INFORMATION FOR PATIENTS

Your Hospital Stay

UCSF Medical Center
at Mission Bay
Dear Patient,

I would like to thank you for choosing UCSF Medical Center for your medical care. During your stay with us at our Mission Bay hospitals, 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 the UCSF Betty Irene Moore Women’s Hospital and the UCSF Bakar Cancer Hospital.

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 Mission Bay.

Sincerely,

Mark R. Laret
Chief Executive Officer
UCSF Medical Center
UCSF Benioff Children’s Hospitals
Welcome to UCSF Medical Center at Mission Bay. Our staff is dedicated to providing you with the highest quality health care available and making your visit with us as comfortable as possible.

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 ............................................ 415-476-1099

About our hospitals

Our new hospital complex at San Francisco’s Mission Bay includes facilities for children, women and cancer patients and features the most advanced technologies and resources, including:

- Hospital rooms with ample space for family members to remain with loved ones
- Abundant natural light and warm indoor lighting
- Accessible, peacefully designed outdoor gardens where patients and their families can take time to relax, refresh and connect with nature
- Expanded support services which offer patients and their families assistance during what can be a difficult and stressful period

Directions

The map at the end of this booklet describes how to get to UCSF Medical Center at Mission Bay. These pages also contain parking instructions and information on public transportation. To help our patients and visitors more easily find their way around the Mission Bay campus, we have a user-friendly system of signs, maps and kiosks. For detailed directions and maps to a clinic, see Pathway at ucsfhealth.org/pathway, an online guide to our Mount Zion, Parnassus, China Basin and Mission Bay locations. Pathway also provides directions in Chinese, Russian and Spanish. For information, please call Patient Assistance.

Patient Assistance ........................................... toll free 888-689-8273

Parking at Mission Bay

Parking is available onsite at Mission Bay at an hourly and day rate. From the Parking Garage, follow signs to the UCSF Betty Irene Moore Women’s Hospital and the UCSF Bakar Cancer Hospital. Once inside the building, check in with the main information desk.

- Patient Drop-off: Patients and family members may be dropped off at the circle driveway in front of the children’s hospital.
- Valet parking: This is available in the circle driveway in front of the UCSF Ron Conway Family Gateway Medical Building.

Public transportation

The UCSF Mission Bay campus is served by the Muni T-Third Street line, which stops at the UCSF Mission Bay Station located on Third Street near 16th Street. A new 55 Muni line will provide service from the 16th & Mission BART station to the Mission Bay hospitals. For more public transit information, call at 415-673-MUNI or visit www.sfmta.com.

UCSF shuttles

Free shuttles operate between Mission Bay and UCSF locations throughout San Francisco. For stop locations and schedules, go to http://campuslifeservices.ucsf.edu/transportation.

Parking and Transportation .................................... 415-476-1511
# Table of Contents

## Preparing for Your Stay
- Scheduling your admission, Your health insurance, Interpreting services, Website ........... 4
- Lodging for family and friends, What to bring to the hospital ................................. 5
- Advance directives, Your privacy and confidentiality, Environmental sustainability efforts, Non-discrimination policy ......................................................... 6
- Special needs patients, Patient mail ................................................................. 7

## During Your Stay
- Patient rooms, Overnight guests, Visiting hours, Room Service ........................... 8
- In-room telephones, Cell phones and wireless devices, Art for Recovery, Partners in Care, Women’s Health Resource Center/Great Expectations ........................................ 9
- Cancer Resource Center, Tobacco-free environment, Nutrition and Food Services ....... 10
- Café and retail food options, Gift shop, Spiritual Care Services, ATM/Banking services .... 11
- Security Services, Symptom management and palliative care, Osher Center for Integrative Medicine, Patient Relations, Gardens and terraces, Patient and Visitor Services, Health Information Services/Medical records ................... 12
- Notary services, Patient rights and responsibilities, Important phone numbers ............. 13

## Surgical Patients Only
- Prepare Program ........................................................................................................ 14
- Day of admission ........................................................................................................ 15

## Preparing to Leave
- Discharge, Ambulance services, Home Health Care, Skilled nursing facilities, Social work, Discharge checklist, Patient survey ............................................................... 16

## Maps and Directions
- Site Locations/Directions .......................................................................................... 17
- Mission Bay Site Map ............................................................................................... 18
- Mission Bay Hospitals Interior – floor 1 ...................................................................... 19

## Medication List
........................................................................................................................................ 20
Preparing for Your Stay

Scheduling your admission
If your hospitalization was scheduled in advance, your doctor’s office will notify you of your admission 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.

