



UPMC Presbyterian and UPMC Montefiore

Part of UPMC Presbyterian Shadyside

For Families and Friends

*University of
Pittsburgh
Medical Center
Information
for Patients*

Welcome

Welcome to Pittsburgh and the University of Pittsburgh Medical Center. Your health and well-being are our primary concerns. We know that this may be a difficult time for you and your family as you think about your stay here. We will do everything possible to make you comfortable.

We have prepared this booklet for families and friends of patients at UPMC Presbyterian, which includes UPMC Montefiore. Also a part of the UPMC Presbyterian family are Eye & Ear Institute and Western Psychiatric Institute and Clinic. Especially if this is your first visit to the area, an important part of caring for you includes helping you and your family become familiar with the city of Pittsburgh and its Oakland section, where the hospitals are located.

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Exploring Pittsburgh

If you have an opportunity to explore some of the Pittsburgh area while you are here, you may be pleasantly surprised by what you find. Pittsburgh has been listed in leading popular magazines as among the nation's best cities in which to live and work. With its downtown area located on a triangle of land where the Allegheny and Monongahela rivers join to form the Ohio River, Pittsburgh is a regional center for business, industry, research, education, recreation, and the arts. Few of the steel mills that gave Pittsburgh its prominence as an industrial giant remain. Today, the health care industry, high-tech companies, and service industries employ most Pittsburghers.

University of Pittsburgh Medical Center

The University of Pittsburgh Medical Center is a comprehensive network of health care services. UPMC includes hospitals that provide advanced care for complex illnesses; specialty hospitals for women, for children and for rehabilitation; a behavioral health facility; community hospitals; a health insurance organization; and an array of other health care services such as long-term care and home care.

Affiliated with the University of Pittsburgh Schools of the Health Sciences, UPMC is committed to providing quality patient care and health care coverage, increasing biomedical knowledge through research, and educating the next generation of health care professionals.

Dedication to these ideals has enabled UPMC to become a premier center for cardiology, geriatrics, neurosurgery, oncology, orthopaedics, psychiatry, transplantation, trauma services, and other specialties. Because of UPMC's size and the breadth of its specialty areas, it can be both exciting and overwhelming.

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Patient Relations

Among the many people who will contribute to your care or the care of your family member are the staff of Patient Relations. If you have questions or experience any problems during your hospital stay, Patient Relations can assist you in resolving them. You can reach Patient Relations at UPMC Presbyterian and UPMC Montefiore by calling **412-647-7615**.

Telephone numbers

This booklet lists phone numbers for various hospital services. Many hospital phone numbers, for example, start with **647-**, **648-**, **692-**, or **802-**. When you are within the hospitals, you need dial only the last five digits of a hospital phone number.

Patient handbook and guide

The Patient Handbook that you or your family member received upon admission to the hospital is another source of information about UPMC Presbyterian and UPMC Montefiore. You can pick up the Patient Handbook at the Information Desk at UPMC Presbyterian, first floor, or at UPMC Montefiore, 7 Main lobby. You can find additional information in the *Guide to Patient Services* available in each patient room. You may also call Patient Relations at **412-647-7615** for information.

Language and Hearing Assistance

If you need a translator, contact International Patient Relations at **412-648-6262**. If you need a TDD (telecommunications device for the deaf), call the hospital operator at **412-647-2345** and ask for the administrator on duty.

UPMC Presbyterian provides language assistance services at no cost to its patients and families.

Пресвитерианский медицинский центр Питсбургского университета бесплатно предоставляет услуги переводчика пациентам медицинского центра и их семьям.

El UPMC Presbyterian provée servicio gratuito de asistencia con lenguajes a pacientes y sus familiares.

UPMC Presbyterian hastalarına ve hasta ailelerine ücretsiz yabancı dil servisi sağlamaktadır.

UPMC Presbiteriano oferece serviços gratuitos de tradução e interpretação a todos os seus pacientes e familiares.

L'UPMC-Presbiteriano offre al paziente e alla Famiglia un servizio gratuito d'interprete.

المركز الطبي بجامعة بتسبيرج
يزود خدمة الترجمة للمرضى
و عائلاتهم مجاناً

Arriving in Pittsburgh

By car

You can find directions for major highway routes into Pittsburgh and the Oakland area on the map and directions to UPMC Presbyterian and UPMC Montefiore, located at the back of this booklet.

UPMC garages are conveniently located near the major facilities of UPMC's Oakland campus. The map of the Oakland campus, also at the back of this booklet, shows UPMC facilities and garage entrances.

Parking and valet service

UPMC Presbyterian and Falk Medical Building — You may park your car yourself or take advantage of the convenient valet parking service. Parking for UPMC Presbyterian is available in the Presby Garage, located on Lothrop Street, across from the main driveway entrance to the hospital. The Presby Garage is open 24 hours a day.

