



## Visitors Information Guide

UPMC Shadyside and Hillman Cancer Center

Your Care. Our Commitment.

# Language Interpretation

## **English**

Please notify your caregiver if you speak [language]. Interpretation services are provided at this facility free of charge.

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## **Nepali**

नेपाली

तपाईं नेपाली भाषा बोल्नुहुन्छ भने कृपया आफ्नो सेवाकर्मीलाई जनाउनुहोस्। यहाँ नःशुल्क दोभाषे सेवा उपलब्ध गराइन्छ।

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## **Spanish**

Español

Por favor avise a su proveedor de atención de salud si usted habla español. En estas dependencias se proporcionan servicios de interpretación libres de costo.

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## **Arabic**

العربية

إن كنت تتكلم العربية، نرجو إبلاغ القائمين بخدمتك. تُقدّم خدمات الترجمة الكلامية في هذه المنشأة لنا

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## **Mandarin**

普通话

如果您讲普通话，请告诉您的护理人员。我们免费为您提供口译服务。

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## **Russian**

Русский

Если вы говорите по-русски, пожалуйста, скажите об этом работнику, осуществляющему уход за вами. Мы предоставляем бесплатные услуги переводчика.

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## **American Sign Language (ASL)**

Please let your provider know when you make your appointment that you will need an ASL interpreter.

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For assistance at UPMC Shadyside, please call  
Patient Relations at **412-623-2014**.

For assistance at Hillman, please call **412-623-4635**  
or **412-623-3478**.

# Welcome

Welcome to Pittsburgh and UPMC. An important part of the care we provide is helping our patients and their families to become familiar with their surroundings. Our primary concern is our patients' health and well-being, but we know this may be a difficult time for their loved ones, too.

Inside, you will find information about the hospital, the neighborhood, and the city of Pittsburgh to help you feel more at home. This brochure was created especially for the families and friends of patients at UPMC Shadyside and Hillman Cancer Center.

# Table of Contents

Welcome . . . . .	1
Quick Telephone Reference . . . . .	3
Pittsburgh, a “Livable City” . . . . .	4
UPMC, a Leader in Health Care . . . . .	4
Services at UPMC Shadyside . . . . .	5
Services at Hillman Cancer Center . . . . .	9
Arriving at UPMC Shadyside and Hillman Cancer Center . . . . .	10
Lodging in the Area . . . . .	12
Getting Around Oakland and the City . . . . .	15
Conveniences . . . . .	16
Safety in the Hospital . . . . .	20
Things to Do in the Area . . . . .	22
Chaplains and Places of Worship . . . . .	26
Driving Directions . . . . .	32
Hospital Campus Map . . . . .	Inside Back Cover

# Quick Telephone References

## UPMC Shadyside

Shadyside Operator.....	412-623-2121
Cafeteria.....	412-623-2056
Condition Help.....	412-623-3131
Disabilities Resources.....	412-623-2014
Family House.....	412-647-7777
Financial Counseling.....	1-800-371-8359
Food Services.....	412-623-1659
Lori's Gifts.....	412-864-6781
Hopwood Library.....	412-623-2620
Hospital Operator Assistance.....	412-623-2121
Mail.....	412-623-2126
Parking.....	412-623-3564
Pastoral Care Services.....	412-623-2121
Patient Information.....	412-623-2023
Patient Relations.....	412-623-2014
Safety Hot Line.....	412-623-3999
Security.....	412-623-2990

## Hillman Cancer Center

Hillman Main Line.....	412-623-4000
Center for Counseling and Cancer Support.....	412-623-5888
Lori's Gifts.....	412-623-4654
Gumberg Family Resource Center.....	412-623-4733
Hillman Pharmacy.....	412-623-5999
Nutrition Services.....	412-623-3325
Oncology Social Work Services.....	412-623-4000
Patient Navigation Services.....	412-623-4635
Patient Relations.....	412-623-3478
Radiology.....	412-623-4800
Security.....	412-623-2990
Valet Parking.....	412-623-5914
Volunteer and Community Services.....	412-623-4636

## **Pittsburgh, A ‘Livable City’**

Visitors to Pittsburgh often find it to be a pleasant surprise. Downtown Pittsburgh sits on a triangle of land in a valley of green hills where the Allegheny and Monongahela rivers join at the historic Point to form the Ohio River. The city has been listed among the nation’s best cities in which to live and work.

Pittsburgh is a regional center for business, industry, research, education, recreation, and the arts. Few of the steel mills that once gave Pittsburgh its prominence remain. Today, the health care industry, high-tech companies, and service industries employ many Pittsburghers.

Pittsburgh is enriched by a vibrant cultural life and ethnic diversity. It’s a major city with a small-town atmosphere. Newcomers frequently comment on the city’s friendliness. You may hear Pittsburghers call it “someplace special.”

Should you have an opportunity to explore Pittsburgh during your stay, this booklet offers many suggestions for things to do. Additional information is available on the Visit Pittsburgh website at [\*\*www.visitpittsburgh.com\*\*](http://www.visitpittsburgh.com).

## **UPMC, a Leader in Health Care**

UPMC is the premier health system in western Pennsylvania and a leading nonprofit health system in the United States. With a vision for the future, UPMC has developed a broad network of health care services, including hospitals that provide advanced care for complex illnesses, specialty hospitals for women and children, a behavioral health facility, community hospitals, a health insurance organization, and an array of other health care services such as long-term care and home care.

