Dear Patient,

Thank you for choosing UCSF Medical Center for your medical care. 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.

UCSF Medical Center is a world leader in health care, known for innovative medicine, advanced technology and compassionate care. 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, you have many choices for your 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.

Sincerely,

Sheila Antrum, RN, MHSA
President, UCSF Medical Center
Senior Vice President, Adult Services, UCSF Health
Welcome to UCSF Medical Center. Our staff is dedicated to providing you the highest-quality health care available and to 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 Admissions.

① Admissions .................................................. 415-353-1553

About our hospitals

UCSF Medical Center is recognized throughout the world as a leader in health care, known for compassionate patient care as well as developing and utilizing the latest breakthroughs in medical technology. As a teaching hospital, we provide special services not available at community hospitals.

Today, our expertise covers virtually all areas of medicine, including cancer, heart disease, organ transplantation, orthopedics, neurosciences and special services for women and children. We are ranked by U.S. News & World Report as one of the top 10 hospitals in the nation. Our more than 1,000 doctors not only have access to the latest technologies, but are often the ones who develop them.

Directions

The maps included on pages 16 and 17 of this booklet describe how to get to UCSF Medical Center. These pages also contain parking instructions and information on public transportation. To help our patients and visitors more easily find their way around all our clinic sites, we have a user-friendly system of signs, maps and on-site kiosks. For more information, please call Patient Assistance.

① Patient Assistance ........................................... toll free 888-689-8273

Parking

Parking in the eight-level UCSF parking garage (see map on page 16) is approximately $3.50 per hour, $28 daily maximum. This garage is open 24 hours a day. There are two garage entrances – one on the north side of Parnassus Avenue and another on Irving Street and Second Avenue, just east of Third Avenue. Valet parking is available Monday through Friday from 8 a.m. to 3 p.m. in front of Medical Building 1 (see page 16).

There is another garage located at 350 Parnassus Ave. This garage is only open Monday through Friday from 6 a.m. to 10 p.m. The fee is $4 every 30 minutes, $22 daily maximum.

Metered street parking is very limited in the neighborhood and restricted to two hours in most areas. Please be aware of posted signs to avoid ticketing and towing. Families are encouraged to arrange rides to and from the hospital to avoid parking costs.
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Preventing 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 or 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, or 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 UCSF Medical Center, 505 Parnassus Ave., First floor.

**Your health insurance**
Before scheduling your admission, your doctor’s office will obtain approval from your health 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 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.

① **Financial Counseling** ................................................................. 415-353-1966

**Website**
To prepare for your hospital stay, please visit [www.ucsfhealth.org](http://www.ucsfhealth.org). There you will find detailed information about your condition and its treatment, biographies of your doctors, answers to questions about billing, insurance and much more.

**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. 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.

② **Interpreting Services** ................................................................. 415-353-2690
Lodging for family and friends

Although UCSF Medical Center does not offer on-site housing for patients’ families, we do maintain listings of local accommodations. Please make your lodging arrangements as far in advance as possible because San Francisco hotels tend to be busy. Please call Patient Assistance for lodging assistance or visit www.ucsfhealth.org/accommodations.

① Patient Assistance ........................................ 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, 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)
- 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 on the first floor of the hospital.

② Security Services ........................................ 415-885-7890

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

- A list of your current medications (use the form on page 19); 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 (use the form on page 18)
- 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.

- Social Work ...................................................... 415-353-1504
- 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 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 Practices booklet. Additional copies are available in the Admitting and Registration areas.

Nondiscrimination 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.

Environmental sustainability efforts
UCSF has a robust sustainability program to ensure that we use the most environmentally safe processes to benefit 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.
During Your Stay

**Patient rooms**

UCSF Medical Center has both private and semiprivate rooms. Room assignments are based on availability and on each patient’s clinical need. If you would like to request a private room, and if one is not available, please speak with your nurse and we will try to accommodate your request when possible.

**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 visitor 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.

**Television**

Each patient room has a television featuring major network programming, Spanish-language channels, a music channel and closed-captioned options.

