Guest Depot (1st Floor, Monday–Friday, 7 am–5 pm)

The Guest Depot is the welcome center and reception station for all patients and visitors to American Family Children’s Hospital. Guest Depot staff and ambassadors are available to help make your experience with us a little easier by providing directions, assisting with hotel accommodations, arranging Ronald McDonald House referrals and answering questions about other services you might need.

When the Guest Depot at American Family Children’s Hospital is closed, housing arrangements can be made by calling University Hospital Guest Services at (608) 263-0315. Children’s hospital security on the 1st floor is also available to help, though services may be limited.

Helpful Phone Numbers

Children’s Hospital Guest Depot: (608) 890-8000
Coordinated Care: (608) 263-8574
Housekeeping: (608) 263-1260
Pharmacy: (608) 890-7899
Room Service: (608) 265-0202
Security: (608) 890-6211
Tyler's Place: (608) 890-8037
University Hospital Guest Services: (608) 263-0315
Welcome to American Family Children’s Hospital and UW Health

It is an honor to care for your child and family. American Family Children’s Hospital is part of UW Health, one of 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, we invite you to learn about our facility and the services we offer. This guide will help you become familiar with American Family Children’s Hospital, as well as services at University Hospital, which is connected to the children’s hospital. If something needs attention, please tell us—we want to give you and your child the best possible care and experience.

HOW CARE AT AMERICAN FAMILY CHILDREN’S HOSPITAL AND 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 seeing if your child might be eligible to participate in a groundbreaking research study to find new ways to prevent, diagnose and treat illness, talk with your healthcare team.
Your Child’s Care Team and Their Roles

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

Because we are a teaching hospital, different care team members may ask you to answer many of the same questions. The information you provide about your child is essential in helping us provide the best and safest care for your child, and we thank you for your patience.

More information is available on MyChart Bedside “Introducing Your Child’s Team Members” and “Introducing Your Child’s Primary Nurse.”

The core members of your child's care team are:

- **You!** As the Primary Support Visitor, you know your child the best and are an important advocate.
- **Your Child** The needs of our patients come first, and the information that patients of any age provide directly to us is important.
- **Your Primary Nurse or Nurse for the Day** is your child’s main caregiver and your “go-to” person.
- **Nursing Assistants** work alongside your nurse to care for your child.
- **Attending Doctors/Faculty Physicians or Hospitalists** oversee your child’s care and provide direction on the treatment plan with input from other care team members.
- **Fellow Doctors** have finished the residency stage of medical training and are now learning about a specific area of interest. The Fellow Doctor sometimes leads rounds and helps teach the Resident Doctors.
- **Resident Doctors** are licensed medical doctors who are now learning more about caring for sick children. A Resident is often the first doctor to see your child and is supervised by the Attending Doctor.
- **Pediatric Nurse Practitioners** can diagnose and treat acute illnesses, as well as prescribe medications.

Other care team members may include:

- **Health Unit Coordinators** (also known as HUCs) assist with communication between you and your child’s healthcare team.
- **Nurse Case Managers** work with your child’s 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, and they can identify helpful resources.
- **Pharmacists** review your child’s medications, as well as provide medication safety checks and education on how to use medications and their possible side effects.
- **Registered Dietitians** help you learn what foods and beverages will help your child heal and recover, as well as meet your child’s nutritional needs based on their personal health concerns.
- **Child Life Specialists** are therapists trained in child development who work with children and families to help them cope with the stress and uncertainty of hospitalization, acute and chronic illness and disability.
- **Therapists** are skilled in specialized treatments to help your child develop skills to recover.
- **Various Support Staff**, including environmental services, security, culinary, patient access, guest services, and others also partner with your child’s care team to provide quality service and care.
FAMILY-CENTERED ROUNDS AT YOUR CHILD’S BEDSIDE

Every day, your child’s care team will gather bedside to discuss your child’s goals, answer questions and confirm next steps in your child’s healthcare plan, including tests, treatments and discharge plans.

Please have your child’s medication schedule available (see MyChart Bedside or ask for a printout), keep us aware of any sensitive issues, and write down questions as you think of them so you can discuss them all with your child’s care team. If you are unable to participate, please tell your child’s nurse so we can make sure your questions and concerns are addressed.

More information is available on MyChart Bedside “Preparing You for Rounds,” “Getting Ready for Your Child’s Discharge” and “Your Child’s Follow-Up Appointment.”

SMOOTH TRANSITIONS BETWEEN NURSING SHIFTS

To ensure your child’s 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 bedside safety check that includes a summary about your child’s medical status and a review of equipment and medications.

More information is available on MyChart Bedside “A Smooth Transition Between Nursing Shifts.”
Identification and Communication

ACCURATE IDENTIFICATION HELPS PROVIDE A SAFE ENVIRONMENT

Your child must wear an identification bracelet at all times in the hospital. The ID bracelet is an essential part of ensuring your child’s personal safety and will be used to verify correct medications, blood draws and any tests or procedures.