UPMC has internationally renowned programs in transplantation, cancer, otolaryngology, geriatrics, neurosurgery, psychiatry, and sports medicine, among others. Over the last decade, UPMC has shared its high-tech medical expertise by establishing patient care facilities in other countries. UPMC partners with the University of Pittsburgh Schools of the Health Sciences to provide quality patient care, to increase biomedical knowledge through research, and to educate health care professionals for the future.

Because of UPMC's size and the breadth of its specialty areas, you may find it both exciting and a bit overwhelming. You can learn more about UPMC at **UPMC.com**.

## **Navigating Services and Facilities**

The resources listed on the following pages will help you to navigate the services and facilities of UPMC Shadyside and Hillman Cancer Center.

## **Services at UPMC Shadyside**

### **UPMC Shadyside**

UPMC Shadyside is situated on a beautiful campus in Pittsburgh's Shadyside neighborhood. The hospital is recognized for excellence and innovation in patient care. In 2015, UPMC Shadyside earned recertification for Magnet<sup>®</sup> status from the American Nurses Credentialing Center for excellence in nursing, professional practice, and patient care. Receiving Magnet Recognition<sup>®</sup> is one of the highest achievements a hospital can obtain.

UPMC's ongoing commitment to outstanding patient care and advancement of medical therapies and technologies continues to be recognized by *U.S. News & World Report* for excellence in cancer care.

## **Patient Relations**

Support is available to both patients and their families through Patient Relations. Our Patient Relations coordinators will be glad to assist you with any questions, concerns, or problems you may have. Office hours are Monday through Friday, 8:30 a.m. to 7 p.m., and Saturday, 8:30 a.m. to 4:30 p.m. To reach Patient Relations, please call **412-623-2014**.

## **Consideration for Others**

We ask visitors to show consideration in the hospital, especially in common areas such as family lounges and waiting rooms. Respect creates a pleasant environment. Please speak softly, do not litter, and make room for others.

## **Wall Maps**

Color-coded wall maps are displayed at the hospital's main entrances and mounted on walls inside UPMC Shadyside. The maps can help you find your way through the campus. The "You are here" marker on each wall map shows your location. In addition, hand maps of the campus are available in the holders on the map kiosks at the hospital's main entrances. You may also ask for a hand map at the information desks.

## **Hopwood Library**

The Hopwood Library offers a wide selection of books, pamphlets, magazines, newsletters, and videos in commonly used language. Computers (including wheelchair-accessible) are available for online searches. Information is available on diseases, chronic conditions, drugs, tests, procedures, treatments, and wellness. Professional library staff can help patients and visitors find the information they need. The library has alcoves for more private viewing or reading, and photocopy services are available.

## Information Desks and Phones:

Helpful staff are available at 3 information desks throughout UPMC Shadyside to assist patients and their families with any questions or needs. Information desks are located at:

- First floor of the East Wing (follow the blue signs)
- First floor of the Medical Center (follow the green signs)
- First floor of Posner Tower (follow the yellow signs)

Each information desk also has a courtesy phone available to patients and families.

For assistance, you can stop by or call the information desks in the first floor lobbies at these locations:

- East Wing: **412-623-6730**
- Shadyside Medical Building (West Wing): **412-623-6168**
- Posner Tower: **412-623-2023**

## Patient Handbook

Another source of information about UPMC Shadyside is the Patient Handbook. The handbook tells you about hospital policies, hospital services, patient care, billing, and patients' rights and responsibilities. Your loved one will receive a Patient Handbook when he or she is admitted to the hospital. The handbook is also available by calling Patient Relations at **412-623-2014**.

## Hearing Assistance

To meet the special needs of patients and visitors who are hearing impaired or deaf, we offer printed educational materials, amplified telephones, closed-captioned television, sign language interpreters, and a portable telecommunications device for the deaf (TDD). To obtain a TDD or any of the aids listed above, ask the nursing staff on your loved one's patient unit.

## Language Interpretation Services

Language interpreter services are available to patients and their families at no cost. To request an interpreter, please ask your care team. For more information, contact the International Patient Relations Center by phone at **412-648-6262**, by email at [internationalcenter@upmc.edu](mailto:internationalcenter@upmc.edu), or on the Web at [InternationalPatients.UPMC.com](http://InternationalPatients.UPMC.com).

## Services at Hillman Cancer Center

### Hillman Cancer Center

At Hillman Cancer Center, you're in the hub of UPMC CancerCenter, a network of high-quality cancer care facilities throughout the region. UPMC CancerCenter is an international leader in cancer treatment, care, and research, and works in collaboration with the University of Pittsburgh Cancer Institute (UPCI), the region's only National Cancer Institute (NCI)-designated Comprehensive Cancer Center.

Hillman's Cooper Pavilion is designed as a friendly facility for cancer patients and their families, providing easy access to all the specialized services you need in a calm, beautiful environment.

### Patient Relations at Hillman Cancer Center

Support is available to both patients and their families through the Patient Relations office. We will be glad to assist you with any questions, concerns, or problems you may have regarding your health care experience. To contact Patient Relations, please call **412-623-3478** or **412-623-4000**.

