve inspected your room with an invisible ink to make sure there are no germs on any surface.

If there is anything we can do to make you more comfortable, please talk with your nurse or call us directly:

- If your room needs cleaning, call (608) 263-1260
- If your room is too hot or cold or a feature of your room (television, bed, lights, etc.) does not work properly, call (608) 263-5205

VISITS FROM FAMILY AND FRIENDS

Visits from loved ones may provide comfort to you and are welcome to visit often. Because rest is also important part of your recovery, visiting hours for most units are 8 am-9 pm. If you prefer to not have visitors, please let us know.

Family, friends and visitors have rights and responsibilities to:

- Spend time with you. As a patient, you may identify a “primary support” person who can visit at any time; 24 hours a day, 7 days a week (See primary support definition, page 2)
- Refrain from visiting if they have a cold, fever, flu or other communicable illness
- Comply with requests from your care team
- Follow visitation policies:
  - Check in at a nursing unit to learn if any visitation restrictions apply. This is especially important for Intensive Care Units (ICUs) and burn unit
  - Children should be supervised by an adult who is not the patient
  - Visitors under the age of 18 are not permitted to stay overnight

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.

REQUEST READING MATERIALS OR VISITS FROM OUR VOLUNTEERS

A visit from a volunteer can brighten your day. If you would like a volunteer to visit you during your stay or bring reading materials to your room, please call (608) 263-6046.

REQUEST A CHAPLAIN TO VISIT

Our chaplains are available 24 hours a day and provide a supportive, caring presence while you are hospitalized. We respect the spiritual beliefs and needs of everyone. To request a personal visit, please call (608) 263-8574.
TELEVISION AND STREAMING MOVIE SERVICE

During your hospital stay, you can pass the time by watching the latest movies and television shows or resting to one of the soothing relaxation channels. Our streaming movie service allows you the flexibility to start, pause or stop programming around your schedule.

Please set your television volume at a comfortable hearing level so as not to disturb other patients. Most patient rooms have televisions equipped with closed captioning. If you require assistance, please ask your nurse.

WATCH ON YOUR TELEVISION

In addition to local and cable channels, we offer special programming on Channels 69, 73 and 74 to support a healing environment.

WATCH ON YOUR BEDSIDE TABLET

1. On your MyChart Bedside tablet, open the MyChart Bedside app
2. Login to MyChart Bedside with your PIN
3. From the menu on the left, tap ‘Watch Movies’
4. Browse movies, television shows or other content and tap ⚪️ to start

1 ..........TV Channel Guide 26 ..........CNN
2 ..........Preventing Falls (adults) 27 ..........HLN
3 ..........Preventing Falls (children) 28 ..........CNBC
4 ..........CBS - WISC 29 ..........MSNBC
5 ..........NBC - WMTV 30 ..........TNT
6 ..........CW - WBUW 31 ..........TBS
7 ..........ABC - WKOW 32 ..........FX
8 ..........FOX - WMSN 33 ..........USA
9 ..........PBS - WHA 34 ..........A&E
10 .......TVW - WISC-DT2 35 ..........AMC
11 .......Weather Channel 36 ..........Bravo
12 .......WGN America 37 ..........Oxygen
13 .......ESPN 38 ..........TLC
14 .......ESPN2 39 ..........Paramount
15 .......Fox Sports North (FS North) 40 ..........SyFy
16 .......The Golf Channel 41 ..........Food Network
17 .......DISC 42 ..........History
18 ....... League 43 ..........Lifetime
19 .......Big Ten Network (BTN) 44 ..........Hallmark Channel
20 .......Fox Sports 1 45 ..........HGTV
21 .......The Golf Channel 46 ..........Turner Classic Movies
22 .......Big Ten Network (BTN) 47 ..........TV Land
23 .......Fox Sports 1 48 ..........Freeform
24 .......NBC Sports Network 49 ..........Travel Channel
25 .......Fox News Channel 50 ..........Comedy Central

WATCH ON YOUR MOBILE DEVICE

1. On your personal smartphone, laptop or tablet, 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 movies, television shows or other content and tap ⚪️ to start

Channel lineup may change. Please follow the TV guide on Channel 1.
HOW TO KEEP YOUR BELONGINGS SAFE
You are welcome to bring personal items with you to make your hospital stay more comfortable. **We recommend that you bring only essential items to the hospital.**

Cell phones and electronic devices are considered valuables and are the responsibility of the owner. Avoid placing 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 out. Please put your name on all necessary items that are brought to the hospital, including wheelchairs, walkers and canes.

