

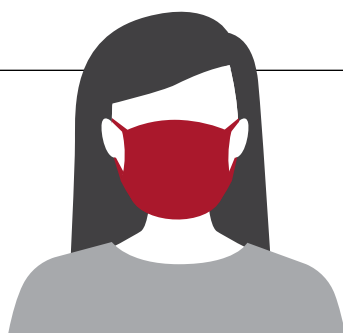
Welcome

We understand there may be many different reasons you are here. Regardless of why you're in the hospital, we want you to know that caring for you in a compassionate and safe way is our top priority.

During your hospital stay it's likely that many different members of our team will stop in and care for you. We are the teaching hospital for the University of Nebraska Medical Center (UNMC). For you, this means your care will be managed by the very best, most knowledgeable doctors. If you're not sure who someone is or their role in your care, take a look at the scrub color chart on the inside page. The color of our team's scrubs should help you identify who is a nurse or who is a nursing assistant, for example.

Please don't hesitate to ask someone who they are or what their role is. We want you to feel comfortable asking questions. We hope you find the information inside this patient information guide helpful.

We want this to be a safe place for everyone.



For your safety and ours, please wear a mask if you are experiencing symptoms of COVID-19. Masks are strongly encouraged for cancer and transplant patients, and those visiting or escorting these patients.

Masks are required in the following situations:

- Any person in the room of a patient with some infectious health conditions, indicated by room signage
- People with symptoms of respiratory illness
- When requested by patients or family members of patients

Thank you for helping us keep everyone healthy and safe.



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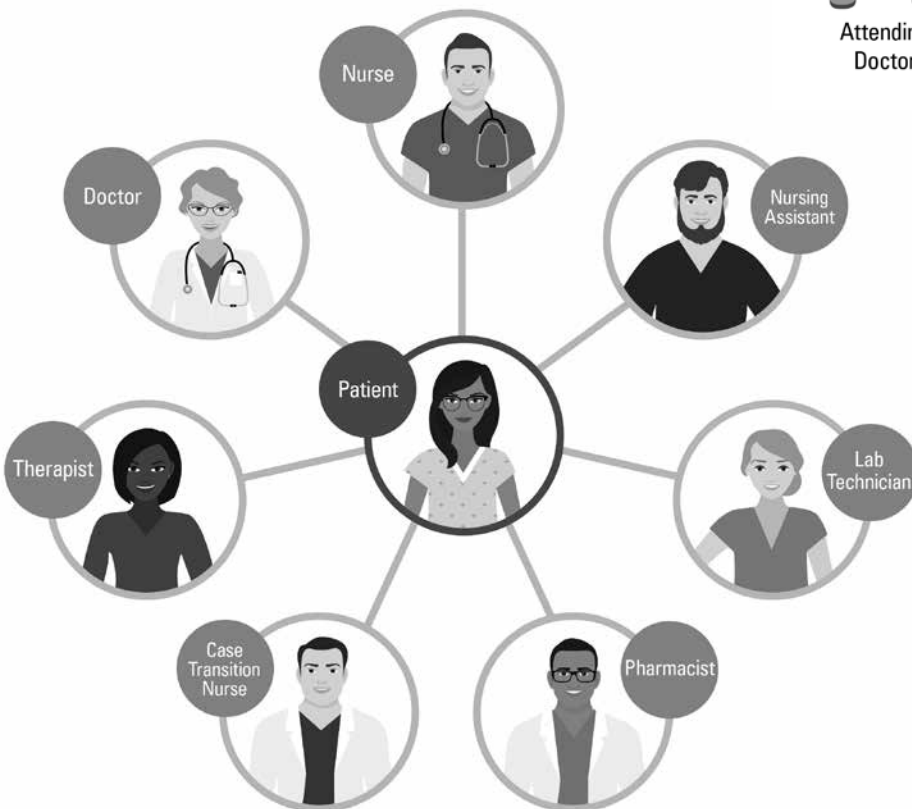
GETTING THE MOST OUT OF YOUR NURSING CARE

Our nursing staff will check in on you regularly throughout the day and night. These frequent visits are the perfect time for us to help you get all of your needs met – big and small. Please use this time to think about anything you might need. It will make it a lot easier for us to provide you with great care. However, if you forget something and it can't wait until the next visit, we are never more than a push of the call button away.

GETTING THE MOST FROM YOUR HEALTH CARE TEAMS

Depending on the complexity of your care, you could have a large health care team following you. It can be a challenge to keep up with everyone entering your room, but patients find these explanations and simple tips very handy.

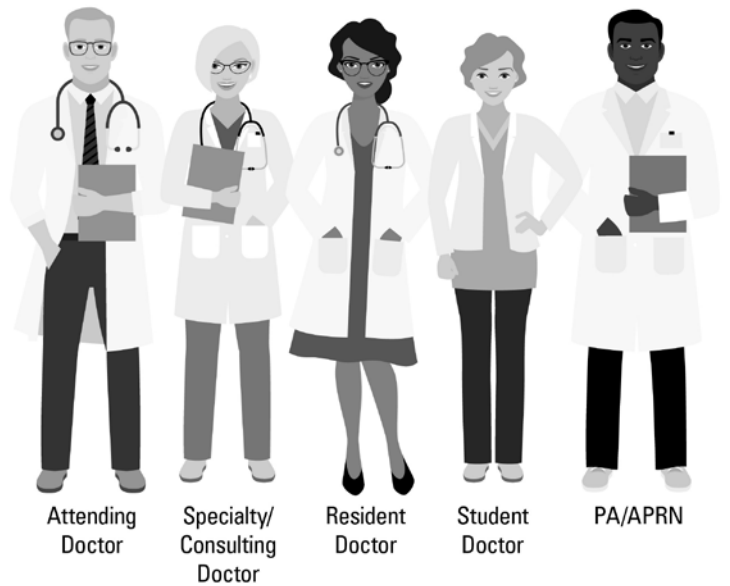
PATIENT-CENTERED CARE



WHO WE ARE

- Every patient has a primary doctor, also called an “attending.” This doctor is responsible for the coordination of your care and maintaining the overall care plan
- You may also have specialized doctors that are “consultants.” They are asked by your primary doctor to look at your care from another perspective
- For every health care team involved, there may also be students who visit with you. They will identify themselves as students. Thank you for partnering with us in their education

HEALTH CARE TEAM



Attending Doctor Specialty/Consulting Doctor Resident Doctor Student Doctor PA/APRN

Attending

A doctor who is leading your care and trains medical residents and students.

Specialist/Consultant

A doctor who is an expert in a certain field.

Resident

A doctor who has finished medical school and is in training.

Student

A student in medical school to become a doctor.

PA/APRN

Providers do many things a doctor does, like make recommendations about your care and prescribe medication.

HOW YOU CAN HELP

You may hear different ideas from different specialists concerning your health plan. This is an important part of the diagnostic process and means we are considering your care from every angle. If the messages from one doctor seem to be at odds with another doctor, ask your primary doctor about it. They are communicating with all of the consultants and can help you understand the bigger picture of your care plan.

WHAT SHOULD I DO IF I DON'T UNDERSTAND WHAT MY CARE TEAM IS TELLING ME?

The simple answer is – ask us. We try not to use medical terms as much as possible but sometimes it slips out. You will feel much better about your care if you understand. Please help us explain your care better by pointing out words or explanations you don't understand.

PATIENT RIGHTS AND RESPONSIBILITIES

Your Rights

As a patient, you should expect to receive the following:

RESPECT

You should expect to be given the correct treatment for your problem by competent staff. They will honor your values and beliefs while you are being cared for. You can expect to be free of any type of abuse or exploitation while in the hospital.

