



VISITORS INFORMATION GUIDE

UPMC Presbyterian

Your Care. Our Commitment.

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 Presbyterian, which includes UPMC Montefiore. The Eye & Ear Institute as well as Western Psychiatric Institute and Clinic of UPMC are also part of the UPMC Presbyterian family.

English

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

Nepali

नेपाली

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

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.

Arabic

العربية

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

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。

Russian

Русский

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

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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Quick Telephone Reference

Cafeteria Daily Menu	412-647-4EAT (4328)
Chaplains/Pastoral Care	412-647-7560
Family House	412-647-7777
Financial Assistance	412-432-5500
Hearing Assistance	412-647-7615
Hospital Operator.....	412-647-2345
Information Desk — UPMC Montefiore, 7 Main lobby	412-692-2532
Information Desk — UPMC Presbyterian lobby.....	412-802-3170
International Patient Relations	412-648-6262
Language Assistance.....	412-648-6262
LHAS Beauty Salon	412-692-2969
LHAS Presby Floral and Gift Shop, UPMC Presbyterian	412-647-3181
LHAS Windows on Seventh Floral and Gift Shop, UPMC Montefiore.....	412-648-6107
Lost and Found	412-647-3636
Parking Garage Escort.....	412-647-3191
Parking Operations.....	412-647-3194
Patient Relations	412-647-7615
Security.....	412-647-3191
Sign Language	412-647-7615
Social Work Services	412-647-7615

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**.

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**.

The Hospital Campus

In the Oakland section of Pittsburgh you will find the hub of UPMC — UPMC Presbyterian, UPMC Montefiore, and a host of other facilities. UPMC Presbyterian is the flagship hospital of UPMC and an international center for organ transplantation. The hospital campus is expansive and complex. Because the hospital is university-affiliated, an array of highly trained staff will contribute to the care of your loved one.

Navigating Services and Facilities

The resources listed on the next pages will help you to navigate the services and facilities of UPMC Presbyterian.

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, 7 a.m. to 7 p.m., and Saturday, 8 a.m. to 4:30 p.m. To reach Patient Relations, please call **412-647-7615**.

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 key points inside the UPMC Presbyterian buildings. The maps show how to find your way through the campus. Each map shows your location. Look for the “You are here” marker.

WAYFINDING BROCHURE

In brochure holders at the Information Desks and near the wall maps, you can pick up the “Guide to UPMC Presbyterian and Its Oakland Facilities.” This 4 inch by 9 inch, fold-out brochure contains walking, parking, and driving maps, and directions to help you find your way to, on, and from the UPMC Presbyterian campus. The brochure is available by calling either the Information Desk in the UPMC Presbyterian lobby at **412-802-3170** or the Information Desk in UPMC Montefiore on 7 Main lobby at **412-692-2532**.

INFORMATION PHONES

White information phones are mounted at wall locations throughout the hospital. Look for a blue overhead sign with a white question mark. When you pick up the phone, it will ring at an Information Desk. A staff member will identify the location of your call and give you directions to your destination or will assist you with other needs.

Information phones can be found at 4 locations:

- Pedestrian bridge between UPMC Presbyterian and UPMC Montefiore, at the Montefiore end.
- Pedestrian bridge between UPMC Presbyterian and UPMC Montefiore, across from the Eye & Ear Institute entrance.
- Hallway intersection near the main visitor elevators at UPMC Presbyterian on the third floor.
- Walkway between UPMC Presbyterian and Falk Medical Building, near the Falk end.

INFORMATION DESKS

Information Desks at UPMC Presbyterian are located in the main lobby and on the third floor. The Information Desk at UPMC Montefiore is in the 7 Main lobby.

PATIENT HANDBOOK

Another source of information about UPMC Presbyterian is the Patient Handbook. The handbook tells you about hospital policies, hospital services, patient care, billing, discharge (leaving the hospital), and patients' rights and responsibilities. You or your loved one will receive a Patient Handbook when your loved one is admitted to the hospital. The handbook is also available by calling either the UPMC Presbyterian registration office at **412-647-3628** or the UPMC Montefiore registration office at **412-648-6167**.

COMMUNICATION AIDS

For patients and visitors who are hearing impaired or deaf, the hospitals offer printed educational materials, amplified telephones, closed-captioned television, sign language interpreters, and a TDD (portable telecommunications device for the deaf). For a TDD or any of the aids listed above, ask the nursing staff on your patient unit. Sign language interpreters are provided by the Center for Hearing and Deaf Services. If possible, please give advance notice. To arrange for an interpreter, call Patient Relations at **412-647-7615**.