**LOST ITEMS**
While we certainly try to return lost items to their owners, UW Health is not responsible for personal belongings. To file a lost items report, please talk to your nurse.

---

Making Your Stay and Your Guests as Comfortable as Possible

**CONCIERGE / GUEST SERVICES**
Our Guest Services staff and ambassadors are available to help make your experience a little easier. For assistance, please look for guest services ambassadors and volunteers wearing red shirts or jackets. You can also stop by the Information Desks, just inside the Hospital Entrance and Clinics Entrance, or contact us at (608) 263-0315.

**FREE WIFI ACCESS**
Connect your smartphone, tablet or laptop to **Free WiFi UW Health**

**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 (Main Street). Chargers are available for purchase in the Gift Shop.

**HOTEL RESERVATIONS**
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. To arrange a hotel reservation, please call (608) 263-0315.
PARKING INFORMATION
Every admitted patient receives one visitor parking pass. Other visitors are required to pay for parking. To obtain authorization for a primary visitor parking pass, please go to one of the Information Desks, located on the 2nd floor (Main Street), 7:30 am-9 pm (see map on page 4).

The pass is effective on the date of admission and is valid until the expiration date printed on the pass. If the pass expires or is lost, please see staff at one of the Information Desks. The original parking pass is void when a renewal or replacement pass is issued.

RVs can park for free in Lot 131. Electricity is provided. To obtain an RV pass, please go to one of the Information Desks or call (608) 263-0315.

VALET SERVICE
For patients and families needing special assistance, we offer free valet parking service, Monday-Friday, 5:30 am-7 pm, as a convenient alternative to self-parking. Handicap accessible drop-off and pick-up is also available. After 7 pm, keys can be obtained from the Security Office, near the Hospital Entrance, located on the 2nd floor.

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

GIFT CARDS
For convenience, you can purchase gift cards to use in our food service venues, gift shops, pharmacies and Kohl's Safety Center. If you would like to purchase a gift card, visit the Gift Shop, located on the 2nd floor, or call (608) 263-8231.

U.S. POSTAL SERVICE MAILBOX AND POSTAGE
A U.S. Postal Service mailbox is located outside the Hospital Entrance. Any mail received after you are discharged will be forwarded to your home address. Postage stamps are available in the Mendota Market, located on the 1st floor.

Services to Support Your Health and Healing
CHAPEL AND SPIRITUAL CARE
Our chapel is open for meditation, private prayer and worship. People of all faith traditions – or those of no faith tradition – are welcome, 24 hours a day. For a current schedule for Catholic Mass or Islamic Prayer times, please ask your nurse.

LACTATION ROOMS
University Hospital has designated private spaces for nursing mothers and their children. For access, please check with your nurse.

• Take the B elevators to the 5th floor, room B5/503
• Take the E elevators to the 7th floor, rooms E5/750 and E5/751. Open Monday-Friday, 7 am-5 pm
ACUPUNCTURE, HEALING TOUCH, MASSAGE THERAPY

Acupuncture, healing touch and massage therapy/bodywork may help restore your body to a balanced state. Massage therapy and healing touch: $35 for 30-minute session
Acupuncture: $70 for one treatment session. Payment at the time of treatment is required. Cash, checks, Visa and MasterCard accepted. Please talk with your nurse or provider.

ART EXHIBITS

To contribute to University Hospital's healing environment, a number of rotating art exhibits by local artists are on display:
• Display cases near the Gift Shop and in the Surgical Waiting Area, located on the 2nd floor
• Hospital Entrance, located on 2nd floor
• Surgical Waiting Area, located on the 2nd floor
• UW Carbone Cancer Center reception area, located on the 1st floor
• Near H elevators, located on the 1st floor
• Near Four Lakes Cafeteria, between J and K elevators, located on 1st floor

GATHERING AREAS

OUTDOOR GARDENS

Fresh air can often lift your mental, physical and emotional well-being. During the warmer months, you are welcome to visit our outdoor gardens, weather permitting, 7 am-dusk. For your safety, please notify your nurse if you wish to visit the gardens.
• Hilary Grace Healing Garden, located at E4/4
• Haberman Terrace, located between the E and D elevators, 4th floor
• Health Sciences Learning Center, located past the K elevators, 1st floor

SURGICAL WAITING AREA

The Surgical Waiting Area, 2nd floor (Main Street), between the B and D elevators, is a comfortable space where friends and families can watch television, play board games, and track their loved one’s progress through the phases of surgery and recovery. (see map on page 4).