EQUAL CONSIDERATION

Available and medically appropriate patient care and treatment services are offered to patients solely on the basis of medical condition, without differentiation or consideration of race, age, gender, disability, national origin, religion, sexual orientation or gender identity.

PRIVACY AND CONFIDENTIALITY

All information about you will be kept confidential, including the privacy of your health information. The Notice of Privacy Practices explains how your health information may be used.

INFORMATION ABOUT YOUR TREATMENT

Your health care team will tell you:

- Why you do not feel well
- How the treatment can help you and possible side effects
- Other treatments available and how they work
- What you can do to help yourself feel better
- How you can be part of your care
- What your health could be in the future
- How long it will take to get better
- What could happen after treatment
- If your care is part of a research program so you can decide if you want to take part or not

- We need to be able to talk and understand one another. Let us know if you need a language interpreter, sign language interpreter or assistive hearing device

WE SUPPORT YOUR RIGHT TO TAKE PART IN DECISIONS ABOUT YOUR CARE

- You have the right to freely choose a provider of your choice who is qualified to provide the service or services needed and can see you at Nebraska Medicine
- You will be told all about your illness and treatment before you agree to it. Other possible treatments will be discussed. This will be done before you give your approval
- You may refuse any treatment, test or procedure. We agree to tell you what could happen if it is not done. It is your choice
- You can choose whether to be involved in research
- If you are a minor, the person legally responsible for you will take part in all treatment decisions
- When you are unable to take part in your care decisions, we will go to your next of kin or the person you identified to make decisions for you. That person will be given the same rights as you would
- Emergency situations may not allow you to take part in care decisions. When life saving treatment is needed, your physician will decide or follow your advance directive if available
- You have the right to receive help when making difficult decisions. Call the operator (dial 0) to ask for an ethics consultant
- You have a right to be free from restraints that are not medically necessary
- For public health and safety, hospitals are required to provide information regarding communicable disease to federal and local agencies

ADVANCE DIRECTIVES

You can state in writing your health care choices or have someone designated to make choices for you. This is called an advance directive. It is the policy of the hospital to honor your preferences regarding medically indicated treatments within the limits of the law and the hospital's capabilities. If you are interested in making an advance directive or want additional information, please ask your nurse or contact our Social Work Department at 402.559.4420.

PAIN MANAGEMENT

Pain management is an important part of your treatment. You and your caregivers will set a goal for pain management. We want you to be as comfortable as possible.

MEETING YOUR NEEDS

It is important you receive the right care for your condition. We will tell you if the hospital cannot provide you with that care. We will help you find and transfer to another facility that can help you.

REPORTING COMPLAINTS OR SAFETY CONCERNS

You have the right to make complaints when you are not happy with the care you receive. We encourage you to partner with your care team to answer any questions or concerns. This will ensure you have the best possible experience. You may also contact the Patient Relations office directly for additional assistance. If at any time, you believe that any of the rights afforded to you have not been fulfilled, contact Patient Relations at 402.559.8158. Sharing a concern will not affect your access to care now or in the future.

You have the right to make an additional complaint if further help is needed. The groups below will hear your concerns.

Patient Relations

402.559.8158

Department of Health and Human Services

402.471.0316

Livanta

888.755.5580

The Joint Commission**Online:**

jointcommission.org, select "Contact Us," then "Report a Patient Safety Event"

Fax:

630.792.5636

Mail:

The Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

ACCESS TO YOUR HEALTH INFORMATION

You have the right to review your health record and your hospital bill. You can have this information explained to you if needed. We would be happy to answer any questions you may have.

NONDISCRIMINATION

Nebraska Medicine complies with applicable federal civil rights laws and does not discriminate on the basis of race, age, gender, disability, national origin, religion, sexual orientation or gender identity.

If you speak Spanish or Vietnamese, language assistance services, free of charge, are available to you by calling

402.559.2010 or 402.559.2496. We offer interpretive services in all languages. See page 16 for more information.

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 402.559.2010 / 402.559.8697.

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 402.559.2010 / 402.559.8697.

Your Responsibilities**PROVIDE COMPLETE HEALTH INFORMATION**

The hospital staff needs to know your health history to care for you. It is important you give exact facts about your current health. We also need to know your complete past health history. This would include how you currently feel. What illnesses have you had? Have you been in any hospitals before and for what? What medications do you take? What do we need to know to take better care of you?

UNDERSTAND YOUR TREATMENT PLAN

It is important for you to know your treatment plan. It should be clear as to why you are receiving this care. It is your responsibility to speak with your caregivers if you have any questions.

KNOWING YOUR CARE BEFORE MAKING DECISIONS

You are responsible for the decisions you make about your care. We want you to have as many facts about your condition and care before you decide on your treatment. Be sure to tell your doctor if you are unable to go through with the treatment plan.

You may be asked to agree in writing to certain tests, procedures or surgery. Ask as many questions as you need. It is important to know what you are agreeing to before signing each form.

MAKE SURE YOUR HOSPITAL BILLS ARE PAID

It is your responsibility to give us current insurance information. We will bill insurance first. You are responsible for paying any remaining balance in a timely manner.

REPORT CHANGES

Tell your doctor about any changes in your health.

RESPECT OTHERS

During your hospital stay, you have a right to privacy, as do all of our patients. We ask that you and your visitors be respectful to other patients and our staff. Noise levels should not disturb other patients. **No personal recordings or photographs of anyone are allowed without consent.**

HOSPITAL POLICIES AND RULES

Patients have the right to know the hospital policies and rules. It is the patient's and visitor's responsibility to follow the rules. If you have any questions about our policies, please ask our staff. General guidelines can be found inside this guide.

YOUR HEALTH RECORDS

One Chart

One Chart | *Patient*

We use an electronic health record (EHR) we call One Chart. It allows us to keep all of your health information in your personal medical record, allowing for your health care team to coordinate your care. We take careful measures to ensure this information is kept secure and private.

You can access parts of your medical record at any time using One Chart | Patient. It's an easy tool to use on your computer, tablet or your smart phone. One Chart | Patient is a convenient way to:

- Ask your health care team questions
- Schedule appointments
- Pay your bill and sign up for paperless billing

Information on how to set up an account is provided in your After Visit Summary (or your discharge paperwork). If you have questions, call 402.559.0700 or email onechartpatient@nebraskamed.com.

NEBRASKA MEDICINE APP

Nebraska Medicine offers an app for iOS and Android mobile devices that makes it easy to manage your health care on the go. Take advantage of the seamless scheduling, telehealth services and messaging.

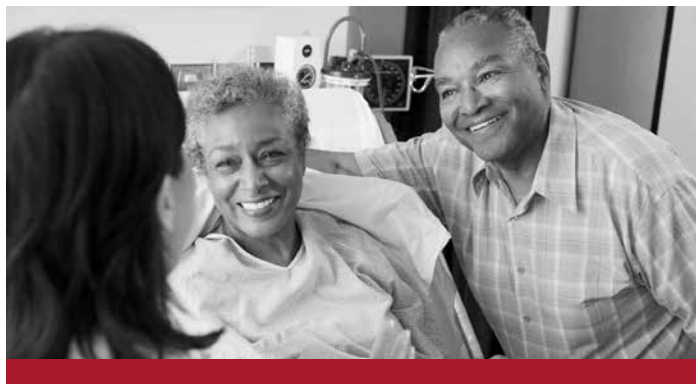
Download the Nebraska Medicine app at NebraskaMed.com/App.

