



**ATM** 



Cafeteria



Café



Chapel



**Elevators** 



Emergency Department (ED)



**Entrance** 



Gift Shop



Information Desk



**Parking** Garage



**Pharmacy** 



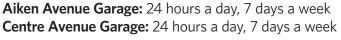
**Restrooms** 



**Volunteer Services** 



# **Visitor Information**



**UPMC Hillman Cancer Center:** Valet parking

**Shadyside Parking Office:** 

Monday through Friday, 8 a.m. to 4 p.m.

412-623-6257

Call 412-623-2990 after hours and on weekends.

#### **Discounted Rate**

Visitors parked 4 consecutive hours and outpatients may receive a discounted rate. Patients on discharge day and ED patients may receive free parking. Present your parking ticket at an Information Desk.







## Amenities and Services

#### **ATMs**

**Pavilion:** 1st floor, near the visitor elevators. **Shadyside Medical Building:** 1st floor, near

the Hopwood Library.

**UPMC Hillman Cancer Center:** Ground Level near the gift shop.

#### Cafeteria

Traditional and healthy options are available for dine-in or to-go. Breakfast, lunch, and dinner available. Located on the 1st floor of Posner Tower, across from Lori's Gifts.

**Hours:** 6:15 a.m. to 7 p.m., 7 days a week

**Holidays:** 6:30 a.m. to 5 p.m.

#### Cafés

West End Café: Specialty drinks, salads, sandwiches, soups, and pastries. Located in the West Wing lobby; weekdays, 6 a.m. to 5 p.m.

Café at Hillman: Selection of hot and cold foods. UPMC Hillman Cancer Center, level 1 (across Shea Pedestrian Bridge); weekdays, 7 a.m. to 4 p.m.

## **Chapel and Pastoral Care**

**Interfaith Chapel**: Posner Tower, 1st floor; open 24 hours. Chaplains are available at the hospital. You can arrange for a visit or ask about religious services by calling **412-623-2121**.



## **Gift Shops**

Lori's Gifts at UPMC Shadyside: Located on the 1st floor of the Posner Tower.

Monday through Friday: 8 a.m. to 8 p.m.

Weekends: 9 a.m. to 7 p.m.

Holidays: Closed Call **412-864-6781**.

Lori's Gifts at Hillman: Located on the Ground Level of the UPMC Hillman Cancer Center. Monday through Friday: 9 a.m. to 3 p.m. Weekends and Holidays: Closed Call 412-623-4654.

## **Hopwood Library**

A health resource center for patients and families. West Wing, 1st floor, near the Shadyside Medical Building entrance. Call 412-623-2415.



# **M** Hillman Pharmacy

This pharmacy can fill your prescriptions for medicine before you leave the hospital. The pharmacy is located on the Ground Level of the UPMC Hillman Cancer Center, near the gift shop. If you have questions, please call 412-623-5999. **Hours:** Monday through Friday, 8 a.m. to 6 p.m.

## Lodging

Family House: Affordable, home-style lodging for patients and their families from out of town. Available 24 hours a day, call 412-647-7777.

### **Patient Relations**

Patient relations coordinators can assist with questions or concerns during your stay. Call 412-623-2014.

## Safety and Security

Please comply with staff members' requests regarding UPMC policies, and follow hospital rules. Security service is available 24 hours a day. For assistance, call 412-623-2990.

#### **Security Escorts**

Please call 412-623-2990 if you need assistance reaching your destination.

## **Special Needs**

For hearing, visual, or language needs, the hospital offers printed educational materials, amplified phones, closed-caption TV, sign language interpreters, foreign language interpreters, and a portable teletypewriter (TTY) for the deaf. Call 412-623-2014.

#### Wireless Service

Free wireless Internet access is available for patients and visitors. Go to WiFi or Network Connections on your device and choose "UPMC Guest" to connect.

