UW HEALTH AT THE AMERICAN CENTER
Patient and Family Care Guide

Television and movie channels  page 6
Hospital map  page 7
Food and beverages  pages 11-15
Welcome to UW Health at The American Center ........................................... 1
Your Care Team .......................................................................................... 2
Identification, Communication and Pain Control ....................................... 3
During Your Stay ....................................................................................... 4-5
Television and Movie Channels and Hospital Map ................................... 6-7
Making Your Stay and Your Guests as Comfortable as Possible .......... 8
Services to Support Your Health and Healing ......................................... 9
Supporting a Healthy and Safe Environment ............................................ 10
Food and Beverages ............................................................................ 11-15
Honoring Your Healthcare Wishes ............................................................ 16
Requesting Your Medical Records ............................................................. 17
Understanding Your UW Health Bills and Making a Financial Plan ...... 18
Understanding Your Rights and Responsibilities ...................................... 19
We Welcome and Value Your Feedback ................................................... 20
Language Accessibility and Nondiscrimination ........................................ 21

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. University of Wisconsin Hospitals is ranked in the top 20 hospitals in the nation. Our health system is committed 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.

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.
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 nurse is your main caregiver and point of contact.
• 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 (HUCs) 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.
  - Patient care technicians are certified nursing assistants who work alongside your nurse to ensure you receive all of your cares.
  - 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 therapies to help you develop skills to recover from illness or injury.
  - Various support services including environmental services, security, culinary, patient access, guest services, materials management, and others also partner with your care team to provide quality service and care.

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. We can help you communicate with hospital and clinic staff if you are limited English speaking, 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 4 for ideas)

UNDERSTANDING YOUR MEDICATIONS AND PHARMACY SERVICES

You can view your medication list and schedule on MyChart Bedside. Your nurse will assist with this. To ensure your safety, certain medications and blood products will be checked by two nurses at your bedside before being given.

Before you are discharged, a pharmacist will come to your room to review your updated medication list with you and explain the purpose, directions and side effects of each new medication.

If you choose to fill your new prescriptions at The American Center Retail Pharmacy, your medications can be delivered to your bedside before you leave. This service, called “Meds to Beds,” is available Monday-Friday, 8:30 am-5 pm. During other times, your prescriptions and over-the-counter medications can be picked up at the 24-hour after-hours window. (See map on page 7). To fill prescriptions at our pharmacy, you will need:

1. Cash, credit or debit card for copays
2. Prescription insurance card
3. Driver's license or identification if receiving controlled substances

At any time, if you have a question about your medications or our services, talk with pharmacy staff or visit uwhealth.org/pharmacy:

- Free home delivery service. For details, call (866) UWH-DRUG, (866) 894-3784
- Drug take-back bin for unused and unwanted medications available in the retail pharmacy
- Appropriate vaccinations will be ordered and given to inpatients and available in the retail pharmacy for outpatients or visitors
During Your Stay

YOUR 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 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) 444-4055
• If your room is too hot or cold or a feature of your room (television, bed, lights, etc.) does not work properly, call (608) 444-6565
• To make an outgoing call from your room phone, press 1, wait for dial tone and then enter the local number.

CREATING A COMFORTABLE, RESTFUL ENVIRONMENT
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.

VISITS FROM FAMILY AND FRIENDS
Loved ones may provide comfort to you and are welcome to visit often. Rest is also an important part of your recovery. If you do not want visitors, please let us know.

Family, friends and visitors have rights and responsibilities to:
• Spend time with you.
• Refrain from visiting if they have a cold, fever, flu or other communicable illness
• Comply with requests from your care team, and follow instructions on visitor isolation signs
• Follow visitation policies:
  - Check in at a nursing unit to learn if any visitation restrictions or isolation precautions apply.
  - Children should be supervised during their visit 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.

VISITING HOURS
Some patient care areas may have restrictions if you are in therapy, or for other designated periods during the day.

Children are welcome to visit. Adults who bring children are responsible for supervising them. To help ensure that you are not exposed to contagious diseases, children or adults recently exposed to illnesses such as chicken pox and measles should not visit.