You’ll be asked your child’s name and birth date at the beginning of each conversation or treatment. This may seem repetitive at times, but it helps to ensure your child receives the correct care.

All American Family Children’s Hospital/UW Health employees wear identification badges so you can easily identify their role.

All visitors, including parents/Primary Support Visitors, will be given a visitor ID badge to be worn chest-high and visible. (See page 7 for details about how to get a visitor ID badge.)

GOOD COMMUNICATION IS ESSENTIAL

We want to make sure you understand what is being planned for your child’s care. If we use language you do not understand, please ask questions.

Medical interpreters are available to help you communicate with hospital and clinic staff if you are limited English speaking, deaf or hearing-impaired. Ask your child’s nurse for assistance.

KEEPING YOUR CHILD’S PAIN UNDER CONTROL

Preventing and managing pain can help your child get well faster, enjoy greater comfort and improve the results of their care. If your child is experiencing pain, please talk with your doctor or nurse about the treatment options.

If your child is uncomfortable from lying in a hospital bed, your nurse can help your child change position and bring extra pillows. A warm blanket, hot or cold packs, or other options may help your child’s comfort level. Ask your nurse what may be included in your child’s care.

You may be the first to notice a change in your child’s condition. Please tell nursing staff if you notice a change in your child’s condition, such as breathing rate or breathing problems, blood pressure or heart rate, pain, weakness, problems speaking, new or increased confusion, inability to awaken or any other changes that concern you.

More information is available on MyChart Bedside “Controlling Your Child’s Pain.”
Supporting a Healthy and Safe Environment

CALL, DON’T FALL

Every patient is at risk for falling while in the hospital. Make sure that crib/bed rails are up while your child is sleeping. Please help us keep your child safe: “Call, Don’t Fall”—that means call a nurse for assistance. We encourage you to watch a short video on Channel 3 on your television to learn more.

YOU CAN HELP STOP THE SPREAD OF GERMS

Many of our young patients are at risk of infection. You can help us stop the spread of germs that can make others sick by following these simple steps.

- 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.
- Family members and visitors must have clean hands when they visit. They should wash their hands or use alcohol hand gel upon entering and leaving your child’s room.
- Your child’s healthcare team must use hand gel every time they enter your child’s room and throughout their visit. Please, don’t be shy about asking if a care team member has used hand gel.
- Wear a mask over your nose and mouth when you are sick or have an infection (especially if you have a cough). Try to stay at least three feet away from other people and avoid shaking hands or touching others.

More information is available on MyChart Bedside “Keeping Hands Clean.”

UNDERSTANDING YOUR CHILD’S MEDICATIONS

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

More information is available on MyChart Bedside “Understanding Your Child’s Medications.”
CREATING A COMFORTABLE, SAFE, RESTFUL ENVIRONMENT

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. For the safety of all our patients, please do not allow children to jump on beds or other furniture, stand on window ledges or run in the hallways. If noise is a problem, 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 CHILD’S HOSPITAL ROOM

We are proud to provide a clean and comfortable environment that supports your child’s health and recovery. Every surface in your child’s room has been thoroughly cleaned with a hospital-grade disinfectant and inspected for cleanliness. Each room features a pull-out couch and bathroom, and most rooms have a shower. Extra pillows and linens are available for family members.

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

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

Pharmacy Services

AMERICAN FAMILY CHILDREN’S HOSPITAL PHARMACY

1st Floor, Monday–Friday, 9 am–5:30 pm

Fill your child’s prescriptions and purchase over-the-counter medications for children at the American Family Children’s Hospital pharmacy. The children’s hospital pharmacy is staffed by pharmacists specifically trained in pediatric medications and can also offer many child-friendly services to help make treatment easier.

UNIVERSITY HOSPITAL PHARMACY

2nd Floor, Main Street, Open daily, 9 am-7 pm

The pharmacy at University Hospital is available to fill your child’s prescriptions when the children’s hospital pharmacy is closed.

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 (866) UWH-DRUG or (866) 894-3784.

UW HEALTH PHARMACIES

Pick up your prescriptions and over-the-counter medicines at several locations throughout Dane County. Visit uwhealth.org/pharmacy for the list of locations.
Visits from Family and Friends, Safety and Security

Visits from loved ones provide comfort to your child and family and are welcome and encouraged. Providing a restful and safe environment for the children in our care is a top priority. All visitors and guests are required to stop at hospital Security on the 1st floor before visiting a patient and to follow our policies for visitors. We will provide your child’s room number and phone number to people who visit or call the hospital’s Guest Depot. **Please tell us if you do not want this information released.** And, if you prefer that your child not have visitors, please let us know.

*More information is available on MyChart Bedside “Tips for Friends and Family Members.”*

VISITING HOURS

- **Primary Support Visitors** (typically parents or legal guardians) may visit at any time; 24 hours a day, 7 days a week.

