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 allowed 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 on a leash at all times.

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 Krissel 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.

VISITING YOUR FAMILY MEMBER

Personal information

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| Patient’s personal number |

| Inpatient unit phone number |

| ICU Family Center phone number |

| Physician name |

| Physician phone |

aurorahealthcare.org

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
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