Welcome to UW Health

Your Care Team

Identification, Communication and Pain Control

During Your Hospital Stay

Finding Your Way Around University Hospital

Making Your Stay and Your Guests as Comfortable as Possible

Services to Support Your Health and Gathering Areas

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Supporting a Healthy and Safe Environment

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Requesting Medical Records

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

Understanding Your Rights and Responsibilities

We Welcome and Value Your Feedback

Language Accessibility and Nondiscrimination

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

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

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

It is our honor to care for you. 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.

HOW CARE AT UW HEALTH IS DIFFERENT

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

RESEARCH STUDIES AND CLINICAL TRIALS

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

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.

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

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

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

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

• Other care team members may include:
  - Health unit coordinators (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.
  - Pharmacists review your medicines and teach you how to take them properly so you get the best results.
  - Registered dietitians help you learn what foods and beverages promote healing and recovery as well as meet your nutritional needs based on your personal health concerns.
  - Therapists are skilled in specialized treatments help you develop skills to recover from illness or injury.

CARE TEAM VISITS AT YOUR BEDSIDE

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

SMOOTH TRANSITIONS BETWEEN NURSING SHIFTS

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

ACCURATE IDENTIFICATION HELPS PROVIDE A SAFE ENVIRONMENT

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

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

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

GOOD COMMUNICATION IS ESSENTIAL

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

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

Choose UW Health Pharmacies for Remarkable Care

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

While you are in the hospital

Visit the pharmacy, 2nd floor, located just off Main Street between the hospital entrance and the F elevators to pick up prescriptions and over-the-counter medicines. Open Monday-Friday, 8 am-8 pm; Saturday-Sunday, 8 am-6 pm.

We deliver to your home

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

We’re located throughout Dane County

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

You can trust that your UW Health pharmacists will help you get the most successful results from your medicines and administer vaccinations to help you avoid illness. Talk with pharmacy staff or visit uwhealth.org/pharmacy
During Your Hospital Stay

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

If there is anything we can do to make you more comfortable, please talk with your nurse or call us directly:
• If your room needs cleaning, call (608) 263-1260
• If your room is too hot or cold or a feature of your room (television, bed, lights, etc.) does not work properly, call (608) 263-5205

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

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

Visitation should not be denied on the basis of race, creed, color, national origin, ancestry, religion, gender, gender identity or expression, sexual orientation, marital status, age or handicap.

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.

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) 263-6046.

REQUEST A CHAPLAIN TO VISIT
Our chaplains are available 24 hours a day and provide a supportive, caring presence while you are hospitalized. We respect the spiritual beliefs and needs of everyone. To request a personal visit, please call (608) 263-8574. (For information about our chapel, please see page 8)
HOW TO KEEP YOUR BELONGINGS SAFE

You are welcome to bring personal items with you to make your hospital stay more comfortable. **We recommend that you bring only essential items to the hospital.**

Cell phones and electronic devices are considered valuables and are the responsibility of the owner. Avoid placing dentures, eyeglasses and hearing aids on a meal tray, under a pillow, on the sheets, in a robe pocket or in any concealed place where they may be lost or accidentally thrown out. Please put your name on all necessary items that are brought to the hospital, including wheelchairs, walkers and canes.

LOST ITEMS

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

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Finding Your Way Around University Hospital

University Hospital consists of several tall towers (modules) of various heights, and it may not be possible to travel from one module to the next on all floors.

The easiest way to navigate through the hospital is through a main corridor on the 2nd floor, known as Main Street. To help identify Main Street, the floor is multicolored brown tile.

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

UNDERSTANDING DESTINATIONS AND ROOM NUMBERS

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

- The first two characters (K6/510) are the grid location.
- The first number after the slash (K6/510) is the floor number (5th floor).
- The last two numbers (K6/510) are the room number.
TELEVISION AND STREAMING MOVIE SERVICE