## Patient Navigators

Hillman's patient navigators are available to patients, their families, and caregivers during their visit. Our navigators are glad to assist you with questions, concerns, and informational needs about your visit at Hillman. If you are from out of town and have questions about accommodations, dining, entertainment, transportation, or anything else, our navigators are ready to help. You will find our navigators in the Gumberg Family Resource Center, on Hillman's ground level. Special needs accommodations, such as oxygen, wheelchairs, and language and deaf interpreters, also are available by notifying a patient navigator. For information or assistance, call **412-623-4635** or **412-623-4733**.

## Gumberg Family Resource Center

The Gumberg Family Resource Center, located on Hillman's ground floor, is a convenient resource for patients, their families, and caregivers. The center provides information on specific types of cancer, cancer treatments, and supportive care services. Resources available include pamphlets, books, magazines, CDs, DVDs, and portable DVD players. There also are computer stations available for patient and family use. Our staff will help you find the information you need. Visit the center, or call **412-623-4733**.

## Information Desk

The information desk is located on the ground floor of Hillman. The information desk will be able to answer your questions and provide you with the Hillman Cancer Center Locations and Supportive Services Guide.

## Courtesy Phones

Convenient courtesy phones for local calls are located throughout Hillman:

- Ground level, at the lobby information desk and across from the pharmacy.
- Level 1, on the wall across from the elevators.
- Level 2, on the wall by the reception area.
- Level 3, at the reception desk.

## Arriving at UPMC Shadyside and Hillman Cancer Center

### Parking

**Pay parking is available for visitors at UPMC Shadyside.**

Pay stations are located near the garage elevators on the hospital's first floor and leaving the garages.

- Aiken Avenue Garage Pay Stations on East Wing
- Centre Avenue Garage Pay Stations on West Wing

### Aiken Avenue Parking Garage

Located on South Aiken Avenue. Open 24 hours a day, 7 days a week.

### Centre Avenue Parking Garage

Located across from Hillman Cancer Center. Open 24 hours a day, 7 days a week.

### Hillman Cancer Center Parking Garage

Available for Hillman patients only. Located on the basement floor of Hillman. Valet parking available at a flat fee. Monday through Friday.

For questions about our parking garage hours and options, call **412-623-3564**.

## Parking Information

### Discounted Parking at UPMC Shadyside

Patient family members who are parked for 4 or more consecutive hours in a UPMC Shadyside parking garage can receive a discount. Present your parking ticket at one of the UPMC Shadyside information desks for validation.

### Long-term Stays

On the 10<sup>th</sup> day of a patient's stay, family members are offered a discount for any of the UPMC Shadyside parking garages. If you have questions, call **412-647-3194**.

### Escort Service

Upon request, UPMC Security provides evening escort service from the hospital to your vehicle. To request an escort, call **412-623-2990**.

## Arriving by Air

When you arrive at Pittsburgh International Airport, you will be in Moon Township, about 25 miles from UPMC Shadyside and Hillman Cancer Center, which are in the Shadyside area of Pittsburgh. To travel from the airport to the Shadyside Campus, several options for transportation are available.

### Limousine Service

First Class Limo: you must make reservations a day in advance by calling **412-422-5466**.

### Super Shuttle

You must make reservations a day in advance by calling 1-800-BLUE-VAN.

### Taxi Cab

Call Pittsburgh Transportation Group 30 to 45 minutes prior to needing service at **412-321-8100**.

## Arriving by Bus or Train

- Greyhound and Trailways Bus Terminal: The bus terminal is located in downtown Pittsburgh at 11<sup>th</sup> Street and Liberty Avenue. For information, call **1-800-231-2222**.
- Amtrak Train Station: The train station is located in downtown Pittsburgh at Liberty Avenue and Grant Street. For information, call **1-800-USA-RAIL (872-7245)**.

## From Downtown to Shadyside

UPMC Shadyside is located about 7 miles from downtown Pittsburgh. You can travel from downtown to the Shadyside Campus by bus or by taxi cab.

## Public Transit

Several bus routes serve the Shadyside area. For more information, call Port Authority at **412-442-2000**, or visit **[www.portauthority.org](http://www.portauthority.org)**.

## Taxi Cab

Call Pittsburgh Transportation Group 30 to 45 minutes prior to needing service at **412-321-8100**.

## Lodging in the Area

A variety of hotel accommodations are available in Shadyside and nearby Oakland. Ask if the hotel offers discounts to UPMC patients and families. Also ask if the hotel provides shuttle service to UPMC Shadyside and Hillman Cancer Center.