ELECTRONIC HEALTH INFORMATION EXCHANGE

At the time of registration, you will be informed about our use of electronic health information exchanges (HIEs). HIE is an internet-based, health information exchange. Health care providers and health insurers from across the country and the world may share and use your information, as permitted by law.

Benefits of participation may include:

- Your doctor(s) can quickly find health information about you, such as your lab and X-ray results, from providers who have treated you in the past



- Your doctor, hospital or pharmacy can quickly verify your insurance coverage
- Your health insurer can electronically obtain health information needed to process your claim

Participation in HIE is voluntary. Patients concerned about sharing their health information in this way can choose to opt out of HIE. If you opt out, your decision applies only to our sharing your information through HIE and does not prevent us from requesting your health information from other health care institutions where you have previously received care. To opt out, contact Patient Registration at 402.552.3251.

YOUR HOSPITAL STAY

During Your Stay

While you are here, we want you to feel safe and confident with the care and services you receive. Each shift, a nurse will be assigned to you. They will guide and provide your care. Your nurse will complete your assessment, administer your medications, review your doctor's orders with you and answer your questions. They will also discuss your treatment plan for the day with you. Your nurse may use a smartphone to communicate with other medical staff. The smartphone allows for texting capabilities to reduce interruptions.

You may also have a nursing assistant assigned to you each shift. Their role is to assist the nurse with taking vital signs, bathing, toileting, helping you in and out of bed and walking with you. A member of our team will check on you frequently.

During your stay, you may have a number of tests and/or procedures performed. We are here to help you and keep you informed. Before any procedure, you should understand the purpose, any risks, discomforts and the expected benefits of the procedure.

You will likely receive medications and fluids during your hospital stay. These may be given through an intravenous (IV) line or orally. You will be given information about the medications you are taking, what the medication is for and what the side effects might be.

PREVENTING FALLS

Your safety is very important to us. Here are some ways you can help prevent a fall during your hospital stay:

- Keep the things you use often within reach
- Learn how to turn the light on and off from your bed. Also, ask how to use the bed control
- Don't get up on your own, even to use the bathroom. Call someone to help
- Sit up slowly and with help
- Wear non-skid, well-fitting footwear when walking
- Don't try to move IV poles or other equipment on your own
- Use your walking aid as instructed by the staff. Be sure to use handrails in bathrooms or in hallways
- The staff may use a gait belt to support you as you walk together
- With the nurse present, practice using the call button before you really need it. Keep it within reach. And don't be afraid to use it

Serious injury can result from falling in the bathroom. Staff may be required to supervise you while bathing or toileting.

MEDICATION AND PATIENT SAFETY

Whether you are in the hospital or at home, your medical and personal safety is a priority to us. We have many procedures and practices in place to ensure your safety. Steps you can take to be an active participant in your care are listed below.

- Write down the name, strength, dose and directions for the medications you take and why you take them. To help prepare for your discharge, educate yourself during your stay and ask questions about any new medications, including the reason for taking the medication and side effects
- Educate yourself about your diagnosis, the medical tests you are undergoing and your treatment plan
- Communicate if you have questions or concerns
- Ask about the care you are receiving
- Remember to participate in all decisions about your treatment. You are the center of the health care team
- Enlist a trusted family member or friend to be your advocate
- We use several different procedures to help ensure the five rights of medication safety are protected: right patient, right medication, right dose, right time and right route
- Before a clinician gives medication, they will scan the bar code on your wristband and scan the medication package to ensure the correct medication is given
- We take multiple steps to ensure the medication you receive is correctly and safely administered

ANTIBIOTIC USE DURING YOUR STAY

Antibiotics are medicines used to treat infections caused by bacteria. During your stay, you may be started on one or more antibiotics. To make sure these medicines are right for you, your care team will perform some testing. Your medicines may be changed or stopped based on the results of these tests. We take using antibiotics seriously. Using antibiotics when they are not needed can be harmful. Our goal is to give you the best treatment and use antibiotics wisely.

Your pain control is one of our top priorities.

While we want you to be as comfortable as possible, we may not be able to make you 100 percent pain free. In fact, attempting to make you pain free by using a lot of pain medicine could have harmful effects on your body.

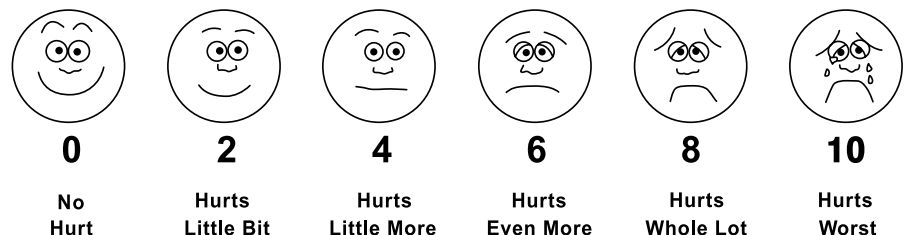
By working together with your health care team, we will reduce the pain as much as possible. A pain scale is used to help you rate your pain. Using this scale below, you will be asked to set your pain management goal. This goal should be set at the amount of pain you can tolerate without preventing you from functioning and doing what you need to do to get better and promote healing. This means your pain needs to be reduced to a level that allows you to get out of bed, work with therapy and take deep breaths.

Pain is often easier to manage right after it starts. Let us know as soon as your pain starts or returns. Pain medication may be ordered to be given at scheduled intervals or as needed. Your nurse will work with you to create a pain-management plan.

Significant pain relief can be achieved using nonmedical alternatives. For example:

- Heat/cold
- Meditation
- Music
- Deep breathing

Wong-Baker FACES® Pain Rating Scale



www.wongbakerFACES.org

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Your nurse can help you find nonmedical alternatives that work for you. If you should start to experience pain that is suddenly different from what you have been experiencing (for example, your pain becomes unbearable), call your nurse immediately.

MOST IMPORTANTLY, if you have questions or concerns, do not hesitate to ask your doctor, nurse or another care team member for help at any time.

Planning for Your Discharge

As part of your health care team, it is our goal to make your discharge from the hospital as efficient as possible for you and your family.

WHILE YOU ARE IN THE HOSPITAL:

- Ask questions about what you will need to know to take care of yourself, an infant, child or family member at home
- Choose your provider of services for post-hospitalization needs. You may be provided with a list from which to choose a provider
- If a family member is going to help you at home, ask that person to come to the hospital so the nurses can show him or her what to do
- Tell your nurse about any special things you might need at home to take care of yourself, infant, child or family member
- Learn about your medications. Understand what your medications are for and any possible side effects. If you have any questions about the medicines ordered for you, ask for the unit pharmacist

The day before you go home:

- After discussions with your care team, make transportation arrangements for the day of your discharge. Tell your nurse what arrangements have been made
- Ask questions you or your family might still have about taking care of yourself, an infant, child or family member at home
- Ask your family or a friend to start taking some of your personal items home such as extra clothes, flowers and cards. This will give you less to worry about on the day you go home
- Discuss with the physician or nurse what you will need for home care, such as medications, equipment or supplies so that prescriptions can be written for items you will need at home

Your discharge:

- Your doctor and/or nurse will remind you how to take care of yourself, an infant, child or family member at home
- You will receive an appointment time or will be given information about making an appointment to come back to see your doctor
- Hospital staff will take you to the main entrance when your transportation arrives
- If you are given any prescriptions upon discharge, they can be filled at the pharmacy of your choice

Meds to Beds Prescription Delivery

The outpatient pharmacy will deliver new medications to your room before you leave the hospital, as your insurance allows. The outpatient pharmacy works with your medical team to ensure all insurance prior authorizations and high-dollar copays are addressed before you leave the hospital and will also see if you qualify for other manufacturer assistance programs.