WALKING ROUTES

Walking can benefit your mind, body and soul. For convenience, we have created walking maps for you to follow. Visit uwhealth.org/walkingroutes to view indoor and outdoor walking routes.

Shopping

GIFT SHOPS

Our gift shops sell greeting cards, balloons, fresh-cut flowers and plants, gift items, jewelry, games and more, for yourself or your loved one. The gift shops are located on the 2nd floor of University Hospital and the main floor of American Family Children’s Hospital. Visit uwhealth.org/eflowers to browse and order gifts online.

UNIVERSITY BOOKSTORE

University Bookstore, located on the 1st floor of the Health Sciences Learning Center, adjoining University Hospital, features UW Badgers clothing and gifts, books, art supplies and much more.

CAREWEAR

Our retail store at University Hospital, located on the 1st floor in Atrium Way, carries specialty gifts and jewelry, camisoles, headscarves and hats, compression stockings and more.

SAFETY CENTER

The Safety Center, located on the main floor of American Family Children’s Hospital, sells bike and ski helmets, smoke and carbon monoxide detectors, gun locks and more. Most items are less expensive than at local retailers. For Safety Center hours, call (608) 890-8043.
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 minimally processed foods using the best quality ingredients. We are proud to partner with Wisconsin farmers and producers to offer local and seasonal produce and other products on our menus.

ROOM SERVICE FOR PATIENTS AND GUESTS
You can order room service anytime between 6:30 am-8 pm.

• Call 265-0202 from room telephone
• MyChart Bedside tablet

There is no charge for patient meals. (see menu on pages 12-15)
Your meal will be delivered to your room within an hour or you can schedule your meal to be delivered at a specific time, around any treatments or therapies.
Visiting family and friends may order room service and have it delivered to a patient room. Each meal costs $8 and includes a main course/sandwich, vegetable, hot/cold side, beverage and fruit/dessert. Cash and credit cards are accepted.

FOUR LAKES CAFETERIA
The Cafeteria is located on the 1st floor, just off the H elevators. Open Monday-Friday, 6 am-7 pm; Weekends and holidays, 6 am-6:30 pm. Our menus are designed to appeal to different tastes and appetites.

FARMERS’ MARKET CAFÉ
Farmers’ Market Café, located on the main floor of American Family Children’s Hospital, is open Monday-Friday, 6:30 am-2:30 pm. Our café provides delicious food selections while leading the way in modeling food choices for our patients, families and visitors.

MENDOTA MARKET, AN ONSITE CONVENIENCE STORE
The Mendota Market is the hospital’s convenience store, located on the 1st floor near the cafeteria.

FRESH FARE MARKET
Fresh Fare Market, located on the 3rd floor near the D elevator lobby, is open Monday-Friday, 6:30 am-6 pm and offers salads, sandwiches, entrées and snacks made fresh daily.

HARVEST OF THE MONTH


Each month, our menus feature fresh, in-season produce when flavors and nutrients are at their peak.
COFFEE CORNER
Coffee Corner, located on the 2nd floor in Towne Square, features Barriques coffee, cold beverages and light snacks. Coffee Corner is open Monday-Friday, 7 am-4 pm.

VENDING
Vending machines, located throughout the hospital, include a variety of snacks. Refrigerated vending machines on the 3rd floor at the B and D elevator lobbies and the 5th floor E elevator lobby are stocked with sandwiches, soups and fruits.

To help identify the healthy snacks, items are separated into three zones: Snacks in the green zone are better for you and can be eaten daily. Snacks in the yellow zone have limited nutritional value and can be eaten occasionally, and snacks in the red zone have little or no nutritional value.

