UPMC Presbyterian

Journey to Wellness

Your Care. Our Commitment.
Welcome to UPMC Presbyterian

Thank you for choosing UPMC for your care today. The hospital staff is dedicated to ensuring that your surgery goes well. We value excellence in patient care and strive to ensure a caring and compassionate environment. We welcome the opportunity to meet or exceed your expectations throughout your surgery experience and journey to wellness. Please don’t hesitate to ask questions or share your concerns with hospital staff about your experience.

This booklet will help to guide you and provide you with information through your journey on the day of surgery. Photos and icons will help you to know where you are and find places in the hospital. The icons used in this booklet are:

- Computers for Visitor Use
- Coffee Shop
- Do Not Use Cell Phone
- Gift Shop
- Parking
- ATM

Tips
Dining
Restrooms
Chapel
Vending Area

If you need assistance, please let us know.
One Hospital — Two Buildings

UPMC Presbyterian is one hospital with two buildings — UPMC Presbyterian and UPMC Montefiore — which include operating rooms, family lounges, cafeterias, gift shops, and other services. A pedestrian “bridge” crosses over 2 streets and links to other buildings as well. If you need assistance traveling between buildings, ask a staff member.

Staff in both buildings deliver the same high-quality care. You may need to have services in both buildings. You will need to cross the bridge from one building to the other. Your medical team will decide what services are best for you on your journey to wellness.

Cell phones may be used throughout both buildings, except where signs indicate that they are not permitted.
If surgery is scheduled for UPMC Montefiore:

**4th floor**

- Cafeteria: Monday through Friday, 6:30 a.m. to 2 p.m.*
- Restrooms
- Patient Tracking Board
- Vending Area

**6th floor**

- Ambulatory Services (Same Day Surgery)
- Surgical Family Lounge

**7th Floor**

- B. Blair Crawford Garden Courtyard and Atrium
- Information Desk
- Ladies Hospital Aid Society (LHAS) Coffee Shop: Monday through Friday, 6 a.m. to 5 p.m.*
- LHAS Café on Seventh: Monday through Friday, 10:30 a.m. to 7:15 p.m.*
- LHAS Windows on Seventh Floral and Gift Shop

*Closed holidays.
• Interfaith Chapel
• PNC ATM
• Valet/Parking
• Wheelchairs and Scooters available

8th Floor
• Bridge to UPMC Presbyterian

If surgery is scheduled for UPMC Presbyterian:

Hospital Main Entrance (Lobby)
• Escalator/Elevator
• Information Desk
• Parking Cashier
• Restrooms
• Valet Parking Services
• Wheelchairs and Scooters Available

1st Floor
• Admissions
• Pharmacy
• Citizens Bank ATM
• LHAS Floral and Gift Shop

continued>
1st Floor (continued)
• PNC Full Service Bank and ATM
• Restroom
• Starbucks*: Monday through Friday, 6 a.m. to 7 p.m.
  Saturday and Sunday, 6 a.m. to 2:30 p.m.
  Day after Thanksgiving, Christmas Eve, and
  New Years Eve, 6 a.m. to 2:30 p.m.

2nd Floor
• Surgical Family Lounge

3rd Floor
• Bridge to UPMC Montefiore
• Information Desk

11th Floor
• Citizens Bank and PNC ATMs
• Cafeteria: Daily, 6:30 a.m. to 2:30 a.m.
• Restrooms
• Patient Tracking Board
• Chapel

Overview for Patients and Families

Surgical Family Lounge
After you register, you will be directed to the Surgical Family Lounge. As you enter the Family Lounge you will be asked to sign in with the staff at the desk. The Family Lounge has comfortable seating, TV, magazines, computers, and a bistro area where you may have snacks. For your convenience, there also is access to vending machines and restrooms. Should you need overnight accommodations, see one of the members of the Family Lounge staff, called “Surgical Guides.”

*Closed holidays.
Patient Tracking Board
A Patient Tracking Board is located in the Surgical Family Lounge and in the cafeteria. This board helps the waiting family understand where the patient is during the surgical process. Each patient is identified by a number to protect privacy.

Pre-op (Before Surgery) Area
Staff will escort you to the Pre-op area to get ready for surgery. You will receive a “Flight Plan,” which lists your expected time for surgery and other key points in your day. If there are changes to the schedule, the staff will update your Flight Plan.
During Surgery
While the patient is in surgery, family can use the Patient Tracking Board in the Surgical Family Lounge to see how the patient is progressing. Also, staff will provide the family with updates from time to time. Any concerns family members may have should be addressed with the staff at the desk. Once surgery is complete, the surgeon will contact you in the Surgical Family Lounge to discuss the surgery outcome.

Post Anesthesia Care Unit (PACU)
The patient’s next stop on the journey to wellness is the Post Anesthesia Care Unit or PACU (pronounced PACK-you). This area also can be referred to as the recovery room. The family continues to wait in the Surgical Family Lounge while the patient is in the PACU.

Next Phase of The Journey
From the PACU, patients move to the next phase of their journey to wellness.

Overnight Hospital Stay
For an overnight stay, patients may be admitted to a nursing unit or an intensive care unit (ICU). You will be admitted to a patient room at UPMC Presbyterian or UPMC Montefiore. Staff will take you to the appropriate hospital’s nursing unit or ICU when a bed is available. Family members will be given directions to the patient’s room.

