Dear patient,

I would like to thank you for choosing UCSF Medical Center for your medical care. During your stay with us at our Mount Zion facility, you will receive the highest quality medical care available from our dedicated and compassionate staff. We are proud to be one of the nation’s best hospitals and are confident that our professionalism and expertise will be felt by each and every patient treated at UCSF Medical Center at Mount Zion.

We realize that hospitals can sometimes seem overwhelming, especially when you are ill. This guide was developed to help prepare you for your hospital visit, to inform you of all the services and facilities we offer and to make your stay with us as smooth and comfortable as possible.

Our exceptional doctors, nurses and other health-care professionals are all working together to bring you the very best care possible. We realize that in today’s health-care environment, patients have many choices for their medical needs. It is our goal to meet your needs with a level of customer service that matches the world-class medical care you receive at UCSF Medical Center at Mount Zion.

Sincerely,

Mark R. Laret
Chief Executive Officer
UCSF Medical Center
Welcome

Welcome to UCSF Medical Center at Mount Zion. Our staff is dedicated to providing you with the highest quality health care available and making your visit with us as comfortable as possible. This guide will help prepare you and your family for your hospital stay.

Before you arrive at the hospital, please take some time to read this information, discuss it with your family and friends, and bring it with you when you come to the hospital. Please complete the forms in the last section. If you have any questions about your admission, please call our Admitting Department.

📞 Admitting Department     (415) 885-7410

About our hospital

UCSF Medical Center at Mount Zion has been transformed from a traditional hospital into an innovative hub of specialized clinics and surgery services. We are located in the heart of San Francisco, on Divisadero Street between Sutter and Post, about 2 1/2 miles from our Parnassus facility.

As part of an academic medical center, we provide advanced care that is often not available at community hospitals. Perhaps the best known service at Mount Zion is the UCSF Helen Diller Family Comprehensive Cancer Center, which earned the National Cancer Institute’s highest designation as a Comprehensive Cancer Center for innovative research and patient care.

Mount Zion is also home to a variety of other outpatient services and clinics, including an extensive same-day surgery program and the nationally-designated Center of Excellence in Women’s Health.

Mount Zion’s roots date back to 1887 when 43 members of the Jewish community in San Francisco met to establish a hospital to aid the indigent without regard to race or creed. In 1990, Mount Zion merged with UCSF Medical Center and today continues to provide unparalleled medical treatment.
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Scheduling your admission

Since your surgery was scheduled in advance, your doctor’s office will notify you of your surgery date and what time to arrive at the medical center. Your doctor may also schedule outpatient medical tests such as laboratory studies and X-rays. These tests may be performed at the hospital or by your primary care physician and should take place within seven days of your surgery.

Your surgeon’s office will also schedule you for an evaluation appointment at our PREPARE Clinic (Pre-Anesthesia Clinic). These appointments are scheduled from 8 a.m. to 4 p.m., Monday through Friday. We ask that you arrive 30 minutes prior to your appointment to begin the registration process in the Admitting Department, located on the first floor of the hospital in room R108.

Your health insurance

Before scheduling your admission, your doctor’s office gets approval from your insurance company. An admitting counselor will call you before your admission to review your insurance benefits. You will also be contacted if any payment is due at the time of your admission. UCSF Medical Center at Mount Zion will bill your insurance company directly. You will be billed for any part of your hospital fees not covered by your insurance company. If you have any questions or have financial concerns, please call Financial Counseling from 8 a.m. to 4:30 p.m., Monday through Friday.

Financial Counseling

(415) 885-7803

Interpreter services

Interpreters for many languages including Spanish, Russian, Cantonese and Mandarin are available for our patients. We also can provide interpreters in American Sign Language (ASL). If your English is limited or if you are speech- or hearing-impaired, please ask your doctor, nurse, or other staff member to contact us so that we can arrange for an interpreter to assist you at no cost to you.

Interpreter Services

(415) 353-2604

TTY Line (for hearing-impaired)

(415) 885-3889

Directions

The map included on the last page of this packet describes how to get to UCSF Medical Center at Mount Zion. It also contains parking instructions and information about public transportation. For more information, please call our Physician Referral Service. If you are a surgical patient, please arrange for transportation to and from the hospital.