### **Courtyard by Marriott (Shadyside)**

5308 Liberty Ave., Pittsburgh, PA 15224  
**412-683-3113** or **1-800-721-7033**

### **Hampton Inn Pittsburgh - University Center (Oakland)**

3315 Hamlet St., Pittsburgh, PA 15213  
**412-681-1000** or **1-800-426-7866**

**Hilton Garden Inn Pittsburgh University Place  
(Oakland)**

3454 Forbes Ave., Pittsburgh, PA 15213

**412-683-2040** or **1-800-445-8667**

**Hotel Indigo**

123 N Highland Ave., Pittsburgh, PA 15206

**412-665-0555**

**Hyatt House (Bloomfield/Shadyside)**

5335 Baum Blvd., Pittsburgh, PA 15224

**412-621-9900**

**Inn on Negley (Shadyside)**

703 South Negley Ave., Pittsburgh, PA 15232

**412-661-0631**

**Mansions on Fifth (Shadyside)**

5105 Fifth Ave., Pittsburgh, PA 15232

**412-381-5105**

**Marriott Residence Inn Pittsburgh  
University/Medical Center (Oakland)**

3896 Bigelow Blvd., Pittsburgh, PA 15213

**412-621-2200** or **1-800-236-2427**

**Quality Inn University Center (Oakland)**

3401 Blvd. of the Allies, Pittsburgh, PA 15213

**412-683-6100**

**Springhill Suites Pittsburgh Bakery Square**

134 Bakery Square Blvd., Pittsburgh, PA 15206

**412-362-8600**

**Wyndham Pittsburgh University Center (Oakland)**

100 Lytton Ave., Pittsburgh, PA 15213

**412-682-6200**

## **Furnished Apartments**

Furnished apartments are available for long-term stays.

### **Friendship Suites**

301 Stratford Ave., Pittsburgh, PA 15232

**412-392-1935**

Daily, weekly, and monthly rates

### **Shadyside Inn Suites**

5405 Fifth Ave., Pittsburgh, PA 15232

**412-441-4444** or **1-800-767-8483**

Daily, weekly, and monthly rates

### **Family House**

Family House offers housing for patients and their families who are coming to UPMC for medical treatment. Family House's 4 locations near UPMC's Shadyside hospital campuses provide convenient, affordable lodging in a home-like environment. For more information, or to find out about room availability, please call **412-647-7777** or visit the Family House website at **[www.familyhouse.org](http://www.familyhouse.org)**.

# Getting Around Shadyside and the City

## Walking

Many stores and services are within walking distance of UPMC Shadyside and Hillman Cancer Center. The shopping districts are situated along Walnut Street and Ellsworth Avenue. In these areas, you'll find restaurants, cafés, bakeries, book stores, gift shops, grocery stores and convenience stores, pharmacies, and multiple options for laundry, dry cleaning, and hair care. Shadyside's shopping district also boasts a variety of specialty boutiques. Ask for more information at one of the information desks.

## UPMC Shuttle

UPMC's free shuttle stops at a number of UPMC locations in Shadyside and Oakland. For assistance, call UPMC Security at **412-623-2990**. Schedules are available at the Information Desks in UPMC facilities. For more information, call Parking Operations at **412-623-6257** or **412-647-3194**.

## Public Transit

Convenient bus services are available throughout the Pittsburgh metropolitan area via Port Authority of Allegheny County. The nearest bus stops are located at the corner of Centre and South Aiken Avenues, and at the corner of Centre Avenue and Cypress Street. Schedules for a variety of bus routes are available at the information desks. For more information, call Port Authority at **412-442-2000**, or visit **[www.portauthority.org](http://www.portauthority.org)**.

## Taxi Cab

Yellow Cab Co., **412-321-8100**

# Conveniences

## Bank Machines

**UPMC Shadyside Pavilion:** First floor near the visitor elevators.

**Shadyside Medical Building:** First floor near the Hopwood Library.

**Hillman Cancer Center:** Ground floor near the gift shop.

**Neighborhood Banks:** Several banks within walking distance have bank machines.

## Local Bank Accounts

For a longer stay in Pittsburgh, you may want to open a local bank account. Allow for 7 to 14 days after opening the account before you can withdraw funds. Consider bringing travelers checks or a bank debit card with you.

## Hillman Center Pharmacy

Hillman has a retail pharmacy that can serve you or your family member's prescription medicine needs. 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**. The Pharmacy is open Monday through Friday, 8 a.m. to 6 p.m.

## Gift Shops

### Lori's Gifts at UPMC Shadyside

Lori's Gifts is located in Posner Tower on the first floor, past the Information Desk, and is open weekdays, 8 a.m. to 8 p.m. and weekends, 9 a.m. to 7 p.m. It is closed holidays. Phone: **412-864-6781**.

## **Lori's Gifts at Hillman**

The gift shop is located on the ground level, off the lobby (across Centre Avenue from UPMC Shadyside), and is open weekdays, 9 a.m. to 4 p.m. It is closed weekends and holidays. Phone: **412-623-4654**.

## **Dining and Refreshments**

Visitors are welcome to dine in the cafeteria. Patients may dine in the cafeteria with their doctors' permission.

The cafeteria serves breakfast, lunch, and dinner, offering a wide variety of hot and cold meals. Included are traditional meals, specialty items, such as kosher meals upon request, and Dining Smart options for health-conscious diners.

Take-out also is available. The cafeteria is located in Posner Tower, first floor, near the gift shop. Hot food is available daily, 6:15 a.m. to 7 p.m. A cold selection of Grab-and-Go items is available daily, 6:15 a.m. to 7 p.m. Call cafeteria at **412-623-2056**.

## **Guest Trays**

For a fee, patients or their visitors may order a guest tray for the patient room. To place an order, call Food Services at **412-623-0028**. Please pre-pay in the cafeteria.

## **West End Café in UPMC Shadyside**

The West End Café features specialty drinks, salads, sandwiches, soups, and pastries. The West End Café is located in the West Wing lobby, near Shadyside Medical Building. It is open weekdays, 6 a.m. to 5 p.m.