The UPMC Center for International Patient Relations can arrange for language translation services for patients and their families at no cost. If you need language translation services, please call International Patient Relations at **412-648-6262**, send an email to **internationalcenter@upmc.edu**, or go to **<http://internationalpatients.upmc.com>**. After business hours (Monday through Friday, 9 a.m. to 4 p.m.), call **412-647-2345** and ask the hospital operator to page the international liaison on call, pager number **6666**.

Arriving on the Oakland Campus

PARKING GARAGES: UPMC PRESBYTERIAN AND FALK MEDICAL BUILDING

Self-Parking:

- Presbyterian Garage: On Lothrop Street, past UPMC Presbyterian's main driveway, second entrance on left. Open 24 hours a day.

Valet Service:

- UPMC Presbyterian: In UPMC Presbyterian's main driveway off Lothrop Street. Weekdays, 4:45 a.m. to 10 p.m.; no valet on weekends or holidays. No tips accepted. When using a GPS, please use 202 Lothrop St., Pittsburgh, PA 15213, as the address.
- Falk Medical Building: In Falk's rear driveway off Lothrop Street. Weekdays, 6 a.m. to 6 p.m. After 6 p.m., retrieve vehicle from the valet service at the UPMC Presbyterian main driveway. No tips accepted.

PARKING GARAGES: UPMC MONTEFIORE AND KAUFMANN MEDICAL BUILDING

Self-Parking:

- UPMC Montefiore Garage: Near hospital's main entrance on Buffalo Street. When using a GPS, please use 1 Buffalo St., Pittsburgh, PA 15213, as the address. Open 24 hours a day.
- Ambulatory, Level 6: 259 Darragh St. Opens at 4 a.m.
- Kaufmann Garage: On Fifth Avenue just past Darragh Street. When using a GPS, please use 3471 Fifth Ave., Pittsburgh, PA 15213, as the address. Weekdays, 6 a.m. to 10 p.m.

Valet Service:

- UPMC Montefiore: At the hospital's main entrance on Buffalo Street. Weekdays, 6 a.m. to 6 p.m. No tips accepted.

PARKING INFORMATION

Validated Parking

Discounted rates are available if you park from 4 to 24 hours in a row. To have your parking ticket validated, go to either the Information Desk at UPMC Presbyterian's main lobby or to UPMC Montefiore's 7 Main lobby. Reduced parking rates may be available from hospital departments and doctors' offices. Free parking is offered the day of surgery and the day you leave the hospital. At office visits, ask if the receptionist can validate your parking.

Long-Term Stays

Family members of a patient hospitalized 10 days in a row or longer may qualify for a discount parking rate starting on the eleventh day. The patient or the family should contact Parking Operations before the eleventh day of your loved one's hospital stay. Call **412-647-3194**.

Discounted Parking

Discount parking rates may be available to patients and their families who meet the limited income guidelines of the federal government. Proof of income is required. For details, call Parking Operations at **412-647-3194**.

Security Escort Service

On request, UPMC Security will provide evening escort service from the hospital to your vehicle parked in one of the hospital parking garages. To request an escort, call **412-647-3191**, or see the guard at UPMC Presbyterian's main lobby entrance.

ARRIVING BY AIR

When you arrive at Pittsburgh International Airport, you will be in Moon Township, about 20 miles from UPMC Presbyterian, which is in the Oakland section of Pittsburgh. To travel from the airport to UPMC Presbyterian, several options for transportation are available.

- **Shuttle Service:** Super Shuttle boards at the airport's lower-level baggage claim area and stops at hotels in Oakland, including the Wyndham Pittsburgh University Center on Lytton Avenue.

For more information or to reserve a seat on the shuttle, call **1-800-258-3826** or visit **www.supershuttle.com**.

- Taxi Cab: Yellow Cab Co., **412-321-8100**
- Public Transit: The Airport Flyer bus, Route 28X, between Pittsburgh International Airport and Oakland. Board outside the airport's lower-level baggage claim area.

FROM OAKLAND TO THE AIRPORT

The Airport Flyer bus, Route 28X, boards at Forbes and Morewood avenues (near Carnegie Mellon University), and at Fifth Avenue at Bigelow Boulevard (near the University of Pittsburgh Cathedral of Learning).

For schedules or for other information, call Port Authority of Allegheny County at **412-442-2000**, or visit **www.portauthority.org**.

