


Welcome to Aurora St. Luke's Medical Center

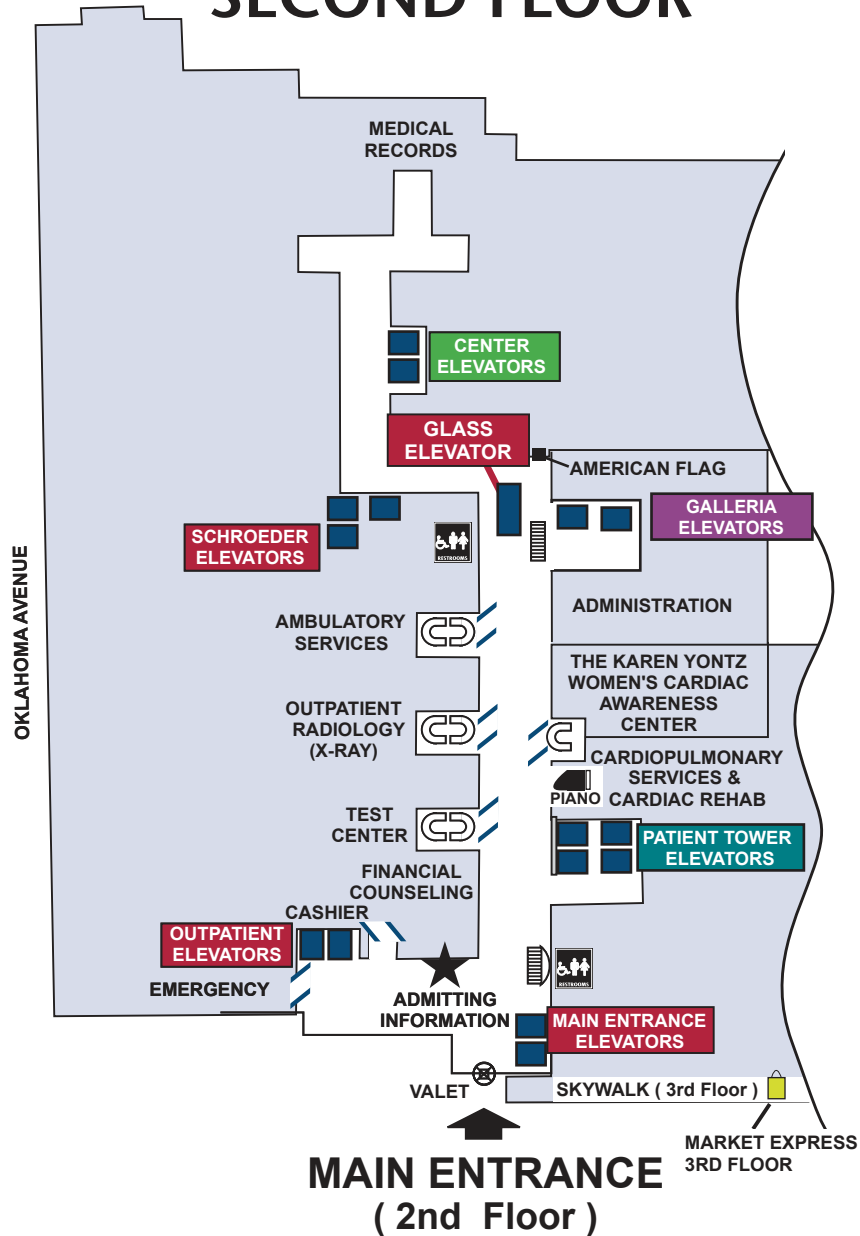
Wayfinding Maps & Patient Visiting Information

