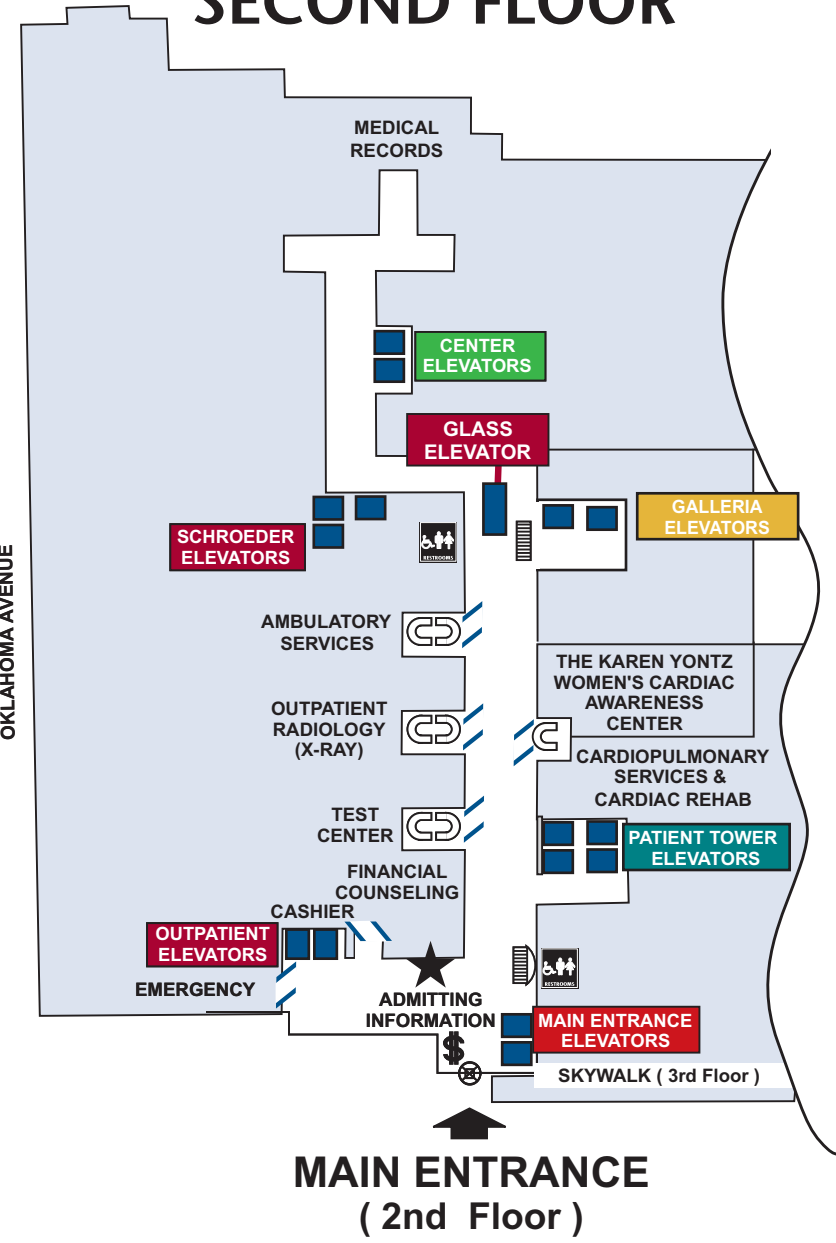
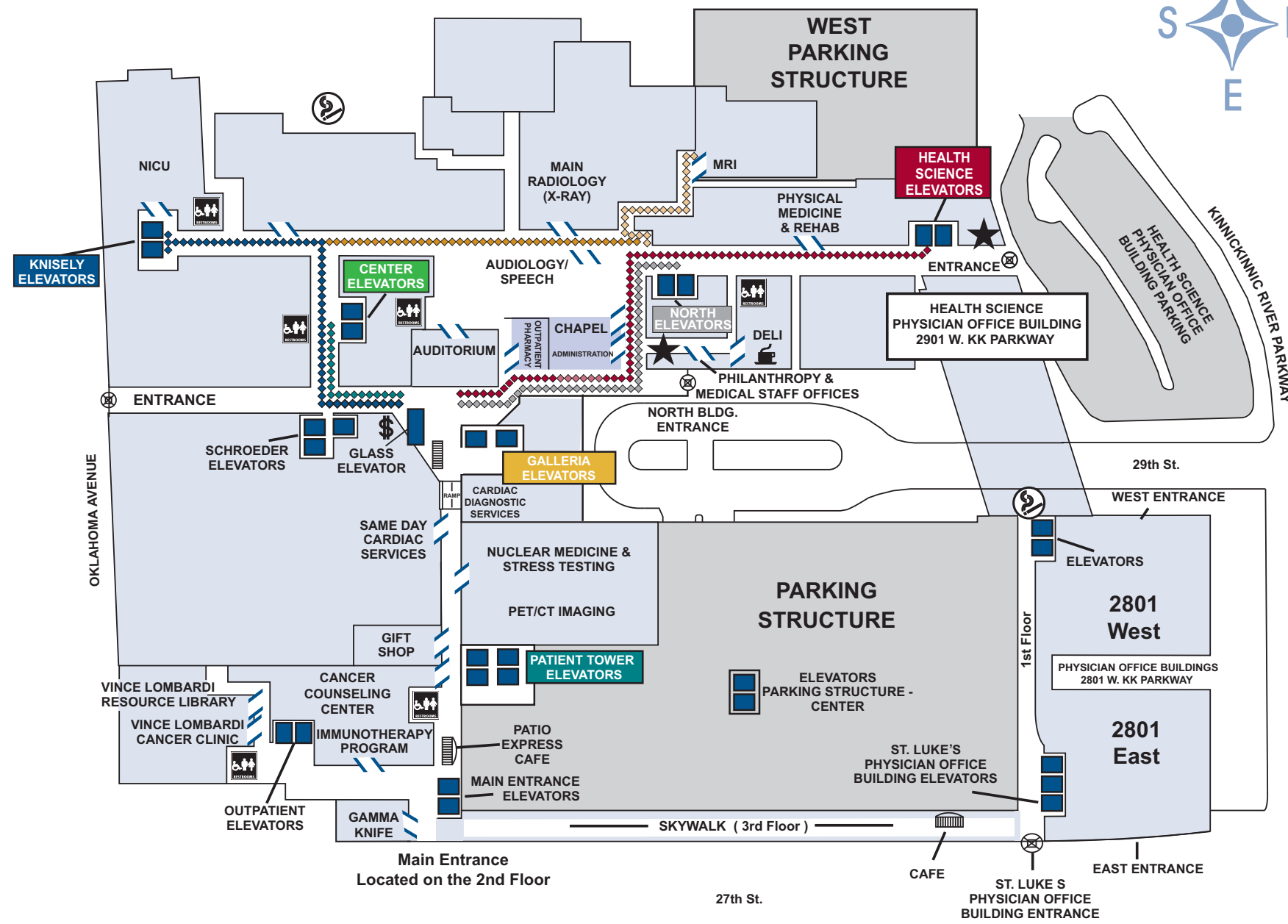