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

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

WATCH ON YOUR TELEVISION

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

WATCH ON YOUR BEDSIDE TABLET

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

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

1 ........ TV Channel Guide
2 ........ Preventing Falls (adults)
3 ........ Preventing Falls (children)
4 ........ CBS - WISC
5 ........ NBC - WMTV
6 ........ CW - WBUW
7 ........ ABC - WKOW
8 ........ FOX - WMSN
9 ........ PBS - WHA
10 ...... TVW - WISC-DT2
11 ...... Weather Channel
12 ...... WGN America
17 ...... ESPN
19 ...... ESPN2
20 ...... Fox Sports North (FS North)
21 ...... The Golf Channel
22 ...... Big Ten Network (BTN)
23 ...... Fox Sports 1
24 ...... NBC Sports Network
25 ...... Fox News Channel
26 ...... CNN
27 ...... HLN
28 ...... CNBC
29 ...... MSNBC
30 ...... TNT
31 ...... TBS
32 ...... FX
33 ...... USA
34 ...... A&E
35 ...... AMC
36 ...... Bravo
37 ...... Oxygen
38 ...... TLC
39 ...... Paramount
40 ...... SyFy
41 ...... Food Network
42 ...... History
43 ...... Lifetime
44 ...... Hallmark Channel
45 ...... HGTV
46 ...... Turner Classic Movies
47 ...... TV Land
48 ...... Freeform
49 ...... Travel Channel
50 ...... Comedy Central
51 ...... Disney Channel
52 ...... Nickelodeon
53 ...... Cartoon Network
54 ...... Animal Planet
55 ...... Discovery Channel
56 ...... National Geographic
66 ...... Univision
67 ...... Movies in Spanish
68 ...... Movies
69 ...... Humor Channel
73 ...... Relaxation Channel
74 ...... C.A.R.E. Channel (Nature Channel)
76 ...... C-SPAN

Channel lineup may change. Please follow the TV guide on Channel 1
Making Your Stay and Your Guests as Comfortable as Possible

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

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

CHARGING STATIONS
If your electronic device is running low on power, you can recharge your battery at charging stations, located in the Surgical Waiting Area on the 2nd floor (Main Street). Chargers are available for purchase in the Gift Shop.

HOTEL RESERVATIONS
UW Health patients, families and guests are eligible to stay at the Best Western Plus® InnTowner Madison for a reduced rate. It is located just three blocks from University Hospital and offers 24-hour complimentary shuttle service to and from the hospital. To arrange a hotel reservation, please call (608) 263-0315.

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

PARKING INFORMATION
Every admitted patient receives one visitor parking pass. Other visitors are required to pay for parking. To obtain authorization for a primary visitor parking pass, please go to one of the Information Desks, located on the 2nd floor (Main Street), 7:30 am-9 pm. (see map on page 5)

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

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

ATM
• 2nd floor (Main Street), by the Clinics Entrance
• 1st floor, Near J elevators, outside the Four Lakes Cafeteria

U.S. POSTAL SERVICE MAILBOX
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
University Hospital
600 Highland Ave.
Madison, WI 53792

Outgoing mail can be placed in a U.S. Postal Service mailbox, located outside the Hospital Entrance, 2nd floor.

Stamps may be purchased:
• Mendota Market, 1st floor
• Gift Shop, 2nd floor (Main Street)
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.
• Acupuncture: $70 per treatment
• Healing touch: $35 for 30 minutes
• Massage therapy: $35 for 30 minutes

LACTATION ROOMS
Private space for breastfeeding and lactating mothers. For access, please check with your nurse.
• Take the B elevators to the 5th floor, room B5/503
• Take the E elevators to the 7th floor, rooms E5/750 and E5/751. Open Monday-Friday, 7 am-5 pm
• Take the Atrium elevators to the 3rd floor, proceed across the Skywalk to American Family Children’s Hospital, main floor, room 1430

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

CHAPEL AND SPIRITUAL CARE
Our chapel is open 24 hours a day for meditation, private prayer and worship. For a schedule with Catholic Mass or Islamic Prayer times, please ask your nurse. You can also request a personal visit from a chaplain. (see page 5)
• Take the Atrium elevators to the 3rd floor. Proceed across the Skywalk to American Family Children’s Hospital, main floor

Gathering Areas
OUTDOOR GARDENS AND PATIOS
Fresh air can often lift your mental, physical and emotional well-being. During the warmer months, you are welcome to visit our outdoor rooftop gardens and patios, weather permitting, 7 am-dusk. For your safety, please notify your nurse if you wish to visit the gardens.
• Atrium Patio, located at J3/1
• Hilary Grace Healing Garden, located at E4/4
• Haberman Terrace, located between the E and D elevators, 4th floor
• Health Sciences Learning Center, located past the K elevators, 1st floor