Physician Referral Service

Toll free (888) 689-8273
What you should pack

Bring only those personal items that you will need during your hospital stay. Please label all items with your name. You may want to bring:

- Toiletries (toothbrush, toothpaste, shaver, special soaps, etc.)
- Robe (we provide you with a lightweight robe, but you may want to use your own)
- A small amount of cash ($10 or less)
- Medical devices, such as hearing aids and dentures
- A telephone calling card for long-distance calls (toll calls cannot be charged to your hospital bill)

Please do not bring any medications with you unless your physician or surgical evaluation nurse agrees to it. Also, please do not bring valuables such as jewelry, large sums of cash, cell phones, computers, pagers or video equipment.

_security Office_ ................. (415) 885-7890

In addition to your personal items, please bring the following forms:

- A list of your current medications (use the form in the back of this packet)
- A completed health history (use the form in the back of this packet)
- Insurance identification, Medicare or Medi-Cal cards
- Advance directives (see next page for information)

UCSF Blood Center

The UCSF Blood Center offers a variety of blood donation programs for UCSF patients and the donor community. These include:

- Autologous donations – giving blood for yourself
- Directed donations – giving blood for a specific patient
- Volunteer donations – giving blood to the UCSF patient community
- Platelethpheresis – giving platelets to patients with special needs
- Mobile blood van available on request

The UCSF Blood Center is located at the Parnassus campus in Millberry Union room MU09 on Level 1 (on the same level as the ATMs.) It is a walk-in clinic; no appointment is necessary. Hours are Monday-Friday, 8 a.m. to 7:15 p.m.; Saturday, 9 a.m to 4:15 p.m.

_security UCSF Blood Center_ ................. (415) 353-1809
Advance directives

We strongly encourage all patients to complete an advance health-care directive form. This form allows a patient to state his or her preferences for medical treatment, as well as to legally designate someone to make health-care decisions if the patient is unable to do so or if the patient chooses to have someone else make health-care decisions. If you already have an advance directive, please discuss it with your doctor or nurse and remember to bring it with you on the day of your admission so that a copy can be placed in your medical record. If you would like more information or would like to complete an advance directive form, please contact the Care Coordination Department or the Patient Relations Department.

Care Coordination (Adult) ................ (415) 353-1504
Patient Relations ......................... (415) 353-1936

Lodging for family and friends

Although UCSF Medical Center at Mount Zion does not offer on-site housing for patients’ families, we do maintain listings of hotel and motel accommodations. Please make your lodging arrangements as far in advance as possible because San Francisco hotels tend to be busy. For lodging information, please call our Patient Lodging office or ask your nurse.

Patient Lodging ................. Toll free (888) 689-8273

Patient Mail

During your hospital stay, mail will be delivered to your room each day. For prompt delivery, please ask your friends to address letters and cards with your room number and the words "Patient Mail" on the lower right-hand corner. Mail will be forwarded to your home address after you have been discharged.

Our address is:
UCSF Medical Center at Mount Zion
1600 Divisadero St., Box 1797
San Francisco, CA 94115

Our pledge to you

Our pledge to you, our patient, is to help you understand your health-care and treatment options. We hope you ask us questions and talk to us about your concerns. You have a right to a second opinion if you so desire. We will make sure we have your consent before we provide you with medical treatment, unless the threat to your life prevents us from doing so. We will not conduct any research on you unless you understand the research, agree to be a participant, and give us permission.

We are committed to caring for you with compassion and respect. Excellent treatment is your right, and it is our honor to be part of your health-care team.
Private and semi-private rooms
UCSF Medical Center at Mount Zion has both private and semi-private rooms. Rooms are assigned depending on availability and the patient’s medical needs. If you would like to request a private room, and we do not have one available at the beginning of your stay, we will try to provide one as soon as possible.

Overnight guests
If you have a private room, one adult relative or friend may stay with you past regular visiting hours. Please let us know as soon as possible if you will have someone staying with you overnight. Children may not spend the night.

