

We hope this information will help you during your visit at UC Irvine Medical Center. If you need additional assistance, our staff will be happy to help you.

Welcome

INFORMATION

To ensure the safety of patients, staff and visitors, all visitors to the medical center will be issued a pass, which must be visible at all times. Passes are issued daily.

After hours access, between 9 p.m. and 5 a.m. is available at the front of the hospital through the main hospital entrance.

For after-hours assistance, use a medical center house phone in the main hospital and dial 7890 or from outside the hospital, call 714.456.7890.

The Surgical Reception desk is located in the first-floor lobby of the main hospital and is open the following hours:

Monday – Friday,
5:00 a.m. to 9:30 p.m.

Saturday, and holidays,
5:30 a.m. to 9:30 p.m.

Sunday
7 a.m. to 9 p.m.

VISITING HOURS

General hospital visiting hours are from 9 a.m. to 9 p.m. In most areas only two visitors are allowed at a time. Children younger than 16 must have a health screening and may not visit without permission from the patient's nurse.

This practice protects both children and patients. In adult critical care units, visitation is limited to immediate family and significant others, and visitation time periods vary.

INFECTION PREVENTION

For patient safety, we ask that you visit only when feeling well, and wash hands or use waterless alcohol rub each time you enter or leave a patient's area.

ATM

An Automatic Teller Machine is located near the Gift Shop, in the main hospital and at 200 S. Manchester Ave. in the lobby.

CAFETERIA HOURS

Monday–Friday, 6:30 a.m. to 2 a.m.

Saturday–Sunday, 8 a.m. to 2 a.m.

Vending machines are located outside the cafeteria and are accessible at any time.

The cafeteria is located on the first floor of the hospital for visitors and staff.

CAFÉ AND BAKERY

Visit Miss Kelly's Café and Bakery located behind the Chao Family Comprehensive Cancer Center (Bldg. 23) for coffee, cappuccinos, teas, juices, fruit smoothies and pastries. Major credit cards accepted.

Open Monday–Friday, 6 a.m. to 6 p.m.

COMMUNICATION WITH PATIENTS

From outside the hospital, you can reach a patient by calling the private number printed on the phone in the patient's room.

This number can be called directly between 7 a.m. and 8 p.m. or may also be obtained by calling 714.456.7890 and asking for the patient by name.

CUSTOMER SERVICE

Patients are encouraged to discuss issues related to their medical care or support services directly with their care providers.

For additional assistance, our Customer Service Department is available by phone. Customer Service phones are available throughout the medical center or by calling:

Toll Free 888.456.7004

Monday–Friday, 8 a.m. to 5 p.m.

Comments or questions can also be mailed to Customer Service, P.O. Box 14091, Orange, CA 92863-4091.

EMERGENCY TELEPHONES

Emergency/9-1-1 phones are throughout the medical center grounds and next to each elevator on every floor of the south parking structure.

Security officers will immediately respond to calls made from these phones.

GIFT SHOP

The Gift Shop offers a selection of gifts and sundries. Featured is a wide variety of gift items, toiletries, greeting cards, candies, magazines, books, balloons, jewelry, stuffed animals, baby gifts, flowers and much more. All major credit cards accepted.

The Gift Shop is located at main entrance.

Monday–Friday, 8:30 a.m. to 8 p.m.

Saturday–Sunday, 9 a.m. to 5 p.m.

INTERPRETER SERVICES

Interpreter services are provided for patients in all languages, including sign language. Staff will be happy to arrange for these services.

LOST AND FOUND

Contact the Security Department at 714.456.8826 regarding lost items, 7:30 a.m. to 4 p.m.

PARKING

Valet parking is available Monday through Friday, 7 a.m. to 6 p.m. Valet for Cancer Center and Comprehensive Digestive Disease Center patients is located on Medical Center Drive in front of the Chao Family Comprehensive Cancer Center. All other patients and visitors may use the valet service on Pavilion Way.

Parking validation is available for patients or their drivers at most patient check-in areas, located throughout the hospital and clinics. The validation allows for discounted valet parking or free limited two-hour parking in the parking structure.

Short-term and long-term parking is available in the parking structure located on the northeast corner of The City Drive and Dawn Way. Weekly parking rates are available to visitors.