Four Lakes Cafeteria
# BREAKFAST (AVAILABLE ALL DAY)

<table>
<thead>
<tr>
<th>Hearty Hot Cereal</th>
<th>Farm Fresh Omelet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select from oatmeal, cream of wheat or cream of rice served with your choice of berry compote and/or walnuts</td>
<td>Three eggs with your choice of: ham, chicken, green bell peppers, onions, tomatoes, mushrooms, spinach and cheese</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Scrambler</th>
<th>French Toast</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fluffy scrambled eggs</td>
<td>Sweet French toast made with wheat or white bread</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Breakfast Sandwich</th>
<th>Mixed Berry Crêpes</th>
</tr>
</thead>
<tbody>
<tr>
<td>A toasted English muffin topped with one egg and choice of ham, bacon, turkey sausage and/or cheese</td>
<td>Two crêpes filled with warm berry compote</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cold Cereal</th>
<th>Pancake</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cheerios®, Corn Flakes®, Honey Nut Cheerios, Rice Chex®, Rice Krispies®, Shredded Wheat®, Total Raisin Bran®</td>
<td>A fluffy buttermilk or blueberry pancake</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fruit and Yogurt Parfait</th>
<th><strong>BREAKFAST SIDES</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Layers of vanilla Greek yogurt and fruit topped with granola</td>
<td>Turkey sausage patty</td>
</tr>
<tr>
<td></td>
<td>Bacon</td>
</tr>
<tr>
<td></td>
<td>Ham</td>
</tr>
<tr>
<td></td>
<td>Sausage links</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fruits</th>
<th><strong>FRUITS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple (whole or sliced)</td>
<td>Fresh fruit cup</td>
</tr>
<tr>
<td>Applesauce</td>
<td>Grapes</td>
</tr>
<tr>
<td>Banana</td>
<td>Orange</td>
</tr>
<tr>
<td>Strawberries</td>
<td>Canned fruit (mandarin oranges, peaches, pears, prunes, fruit cocktail)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Raisins</th>
<th>Melon (cantaloupe, honeydew, watermelon)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pineapple</td>
<td><strong>SOUPS</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Soups</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chicken noodle</td>
<td>Vegetarian chili</td>
<td>Tomato</td>
<td>Broth (beef, chicken, vegetable)</td>
</tr>
<tr>
<td>Vegetable</td>
<td>Cream of potato</td>
<td>Soup of the day</td>
<td></td>
</tr>
</tbody>
</table>
### Salads

**Garden Side Salad**
Mixed greens, tomato, cucumber

**Asian Salad**
Your choice of grilled chicken or tofu with pea pods, cabbage, lettuce, wontons, cilantro, sesame ginger dressing

**Greek Salad**
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 (optional)

### Dressings

- Balsamic vinaigrette
- Caesar
- Bleu cheese
- French
- Italian
- Sesame ginger
- Ranch
- Thousand Island

### 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 (Available as bean and cheese, chicken and cheese, or beef and cheese upon request)

**Build Your Own Hot Sandwich**
Select a beef, bison, turkey, black bean burger, grilled chicken, or pulled pork sandwich, 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

**Caprese Sandwich**
Mozzarella, tomato and basil on your choice of bread

**Turkey, Bacon and Avocado**
Turkey, bacon, 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

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

---

**We are proud to make the healthy choice the easy choice**

- Healthy choice
- Vegetarian
- Gluten-free

The healthiest food and drink choices, set by UW Health registered dietitians.

Food options free of beef, pork, poultry and fish. These items may contain dairy and egg products.

Gluten-free food options. Additional items that have no gluten added are available upon request.

To prevent foodborne illness, eggs and meat are thoroughly cooked.
Flat-Bread Pizza
Build your own pizza with flat bread, pizza sauce and your favorite toppings. Gluten free crust available upon request.

<table>
<thead>
<tr>
<th>Sausage</th>
<th>Cheese</th>
<th>Black olives</th>
<th>Mushrooms</th>
<th>Spinach</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ham</td>
<td>Pepperoni</td>
<td>Green bell peppers</td>
<td>Onion</td>
<td>Pineapple</td>
</tr>
<tr>
<td>Chicken</td>
<td>Canadian bacon</td>
<td></td>
<td>Tomato</td>
<td></td>
</tr>
</tbody>
</table>

MAIN COURSES
Create a healthy meal by adding a vegetable and fruit side of your choice.