Telephones
Telephones are located at each bedside, except in critical care areas. Incoming calls can be received from 7 a.m. to 10 p.m. You may place outgoing calls at any time.

To make local or toll free calls, dial “9” for an outside line and then the number. For long distance calls, dial “0” for the operator. Long distance calls (outside of the “415” area code) cannot be charged to your room. Please use a calling card, a credit card or bill to a third party (e.g. your home telephone number). Calling cards are sold at our gift shop in the medical center lobby.

Use of cellular telephones and wireless communications devices (PDAs, wireless network computers, etc.) is permitted in most areas except in specific patient-care areas. Signs are clearly posted in areas where the use of these electronic devices is not permitted. Cell phones and other wireless communications devices must be turned off when within one foot of any electronic medical device in the medical center. As a courtesy to others, please limit your cell phone use, speak in a low voice and set the ringer to vibrate or low.

Television
Each patient room has a wall-mounted television. It provides major network programming and patient education on channel 45.

In-room patient education
UCSF Medical Center provides an in-room patient education video system that features information on managing many conditions including heart disease, cancer and diabetes. The videos, featuring topics in both English and Spanish, run continuously and can be accessed via each hospital room’s television. The videos run on channel 45 on the hospital’s internal TV network.
UCSF Medical Center at Mount Zion is a smoke-free environment. As a leader in medicine, our knowledge about the hazards of tobacco use has led us to set the highest standard in maintaining a safe and healthy environment for our patients and employees. As a result, UCSF Medical Center at Mount Zion has no designated outdoor smoking areas and smoking is prohibited in or on all medical center-owned or leased buildings, grounds, parking lots and sidewalks adjacent to the medical center. Nicotine dependence treatment services are available to all patients and visitors, and participation in these treatment programs is encouraged. Call the Smoking Cessation Hotline to learn more.

Smoking Cessation Hotline ............ (415) 353-9298

If you have a special need or disability which requires accommodation, please inform our staff, preferably in advance of your admission. UCSF Medical Center at Mount Zion endeavors to be accessible to all persons with disabilities. Payphone TTYs are available throughout the building. Bedside TTYs, phone amplifiers, pocket talkers, alternate nurse call lights, and other assistive devices are also available. Audio books are available from Volunteer Services. Please ask your nurse or call Patient Relations if there is any way we can better accommodate your needs during your stay.

Patient Relations ......................... (415) 353-1936
Volunteer Services ....................... (415) 353-1196
TTY Line (for hearing-impaired) .......... (415) 885-3889

Visitors are welcome at the medical center. We know that the presence of friends and family is important to your well-being. Visiting hours generally are 11 a.m. to 8 p.m., seven days a week, but may be more limited in our critical care areas. If you have questions about the visiting policies or hours, please check with the nurses in your unit.

In special cases, visitors sometimes arrive after 8 p.m. They should enter through the front door at 1600 Divisadero Street, where they will need to sign in and put on an identification badge. This badge must be worn at all times while in the building.

Children under the age of 12 are not permitted in patient areas without special authorization because some of our patients must not be exposed to common childhood illnesses. Please check before bringing children to a patient care unit. We also ask that friends and family who have coughs and colds not visit you until they are well.
Nutrition is an important part of your care while you are in the hospital. Your doctor will order a diet for you based on your medical condition. If your diet includes special modifications, a representative from the Nutrition and Food Services Department (NFS) will visit you. You may ask your nurse to contact NFS if you have concerns related to your diet.

A café for friends and families of patients is located in the medical center on the basement level. Vending machines and microwave ovens are located near the café and these are available 24 hours a day. A wide variety of restaurants are located throughout the neighborhood within one to four blocks of the hospital.

The gift shop located in the main lobby of UCSF Medical Center at Mount Zion is staffed by a dedicated group of volunteers. The gift shop offers a wide selection of gifts, chocolates, fresh flowers and plants. Magazines, books, toys and greeting cards are also sold. It is open from 9:30 a.m. to 5 p.m., Monday through Friday.