Delivery service is available Monday through Friday from 8 a.m. to 7:30 p.m.; and weekends and holidays from 9 a.m. to 3 p.m. For your convenience, pharmacy charges can be paid by debit or credit card at the time of delivery.

After you get home:

- You will be sent home with a discharge instruction sheet (After Visit Summary). Your nurse will go over this with you to make sure you and your family understand what you can and cannot do when you are home
- You may be sent home with a medication list. This list will include medications you were taking prior to your hospitalization and should continue taking, as well as any new medications that have been prescribed for you. We will send information sheets home with you about any new medications you may be taking (for example, antibiotics, pain medication, etc.)
- If you were given a number to call to make an appointment, call as soon as you can
- You will also receive a phone call and/or a satisfaction survey after your discharge to provide an opportunity to ask questions or give feedback
- Allow yourself time to heal and recover. It is normal to experience some discomfort during the healing process. If, however, you should feel pain that is different or becomes more severe as compared to that in the hospital, please call your doctor's office



YOUR ACCOMMODATIONS

While all of our rooms are designed to be private rooms, situations could arise where you may have a roommate. Personal requests for private rooms can be made and will be accommodated based on availability. As most insurance policies do not pay for patient requested private rooms, you are responsible for the difference in cost. Check with your insurance carrier if you are unsure.

Telephone Services

To place a call from inside your room, follow these instructions:

HOSPITAL DEPARTMENT OR CAMPUS NUMBER

Dial the 10-digit telephone number. For example, 402.559.4000.

LOCAL CALLS

Dial *9. At the dial tone, dial the local number with the area code.

LONG-DISTANCE CALLS

Dial *90 and the operator will help you.

Note: You are not charged for local phone calls. Collect calls cannot be accepted at the hospital.

Room Service

402.552.3663

Food and Nutrition Services

“IN-ROOM DINING” ROOM SERVICE

You may select your meals from our “In-Room Dining” room service menu. Breakfast, lunch and dinner are offered daily. Your nurse will provide you with a menu and an estimated schedule for meal deliveries.

Place your order by dialing **402.552.3663** by the following times:

Tomorrow’s breakfast: order by 7 p.m.

Lunch: order by 9 a.m.

Dinner: order by 3 p.m.

If you have a prescribed diet but were unable to order directly, a diet compliant meal will be delivered.

Please note meal choices may be restricted by dietary guidelines established by your physician. Diet-specific menus are available by request to help with your menu selections. Call 402.552.3663 or your care team to request this menu.

GUEST DINING

Vending machines with assorted beverages, candies and snacks are located in various locations throughout the hospital.

NEBRASKA CAFÉ**University Tower, level three**

Monday through Friday, 6:30 a.m. to 2 p.m.

Closed weekends.

Cafeteria featuring soup/salad bar, hot entrees, grill station, pizza and grab-and-go menu items, bottled beverages, fountain drinks, hot coffee and tea.

Hand Crafted

Monday through Friday, 6:30 a.m. to 2 p.m.

Hand Crafted offers a variety of premade specialty sandwiches to provide guests with fast speed of service. Guests can also place orders for a customized sandwich.

Mein Bowl

Monday through Friday, 11 a.m. to 2 p.m.

Asian entrees served with rice or noodles.

Hissho Sushi

Monday through Friday, 11 a.m. to 2 p.m.

Freshly made wide assortment of take-out sushi.

CLARKSON CAFÉ**Clarkson Tower, level one**

Monday through Friday, 6:30 a.m. to 8 p.m.

Cafeteria featuring soup/salad bar, hot entrees, grill station, pizza and grab-and-go menu items, bottled beverages, fountain drinks, hot coffee and tea. Beverages, snacks and grab-and-go menu items available 24 hours.

Subway

Open 24 hours

Subway® has a wide variety of subs, salads and sides to choose from. Every one of our subs is made fresh in front of you, exactly the way you want it!

Quick Fire Grille

Monday through Saturday, 6:30 a.m. to 5 p.m.

Freshly made burgers, fries, steak sandwiches, gyros, chardogs and chicken strips.

CROSSROADS CONVENIENCE STORE**University Tower, level three**

Monday through Friday, 6 a.m. to 9 p.m.

Weekends and holidays, 1 to 9 p.m.

Assorted bottled beverages, hot coffee and tea, snacks, soups, sandwiches, ice cream bars and sundries are available.

CAFÉ**Fred & Pamela Buffett Cancer Center, ground level**

Monday through Friday, 7 a.m. to 2 p.m.

Breakfast selections include hot entrees and grab-and-go items. Lunch offerings included rotating, seasonal entrees and action stations.

THE RESTAURANT**Fred & Pamela Buffett Cancer Center, ground level**

Monday through Friday, 10 a.m. to 2 p.m.; takeout service only

COFFEE SHOPS**Storz Coffee Shop****Clarkson Tower, level one**

Monday through Friday, 6:30 a.m. to 10 a.m.

We proudly serve a wide selection of Starbucks coffee, tea, latte, espresso, Frappuccino® blended beverages, bottled beverages, breakfast and snack items.

Coffee Shop**Fred & Pamela Buffett Cancer Center, ground level**

Monday through Friday, 6:30 to 10 a.m.

We proudly serve Starbucks coffees, teas, lattes, espresso drinks, specialty beverages, pastries and sandwiches.

Starbucks**Durham Outpatient Center, level one**

Monday through Friday, 6 a.m. to 8 p.m.

Weekends, 7 a.m. to 2 p.m.

We proudly serve Starbucks coffees, teas, lattes, espresso drinks, specialty beverages, pastries and sandwiches.



HOSPITAL RESOURCES

Spiritual Care

Through the Spiritual Care Department, staff chaplains and volunteers from a variety of faith traditions are available to offer spiritual and emotional support to patients and families 24 hours a day, seven days a week. Or if you prefer, we will assist you in contacting representatives of your own faith community. We can be reached by calling our office at 402.552.3219 or through the hospital operator. Any of the hospital staff can also help you contact us. Please feel free to call anytime.

The Spiritual Care office is located on level one of Clarkson Tower, room 1874. St. Luke's Chapel is located on level one of Clarkson Tower near the main entrance and is open 24 hours a day for prayer and contemplation. A variety of worship services are offered in St. Luke's Chapel. Please call our office for a current schedule of services.

An Interfaith Prayer Space is located on level one of University Tower in room 1469. Patients, visitors and staff members of any faith can use the room 24 hours a day for prayer or reflection.

Social Work

Illness can cause major changes in your life and the lives of your family members. Our social workers are trained to help you and your family to adjust to such changes, which may be emotional, physical, social or financial. Social workers also assist in making plans for after your discharge from the hospital, which includes placement to nursing facilities, home health services or meals to be delivered at home. They can also assist with completing your advance directive.

Social work services are available to all patients and families at no charge. If you would like to talk with a social worker, ask your nurse to call 402.559.4420.

Spiritual Care
402.552.3219

Volunteer Services
402.559.4197

Social Work
402.559.4420

Care Transitions Nurse

Patients who are admitted to the hospital often receive complex and highly technical care. Care transitions nurses screen every patient admitted to the hospital to assist in coordinating care for patients who will have needs after discharge.