ARRIVING BY BUS OR TRAIN

- Greyhound and Trailways Bus Terminal: The bus terminal is located in downtown Pittsburgh at 11th 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 Oakland

UPMC Presbyterian is located in the Oakland section of Pittsburgh, about 4 miles from downtown Pittsburgh. You may travel from downtown to UPMC Presbyterian in several ways.

- Taxi Cab: Yellow Cab Co., **412-321-8100**
- Public Transit: For more information, call Port Authority of Allegheny County at **412-442-2000**, or visit **www.portauthority.org**.

Lodging in the Area

Commercial hotels: A variety of accommodations are available in Oakland and nearby Shadyside. Ask if the hotel offers discounts to UPMC patients and families. Also ask if the hotel provides shuttle service to UPMC's Oakland hospitals.

Cambria Suites by Choice Hotels Pittsburgh

1320 Centre Ave., Pittsburgh, PA 15219
412-381-6687 or 1-877-424-6423

Courtyard by Marriott (Shadyside)

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

Doubletree by Hilton Hotel Suites of Pittsburgh (Downtown)

1 Bigelow Square, Pittsburgh, PA 15219
412-281-5800 or 1-800-445-8667

Friendship Suites (Shadyside)

301 Stratford Ave., Pittsburgh, PA 15232
412-392-1935

Graham House Inn Apartments (Shadyside)

439 South Graham St., Pittsburgh, PA 15232
412-661-2261 or 1-866-377-9610

Hampton Inn Pittsburgh - University Center (Oakland)

3315 Hamlet St., Pittsburgh, PA 15213
412-329-4969 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

Inn on Negley (Shadyside)

703 South Negley Ave., Pittsburgh, PA 15232
412-661-0631

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

Shadyside Inn Suites (Oakland)

5405 Fifth Ave., Pittsburgh, PA 15232
412-441-4444 or 1-800-767-8483

Westin Convention Center Pittsburgh (Downtown)

1000 Penn Ave., Pittsburgh, PA 15222
412-281-3700 or 1-888-627-7053

Wyndham Grand Pittsburgh (Downtown)

600 Commonwealth Place, Pittsburgh, PA 15222
412-391-4600 or 1-877-999-3223

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

Graham House Apartments

439 South Graham St., Pittsburgh, PA 15232
412-661-2261 or 1-866-377-9610
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 Oakland 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**.

Family House McKee (Oakland)

233 McKee Place, Pittsburgh, PA 15213
Single and double rooms, Limited suites

Family House Neville (Oakland)

514 North Neville St., Pittsburgh, PA 15213
Single and double rooms, Apartments

Family House Shadyside

5245 Centre Ave., Pittsburgh, PA 15232
Suites, Apartments

Family House University Place (Oakland)

116 Thackeray Ave., Pittsburgh, PA 15213
Double rooms, Limited suites

Room Rates*

- Single Room - \$45 per night
- Double Room - \$60 per night
- Suite - \$75 per night
- Apartment - \$90 per night

**Prices throughout are subject to change at any time.*

Getting Around Oakland and the City

WALKING

The best way to get around Oakland is to walk. A great variety of goods and services can be found within walking distance of the Oakland campus, including places to buy books, magazines, and convenience items, as well as coffee shops, drug stores, florists, banks, restaurants, hair salons, dry cleaners, and laundromats.

More information about area services is available from the Oakland Neighborhood Partnership Program by calling either the UPMC Presbyterian lobby Information Desk at **412-802-3170** or the UPMC Montefiore 7 Main lobby Information Desk at **412-692-2532**.

UPMC SHUTTLE

UPMC's Blue shuttle loops around the Oakland campus. It operates hourly weekdays from 6 a.m. to 10 p.m., starting with pickup at the Family House McKee. Weekends and holidays, the shuttle runs hourly from 6 to 11 a.m. and from 5 to 7 p.m. Schedules are available at the Information Desks in UPMC facilities. For more information, call Parking Operations at **412-647-3194**.

PUBLIC TRANSIT

Convenient bus services are available throughout the Pittsburgh metropolitan area via Port Authority of Allegheny County. A trip from Oakland to downtown Pittsburgh takes about 15 minutes. Schedules for a variety of bus routes are available in the lobbies of UPMC Presbyterian and UPMC Montefiore. For more information, call Port Authority at **412-442-2000**, or visit **www.portauthority.org**.

TAXI CAB

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

Conveniences

PHARMACY

UPMC Presbyterian has 2 retail pharmacy locations that can serve you or your family member's prescription medicine needs. Falk Pharmacy is located on the second floor of the Falk Medical Building and is open Monday through Friday, 7:30 a.m. to 5:30 p.m. Please call **412-623-6222**. The UPMC Presbyterian Prescription Shop is located on the first floor of UPMC Presbyterian and is open 7 days a week, 7 a.m. to 11 p.m., including on holidays. Please call **412-864-0900**.

