

VISITING YOUR FAMILY MEMBER

Visitation

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 **tobacco and smoke-free campus**.

ICU Family Center

The ICU Family Center is located on Floor 3 of the Galleria. 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 Department Entrance, will be locked between 8 p.m. and 5 a.m.

Firearms and weapons are prohibited 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 Main Entrance ways.

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. Hours are 6:30 a.m. to 7:30 p.m. and 12:30 a.m. to 3:30 a.m., seven days a week. Hot and cold entrees, sandwiches, desserts and beverages are available. Microwaves and vending machines also are accessible.

Starbucks is located on Floor 1 of the North Building. Hours are 6 a.m. to 6:30 p.m., Monday through Friday, and 6 a.m. to 2:30 p.m., Saturday and Sunday.

Vending Rooms, which are located in the basement of the Knisely South Building and on Floor 1 near the Garden Tower elevators, are open 24 hours a day, seven days a week. 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. Hours are 7 a.m. to 5 p.m., Monday through Friday. It is closed weekends and holidays.

Outpatient Pharmacy is located on Floor 1 near the North Building Entrance. 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 medication therapy, and certified durable medical equipment fitters will help you select the right products for your needs. Hours are Monday through Friday 6:45 a.m. to 9:45 p.m., weekends and holidays 8:30 a.m. to 4:30 p.m.

Lori's Gifts is located on Floor 1 of the Main Building. Hours are Monday through Friday 8 a.m. to 8 p.m., and Saturdays 9 a.m. to 8 p.m.

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

ATMs (automated teller machines) are located in the Café and on Floor 1 Central Hub.

Valet service is available at the Main Entrance for car parking from 5 a.m. to 7 p.m., the Physician Office Building East Entrance for car parking from 6 a.m. to 5 p.m. and car retrieval from 6 a.m. to 6 p.m., and the Health Science Building for car parking and retrieval from 8 a.m. to 5 p.m. Please contact Loss Prevention Services for car retrieval after hours. All valet services are available Monday through Friday.

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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

Wayfinding Maps and Patient Visiting Information

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

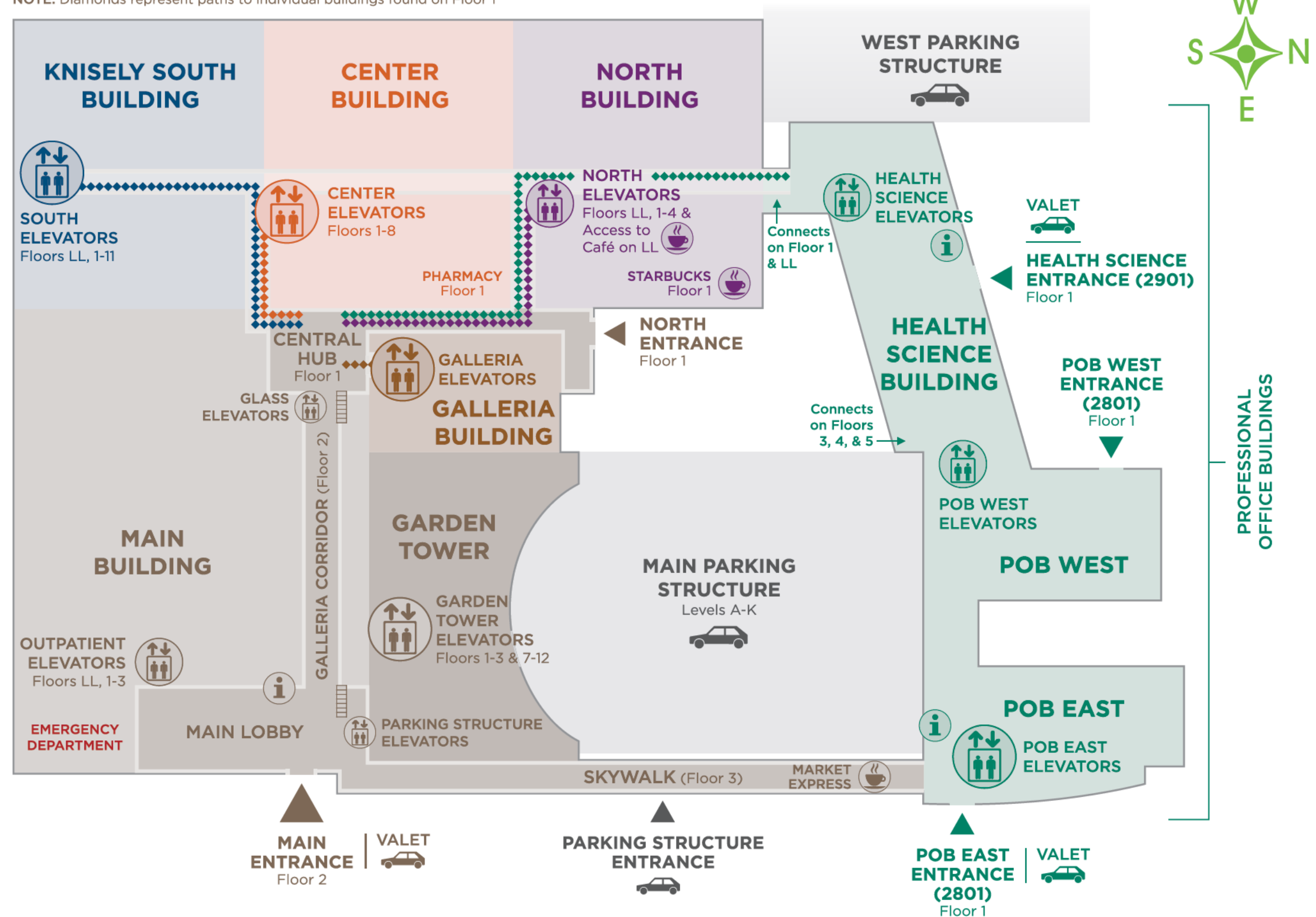
aurora.org

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

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Key Hospital Destinations	Bldg / 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
Health Science Conference Rms. 1-4	Health Science / LL
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 Rm.	Health Science / LL
Medical Library	North / LL
Medical Records	Center / 2
Meeting Rooms A-D	North / LL
Meeting Rooms E & F	North / 1
Neurodiagnostics	Center / 7
Nuclear Medicine	Main / 1
Outpatient Imaging Services	Main / 2
Outpatient Pharmacy	Central Hub / 1
Preadmission Test Center	Main / 2
Radiation Oncology	Main / LL
Regenerative Medicine Center	Main / 1
Rehabilitation Center	North / 1
Same Day Interventional Services	Main / 1
Same Day Surgery	Main / 3
Select Specialty Hospital	North / 4
Speech & Audiology	North / 1
Starbucks	North / 1
Stiemke Auditorium	Central Hub / 1
Urology Center	Center / 4
Vince Lombardi Cancer Center	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

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



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.

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

To North Building and Knisely South Building patient rooms from the Main Entrance:

1. Proceed to the end of Floor 2 to the World Map.
2. Use the stairs or the glass elevator to go down to Floor 1 Central Hub.
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 Garden Tower room wings S and T, use the Garden Tower elevators on the Floor 1 across from the gift shop, Floor 2 straight ahead from the Main Entrance, or Floor 3 across the bridge by Same-Day Surgery Waiting.

Patient information: 414-649-7062