REQUEST READING MATERIALS OR VISITS FROM OUR VOLUNTEERS
If you would like a volunteer to visit you during your stay or bring reading materials to your room, please call (608) 440-6242.
BUILDING ACCESS
Visitors may access the building at our Main Entrance and Clinics Entrance:
• Monday-Friday, 5 am-9:30 pm
• Weekends and Holidays, 8 am-5:30 pm
After hours:
• Enter through the Emergency Entrance
• Call The American Center’s Security at (608) 440-6666
• After hours, access to inpatient units is restricted and doors may be locked. Please call Security at (608) 440-6666 for escorted access to inpatient rooms.

VISITOR CHECK IN
On arrival, visitors should check in at an information desk or nursing unit to learn if any restrictions apply to the patient they wish to visit.
Check-in process
• Monday-Friday, 5 am-9 pm: Check in at the Hospital Information Desk
• Weekends, 8 am-5:30 pm: Check in at the Hospital Information Desk
• After hours: Enter and check in at the Emergency Entrance

HOW TO KEEP YOUR BELONGINGS SAFE
You are welcome to bring personal items with you to make your stay more comfortable.
We recommend that you bring only essential items 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.
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 66, 67 and 69 to support a healing environment.

## CHANNELS

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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

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
Making Your Stay and Your Guests as Comfortable as Possible

CONCIERGE / GUEST SERVICES
Our Guest Services associates are available to help make your experience a little easier. For assistance, please look for associates and volunteers wearing red shirts, jackets or blazers. You can also stop by the Information Desk, located near the Main Entrance, or call (608) 440-6242.

CHARGING STATIONS
If your electronic device is running low on power, you can recharge your battery at charging stations, located in the American Bistro, located on the 2nd floor, or the Emergency Department and Surgical Waiting Area, both on the 1st floor. (see maps on page 7) Chargers are available for purchase in the Gift Shop.

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

HOTEL RESERVATIONS
Because family and friends are an important part of recovery, you and your family and guests are eligible to stay at hotels in the immediate area for a reduced rate. To receive the patient and family rate, reservations must be made through UW Health at The American Center’s Guest Services, (608) 440-6242.

• Monday-Friday, 7 am-6 pm
• Weekends, 8:30 am-4 pm

PARKING INFORMATION
Free parking is available to all patients and guests. Open parking is available in front of the facility. Additional parking is available in the parking ramp on the east end of the facility. Handicap accessible drop-off and pick-up is available.

FREE VALET SERVICE
We offer free valet parking service, Monday-Friday, 5:30 am-5 pm, as a convenient alternative to self-parking for patients and families who need special assistance.

Before you are discharged, you can call ahead, at (608) 440-6662, and your car will be ready for you near the Main Entrance. After hours, you can pick up your keys at the Information Desk or Security, located near the Main Entrance. If an associate is not available, call Security at (608) 440-6666.

HOSPITALITY CENTER
The Hospitality Center, located on the 1st floor, in the Main Lobby includes:
• ATM
• Computers
• Vending (for more vending, see page 11)

GIFT CARDS
For convenience, you can purchase gift cards to use in the American Bistro and Gift Shop. To purchase a gift card, please call (608) 263-6472.

RECEIVING CARDS AND OUTGOING MAIL
You can receive mail during your hospital stay. Any mail received after you are discharged will be forwarded to your home address. Cards and letters will arrive sooner if you are identified as a patient and addressed like the example below:

Patient: Mary Smith
UW Health at The American Center
4602 Eastpark Blvd.
Madison, WI 53718

Postage-ready outgoing mail can be taken to the Gift Shop, located on the 1st floor. (see map on page 7)

ALTERNATIVE TRANSPORTATION
Madison Metro Bus Service: Madison Metro Bus 26 stops in front of UW Health at The American Center. For the full route and schedule, please visit cityofmadison.com/metro/schedules
Services to Support Your Health and Healing

ACUPUNCTURE, HEALING TOUCH, MASSAGE THERAPY
A physician order is required, and services may not always be available. Payable by cash, check or credit card at the time of treatment.

- Massage therapy: $35 for 30 minutes
- Healing touch: $35 for 30 minutes
- Acupuncture: $70 per treatment

Gathering Areas

ROOFTOP GARDEN AND PATIO
You are welcome to visit our rooftop garden and patio, located on the 2nd floor, accessible from the American Bistro. Please talk with your care team if you are interested in visiting the rooftop garden.