GIFT SHOPS

- Ladies Hospital Aid Society (LHAS) sponsors gift shops:
 - > LHAS Windows on Seventh Floral and Gift Shop, UPMC Montefiore, 7 Main, near the lobby. Weekdays, 9 a.m. to 6 p.m.; Saturdays, 10 a.m. to 2 p.m. Phone: **412-648-6107**; Fax: **412-647-6473**.
 - > LHAS Presby Floral and Gift Shop, UPMC Presbyterian, main lobby. Weekdays, 9 a.m. to 6 p.m.; Saturdays, 10 a.m. to 2 p.m. Phone: **412-647-3181**.

DINING AND REFRESHMENTS

The 2 hospital cafeterias are open to visitors. Patients may dine in the cafeterias with their doctors' permission. The cafeterias offer a wide variety of hot and cold meals, kosher sandwiches, and Dining Smart options. Take-out is available.

- UPMC Presbyterian Cafeteria, UPMC Presbyterian, eleventh floor. 7 days a week, 6:30 a.m. to 2:30 a.m. Daily menu: **412-647-4EAT (4328)**.
- LHAS Café on Seventh, UPMC Montefiore, 7 Main, near the lobby. Monday through Friday, 10:30 a.m. to 7:15 p.m. Take-out: **412-802-8644**. Luncheon selections, including daily specials, in a relaxed environment.
- UPMC Montefiore Cafeteria, UPMC Montefiore, fourth floor. Monday through Friday, 6:30 a.m. to 2 p.m.

UPMC Montefiore Meal Delivery Service

Patients can place their order to the kitchen between the hours of 6:30 a.m. and 8:30 p.m. by dialing **4-1800**. Patients will then need to identify themselves to the In-Room Dining Liaison and verify their name, room number, and the diet ordered by their physician.

Guest Trays

For a fee, patients or their visitors may order a guest tray for the patient room. Kosher meals are available. To place an order, ask your patient's nurse.

Quick-Serve

- LHAS Café Express, UPMC Montefiore, 7 Main lobby.
Weekdays, 6 a.m. to 2 p.m. Weekends, 10 a.m. to 2 p.m.
Specialty coffees, drinks, and pastries. Call ahead for take-out: **412-802-8644**.
- Falk Café, Falk Medical Building, Fifth Avenue lobby.
Weekdays, 7 a.m. to 1:15 p.m. Sandwiches, salads, soups, and breakfast sweets.
- Starbucks, UPMC Presbyterian, first floor.
Weekdays, 6:30 a.m. to 8 p.m. Weekends, 6:30 a.m. to 3 p.m.

HAIR SALON

UPMC Montefiore, 7 Main, near the lobby. For a fee, the LHAS Beauty Salon offers a line of hair care services and retail hair care products. Open to patients, visitors, and staff. Free consultations available. Major credit cards accepted. Call **412-692-2969**.

LOST AND FOUND

To ask about lost or found items, call **412-647-3636**.

STAMPS

Stamp machines are located in the walkway between Falk Medical Building and UPMC Presbyterian and on the pedestrian bridge between Kaufmann Medical Building and UPMC Montefiore.

TOILETRIES

The gift shops at UPMC Montefiore, 7 Main, and at UPMC Presbyterian, first floor, offer basic toiletry items. To take a shower at the hospital, ask the unit director of the patient unit where your loved one is receiving care.

WIRELESS SERVICE

Free wireless service is available for patients and visitors to access the Internet on their laptops and other computer devices while in a UPMC Wi-Fi hotspot. To log on, open "Network Connections" on your laptop or computer device and connect to UPMC Guest.

Safety in the Hospital

CELL PHONES AND WIRELESS

Please read and follow all signs posted in the hospital about restrictions on the use of cell phones, wireless computers, and other wireless devices that transmit radio signals. Restrictions may exist in hospital areas such as operating rooms, transplant intensive care rooms, and radiology imaging rooms. 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 **647-3131** from any hospital phone. Give your name, your location, and the patient's room number. Condition Help will be announced via the overhead pager system, and a unit nurse will come to assess the medical need. Patient Relations will connect to you by phone so that you can voice your concern and we can begin resolving the issue.

SAFETY AND SECURITY

Please be extra careful and safety conscious 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 **412-647-3191**.

