

Discover

UNIVERSITY OF IOWA HOSPITALS & CLINICS

Welcome

Your health and safety are very important to us. Our patients and their families are key members of the health care team. We will do our best to make you as comfortable as possible during your stay with us.

Wheelchairs and PATmobiles

Wheelchairs are available on all nursing units and at most hospital entrances. **Call 102** from a hospital phone to request a patient escort or wheelchair assistance, Monday through Friday 7 a.m. to 5 p.m. **Call 101** to request assistance after 5 p.m. Monday through Friday and on Saturday and Sunday.

PATmobiles are motorized vehicles for patients and visitors, and are on Ramp 3 skyway and Level 2 throughout the hospital. PATmobiles are available Monday through Friday 7:30 a.m. to 4:30 p.m.

Concierge Services

Main Entrance (Elevator E, Level 1) Call 319-356-1900 or 6-1900 from a hospital phone. Hours: Monday through Friday 8 a.m. to 5 p.m.

Services include information about:

- Overnight lodging
- Transportation
- Valet parking
- Dining
- Shopping
- Local attractions
- Emergency needs

Service Excellence Ambassadors

- Can help patients and visitors with questions
- Wear bright red jackets and are located throughout the hospital

Concierge Desk amenities include:

- Photocopying
- Fax services
- Notary
- Internet access

Information about services and amenities available at University of Iowa Stead Family Children's Hospital is also available in print or by visiting uichildren.org.

Help Phones

Located throughout UI Hospitals & Clinics

Dial 101 for information and directions (available 24 hours daily)

Dial 102 for wheelchair escort services (Monday through Friday 7 a.m. to 5 p.m.)

Information Desks

- **Main Entrance Lobby** (Elevator E, Level 1) Monday through Friday 6 a.m. to 8 p.m. Saturday and Sunday 7 a.m. to 6 p.m.
- **Pappajohn Pavilion Entrance** (Elevator I, Level 1)
- **Pomerantz Family Pavilion Lobby** (Elevator L, Level 1) Monday through Friday 7:30 a.m. to 5:30 p.m.

Lost and Found

319-384-8591



Dining

Food service locations are available 24 hours a day, seven days a week, to meet the needs of all patients, visitors, and staff. Cash, MasterCard, Visa, and Discover accepted.

Fountain Dining Room

(Elevator C, Level 1)

Full-service cafeteria

Monday through Friday

(closed 10:30 to 10:45 a.m.)

Breakfast: 6:30 a.m. to 9:30 a.m.

Lunch: 10:45 a.m. to 2 p.m.

Dinner: 4 p.m. to 7 p.m.

Snacks: 6:30 a.m. to 7 p.m.

Saturday, Sunday, and holidays

Breakfast: 6:30 a.m. to 9:30 a.m.

Lunch: 11 a.m. to 2 p.m.

Snacks: 6:30 a.m. to 2 p.m.

Compass Express

(Elevator C, Level 1)

Hot entrées, “grab-and-go” items, snacks, grocery items

Monday through Friday

6:30 a.m. to 7 p.m.

Marketplace

(Elevator C, Level 1)

“Grab-and-go” items, overnight meals

Monday through Friday

7 p.m. to 6:30 a.m.

Weekends and holidays

2 p.m. to 6:30 a.m.

Melrose Dining Room

(Elevator L, Level 5)

Breakfast, lunch, “grab-and-go” items

Monday through Friday

Breakfast: 7 a.m. to 9:30 a.m.

Lunch: 11 a.m. to 2 p.m.

Snacks: 10:30 a.m. to 3:30 p.m.

Rooftop Café and Terrace

(Elevator F, Level 8)

Snacks, soup, sandwiches, coffee, favorites from local eateries

Monday through Friday

8 a.m. to 4 p.m.

Java House Coffee Stores

Coffee, espresso, pastries, “grab-and-go” items

▪ Main Entrance Lobby

(Elevator E, Level 1)

Monday through Friday

6 a.m. to 7 p.m.

Saturday and Sunday

6:30 a.m. to 5 p.m.

▪ Fountain Entrance Lobby

(Elevator C, Level 1)

Monday through Friday

6:30 a.m. to 1 p.m.

▪ Pomerantz Family Pavilion West Addition

(Elevator M, Level 1)

Monday through Friday

6:30 a.m. to 4 p.m.



Hand Hygiene

To control infection, all UI Hospitals & Clinics patients, visitors, faculty, staff, and volunteers are to practice hand hygiene. There are waterless hand-cleanser dispensers throughout the hospital.

Shopping

Volunteer Services Business Partnerships

MasterCard, Visa, and Discover accepted.

Fourth Floor Salon

(Elevator B, Level 4)

Services and products

for hair, skin, and nail care

Monday

8:30 a.m. to 6:30 p.m.

Tuesday through Friday

8:30 a.m. to 4:30 p.m.