Care transitions nurses will then work collaboratively with physicians and other professionals (Dietary, Occupational Therapy, Physical Therapy, Respiratory Therapy and Social Work) to ensure any complex needs are addressed and planned prior to dismissal or transfer to a skilled health care facility. In addition, they will identify patient educational needs and ensure follow-up appointments are made with your primary physician.

Volunteer Services

Our dedicated volunteer team, a diverse group of individuals who generously share their time and talents, contributes to the outstanding patient experience that is the cornerstone of our health care facility. Our volunteers can be identified by their dark green jackets or polo shirts and volunteer name tags. For more information about these services, please call Volunteer Services at 402.559.4197 or email volunteering@nebraskamed.com.

Healing Arts Program

We believe the arts can create a compassionate, supportive and inspirational environment for our patients, their families and staff. Through artistic and aesthetic experiences, the Nebraska Medicine/UNMC Healing Arts Program recognizes the arts are intrinsic to wellness and healing. To learn more about our program, visit NebraskaMed.com/Healingarts. Email healingarts@unmc.edu to be added to our mailing list.



CHIHULY SANCTUARY

Located on level four of the Fred & Pamela Buffett Cancer Center

The Chihuly Sanctuary is the cornerstone of the Healing Arts Program. It is the culmination of Dale Chihuly's 50 years of experiments in light, space and form. The building's design is inspired by the free-flowing, organic form of Chihuly's popular Macchia series, and it showcases 10 site-specific art installations created to give patients, their families and care providers a beautiful environment in which to find respite.



JUN KANEKO

SEARCH, 2017

Located in the northwest roundabout outside the Fred & Pamela Buffett Cancer Center

SEARCH endeavors to bring positive energy, inspiration and hope to people who come here; to enlighten the experience of professionals, patients and loved ones; and to carry their thoughts up towards the future and hope.

– *Jun Kaneko*



ART GALLERY

Located on level one, Fred & Pamela Buffett Cancer Center

The art gallery features two exhibitions each year, showcasing national and local artists. The gallery enriches, inspires and enlivens our patients, visitors, employees and community. The intention is to exhibit work that is of the highest artistic quality and reflects a rich diversity of media, creators, cultures and perspectives. Exhibitions support the healing environment of the hospital by providing guests with inspiring images, enhancing the compassionate care that Nebraska Medicine provides.

FOR YOUR SAFETY AND SECURITY

Personal Belongings

We encourage you to send all nonessential belongings home. Any valuables should be checked in with security at the time of your admission. Nebraska Medicine assumes responsibility for these items only when they are properly deposited in the hospital Security office safe. You are responsible for these items if they remain in your room. This service is available 24 hours a day, seven days a week. Public Safety can be reached at 402.559.5111. Any outside medical equipment must be approved prior to use.

Smoking Policy

The health and welfare of our patients is our primary concern. To ensure a safe and healing environment, Nebraska Medicine is smoke-free and tobacco-free. Smoking, electronic cigarettes and other use of tobacco are not permitted on Nebraska Medicine property. Your doctor can provide information about the use of alternative therapies, medications, nicotine patches and counseling.



**PROUD TO BE
SMOKE-FREE**

Public Safety

402.559.5111

Hand Hygiene

Good hand hygiene is the single most effective method of preventing the spread of germs. Germs can cause infections. Each patient and visitor plays an important role in preventing the spread of germs. Working together, we can prevent the spread of infection.

You can help prevent the spread of infection by:

- Washing your hands after toileting and when hands are soiled
- Using hand sanitizer or washing hands before eating
- Asking visitors and staff to clean their hands before and after time spent in your room
- Telling visitors not to visit you if they are ill (cold, flu, gastroenteritis, etc.)
- Covering your cough or sneeze with a tissue then perform hand hygiene
- Bathing or showering daily with chlorohexidine solution while you are in the hospital
- Your nurse can provide information on hand hygiene and chlorhexidine bathing upon request

Isolation or Transmission-Based Precautions

Your health care provider may tell you that you need isolation precautions. Isolation precautions are used to decrease the risk of spreading an illness or resistant germ to others. Your health care team may wear gowns, gloves, masks and/or eye protection while caring for you. If isolation precautions are used, you should not leave your hospital room unless there is a medical reason and you have been given instructions. It is important to follow the isolation precautions as explained by your health care provider. Everyone should wash their hands before entering and leaving the room. Information on your specific type of isolation is available upon request.

FOR YOUR FAMILY AND FRIENDS

Visiting Information

Patients have the right, subject to their consent, to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner) and other family members or friends. Patients also have the right to withdraw or deny such consent at any time.

Visits from family and friends are important to the health and recovery of our patients. Nebraska Medicine defines the term “family” as anyone who plays a significant role in a patient’s life. We understand this may include someone who is not legally related to the patient. Nebraska Medicine also considers issues such as adequate rest, privacy, security, infection control and confidentiality important to any hospitalization. Child visitation is welcomed when appropriate. Children must be accompanied by an adult at all times. Children are not allowed to stay overnight. Our goal is to create a calm, quiet and healing environment. Each unit has designated quiet hours. Ask your nurse what those hours are. Headphones and earplugs are available upon request. If you have a concern about the noise level in your area, please contact a member of your care team.

VISITOR POLICY:

- Those wanting to visit patients with COVID-19, or those suspected of having COVID-19, must wear personal protective equipment
- **Visitor hours are 6 a.m. to 8:30 p.m., seven days a week**
- **Visitors and escorts will be asked to leave if our guidelines aren’t followed**

Visitor Guidelines

- Follow the masking guidelines in the patient's care area
- Do not eat or drink in patient rooms or waiting areas
- Wash your hands before entering and upon leaving patient rooms



Silent Hospitals Help Healing

- Stay in the patient's room during the entire visit
- Keep visits short. Be sensitive to patient discomfort and the need for rest
- Visitors may be asked to leave in order to honor the patient’s privacy, provide medical care or to ensure safety
- Persons with infectious illnesses are asked not to visit. If you are not sure if you have a contagious condition, please speak with the nursing staff. Visitation may be restricted during outbreaks of infectious illnesses
- For the health and safety of our patients, visitors may be asked to provide information on recent vaccines
- Leave the building after your visit. Do not walk the hallways or stay in waiting areas

Visitor guidelines may vary unit to unit.

VISITOR HOUR EXCEPTIONS

- Pediatric patients may have two healthy visitors at all times
- Labor and delivery patients may have two healthy visitors at all times

Parking

Visitors are encouraged to self park to better accommodate patients who need valet parking assistance. Parking is available in the following visitor/patient parking areas:

CLARKSON TOWER

Near the main entrance to the hospital at 42nd Street and Dewey Avenue.

DURHAM OUTPATIENT CENTER/UNIVERSITY TOWER/ FRED & PAMELA BUFFETT CANCER CENTER

Parking is available in the parking structure connected to the Durham Outpatient Center, also known as Green parking, near 45th and Emile streets. Take the elevator to level one to enter the main lobby.

Valet parking is available for patients at the entrances of the Durham Outpatient Center and Clarkson Tower Monday through Friday, 7:30 a.m. to 5 p.m. Services are available at the Fred & Pamela Buffet Cancer Center 6:30 a.m. to 5 p.m.

You can call Public Safety for an escort to your car at 402.559.5111.

Disabled Visitor Accessibility

Physically disabled visitors are provided parking and barrier-free access to all areas in the hospital. Restrooms designed to accommodate physically disabled persons are located at various locations in the hospital.

SPECIAL SERVICES

Mail Delivery

Your mail will be delivered Monday through Friday by volunteers.

