It is an honor to care for you and your family. We pride ourselves on providing patient and family-centered care.

Your health and safety are our highest priority.

We encourage you to talk with your doctors and nurses if you have any questions about your care or safety as a patient.

This is safe and healing environment where everyone is treated with the highest level of respect. Our goal is for you to experience remarkable medicine and remarkable care. We show respect to you in many ways, such as attending to your needs, listening to you, including you in treatment decisions, and addressing you in the way you prefer to be greeted.

Visitation should not be denied on the basis of race, creed, color, national origin, ancestry, religion, gender, gender identity or expression, sexual orientation, marital status, age or disability.

This is a snapshot of services available to you and your family. Visit uwhealth.org/patientguides to see all services and updates available.
University Hospital helpful contacts and phone numbers

Advance Directive / Coordinated Care ...................................................... (608) 263-8667
(inpatient social workers, case managers)

Chaplain .................................................................................................... (608) 263-8574

Gift shop ...................................................................................................... (608) 263-6472

Housekeeping .......................................................................................... (608) 263-1260

Hotel reservations ................................................................................... (608) 263-0315

Information .............................................................................................. (608) 263-0315

Outpatient Pharmacy ............................................................................... (866) 263-1280

Food and beverages / room service ......................................................
• MyChart Bedside tablet
  • Room service app (CBORD Patient)
  • *FOOD (*3663) on room phone
  • (608) 265-0202 on mobile device

Security ...................................................................................................... (608) 890-5555

Stay in touch with friends and loved ones

We understand family and loved ones provide emotional support and comfort to you. We encourage you to stay in touch virtually with friends and loved ones. We are pleased to offer Webex Meet (Virtual Visitor) technology if you do not have a personal device or if you want a secure, private connection that allows your family to be involved in your care. You can access Webex Meet from your MyChart Bedside tablet. Please talk with your nurse.

Please visit uwhealth.org/patientguides for step-by-step instructions on how to access Webex Meet.

We must take care to safeguard your health.

Visit uwhealth.org/patientguides for visitor requirements and how you can have virtual visits with family and loved ones.

Your rights and responsibilities

You will receive care and treatment without discrimination or being treated differently based on age, ancestry, color, creed, disability, filing of a prior civil rights complaint, gender, gender identity or expression, marital status, military status or protected veteran status, national origin, newborn status, parental or familial status, political affiliation, race, religion, sex, sexual orientation, source of payment, or any other characteristic protected by local, state, or federal ordinance, law or regulation.

Patient rights
• Access to care and treatment without discrimination
• Respect for your dignity and privacy
• Information you can understand
• Participation in decisions about your care
• Care that supports you and your family
• Access to your billing and medical records

Patient responsibilities
You can help us provide you with the best possible care by following these responsibilities:
• Follow hospital rules and regulations
• Respect the rights of other patients, families, visitors and staff
• Provide accurate and complete information to your medical team about your health and healthcare
• Ask for more information if you do not understand your illness or treatment
• Work actively with your caregivers to implement your treatment plan
• Treat health care providers, employees and other patients with respect

Our Patient Relations staff can help you understand our organizational policies. Please call (608) 263-8009 or visit uwhealth.org/patientrights for a complete list of your rights and responsibilities as a patient.
Hospital maps and finding your way around
Visit uwhealth.org/patientguides or stop by an information desk for hospital maps.

Your care and your care team
Every day, your care team will discuss your goals, answer your questions and confirm next steps in your health care plan, including tests, treatments, medicines, and discharge plans. We want to make sure you understand what is being planned for your care. If we use language you do not understand, please ask us to clarify.

Services to support your health and healing
Chaplains can provide a supportive, caring and compassionate presence to you and your family, especially during worrisome times of being in the hospital.

Financial counselors can answer questions and set up payment plans, because medical bills can cause financial stress.

Gift shops can deliver personal care items, such as phone chargers, reading glasses, toothbrushes and more to your room.

Hotels with a special “patient and family rate” for out-of-town patients and families.

During your hospital stay
Your hospital room
We are pleased to provide a clean and comfortable environment that supports your health and recovery. During quiet times, we will dim the lights and use softer voices when speaking. If noise is a problem, please talk with your nurse about options to mask sounds, such as requesting a sleep kit, wearing earplugs or listening to peaceful nature sounds on your television.

Keeping your personal belongings safe
You are welcome to bring personal items with you to make your stay more comfortable. We recommend that you bring only essential items with you.