Valet service operates from the UPMC Presbyterian driveway for patients and their families at UPMC Presbyterian and Western Psychiatric Institute and Clinic from 6 a.m. to 10 p.m. weekdays. Valet service for Falk Medical Building is available from 6 a.m. to 6 p.m. weekdays from the driveway behind Falk. After 6 p.m. at Falk, you may retrieve your vehicle from the valet service at the UPMC Presbyterian main driveway. On weekends, valet parking is available only for emergency patients and patients with handicaps who have state-approved placards. For hospital discharge parking, see the driveway attendant. Valets are not permitted to accept tips.

UPMC Montefiore and Kaufmann

Medical Building — UPMC Montefiore has two convenient garages for patient and visitor parking. People going to the hospital should enter the Montefiore Garage — which is open 24 hours a day — from Buffalo Street near the main entrance to the hospital. Patients going to an office in the Kaufmann Medical Building on Fifth Avenue may park in the garage off Fifth Avenue just past Darragh Street.

Other parking amenities are offered for patients and their families:

- **Validated parking rates** — Discounts for patients and their visitors are available for parking from seven to 24 hours. For this discount, get your parking ticket validated at the Information Desk, located at UPMC Montefiore on the 7 Main level and at UPMC Presbyterian on the first floor and the lobby level.

Reduced rates for parking may be available from hospital departments and doctors' offices. Present your ticket to the receptionist for validation at the time of your office visit.

- **Long-term stays** — Family members of patients who have a stay of 10 consecutive days or longer may qualify for a discounted rate beginning with the 11th day. For a discount, patients or their families should contact Parking Operations prior to the 11th day of stay. Call **412-647-3194**.
- **Financial hardship** — Discounted parking rates also are available to patients and their families who qualify under the limited-income guidelines established by the federal government. Proof of income is required. For details, call **412-647-3194**.

- **Escort service** — Upon request, UPMC Security provides evening escort service from the hospital to your vehicle. To request an escort, call **412-647-3195** or see the guard at the entrance to the UPMC Presbyterian main lobby.

By air

Many major airlines fly into Pittsburgh International Airport. Taxi fare from the airport to UPMC Presbyterian is about \$40. Shuttle service is available on Express Shuttle USA, which boards at the lower-level baggage claim area. Express Shuttle stops at the Holiday Inn Select on Lytton Avenue in Oakland. Express Shuttle service also is available from other Oakland hotels. Per-person fares are \$17 one way and \$32 round trip. Express Shuttle runs hourly on weekdays and approximately every two hours on weekends. Evening hours vary. Rates are approximate and subject to change without notice. For exact times and rates, call Express Shuttle USA at **412-321-4990** for information.

Port Authority also provides one-way transportation between the airport and Oakland via the Route 28X, Airport Flyer bus. Per-person fare is \$2.25. Buses from the airport to Oakland run seven days a week, every 15 to 30 minutes, approximately 6 a.m. to midnight. Board outside the lower-level baggage claim at the walkway marked with a blue strip. In Oakland, buses leave from the corner of Forbes and Morewood avenues (near Carnegie Mellon University), from Fifth Avenue at Bigelow Boulevard (near University of Pittsburgh Cathedral of Learning), and from Fifth Avenue at Darragh Street (near UPMC Montefiore), seven days a week, every 15 to 30 minutes, 5 a.m. to 10:45 p.m.

For exact times and other information, call the Port Authority customer service line at **412-442-2000**.

By bus or train

The Greyhound and Trailways bus terminal is located at 11th Street and Liberty Avenue, downtown. The Amtrak station is also downtown at Liberty Avenue and Grant Street. Taxi fare to UPMC Presbyterian is about \$10.

Port Authority provides public transportation between downtown and Oakland. The basic fare is \$1.75 (exact change only), and transfers are 50 cents. For information about Port Authority routes, call the Port Authority customer service line at **412-442-2000**. Rates are subject to change without notice.

Lodging

A variety of accommodations are located in Oakland and the nearby Shadyside area.

Appletree Bed & Breakfast

703 S. Negley Ave.
Pittsburgh, PA 15232 (Shadyside)
412-661-0631

Best Western University Center Hotel

3401 Boulevard of the Allies
Pittsburgh, PA 15213 (Oakland)
412-683-6100

Hampton Inn Hotel

3315 Hamlet St.
Pittsburgh, PA 15213 (Oakland)
412-681-1000

Holiday Inn Select Hotel

100 Lytton Ave.
Pittsburgh, PA 15213 (Oakland)
412-682-6200

Marriott Residence Inn Pittsburgh

3896 Bigelow Blvd.
Pittsburgh, PA 15213 (Oakland)
412-621-2200

Shadyside Bed & Breakfast

5516 Fifth Ave.
Pittsburgh, PA 15232 (Shadyside)
412-683-6501

University Club

123 University Place
Pittsburgh, PA 15213 (Oakland)
412-621-1890

Wyndham Garden Hotel

Forbes Avenue at McKee Place
Pittsburgh, PA 15213 (Oakland)
412-683-2040

Furnished apartments are available for long-term stays at:

Shadyside Inn & Suites

5405 Fifth Ave.
Pittsburgh, PA 15232 (Shadyside)
412-441-4444

Some hotels may offer special discounts for long-term stays or for families of UPMC patients. Ask the hotel of your choice if any discounts apply.