Macaroni and Cheese
Creamy house-made macaroni and cheese

Perfect Pasta
Spaghetti served with your choice of meat sauce, marinara sauce, Boca® marinara, or eggplant marinara

Chicken Parmesan
Grilled chicken breast served with marinara and a combination of mozzarella and Parmesan

Linguine with Artichoke
Linguine served with artichoke, 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.

Lasagna
Layered lasagna noodles, meat, marinara tomato sauce and mozzarella cheese

Vegetable Lasagna
Layered lasagna noodles with cream sauce, broccoli and carrots

Sirloin Tips on Noodles
Beef top sirloin with mushroom onion gravy sauce served over egg noodles

Chicken
Grilled or baked chicken breast with choice of honey mustard sauce or BBQ sauce (optional)

Pan-Seared Catfish
Lightly seasoned and seared catfish

Baked Cod
Lightly seasoned baked cod

Grilled or Poached Salmon
Fresh grilled or poached salmon with house-made mustard dill sauce (optional)

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

Carved Roast Turkey
Oven-roasted turkey breast

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

Grilled Pork Loin
Pork loin grilled to perfection

Order room service, 6:30 am-8 pm, on your MyChart Bedside tablet or room telephone at 265-0202
### Sides (GF)
- Steamed broccoli
- Steamed cauliflower
- Steamed carrots
- Steamed peas
- Steamed green beans
- Sautéed vegetable blend
- White rice
- Brown rice
- Baked potato
- Mashed potato
- Baked sweet potato
- Corn
- Refried beans
- 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
- Yogurt (fat-free, low-fat, Greek)
- Crackers (saltines, graham crackers)

### DESSERTS
- Fruit smoothies (mixed berry, strawberry-banana)
- Angel food cake
- Sugar-free cookie (lemon crème cookie, chocolate chip cookie)
- Cookie (chocolate chip, oatmeal, sugar)
- Gelatin (strawberry, orange, lime, sugar-free)
- Cheesecake (plain or with chocolate sauce)
- Pie (apple, cherry, lemon meringue)
- Frozen yogurt (vanilla, chocolate, strawberry)
- 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, green)
  - Decaffeinated tea (black, cinnamon apple)
  - Coffee (regular, decaffeinated)
- Cold Beverages
  - Water
  - Carbonated water
  - Unsweetened iced tea (regular, decaf)
  - Lemonade (sugar-free)
  - Gatorade® G2 (Blue, Fruit Punch)
- Milk
  - Dairy milk (skim, 2%, whole, chocolate)
  - Lactose-free milk (skim)
  - Non-dairy milk (rice, almond)
- Juices
  - Orange
  - Apple
  - Cranberry
  - Grape
  - V8® vegetable (low-sodium)
CALL, DON’T FALL
Every patient is at risk for falling while in the hospital. Before getting up, always check with your nurse first about assistance you may need. Please help us keep you safe: Call, don’t fall. We encourage you to watch a short video on Channel 2 on your television.

YOU CAN HELP STOP THE SPREAD OF GERMS
Hand washing with germ-killing gel or soap and water is the number one way to prevent illness and infection, and stop the spread of germs.
• If you must stay in bed, ask your nurse for soap and water or alcohol hand gel.
• It is important for your family members and visitors to have clean hands when they visit you. They should wash their hands or use alcohol hand gel upon entering and leaving your room.

When to wear a mask over your nose and mouth
When you have an infection, try to stay at least three feet away from other people. If you are coughing, wear a mask over your nose and mouth, if you can. Don’t shake hands or touch others.

SMOKE- AND TOBACCO-FREE ENVIRONMENT
Smoking, smokeless tobacco and the use of mechanical or electronic cigarettes are not allowed. This includes buildings, grounds and parking areas. Visit uwhealth.org/tobaccofree for more information.

YOU CAN TAKE AN ACTIVE ROLE IN SAFETY
Uniformed security officers are around the hospital and grounds to help provide a safe environment. You can take an active role and reduce the opportunities for crime: be aware of your surroundings, secure your belongings and report suspicious persons and activities to Security, located near the Hospital Entrance, or call 890-5555 (see map on page 4).