SURGICAL WAITING AREA
A comfortable space where friends and families can watch television, play board games, and track their loved one’s progress through the phases of surgery and recovery. (see map on page 5)
• Between the B and D elevators, 2nd floor (Main Street)

WALKING ROUTES
View indoor and outdoor walking maps at uwhealth.org/walkingroutes
Shopping

GIFT SHOPS
Our gift shops sell balloons, fresh flowers, plants, games, greeting cards, jewelry and personal care items. If you are unable to leave your hospital room, our staff can deliver items to your room. Call (608) 263-6472 or visit uwhealth.org/eflowers

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

UNIVERSITY BOOKSTORE
UW Badgers clothing and gifts, books, art supplies and much more.

- Health Sciences Learning Center, 1st floor

SAFETY CENTER
Bike and ski helmets, smoke and carbon monoxide detectors, gun locks and more. Most items are less expensive than at local retailers. For Safety Center hours, call (608) 890-8043.

- American Family Children’s Hospital, main floor

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

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

ROOM SERVICE FOR PATIENTS

You can order room service anytime between 6:30 am-8 pm. There is no charge for patient meals. (see menu 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

Your meal will be delivered to your room within an hour or you can schedule your meal to be delivered at a specific time, around any treatments or therapies.

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.

FOUR LAKES CAFETERIA

1st floor, just off the H elevators
Open Monday-Friday, 6 am-7 pm
Weekends and holidays, 6 am-6:30 pm
Our full-service cafeteria has menu options to appeal to different tastes and appetites.

FARMERS’ MARKET CAFÉ

Main floor, American Family Children’s Hospital
Open Monday-Friday, 6:30 am-2:30 pm
Custom-made sandwiches, salads, snacks, coffee and tea.

MENDOTA MARKET, AN ONSITE CONVENIENCE STORE

Open Monday-Friday, 6:30 pm-2 pm (closed 2 pm-6:30 pm)
Open Weekends and Holidays, 6:30 pm-6 am (closed 6 am-6:30 pm)
- Open overnight

Groceries and convenience store items, prepared food, beverages, specialty teas and Starbucks, Barriques and Cadence Cold Brew coffee on Nitro Tap.

FRESH FARE MARKET

3rd floor near the D elevator lobby
Open Monday-Friday, 6:30 am-5 pm
Salads, sandwiches, entrees and snacks made fresh daily.
COFFEE CORNER
2nd floor in Towne Square
Open Monday-Friday, 7 am-3 pm
Barriques coffee, cold beverages and light snacks.

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

## BREAKFAST (AVAILABLE ALL DAY)

<table>
<thead>
<tr>
<th>Food Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hearty Hot Cereal</strong></td>
<td>Select from oatmeal, cream of wheat or cream of rice served with your choice of berry compote and/or walnuts.</td>
</tr>
<tr>
<td><strong>Scrambler</strong></td>
<td>Fluffy scrambled eggs</td>
</tr>
<tr>
<td><strong>Breakfast Sandwich</strong></td>
<td>A toasted English muffin topped with one egg and choice of ham, bacon, turkey sausage and/or cheese</td>
</tr>
<tr>
<td><strong>Cold Cereal</strong></td>
<td>Cheerios®, Corn Flakes®, Honey Nut Cheerios®, Rice Chex®, Rice Krispies®, Shredded Wheat®, Raisin Bran®</td>
</tr>
<tr>
<td><strong>Farm Fresh Omelet</strong></td>
<td>Three eggs with your choice of: ham, chicken, green bell peppers, onions, tomatoes, mushrooms, spinach and cheese</td>
</tr>
<tr>
<td><strong>French Toast</strong></td>
<td>Sweet French toast made with wheat or white bread</td>
</tr>
<tr>
<td><strong>Mixed Berry Crêpes</strong></td>
<td>Two crêpes filled with warm berry compote</td>
</tr>
<tr>
<td><strong>Pancake</strong></td>
<td>A fluffy buttermilk or blueberry pancake</td>
</tr>
<tr>
<td><strong>Fruit and Yogurt Parfait</strong></td>
<td>Layers of vanilla Greek yogurt and fruit topped with granola</td>
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</tbody>
</table>