• Cell phones, tablets and electronic devices are allowed. Do not take electronic devices to imaging exams or procedures.
• Keep your belonging secure. Put your name on walkers, canes and wheelchairs.
• Avoid placing any personal item—including dentures, eyeglasses and hearing aids—on a meal tray, under a pillow, on the sheets, in a robe pocket or in any concealed place where they may be lost or accidentally thrown away.

While we certainly try to return lost items to their owners, UW Health is not responsible for replacing lost or misplaced items. For tips how to keep you personal items secure or how to file a lost items report, please visit uwhealth.org/patientguides or talk with your nurse.

Free wireless internet (WiFi) access
Connect your smartphone, tablet or laptop to ‘Free WiFi UW Health’

Television and movies
Watch cable TV, movies or a relaxation channel. If you would like a listing of TV channels, please ask your nurse.

69...Humor Channel
73...Relaxation Channel
74...C.A.R.E. Channel (Nature)

Our streaming movie service allows you the flexibility to start, pause or stop programming around your schedule. Visit uwhealth.org/patientguides for instructions how to stream movies on your bedside tablet or personal mobile device.

Comfortable and healing environment
A change in position, extra pillows, a warm blanket, hot or cold packs may help your comfort level. Visit uwhealth.org/patientguides for pain management or comfort options and ways to pass the time.

If you are feeling stressed by being in the unfamiliar environment of a hospital or by life events, please talk with your care team or check out online resources that are available.

Room cleaning
Every surface in your room has been thoroughly cleaned with hospital-grade cleaning products. We also use a UV disinfection robot to make sure your room is germ free—from top to bottom.
Room service menu

Patients may order room service:
1. On your MyChart Bedside tablet
2. Call
   • *FOOD (*3663) on room phone
   • (608) 265-0202 on your mobile device
3. Our room service app (CBORD Patient)
   • Scan QR codes to download the app to your mobile device
   • Use facility ID uwh53792 when placing your order

You may request room service be delivered at a specific time around scheduled treatments and therapies.

Visitors: Food and beverages can be purchased at retail venues and vending located throughout the hospital. Please ask your nurse if guest tray service is available as it may vary.

Order breakfast 6:30–9:30 am • Lunch and dinner 11 am–2 pm and 3:30–7 pm

Breakfast (available 6:30–9:30 am)
Hearty hot cereal 
Select from oatmeal, cream of wheat or cream of rice served with your choice of berry compote and/or walnuts

Cold cereal
Cheerios®, Corn Flakes®, Honey Nut Cheerios®, Rice Chex®, Rice Krispies®, Shredded Wheat®, Raisin Bran®

Scrambled eggs
Fluffy scrambled eggs

Breakfast sandwich
A toasted English muffin topped with one egg and your choice of ham, bacon, turkey sausage and/or cheese

Breakfast sides (available 6:30–9:30 am)
Turkey sausage patty
Bacon
Ham
Pork sausage links
Hard-boiled egg

English muffin
Hash browns
Toast (whole-wheat, white, rice, cinnamon raisin)
Bagel (plain, cinnamon raisin)

Mini muffin (blueberry, apple-bran)
Greek yogurt (blueberry, strawberry, vanilla)
Yogurt (strawberry)

Fruit and yogurt parfait
Layers of vanilla Greek yogurt and fruit, and granola served on the side (contains nuts)

To prevent foodborne illness, eggs and meat are thoroughly cooked.
Lunch and dinner
(Complete your meal by adding a vegetable and fruit)

Macaroni and cheese
Creamy house-made macaroni and cheese

Tuna noodle casserole
Tender egg noodles with tuna, peas, mushrooms and cheddar in cream sauce

Beef stew
Slow-cooked beef, peas, carrots and potatoes in brown gravy. Topped with puff pastry (optional)

Spaghetti
Spaghetti served with your choice of meat sauce, marinara sauce or primavera marinara

Chicken Parmesan
Grilled chicken breast served with marinara and a combination of mozzarella and Parmesan (order pasta separately)

Linguine primavera
Linguine served with spinach, tomato, mushroom onion and garlic olive oil sauce

Linguine with shrimp scampi
Linguine served with shrimp, garlic, oregano and olive oil finished in a butter sauce

Cheese lasagna
Layered lasagna noodles, marinara tomato sauce and mozzarella cheese. Sauce optional: marinara, meat or primavera marinara

Chicken
Grilled chicken breast with your choice of honey mustard sauce or BBQ sauce