Family House

Patients and families coming to UPMC for therapy and special treatment may be referred to one of the Family House facilities. Family House rates are less costly for long-term stays. Two residences — Family House McKee and Family House Neville — are located near UPMC's Oakland-area hospitals. Each facility offers welcoming, low-cost accommodations. Call **412-647-7777** to request a room.

Family House McKee

\$25 to \$45 a night (a limited number of family suites available for \$45 a night)

Family House Neville

\$25 to \$30 a night (no suites)

Getting Around Pittsburgh

Generally, walking is the best way to get around the Oakland area. Many stores and services are within walking distance of the Oakland hospitals. These include establishments for baked goods; books and magazines; cards, gifts, and flowers; convenience items and groceries; drugs; dry cleaning and laundering; hair care; and meals. *A Guide to Oakland*, a detailed listing of services in the area, is available from Patient Relations at **412-647-7615**.

UPMC shuttle

UPMC also operates a free shuttle service — the Blue Shuttle — that stops at several UPMC locations. The shuttle operates weekdays from 6 a.m. to 6 p.m. and weekends and holidays from 6 to 11:30 a.m. and 6 to 9:30 p.m. Evening service from the UPMC Presbyterian driveway to the Family Houses is available every 30 minutes from 7 to 9:30 p.m. Shuttle schedules are available at the Information Desks in UPMC institutions. For more information about shuttle service, call Parking Operations at **412-647-3194**.

Public transportation

Bus

Port Authority offers convenient bus service to Oakland, Shadyside, and all parts of the Pittsburgh metropolitan area and offers service between Oakland and downtown Pittsburgh. Bus stops are located on Fifth Avenue

in front of Children’s Hospital and at the corner of Fifth Avenue and Darragh Street near UPMC Montefiore for passengers going downtown (about a 15-minute ride). One-way fare is \$1.75; transfers are 50 cents. You must have exact change. Rates may change without notice.

Route schedules and maps are available in the lobbies of UPMC Presbyterian and UPMC Montefiore. Call the Port Authority customer service line at **412-442-2000** for additional information.

Taxi

A cab ride from UPMC Presbyterian to downtown Pittsburgh is about \$10. Fares are subject to change without notice.

Yellow Cab Co., 412-321-8100

Peoples Cab Co., 412-441-3200

Hospital Amenities

Are you lost?

If you or your family lose your way in the hospitals, you can pick up one of four white telephones to ask for directions. The telephones are designated by a blue sign with a white question mark. You can find the phones at four locations in the hospitals:

- the bridge between UPMC Presbyterian and UPMC Montefiore, at the Montefiore end
- the bridge between UPMC Presbyterian and UPMC Montefiore, across from the entrance to Eye & Ear Institute
- the intersection near the main elevators at UPMC Presbyterian on the third floor
- the walkway between UPMC Presbyterian and Falk Medical Building, near the Falk end

When you pick up the phone, it will automatically ring at an Information Desk. Staff will identify the location of your call and give you directions to your destination.

Banking

Bank machines are located at UPMC Montefiore in the 7 Main lobby and at UPMC Presbyterian on the 11th floor near the cafeteria, in the main lobby near the cashier, and on the ground level in the walkway to Falk Medical Building. In addition, many banks within walking distance of the Oakland hospitals have bank machines.

Local banks may not cash out-of-town checks or U.S. government checks. For patients and patients’ families, UPMC Security cashes checks from 2 to 2:30 p.m., Monday through Friday, for these amounts: personal checks up to \$100; certified checks, cashier’s checks, money orders, or travelers checks up to \$300; and federal or state government checks up to \$500. To request check-cashing service, contact Security at **412-647-3195**.

If you plan to stay in Pittsburgh for more than a few weeks, you may want to open a local bank account. However, you should allow from seven to 14 days after opening the account before you can withdraw funds. Consider bringing travelers checks or a bank debit card with you.