RESPECT STAFF-ONLY AREAS
Some areas in the hospital—such as kitchens on patient floors—are for staff only. If there is something you need, please ask a team member for help.

CONCEALED CARRY GUIDELINES
UW Health does not permit firearms or other weapons in any of its buildings. Please leave firearms or weapons in your vehicle during your visit. Patients who bring a weapon into a UW Health building will be advised that their care may be delayed until the weapon has been removed from the building and secured.

IF YOU HAVE AN EMERGENCY OR A CHANGE IN CONDITION
You and your family members may be the first to notice a change in your condition. Please tell nursing staff if there is a change in the patient’s condition, such as high or low blood pressure, high or low heart rate, breathing problems, chest pain, facial droop, arm or leg weakness, problems speaking, new or increased confusion or inability to waken.

Supporting a Healthy and Safe Environment

Honoring Your Healthcare Wishes
Completing advance care planning and an advance directive can give you and your loved ones the peace of mind that your current and future healthcare preferences are known and will be honored if you are not able to make decisions for yourself or not able to communicate your wishes. Staff can provide advance directive forms and they are available online. Visit uwhealth.org/ACP for forms and to watch a short video.
• During your hospital stay: Coordinated Care at (608) 263-8574
• After you leave the hospital: Patient Resources at (608) 821-4144, advancecareplanning@uwhealth.org

Remember to clean hands before eating.
Honoring Your Privacy

HONORING YOUR 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 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
• Receive an accounting (list) of certain disclosures
• Request restrictions on uses and disclosures of your health information. (We may not be able to grant requests beyond what the law requires.)

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
All UW Health care providers follow the same privacy practices when handling your health information.

The Law Permits UW Health Care Providers to Use or Disclose Health Information for Routine Activities, such as treatment, payment, healthcare operations and 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:
• Discloses information to family members, friends or others involved in your care
• Discloses your name, room number, condition or religion in a directory available to visitors

Activities that Require Your Written Permission (Authorization)
If UW Health care providers need to use or disclose your health information for other purposes, we must first receive your written authorization.
Understanding Your UW Health Bills and Making a Financial Plan

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 will be required to pay known financial liabilities (copays, deductibles) before or at the time of service. After your insurance company has processed the claim and paid its portion, you will be responsible for any remaining balance. If you have questions about your health insurance coverage, your visit, or would like to discuss payment options or financial assistance, please call (608) 263-8770 to speak with a financial counselor.

The hospital and its associated clinics and our physician group have separate billing regulatory requirements. Your bill will list professional services and hospital/clinic services separately: Depending on your insurance plan, you may be subject to different out-of-pocket costs when treated at a hospital-based clinic. Some insurers pay hospital/clinic charges differently than professional charges. Please review your benefits handbook.

MAKING A FINANCIAL PLAN

Medical bills from an unexpected accident, illness or hospitalizations can cause financial stress. If you find yourself without a plan to pay medical expenses, our financial counselors will help you understand and manage your UW Health bills. We can assist you with setting up payment plans, providing estimated costs for upcoming services, exploring other coverage options such as governmental programs or plans on the Healthcare Marketplace, and if applicable, applying for UW Health’s Financial Assistance Program.

As part of our mission to ensure access to healthcare for all, UW Health provides discounted care to eligible patients and families through a financial assistance program called Community Care. This program provides a range of discounts on care based on your family size and annual household income. This program is NOT health insurance. The discounts you receive on care are only available at UW Health. For more information on applying for Community Care, visit uwhealth.org/communitycare, ask to speak to one of our onsite financial counselors during your hospital stay, or call us at (608) 263-8770.

CONTACT US

Our financial counselors are happy to answer your questions. 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
(877) 565-0505

University Hospital
600 Highland Ave
Madison, WI 53792
(608) 263-8770

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.
Understanding Your Rights and Responsibilities

Our goal is to provide you with the highest quality and safest possible care during your stay. Our patients have the following rights and responsibilities regardless of race, creed, color, national origin, ancestry, religion, gender, gender identity or expression, sexual orientation, marital status, age, newborn status, handicap or source of payment.