**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 pediatric and adult topics in both English and Spanish, run continuously and can be accessed via each hospital room’s television. The videos run on channels 38, 39 and 40 on the hospital’s internal TV network.

**Special needs patients**

UCSF Medical Center is 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 hospital’s 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 speakerphones and adapted call systems; visual notification devices (door knocker); sign language interpreters; and other physical assistance.

1. **Patient Relations** .......................................................... 415-353-1936
2. **Volunteer and Guest Services** ........................................... 415-502-9888
During Your Stay (cont.)

**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 medical center lobby. All long-distance services are provided by AT&T.

**Cell phones and wireless devices**
Use of cellular telephones and wireless communication devices is 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.
Tobacco-free environment

UCSF is a tobacco-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 has no designated outdoor smoking areas, and smoking, including e-cigarettes, is prohibited in or on all medical center-owned or leased buildings, grounds, parking lots and 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, and a menu with your daily meal options will be placed on your breakfast tray each morning. 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.

Other dining options

The Moffitt Café and vending machines are on Floor 2 of the Moffitt wing of UCSF Medical Center. The café is a full-service eatery open from 6:30 a.m. to 8 p.m. daily, featuring an entrée station with daily specials, Grab-N-Go food, gourmet salads, sandwiches, sushi, made-to-order deli and grill items, and homemade soups plus an assortment of beverages. The Moffitt Café Express convenience store is located adjacent to the Moffitt Café. It features Grab-N-Go salads and sandwiches, pastries, smoothies and a full line of Peet’s coffee, espresso drinks and ice-blended coffees. It is open from 6 a.m. to 11 p.m. daily. For more information, visit www.moffittcafe.org. Food and beverages can be ordered and prepaid for guests using Food2Go at food2go.ucsf.edu and picked up at Moffitt Café Express. Food vending machines and microwave ovens can be found near the café and are available at all hours. Vending machines also are available on Floor 5 in the waiting area. Several restaurants are across the street in Millberry Union. Many other restaurants are nearby on Parnassus Avenue and Irving and Cole streets.

Gift shop

A gift shop is located in the hospital on Floor 1 near Elevator M. 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 .......................................................... 415-353-1845

Other services

Several services are located in Millberry Union, located directly across Parnassus Avenue from the medical center. These include several eateries, ATMs, a florist, a convenience store and more.
During Your Stay (cont.)

**Spiritual Care Services**
Chaplains representing various faith traditions are available to patients at all times, including prior to surgery. To request a chaplain visit, please notify your nurse, or page the on-call chaplain at the number below. We also have a Meditation Room, which is available to you and your family, on Floor 1, near Elevator M. Your own minister, rabbi or other spiritual advisor may visit you at any time.

① **On-call chaplain (24/7 pager)** .................................................. 415-443-2273

**Patient Relations**
The Patient Relations Department works to ensure your experience at UCSF Medical Center is as comfortable as possible. If you or your family have 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 concern remains unresolved, the Patient Relations staff is available to help reach a resolution or provide more information. Patient Relations representatives are available Monday through Friday from 8:30 a.m. to 5 p.m. On weekends and holidays, you may ask your nurse to call the hospital resource nurse for assistance.

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

**Patient rights and responsibilities**
Every patient has rights and responsibilities. They apply to all 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 with this booklet. You may also request a copy from any practice or nursing unit or from Patient Relations.

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

During your hospital stay, mail will be delivered to your room each day. For prompt delivery, please ask your family and friends to address letters and cards with your room number and the words “Patient Mail” on the lower right corner of the envelope. Mail will be forwarded to your home address if it arrives after you have been discharged.

Our address is:
UCSF Medical Center
505 Parnassus Ave., Box 0208
San Francisco, CA 94143

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.