If you are a surgical patient, you will be scheduled for an appointment at our Prepare Clinic, our anesthesia and surgical evaluation program, to ensure your readiness for surgery and anesthesia. 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 at the UCSF Betty Irene Moore Women’s Hospital and UCSF Bakar Cancer Hospital, 1855 Fourth St., First floor.

Your health insurance
Before scheduling your admission, your doctors will get 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 Mission Bay 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 .............................................. 415-353-1966

Interpreting Services
Interpreters for more than 200 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.

Interpreting Services .............................................. 415-353-2690

Website
To prepare for your hospital stay, please visit ucsfhealth.org. There you will find detailed information about your condition and its treatment, biographies of your doctors and answers to questions about billing, insurance and much more.
Lodging for family and friends

Although UCSF Betty Irene Moore Women’s Hospital and UCSF Bakar Cancer Hospital do not offer onsite 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 the Physician Referral Service or ask your nurse for assistance.

Physician Referral Service, toll free .................................. 888-689-8273

What to bring to the hospital

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, shaving gear, 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)
- Eyeglasses, hearing aids, dentures and other removable medical devices
- Please do not bring valuables such as jewelry, large sums of cash, cell phones, computers, pagers or video equipment

If you are unable to send money and small valuable items home with family members, they may be stored in a safe at UCSF Medical Center Security Services. Please be aware that we cannot assume responsibility for the loss of items that are not deposited in the safe or that are brought in after a property inventory is taken. Security Services is located at UCSF Benioff Children’s Hospital San Francisco, First floor.

Security Services .................................................. 415-885-7890

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

- A list of your current medications (use the form on page 20); do not bring your actual medications unless directed by your physician
- A completed health history form, insurance identification card and Medicare or Medi-Cal card
- Completed advance directive form (so that you can discuss it with your doctor and a copy can be placed in your medical record)
Preparing for Your Stay (cont.)

**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 Social Work Department or the Patient Relations Department.

1. **Social Work - Adult (Inpatient)** ........................................415-514-3748
2. **Patient Relations** ...........................................................415-353-1936

**Your privacy and confidentiality**
Everyone at UCSF Medical Center is committed to protecting you and your privacy and confidentiality in accordance with federal and state and privacy laws and regulations, such as the Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health (HITECH) Act. For more information about how we may use and disclose your protected health information, please refer to the Notice of Privacy Practice booklet. Additional copies are available in the Admitting and Registration areas.

**Environmental sustainability efforts**
UCSF has a robust sustainability program to ensure that we use the most environmentally safe processes to protect the community’s air and water quality. We are making all attempts to reduce waste and recycle by asking staff, patients and visitors to observe patient room recycling signs. In addition, we have eliminated certain chemicals found in plastics, such as DEHP, to ensure the safety and health of our patients during their stay. Our food service strives to serve food products that are free of pesticides and added hormones. We compost almost all of our food waste and paper goods and ask for your support in all of these efforts.

**Non-discrimination policy**
It is the policy of UCSF Medical Center not to engage in discrimination against, or harassment of, any person employed or seeking employment or patient care with UCSF Medical Center on the basis of race, color, national origin, religion, sex, gender identity, gender expression, pregnancy, physical, mental or other disability, medical condition (cancer-related or genetic characteristics), ancestry, marital status, age, sexual orientation, citizenship or status as a covered veteran (special disabled veteran, Vietnam-era veteran or any other veteran who served on active duty during a war or in a campaign or expedition for which a campaign badge has been authorized). Nondiscrimination information is available in an alternate form of communication to meet the needs of people with sensory impairments.
Special needs patients

UCSF Medical Center and UCSF Benioff Children’s Hospital San Francisco are committed to providing patients and visitors with reasonable accommodation and access to our facilities, services and equipment regardless of any disability.

We provide assistance to help meet communication and physical access needs. If your hearing, speech or sight is impaired, or if you have any other disability, or if you require any special assistance, please let your provider, nurse, or a member of the Patient Relations staff know. TTYs are available for hospitalized patients who need them.