Herbs and vegetables that are harvested from the rooftop garden are used to create fresh, flavorful foods for the American Bistro.

SURGICAL WAITING AREA
A comfortable environment where friends and families can watch television, play board games, and track their loved one’s progress from surgery, to recovery, to their room. (see map on page 7).

SHOPPING

GIFT SHOP
The American Center Flower and Gift Shop, located on the 1st floor, sells greeting cards, balloons, fresh-cut flowers and plants, gift items, jewelry, games and more, for yourself or your loved one. Visit uwhealth.org/eflowers to browse and order gifts online.

- Monday, Tuesday, Wednesday and Friday, 8:30 am-4 pm
- Thursday, 8:30 am-noon
- Weekends and holidays, closed

LACTATION ROOMS
Private space for breastfeeding and lactating mothers. (see map on page 7)

- 1st floor, room 1021
  (Near Main Check in)
- 4th floor, room 4302
- 5th floor, room 5302

MEDITATION AREA
The meditation area, located on the 1st floor, is open to everyone for meditation, private prayer and worship.
Supporting a Healthy and Safe Environment

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 ask that all patients view a fall prevention video early in your admission. Your nursing staff will assist you with this.

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, please ask your nurse for soap and water or alcohol hand gel to clean your hands.
• 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.

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.

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, (608) 440-6666.

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.

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.

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.
A NEW APPROACH TO “HOSPITAL FOOD”
Our chefs, culinary staff and registered dietitians are passionate about serving foods that are delicious, nutritious and support health and healing. Our menus focus on whole, minimally processed foods using the best quality ingredients, including herbs and vegetables from UW Health at The American Center’s rooftop garden.

ROOM SERVICE FOR PATIENTS
Patients can order room services anytime between 6:30 am-7 pm. There is no charge for patient meals. (see menu and details on pages 12-15)

- MyChart Bedside tablet. Use the MyChart Bedside tablet for less wait time and speedier delivery.
  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”
- Call *FOOD (*3663) from room telephone

ROOM SERVICE FOR GUESTS
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.

AMERICAN BISTRO RESTAURANT
Custom-made sandwiches, salads, pizza, snacks and beverages.
- 2nd floor
- Open Monday-Friday, 6:30 am-7 pm
  Indoor and outdoor seating available

BEANS ‘N CREAM COFFEE SHOP
Variety of coffee specialties and locally sourced, organic centered treats.
- 1st floor, near the Clinic Entrance
- Open Monday-Friday, 6 am-4 pm

VENDING
Vending machines, located throughout the hospital, include a variety of snacks.
- Hospitality Center, located on the 1st floor, near the Pharmacy
- American Bistro, located on the 2nd floor, closest to Main Entrance
- Emergency Department, located on the far west end of the facility
BREAKFAST (AVAILABLE ALL DAY)

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

**Scrambler**
Fluffy scrambled eggs

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

**Cold Cereal**
Cheerios®, Honey Nut Cheerios®, Rice Chex®, Raisin Bran®

**Farm Fresh Omelet**
Choose from the following toppings: ham, chicken, green bell peppers, onions, tomatoes, mushrooms, spinach and cheese

**Pancake**
A fluffy buttermilk or blueberry pancake

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

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

**BREAKFAST SIDES**

**Turkey sausage patty**

**Ham**

**Sausage links**

**English muffin**

**Hash browns**

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

**Mini muffin** (blueberry)

**Yogurt** (blueberry, peach, strawberry, vanilla)

**FRUITS**

**Apple** (whole or sliced)

**Applesauce**

**Banana**

**Strawberries**

**Fresh fruit cup**

**Grapes**

**Orange**

**Canned fruit** (mandarin oranges, peaches, pears, prunes, fruit cocktail)

**Raisins**

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.