2900 W. Oklahoma Avenue
Milwaukee, WI 53215
414-649-6000
or 800-636-2393

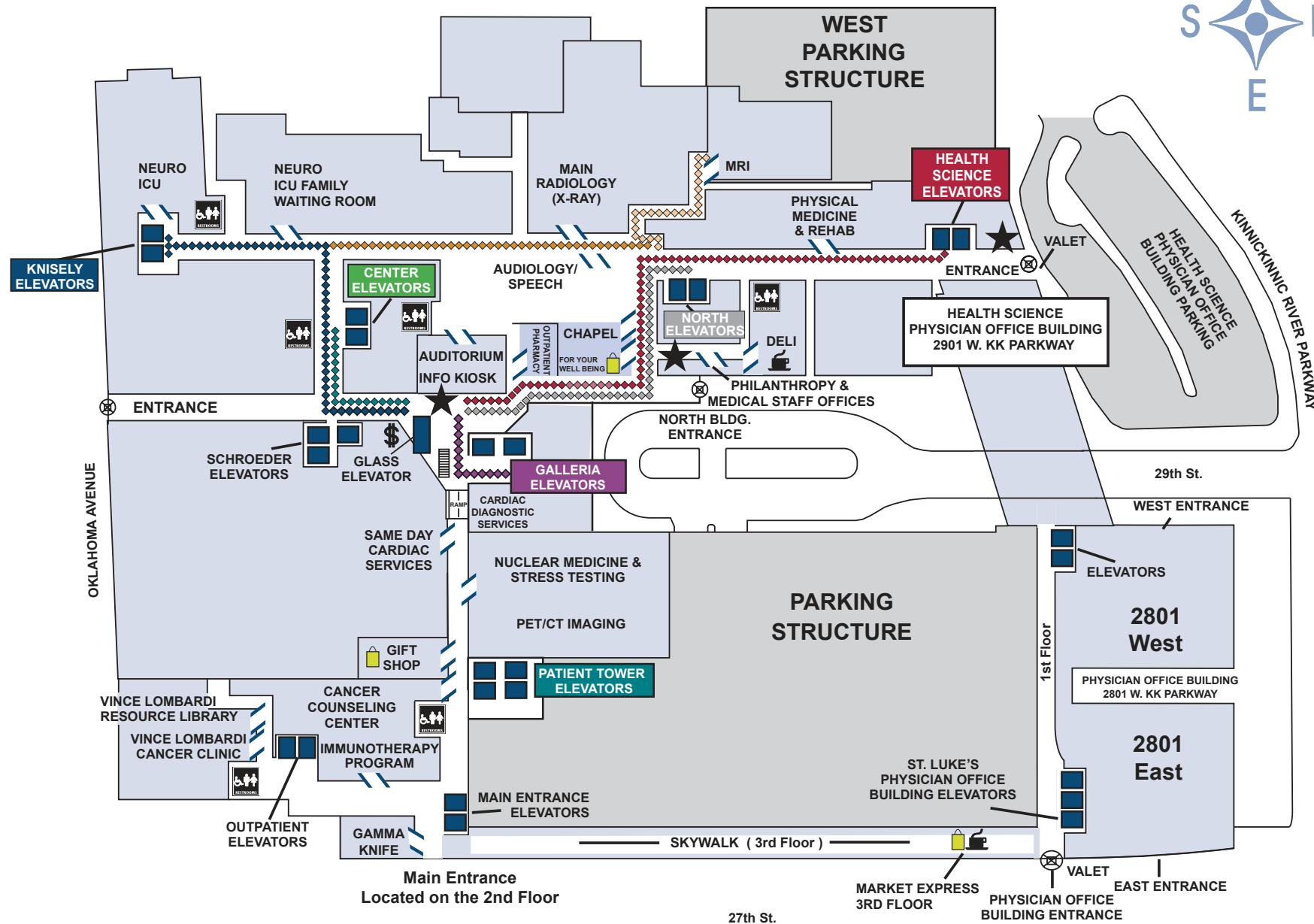
 **Aurora St. Luke's
Medical Center**
of Aurora Health Care Metro, Inc.

www.AuroraHealthCare.org

SECOND FLOOR



FIRST FLOOR



INFORMATION



RESTROOMS



DEPARTMENT ENTRANCE



PUBLIC ELEVATORS



AUTOMATED TELLER MACHINE








RETAIL SHOPPING

Visiting Your Family Member

Colors are used throughout Aurora St. Luke's Medical Center to help you locate your destination

Our staff and volunteers will be glad to help you if you need assistance.

	North Building Grey Diamonds / Rooms C D E F
	Center Building Green Diamonds
	Knisely Building Blue Diamonds / Rooms K L M
	Health Science Offices Burgundy Diamonds
	Galleria Elevators Purple Diamonds

To North Building & Knisely Patient Rooms from the Main Entrance:

1. Proceed to the end of the 2nd floor to the American flag.
2. Use the stairs or the Glass Elevator to go down to the first floor.
3. Follow the *colored diamond path* on the floor that corresponds to the building.
4. Take the passenger elevator at the end of the *colored diamond path* to the appropriate floor.

For Patient Tower rooms S & T, use the Patient Tower elevators on the 1st floor across from the Gift Shop, 2nd floor straight ahead from the Main Entrance, or the 3rd floor across the bridge by Same Day Surgery Waiting.

