Welcome to UPMC Shadyside
We want your stay to be comfortable and will do our best to assist you.

Parking
Garages
Aiken Avenue: 24 hours a day, 7 days a week
Centre Avenue: Weekdays, 8 a.m. to 9 p.m. and Saturdays, 8 a.m. to 2 p.m.
For questions about parking, call 412-623-2990 or 412-623-3564.

Discounted Rate
A patient or family member parked 4 consecutive hours may receive a discounted rate. Present your UPMC Shadyside parking ticket at an Information Desk.

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

Amenities and Services
ATMs
Pavilion: First floor, near the visitor elevators.
Shadyside Medical Building: First floor, near the Hopwood Library.

Cafetera
Traditional meals, kosher sandwiches, Dining Smart options, and take-out. Breakfast, lunch, and dinner. Posner Tower, first floor, near the gift shop.

Hours: Monday through Friday, 6:15 a.m. to 8 p.m. Weekends and holidays, 6:30 a.m. to 8 p.m.

Cafés
West End Café: Specialty drinks, salads, sandwiches, soups, and pastries. West Wing lobby; weekdays, 6 a.m. to 5 p.m.
Café at Hillman: Selection of hot and cold foods. Hillman Cancer Center, level 1 (across the Shea Pedestrian Bridge); weekdays, 7 a.m. to 4 p.m.

Chapel and Pastoral Care
Interfaith Chapel: Posner Tower, first 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 Shadyside: Fine gifts, fresh flowers, lottery machine, and sundries. Posner Tower, first floor; weekdays, 8 a.m. to 8 p.m., and weekends, 9 a.m. to 7 p.m. Call 412-864-6781.
Lori’s Gifts at Hillman: Inspirational gifts and sundries. Hillman Cancer Center, ground level (across Centre Avenue); weekdays, 9 a.m. to 4 p.m. Call 412-623-4654.

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

Hillman Center Pharmacy
This retail pharmacy can fill your prescriptions for medicine before you leave the hospital. The pharmacy is located on the ground floor of the 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.

Smoke-Free Campus
UPMC Shadyside and all UPMC hospitals, facilities, and grounds are smoke-free.

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 internet access is available to visitors in WiFi hotspots. Open Network Connections and select View Available Wireless Networks. Select GIA (guest internet access) and click connect.
Take the Posner Tower Elevators to:
- M301-332
- M401-432
- M501-532
- M601-632
- M701-728
Take the West Wing Elevators to:
- W336-357
- W436-457
- W536-564
- W636-664
Take the South Wing Elevators to:
- S366-369
- S466-472
Take the Pavilion Elevators to:
- P381-398
- P481-498
- P588-598
Take the East Wing Elevators to:
- E3301-3317
- E4401-4421

Patient Rooms
- M401-432
- M501-532
- M601-632
- M701-728
- W436-457
- W536-564
- S466-472
- E4401-4421

Services/Other
- ATMs
- Cafeteria
- Chapel
- Café
- Elevators
- Gift Shop
- Information
- Parking Garages
- Restrooms
- Security
- Telephone

Department Map Symbols
- Admissions
- Ambulatory Surgery
- Auditorium
- Cardiac Rehab
- Cardio-Thoracic ICU
- Day of Admission Surgery (DAS)
- Diagnostic Imaging (Pavilion)
- Diagnostic Imaging (Posner Tower)
- CT Scan
- Peripheral Vascular Lab
- Ultrasound
- Emergency Department
- Geriatrics
- GI Lab
- Hillman Cancer Center
- Human Resources
- Library/Volunteer Office
- Medical ICU
- Medical Records
- Medical-Surgical ICU
- Meeting Room
- Neuro-Diagnostics
- Neuro-Surgical ICU
- Non-Invasive Cardiology
- Nutrition (Outpatient)
- Pharmacy (Hillman Cancer Center)
- Physician Offices (Aiken Medical Building)
- Physician Offices (Shadyside Medical Building)
- Radiation Oncology Center
- Rehab Services
- Shea Medical Center
- Short Stay Unit
- Surgical Family Lounge
- Surgical ICU
- Volunteer Office
- West Wing Testing Center

UPMC Shadyside Family Health Center
UPMC Urgent Care
Family House
To Reorder Use Form # SHY-0123   PATEX5000036  SR/GF 01/16 ©2016 UPMC