Discharge Without Overnight Stay
After leaving the PACU, patients who will not be staying overnight go to the Ambulatory Surgery area at UPMC Montefiore to continue their recovery until they are ready to go home.
Directions to Ambulatory Surgery
You will go to the 3rd floor by elevator, then across the bridge that connects to the 8th floor of UPMC Montefiore. There you will take an elevator to the 6th floor. Once you arrive, check in with the Surgical Guide in the Surgical Family Lounge.

Discharge
You will receive discharge instructions (important information for after you leave the hospital) once the doctor has released them. It is very important for the patient and family to understand these instructions. Many patients also may receive prescriptions for medicines. Prescriptions can be filled before you leave the hospital so that you or your family don’t have to worry about getting them on the way home. Ask the staff at the desk.
Pharmacy

The UPMC Presbyterian Prescription Shop can fill prescriptions you are given at the time of your discharge from the hospital. You can have your prescriptions delivered to your room before you leave. You can pay by cash, credit card, or check. Please ask your nurse or health care provider for details about this program, or call us at 412-864-0900.

Parking

Be sure to have staff validate your parking ticket. See the Visitors Information Guide or ask the Surgical Guide for additional parking information.

- Valet Parking: Ask staff to call for your car to be brought to the UPMC Montefiore driveway. (You do not have to return to UPMC Presbyterian to get your car back.)
- Parked Yourself: You will need to return to your car, pay as you exit the garage, and return to the UPMC Montefiore driveway to pick up the patient.

Your journey to wellness will continue after you leave the hospital. Please take our best wishes with you!

You may receive a patient satisfaction survey after you leave the hospital. We look forward to your response and appreciate your feedback.

Directions to hospitals:

From UPMC Presbyterian to UPMC Montefiore
Take visitor elevator to the third floor. Follow signs to the bridge, and take bridge to UPMC Montefiore. When you enter UPMC Montefiore you are on the 8th floor.

From UPMC Montefiore to UPMC Presbyterian
Take visitor elevator to the 8th floor. Follow signs to the bridge, and take the bridge to UPMC Presbyterian. When you enter UPMC Presbyterian you are on the 3rd floor.
Welcome To UPMC’s Operating Room (OR) Patient Tracking

Check the large display screen in the Surgical Family Lounge area and cafeteria to track your family member throughout their surgical journey. It will show you the location and what is occurring as your family member moves through the surgery process. Our Surgical Guides at the front desk look forward to providing assistance and meeting the needs of your family.

Your Patient Tracking Number is _______________________

Surgical Family Lounge phone numbers:
UPMC Montefiore: 412-647-7611
UPMC Presbyterian: 412-647-9288

Find your Patient Number on the left side of the display screen.
• Every 2 minutes, more patient numbers are added to the screen.
  > Patient numbers may change. If you do not see your patient number, or your patient number has a line across it, check with a Surgical Guide at the front desk.

Look at the Event beside your patient number on the screen.
• In the list below, find that Event. It is explained in the space to the right.
• On the screen, if the space next to your patient number is blank, no Event has occurred yet.

Wait Room In
Patient arrived in Surgical Waiting Area.

In SDS
Patient arrived in Ambulatory Surgery (Same Day Surgery).
In Pre-Op
Patient in Pre-Operative preparation area.

In OR
Patient arrived in Operating Room.

The time between IN OR and SURGERY STARTED is spent preparing the patient for the procedure and varies according to the amount of preparation needed.

Surgery Started
The surgical procedure begins.

Surgery Completed
The surgical procedure is finished.

The time between SURGERY COMPLETED and IN PACU varies according to the complexity of the procedure and the needs of the patient.

In PACU
Patient arrived in Recovery area — also called post-anesthesia care unit or PACU (pronounced PACK-you).

For patients discharged to go home the same day as surgery:

To SDS-Recovery
Patient arrived in Ambulatory/Same Day Surgery (SDS) Recovery area. From here the patient is discharged to go home.

For patients admitted to an inpatient nursing unit or Intensive Care Unit (ICU):

To Inpatient Unit
Patient is on the way to inpatient nursing unit.

To ICU
Patient is on the way to Intensive Care Unit.
UPMC Presbyterian
Patient’s Room Number: ____________________________
Nurses Station Number: (412)________________________
Take visitor elevators to
floor______________________ wing____________________

UPMC Montefiore
Patient’s Room Number: ____________________________
Nurses Station Number: (412)________________________
Take visitor elevators to
floor______________________ wing____________________

Visiting Hours
Please review visiting hours with nursing staff on the patient unit.

Discharge Lounge
You may be able to leave the hospital a little earlier than your ride home can arrive to pick you up. To make this discharge process easy for you, we have a Discharge Lounge on the 5th floor of UPMC Presbyterian. The Discharge Lounge is a comfortable and relaxing place for you to wait for your ride home and to look over your discharge information.

Before you leave the hospital, your care team will give you discharge information about follow-up appointments and how to take care of yourself at home. They will also talk with you about your medicines. The Discharge Lounge is a good place to look over this information. For more information, please call 412-802-8250.