- **Family, friends and siblings under 18** may visit most units from 7 am–9 pm. Visitors under 16 years of age must be accompanied by an adult.

- **Other visitors** who are not visiting a patient directly (for example, food and floral deliveries, donations) must stop at Security and remain on the 1st floor at all times. **For the safety of our patients, families and staff, access to patient care floors is restricted to currently admitted patients and their approved visitors.**

- **After 9 pm when the hospital entrance closes, all visitors must stop at Security.** A security officer will need to confirm the presence of all visitors (even parents and Primary Support Visitors) with the nursing unit on the designated floor. This helps us keep all patients and families safe.

All family, friends and visitors have the responsibility to:

- Complete a health screening and obtain a visitor ID badge at Security.
- Refrain from visiting if they have a cold, fever, flu or other communicable illness.
- Wear a temporary visitor ID badge on their outermost layer of clothing at chest height.
- Comply with requests from your child’s care team.

**Primary Support Visitor ID Badge**

- Primary Support Visitors may apply for an ID badge that can be used throughout the duration of your child’s stay.
- Primary Support Visitors must obtain a pink authorization form from their child’s Primary Nurse before Security will print a Primary Support Visitor ID Badge.
- The Primary Support Visitor ID Badge must be returned to Security or the patient’s unit when the patient is discharged.

**VISITOR POLICIES AND GUIDELINES**

- Check in at the nursing unit on the child’s floor before entering the patient’s room to learn if any special visitation conditions or restrictions apply. This is especially important for the Pediatric Intensive Care Unit and Neonatal Intensive Care Unit.
- Follow the guidelines for visitation posted on the child’s room door such as wearing a gown and mask if required.
- Use germ-killing gel and/or wash hands regularly and thoroughly with soap and water upon entering and leaving a patient’s room.
- Children should always be supervised by an adult during their visit. Please make sure children visiting use “inside voices” and do not stand on window ledges, jump on furniture or run in the hallways. This is for the safety of all patients, siblings and visitors.
- Visitors under the age of 18 are not permitted to stay overnight.

Visitation shall not be denied based on race, creed, color, national origin, ancestry, religion, gender, gender identity or expression, sexual orientation, marital status, age or handicap.
PARKING INFORMATION

Families of inpatients receive two parking passes upon admission that allow unlimited free self-parking in the American Family Children’s Hospital parking ramp. To obtain your parking passes, take the Primary Support Visitor ID Badge you received at Security to the University of Wisconsin (UW) Parking Office located near the elevators on the E level of the children’s hospital parking ramp. Passes are valid for one week and can be renewed at the parking office. After-hours parking validation for Primary Support Visitors can be obtained at Security, if needed.

Other Visitors are required to pay $2/per hour for parking ($15 maximum per day). Cash, MasterCard or Visa are accepted at the pay stations located near the elevators on levels E and P of the American Family Children’s Hospital parking ramp. Credit card payment at the gate when exiting is also accepted.

RVs can park for free in UW Lot 131 located on University Bay Drive. Electricity is provided. To obtain an RV pass, please contact Guest Services at University Hospital, located just inside the University Hospital entrance on the 2nd Floor, or call (608) 263-0315.

More information is available on MyChart Bedside “Security and Parking Information.”

WHAT TO BRING TO THE HOSPITAL AND HOW TO KEEP YOUR BELONGINGS SAFE

To help your child feel more at ease in the hospital, you are welcome to bring personal items such as pajamas, slippers, comfortable clothing, blanket, toy, stuffed animal, photos of family and friends, and school assignments.

• Be sure each personal item is clearly labeled with your child’s name.

• Cell phones, personal computers and other electronic devices are considered valuables and are the responsibility of the owner.

• Avoid placing personal items 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.

• Plug-in radios, fans, heating pads, extension cords and essential oil burners can be hazardous and are not permitted in the hospital.

• Please ask your Health Unit Coordinator (HUC) for a DVD player or your Child Life Specialist for a list of gaming systems that are available for use in your child’s room.

LOST ITEMS

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

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For the safety of our patients, families and staff, access to patient care floors is restricted to currently admitted patients and their approved visitors. After discharge, if you wish to share a message with your care team, please visit the Guest Depot.
Making Your Family’s Stay as Comfortable as Possible

More information is available on MyChart Bedside “General User’s Guide.”

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

COMPUTERS AND CHARGING STATIONS
Computers are available on each floor of the children’s hospital and at the University Hospital Business Center located in the Surgical Waiting Area (Main Street/2nd Floor). Chargers are also available for purchase in the Gift Shop. Please note that tech support is not available for personal devices.

ATMS
• American Family Children’s Hospital: 1st Floor by the Guest Depot
• University Hospital: 2nd Floor Main Street by the Clinics Entrance
• University Hospital: 1st Floor J elevators outside the Four Lakes Cafeteria

HOTEL RESERVATIONS
American Family Children’s Hospital patients, families and guests are eligible to stay at the Best Western Plus® InnTowner Madison for a reduced rate. The hotel is located three blocks from University Hospital and offers complimentary shuttle service between the hotel and hospital 24 hours a day. To make a hotel reservation, please call (608) 263-0315.