The hospitals’ 24-hour TTY phone line can be reached by dialing 415-885-3TTY. Other examples of assistance available include information upon request in Braille, large print, audio, email and assistive listening systems; accessible exam tables and scales; big button/Braille volume control; hearing-aid compatible speaker phones and adapted call systems; visual notification devices (door knockers); sign language interpreters; and other physical assistance.

1 Patient Relations .................................................. 415-353-1936
2 Volunteer and Guest Services ................................. 415-502-9888

Patient mail

During your hospital stay, mail will be delivered to your room each day. For prompt delivery, please ask that letters and cards be addressed 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 Betty Irene Moore Women’s Hospital
UCSF Bakar Cancer Hospital
1855 Fourth St.
San Francisco, CA 94158

To send a message to a patient via the Web, go to www.ucsfhealth.org/message. Your message will be printed and delivered within one business day by one of our volunteers.
During Your Stay

**Patient rooms**
UCSF Betty Irene Moore Women’s Hospital and UCSF Bakar Cancer Hospital have both private and semiprivate rooms. Room assignments are based on availability and on each patient’s clinical needs. If you would like a private room and one is not available, please speak with your nurse and we will try to accommodate your request when possible.

We have taken steps to ensure that our patients feel comfortable and welcome during their stay. All rooms are equipped with wireless high-speed Internet, locking storage closets, refrigerators and an extendable sofa designed for overnight stays.

Each room is equipped with the Oneview health care media wall. This integrated and interactive device is your resource for entertainment and for obtaining information about hospital services and your health care team. The Oneview health care media wall is also your source for communication, patient information and education.

**Overnight guests**
We encourage your visitors to take good care of themselves and seek accommodations that help them get a good night’s sleep. However, if you have a private room, one adult relative, friend or support person 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.

**Visiting hours**
Visitors are welcome at the medical center but are asked to keep visits brief. Visiting hours generally are 11 a.m. to 8 p.m. but may be more limited in critical care areas.

After-hours visits are limited and must be approved by the nursing unit. All visitors are screened by security and are issued a dated visitors pass that must be worn at all times.

Because some of our patients must not be exposed to common childhood illnesses, children under the age of 12 are not permitted in patient areas without special authorization. Please check before bringing children to a patient care unit. We also ask that friends and family who have coughs and colds not visit until they are well.

**Room Service**
Our patient meal program is called Room Service because, just like a hotel, we offer you the ability to choose what you want, when you want it. Your doctor will order the appropriate diet for you based on your condition, age and medical needs. Room service is available between 7 a.m. and 8 p.m. Your room service menu is available in your room. To order simply call 3-1111 to place your order or order through the interactive patient care system on your television, and within 60 minutes, the food will be at your bedside. You may also place orders for delivery the following day. If you have made selections that are restricted by the doctor, the diet clerk will assist you in making appropriate choices. There is no charge for this service for patients. Meals are available for visitors at a nominal fee.

Please let us know if you have any food allergies or food intolerances so that we can better serve you. If you have special requests or wish to bring food from home, please check with your nurse. For your health and safety, there are guidelines for storing food brought from outside the hospital.
**In-room 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. If you need a TTY or other assistive device, please let your nurse know.

- **Local calls**
  Calls within the 415/628 area code – Dial 9 + 1 + area code + number
  *Please note: You must dial the area code even when calling from one local number to another*

- **Long distance calls**
  Calls outside the 415/628 area code – Dial 9 + 1 + area code + number

- **To reach the hospital operator**
  Dial 0 and then press 0 again at the automated prompt

- **To reach an outside line**
  First dial 9

Calling cards are sold at our gift shop in the Hospital lobby, near Elevator M. All long-distance services are provided by AT&T.

**Cell phones and wireless devices**
Use of cellular telephones and wireless communications devices are permitted in most areas of the medical center, except in specific patient-care areas. Signs are clearly posted in areas where the use of these electronic devices is not permitted. As a courtesy to others, please limit your cell phone use, speak in a low voice and set the ringer to vibrate or low. To protect the privacy of others, you may not use camera phones or other cameras to take pictures within the hospital without the consent of those being photographed.

