

VISITING YOUR FAMILY MEMBER

Visitation

Aurora St. Luke's Medical Center promotes patient- and family-focused visitation, recognizing the importance of the family in the patient's recovery. Please check current visitor policy on our website. Visiting hours may apply.

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. **Note:** some units may have restrictions.

Pet visitation

Pets may be able to visit patients while they are in the hospital. Please talk to nursing staff when a visit is being considered to determine feasibility. 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. Visitors are reminded that we are a **tobacco and smoke-free campus**.

ICU Family Center

The ICU Family Center is located on Floor 3 of the Galleria. Rest areas, restrooms, telephones and refreshments are available to make your visit more comfortable.

Patient safety

To ensure the safety of our patients and visitors, all entrances, except the Emergency Department Entrance, will be locked between 9 p.m. and 5 a.m.

Firearms and weapons are not allowed on the premises.

Public and patient telephones

Public telephones are conveniently located throughout the hospital, including the Waiting Areas, Vending Room, Café and near all Hospital Entrance ways. You must dial "9" then the area code to make an outside call.

Patient telephones are available in patient rooms. To ensure a restful night, no incoming calls to patient rooms are received between 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.**

Interfaith Prayer Room and chaplains

The Interfaith Prayer Room is open to patients and visitors, and is located on Floor 1 near the Glass Elevator. Members of all faiths are welcome to visit anytime. Chaplains are available to patients and their loved ones 24 hours a day. If you would like to speak to a chaplain, please ask your nurse to arrange a visit or call the switchboard to have one paged.

Visitor food services and retail stores

The **Café** is located in the Lower Level of the North Building. Hot and cold entrees, sandwiches, desserts and beverages are available. Microwaves are also available. See posted hours.

Starbucks is located on Floor 1 of the North Building. See posted hours.

Vending Rooms, are located in the basement of the Knisely South Building and on Floor 1 near the Garden Tower elevators. Hot and cold food items, beverages and snacks are available. A microwave also is accessible.

Market Express is located at the north end of the Skywalk on Floor 3. It offers fresh food, snacks, beverages and coffee. See posted hours.

Outpatient Pharmacy is located on Floor 1 near the glass elevator. The pharmacy is available to fill prescriptions in a safe and timely manner for any patient and visitor. Home medical equipment and many commonly needed over-the-counter items are available. The pharmacists have expertise in medications, vaccinations, and bubble packaging. A certified durable medical equipment fitter will help you select the right products for your needs. The pharmacy is open 24 hours a day, seven days a week including holidays.

Lori's Gifts is located on Floor 1 of the Main Building. Hours vary. Inquire within.

ATMs (automated teller machines) are located in the Café and on Floor 1 near glass elevator.

Greeter Services are available Monday thru Friday at the hospital main entrance, Medical Office Building (MOB) 1 and MOB 3. Assistance includes directions, providing a wheelchair, and help into and out of the vehicle.

Parking

- If visiting the hospital, use the Main Parking Structure.
- If visiting MOB 3, use the surface lot next to the MOB 3 entrance, or the Main Parking Structure.
- If visiting MOB 2, use the Main Parking Structure. Limited surface lot parking is located west of the MOB 2.
- If visiting MOB 1, park in the West Parking Structure or the surface lot in front of MOB 1.
- Handicap accessible spaces are located in the parking structures and surface lots.

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Personal information

Room number

Patient's personal number

Inpatient unit phone number

ICU Family Center phone number

Physician name

Physician phone

aurorahealthcare.org



Now part of  **ADVOCATEHEALTH**

Wayfinding Maps and Patient Visiting Information

**Aurora St. Luke's
Medical Center**

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



Now part of  **ADVOCATEHEALTH**

Key Hospital Destinations	Blg / Floor
Ambulatory Services	Main / 2
Behavioral Health Services	Main / 1
Café	North / LL
Cardiac Diagnostics	Galleria / 1
Cardiac Observation	Main / 1
Dialysis Unit	Center / 5
Emergency Department	Main / 2
GI/Pulmonary Endoscopy Services	Center / 2
Vince Lombardi Cancer Foundation Healing Garden	Garden Tower / 8
Hyperbaric Medicine	Knisely South / LL
ICU Family Center	Galleria / 3
Interfaith Prayer Room	Central Hub / 1

Lori's Gift Shop	Main / 1
Main Imaging Services	North / 1
Market Express	Skywalk / 3
Medical Education Conference Room	Medical Office Building 1 / LL
Medical Library	North / LL
Medical Records	Center / 2
Meeting Rooms A-D	North / LL
Meeting Rooms E-H	Medical Office Building 1 / LL
Meeting Rooms 1 & 2	North / 1
Neurodiagnostics	Center / 7
Nuclear Medicine	Main / 1
Neuro Rehabilitation Center	North/1
Outpatient Imaging Services	Main / 2
Outpatient Pharmacy	Central Hub / 1

Preadmission Test Center	Main / 2
Radiation Oncology	Main / LL
Same Day Interventional Services	Main / 1
Same Day Surgery	Main / 3
Speech & Pelvic Health	North / 1
Starbucks	North / 1
Stiemke Auditorium	Central Hub / 1
Urology Center	Center / 4
Vince Lombardi Cancer Clinic	Main / 1
Wound Care	Knisely South / LL