## **The Café at Hillman**

The Café at Hillman offers both hot and cold foods.

Breakfast: 7 a.m. to 11 a.m. | Lunch: 11 a.m. to 4 p.m.

The café is located on level 1 (the Shea Pedestrian Bridge from UPMC Shadyside leads to the café). It is open weekdays, 7 a.m. to 4 p.m.

## **Complimentary Refreshments at UPMC Shadyside and Hillman Cancer Center**

Complimentary coffee, tea, and water are available for patients and their families at UPMC Shadyside in the Zorub Family Lounge on the first floor, and other family lounges throughout the hospital, and at Hillman on the ground floor and the outpatient clinics on levels 2, 3, and 4.

## **Dining Gift Cards**

Gift cards are available for purchase at all UPMC hospitals. Gift cards can be purchased at UPMC Shadyside and Hillman in the following locations:

- Shadyside Cafeteria
- The Café at Hillman
- West End Café

These gift cards work at any UPMC dining facility throughout the system. They can be purchased in person with cash or a credit card. Gift cards can also be reloaded. You can add any amount of money to the gift cards. This a great gift idea for friends and family to help with the daily costs of visiting and staying at a hospital. Please call **412-623-1096** with questions.

## **Lost and Found**

To ask about lost or found items, call UPMC Security at **412-623-2990**.

## **Volunteer and Community Services**

### **UPMC Shadyside**

There are many areas in UPMC Shadyside's medical/surgical facilities that rely on volunteers for assistance.

They include patient care areas, such as ambulatory surgery and physical therapy, as well as support areas like human resources and parking. UPMC Shadyside volunteers wear red jackets and assist with a variety of tasks, including mailing and clerical services, as well as offering support to patients and their families. To contact UPMC Shadyside's volunteer department, call **412-623-2017**.

### **Hillman Cancer Center**

Hillman volunteers wear green jackets and are available to assist patients and families by escorting them to their appointment, providing blankets and drinks, and assisting with other needs. For information about the Volunteer and Community Service department, call **412-623-4636**.

### **Center for Counseling and Cancer Support**

Hillman offers help to patients and their families in managing the difficulties of cancer and cancer treatment. The Center for Counseling and Cancer Support provides a range of supportive programs, such as pain and stress management, coping skills, and relaxation training. Staff psychologists are available to work as part of a patient's health care team. Call **412-623-5888**.

### **Mailboxes**

A U.S. Postal Service mailbox is located near the West and Main Information Desks in UPMC Shadyside. A U.S. Postal Service mailbox is located outside Hillman Cancer Center's main entrance in the circular driveway.

## **Wireless Service**

Free wireless service is available on the UPMC Shadyside Campus. Patients and visitors can access the Internet on their laptops and other computer devices while on the UPMC Shadyside campus. To log on, open “Network Connections” on your laptop or computer device and connect to GIA (Guest Internet Access).

You may also access the Internet on computers in the Gumberg Family Resource Center, located on the ground floor of Hillman Cancer Center, or the Hopwood Library on the ground floor of UPMC Shadyside.

## **Safety in the Hospital**

### **Cell Phones and Wireless**

Some areas of UPMC Shadyside have restrictions on the use of cell phones, wireless computers, and other wireless devices that transmit radio signals. Please check with the staff before using such devices.

At Hillman Cancer Center, you may use cell phones in the atrium areas on all levels. Do not use cell phones or any wireless device within 6 feet of medical equipment in patient care areas.

### **Condition Help**

We view each patient and their family as our partners in care. If you feel something is not right with the patient’s care, Condition Help is a way to tell us. Call Condition Help if the patient has a noticeable medical change and you have alerted the health care team, but they have not recognized the concern.

Call Condition Help about a breakdown in how care is given to the patient or confusion over what care is needed. The patient or the family may place the call. Dial **623-3131** from any hospital phone. Give your name, your location, and the patient's room number. The operator will activate Condition H. This alerts a special health care team to come to the patient's room to assess the situation.

## **Safety and Security**

Please be extra careful and aware of safety in the hospital. Do as staff members ask in order to keep all of our patients, visitors, and staff safe. Patients who arrive with valuables at the hospital should give them to a family member or arrange to store them with Security. Security is available 24 hours a day. If you need assistance, you can reach Security at **412-623-2990**.

## **Patient Personal Property**

Please leave valuables such as jewelry, large amounts of cash, and sentimental items at home. The hospital cannot be responsible for the safety of valuables and personal possessions. Hospital Security has a limited number of safe-deposit boxes. To deposit valuables in a safe-deposit box, call **412-623-2990**. Please ask the nursing staff if you have any questions about valuables.

## **Consent**

Please be advised that it is UPMC policy to only accept responsibility for the loss or damage of personal items (per our Consent for Treatment and Payment Agreement) when we have assumed responsibility for that item.

## Smoke-Free Campus

To protect our patients, visitors, and staff from the harmful effects of second-hand smoke, smoking is not permitted anywhere on UPMC property. All UPMC hospitals, facilities, and grounds, including parking lots, garages, and other outdoor locations, are smoke-free. UPMC has no designated smoking areas. If you choose to smoke, you cannot do so on any UPMC campus.

Anyone who smokes does so against UPMC's advice and assumes the risk for any consequences. For information about smoking and how to quit, access the patient education materials on UPMC's website at **UPMC.com/Health Library**.