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 **<http://patienteducation.upmc.com>** (select Smoking).

Things to Do in the Area

IN AND NEAR OAKLAND

- **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.*
- **Cathedral of Learning, University of Pittsburgh**
4200 Fifth Ave., Oakland
412-624-6000 or
www.nationalityrooms.pitt.edu/about/cathedral-learning
Soaring gothic revival building with 27 world-renowned Nationality Classrooms.
- **Frick Art and Historical Center**
7227 Reynolds St., Point Breeze
412-371-0600 or 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
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
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
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
Exhibits, classes, and gift shop; located in historic Mellon Park.
- **Pittsburgh Playhouse**
222 Craft Ave., Oakland
412-392-8000 or 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 <http://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 <http://pittsburghpanthers.com>
- **Theatre Arts events and information:**
412-624-6568 or <http://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

Shopping opportunities abound. Macy's (Fifth Avenue and Smithfield Street) and 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 16th and 25th 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 or call the Greater Pittsburgh Convention and Visitor's Bureau at **1-800-359-0758**.

Chaplains and Places of Worship

At UPMC hospitals, chaplains of various faiths are available during the daytime, 7 days a week, if you wish to arrange for a visit. Chaplains provide nighttime coverage for emergency situations. Visits by clergy of other faiths can be arranged, and your own clergy are welcome to visit you. To request a chaplain visit, please call Pastoral Care at **412-647-7560**.

Chapels

The 2 chapels are open 24 hours a day. Prayer books, bibles, electric Sabbath candles, prayer rugs, and other religious items are available upon request. For a schedule of worship services, call Spiritual Care at **412-647-7560**.

- Interfaith Chapel UPMC Presbyterian, eleventh floor
- Interfaith Meditation Room UPMC Montefiore, 7 Main lobby

Clergy of many faiths and numerous places of worship are located in or near Oakland. For directions or more information, call the chaplain service at **412-647-7560**.

Driving Directions

From the Northeast:

Take Route 28 South to the Highland Park Bridge. From the left lane, take the exit ramp down the hill, and veer right onto Washington Boulevard. After 4 stoplights, Washington Boulevard crosses Penn Avenue and becomes Fifth Avenue. Take Fifth Avenue into Oakland (about 2.5 miles). At Bellefield Avenue, Fifth Avenue becomes one-way for all traffic except buses. *See note.

From the North:

Take I-79 South to Exit 72 (I-279 South). Near downtown Pittsburgh, take Exit 8A (Veterans Bridge) to I-579, and follow signs to I-376 East. Stay in the right lane, but do not exit to I-376 East. After the Forbes Avenue/Oakland sign, take the Forbes Avenue exit on the right. Forbes Avenue is a one-way street. *See note.

From the South:

Take I-79 North to Exit 59A, I-279 North. Take I-279 North through the Fort Pitt Tunnels, and follow the signs to I-376 East. Take Exit 2A (Forbes Avenue/Oakland). Forbes Avenue is a one-way street. *See note.

From the East:

Take Pennsylvania Turnpike Exit 57 (Pittsburgh/Monroeville) to I-376 West. Follow to Exit 3B (Oakland/Bates Street). Take Bates Street uphill to the second stoplight, and turn left onto Atwood Street. Forbes Avenue will be at the first light. Forbes Avenue is a one-way street. *See note.

From the West:

Take Exit 1A (Route 60 South). Follow Route 60 South past Pittsburgh International Airport to I-279 North. Follow I-279 North through the Fort Pitt Tunnels, and follow the signs to I-376 East. Take I-376 East to Exit 2A (Forbes Avenue/Oakland). Forbes Avenue is a one-way street. *See note.

**Note: Fifth Avenue and Forbes Avenue are each one way for all traffic except buses.*

OAKLAND MAP LEGEND

- ◇ Building entrances
- ⊕ Emergency Department Entrances
- P Guest Parking
- VP Valet Parking



- 1** Western Psychiatric Institute and Clinic
- 2** Scaife Hall
- 3** UPMC Presbyterian
- 4** Falk Medical Building
- 5** Presbyterian Garage
- 6** Starzl Biomedical Science Tower 1 and 2/Eye and Ear Institute
- 7** Victoria Building
- 8** Starzl Biomedical Science Tower 3
- 9** Montefiore Garage
- 10** UPMC Montefiore
- 11** Kaufmann Garage
- 12** Kaufmann Medical Building
- 13** Magee-Womens Hospital of UPMC



UPMC PRESBYTERIAN

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UPMC.com/Presbyterian

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