**Art for Recovery**
Art for Recovery is an award-winning program that gives individuals coping with life-threatening illnesses an opportunity to express themselves through art workshops, visits at the bedside and individual attention. Art for Recovery is located on the fifth floor lobby of the UCSF Betty Irene Moore Women’s Hospital and the UCSF Bakar Cancer Hospital.

① **Art for Recovery** ............................................. 415-476-4568

**Partners in Care**
UCSF Partners in Care (also known as the UCSF Medical Center Auxiliary) is a volunteer, nonprofit organization. Its mission is to fund programs that provide comfort and well-being to patients and their families, and to serve as a complement to the excellent health care the medical center provides.

With generous support from members, friends and donors, Partners in Care actively works to raise funds through special events, vehicle donations, special sales and more. Working with the nurses, doctors and staff of UCSF Medical Center, Partners in Care identifies services and programs that can help alleviate the stress, pain and confinement that patients and their families may experience. One hundred percent of funds raised support these needs. For more information, please call or visit www.ucsfpartnersincare.org.

① **Partners in Care** .................................................. 415-353-1366

**Women’s Health Resource Center/ Great Expectations**
The Great Expectations pregnancy program offers women who are pregnant, planning to be pregnant, or lactating, a variety of resources on topics ranging from conception to birth and breastfeeding to parenting. Great Expectations is located on the third floor lobby of the UCSF Betty Irene Moore Women’s Hospital.

① **Women’s Health Resource Center** ............................................. 415-514-2670
During Your Stay (cont.)

**Cancer Resource Center**
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. The Cancer Resource Center is located on the fourth floor of the Gateway Medical Building. 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.

Ida & Joseph Friend Cancer Resource Center .......................... 415-885-3693

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

**Tobacco-free environment**
UCSF Medical Center at Mission Bay is a tobacco-free environment. 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, the Mission Bay campus has no designated outdoor smoking areas, and smoking, including e-cigarettes, is prohibited in or on all medical center-owned or leased buildings, grounds and parking lots and on sidewalks adjacent to the medical center. Tobacco-cessation support is available. Please let your nurse or medical team know if you would like to speak to a specially trained respiratory therapist or would like nicotine replacement medications so that you are comfortable during your hospital stay. If you would like support to stop smoking after your hospital visit, please call the UCSF Fontana Tobacco Treatment Center.

Fontana Tobacco Treatment Center .................................. 415-885-7895

**Nutrition and Food Services**
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. The menu is available in your room with your daily meal options or on the interactive patient care system on your media wall. If your diet includes special modifications, a representative from the Nutrition and Food Services Department will visit you. You may ask your nurse to contact the department if you have concerns related to your diet.
Shorenstein Family Café – Monday through Friday, 7 a.m. to 7 p.m.; Saturday, Sunday and holidays, 7 a.m. to 3 p.m. This café features an entrée station with daily specials and rotating food concepts, a pizza and pasta station, grab-n-go food, gourmet salads, sandwiches, made-to-order deli and grill items, and homemade soups plus an assortment of healthy beverages and snacks.

Bay Café Express – Daily, 6 a.m. to 11 p.m.; Saturday, Sunday and holidays, 7 a.m. to 8 p.m. This convenience store is located adjacent to the Shorenstein Family Café. It has grab-n-go salads, sandwiches and pastries, and features a full line of Peet’s coffee, teas, espresso drinks and iced-blended coffees.

OPB Express (Gateway Medical Building) – Monday through Friday, 7 a.m. to 3 p.m. This coffee kiosk is located in the lobby of the Gateway Medical Building and is connected to the Mission Bay hospitals. It has grab-n-go salads, sandwiches and pastries, and features Equator coffee and espresso drinks.

Other food options – Vending machines are located outside the Shorenstein Family Café including our Smart Choice Pantry which features fresh-made sandwiches and salads. All machines are accessible 24 hours daily.

Gift shop
A gift shop is located on the first floor between the adult and children’s hospitals. It offers a wide selection of gift items, including candy, fresh flowers and plants, magazines, books, toys, greeting cards and phone calling cards. The gift shop is open every day of the year, including holidays, and all proceeds support patient and family amenities. You also may purchase a gift over the phone or via email at giftshop@ucsfmedicalcenter.org or visit our website at www.ucsfhealth.org/giftshop. The staff will arrange to have gifts delivered to hospital patients.