Gift Shop .................................. (415) 885-7355

The Friend to Friend Specialty Gift Shop, located in the main lobby of UCSF Medical Center at Mount Zion, was designed to meet the needs of cancer patients throughout the region. The store provides a convenient, one-stop boutique staffed by trained professionals to help you shop for prostheses, wigs, books on tape, flowers, jewelry and sun-protective clothing. The store also offers patients and friends of the medical center opportunities to provide hands-on volunteer support as sales assistants, cashiers and merchandise managers. The store is open from 9:30 a.m. to 4:30 p.m., Monday through Thursday. You may also shop online at www.friend2friend.org.

Friend to Friend Specialty Gift Shop .................................. (415) 353-7776

Art for Recovery is an award-winning program of the Helen Diller Family Comprehensive Cancer Center. Individuals coping with life-threatening illness are given an opportunity to express their feelings and experiences through art and writing workshops, visits at the bedside and individual attention. Artistic ability is not necessary to participate. All workshops are offered free of charge.

If you are interested in any of these projects, please visit our Web site at http://cc.ucsf.edu/afri/ or e-mail: cynthia.perlis@ucsfmedctr.org.

Art for Recovery .................................. (415) 885-7221
The UCSF Medical Center at Mount Zion Auxiliary was founded in 1887 as a volunteer and philanthropic organization. With more than 100 years of tradition, its purpose is to render service to patient programs at UCSF Medical Center at Mount Zion and the Helen Diller Family Comprehensive Cancer Center. Among its goals are promoting the health and welfare of hospital patients through volunteerism, community relations and philanthropy; meeting the health needs of indigent patients; and supporting the medical center’s mission of “caring, healing, teaching, and discovering.” For more information, please call the auxiliary or visit their Web site at http://mountzion.ucsfmedicalcenter.org/auxiliary.

Auxiliary .............................................. (415) 885-7354

The Ida & Joseph Friend Cancer Resource Center (CRC) supports wellness and the healing process by providing patients, families and others with information about treatments, emotional support and community resources. The CRC maintains a library of books and other media; provides access to the Web and specialized health databases; and offers personalized research assistance. It hosts diverse support groups, exercise classes and workshops and directs people to other community resources. All CRC programs are free. The Cancer Resource Center is located in the main lobby of the medical center. Hours of operation are 9 a.m. to 5 p.m., Monday through Friday. The center also can be reached by email at crc@ucsfmedctr.org.

Cancer Resource Center

Services available:

- Information about medical conditions, treatment options, nutrition, pain management, stress reduction and relaxation
- A library of books, videotapes and relaxation tapes
- Support groups
- Classes and lectures on topics of interest to cancer patients
- Spiritual support services
- Individualized lessons on using the Internet
- Yoga, dance and exercise classes
- Referrals to community resources
- Free brochures and pamphlets
- Information about clinical trials
- Coffee, tea and a comfortable place to sit and relax

Ida & Joseph Friend Cancer Resource Center .............................................. (415) 885-3693
Women’s Health Resource Center

UCSF Women’s Health Resource Center encourages and enables women to make informed decisions about their health by providing tools and information that allow women to become active partners in their care. Services include provider referrals; links to community resources; classes and conferences; a library and mini-bookstore; research and clinical trials information; and the Great Expectations pregnancy program. The resource center is located at 2356 Sutter Street at Divisadero. Hours of operation are 9 a.m. to 5 p.m., Monday through Thursday and 9 a.m. to 8 p.m. Friday.

☎ Women’s Health Resource Center . . . . (415) 353-2668

HealthWorks at H.M. Fishbon Memorial Library

HealthWorks is a consumer health information service developed by the Fishbon Memorial Library for patients, their families and the public.

At HealthWorks, you have access to health information resources held in the Fishbon Memorial Library and via the Internet. The same professional librarians who provide research support to the staff at Mount Zion are here to help you with your health information questions.

An online catalog, featured at the HealthWorks Web site, allows you to search the combined collections of the Fishbon Memorial Library, the Cancer Resource Center, the Women’s Health Resource Center and the Osher Center for Integrative Medicine.

The library is located on the first floor of the hospital, in room A116. Hours of operation are 8:30 a.m. to 6 p.m., Monday through Thursday, and 8:30 a.m. to 5 p.m. Friday.