Mail should be addressed as follows:

(Patient Name)
Patient Mail
Hospital Room #
P.O. Box 6159
Omaha, NE 68106-0159

Mail received after your discharge will be forwarded to your home unless you notify the Volunteer Services Department of another location to which you wish to have it sent.

Well Wishers Program

Friends and family can send their thoughts to our patients with an ecard through our Well Wishers program. On the home page of our website, NebraskaMed.com, the public can click "Patients and Visitors" located at the top of the webpage. Then choose "Visiting or Contacting a Patient," then "send a free electronic card." After typing a message and sending it, our team of volunteers will print the card in color and deliver it to the patient Monday to Friday. There is no charge for this service.

ATMs

ATMs are located on University Tower, level two near CornerStone Gifts and on level three near the Nebraska Café exit. At Clarkson Tower, ATMs are located on level one near the gift shop and outside Clarkson Café. There is also an ATM located on the ground level of the Fred & Pamela Buffett Cancer Center.

Fitness Facilities

Patients and family members who are staying at Nebraska House or Ronald McDonald House may use the UNMC Center for Healthy Living at 39th and Jones streets and the modest fitness center inside the Lied Transplant Center. For more information on how to use these facilities, contact Guest Services at 402.559.5599.

Postage Stamps

Postage stamps may be purchased at CornerStone Gifts or the Clarkson Gift Shop.



CornerStone Gifts
402.559.4198

Clarkson Gift Shop
402.552.3290

Flowers and Balloons

Live or dried flowers are not allowed in some patient care areas of the hospital. The nursing staff and the gift shop staff can help you make appropriate selections. While mylar balloons are acceptable, latex balloons are prohibited because of the potential hazards they pose for our patients, care providers and guests.

Gift Shops

CORNERSTONE GIFTS

CornerStone Gifts, located on level two of Durham Outpatient Center, offers a variety of greeting cards, candy, fresh flowers, unique gifts, jewelry, apparel, handbags, baby items, toys and mylar balloons. Store hours are from 9 a.m. to 4 p.m., Monday through Friday; closed weekends and holidays. Call 402.559.4198 to arrange for floral and gift delivery. Most major credit cards are accepted.

CLARKSON GIFT SHOP

Clarkson Gift Shop, located on level one near the Clarkson Tower main entrance, is open Monday through Friday, 9 a.m. to 4 p.m.; closed weekends and holidays. A variety of items, including greeting cards, candy, fresh flowers, mylar balloons, stuffed animals, toys, puzzles, unique gifts, jewelry, apparel and handbags are available. Call 402.552.3290 to arrange floral and gift delivery. Most major credit cards are accepted.

The Company Store

The Company Store is located on level one of Clarkson Tower near the entrance to Clarkson Café by the main elevators. The Company Store offers apparel, accessories and gift items bearing the Nebraska Medicine brand. Hours are 10 a.m. to 6 p.m. Monday through Friday, closed weekends and holidays. Credit cards, Apple Pay and checks are accepted. You can also shop The Company Store online by visiting store.NebraskaMed.com. During business hours, you can reach us at 402.552.6409.

Outdoor Areas

Those undergoing lengthy treatment for serious illnesses often need a place away from the clinical environment of their treatment. The Healing Gardens, adjacent to the Lied Transplant Center, provides patients and families a tranquil environment in a beautifully landscaped, peaceful outdoor setting for relaxation, quiet reflection and conversation. You may access The Healing Gardens from the Lied Transplant Center.

Additional outdoor respite areas include two areas accessible from the Hixson-Lied Center: the Rooftop Garden (use elevator C to level four) and the Caregiver's Plaza, which is accessible from level one. One can also enjoy Leslie's Healing Garden, located on level two of the Fred & Pamela Buffett Cancer Center. The 7,700 square-foot garden is designed to be a place of respite for patients, families and staff.

Lodging

Extended inpatient and outpatient treatment may create a variety of needs for housing. Nebraska House, in the Lied Transplant Center, will assist with information and referrals to nearby hotels. For more information, contact the Nebraska House hospitality desk at 402.559.5599 or visit level two of the Lied Transplant Center. The Ronald McDonald House, for families of pediatric patients, is located close to the Nebraska Medical Center campus and is also available by special arrangement.

Outpatient Pharmacy

We have an Outpatient Pharmacy in the hospital you can use to fill your prescriptions. It's located on level two of Durham Outpatient Center and is open Monday through Friday from 7 a.m. to 9 p.m.; weekends and holidays from 8:30 a.m. to 4:30 p.m. You can reach the pharmacy at 402.559.5215 or 800.233.3455. The Outpatient Pharmacy also offers free mail-out services of your prescriptions for your convenience.

To refill a prescription, call 402.559.5215 or visit [NebraskaMed.com/Pharmacy/Prescription-refills](https://www.nebraskamed.com/Pharmacy/Prescription-refills). You can also request refills from the Nebraska Medicine mobile app. Ask a pharmacy staff member for more information.

Specialty Pharmacy Services

We have a Specialty Pharmacy in the hospital you can use to fill your specialty prescriptions. The Specialty Pharmacy focuses on complex medication therapies that require additional monitoring by a pharmacist. Benefits of using our Specialty Pharmacy include:

- Coordination and regular communication of care with your health care providers
- Completion of prior authorization with your insurance company
- Assistance finding help for high copays
- Comprehensive patient education and counseling
- Refill reminders
- Free delivery of medications

We are located within the outpatient pharmacy on level two of Durham Outpatient Center and are open Monday through Friday from 9 a.m. to 5 p.m. You can reach the Specialty Pharmacy at 402.559.2484 or 855.299.9283.

Interpretive Services/ Hearing Impaired

In compliance with the American with Disabilities Act of 1990, our Interpretive Services department can provide, through various means, qualified language interpreters as well as sign language interpreters 24 hours a day, seven days a week for Limited English Proficient (LEP) or hearing impaired patients and employees of Nebraska Medicine. We have instant access to a telephonic medical language line. All interpreters have proven proficiency in their target language as well as medical interpreter training. We have Spanish interpreters on site and available 24 hours a day, seven days a week. If you require a language or sign language interpreter or have other language needs, please have your nurse or hospital staff contact our Interpretive Services department at 402.559.8697.

For hearing impaired patients, we also have access to video remote sign language interpretation as well as other assistive devices such as a TTY phone and PocketaTalkers. If you have a need for these devices, have your nurse or hospital staff contact Interpretive Services. Equipment must be returned to Interpretive Services upon discharge by hospital staff. Your television is also equipped with closed captioning.

Nebraska House
402.559.5599

Interpretive Services
402.559.8697

HOSPITAL BILLS AND INSURANCE

Understanding Your Statement

Nebraska Medicine bills your insurance company(ies) and any responsible third parties before it sends you a bill. The balance due on your statement is your portion and it is your responsibility to pay it. If you are unable to pay the full balance, please contact Customer Service at 402.559.3140 or 888.662.8662. You may also visit Access Services and speak directly with a financial counselor.

Hospital and Doctor Bills

Although some or all of your services may have been received at a Nebraska Medicine location, in some cases, you may receive a bill from a physician you did not visit for services such as radiology image review, pathology specimen analysis, consultations or anesthesia during surgery. In addition, you may receive a bill from Nebraska Medicine even if you did not visit the hospital. In those cases, your physician may have sent a specimen to the hospital lab for analysis.

Payment Options

In an effort to assist our patients and benefit the community, Nebraska Medicine has several financial options available for our patients. Financial assistance and payment programs are available to those who qualify.