If you have any questions, please contact the Parking Office at 714.456.5636. Parking Office hours are 7:15 a.m. to 4 p.m., Monday–Friday.

If you need additional assistance, stop by the information booth located on Medical Center Drive open seven days a week from 7 a.m. to 11 p.m.

PUBLIC PAY PHONES

Pay phones are located on every floor of the hospital and throughout the medical center, including outpatient areas, near the cafeteria and the Emergency Room.

SECURITY

UC Irvine Security is available 24 hours a day and can be reached by dialing 5493 on any medical center house phone or 714.456.5493. All entrances to the medical center are locked daily from 9 p.m. to 6 a.m., except for the Emergency Department and Main Hospital entry. Lost and Found, located in Bldg. 33, is available 7 a.m. to 5 p.m.

About University of California, Irvine Medical Center



UC Irvine Medical Center is the only university medical center serving Orange County and surrounding areas. As one of five University of California medical centers, it is recognized for specialized, quality patient care, as well as for the expertise of its physicians and researchers.

Our 453-bed medical facility offers a full scope of acute- and general-care services, including:

- Antoci Center for Pediatric Urology and Nephrology
- Chao Family Comprehensive Cancer Center (National Cancer Institute-designated cancer center)
- H.H. Chao Comprehensive Digestive Disease Center
- Joint Replacement Program
- Primary Stroke Center
- Joslin Diabetes Center at University of California, Irvine (Gottschalk Medical Plaza)
- Level I Trauma Center (Orange County's highest rated)
- Level III, 32-bed Neonatal Intensive Care Unit
- Minimally invasive surgery, including Orange County's first robotic surgical system
- Multi-organ Transplantation Program
- Neuropsychiatric Center
- Outpatient facilities in Irvine, Santa Ana, Anaheim and Orange
- Regional Burn Center
- SeniorHealth Center

For every patient and family we serve, UC Irvine Medical Center combines progressive, cost-efficient technology with quality care and compassion.

HELPFUL INFORMATION

EMERGENCY TELEPHONES

Emergency phones are located in or near parking lots and the parking structure on medical center grounds and at off-site parking areas. Security officers will respond immediately to provide assistance.

SMOKING POLICY

For the health and comfort of our patients and visitors, smoking is not permitted on UC Irvine Medical Center property. Free nicotine gum is available in the Gift Shop to support visitors who smoke.

PATIENT CARE AND SAFETY

If you have concerns about patient care and safety, please discuss them with your care provider. If your concerns remain unresolved, you may contact The Joint Commission toll free at 1.800.994.6610 from 6:30 a.m. to 3 p.m., Pacific Time, weekdays.

UC IRVINE MANCHESTER PAVILION

UC Irvine Manchester Pavilion is located on the corner of Chapman and Manchester Avenues at 200 S. Manchester Ave., Orange. (See map above.)

COMPUTER ONLINE PATIENT SERVICES

Visit **"Online Services"** at www.ucihealth.com for a variety of patient services:

- Request a doctor's appointment
- Request a prescription refill
- E-mail a message to your doctor
- E-mail a patient in the hospital
- Electronic newsletters
- Sign up to volunteer
- Blood donation information

SHUTTLE SERVICE

UC Irvine Medical Center offers its patients a courtesy shuttle service weekdays between 8 a.m. and 4 p.m. The shuttle travels from the patient parking structure on Dawn Way to key patient locations on the medical center campus. Let your care provider know if you require a ride to the parking structure or to another patient care area.

Patients and visitors may use our employee shuttle to travel between the medical center and the UC Irvine Manchester Pavilion (200 Manchester Ave.) or the City Tower office building. Employee shuttle stops are located on the north side of Pavilion III (29A), on Manchester Avenue east of the UC Irvine Manchester Pavilion and at the entrance to the City Tower office building. Employee shuttles depart from each stop every 10 to 15 minutes.

If you have any questions concerning any parking or transportation-related issues, please call 714.456.5636.

UNIVERSITY of CALIFORNIA • IRVINE
MEDICAL CENTER

101 The City Drive South, Orange, CA 92868-3201
Main Hospital: 714.456.7890
Customer Service: Toll Free 888.456.7004
Physician Referral: Toll Free 877.UCI-DOCS
■ www.ucihealth.com