☎ Fishbon Memorial Library . . . . . . . . (415) 885-7378

Osher Center for Integrative Medicine

The Osher Center for Integrative Medicine represents a new model of patient care that incorporates both conventional and alternative healing systems, taking into account not only physical symptoms, but also psychological, social and spiritual aspects of health and illness. Studies have shown treatments like acupuncture and massage are effective in treating anxiety, nausea and pain. Both conventionally trained doctors and alternative health practitioners work together to promote the healing process. Individual treatments include acupuncture, therapeutic and relaxation massage, nutritional counseling, psychotherapy, guided imagery, and meditation. Group programs include stress reduction, support groups, tai chi and therapeutic yoga. The practice is located at 1701 Divisadero Street at Sutter, Suite 150.

☎ Osher Center for Integrative Medicine (415) 353-7720
Spiritual care

Chaplains representing most faiths are available to patients at all times. To request a chaplain visit, please notify your nurse, or page the on-call chaplain at the number below.

Families are encouraged to visit the Mount Zion Health Fund Meditation Room. The Meditation Room is dedicated to people of all faiths for meditation and quiet prayer. The Meditation Room is located in the main lobby of the medical center behind the front desk. This is a quiet place available to you and your family for reflection, prayer, meditation and comfort.

☎ Chaplain (on-call 24/7) .................. (415) 443-2273

Patient relations

The Patient Relations Department works to make sure your experience at UCSF Medical Center at Mount Zion is as comfortable as possible. If you or your family have a question or concern about your stay at our hospital, please let us know. We suggest you first discuss your concerns with your nurse, the department manager or your doctor. If your concern remains unresolved, the Patient Relations staff is available to help you reach a resolution or provide more information. Patient Relations representatives are available from 8:30 a.m. to 5 p.m., Monday through Friday, or on weekends and holidays by calling the nursing supervisor.

☎ Patient Relations ......................... (415) 353-1936
☎ Nursing Supervisor (after hours) ......... (415) 353-1797

Notary services

A notary is available to notarize advance health-care directives at no cost during normal business hours. For other notary needs, and available outside resources, contact Notary Services for more information.

☎ Notary Services .............................. (415) 353-7075

Patient rights and responsibilities

Every patient has rights and responsibilities. They apply to all of our patients without regard to gender, sexual orientation, culture, education, economics, religion, language, age, race, color, ancestry, national origin, presence of a mental or physical disability, or the source of payment for your care. For a complete list of patient rights and responsibilities, please refer to the brochure provided in this packet. You may also request a copy from any practice or nursing unit.

☎ Patient Relations ............................ (415) 353-1936
During your stay

**Patient and Visitor Services**
The Patient and Visitor Services Team at UCSF is committed to making your visit as comfortable as possible. Please contact us with requests for in-room services, or assistance locating business, personal, information or entertainment services in the area.