# SECOND FLOOR



# FIRST FLOOR

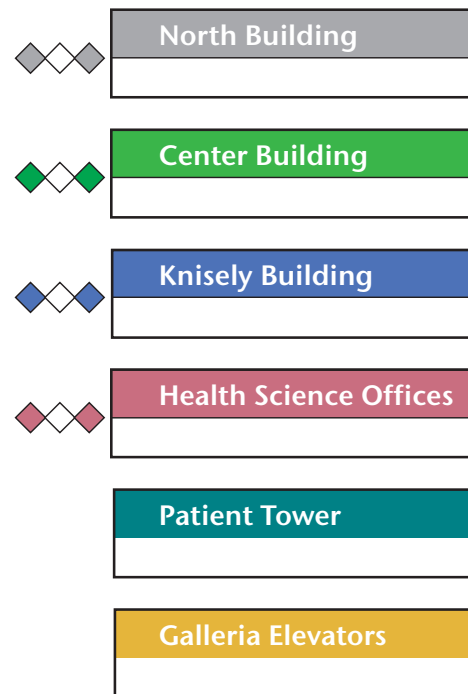


- ★ INFORMATION
- RESTROOMS
- DEPARTMENT ENTRANCE
- PUBLIC ELEVATORS
- SMOKING AREA
- AUTOMATED TELLER MACHINE

# Visiting Your Family Member

Colors are used throughout 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.