RONALD MCDONALD HOUSE
The Ronald McDonald House is a “home-away-from-home” located a block from children’s hospital for families of children’s hospital patients, at little or no cost. It provides private bedrooms, home-cooked meals, and playrooms for children. Shuttle service to the children’s hospital runs 8 am–8 pm daily. For more information, call (608) 263-0315 or stop at the Guest Depot.

TYLER’S PLACE FOR SIBLINGS
1st Floor Lobby, Monday–Friday, School Year: 9 am–2 pm • Summer: 9 am–3 pm
Brothers and sisters ages 3–12 of hospitalized children may participate in structured activities in a supervised environment for up to two hours in the morning and two hours in the afternoon. Children do not need to be potty-trained but staff/students/volunteers are not able to assist in changing/toileting. Parents will be called to report back to Tyler’s Place and help their child. Children will also be health screened by Security. Call (608) 890-8037 to make arrangements.

FAMILY FACILITIES:
FAMILY LOUNGES, KITCHENS AND LAUNDRY ROOMS
Family Lounges located on each floor of the children’s hospital provide some of the comforts of home, including:
• Kitchen facilities to prepare a meal or refrigerate food
• Laundry facilities with washers and dryers for parents to use (machines and soap are free of charge)
• A large TV

WALKING ROUTES
View maps of our indoor and outdoor walking routes at uwhealth.org/walkingroutes.
LACTATION ROOMS AND BREAST MILK STORAGE
Private lactation rooms and refrigerators for breast milk storage are available on each floor. A pump is provided (please bring your own supplies). Lactation specialists are available if needed. Talk to your child’s nurse for more information.

GIFT CARDS
For convenience, you can purchase gift cards to use at any of our food service venues, gift shops, pharmacies and Safety Center. Purchase gift cards at the American Family Children’s Hospital Farmer’s Market Café and Safety Center, and at the University Hospital Gift Shop, Four Lakes Cafeteria or Mendota Market. For more information, call (608) 263-8231.

U.S. POSTAL SERVICE AND MAIL BOX
Patients can receive mail during their hospital stay. Cards and letters will arrive sooner if they are addressed like the example below and identify your child as a patient.

Patient: Mary Smith
American Family Children’s Hospital
1675 Highland Avenue
Madison, WI 53792

Mail that arrives after a child leaves the hospital will be forwarded to the parents’ home.

You may drop off stamped mail at the Guest Depot during regular business hours or at the U.S. Postal Service mailbox located outside the University Hospital Main Entrance revolving door. Postage stamps are available at the Farmers Market Café in the children’s hospital lobby and at the Mendota Market on the 1st floor of University Hospital.

PIERCE FAMILY THEATER
The Pierce Family Theater is a comfortable space located in the 1st floor lobby for patients and families to watch a movie or DVD.

CHAPEL AND SPIRITUAL CARE
The chapel, located on the 1st floor of the children’s hospital, is open for meditation, private prayer and worship 24 hours a day. People of all faith traditions—or those of no faith tradition—are welcome. A current schedule for Catholic Mass or Islamic Prayer times is posted outside the chapel, or please ask your nurse.

More information is available on MyChart Bedside “Spiritual Care Services.”

REQUEST A CHAPLAIN TO VISIT
Our chaplains are available 24 hours a day and provide a supportive, caring presence while your child is hospitalized. We respect the spiritual beliefs and needs of everyone. To request a personal visit, please call (608) 263-8574.

VISITS/REQUESTS FOR VOLUNTEERS
If you would like a volunteer to visit you during your stay, please ask your nurse.

OUTDOOR ROOFTOP GARDENS AND PATIO AT UNIVERSITY HOSPITAL
During the warmer months, you are welcome to visit our outdoor rooftop gardens and patios located at University Hospital, weather permitting, 7 am–dusk. For your safety, please notify your nurse if you wish to visit the gardens.

• Atrium Patio, located near the Four Lakes Cafeteria, at J3/1
• Hilary Grace Healing Garden, located near the E Elevators, 4th Floor
• Haberman Terrace, located between the E and D elevators, 4th Floor
We offer many special services, activities and events to help your child feel as comfortable as possible while in our care. Many of these services are also available for siblings. Look for the events calendar posted in your child’s room and outside the hospital playrooms or ask your nurse about these special resources. More information is available on MyChart Bedside “Extras.”

- **Child Life Program**: Helps children, adolescents and families cope with the fear and anxiety associated with being in the hospital and promotes positive experiences to help your child play and grow while in our care. Child Life Specialists can help prepare your child for procedures and surgeries, engage in medical play and offer activities to provide distraction and help normalize the hospital experience.