Additional questions regarding financial options can be addressed by customer service at 402.559.3140 or 888.662.8662. In addition, Nebraska Medicine offers several payment options for outstanding patient balances to assist you with resolution.

Payments may be made to your account using any of the following methods:

- Check
- MasterCard
- Money order
- Discover
- American Express
- Debit card
- Visa
- Online at NebraskaMed.com
- One Chart | Patient

Please return the bottom portion of your bill with your payment.

Posting of Payments

Payments received will be applied to the oldest date of service unless you specify an account number and the service date payments should be applied. Indicate the account number and date of service you would like the payment to be applied to by writing them on your check or in the "Amount Paid" box on the payment stub.

Paperless Billing

Nebraska Medicine offers paperless billing. Sign up on One Chart | Patient or contact Customer Service at 402.559.3140 or 888.662.8662.

Financial Questions

If you have any questions regarding your bill, need to make payment arrangements or if your balance does not match your records, please call, visit our office or email us at PFSQuestions@nebraskamed.com.

Financial Counseling

Financial counseling services are provided by a team of professional patient financial counselors, trained in financial counseling for all medical services. The team is responsible for assisting all patients, staff and physicians with needs related to insurance, billing and various programs. Cost estimations for procedures are provided as well as collection of payments as is appropriate.

Unexpected medical expenses can be a financial burden. If you think you may have difficulty paying your bill, we can help. Financial assistance options are available. If you would like information about financial assistance, contact a patient financial counselor at the phone number(s) below or email pasfinancialcounselors@nebraskamed.com.

When calling a financial counselor for assistance, please be prepared to provide the following information:

- Patient name
- Medical record number (if available)
- Insurance information (if available)
- Detailed explanation of patient's need

Patient Financial Counseling

402.559.5346

800.552.8802

Fax: 402.559.7339

Monday through Friday

6:30 a.m. to 5 p.m.

INTERNET AND PERSONAL DEVICES

Internet Access

Nebraska Medicine would like to assist you in keeping your lifestyle as normal as possible during your hospital stay. One of the ways we help achieve that is by providing patients with high-speed internet access.

Wireless internet connection is available in several locations on campus, including patient areas. If you have technical questions, please contact the IT Help Desk at 402.559.7700, option 2.

Individuals using the wireless network are subject to having all of their activities monitored and recorded by systems personnel. Nebraska Medicine reserves the right to revoke and deny access, without warning, in the event that abuse of policy is detected.

Internet users have several responsibilities during their time online at Nebraska Medicine, including:

- Responsible use of resources
- Refrain from illegal or unethical internet use
- Respect of copyright laws by making only authorized copies of copyrighted materials
- Refrain from altering hospital-owned equipment and software
- Accurately represent self by access code, password and/or signature as appropriate
- Acknowledgement that email is not confidential and may be read by others
- Acknowledgement that internet use is a privilege
- Refrain from use of peer-to-peer (P2P) software products, which are restricted by the hospital

In rare situations where problems occur, unlawful activities will be referred to the appropriate legal authorities. The hospital is not responsible for any damages – direct or indirect – or any liabilities that may arise from a customer's internet use.

IT Help Desk
402.559.7700



Follow Us

Nebraska Medicine posts regular updates on hospital events, support groups and medical advances online.

Home page – NebraskaMed.com

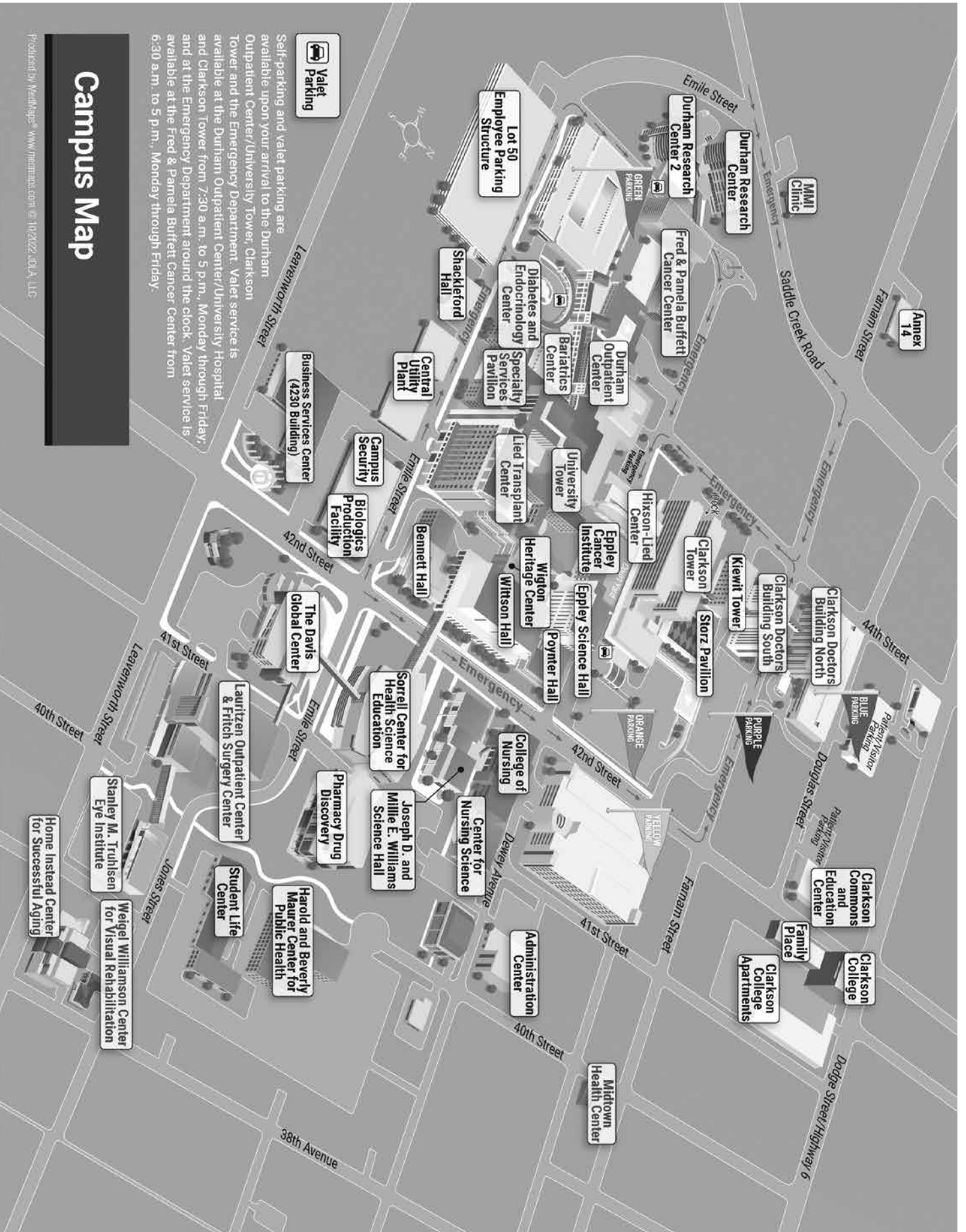
Facebook – facebook.com/NebraskaMed

Instagram – instagram.com/NebraskaMed

Twitter – twitter.com/NebraskaMed

LinkedIn – linkedin.com/company/NebraskaMed

YouTube – youtube.com/user/NebraskaMedCenter



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Campus Map

Self-parking and valet parking are available upon your arrival to the Durham Outpatient Center/University Tower, Clarkson Tower and the Emergency Department. Valet service is available at the Durham Outpatient Center/University Hospital and Clarkson Tower from 7:30 a.m. to 5 p.m., Monday through Friday, and at the Emergency Department around the clock. Valet service is available at the Fred & Pamela Buffett Cancer Center from 6:30 a.m. to 5 p.m., Monday through Friday.