Order room service, 6:30 am-7 pm, on your MyChart Bedside tablet or room telephone at *FOOD (*3663)
LUNCH AND DINNER

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

**Macaroni and Cheese**
Creamy house-made macaroni and cheese

**Perfect Pasta**
Spaghetti served with marinara sauce and turkey meatballs *(optional)*

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

**Carved Roast Turkey**
Oven-roasted turkey breast

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

**Baked Cod**
Lightly seasoned baked cod

**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

**Sweet Thai Stir-Fry**
Stir-fried vegetables served with chicken *(optional)* on a bed of rice with a sweet and tangy sauce

**Meatloaf**
Ground beef seasoned with herbs

**Chicken Parmesan**
Chicken breast topped with house-made marinara and melted cheese

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**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>Chicken</th>
<th>Green bell peppers</th>
<th>Tomato</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ham</td>
<td>Pepperoni</td>
<td>Mushrooms</td>
<td>Spinach</td>
</tr>
<tr>
<td>Black olives</td>
<td></td>
<td>Onion</td>
<td></td>
</tr>
</tbody>
</table>

**VEGETABLES**

Steamed broccoli
Steamed carrots
Steamed peas
Steamed green beans
Sautéed vegetable blend

**SAVORY SIDES**

White rice
Brown rice
Mashed potato
Corn
Refried beans
Garlic bread

**SNACKS**

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

Raw vegetables with hummus or ranch dip

Yogurt *(blueberry, peach, strawberry, vanilla)*

Crackers *(saltines, graham crackers)*
We welcome you to mix and match menu items to create healthy and satisfying meals.

**SOUPS**

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chicken noodle</td>
<td></td>
</tr>
<tr>
<td>Soup of the day</td>
<td>Broth (beef, chicken, vegetable)</td>
</tr>
<tr>
<td>Tomato Soup</td>
<td></td>
</tr>
</tbody>
</table>

**SALADS**

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Garden Side Salad</td>
<td>Mixed greens, tomato, cucumber</td>
</tr>
<tr>
<td>Asian Salad</td>
<td>Pea pods, cabbage, lettuce, wontons, cilantro, served with a grilled chicken breast (optional)</td>
</tr>
<tr>
<td>Greek Salad</td>
<td>Romaine lettuce, feta cheese, tomato, red bell pepper, red onion, Kalamata olives</td>
</tr>
<tr>
<td>Caesar Salad</td>
<td>Romaine lettuce, Parmesan cheese, croutons, tomato, served with or without a grilled chicken breast</td>
</tr>
</tbody>
</table>

**DRESSINGS**

- Balsamic vinaigrette
- Caesar
- Italian
- Ranch
- Sesame ginger

**HOT SANDWICHES**

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taco</td>
<td>One taco filled with your choice of shredded chicken, refried beans, or vegetables topped with choice of lettuce, cabbage, green bell pepper, mushroom, diced tomato, salsa and cheese</td>
</tr>
<tr>
<td>Quesadilla</td>
<td>Melted cheese in a folded tortilla served with your choice of lettuce, diced tomato, guacamole and salsa (Available as bean and cheese or chicken and cheese upon request)</td>
</tr>
<tr>
<td>Burger</td>
<td>Select a beef hamburger or black bean burger with your choice of lettuce, tomato, onion and cheese, served on a bun</td>
</tr>
<tr>
<td>Grilled Chicken</td>
<td>Grilled chicken breast with your choice of lettuce, tomato, onion and cheese, served on a bun.</td>
</tr>
<tr>
<td>Grilled Cheese</td>
<td>Your choice of cheese grilled on your choice of bread</td>
</tr>
</tbody>
</table>

**COLD SANDWICHES**

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Build Your Own Sandwich</td>
<td>Select from the following: Ham, turkey, cheese, chicken salad, egg salad, tuna salad, peanut butter and jelly</td>
</tr>
<tr>
<td>Add your toppings</td>
<td>Lettuce, tomato, raw onions, grilled onions, pickles, pickle relish, hummus</td>
</tr>
<tr>
<td>Choose your bread</td>
<td>Whole-wheat, white, whole-grain wrap, rice bread</td>
</tr>
<tr>
<td>Cheese</td>
<td>Cheddar, provolone, Swiss, pepper jack, low-sodium Cheddar</td>
</tr>
<tr>
<td>Veggie</td>
<td>Provolone cheese, avocado, mixed greens, cucumber and tomato on your choice of bread</td>
</tr>
<tr>
<td>Turkey and Avocado</td>
<td>Turkey, avocado, lettuce, tomato on your choice of toasted bread</td>
</tr>
</tbody>
</table>