Gift Shop .................................................... 415-476-1150

Spiritual Care Services
The main office for Spiritual Care Services is located on the first floor, near the children’s hospital entrance, in C1405, next to the main Meditation Room and Garden. Smaller meditation rooms are located adjacent to the adult lobbies on the third, fourth, fifth, and sixth floors. These spaces are available for reflection, meditation, prayer and spiritual practice from 7 a.m. to 9 p.m. daily. For questions regarding the meditation rooms, or to request use of the rooms for an event, please contact Spiritual Care Services at 415-514-4200.

To reach Spiritual Care Services during business hours, and for routine requests, please call 415-514-4200. To reach an on-call chaplain at Mission Bay 24/7, please page 415-443-5786. Spiritual Care Services can also be reached via the Voalte system, under the Spiritual Care Services Department directory.

On-call chaplain (24/7 pager) ........................................... 415-443-5786

ATM/ Banking services
Bank of America and Wells Fargo Bank are both located at 550 Gene Friend Way.
During Your Stay (cont.)

Security Services
Security Services is located on the first floor of the hospital near the Children’s Emergency Department in C1913. Security Services provides surveillance, patrol, badging and code response to all UCSF campuses on a 24/7 basis.

① Security Services ................................................................. 415-885-7890

Symptom management and palliative care
The Symptom Management and Palliative Care Service at UCSF Medical Center at Mission Bay provides consultation for patients facing serious illness. The service consists of a team of experienced palliative care clinicians, including a physician, a nurse practitioner and a social worker. The service provides an extra layer of support around issues of pain and symptom management and emotional stress in dealing with illness and existential distress. Your attending physician can make a referral to the service during your stay.

Osher Center for Integrative Medicine
Complementary care combines the best of alternative therapies — such as acupuncture, massage, meditation, herbs and nutrition — with conventional medicine to promote good health and treat illness. Generally, alternative medicine is defined as treatments used in place of conventional medicine, while complementary medicine involves alternative practices used together with conventional medicine. A third category, called integrative medicine, combines mainstream medical treatments with alternative therapies that have been studied and determined to be safe and effective. At the Osher Center for Integrative Medicine, located at UCSF Medical Center at Mount Zion, our doctors, nurses and therapists use these tested practices to address the biological, psychological, social and spiritual aspects of health care. Our team includes specialists in women’s health, cancer, chronic pain, repetitive strain injury, headaches, cardiac disease, nutrition and healthy living.

① Osher Center for Integrative Medicine ........................................ 415-353-7720

Patient Relations
The Patient Relations Department works to ensure your experience at UCSF Medical Center at Mission Bay is as comfortable as possible. If you or your family has a question or concern about your stay, please let us know. We suggest you first discuss your concerns with your nurse, the department manager or your doctor. If your concerns remain unresolved, the Patient Relations staff is available to help you reach a resolution and provide more information. Patient Relations representatives are available from 8:30 a.m. to 5 p.m., Monday through Friday. On weekends and holidays, you may ask your nurse to call the hospital resource nurse for assistance.

② Patient Relations ................................................................. 415-353-1936

Gardens and terraces
Terraces and gardens are open to patients, families, visitors and staff from 8 a.m. to 7 p.m. daily.

Volunteer and Guest Services
Volunteer and Guest Services is committed to making your stay as comfortable as possible. Please call if you have any special requests or need assistance locating business, personal, information or entertainment services in the area.

③ Volunteer and Guest Services ................................................ 415-502-9888

Health Information Services/ Medical records
Health Information Services is located on the first floor near the adult lobby and handles requests for medical records.
Notary services

Notary services and referrals are available by contacting the Patient Relations Department

1. Patient Relations .................................................. 415-353-1936

Patient rights and responsibilities

Every patient has rights and responsibilities. They apply to all of our patients without regard to race, color, national origin, religion, sex, gender identity, gender expression, pregnancy, physical, mental, or other disability, medical condition (cancer-related or genetic characteristics), ancestry, marital status, age, sexual orientation, citizenship or status as a covered veteran (special disabled veteran, Vietnam-era veteran or any other veteran who served on active duty during a war or in a campaign or expedition for which a campaign badge has been authorized). Nondiscrimination information is available in an alternative form of communication to meet the needs of persons with sensory impairments. 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 or from Patient Relations.