Call 6-1996 from a hospital

phone for an appointment with professional stylists.

Wild Rose Gifts

(Main Entrance Lobby; Elevator E, Level 1)

Gifts, newspapers, jewelry, stamps, cards, apparel

Monday through Friday

7 a.m. to 8 p.m.

Saturday and Sunday

10 a.m. to 6 p.m.

Banking

Hills Bank and Trust Company

(Elevator C, Level 1)

Full-service branch office, handles transactions and loans.

Monday through Friday

8 a.m. to 5 p.m.

ATMs are located at:

Main Entrance Lobby (Elevator E, Level 1)

Fountain Entrance Lobby (Elevator C, Level 1)

Elevator A, Level 1

Elevator L, Level 1

Courtesy Charging Stations

Cell phones and tablets can be quickly recharged at several locations throughout the hospital.

Lodging

To See and Do

Helen K. Rossi

Volunteer Guest House

- **Guest House Office**
(Elevator C, Level 4)
- **UI Stead Family Children's Hospital Family Suite**
(Elevator C, Level 4)

Call 319-384-9240 or call 4-9240 from a hospital phone.

Monday through Friday
8 a.m. to 5 p.m.

Saturday and Sunday and
UI holidays

8 a.m. to 2 p.m.

- No reservations are taken.
- Guests are prioritized based on the severity of the patient's illness.
- Guests are charged a nominal fee for these rooms.

Local Hotels

- Many hotels offer special rates to patients and families. Several offer transportation to and from the hospital.
- A complete list of lodging is available at uihc.org/places-stay, as well as in many clinic reception areas and hospital inpatient family lounges throughout UI Hospitals & Clinics. Or call 6-1900 or 8-5500, Monday through Friday 8 a.m. to 5 p.m.

Project Art

Call 3-6417 from a hospital phone for information.

- Art displayed throughout UI Hospitals & Clinics
- Musical performances
- Art Cart can provide framed prints for hospital inpatients

Healing Garden

(Outside Main Entrance)

Garden with seating; honors organ, eye, and tissue donors.

Patients' Library

(Elevator F, Level 8)

Books, magazines, movies, music, computers, copy and fax machines

Monday through Saturday
1 to 4 p.m.

Patient and Visitor Lounge

(Elevator F, Level 8)

Medical Museum

(Elevator F, Level 8)

Self-guided exhibits

Monday through Friday
8 a.m. to 5 p.m.

Saturday and Sunday
1 to 4 p.m.

Rooftop Terrace

(Elevator F, Level 8)

Open seasonally

Children's Playground

(Elevator H, Level 1)

Outdoor play area for patients and visitors.

Hours: Sunrise to sunset

Children under the age of 12 must be accompanied by an adult.

Time and Temperature

Dial "100" from any hospital phone to hear the current date, time, and temperature.

Spiritual Services

Chaplains are on call 24 hours a day. For spiritual care, please have a member of your health care team page an Interfaith Chaplain at 3437 or a Catholic Chaplain at 3589.

Meditation Room

(Elevator B, Level 1)

Open year around, 24 hours a day, to anyone who needs a quiet space for prayer or reflection

Catholic Mass

Sunday 3:30 p.m.

Meditation Room, UI Stead Family Children's Hospital (Level 12), televised on channel 115

Islamic Prayer

Friday 1 p.m.

Meditation Room, UI Stead Family Children's Hospital (Level 12)

Parking

For more information, call UI Hospitals & Clinics Concierge Services at **319-356-1900** Monday – Friday, 8 a.m. to 5 p.m.

Call 319-356-2456 or 6-2456 from a hospital phone

Hospital Parking Ramps 1, 2, 3, and 4, and the Dental Visitors Lot
Open 24/7; cash, check, MasterCard, Visa, and Discover accepted

Patient Parking Voucher
Patients and their visitors should ask for a Patient Parking Voucher from the clinic or nursing unit. Please give this pass to the parking cashier as you leave and pay.

Parking Ramp Rates with Patient Parking Voucher

Minutes 0 to 30	Free
Minutes 31 to 60	\$.60
Each additional hour	\$1.20
Maximum daily rate and/or lost ticket rate:	\$10 (\$20 without Patient Parking Voucher)