Food services

Cafeterias are located at UPMC Presbyterian on the 11th floor and UPMC Montefiore on the fourth floor. The cafeterias are open to visitors. Patients may dine in the cafeterias with their doctors’ permission. The UPMC Presbyterian Cafeteria is open from 6:30 a.m. to 2:30 a.m. seven days a week and serves breakfast, lunch, and dinner. The UPMC

Montefiore Cafeteria is open weekdays from 6:30 a.m. to 2 p.m. and serves breakfast and lunch. Serving times are posted at the cafeterias. You can listen to the daily menu by dialing **412-647-4EAT (4328)**.

The Ladies Hospital Aid Society (LHAS) Coffee Shop is located in the gift shop on the 7 Main level of UPMC Montefiore. The coffee shop is open 6:30 a.m. to 8 p.m. weekdays and 8 a.m. to 5 p.m. weekends. Holiday hours vary. Refreshments are available from 6:30 a.m. to 1 p.m. at UPMC Presbyterian on the ground level near the escalators and at Falk Medical Building in the Fifth Avenue lobby.

Patients or their visitors may request that a guest tray be delivered to the patient room. There is a charge for this service. To place an order, ask the nurse on the patient unit. In addition to traditional patient meals, fresh kosher patient meals are available for breakfast, lunch, and dinner. Kosher meals are prepared by staff mashgiachs. The cafeterias offer kosher sandwiches and cold plates. Patients and their visitors also may order hot and deli kosher meals from the kosher kitchen at **412-648-6192**.

Gift shops

Presby Gifts, the gift shop at UPMC Presbyterian, is located on the lobby level and is open weekdays from 10 a.m. to 7 p.m. and weekends from noon to 5 p.m. The gift shop carries a variety of cards, gifts, magazines, and other personal items. The LHAS Gift Shop at UPMC Montefiore is a larger shop with a wider variety of gifts. It is located on 7 Main and is open 9 a.m. to 5:30 p.m. weekdays.

Presby Flowers & Gifts is a full-service florist located at 3507 Victoria St., open 8:30 a.m. to 5 p.m. weekdays. On Saturdays, the shop is open for phone orders and deliveries. The telephone number is **412-647-7872**.

Hairstylists

Dean of Shadyside Salon, sponsored by the LHAS, is located at UPMC Montefiore on 7 Main. Dean of Shadyside hairstylists are internationally trained. For a fee, the salon offers a complete line of hair care and nail services and retail products, including a wig service. Bedside services can be provided for patients in the privacy of their rooms. Bedside appointments must be made through nursing staff on the patient unit. The salon is open to patients, visitors, and staff. Free consultations are provided. Walk-ins are always welcome. Visa, MasterCard, and American Express are accepted. The salon is open weekdays and some weekends. Evening hours vary. For information or to make an appointment, call **412-692-2969**.

Hearing assistance

To meet the special needs of patients and visitors with hearing impairments, the hospitals offer printed educational materials, amplified telephones, closed-captioned television, sign language interpreters, and a portable telecommunications device for the deaf (TDD). To obtain a TDD or any of the aids listed above, ask the nursing staff on your patient unit. You may also dial **412-647-2345** and ask for the administrator on duty.

Language Bank

The Language Bank provides volunteer interpreters for more than 20 languages. To reach the international language interpreter on call, dial **412-647-2345** and ask the hospital operator to page the interpreter at pager number **6666**. For more information, contact International Patient Relations at **412-648-6262** or **internationalcenter@upmc.edu**.

Lost and found

The lost and found service is operated by the Transportation Department. To ask about lost or found items, call **412-648-6659**. We encourage patients to leave valuables at home or arrange to store them with the Security Department by calling **412-647-3191**.

Newspapers

Daily and Sunday newspapers are available in the gift shops at UPMC Montefiore on 7 Main and at UPMC Presbyterian in the main lobby.

Notary public

Notary public services are available to patients and their families by appointment. To reach the notary public, dial **412-647-2345** and ask the hospital operator to page number **5993**. Give the operator your room telephone number, and your call will be returned by the notary public. Or call Patient Relations at **412-647-7615**.

Sign language

To arrange for an interpreter for the hearing-impaired, call Clinical Social Work at **412-647-2403**. Interpreters are provided through Pittsburgh Hearing, Speech, and Deaf Services. When possible, please give advance notice.

Toiletry items

Basic toiletry items are available in the gift shops at UPMC Montefiore, 7 Main level, and at UPMC Presbyterian, lobby level. For information about taking a shower while at the hospital, ask the director of the patient unit where your family member or friend is receiving care.

Hospital Safety

Cell phones and wireless computers

Please read and follow all posted signs in the hospital regarding restrictions on the use of cell phones, wireless computers, and other devices that transmit radio signals. Restrictions may exist in hospital areas such as patient rooms, intensive care units (ICUs), telemetry units, laboratories, or other areas where equipment may be used to diagnose or treat patients. If you have any questions about the use of cell phones or other devices that transmit radio signals, call Environmental Health and Safety at **412-647-6409** or Clinical Engineering at **412-648-6125**.