## To Patient Rooms from the Main Entrance:

1. Proceed to the end of the 2nd floor hallway.
2. Use the stairs or the Glass Elevator to go down the the first floor.
3. Follow the *colored diamonds 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.

Patient Information: (414) 649-6000

**Visitation Philosophy of St. Luke's Medical Center**  
St. Luke's Medical Center promotes a flexible, patient and family focused visitation policy, recognizing the importance of the family in the patient's recovery. To create an optimal healing environment, patients and family are encouraged to plan an individualized visitation schedule in collaboration with their caregivers. Visitation must always respect the patients' choices while maintaining confidentiality, privacy and security to others. The patient, not the caregiver, should identify who will visit.

**Family is defined as any group of people who love and care for each other.**

Upon admission to St. Luke's Medical Center, the patient should negotiate visitation guidelines with their caregivers. these guidelines should include who will visit, as well as the most beneficial times for visitation. A spokesperson should also be identified. the spokesperson is the individual chosen by the patient to communicate his or her condition and wishes to family and friends.

## 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 ICU. 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 institution. Smoking is allowed outside the building in designated smoking areas only.

## ICU Family Center

The **ICU Family Center** is located on the third floor located to the west of the Patient Tower. 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 9:00 p.m. and 5:00 a.m.

## Public and Patient Telephones

Public telephones are conveniently located throughout the hospital including the waiting areas, vending room, 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 10:00 p.m. and 7:00 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.

Chaplains are available 24 hours per day. Please ask the receptionist or nurse caring for your family member to contact them for you.

## Children Visitation

Children are permitted to visit. It is the responsibility of the family member to maintain continuous supervision of their children at all times. Children are not permitted to wander unattended or disturb other patients.

**Any child with a communicable disease or obvious illness will be restricted from patient contact and areas.**

## Pet Visitation

Other than seeing eye dogs, a physician's order is required for pet visitation. Please contact your caregiver to arrange a beneficial time for pet visitation. Pets are limited to dogs and cats **and must be free of illness.**

## Visitor Food Services

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., seven 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, North Building. Hours of operation are 7:00 a.m. to 7:00 p.m., Monday through Friday. It is closed on weekends and all holidays.

The **Vending Room** is located in the basement of the Knisely Building and is open 24 hours per day, seven days a week. There is a variety of hot and cold food items, beverages, ice cream and snacks. Microwaves are also accessible.

The **Patio Express Café** is located on the first floor of the Outpatient Building and serves breakfast selections weekdays from 7:00 a.m. to 10:30 a.m. and assorted lunch items from 11:00 a.m. to 2:00 p.m. It is closed on weekends and all holidays.

The **Skywalk Café** is located on the third floor skywalk of the Outpatient Building and serves breakfast selections weekdays from 7:00 a.m. to 10:30 a.m. and assorted lunch items from 11:00 a.m. to 2:00 p.m. It is closed on weekends and all holidays.

## Gift Shop and Newspaper Services

The **Gift Shop** is located on the first floor of the Outpatient Building. Hours of business are Monday through Friday, 9:00 a.m. to 7:30 p.m. and Saturday and Sunday, Noon to 4:00 p.m.

**Newspaper Stands** are located at the Main Entrance and elsewhere throughout the hospital.

**ATMs (Automatic Teller Machines)** are located at the Main Entrance and on the 1st floor near the glass elevator for your convenience.

## Visiting Your Family Member

### Personal Information

Room Number

Patient's Personal Number

Inpatient Unit Phone Number

ICU Family Center Phone Number

Physician Name

Physician Telephone

Physician Name

Physician Telephone