☎ **Patient and Visitor Services** ........ (415) 353-9234

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### Important phone numbers

- **Admitting Department** ................. (415) 885-7410
- **Art for Recovery** ....................... (415) 885-7221
- **Auxiliary** ............................... (415) 885-7354
- **Blood Donor Center** ................... (415) 353-1809
- **Care Coordination (adult)** ............ (415) 353-1504
- **Chaplain (on-call 24/7)** ............... (415) 443-2273
- **Financial Counseling** .................. (415) 885-7803
- **Gift Shops**
  - Friend to Friend Specialty Gift Shop  .... (415) 353-7776
  - Mount Zion Gift Shop .................... (415) 885-7355
- **Home Health Care** ..................... (415) 353-3155
- **Interpreter Services** ................. (415) 353-2604
- **Notary Services** ....................... (415) 353-7075
- **Nursing Supervisor (after hours)** .... (415) 353-1797
- **Osher Center for Integrative Medicine** (415) 353-7720
- **Patient Care Units**
  - 3 East - Pre-Operative Unit .......... (415) 885-7363
  - 4 East - Adult Surgical Unit .......... (415) 885-7408
  - 5 North - Oncology Surgery Unit ..... (415) 885-7440
  - ICU - Intensive Care Unit .......... (415) 885-7447
- **Patient Lodging** ....................... Toll free (888) 689-8273
- **Patient Relations** ..................... (415) 353-1936
- **Patient and Visitor Services** .......... (415) 353-9234
- **Physician Referral Service** .......... Toll free (888) 689-8273
- **PREPARE Clinic** ...................... (415) 885-7241
- **Resource Centers**
  - Cancer Resource Center ............... (415) 885-3693
  - H.M. Fishbon Memorial Library ....... (415) 885-7378
  - Women's Health Resource Center ... (415) 353-2668
- **Security Office** ....................... (415) 885-7890
- **Social Work (adult)** ................. (415) 353-1504
- **TTY Line (for hearing-impaired)** ... (415) 885-3889
- **Volunteer Department** ............... (415) 353-1196
Before your operation, your surgeon’s office will schedule an appointment for you at the PREPARE Clinic. PREPARE is staffed by an anesthesiologist and nurse practitioners who have experience in determining whether a patient has any of the medical conditions that can increase the risk of problems during or after surgery. The evaluation is designed to ensure your readiness for both surgery and anesthesia and to make your time in the hospital as safe as possible. It also is a good opportunity for you to ask questions. If your English language skills are limited, or if you are speech- or hearing-impaired, please let your doctor’s office know so that an interpreter can be arranged for you at no cost.

Your appointment in the PREPARE Clinic will last one to two hours and is usually scheduled two to seven days before your procedure. Please arrive 30 minutes early. The clinic is located in room A325 on the third floor of UCSF Medical Center at Mount Zion (hospital side).

Before you arrive, please complete the “Health History” form on page 18. You may want to ask your regular doctor to help you. Also, bring a complete list of your medications, including how and when you take them. Please do not bring your actual medications with you to the hospital unless directed by your physician.

**Your PREPARE Clinic evaluation will include:**
- Blood pressure, heart rate, oxygen saturation, height and weight measurement
- A health history and physical examination
- Education about anesthesia types and options
- Education about pain measurement and post-surgery pain control
- Possibly blood tests, electrocardiogram (ECG) or chest X-ray
- An explanation of what will occur after surgery and a review of general pre-operative and post-operative instructions
- Instructions about eating and drinking before surgery
- A chance to ask questions
- Information on how to receive acupuncture, massage and guided imagery for anxiety and pain management from the UCSF Osher Center for Integrative Medicine

At the end of your visit, you will receive information about when and where to arrive for surgery. We hope that all of your questions will have been answered and that you will feel confident and ready for anesthesia and surgery.
If you are a surgical patient, please arrive at the hospital at the time indicated by your doctor’s office or the Prepare Clinic. You may be asked to arrive several hours before your scheduled surgery to allow time for your procedure preparation and to allow for any possible changes in the surgery schedule. When you arrive, please go to the Admitting Department, located on the first floor of the hospital in room R108, unless you have been told otherwise.

Your vital signs will be taken and your pre-operative nurse will:

- Review your chart
- Review your knowledge about the procedure and ask you about any pain you might be experiencing
- Start your IV
- Reconfirm that you have a ride home if you are going home the same day

Additional information:

- If an epidural is used for anesthesia and pain management, it may be started at this time.
- Once the surgical team and the operating room are ready, you will be taken to the operating room and your friend or relative will be asked to return to the waiting room.
- Family members may track your progress by asking the receptionist in the waiting room.
- After surgery, you will be taken to the Post-Anesthesia Care Unit (PACU). The PACU provides post anesthesia or sedation care. If you are admitted to the hospital, you will be transferred to your room approximately 1-2 hours after surgery or when your doctors feel you are ready.

Every effort is made to honor the planned surgery schedule. However, if necessary, allowances must be made for unexpected or emergency situations. This may result in delays or, in rare circumstances, cancellations. Please be assured that if your scheduled procedure/surgery is affected by an emergency situation, we will make every effort to accommodate you as soon as possible.

Admitting Department  .................. (415) 885-7410
Discharge planning

Your doctor will decide when you are ready to leave the hospital. Discharges are generally scheduled for 11 a.m.