Safety and security

It is important to be extra careful and safety conscious while you are in the hospital. Please do as staff members ask in order to keep all of our patients, visitors, and staff safe.

Security service is available 24 hours a day. You can reach Security at **412-647-3191** if you need assistance

Smoking

UPMC promotes good health for all patients, visitors, and staff. As a result, the buildings of UPMC are smoke-free facilities. Smoking is not permitted anywhere in UPMC Montefiore, UPMC Presbyterian, or any UPMC-affiliated building. The smoking area at UPMC Montefiore is outside the 7 Main lobby doors to the right. UPMC Presbyterian has two smoking areas. One is outside the lobby doors to the right, at the far end of the main driveway. The other is off the first floor — follow the signs past the Information Desk and Medical Records to the exit.

Things to Do ...

In the Oakland area

Carnegie Museums of Pittsburgh

4400 Forbes Ave.

412-622-3131

The Carnegie Museums of Pittsburgh include the Museum of Art and the Museum of Natural History in Oakland. The museums are open 10 a.m. to 5 p.m. Tuesday through Saturday and 1 to 5 p.m. Sunday. Admission is \$6 for adults, \$5 for seniors, and \$4 for children. For a recorded message listing museum shows, call **412-688-8628**.

Carnegie Library of Pittsburgh

4400 Forbes Ave.

412-622-3116

The Carnegie Library is open 9 a.m. to 9 p.m. Monday through Thursday, 9 a.m. to 5:30 p.m. Friday and Saturday, and 1 to 5 p.m. Sunday. Summer hours may differ.

Cathedral of Learning University of Pittsburgh

Fifth Avenue and Bigelow Boulevard

412-624-6000

The Cathedral of Learning is a Gothic revival structure featuring 26 Nationality Rooms, which are classrooms decorated to reflect ethnic cultures. Open from 9 a.m. to 2:30 p.m. Monday through Friday, 9:30 a.m. to 2:30 p.m. Saturday, and 11 a.m. to 2:30 p.m. Sunday. Tours are by appointment.

Jewish Community Center

5738 Forbes Ave. near Murray Avenue,
Squirrel Hill

412-521-8010

Temporary passes to use the facilities are available to patients, family members, and friends by contacting the membership director. Temporary preschool arrangements may be available depending upon space.

Phipps Conservatory and Botanical Gardens

Schenley Park

412-622-6914

Floral shows. Open 9 a.m. to 5 p.m. Tuesday through Sunday. Call for information about admission prices and guided tours.

The Pittsburgh Playhouse

222 Craft Ave.

(one block south of Forbes Avenue)

412-621-4445

Plays and children's theater run September through May.

Stephen Foster Memorial

Forbes Avenue at the Cathedral of Learning

412-624-4100

The Center for American Music, housed in the memorial, has an extensive collection of artifacts and memorabilia about the life of the American composer and the culture and music of the 19th, 20th, and 21st centuries. Hours are 9 a.m. to 4 p.m. Monday through Friday. Admission is free. Guided tours are by appointment for a donation. The memorial's theater hosts drama, music, and dance, including the University of Pittsburgh Theatre Arts Department productions.

University of Pittsburgh

The University of Pittsburgh sponsors many sports and cultural events. For sports tickets or information, call **412-648-8300**. For information about theater and other cultural events, call **412-624-7529**.

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In downtown Pittsburgh

Several hotels and many fine restaurants are located in downtown Pittsburgh, known locally as the Golden Triangle. In addition, the Pittsburgh Symphony, the Pittsburgh Opera, the Pittsburgh Ballet Theatre, the Pittsburgh Public Theater, City Theatre, the American Wind Symphony, the Mendelssohn Choir, the River City Brass Band, and the Civic Light Opera hold performances throughout the area. Broadway theater productions and major entertainers frequently come to the city.

Pittsburgh is a major sports town — home of Pittsburgh Steelers football, Pirates baseball, and Penguins hockey. There are many college and university teams, including the University of Pittsburgh Panthers, Duquesne Dukes, and Carnegie Mellon Tartans.

Shopping opportunities abound in downtown Pittsburgh, with many specialty shops and major department stores such as Kaufmann's and Saks Fifth Avenue. One Oxford Centre (Grant Street), Station Square (across the Smithfield Street Bridge on the South Side), and Fifth Avenue Place (Stanwix Street and Fifth Avenue) offer the convenience of mall shopping downtown.

Other Pittsburgh family attractions that can be reached easily by bus or car include the Pittsburgh Zoo and Aquarium, the Carnegie Science Center, the Pittsburgh Children's Museum, the National Aviary, the Senator John Heinz Pittsburgh Regional History Center, Kennywood (an amusement park), and Sandcastle (a water park).