Baked cod
Lightly seasoned baked cod

Grilled salmon
Fresh grilled salmon with house-made mustard dill sauce (optional)

Carved roast turkey
Oven-roasted turkey breast

Taco
One taco filled with your choice of ground beef, chicken, white fish, beans or vegetables, topped with choice of lettuce, cabbage, green bell pepper, mushroom, diced tomato, salsa and cheese

Chicken pot pie
Peas, carrots and diced chicken in a cream sauce, and topped with puff pastry

Sweet Thai stir-fry
Stir-fried vegetables served with your choice of chicken, beef or tofu on a bed of rice with a sweet and tangy sauce

Meatloaf
Ground beef seasoned with herbs

Pot roast
Wisconsin beef roasted to perfection

Flat-bread pizza (available at lunch and dinner)
(Build your own pizza with flat bread, pizza sauce and your favorite toppings. Gluten-free crust available upon request.)

Sausage
Green bell peppers
Ham
Mushrooms
Chicken
Onion
Cheese
Tomato
Fresh mozzarella
Spinach
Basil
Pineapple
Pepperoni

• Consume food and beverages in your room.

Remember to clean hands before eating.

Vegetarian
No added gluten
**Soups (available at lunch and dinner)**

- Chicken noodle
- Vegetable
- Vegetarian chili
- Cream of potato
- Tomato
- Soup of the day
- Broth (beef, chicken, vegetable)

**Salads (Add chicken breast or sauteed tofu to any salad) (available at lunch and dinner)**

**Garden side salad**
Mixed greens, tomato, cucumber

**Asian salad**
Your choice of grilled chicken or tofu with pea pods, cabbage, lettuce, wontons, cilantro, sesame ginger dressing

**Build your own sandwich**
Select from the following: Beef, ham, turkey, bacon, cheese, chicken salad, egg salad, tuna salad, peanut butter and jelly

**Add your toppings:** Lettuce, tomato, raw onions, grilled onions, pickles, hummus

**Choose your bread:** Whole-wheat, white, whole-grain wrap, baguette, rice bread

**Cold sandwiches**

**Caprese sandwich**
Fresh mozzarella, tomato and basil on your choice of bread

**Turkey and avocado**
Turkey, avocado, lettuce, tomato on your choice of toasted bread

**Veggie**
Provolone cheese, avocado, spinach, cucumber and tomato on your choice of bread

**Build your own sandwich**
Select from the following: Beef, ham, turkey, bacon, cheese, chicken salad, egg salad, tuna salad, peanut butter and jelly

**Add your toppings:** Lettuce, tomato, raw onions, grilled onions, pickles, hummus

**Choose your bread:** Whole-wheat, white, whole-grain wrap, baguette, rice bread

**Cheese:** American, cheddar, provolone, Swiss, pepper jack

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**Order breakfast 6:30–9:30 am • Lunch and dinner 11 am–2 pm and 3:30–7 pm**
### Vegetables
- Steamed broccoli
- Steamed cauliflower
- Steamed carrots
- Steamed peas
- Steamed green beans
- Sautéed vegetable blend

### Savory sides (available at lunch and dinner)
- Baked potato
- Baked sweet potato
- Mashed potato
- Corn
- Brown rice
- White rice
- Refried beans
- Buttered noodles
- Dinner roll
- Garlic bread
- Scrambled eggs
- Bacon
- Pork sausage links

### Snacks (available all day)
- Bagel (plain, cinnamon raisin)
- Chips (Sunchips®, baked potato chips)
- Cottage cheese
- String cheese
- Granola Bar
- Raw vegetables with hummus or ranch dip

### Desserts (available all day)
- Fruit smoothies (mixed berry, strawberry-banana)
- Sugar-free cookie (lemon, chocolate chip)
- Gelatin (regular, sugar-free)
- Pudding (vanilla, chocolate, sugar-free)
- Banana bread
- Angel food cake
- Cookie (chocolate chip, cranberry oatmeal, sugar)
- Cheesecake (plain or with chocolate sauce)
- Pie (apple, cherry, lemon meringue)

### Beverages (available all day)
- Hot beverages
  - Hot chocolate (regular, sugar-free)
  - Tea (black, decaffeinated black, green, herbal)
  - Coffee (regular, decaffeinated)
- Cold beverages
  - Water
  - Sparkling water (lime watermelon, blueberry pomegranate)
  - Unsweetened iced tea (regular, decaffeinated)
  - Lemonade (sugar-free)
  - Powerade Zero® (fruit punch, mixed berry)
- Milk
  - Dairy milk (skim, 1%, 2%, whole, chocolate)
  - Lactose-free milk (skim)
  - Non-dairy milk (rice, almond, soy)