Volunteer and Guest Services

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

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

Important phone numbers

1 Admissions .............................................................. 415-353-1553
1 Blood Center ............................................................ 415-353-1809
1 Case Management (adult) ......................................... 415-353-1762 (option 2)
1 Chaplain (24/7 pager) ............................................... 415-443-2273
1 Family Lounge – Adult Surgical Waiting Room ................ 415-353-1626
1 Financial Counseling ................................................ 415-353-1966
1 Gift Shop ................................................................. 415-353-1845
1 Home Health Care .................................................. 415-353-3155
1 Interpreting Services .................................................. 415-353-2690
1 Patient Assistance .................................................... toll-free 888-689-8273
1 Patient lodging information ....................................... toll-free 888-689-8273
1 Patient Relations ....................................................... 415-353-1936
1 Patient and Visitor Services ..................................... 415-353-9234
1 Prepare Clinic (before surgery) .................................. 415-353-1099
1 Security Services (for valuables) ............................... 415-885-7890
1 Social Work (adult) ................................................... 415-353-1504
1 TTY Line (for hearing-impaired) ............................... 415-885-3889
1 Volunteer and Guest Services ................................... 415-502-9888

Visit our website at www.ucsfhealth.org
**Prepare Program**

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 anesthesia options.

If your surgeon requests that 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 notes, tests or procedures generated or 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 cardioverter defibrillator) inserted
- 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 Program at Parnassus, 505 Parnassus Ave., Suite L-171 . . . . . . . . . . . 415-353-1480**
Day of admission  If you are having surgery, please arrive at the hospital at the time indicated by your doctor’s office or the Surgery 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 surgical waiting room, M104J, located within the Surgical Family Lounge on the first floor of the hospital, unless you have been told otherwise. Although some reading materials are provided, you may wish to bring your own book or magazine.

► A receptionist in the surgical waiting room will greet you and let the surgical staff know you have arrived
► A staff member will escort you to the presurgical area, where you will be assigned a comfortable gurney, asked to put on a hospital gown and be prepared for surgery
► One friend or relative may wait with you until you are taken to surgery
► If you would like to meet with a chaplain before your surgery, please call to make an appointment
► A nurse will take your vital signs, and the anesthesiologist will visit you to review the anesthesia and answer any questions you may have
► If an epidural is to be used for anesthesia and pain management, it may be started at this time
► When 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 waiting room
► Your friend or relative may track your progress by asking the receptionist in the waiting room
► After your surgery, you will be taken to the Post-Anesthesia Care Unit (PACU). After the initial recovery period, family members are welcome to visit with their loved ones in the PACU at the PACU nurse’s discretion. Due to space constraints, the number of visitors to the PACU is limited to two family members at a time.
► You will be transferred to your room when the doctors determine you are ready

Every effort is made to honor the planned surgery schedule. If necessary, however, 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.

① Admissions ................................................................. 415-353-1553
② Surgical Waiting Room ........................................... 415-353-1626
③ On-call chaplain (24/7 pager) ................................. 415-443-2273
Preparing to Leave

**Discharge**
Your doctor will decide when you are ready to leave the hospital. Discharges are generally scheduled for 11 a.m. If you need to leave the hospital earlier or later in the day, please let your nurse know.

When you leave the hospital, we recommend that a friend or relative drive you. Please keep in mind that the day and time of your discharge may change, depending on your condition.

If you require ongoing nursing care or physical therapy at home, the Case Management Department will arrange it. The department can also arrange ongoing hospitalization at a skilled nursing facility or rehabilitation hospital if needed. If you have any questions, please call Case Management.

① **Case Management** ........................................... 415-353-1762 (option 2)

**Home Health Care**
If you require ongoing nursing care or physical therapy at home, UCSF Home Health Care registered nurses and therapists provide you with this care in your home and teach you and your family how you can become as independent as possible in caring for yourself. Our services include nursing care and rehabilitative therapy for acute and chronic illnesses, postoperative 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. Home care is usually limited to a few weeks.

② **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. Our Case Management staff can assist you with the process.

③ **Case Management** ........................................... 415-353-1762 (option 2)
If you require transportation by ambulance because of your medical condition, 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 for assistance in arranging medical transportation.