- **Positive Image Center**: Our Positive Image Center is the only hospital-based center of its kind. A licensed cosmetologist will help provide wigs, hats, scarves and other resources to lessen the impact of and ease anxiety about appearance-altering treatments, illnesses, procedures and side-effects. Please ask your nurse about receiving these services.

- **Play Rooms**: Patients and families are invited to use the playrooms located on their hospital floor and participate in daily scheduled activities. If your child is unable to visit the playroom, Child Life staff can offer suggestions for activities in your child’s room. Patients and siblings need to be supervised at all times.

- **Special Activities**: Special programs and activities such as Pet Pals and sewing pillow cases, as well as visits from magicians and other entertainers provide a bit of fun for patients and families. The special activities calendar is posted outside the hospital playrooms and is available on MyChart Bedside “Extras.”

- **Hospital School (4th and 5th Floor)**: Teachers employed by the Madison Metropolitan School District teach patients 4K–12 in one of two classrooms or bedside, if needed.

- **Massage Therapy/Healing Touch/Music Therapy**: Ask your Health Unit Coordinator (HUC) about what special therapies are available on your child’s unit to provide comfort and healing. Some services are available at no cost.
Shopping

AMERICAN FAMILY CHILDREN'S HOSPITAL GIFT SHOP AND PHARMACY
1st Floor Lobby
Monday–Friday, 9 am–5:30 pm
The Children’s Hospital Gift Shop and Pharmacy offers many child-friendly items such as stuffed animals, games, balloons and toys.

UNIVERSITY HOSPITAL GIFT SHOP
2nd Floor Main Street (near the University Hospital Main Entrance)
Monday–Friday, 8:30 am–7 pm
Saturday/Sunday, 11 am–3 pm
The University Hospital Gift Shop offers a wide array of greeting cards, balloons, fresh-cut flowers and plants, gift items, jewelry, magazines, puzzle books, lotions, candles and more. You can also visit uwhealth.org and click on “Online Services” to browse and order gifts.

SAFETY CENTER
1st Floor Children’s Hospital Lobby
Monday, Wednesday–Friday, 10 am–4 pm
Tuesday, 10 am–7 pm
Third Saturday (September, November, January, March, May and July), 8 am–Noon
The Safety Center sells strollers, car seats, bike and ski helmets, smoke and carbon monoxide detectors, gun locks and more. Most items at the Safety Center are priced lower than other retailers. Trained staff can provide educational materials, answer questions and install car seats. Call (608) 890-8043 for more information.

UNIVERSITY BOOKSTORE
Health Sciences Learning Center Atrium (near the University Hospital Four Lakes Cafeteria)
Monday–Friday, 8 am–4 pm
University Bookstore features UW Badgers clothing and gifts, books, computers, art supplies and much more.
Food and Beverage Options

SPECIAL MEALS PROVIDED TO AMERICAN FAMILY CHILDREN’S HOSPITAL FAMILIES AT NO CHARGE

Family Meals are provided three nights a week in the children’s hospital lobby. The Family Meals calendar with menus is available on MyChart Bedside “Extras” and posted in the playroom on your child’s floor. All family meals are provided free of charge through generous community support.

Ronald McDonald House Lunches may be available on inpatient units. Ask your Health Unit Coordinator (HUC).

AMERICAN FAMILY CHILDREN’S HOSPITAL AND UNIVERSITY HOSPITAL DINING OPTIONS

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.

FARMERS’ MARKET CAFÉ
American Family Children’s Hospital, 1st Floor Lobby, Monday–Friday, 6:30 am–2:30 pm
Farmers’ Market Café in the children’s hospital lobby offers delicious, healthy food selections including custom-made sandwiches, salads, smoothies, snacks, coffee and tea.

FOUR LAKES CAFETERIA
University Hospital, 1st Floor H elevators, Monday–Friday, 6 am–7 pm
Saturday/Sunday/Holidays, 6 am–6:30 pm
Our full-service cafeteria at University Hospital has many options to appeal to different tastes and appetites.

MENDOTA MARKET
University Hospital, 1st Floor H Elevators
Monday–Friday, 6:30 pm–2 pm*
(closed 2 pm–6:30 pm)
Saturdays/Sundays/Holidays, 6:30 pm–6 am*
(closed 6 am–6:30 pm)
* Open overnight
Mendota Market at University Hospital offers convenience store items, prepared food, bottled beverages, specialty teas and Starbucks®, Barriques and Cadence Cold Brew coffee on Nitro Tap.

COFFEE CORNER
University Hospital, 2nd Floor Towne Square
Monday–Friday, 7 am–3 pm
Coffee Corner at University Hospital offers Barriques brewed coffee, lattes, tea, cold beverages and light snacks.

FOOD DELIVERY
You may have food delivered by area restaurants to the children’s hospital lobby at 1675 Highland Avenue. Please plan to meet the delivery driver in the lobby.