Order room service, 6:30 am-7 pm, on your MyChart Bedside tablet or room telephone at *FOOD (*3663)
### DESSERTS
- **Fruit smoothie**: (mixed berry, strawberry-banana)
- **Sugar-free cookie**: (lemon crème cookie, chocolate chip cookie)
- **Gelatin**: (strawberry, orange, lime, sugar-free)
- **Pudding**: (vanilla, chocolate, sugar-free)
- **Banana bread**
- **Angel food cake**
- **Cookie**: (chocolate chip, oatmeal, sugar)

### FROZEN DESSERTS
- **Milkshake**: (vanilla, chocolate)
- **Frozen yogurt**: (vanilla, chocolate, strawberry)
- **Sherbet**: (raspberry, orange)
- **Sugar-free sorbet**: (orange, strawberry)
- **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**
- **Klarbrunn® sparkling water**: (lemon, black cherry)
- **Unsweetened iced tea**: (regular, decaf)
- **Lemonade**: (sugar-free)
- **Powerade Zero®**: (fruit punch, mixed berry)

#### MILK
- **Dairy milk**: (skim, 2%, whole, chocolate)
- **Lactose-free milk**: (skim)
- **Non-dairy milk**: (almond, soy)

### JUICES
- **Orange**
- **Cranberry**
- **Apple**
- **Grape**
- **Prune**
- **V8® vegetable**: (low-salt)

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**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.
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.

Advance directive forms are available at check-in desks and online. Visit uwhealth.org/ACP for forms and to watch a short video.

• During your hospital stay: Coordinated Care at (608) 440-6263
• After you leave the hospital: Patient Resources at (608) 821-4144, advancecareplanning@uwhealth.org
ALL OF US RESEARCH PROGRAM: THE FUTURE OF HEALTH BEGINS WITH YOU

At the moment, healthcare is often one-size-fits-all. Imagine a future where your health treatments are tailored to you. This is called precision medicine, and you can make that future possible.

UW-Madison, in partnership with UW Health, is participating in the National Institutes of Health’s (NIH) All of Us research program. The mission of this program is to speed up health research. To do this, we’re asking one million or more people nationwide to share their unique health data. This information will be added to a database. Researchers can then access this data to conduct thousands of studies on health and disease. Visit allofus.wisc.edu, email allofus@hslc.edu or call (608) 263-3683 to learn more or to have someone stop by with more information. Participants will receive $25.

Requesting Medical Records

You may request copies of your UW Health medical records, radiology images and pathology reports and slides. Forms are available at check-in desks or at 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.
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 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.

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

University Hospital
600 Highland Ave, H6/220
Madison, WI 53792
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.
**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 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.

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**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
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 lwv no yeej ua raws li thsua yam kev cai lj choj uas tiv thav tib neeg txoj cai thiab yuav tis pub muaj kev cai paws los yog txwv kev pab cuam rau ib tug neeg twg vims ywog haiv neeg txawv, muaj cev nqaj daim taww uas yog txawv xim, tuaj lwv lub teb chaws tuaj, hnuv nyog laus los hlus, xiam oos khab, los yog ib tug poj niamb los txiv neej.

Deutsch (German)

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

Polski (Polish)

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

Shqip (Albanian)

"UW Health" vepar në përputhje me ligjet e zbatushme federale të të drejtave civile në fuq dhe nuk diskriminon në bazë të racës, ngjyrës, originës kombëtare, moshës, aftarësisë së kufizuar apo gjinisë.

Español (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.

Tiếng Việt (Vietnamese)

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

Deitsch (Pennsylvania Dutch)

Des Organization complies mit applicable Federal civil rights and does not discriminate.

한국어 (Korean)

UW Health 는 해당 연방 인권법을 준수하여 인종, 민족적 출신, 연령, 장애 또는 성별에 근거하여 차별하지 않습니다.

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.

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

UW Health ने भी हिंदी माध्यम के माध्यम से उपलब्ध सेवाएं उपलब्ध की हैं और यह जाति, रंग, राष्ट्रीय मूल, आयु, अक्षमता या लिंग के आधार पर भेदभाव नहीं करता है।

Tagalog (Tagalog – Filipino)

Ang UW Health ay sumusunod sa naaangkop na mga serbisyo ng tulong sa wika. Tumawag sa 1-608-262-9000 (TTY: 711).
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?)


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