### Breakfast Sides

<table>
<thead>
<tr>
<th>Sides</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turkey sausage patty</td>
<td>English muffin</td>
</tr>
<tr>
<td>Bacon</td>
<td>Hash browns</td>
</tr>
<tr>
<td>Ham</td>
<td>Toast (whole-wheat, white, rice, cinnamon raisin)</td>
</tr>
<tr>
<td>Sausage links</td>
<td>Bagel (plain, cinnamon raisin)</td>
</tr>
<tr>
<td></td>
<td>Mini muffin (blueberry, apple-bran)</td>
</tr>
<tr>
<td></td>
<td>Yogurt (blueberry, peach, strawberry, vanilla)</td>
</tr>
</tbody>
</table>

### Fruits

<table>
<thead>
<tr>
<th>Fruits</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple (whole or sliced)</td>
<td>Fresh fruit cup</td>
</tr>
<tr>
<td>Applesauce</td>
<td>Grapes</td>
</tr>
<tr>
<td>Banana</td>
<td>Orange</td>
</tr>
<tr>
<td>Strawberries</td>
<td>Canned fruit (mandarin oranges, peaches, pears, prunes, fruit cocktail)</td>
</tr>
<tr>
<td></td>
<td>Raisins</td>
</tr>
<tr>
<td></td>
<td>Melon (cantaloupe, honeydew, watermelon)</td>
</tr>
<tr>
<td></td>
<td>Pineapple</td>
</tr>
</tbody>
</table>

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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.

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

Order room service, 6:30 am-8 pm, on your MyChart Bedside tablet or room telephone at 265-0202
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 your choice of meat sauce, marinara, Boca® marinara, or primavera marinara

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

**Linguine with Artichoke**
Linguine served with artichoke, tomato, mushroom onion and garlic olive oil sauce

**Linguine with Shrimp Scampi**
Linguine served with shrimp, garlic, mint, oregano and olive oil finished in a butter sauce.

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

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

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

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

**Baked Cod**
Lightly seasoned baked cod

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

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

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

**Chicken Pot Pie**
Peas, carrots and diced chicken in a cream sauce, and topped with puff pastry

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

**Meatloaf**
Ground beef seasoned with herbs

**Pot Roast**
Wisconsin beef roasted to perfection

**Grilled Pork Loin**
Pork loin grilled to perfection

**Flat-Bread Pizza**
Build your own pizza with flat bread, pizza sauce and your favorite toppings. Gluten-free crust available upon request.

<table>
<thead>
<tr>
<th>Sausage</th>
<th>Cheese</th>
<th>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>Chicken</td>
<td>Black olives</td>
<td>Onion</td>
<td>Pineapple</td>
</tr>
</tbody>
</table>
Order room service, 6:30 am-8 pm, on your MyChart Bedside tablet or room telephone at 265-0202

**ROOM SERVICE MENU**

**Soups**
- Chicken noodle
- Vegetable
- Vegetarian chili
- Cream of potato
- Tomato
- Broth (beef, chicken)

**Salads**
- Garden Side Salad
  Mixed greens, tomato, cucumber
- Asian Salad
  Your choice of grilled chicken or tofu with pea pods, cabbage, lettuce, wontons, cilantro, sesame ginger dressing
- Greek Salad
  Romaine lettuce, feta cheese, tomato, red bell pepper, red onion, Kalamata olives
- Caesar Salad
  Romaine lettuce, Parmesan cheese, croutons, tomato, served with grilled chicken breast (optional)

**Dressings**
- Balsamic vinaigrette
- Caesar
- Bleu cheese
- French
- Italian
- Sesame ginger
- Ranch

**Hot Sandwiches**
- Roast Beef
  Savory beef served on a toasted baguette with your choice of cheese, peppers and/or onions
- Quesadilla
  Melted cheese in a folded tortilla served with your choice of lettuce, diced tomato, guacamole and salsa (Available as bean and cheese, chicken and cheese, or beef and cheese upon request)
- Grilled Chicken
  Grilled chicken breast with your choice of lettuce, tomato, onion and cheese, served on a bun
- Grilled Cheese
  Your choice of cheese grilled on your choice of bread