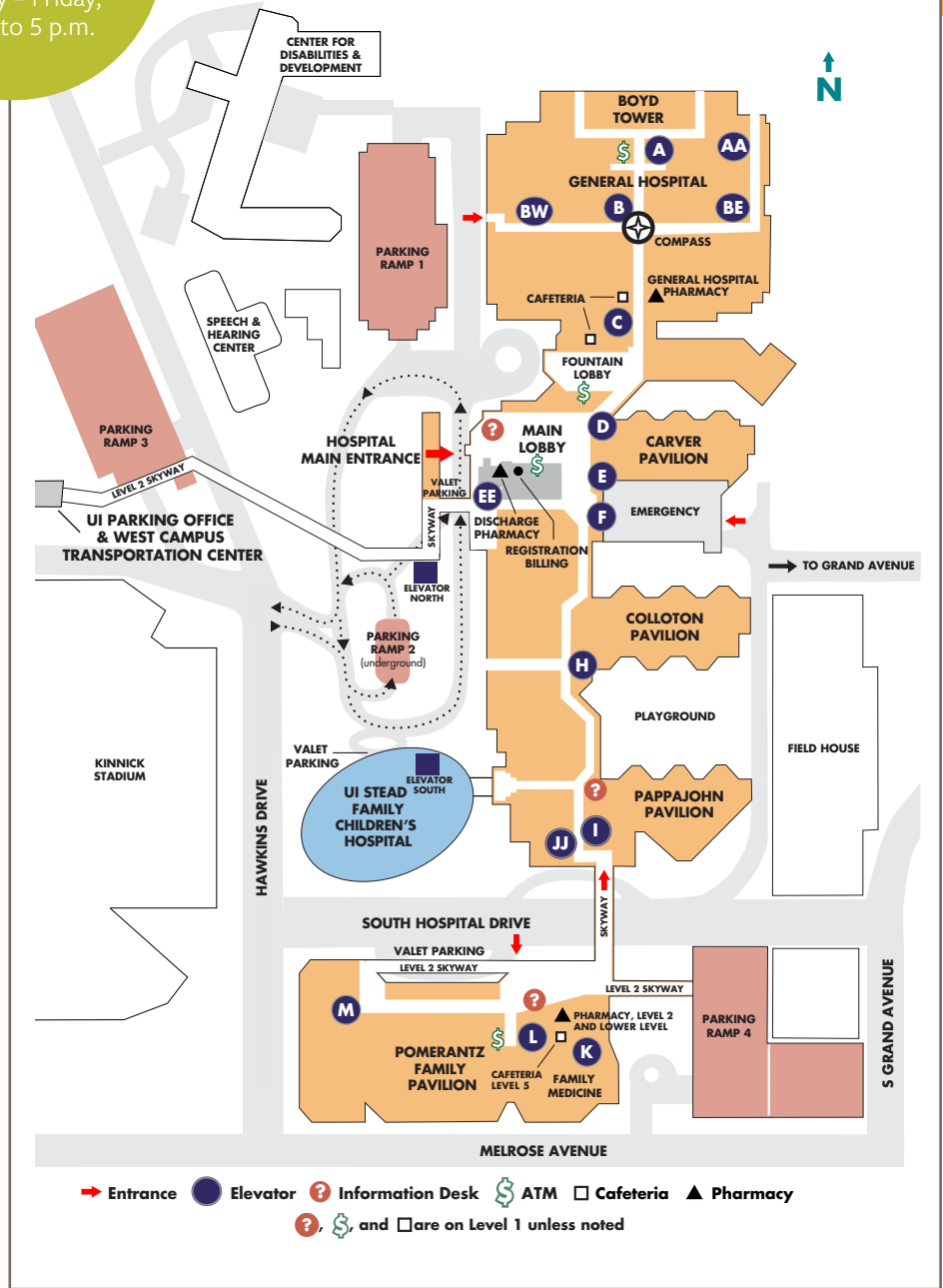
Valet Parking—\$15 per day
Car keys and vehicle accessible 24/7, call 4-8591; cash, check, MasterCard, Visa, and Discover accepted

- **Main Entrance:**
Monday through Friday
5:30 a.m. to 7 p.m.
- **Pomerantz Family Pavilion:**
Monday through Friday
5:30 a.m. to 5:30 p.m.

Discounted Multi-Day Parking Ramp Pass

Available for hospital patients and their visitors staying for an extended period:
Three-consecutive-day pass..... \$27
Seven-consecutive-day pass..... \$58

Passes can be used in Parking Ramps 1, 2, 3, and 4, and the Dental Visitors Lot. Purchase passes at information desks at the Main Entrance Lobby and Pomerantz Family Pavilion Lobby (location and hours on the cover).



Free Off-Site Parking Option at the Hawkeye Commuter Lot. The lot is about two miles from the hospital. A free UI Hawkeye Hospital Cambus makes regular trips from the West Campus Transportation Center (connected to Ramp 3) to the Hawkeye Commuter Lot. The permit is available at either the Main Information Desk or the UI Parking and Transportation Office.

No Smoking or Tobacco: For your health and the health of others, tobacco use is not allowed in or on the grounds of University of Iowa Hospitals & Clinics and UI Stead Family Children's Hospital, including hospital parking lots and ramps, the Kinnick Stadium area, sidewalks, or anywhere else on the University of Iowa campus. This includes smoking cigarettes, e-cigarettes, cigars, or pipes, and using chewing or smokeless tobacco.