Valet Parking

Department	Level	Department	Level	Department	Level	Department	Level
Clarkson Tower		Swab Collection Site	3	Newborn Intensive Care Unit (NICU)	4	Cardiovascular Imaging Center	2
Cardiac Care Unit-Post Cardiac Surgery (CCU-PCS)	8	Durham Outpatient Center		RoofTop Garden		Clinical Research Center	3
Cardiovascular Intensive Care Unit (CVICU)	3	Adult Dentistry	3	Lauritzen Outpatient Center	4	Convenience Store	3
Clarkson Café	1	CornerStone Gift Shop	2	Coffee Shop	1	Labor and Delivery	4
Clarkson Gift Shop	1	Family Medicine Clinic	3	Dermatology Clinic	3	Laboratory Services	1
ECT	2	Gender Care Clinic	2	ENT Clinic and Audiology	3	Medical Intensive Care Unit (MICU)	5
Endoscopy	2	Heart and Vascular Center	4	Laboratory Services	1	Medical/Surgical/Telemetry	5
Executive Physicals	Ground	Internal Medicine Primary Care	5	Nebraska House Check-in	2	Nebraska Café	3
Heart and Vascular Unit	7	Internal Medicine Specialties	5	Oral Facial Prosthetics	3	Nuclear Medicine and Ultrasound	1
Hyperbaric Medicine Center	9	Laboratory Services	1	Oral and Maxillofacial Surgery	3	Patient Care Experience	3
Inpatient Dialysis	Ground	OB-GYN Clinic	4	Orthopaedics Clinic	1	Radiology	1
Inpatient Surgery Waiting Area	2	OB-GYN Clinic	4	Orthopaedics Clinic	1	Respiratory Services	5
Neuro Medical/Surgical/Telemetry	6	Olson Center for Women's Health	4	Outpatient Surgery	2	Social Work	2
Neuroscience Intensive Care Unit (NSICU)	8	Patient Registration	1	Pharmacy	1	Specimen Receiving (Lab/Clinic)	3
Patient Registration	1	Pediatric Echo Cardiology	2	Physical/Occupational Therapy	1	Wound and Ostomy Clinic	3
Pediatrics	4	Pharmacy	2	Plastic Surgery Clinic	3		
Pediatric Intensive Care Unit (PICU)	9	Security	1	Pre-op/Post-op	2		
Preoperative Evaluation and Care Clinic	1	Starbucks	1	Radiology	1		
Psychiatric Emergency Services	Ground	Waiting Area	2	Sleep Center	2		
Pulmonary Services	Ground	Fred & Pamela Buffett Cancer Center	2	Surgery Clinic/Urology	3		
St. Luke's Chapel	1	Cancer Clinic	4	Lied Transplant Center	3		
Solid Organ Transplant Unit	5	Case Management	4	Consultation and Education Center	3		
Spiritual Care Services	1	Chihuly Atrium	2	Exercise Room	2		
Step-down Critical Care (SDCC)	5	Chihuly Sanctuary	4	Federick F. Paustian Inflammatory Bowel Disease Center	2		
Surgical Intensive Care Unit (SICU)	8	Coffee Shop and Dining	Ground	Healing Gardens	2		
The Company Store	1	Family-Use Showers and Laundry	5	Orthopaedic Medical/Surgical/Telemetry	4		
Trauma Medical/Surgical/Telemetry	9	Intensive Care Unit	6	Orthopedics Medical/Surgical/Telemetry	5		
Volunteer Services	1	Lab and Clinical Services	Ground	Medical/Surgical/Telemetry	6		
		Leslie's Healing Garden	2	Medical/Surgical/Telemetry	6		
Clarkson Doctors Building North		Lobby/Patient Registration	Ground	Multi-Organ Transplant Clinic	7		
Neurological Sciences Center	6	Massage Therapy	2	Resource Center	3		
Neurosurgery and Pain Clinic	5	Medical/Surgical Unit	8	Specialty Services Pavilion	2		
		Progressive Care Unit	6	Chronic Pain Management	5		
Clarkson Doctors Building South		Radiation Oncology	1	Diabetes and Endocrinology Center	1		
Addiction Treatment Clinic	7	Radiology	1	Nebraska House Check-in	2		
Cardiac and Pulmonary Rehabilitation	5	Resource and Wellness Center	2	Nebraska House Rooms	4		
Clarkson Heart Center	1	Special Care Unit	7	Psychology Services	5		
EEG/MEG	2	Surgical Services	2				
EMG	6	The Restaurant	Ground	Storz Pavilion			
Massage Therapy Center	5	Treatment Center	2	Waiting Area and Coffee Shop	1		
Neuroscience Multi-Clinic	1	Hixson-Lied Center					
Physical/Occupational Therapy	4	CT/MRI	1	Bariatrics Center	2		
Radiology (Outpatient)/Pathology	6	Emergency Department	1	Biocontainment Unit	7		
Regional Pathology Patient Service/		Interventional Radiology	2	Cardiac Cath Lab	1		

Key

ADA Restrooms	Elevators	Restrooms
ATM	Gift Shop	Stairs
Baby Changing Station	Information	Valet Parking
Department Entrance	Mama's Nursing Moms	Vending

*visual of concourse level on back cover

INTERNET PROTOCOL TV (IPTV) CHANNEL LINEUP

Channel	Network	Channel	Network
2	KMTV-CBS	40	PURSUIT CH
3	WOWT-NBC	41	RFD TV
4	KETV-ABC	42	SPIKE TV
5	FOX	43	SYFY
6	KXVO-CW	44	TBS
7	PBS	45	THE LEARNING CHANNEL
8	WEATHER NATION	46	TNT
9	C-SPAN	47	TURNER CLASSIC MOVIES
10	CNBC	48	TV LAND
11	CNN	49	USA
12	FOX NEWS	50	VELOCITY
13	HEADLINE NEWS	51	BET
14	MSNBC	52	CMT
15	ESPN	53	MTV
16	ESPN2	54	VH1
17	ESPNEWS	55	BABY FIRST TV
18	ESPNU	56	DISNEY
19	BIG 10 NETWORK	57	DISNEY JR
20	FOX SPORTS 1	58	DISNEY XD
21	A&E	59	FREEFORM
22	AMERICAN MOVIE CLASSIC	60	NICKELODEON
23	ANIMAL PLANET	61	NICK JR
24	BBC AMERICA	62	TEEN NICK
25	BRAVO	63	GALAVISION
26	CARTOON NETWORK	64	HITN-TV
27	COMEDY CENTRAL	65	UNIVISION
28	DISCOVERY	67	DAYSTAR
29	ENTERTAINMENT	68	HOPE CHANNEL
30	FOOD NETWORK	69	JEWISH LIFE TV
31	FX	70	INSP
32	FXX	71	WORLD HARVEST TV
33	HALLMARK	72	GEM SHOPPING NETWORK
34	HALLMARK MOVIES AND MYSTERIES	73	HOME SHOPPING NETWORK
		74	CARE CHANNEL
35	HGTV	75	CHAPEL CHANNEL
36	HISTORY	76	SAN DIEGO ZOO
37	INVESTIGATOR DISCOVERY	77	NEBRASKA MEDICINE CHANNEL
38	LIFETIME		
39	NATIONAL GEOGRAPHIC		

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