Patient Units	
C, D, E, & F Wings	North Building
G, H, J, & K Wings	Center Building
K, L, & M Wings	Knisely South Building
S & T Wings	Garden Tower
Cardiovascular ICU (CVICU)	Garden Tower / 7
Coronary ICU (CICU)	Garden Tower / 8
Medical Respiratory ICU (MRICU)	Garden Tower / 8
Neuro ICU, 1 Knisely South	Knisely South / 1
Neuro ICU, 2 Knisely South	Knisely South / 2
Surgical ICU, 3 Knisely South	Knisely South / 3

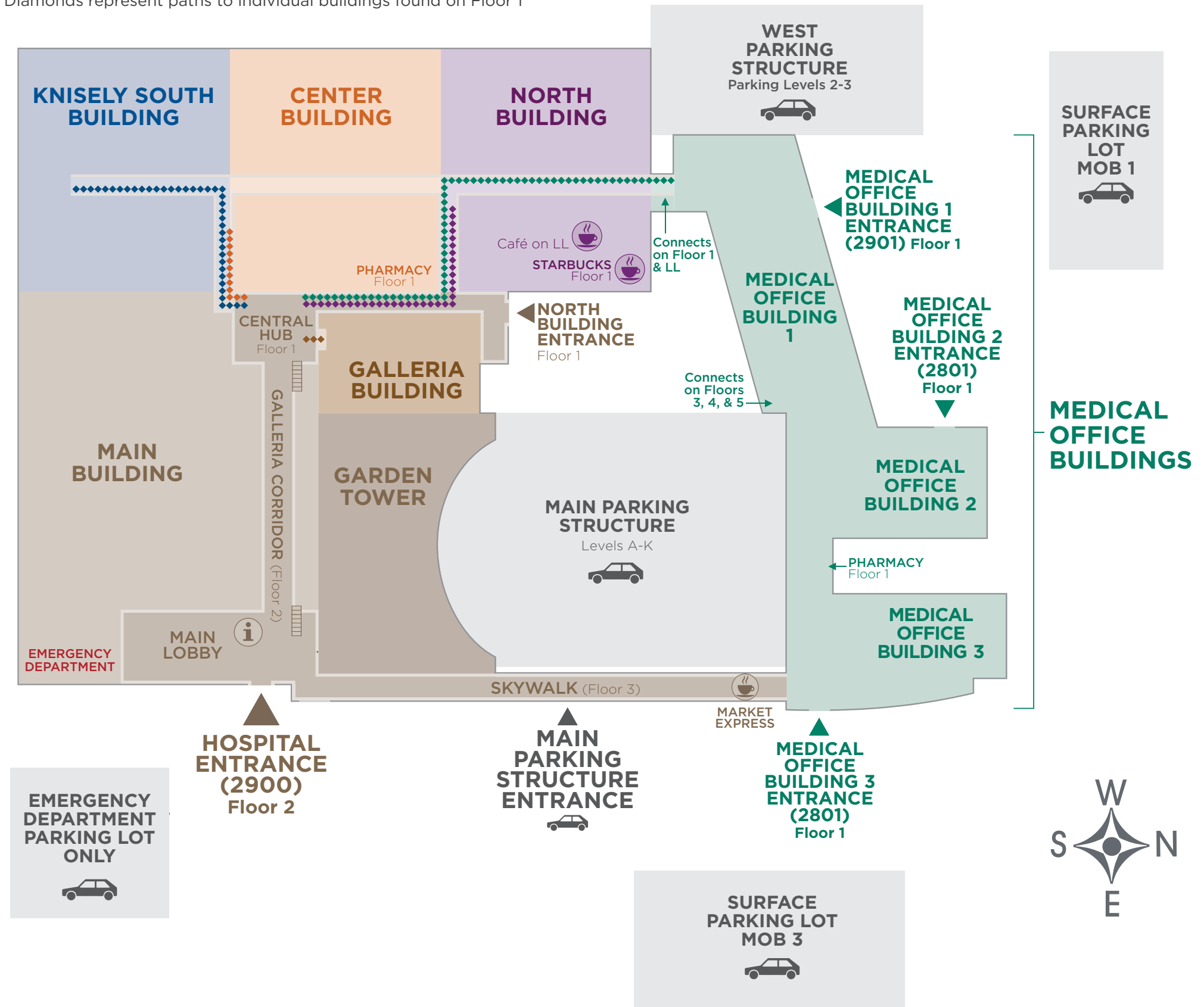
Colors are used throughout Aurora St. Luke's Medical Center to help you find your destination.







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

NOTE: Diamonds represent paths to individual buildings found on Floor 1

W. OKLAHOMA AVE.

W. KINNICKINNICK RIVER PARKWAY



 North Building Purple Diamonds/Rooms C D E F	 Medical Office Building 1 Green Diamonds	 Galleria Elevators Bronze Diamonds
 Center Building Orange Diamonds G H J K	 Knisely South Building Blue Diamonds/Rooms K L M	 Garden Tower