VENDING
Vending machines at American Family Children’s Hospital include a variety of snacks and are located on the 4th and 5th Floors outside the family kitchens.
For Your Child: Order using your MyChart Bedside tablet or by calling (608) 265-0202. Your child’s meal will be prepared and delivered to your room within an hour or you may have it delivered at a specific time around scheduled treatments or therapies. Use your MyChart Bedside tablet for speedier delivery and less wait time.

For Family and Friends: Orders must be placed by calling (608) 265-0202. Guests may order from the Children’s Hospital Menu or ask your nurse for the University Hospital Menu. Each meal is $8 and includes one main course, two side orders, beverage and dessert/fruit. Cash and credit cards are accepted.

How to place an order using MyChart Bedside:
1. Click on the Let’s Eat icon on the home screen.
2. Select your menu items
3. Click “add to tray” for each item
4. Click “view tray” and confirm the delivery time
5. Click “place order”

- If you have been prescribed a special diet, a room service clerk can help you with your selections.
- Baby foods and pureed foods are available upon request.

WE ARE PROUD TO MAKE THE HEALTHY CHOICE THE EASY CHOICE

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.
BREAKFAST (Available all day)

**Fluffy Egg Omelet**
Select from a veggie, ham and cheese or cheese omelet and add your choice of green bell peppers, onions, tomatoes, mushrooms or spinach

**French Toast**
Sweet French toast, made with wheat or white bread

**Mixed Berry Crêpes**
Two crêpes filled with warm berry compote

**Egg-cellent Sandwich**
Toasted English muffin topped with one egg and choice of ham, bacon, turkey sausage and/or cheese

**Sunrise Pancake**
A fluffy buttermilk or blueberry pancake

**Hearty Hot Cereal**
Select from oatmeal, cream of wheat or cream of rice and served with your choice of berry compote, walnuts

**Fruity Yogurt Parfait**
Layers of vanilla Greek yogurt and fruit topped with granola

**Scrambler**
Fluffy scrambled eggs

**Cold Cereal**
Cheerios®, Corn Flakes®, Honey Nut Cheerios®, Rice Chex®, Rice Krispies®, Shredded Wheat®

**Breakfast Sides**
- Turkey sausage patty
- Bacon
- Sausage links
- Hash browns
- Toast (whole wheat, white, cinnamon raisin, rice bread)
- English muffin
- Bagel (plain, cinnamon raisin)
- Mini muffin (blueberry, apple-bran)
- Yogurt (blueberry, strawberry, peach, vanilla)

**Fruits**
- Apple (whole or sliced)
- Applesauce
- Banana
- Canned fruit (peaches, pears, prunes, mandarin oranges, fruit cocktail)
- Fresh fruit cup
- Grapes
- Melon (cantaloupe, honeydew, watermelon)
- Orange
- Pineapple
- Raisins
- Strawberries
LUNCH AND DINNER

Meatloaf
Ground beef seasoned with herbs

Macaroni and Cheese
Creamy house-made macaroni and cheese

Chicken Picnic
Grilled chicken breast

Carved Roast Turkey
Oven-roasted turkey breast

Chicken Pot Pie
Chicken and vegetables in a creamy sauce topped with puff pastry

PB and B
Peanut butter and banana sandwich
(The classic peanut butter and jelly is also available)

Fresh Taco
One taco (chicken, ground beef, whitefish or bean) served with your choice of lettuce, diced tomato, cheese and/or guacamole

Chicken Fingers
Oven baked chicken tenders

Baked Cod
Lightly seasoned baked cod

Spaghetti with Marinara
Spaghetti served with your choice of meatballs with marinara, meat sauce, marinara or Boca® marinara sauce or primavera marinara

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

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

Vegetables
Garden side salad
Raw veggies (carrots, cucumbers, celery)

Savory Sides
Dinner roll
Garlic bread
Brown rice

Burgers
Select a hamburger, black bean or grilled chicken sandwich with your choice of lettuce, tomato, onion and cheese, served on a bun

Asian Salad
Grilled chicken or tofu with mixed pea pods, red bell pepper, cabbage, lettuce, wontons, cilantro, with sesame ginger dressing

Caesar Salad
Romaine lettuce, Parmesan cheese, croutons, tomato, served with grilled chicken breast (optional)

Quesadilla
Cheese, bean and cheese, beef and cheese, or chicken and cheese with lettuce, diced tomato and guacamole on the side

Soup
Chicken noodle, cream of potato, tomato, vegetarian chili or broth (beef, chicken, vegetable) Ask about our soup of the day.