We recommend that you have a friend or family member drive you home. Please keep in mind that the day and time of your discharge may change depending on your condition.

The Care Coordination Department can help arrange post-discharge services if needed. The social worker and case manager on your care team can coordinate transfer to a skilled nursing facility, home care, attendant care, transportation or other specialty services. Counseling also is available and we can assist with insurance authorization concerns. Please ask your nurse to contact your case manager or social worker prior to your discharge from the hospital.

Care Coordination (Adult) ............... (415) 353-1504

Ambulance services

If your medical condition requires transportation by ambulance, several ambulance services can assist you for a fee. (Most insurance companies pay only for emergency transportation to the hospital.) Contact our Care Coordination Department for assistance in arranging medical transportation.

Care Coordination (Adult) ............... (415) 353-1504

Home Health Care

If you require ongoing nursing care or physical therapy at home, UCSF Home Health Care provides you with this care in your home and teaches you and your family how you can become as independent as possible in caring for yourself. Usually limited to short-term care, our services include nursing care and rehabilitative therapy for acute and chronic illnesses, post-operative care, home infusion therapy, wound care, pain management, care during and after pregnancy, newborn care and care for children. Anyone can request Home Health Care services. However, your doctor must give approval and write a treatment plan and instructions for your care. The Home Health Care team of registered nurses and therapists is dedicated to providing patients and their families with the tools to become as independent as possible.

Home Health Care ................. (415) 353-3155
Preparing to leave

Discharge checklist

Before you leave the hospital please:

- Arrange for someone to pick you up in front of UCSF Medical Center at Mount Zion at 1600 Divisadero St.
- Review written instructions from your doctor or nurse and be sure to ask any questions you may have about medications, activities and diet after discharge.
- Make sure you have scheduled any follow-up appointments, treatments, or care you may need.
- Arrange for your primary nurse to call in or fax any prescriptions you may need to the pharmacy of your choice. UCSF Medical Center does not have an outpatient pharmacy.
- We suggest you arrange for someone to pick up your prescriptions so they are ready for you when you get home.
- Pack everything you brought with you including any of your own medications.

Patient survey

Soon after you leave the hospital, you may receive a survey asking you to evaluate your visit. We hope you will take the time to complete the survey and return it. Your feedback will help us to continually improve our services.
Complete this form and refer to it when you are asked about your medical history.

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<th>Name</th>
<th>Date</th>
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<tbody>
<tr>
<td>Country of origin</td>
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<td>Allergies</td>
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Include all supplements and vitamins or herbal supplements so our staff will know what medications you currently take.

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From Marin County (Highway 101): From the Golden Gate Bridge, take the “DOWNTOWN” exit to LOMBARD ST. Turn RIGHT on DIVISADERO ST. and continue to UCSF Medical Center at Mount Zion.

From the East Bay and Oakland Airport (I-80): After crossing the Bay Bridge, stay in the second lane from the right. EXIT to the right on 101 North/Golden Gate Bridge. Get in the left lane and EXIT on OCTAVIA BLVD/FELL STREET. After 4 blocks, turn LEFT on FELL Street. After 1 mile, turn right on Divisadero St. and continue to UCSF Medical Center at Mount Zion.

From the San Francisco Airport and South Bay (Highway 101, I-280): As you approach San Francisco, stay in the left lane and follow the signs for 101 North/Golden Gate Bridge. EXIT to the left on 101 North/Golden Gate Bridge. Get in the left lane and EXIT on OCTAVIA BLVD/FELL STREET. After 4 blocks, turn LEFT on FELL Street. After 1 mile, turn right on Divisadero St. and continue to UCSF Medical Center at Mount Zion.

Parking: Please see the map above for parking.

Public Transportation: UCSF Medical Center at Mount Zion is accessible via Muni bus routes 2-Clement*, 38-Geary*, 4-Sutter, 24-Divisadero and 1-California (stop is 3 blocks north of the hospital at California St. and Divisadero St.). The free UCSF Shuttle Bus travels between Parnassus and Mount Zion and other UCSF locations. For more information please call (415) 476-1511.

* Wheelchair accessible bus routes