### Frozen desserts
- Frozen yogurt
- Sherbet (raspberry, orange)
- Milkshake (vanilla, chocolate)
- Popsicle (regular, sugar-free)
- Fruit ice (orange, cherry)

### Vegetables
- Orange
- Apple
- Cranberry
- Grape
- Prune
- V8® vegetable (low-sodium)

### Be sure to clean hands before eating.

Vegetarian ☑️ No added gluten ☑️
Language accessibility and nondiscrimination at UW Health

English
ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-608-262-9000 (TTY: 711).

UW Health complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Hmoob (Hmong)

Lub chaw ua hajj lwm no yeex ua raws li txhua yam kaj lii choj uas tiv thav taw neeg toj chiab yuav tis pu muaj kev cais pub pawg los yog txwv kev kav cuam rau ib tug neeg tweg vims nws yog hai neeg twaxw, muaj cew nqaj daim taw wu yog txawv xim, taw jiw lwm lub teh chaws tuaj, hnum nyoog laus los lhuas, xiam aos khab, los ib tug poj niam los txiv neej.

Deutsch (German)

UW Health erfüllt die geltenden amerikanischen Bürgerrechtsgesetze und nimmt keinerlei Diskriminierung bezüglich Rasse, Hautfarbe, nationaler Herkunft, Alter, Behinderung oder Geschlecht vor.

Russian (Russian)

UW Health соблюдает действующее федеральное законодательство в области защиты прав человека и не допускает дискриминации по таким признакам, как раса, цвет кожи, национальность, возраст, ограниченные возможности или пол.

Tiếng Việt (Vietnamese)

UW Health tuân thủ các luật về quyền công dân Liêng Bang được áp dụng và không phân biệt đối xử trên cơ sở chủng tộc, mùa da, nguồn gốc quốc gia, tuồi tác, khuyết tật, hoặc giới tính.

Lao (Lao)
 documento mokh maph ngeubluwngam xay leub haphaws xay naanh naab xey mooz siy lao, siuy lueuy haphaws xay naahnaawng ngeubluwngam xay naab xey mooz haphaws xay naahnaawng siu. 1-608-262-9000 (TTY: 711).

 passport xawm coo ngeubluwngam xay leub haphaws xay naanh naab xey mooz siy lao, siuy lueuy haphaws xay naahnaawng ngeubluwngam xay naab xey mooz haphaws xay naahnaawng siu. 1-608-262-9000 (TTY: 711).

Polski (Polish)

UW Health zapewnia zgodność z obowiązującymi federalnymi prawami obywatelskimi i nie dopuszcza się dyskryminacji ze względu na rasę, kolor skóry, pochodzenie narodowe, wiek, niepełnosprawność lub płc.

Shqip (Albanian)

"UW Health" vepron në përputhje me lligjet e zbatueshme federale të të drejtave civile në fuqi dhe nuk diskriminoni në bazë të racës, ngjyrës, origjinës kombëtare, moshës, aftësisë së kufizuar apo gjinisë.

Español (Spanish)

UW Health cumple con las leyes federales vigentes de derechos civiles y no discrimina con base en la raza, el color, el país de origen, la edad, la discapacidad o el sexo.

繁體中文 (Chinese)

UW Health 遵守適用的聯邦民權法律規定, 不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

한국어 (Korean)

Deutsch (Pennsylvania Dutch)


Français (French)

UW Health respecte la législation fédérale en vigueur en termes de droits civils et ne pratique aucune discrimination basée sur la race, la couleur, le pays d’origine, l’âge, le handicap ou le sexe.

हिन्दी (Hindi)
ध्यान दें: यदि आप हिंदी बोलते है तो आपके लिए मुख्यतः भाषा सहायता सेवाएं उपलब्ध हैं। 1-608-262-9000 (TTY: 711).

UW Health लागू होने योग्य सांस्कृतिक अधिकार कानूनों का अनुपालन करता है और यह जाति, रंग, राष्ट्रीय मूल, आय, अवस्था या लिंग के आधार पर भेदभाव नहीं करता है।

Tagalog (Tagalog – Filipino)

Ang UW Health ay sumusunod sa maaangkop sa mga Federal na batas sa karapatan sibil at hindi nandidiskrimina batay sa lahi, kulay, bansang natataguan, edad, o kapatansang o kasaran.