Build Your Own Sandwich
Chicken salad, egg salad, ham, roast beef, tuna salad, turkey, cheese, grilled cheese

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

Pizza Night
Start with a delicious flat bread with pizza sauce and add your favorite toppings. Gluten free crust available upon request. (Sausage, pepperoni, ham, chicken, cheese, black olives, green peppers, mushrooms, onions, pineapple, tomato or spinach)

Vegetables
Garden side salad
Raw veggies (carrots, cucumbers, celery)

Savory Sides
Dinner roll
Garlic bread
Brown rice

White rice
Corn
Baked potato
Baked sweet potato
Mashed potato
Refried beans
Buttered noodles
Baked French fries
## SNACKS
(Also check fruits and vegetables lists)

<table>
<thead>
<tr>
<th>Cheese and crackers</th>
<th>Graham crackers 🍪</th>
<th>Popcorn 🍿</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chips (Sunchips®, baked potato chips 🍟)</td>
<td>Granola bar</td>
<td>Raw vegetables with hummus 🥗 or ranch dip 🍗</td>
</tr>
<tr>
<td>Cottage cheese 🍣 🍴</td>
<td>Yogurt 🍎 (blueberry, strawberry, peach, vanilla)</td>
<td>String cheese 🍴 🍴</td>
</tr>
<tr>
<td>Fruit leather 🍊</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## DESSERTS

<table>
<thead>
<tr>
<th>Fruit smoothie 🍎 (mixed berry, strawberry-banana)</th>
<th>Banana bread 🍌</th>
<th>Frozen Desserts 🍦 (mixed berry, strawberry)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sugar-free cookie 🍦 (lemon crème cookie, chocolate chip cookie)</td>
<td>Angel food cake 🍰</td>
<td>Frozen yogurt 🍦 (vanilla 🍪, chocolate, strawberry)</td>
</tr>
<tr>
<td>Gelatin 🍯 (strawberry, orange, lime, sugar-free 🍋)</td>
<td>Cookie 🍪 (chocolate chip, oatmeal raisin 🍪)</td>
<td>Sherbet 🍦 (raspberry, orange)</td>
</tr>
<tr>
<td>Pudding 🍡 (vanilla, chocolate, sugar-free 🍴)</td>
<td>Cheesecake 🍰 (plain or with chocolate sauce)</td>
<td>Sugar-free sorbet 🍦 (orange, strawberry)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Milkshake (vanilla, chocolate)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Popsicle (regular 🍦, sugar-free 🍦)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fruit ice 🍎 (orange, cherry)</td>
</tr>
</tbody>
</table>

## BEVERAGES

### Hot Beverages

<table>
<thead>
<tr>
<th>Hot chocolate (regular 🍴, sugar-free)</th>
<th>Tea (black, green)</th>
<th>Decaffeinated tea 🍵 (black, cinnamon apple)</th>
</tr>
</thead>
</table>

### Cold Beverages 🍹

<table>
<thead>
<tr>
<th>Water 🍬</th>
<th>Carbonated water 🍬</th>
<th>Unsweetened iced tea (regular, decaf)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lemonade (sugar-free)</td>
<td>Powerade Zero® (fruit punch, mixed berry)</td>
<td></td>
</tr>
<tr>
<td>Dairy milk 🍪 (skim 🍬, 2%, whole, chocolate)</td>
<td>Lactose-free milk 🍪 (skim)</td>
<td>Non-dairy milk 🍪 (rice, almond, soy)</td>
</tr>
</tbody>
</table>

### Juices 🍊 🍏 🍞

<table>
<thead>
<tr>
<th>Orange</th>
<th>Prune</th>
<th>V8® vegetable (low-salt)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple</td>
<td>Grape</td>
<td>(purple, white)</td>
</tr>
<tr>
<td>Cranberry</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Remember to clean hands before eating.
Finding Your Way to University Hospital

To get to University Hospital from American Family Children’s Hospital:

1. Start from the Security Office on the 1st floor by the elevators and walk towards the lobby.

2. Make a left at the Guest Depot onto O’Keefe Way.

3. Follow O’Keefe Way and then cross the Skywalk/Connector Bridge.

4. When you reach the bank of elevators on your right, you are now standing in the University Hospital 3rd Floor Atrium.

Take the University Hospital Atrium elevators to the following commonly visited locations:

- **1st Floor**: Four Lakes Cafeteria, Mendota Market, ATM, connecting hallway to University Bookstore at the Health Sciences Learning Center.

- **2nd Floor**: Towne Square, Main Street, Gift Shop, Pharmacy, Clinics Entrance, Hospital Entrance, University Hospital Parking Ramp.
Television and Streaming Movie Service

Watch movies, television shows or one of our relaxation channels on our streaming movie service which allows you to start, pause or stop programming around your schedule. You may also watch regularly scheduled network and cable television.

WATCH ON YOUR PERSONAL MOBILE DEVICE

1. Connect to “Free WiFi UW Health” from your mobile device
2. Download the “Swank Media Player” App from the iTunes or Google Play store
3. Visit swank.uwhealth.org from your web browser (Chrome, Safari, Firefox, etc.) to browse the list of movies, tv shows and other content

WATCH ON YOUR BEDSIDE TABLET

1. On your MyChart Bedside tablet, open the MyChart Bedside app
2. Log in to MyChart Beside 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

UNDERSTANDING DESTINATIONS AND ROOM NUMBERS AT UNIVERSITY HOSPITAL

The easiest way to find your way around University Hospital is to follow Main Street on the 2nd floor to a designated elevator lobby (follow the brown tiled floor), take the elevator to desired floor and follow signs to your destination.