For more information about these attractions and others in the city, contact the Greater Pittsburgh Convention and Visitors Bureau at **412-281-7711** or **www.pittsburgh-cvb.org**.

Or stop at the Visitor Information Center, located in the log cabin next to the Stephen Foster Memorial on Forbes Avenue near the Cathedral of Learning. For a 24-hour recorded message of daily events, call **800-366-0093**.

Places of Worship

At the Oakland hospitals

Chaplains of various faiths are available during the day, seven days a week, if you would like to arrange for a visit. An interfaith chaplain is available 24 hours a day. Visits by clergy from faith traditions not represented by the chaplains also can be arranged. Your own clergy are welcome to visit you at any time. To request a visit from a chaplain, please call Pastoral Care at **412-647-7650**.

An interfaith chapel is located at UPMC Presbyterian on the first floor, Room E-173. An interfaith meditation room is located at UPMC Montefiore off the 7 Main lobby, across from the Information Desk. Both are open 24 hours a day. Prayer books, Bibles, and electric Sabbath candles are available upon request. For information about worship services in the hospital chapels, call **412-647-7650**.

In the Oakland area

Below is a list of places of worship that are located in or near Oakland. For directions or for more information, call **412-647-7615**.

Bellefield Presbyterian Church

Fifth Avenue and Thackeray Street, Oakland
412-687-3222

Church of the Ascension (Episcopal)

4729 N. Ellsworth Ave., Oakland
412-621-4361

Community of Reconciliation

100 N. Bellefield Ave., Oakland
412-682-2751

**Congregation Beth Shalom
(Jewish Conservative)**

5915 Beacon St., Squirrel Hill
412-421-2288

**Congregation Poale Zedek
(Jewish Orthodox)**

Shady and Phillips avenues, Squirrel Hill
Call for directions.
412-421-9786

First Baptist Church

159 N. Bellefield Ave., Oakland
412-621-0500

First Unitarian Church

605 Morewood Ave., Shadyside
412-621-8008

First United Methodist Church

5401 Centre Ave., Shadyside
412-681-4222

Friends Meeting House (Quaker)

4836 Ellsworth Ave., Oakland
412-683-2669

**Heinz Memorial Chapel
(non-denominational)**

Bellefield Ave. between Forbes and Fifth,
Oakland
412-624-4156

Hindu Jain Temple

615 Illini Drive, Monroeville
Call for directions.
724-325-2073

Holy Spirit Byzantine Catholic Church

4815 Fifth Ave., Oakland
412-687-1220

Islamic Center of Pittsburgh

4100 Bigelow Blvd., Oakland
412-682-5555

New Hope Christian Church

134 N. Dithridge St., Oakland
412-621-6566

Rodef Shalom Temple (Jewish Reform)

4905 Fifth Ave., Oakland
412-621-6566

St. Andrew Lutheran Church

Centre and Morewood avenues, Shadyside
412-682-3342

St. George Antiochian Orthodox Church

3400 Dawson St., Oakland
412-681-2988

St. Paul Cathedral (Roman Catholic)

Fifth Avenue at N. Craig Street, Oakland
412-621-4951

**Shaare Torah Congregation
(Jewish Orthodox)**

2319 Murray Ave., Squirrel Hill
412-421-8855

Temple Sinai (Jewish Reform)

5505 Forbes Ave., Squirrel Hill
412-421-9715

**Tree of Life Congregation
(Jewish Conservative)**

Wilkins and Shady avenues, Squirrel Hill
412-521-6788

Notice of Patients’ Rights

The University of Pittsburgh Medical Center seeks to ensure the protection of each patient’s physical and emotional health and safety. The following is a list of patients’ rights while in the care of a UPMC facility.

The patient (or, where appropriate, the patient’s representative) has the right to:

1. file a grievance (see below);
2. participate in the development and implementation of his or her plan of care;
3. make informed decisions regarding his or her care;
4. be informed of his or her status, be involved in care planning and treatment, and have the ability to request or refuse treatment; (Note: This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.)
5. formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives;
6. have a family member or a representative and his or her own physician notified as promptly as possible of the patient’s admission to a hospital;
7. personal privacy;
8. receive care in a safe setting, free from verbal or physical abuse or harassment;
9. confidentiality of his or her clinical records and the ability to access information contained in his or her clinical records within a reasonable time frame; and
10. be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience, or retaliation by staff.

Filing a grievance

If a patient or a patient’s representative believes that UPMC has violated any of the rights enumerated above, he or she should contact the hospital’s patient relations coordinator to file a grievance. The Patient Relations department for UPMC Presbyterian and UPMC Montefiore can be reached at **412-647-7615**.