1. Patient Relations .................................................. 415-353-1936

Important phone numbers

Admitting – Adult (WCH 1) .................................................. 415-476-1099
Blood Bank (GMB 2) ...................................................... 415-476-1404
Case Management – Adult (Main Office) ................................ 415-514-3742
Financial Counseling (Main Office) ..................................... 415-353-1966
Gift Shop (BCH 1) ........................................................ 415-476-1150
Ida & Joseph Friend Cancer Resource Center ................... 415-885-3693
Information Desk – Adult (WCH 1) ..................................... 415-476-1540
Interpreting Services .................................................. 415-353-2690
Patient Assistance .................................................. toll-free 888-689-8273
Patient lodging information ........................................ toll-free 888-689-8273
Patient Relations (BCH 1) ............................................. 415-353-1936
Radiology – Adult (BCH 1) .............................................. 415-476-1560
Room Service ......................................................... 415-353-1111
Parking and Transportation (Main Office) ......................... 415-476-1511
Pre-Operative Unit – Adult (WCH 2) .................................. 415-476-0989
Prepare Program – Adult (GMB 3) .................................... 415-885-7241
Security Services (BCH 1) ............................................. 415-885-7890
Social Work - Adult (Inpatient) ........................................ 415-514-3748
Spiritual Care Service (on call chaplain) ............................ 415-443-5786
Surgical Waiting Room – Adult (WCH 1) ......................... 415-476-0987
TTY Line (M1252) ................................................... 415-865-0122
Volunteer and Guest Services (BCH 1) ......................... 415-502-9888
Women’s Health Resource Center ................................ 415-514-2670

Patient Care Units:

- Adult Intensive Care Unit (WCH 4) .................................. 415-885-7447
- Adult Acute Care Surgical Unit (WCH 5) ......................... 415-885-7440
- Adult Acute Care Surgical Unit (WCH 6) ......................... 415-885-7600
- Birth Center
  - Antepartum ................................................... 415-476-7644
  - Labor and Delivery ........................................... 415-476-7670
  - Postpartum ................................................... 415-476-7699
  - Triage ......................................................... 415-476-7788
To plan for a smooth operation and recovery, you will be assessed by a physician and/or nurse practitioner from the Prepare Clinic prior to the day of surgery.

During your Prepare assessment, a nurse practitioner from the clinic will review your health history, provide you with detailed instructions on how to manage your medications, and give you information regarding your anesthetic options.

If your surgeon requests laboratory or other diagnostic tests be performed prior to surgery, the required tests will be printed on the “After Visit Summary” from your surgery clinic visit. Your surgeon may also provide you with printed requisition forms. If you are seen in person in the Prepare Clinic, these tests will be performed during your appointment. If you are evaluated by phone, a member of the Prepare team will tell you when and where to have these studies done. For many operations, laboratory tests (blood work), EKGs and chest X-rays are not needed.

While you will not meet the anesthesiologist assigned to your care until the day of surgery, all of your health records will be reviewed by an anesthesia provider prior to surgery. Therefore, if you have had any of the following tests performed outside of UCSF within the last five years (except where noted), please fax the reports to the Prepare Clinic at 415-353-8577 or scan and email them to PrepareClinic@ucsfmedctr.org as soon as possible.

- Recent note from your primary care provider (within 12 months)
- Recent blood work (within six months)
- Stress test
- Echocardiogram (Echo)
- EKG (within 12 months)
- Cardiac catheterization
- Pacemaker or ICD (Implantable defibrillator)
- Clinic notes from any specialist who has evaluated you in the past two years (a cardiologist, pulmonologist or hematologist, for example)

Please do not eat or drink anything after midnight on the evening before your surgery. You may drink a sip of water with your medications on the morning of surgery, but no other food or liquids should be consumed.

Prepare Clinic, UCSF Ron Conway Family Gateway Medical Building,
1825 Fourth St., Third floor, Reception Desk 3B .......................... 415-885-7241
Day of admission

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 R-108. Please note that if you are going home on the same day as your surgery, you must arrange for a ride home. For your safety, we cannot permit you to take a taxi or bus home after surgery without an adult escort.