Each destination contains five characters, divided by a slash (for example: K6/510):
- The first two characters (K6/510) are the grid location/elevator lobby
- The first number after the slash (K6/510) is the floor number (5th Floor)
- The last two numbers (K6/510) are the room number

For Assistance Finding Your Way Around University Hospital

Stop by the Information Desks located near the Hospital Entrance and the Clinics Entrance, look for guest services ambassadors and volunteers wearing red shirts or jackets, or contact University Hospital Guest Services at (608) 263-0315.
**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.

**CONCEALED CARRY GUIDELINES**

UW Health does not permit firearms or other weapons in any of its buildings. Please leave firearms or weapons in your locked 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.

**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 opportunities for crime:

- Do not allow anyone to take your child anywhere without your approval and your child’s nurse knowing about it.
- Do not allow other people to follow you into the Inpatient Units. If someone follows you in, please let a staff member know immediately.
- Be aware of your surroundings, secure your belongings and report suspicious persons and activities to Security located on the children’s hospital 1st Floor or call (608) 890-6211.

**UW Health is committed to being diverse and inclusive. We’re honored to be among the 302 facilities in the U.S. to have earned the designation of being a leader in healthcare equality.**
Requesting 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.

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.

This year marks the 100th birthday of the founding of the first children’s hospital at the University of Wisconsin-Madison. A lot has changed in the last 100 years, but one thing remains the same: our deep appreciation for all the children and families who trust us as their healthcare experts.
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 (877) 565-0505 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 hospitalization 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. For more information, visit uwhealth.org/financialassistance, ask to speak to one of our onsite financial counselors during your hospital stay, or call us at (877) 565-0505.

CONTACT US

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

600 Highland Ave, H6/220
2nd floor (Main Street)
Madison, WI 53792
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 age, ancestry, color, creed, disability, gender, gender identity or expression, marital status, military or protected veteran status, national origin, newborn status, parental or familial status, political affiliation, race, religion, sex, sexual orientation or source of payment.

PATIENT RIGHTS

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

PATIENT RESPONSIBILITIES

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

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

Our Patient Relations staff can help you understand our organizational policies. Please visit uwhealth.org/patientrights 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.

• You may recognize remarkable staff through a submission form on uwhealth.org/experience
• 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 and their families offer a unique perspective and first-hand expertise on their experiences as a patient at UW Health. 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 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.

SHARE YOUR STORY WITH US

We love to stay connected with our patients and families. Share your photos, videos and updates with us on social media. We would love to hear from you! Submit your story here: uwhealthkids.org/sharestory

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

Friends has raised more than $7 million to support American Family Children’s Hospital.

A Friends membership entitles you to receive a 25 percent discount in all UW Health gift shops. To become a member, visit friendsofuwhealth.org
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.

Spanish (Spanish)

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.

Chinese (Chinese)
请注意：如果您说中文，可使用我们免费提供的语言服务。请致电1-608-262-9000 (TTY: 711)。

UW Health 遵守适用的联邦民权法律规定，不因种族、肤色、民族血统、年齡、殘障或性別而歧视任何人。

Arabic (Arabic)

UW Health يمتلك نظام الحقوق المدنية الفدرالي، ولا يدискrimینة حسب العرق أو الجنس أو الأصل القومي أو السن أو الإعاقة أو الجنس.

Korean (Korean)

UW Health 는 해당 연방 인권법을 준수하며 인종, 피부색, 출신 국가, 연령, 정체성 또는 성별에 대한 차별을 하지 않습니다.

Dutch (Pennsylvania Dutch)

Des Organization complies mit applicable Federal civil Rechte un discriminates neuf ot Basis von Fass, Farse, Herrkunft, Elder, Disability, odder Geschlecht.

French (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.

Hindi (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 सामुन्दरिक श्रम संघीय नागरिक अधिकार कानून का अनुपालन करता है और यह जाति, रंग, राष्ट्रीय मूल, अमूर्त, अक्सर या तिन्क के आधार पर मेक्सिकन होना नहीं करता है।

Tagalog (Tagalog – Filipino)

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

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

_____________________________________________________________________________________________________________________________________________________________________________________________________________________

_____________________________________________________________________________________________________________________________________________________________________________________________________________________

_____________________________________________________________________________________________________________________________________________________________________________________________________________________

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_____________________________________________________________________________________________________________________________________________________________________________________________________________________

Recognize Remarkable Staff
Is there someone who made a difference in your experience at UW Health?
Tell us about it at uwhealth.org/experience

UWHealth
American Family Children’s Hospital

uwhealth.org/kids