Upon receipt of the grievance, UPMC will make every effort to respond in a prompt and fair manner to address the complaint. Concerns may also be addressed to the Pennsylvania Department of Health at:

***Address:* Pennsylvania Department of Health
Division of Acute and Ambulatory Care
Health and Welfare Building
P.O. Box 90
Harrisburg, PA 17108-0090**

***Telephone:* 800-254-5164**

Directions to UPMC Presbyterian and UPMC Montefiore

From points east (Greensburg, Monroeville) via the Pennsylvania Turnpike

From the Pennsylvania Turnpike, take Exit 57 (old Exit 6) (Pittsburgh/Monroeville Exit) to Interstate 376 west. From I-376 west, take Exit 3B (old Exit 7A) (Oakland/Bates Street Exit). At the first stoplight on Bates Street, turn left onto the Boulevard of the Allies. At the first stoplight on the Boulevard of the Allies, turn right onto Halket Street (you will be at the Best Western University Center). At the first stoplight on Halket Street, turn right onto Forbes Avenue (a one-way street). Follow Forbes to the third traffic light; turn left onto Atwood Street. Travel one block; turn left onto Fifth Avenue (Fifth Avenue is a one-way street for all traffic except buses). For UPMC Presbyterian, turn onto Lothrop Street, the first street on the right. For UPMC Montefiore, turn onto Darragh Street, the second street on the right.

From points west (Pittsburgh International Airport) and Route 60

From the Pennsylvania Turnpike, take Exit 10 (old Exit 1A) to Route 60 south. Follow Route 60 south past the Pittsburgh International Airport to Interstate 279 north. Take I-279 north through the Fort Pitt Tunnel and follow the signs to Interstate 376 east. Take Exit 2A (old Exit 5) (Forbes Avenue/Oakland Exit). You will exit onto Forbes Avenue, a one-way street. Continue on Forbes to the fifth traffic light, at Atwood Street. Turn left onto Atwood Street. Travel one block; turn left onto Fifth Avenue (Fifth Avenue is a one-way street for all traffic except buses). For UPMC Presbyterian, turn onto Lothrop Street, the first street on the right. For UPMC Montefiore, turn onto Darragh Street, the second street on the right.

From points south (Washington, Pa.; West Virginia) via Interstate 79 north

Take Interstate 79 north to Exit 59A (old Exit 14), Interstate 279 north. Take I-279 north through the Fort Pitt Tunnel and follow the signs to Interstate 376 east. Take Exit 2A (old Exit 5) (Forbes Avenue/Oakland Exit). You will exit onto Forbes Avenue, a one-way street. Continue on Forbes to the fifth traffic light, at Atwood Street. Turn left onto Atwood Street.

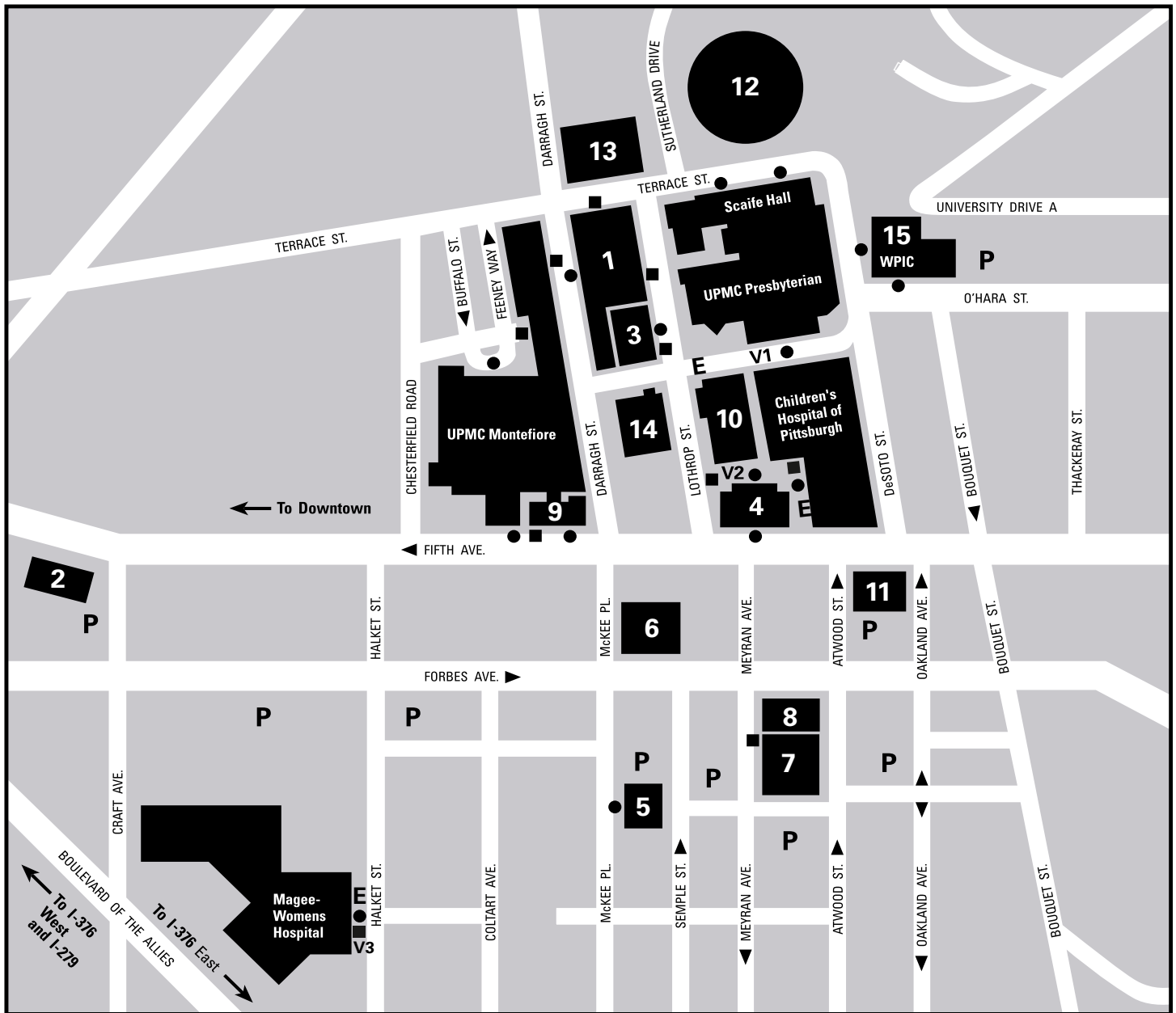
Travel one block; turn left onto Fifth Avenue (Fifth Avenue is a one-way street for all traffic except buses). For UPMC Presbyterian, turn onto Lothrop Street, the first street on the right. For UPMC Montefiore, turn onto Darragh Street, the second street on the right.