As a patient, you have the right to:
• Treatment without discrimination
• Respect, confidentiality and personal dignity
• Information you can understand
• Participation in decisions about your care
• Care that supports you and your family
• Access to your billing and medical records

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/patientguide for a complete list of your rights and responsibilities as a patient.
We Welcome and Value Your Feedback

If you have any compliments or concerns about your care or safety as a patient of UW Health, we encourage you to talk with your doctors and nurses. If you feel your concerns are not adequately addressed, please contact Patient Relations at patientrelations@uwhealth.org or (608) 263-8009.

PATIENT AND FAMILY ADVISOR PARTNERSHIP PROGRAM: PARTNERS IN CARE

Our patients offer a unique perspective and first-hand expertise on their experience as a patient. Contact us at PFAPartnerships@uwhealth.org or (608) 826-9168 if you are interested in applying to serve as a volunteer advisor and be engaged in improvement efforts.

YOUR VOICE MATTERS

UW Health’s goal is to provide high quality and compassionate care. Your feedback can help us meet that goal. You may receive a survey in the mail after being discharged from the hospital. Please consider completing the survey to let us know what we are doing well and how we can improve. Your input and thoughtful suggestions are very important to us. Thank you for allowing us to be involved in your care.

UW Health is proud to be a diverse and inclusive environment. We’re honored to provide you with the best healthcare and be among only 302 facilities in the U.S. to have earned the designation of being a leader in healthcare equality.
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.

Hmong (Hmong)

Lub chaw ua hauj lwm no yeeg ua raws li txhua yam kev cai lij choj uas tiv thav tib neeg txoj cai thab yuav tsis pub muaj kev cai fip pbaw los yog txaw kev pbav cuam rau ib tug neeg twg vjm nws yog hai neeg txawv, muaj cev nqaij daim txawv uas yog txawv xim, tuaj lwm lub tib chaws taqai, hnhb nyoog laus los hluas, xiam os khoab, los yog ib tug pjo niam los tsv neej.

Deutsch (German)

UW Health erfüllt die geltenden amerikanischen Bürgerrechtsgesetze und der nicht diskriminiert auf der Basis von Rasse, Hautfarbe, nationale Herkunft, Alter, Behinderung oder Geschlecht vor.

Deutsch (Pennsylvania Dutch)

UW Healthnit scheldeed jeedtende fedeeralno zeelaktoer in de lantschats zepp rehw snych en deu mapp diskriminazion on dei fowem zizkam, als rasse, ouder, herkunft, age, diapacigb, odder geschlecht.

Español (Spanish)

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

Français (French)

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.

한국어 (Korean)

UW Health는 해당 연방 민권법을 준수하여 인종, 피부색, 출신 국가, 연령 지정 또는 성별에 근거하여 차별하지 않습니다.

Hindi (Hindi)
प्रयास तैयार किया है: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-608-262-9000 (TTY: 711).

UW Health सामाजिक संवैदानिक अधिकार कानूनों का अनुपलब्ध नहीं करता है और यह जाति, रंग, राष्ट्रीय मूल, आय, अधकार या लिंग के आधार पर भेदभाव नहीं करता है।

Tagalog (Tagalog – Filipino)

Ang UW Health ay sumusunod sa naaangkop na mga Federal na batas sa karapatan sibil at hindi nandiiskriminata batay sa lahi, kuly, bansang pinagmulan, edad, kapansanan o kasarian.
Patient and Family Experience Promise

At UW Health, we hold ourselves accountable to the highest standards of care, and strive to provide an exceptional experience for you, our patients and families, every time. Is there a provider or staff member who has made your experience better? Tell us about it at uwhealth.org/promise

We promise to:

LISTEN WITH COMPASSION
We will be focused and considerate while listening to you.

COMMUNICATE EFFECTIVELY
We will communicate clearly and make decisions in partnership with you.

RESPECT YOU
We will respect your privacy, confidentiality and self-worth, as well as honor diversity.

PLEASE USE THIS SPACE TO WRITE QUESTIONS YOU HAVE FOR YOUR CARE TEAM ABOUT YOUR CARE, GOALS, OR CONCERNS

(Sample questions: What are my options? What can I/we do to help in the recovery process? What is this medication/procedure/test for?)