## Things to Do in the Area

### In and Near Shadyside

- **Carnegie Library of Pittsburgh**  
4400 Forbes Ave., Oakland  
**412-622-3114** or **www.carnegielibrary.org**  
*This main branch of the Carnegie Library opened in 1895 and is among the country's great public libraries.*
- **Carnegie Museums of Pittsburgh**  
4400 Forbes Ave., Oakland  
**412-622-3131** or **www.carnegiemuseums.org**
  - > **Museum of Art:** *One of the country's first museums of modern art.*
  - > **Museum of Natural History:** *Includes a world-renowned dinosaur exhibit.*
  - > **The Andy Warhol Museum:** *The largest single artist museum in the country.*

- **Cathedral of Learning, University of Pittsburgh**  
4200 Fifth Ave., Oakland  
**412-624-6000** or  
**[www.nationalityrooms.pitt.edu/about/cathedral-learning](http://www.nationalityrooms.pitt.edu/about/cathedral-learning)**  
*Soaring gothic revival building with 30 world-renowned Nationality Classrooms.*
- **Frick Art and Historical Center**  
7227 Reynolds St., Point Breeze  
**412-371-0600** or **[www.thefrickpittsburgh.org](http://www.thefrickpittsburgh.org)**  
*Clayton, the Victorian-era home of industrialist Henry Clay Frick; Frick Art Museum; and Café at the Frick.*
- **Heinz Chapel**  
4200 Fifth Ave., Oakland  
**412-624-4157** or **[www.heinzchapel.pitt.edu](http://www.heinzchapel.pitt.edu)**  
*French gothic chapel featuring world-renowned stained glass windows.*
- **Jewish Community Center**  
5738 Forbes Ave., Squirrel Hill  
**412-521-8010** or **[www.jccpgh.org/squirrel-hill](http://www.jccpgh.org/squirrel-hill)**  
*Temporary passes; preschool may be available for patients' families.*
- **Phipps Conservatory and Botanical Gardens**  
One Schenley Park, Oakland  
**412-622-6914** or **[www.phipps.conservatory.org](http://www.phipps.conservatory.org)**  
*Victorian glasshouse with exotic indoor plants, outdoor gardens, shows, and exhibits.*
- **Pittsburgh Center for the Arts**  
1047 Shady Ave., Shadyside  
**412-361-0873** or **[www.pittsburgharts.org](http://www.pittsburgharts.org)**  
*Exhibits, classes, and gift shop; located in historic Mellon Park.*
- **Pittsburgh Playhouse**  
222 Craft Ave., Oakland  
**412-392-8000** or **[www.pittsburghplayhouse.com](http://www.pittsburghplayhouse.com)**  
*Plays and children's theater, September through May.*

- **Schenley Park**  
Greenfield Road, Oakland  
**412-422-6523** or **www.pittsburghparks.org/schenley**  
*Woodlands with picnic shelters, hiking, biking, swimming, ice skating, golf, ball fields, and visitor center with café.*
- **Schenley Plaza**  
4100 Forbes Ave., Oakland  
**412-682-7275** or **www.schenleyplaza.org**  
*Entrance to Schenley Park, with carousel, refreshments, tent area, lawn, gardens, and summer concerts.*
- **Soldiers and Sailors Memorial Hall and Museum**  
4141 Fifth Ave., Oakland  
**412-621-4253** or **www.soldiersandsailorshall.org**  
*Hall of Valor honoring U.S. veterans and museum exhibits from Civil War to present-day conflicts.*
- **Stephen Foster Memorial**  
4301 Forbes Ave., Oakland  
**412-624-4100** or  
**www.pitt.edu/~amerimus/index.html**  
*Center for American Music: museum featuring the American composer's life, culture, and music. Stephen Foster Memorial Theater: drama, music, and dance productions.*
- **University of Pittsburgh Sports tickets and information:**  
**412-648-7488** or **www.pittsburghpanthers.com**
- **Theatre Arts events and information:**  
**412-624-6568** or **www.play.pitt.edu**

## In and Near Downtown

Downtown Pittsburgh, known locally as the Golden Triangle, offers several upscale hotels, many fine restaurants, Point State Park, and many opportunities for recreation and relaxation.

## **Culture**

Pittsburgh is home to many arts organizations, including the Pittsburgh Symphony Orchestra, Pittsburgh Opera, Pittsburgh Ballet Theatre, Pittsburgh Public Theater, City Theatre, American Wind Symphony, Mendelssohn Choir, River City Brass Band, and Pittsburgh Civic Light Opera. Pittsburgh's cultural district attracts major artists, entertainers, and Broadway theater productions.

## **Sports**

Pittsburgh is a major sports town, home of Pittsburgh Steelers football, Pirates baseball, and Penguins hockey. College and university teams include the University of Pittsburgh Panthers, Duquesne Dukes, and Carnegie Mellon Tartans. PNC Park and Heinz Field are located on the North Shore, across the Sixth Street Bridge (also known as the Roberto Clemente Bridge) from downtown.