① Case Management ........................................ 415-353-1762 (option 2)

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

① Social Work (adult) ........................................ 415-353-1504

Before you leave the hospital, please:

- Arrange for someone to pick you up in the circular drive in front of UCSF Medical Center
- 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 or the pharmacist on your floor 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
- Arrange for someone to pick up your prescriptions so they are ready for you when you get home
- Remove any valuables you may have stored in the hospital safe
- Pack everything you brought with you, as well as any medications you were given to take home

Soon after you leave the hospital, you may receive a survey asking you to evaluate your visit. Please take the time to complete the survey and return it. Your feedback is very important to us and helps us to continually improve our services.
505 Parnassus Avenue, San Francisco, CA 94143 | 415-476-1000

Accessibility
Please visit access.ucsf.edu for more information regarding accessibility features at UCSF at Parnassus Heights.

Emergency
- Parking Entrance
- Patient Drop-Off

Public Parking
See above for public parking locations. Primary access to the Parking Garage is on Irving St.

Valet Parking
Valet parking is available in front of Medical Building 1, Monday to Friday from 8 a.m. to 3 p.m. After 4:45 p.m., pick up your car on Floor P8 in the Parking Garage.

UCSF Shuttle Stop
UCSF Medical Center is part of the University of California, San Francisco. The medical center and University share facilities at the Parnassus Heights site.

Muni Bus Stop
UCSF at Parnassus Heights is accessible via these Muni bus routes:
- 43-Masonic (wheelchair accessible)
- 6-Parnassus

Muni N-Judah Light Rail
Muni's N-Judah light rail line stops at 2nd Ave. and Irving St. This route is wheelchair accessible.

For more information, visit Muni's website at sfmuni.com.
Maps and directions: www.ucsfhealth.org/pathway

UCSF Main Clinical Sites - San Francisco

Driving directions to UCSF at Parnassus Heights

From the East Bay and Oakland International Airport
1. Cross Bay Bridge (I-80 West), stay in 2nd lane from right
2. Exit right on US 101 North / Golden Gate Bridge
3. Get in left lane and exit to Octavia Blvd. / Fell St.
4. Turn left on Fell St.
5. From far-right lane, turn left on Stanyan St.
6. Turn right on Carl St., which becomes Irving St.
7. Turn left into UCSF Parking Garage on Irving St.

From Marin County (US 101 South and Route 1 South)
1. Cross Golden Gate Bridge, stay in far-right lane
2. Exit 19th Ave. / Golden Gate Park onto Route 1 South
3. Go through Golden Gate Park, where Park Presidio Dr. becomes 19th Ave.
4. Turn right on Judah St.
5. Turn right on 20th Ave.
6. Turn right on Irving St.
7. Turn right into UCSF Parking Garage on Irving St.

From San Francisco Airport and South Bay (US 101 North)
1. Approaching San Francisco, stay left
2. Exit left on US 101 North / Golden Gate Bridge
3. From left lane, exit to Octavia Blvd. / Fell St.
4. Turn left on Fell St.
5. From far-right lane, turn left on Stanyan St.
6. Turn right on Carl St., which becomes Irving St.
7. Turn left into UCSF Parking Garage on Irving St.

From the Peninsula (I-280 North)
1. Approaching San Francisco, stay left
2. Exit Route 1 North toward 19th Ave. / Golden Gate Bridge
3. Stay in the left lanes for 19th Ave.
4. Turn right on Irving St.
5. Turn right into UCSF Parking Garage on Irving St.
Complete this form and refer to it when you are asked about your medical history.

<table>
<thead>
<tr>
<th>Place of birth</th>
<th>Date</th>
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</thead>
<tbody>
<tr>
<td>Allergies</td>
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</tbody>
</table>

Childhood diseases/operations

Previous operations

Health problems as an adult

Blood transfusions

Accidents

Drug reactions
**Medication List**

*Please list below all prescription and nonprescription (“over-the-counter”) medications you are taking, including supplements, vitamins and herbal supplements and teas. DO NOT bring medications with you to the hospital unless your doctor instructs you to do so.*

<table>
<thead>
<tr>
<th>Drug name</th>
<th>Dose</th>
<th>How often I take it</th>
<th>Why I take it</th>
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<tbody>
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</table>
List information about your follow-up appointments on this form before you are discharged.

<table>
<thead>
<tr>
<th>Date</th>
<th>Department</th>
<th>Time</th>
<th>MD</th>
<th>Phone</th>
<th>Location</th>
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