*Bread and cheese options are listed on the right*

**Cold Sandwiches**
- Caprese Sandwich
  Mozzarella, tomato and basil on your choice of bread
- Turkey and Avocado
  Turkey, avocado, lettuce, tomato on your choice of toasted bread
- Veggie
  Provolone cheese, avocado, mixed greens, cucumber and tomato on your choice of bread

**Build Your Own Sandwich**
Select from the following: Beef, ham, turkey, bacon, cheese, chicken salad, egg salad, tuna salad, peanut butter and jelly

Add your toppings: Lettuce, tomato, raw onions, grilled onions, pickles, hummus

Choose your bread: Whole-wheat, white, whole-grain wrap, baguette, rice bread

Cheese: American, cheddar, provolone, Swiss, pepper jack, low-sodium cheddar
### Vegetables
- Steamed broccoli
- Steamed cauliflower
- Steamed carrots
- Steamed peas
- Steamed green beans
- Sautéed vegetable blend

### Savory Sides
- Baked potato
- Baked sweet potato
- Mashed potato
- Corn
- Brown rice

### SNACKS
- Chips (Sunchips®, baked potato chips)
- Cottage cheese
- String cheese
- Raw vegetables with hummus or ranch dip
- Granola Bar
- Fruit leather
- Trail mix
- Popcorn
- Yogurt (blueberry, peach, strawberry, vanilla)
- Crackers (saltines, graham crackers)

### DESSERTS
- Fruit smoothies (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)
- Cheesecake (plain or with chocolate sauce)
- Pie (apple, cherry, lemon meringue)

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

### BEVERAGES
- **Hot Beverages**
  - Hot chocolate (regular, sugar-free)
  - Tea (black, green)
  - Decaffeinated tea (black, cinnamon apple)
  - Coffee (regular, decaffeinated)
- **Cold Beverages**
  - Water
  - Carbonated water
  - Unsweetened iced tea (regular, decaf)
  - Lemonade (sugar-free)
  - Powerade Zero® (fruit punch, mixed berry)
- **Milk**
  - Dairy milk (skim, 2%, whole, chocolate)
  - Lactose-free milk (skim)
  - Non-dairy milk (rice, almond, soy)
- **Juices**
  - Orange
  - Apple
  - Cranberry
  - Grape
  - Prune
  - V8® vegetable (low-salt)
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 encourage you to watch a short video on Channel 2 on your television.

YOU CAN HELP STOP THE SPREAD OF GERMS
Hand washing with germ-killing gel or soap and water is the number one way to prevent illness and infection, and stop the spread of germs.

• If you must stay in bed, ask your nurse for soap and water or alcohol hand gel.
• It is important for your family members and visitors to have clean hands when they visit you. They should wash their hands or use alcohol hand gel upon entering and leaving your room.

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

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

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, located near the Hospital Entrance, or call (608) 890-5555. (see map on page 5)

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.

Remember to clean hands before eating.
Honoring Your Healthcare Wishes

Completing advance care planning and an advance directive can give you and your loved ones the peace of mind that your current and future healthcare preferences are known and will be honored if you are not able to make decisions for yourself or not able to communicate your wishes. Staff can provide advance directive forms and they are available online. Visit uwhealth.org/ACP for forms and to watch a short video.

- During your hospital stay: Coordinated Care at (608) 263-8574
- After you leave the hospital: Patient Resources at (608) 821-4144, advancecareplanning@uwhealth.org

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
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.
**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.

**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
Language Accessibility and Nondiscrimination at UW Health

English
ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-608-262-9000 (TTY: 711).

UW Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Hmong (Hmong)

Lub chaw ua hauj lwm no yeeg ua raws li txhua yam, tuaj lwm lub teb chaws tuaj, hnub nyoog laus los hluas, xiam oos khab, los yog ib tug poj niam 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" vepron në përpjehje me liqet e zbateshme federale të të drejtave civile në fuqi dhe nuk diskriminon në bazë të rase, ngjyrës, originine kombëtare, moshës, aftësë së kuftuar 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.

Tagalog (Tagalog – Filipino)

Ang UW Health ay sumusunod sa naaangkop na Bayan at batas sa karapatan sibil at hindi nandidiskrimina batay sa lahi, kulay, kultura, edad, himpapadla at gamot.
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?)

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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