From points north (Butler, Zelienople) via Interstate 79 south

Take Interstate 79 south to Exit 72 (old Exit 21), Interstate 279 south. As you near downtown Pittsburgh, follow the signs to Interstate 376 east and Monroeville. Take Exit 2A (old Exit 5) (Forbes Avenue/Oakland Exit). You will exit onto Forbes Avenue, a one-way street. Continue on Forbes to the fifth traffic light, at Atwood Street. Turn left onto Atwood Street. Travel one block; turn left onto Fifth Avenue (Fifth Avenue is a one-way street for all traffic except buses). For UPMC Presbyterian, turn onto Lothrop Street, the first street on the right. For UPMC Montefiore, turn onto Darragh Street, the second street on the right.

From points northeast via Route 28

Take Route 28 south to the Highland Park Bridge. As you cross the bridge, get into the left lane. Follow the sign that will take you down the ramp toward Washington Boulevard. As you exit the ramp, stay in the right lane. Just before the first traffic light, veer right onto Washington Boulevard. Travel on Washington Boulevard through four traffic signals (about two miles). At the fourth traffic light, Washington Boulevard crosses Penn Avenue and becomes Fifth Avenue. Follow Fifth Avenue into the Oakland section of Pittsburgh (about two and one-half miles). Near the intersection of Bellefield Avenue and Fifth Avenue, on the left you will see the Cathedral of Learning, a University of Pittsburgh campus landmark. (Note: Fifth Avenue at this point becomes a one-way street for all traffic except buses.) From this point, travel five blocks to Lothrop Street. For UPMC Presbyterian, turn right onto Lothrop Street. For UPMC Montefiore, turn right onto Darragh Street, the next street after Lothrop.



Oakland map legend

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|---|-----------------------------|---|
| ☒ Building entrances | ▶ Street direction | 8. Iroquois Building |
| E Emergency Department entrances | P Public parking facilities | 9. Kaufmann Medical Building |
| ☒ UPMC garage entrances for patients and visitors | 1. Biomedical Science Tower | 10. Lothrop Hall |
| V1 Valet parking for UPMC Presbyterian, Eye & Ear Institute, and Western Psychiatric Institute and Clinic | 2. Dialysis Center | 11. Medical Arts Building |
| V2 Valet parking for Falk Medical Building | 3. Eye & Ear Institute | 12. Petersen Events Center |
| V3 Valet parking for Magee-Womens Hospital | 4. Falk Medical Building | 13. Salk Hall |
| | 5. Family House | 14. Victoria Building |
| | 6. 3501 Forbes Ave. | 15. Western Psychiatric Institute and Clinic (WPIC) |
| | 7. Forbes Tower | |

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for Patients*

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