Patient Information: 414-649-7062

Visitation Philosophy of Aurora St. Luke's Medical Center Aurora St. Luke's Medical Center promotes flexible, patient- and family-focused visitation, recognizing the importance of the family in the patient's recovery.

Children Visitation Children are welcome to visit in the hospital. For safety reasons, children must be supervised at all times by a responsible adult other than the patient.

Pet Visitation Pets may visit patients while they are in the hospital. Please talk to nursing staff when a pet visit is being planned so the visit can be made as smooth as possible. Proof of appropriate vaccinations will be required. Some pets may need special approval to visit the hospital and all pets must be well at the time of the visit.

General Information

Valuables will be sent home with the family or placed in security. Mail, plants and flowers will be accepted and delivered to the patient. Live plants and flowers may not be received by the patient while in the ICU or while on the Oncology unit (12ST). Although *latex balloons will not be allowed in the hospital*, mylar balloons are acceptable. Food may be brought in within the patient's dietary restrictions. A physician's order is required for alcoholic beverages. Visitors are reminded that we are a **smoke free campus**.

ICU Family Center

The ICU Family Center is located on the third floor of the Galleria building. Rest areas, private quiet rooms, restrooms with shower facilities, telephones and refreshments are available to make your visit more comfortable. Guest rooms are available for an overnight stay. Please check in with the receptionist upon your arrival to this area.

Patient Safety

To ensure the safety of our patients and visitors, all entrances except the Emergency Entrance will be locked between 10 p.m. and 5 a.m.

Public and Patient Telephones

Public telephones are conveniently located throughout the hospital including the waiting areas, vending rooms, Cafeteria and near all main entrance ways.

Patient telephones are available in patient rooms. To ensure a restful night, no incoming calls to patient rooms are received between the hours of 10 p.m. and 7 a.m. Outgoing calls are permitted during this time. The *spokesperson* for a patient in an ICU is requested to contact the specific nursing station to inquire on that patient's status. **Cellular phones must be turned off in posted areas.**

Chapel and Chaplains

The Chapel is open to patients and visitors 24-hours-per-day. The Chapel is located on the first floor, North Building. Members of all faiths are welcome to visit anytime. Meditation Moments is a brief interfaith inspirational time that is offered in the Chapel Monday, Wednesday and Friday at 11:45 a.m. Chaplains are available 24-hours-per-day. Please ask the receptionist or nurse caring for your family member to contact them for you.

Visitor Food Services and Retail Stores

The **Cafeteria** is located in the basement of the North Building. Hours of operation are from 6:30 a.m. to 7:30 p.m. and 12:30 a.m. to 3:30 a.m., 7-days-a-week. Hot and cold entrees, sandwiches, desserts and beverages are available. Microwaves and vending machines are also accessible.

The **Deli** is located on the first floor of the North Building. Hours of operation are 7 a.m. to 3 p.m., Monday through Friday. It is closed on weekends and holidays.

The **Vending Room** is located in the basement of the Knisely Building and is open 24-hours-per-day, 7-days-a-week. Hot and cold food items, beverages and snacks are available. A microwave is also accessible.

Market Express is located at the north end of the Skywalk on the 3rd floor. It offers fresh food, snacks, beverages, coffee, books and magazines. Hours of business are 7 a.m. to 5 p.m., Monday through Friday. It is closed on weekends and holidays.

For Your Well Being store is located on the first floor next to the Outpatient Aurora Pharmacy. Many commonly needed convenience items and home health care resources are offered, as well as coffee, juice and snacks. Hours of business are 7 a.m. to 8 p.m. Monday through Friday and 9 a.m. to 4 p.m. on weekends and holidays.

The **Gift Shop** is located on the first floor of the Outpatient Building. Hours of business are Monday through Friday, 8 a.m. to 8 p.m., and Saturday 9 a.m. to 8 p.m.

Newspapers are located at the Main Entrance, retail stores and elsewhere throughout the hospital.

ATMs (Automated Teller Machines) are located in the Cafeteria and on the 1st floor near the glass elevator for your convenience.

Valet Service is available at the Main Entrance from 5 a.m. to 10:30 p.m., the Physician Office Building east entrance from 5 a.m. to 6 p.m. and the Health Science Physician Office Building from 7:30 a.m. to 5:30 p.m. All valet services are available Monday through Friday.

Aurora Health Care is a not-for-profit health care provider and a national leader in efforts to improve the quality of health care.

Visiting Your Family Member Personal Information

Room Number

Patient's Personal Number

Inpatient Unit Phone Number

ICU Family Center Phone Number

Physician Name

Physician Phone

Physician Name

Physician Phone