Your vital signs will be taken and your preoperative nurse will:

- Review your chart
- Review your knowledge about the procedure and ask you about any pain you might be experiencing (please inform your pre-op nurse if you prefer to discuss your health/operative procedure without family/friends present)
- Start your IV
- Reconfirm that you have a ride home if you are going home the same day

Additional information:

- Following your visit with your preoperative nurse, you will also be interviewed by an anesthesia provider and may be interviewed by an operating room nurse.
- 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 Surgical Family Lounge.
- Your friend or relative will be asked to leave a contact phone number.
- Friends and relatives may track your progress by asking the receptionist in the Surgical Family Lounge.
- 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 2-3 hours after surgery.

Every effort is made to honor the planned surgery schedule. However, if necessary, allowances must be made for unexpected or emergency situations. These 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.

1 Admitting Department ............................................. .415-476-1099
Preparing to Leave

**Discharge**
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 Case Management Department can help arrange post-discharge services if needed.

① **Case Management (Main office)** .................................415-514-3742

**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 Case Management Department to arrange medical transportation.

① **Case Management (Main office)** .................................415-353-3100

**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, anyone can request Home Health Care services.

① **Home Health Care** ..........................................................415-353-3155

**Skilled nursing facilities**
If you are not physically able to return home when you are discharged, you may require acute rehabilitation or skilled nursing care in another facility. If your doctor recommends this kind of care, you may wish to visit several facilities before your admission to UCSF Medical Center at Mission Bay. Our Case Management staff can assist you with the process.

① **Case Management (Main office)** .................................415-514-3742

**Social work**
If you need advice or counseling for any emotional or practical concern, our social workers are available Monday through Friday.

① **Social Work - Adult (Inpatient)** .................................415-514-3748

**Discharge checklist**
Before you leave the hospital, please:

- Arrange for someone to pick you up in front of UCSF Betty Irene Moore Women’s Hospital and UCSF Bakar Cancer Hospital at 1855 Fourth St., San Francisco. 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 at Mission Bay 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.
Maps and directions: www.ucsfhealth.org/pathway

Use these directions to approach UCSF Medical Center at Mission Bay. Since there is ongoing construction in the area, check www.ucsfhealth.org/pathway for updated directions.

From East Bay and Oakland Airport
1. Cross Bay Bridge (I-80 West), and take the exit toward 9th St. Civic Center
2. Keep left at the fork and merge onto 8th St.
3. Keep left to stay on 8th St. and take the first left onto Brannan St.
4. Take the first right onto 7th St.
5. Turn left onto 16th St.
6. Turn right onto 3rd St.
7. Take the first right onto Mariposa St.
8. Turn right onto 4th St. into the hospital complex

From Marin County (Highways 101 South and 1 South)
1. Cross the Golden Gate Bridge
2. Make a slight left onto Lombard St. and turn right onto Van Ness Ave.
3. Turn left onto Fell St.
4. Take the second right onto 10th St.
5. Continue onto Potrero Ave. Turn left onto 16th St.
6. Turn right onto 3rd St.
7. Take the first right onto Mariposa St.
8. Turn right onto 4th St. into the hospital complex

From San Francisco Airport and South Bay (Highway 101 North)
1. Approaching San Francisco, keep right at the fork, follow signs for US 101 N/ San Francisco and merge onto US-101 N
2. Take the exit toward Downtown SF and merge onto I-280 N
3. Take the Mariposa St. exit and turn right onto Mariposa St.
4. Take the first left into the hospital complex

From the Peninsula (I-280 North)
1. Take I-280 North and follow signs for I-280 N/ San Francisco/Bay Bridge
2. Take the Mariposa St. exit and turn right onto Mariposa St.
3. Take the first left into the hospital complex
Below, please list all prescription and nonprescription (over-the-counter) medications you are taking

<table>
<thead>
<tr>
<th>Drug name</th>
<th>Dose</th>
<th>How often I take it</th>
<th>Why I take it</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Drug name</th>
<th>Dose</th>
<th>How often I take it</th>
<th>Why I take it</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Drug name</th>
<th>Dose</th>
<th>How often I take it</th>
<th>Why I take it</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Drug name</th>
<th>Dose</th>
<th>How often I take it</th>
<th>Why I take it</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>