## **Shopping**

For necessities, there are several markets and retail stores in Shadyside and downtown:

### **Shadyside**

#### **Giant Eagle Market District**

550 Centre Ave., Shadyside

**412-681-1500**

#### **Target**

6231 Penn Ave., East Liberty

Store: **412-626-3258**

Pharmacy: **412-626-3259**

#### **Whole Foods Market**

5880 Centre Ave., Shadyside

**412-441-7960**

## **Downtown**

Specialty shops at One Oxford Centre (Grant Street and Fourth Avenue) and Fifth Avenue Place (Fifth Avenue and Stanwix Street) offer the convenience of mall shopping downtown.

Near downtown you'll find Station Square (across the Smithfield Street Bridge), SouthSide Works (across Hot Metal Bridge from Second Avenue), and the Strip District (Liberty Avenue between 16<sup>th</sup> and 25<sup>th</sup> streets).

## **Family Attractions**

Pittsburgh is a family-oriented city, where families can enjoy Point State Park, Gateway Clipper Cruises, the Monongahela and Duquesne Inclines, the Pittsburgh Zoo and PPG Aquarium, Carnegie Science Center, the Pittsburgh Children's Museum, the National Aviary, Senator John Heinz History Center, Kennywood amusement park, and Sandcastle Waterpark, along with many parks and playgrounds.

## **More Information**

For more information, go to [www.visitpittsburgh.com](http://www.visitpittsburgh.com) or call the Greater Pittsburgh Convention and Visitor's Bureau at **1-800-359-0758**.

# **Chaplains and Places of Worship**

## **UPMC Shadyside**

### **Chaplains**

Chaplains of the Protestant, Jewish, and Roman Catholic faiths are available through the Pastoral Care department. The hospital chaplains serve to meet the spiritual needs of our patients and their families. They are available for ordinary pastoral care and for emergencies and can be reached at **412-623-2121**.

## **Chapel**

An interfaith chapel is located in Posner Tower on the first floor, near the Zorub Surgical Family Lounge. Prayer books, Bibles, and electric Sabbath candles are available on request. For other needs or information about worship services, call **412-623-2121**.

## **Healing Garden**

The Japanese healing garden at the main entrance to Shadyside Hospital provides a soothing environment when a family member needs some quiet time to restore the spirit and contemplate. The landscape provides a wonderful mix of rock features, plant life, a walking path, and benches to make a private and healing place work in a vibrant urban environment.

## **Hillman Cancer Center**

### **Hulme Meditation Area**

The Hulme Meditation Area at Hillman Cancer Center is a quiet place for reflection and relaxation. It is located near the Hopwood Garden and Atrium on the ground level of Hillman.

## **In and Near Shadyside**

Clergy of many faiths and numerous places of worship are located in or near Shadyside.

