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 (DST). 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 10 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 Knively 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.

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

To North Building and Knesely 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 rooms 5 and 7, use the Garden Tower elevators on the Floor 1 across from the gift shop, Floor 2 straight ahead from the Main entrance, or Floor 2 across this bridge by Sun-Down Surgery Waiting.

Patient information: 414-649-7062