### **Bellefield Presbyterian Church**

4001 Fifth Ave., Oakland  
**412-687-3222**

### **Calvary Episcopal Church**

315 Shady Ave., Shadyside  
**412-661-0120**

### **Church of Christ (non-denominational)**

6600 Fifth Ave., Point Breeze  
**412-361-5632**

**Church of the Ascension (Episcopal)**

4729 Ellsworth Ave., Oakland

**412-621-4361**

**Community of Reconciliation (Protestant)**

100 N. Bellefield Ave., Oakland

**412-682-2751**

**Congregation Beth Shalom (Jewish Conservative)**

5915 Beacon St., Squirrel Hill

**412-421-2288**

**East End Assembly of God**

430 S. Evaline St., Bloomfield

**412-687-3493**

**East Liberty Presbyterian Church**

116 S. Highland Ave., East Liberty

**412-441-3800**

**First Baptist Church**

159 N. Bellefield Ave., Oakland

**412-621-0500**

**First Church of Christ, Scientist**

201 N. Dithridge St., Oakland

**412-621-5339**

**First Trinity Lutheran Church**

535 N. Neville St., Oakland

**412-683-4121**

**First Unitarian Church**

605 Morewood Ave., Shadyside

**412-621-8008**

**First United Methodist Church**

5401 Centre Ave., Shadyside

**412-681-4222**

**Friends Meeting House (Quaker)**

4836 Ellsworth Ave., Oakland

**412-683-2669**

**Heinz Memorial Chapel (non-denominational)**

326 S. Bellefield Ave., Oakland

**412-624-4156**

**Hindu Jain Temple**

615 Illini Dr., Monroeville (outside the city)

**724-325-2073**

**Holy Spirit Byzantine Catholic Church**

4815 Fifth Ave., Oakland

**412-687-1220**

**Islamic Center of Pittsburgh**

4100 Bigelow Blvd., Oakland

**412-682-5555**

**Korean Central Church of Pittsburgh**

821 South Aiken Ave., Shadyside

**412-687-7775**

**New Light Congregation (Jewish Conservative)**

1700 Beechwood Blvd., Squirrel Hill

**412-421-1017**

**Pittsburgh Buddhist Center (Theravada Buddhist)**

111 Route 908, Natrona Heights (outside the city)

**724-295-2525**

**Pittsburgh Chinese Church**

134 N. Dithridge St., Oakland

**412-687-3060**

**Poale Zedek Congregation (Jewish Orthodox)**

6318 Phillips Ave., Squirrel Hill

**412-421-9786**

**Rodef Shalom Temple (Jewish Reform)**

4905 Fifth Ave., Oakland

**412-621-6566**

**Sacred Heart Catholic Church**

310 Shady Ave., Shadyside

**412-661-0187**

**Shaare Torah Congregation (Jewish Orthodox)**

2319 Murray Ave., Squirrel Hill

**412-421-8855**

**Shadyside Presbyterian Church**

5121 Westminster Pl., Shadyside

**412-682-4300**

**Sri Venkateswara Temple (Hindu)**

1230 S. McCully Dr., Penn Hills (outside the city)

**412-373-3380**

**St. Andrew Lutheran Church**

304 Morewood Ave., Shadyside

**412-682-3342**

**St. George Antiochian Orthodox Cathedral**

3400 Dawson St., Oakland

**412-681-2988**

**St. Nicholas Greek Orthodox Cathedral**

419 S. Dithridge St., Oakland

**412-682-3866**

**St. Paul Cathedral (Roman Catholic)**

Fifth Ave. at N. Craig St., Oakland

**412-621-4951**

**Temple Sinai (Jewish Reform)**

5505 Forbes Ave., Squirrel Hill

**412-421-9715**

**Tree of Life Congregation (Jewish Conservative)**

5898 Wilkins Ave., Squirrel Hill

**412-521-6788**

**Zen Center of Pittsburgh (Soto Zen Buddhist)**

124 Willow Ridge Rd., Sewickley (outside the city)

**412-741-1262**

# Driving Directions

## **UPMC Shadyside**

5230 Centre Ave.  
Pittsburgh, PA 15232-1381

**412-623-2121**

For directions to UPMC Shadyside, visit:

**UPMC.com/Shadyside** and click on "Directions and Parking."

## **Hillman Cancer Center**

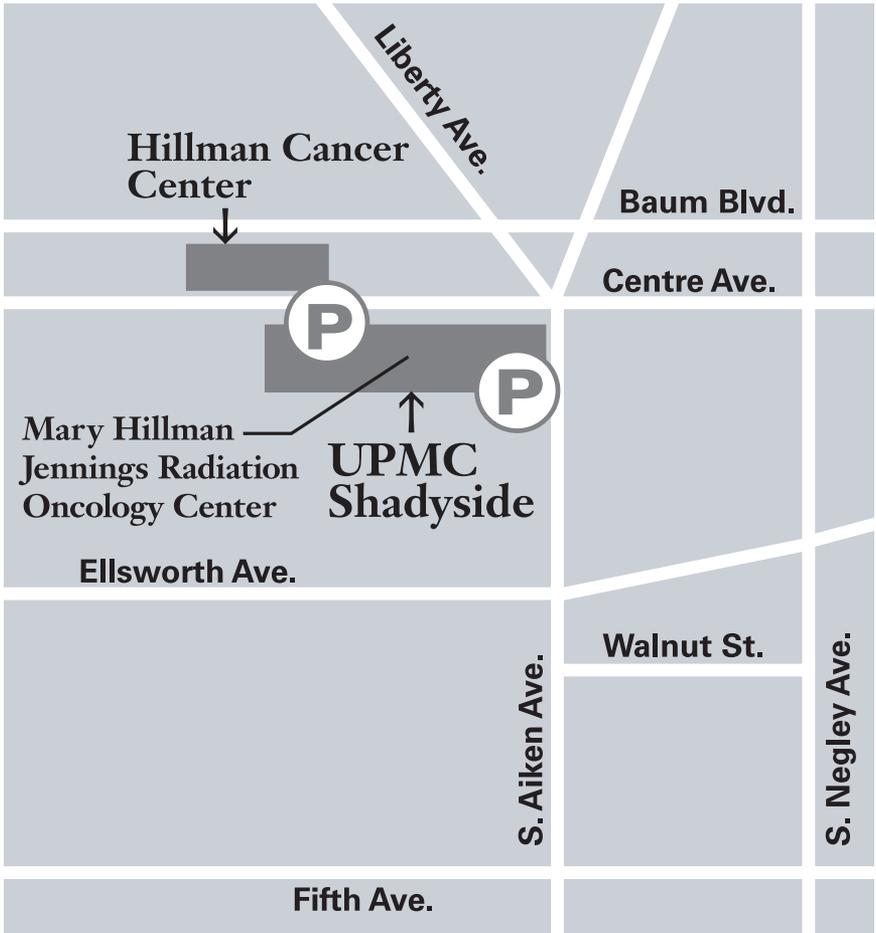
5115 Centre Ave.  
Pittsburgh, PA 15232-1381

**412-623-4000**

**412-647-2811**

For directions to Hillman Cancer Center, visit:

**UPMCCancerCenter.com** and click on "Find a Location."





**Hillman Cancer Center**

5115 Centre Ave.  
Pittsburgh, PA 15232  
**412-647-2811**

**UPMC Shadyside**

5230 Centre Ave.  
Pittsburgh, PA 15232  
**412-623-2121**

To make a physician appointment, or for more information,  
call 1-800-533-UPMC or visit us at **UPMC.com**.

UPMC policy prohibits discrimination or harassment on the basis of race, color, religion, ancestry, national origin, age, sex, genetics, sexual orientation, gender identity, marital status, familial status, disability, veteran status, or any other legally protected group status. Further, UPMC will continue to support and promote equal employment opportunity, human dignity, and racial, ethnic, and cultural diversity. This policy applies to admissions, employment, and access to and treatment in UPMC programs and activities. This commitment is made by UPMC in accordance with federal, state, and/or local laws and regulations