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Visitation Philosophy of St. Luke's Medical Center

St. Luke's Medical Center promotes a flexible, patient and family focused visitation policy, recognizing the importance of the family in the patient's recovery. To create an optimal healing environment, patients and family are encouraged to plan an individualized visitation schedule in collaboration with their caregivers. Visitation must always respect the patients' choices while maintaining confidentiality, privacy and security to others. The patient, not the caregiver, should identify who will visit.

*Family is defined as any group of people who love and care for each other.*

Upon admission to St. Luke's Medical Center, the patient should negotiate visitation guidelines with their caregivers. These guidelines should include who will visit as well as the most beneficial times for visitation. A *spokesperson* should also be identified. The *spokesperson* is the individual chosen by the patient to communicate his or her condition and wishes to family and friends.

**General Information**

Valuables will be sent home with the family or placed in security. Mail, plants and flowers will be accepted and delivered to the patient. Live plants and flowers may not be received by the patient while in ICU. Although *latex balloons will not be allowed in the hospital*, mylar balloons are acceptable. Food may be brought in within the patient's dietary restrictions. A physician's order is required for alcoholic beverages. Visitors are reminded that we are a smoke free institution. Smoking is allowed outside the building in designated smoking areas only.

**ICU Family Waiting Area**

The *ICU Family Waiting* area is located on the first floor, Center Building. Rest areas, quiet rooms, telephones and refreshments are available to make your visit more comfortable. Please check in with the receptionist upon your arrival to this area. The *Surgical Waiting* area is located on the third floor, Center Building.

**Patient Safety**

To ensure the safety of our patients and visitors, all entrances except the Emergency Entrance will be locked between 8:00 p.m. and 5:00 a.m. All visitors will be issued a pass when entering between 8:00 p.m. and 5:00 a.m. All visitors staying overnight will also be issued a pass.

**Public and Patient Telephones**

Public telephones are conveniently located throughout the hospital including the waiting areas, vending room, cafeteria and near all main entrance ways.

Patient telephones are available in patient rooms. To ensure a restful night, no incoming calls to patient rooms are received between the hours of 10:00 p.m. and 7:00 a.m. Outgoing calls are permitted during this time. The *spokesperson* of the patient in an ICU is requested to contact the specific nursing station to inquire on a patient's status. *Cellular phones must be turned off while in the hospital.*

**Chapel and Chaplains**

The *Chapel* is open to patients and visitors 24 hours per day. The Chapel is located on the first floor, North Building. Members of all faiths are welcome to visit any time.

Chaplains are available 24 hours per day. Please ask the Waiting Area receptionist or nurse caring for your family member to contact them for you.

**Children Visitation**

Children are permitted to visit. It is the responsibility of the family member to maintain continuous supervision of their children at all times. Children are not permitted to wander unattended or disturb other patients.

*Any child with a communicable disease or obvious illness will be restricted from patient contact and areas.*
Visiting Your Family Member

Pet Visitation

Other than seeing eye dogs, a physician's order is required for pet visitation. Please contact your caregiver to arrange a beneficial time for pet visitation. Pets are limited to dogs and cats and must be free of illness.

Visitor Food Services

The Cafeteria is located in the basement of the North Building. Hours of operation are from 6:30 a.m. to 7:15 p.m., seven days a week. Hot and cold entrees, sandwiches, desserts and beverages are available. Microwaves and vending machines are also accessible.

The Coffee Shop is located on the first floor, North Building. Hours of operation are 5:30 a.m. to 8:00 p.m., Monday through Friday. It is closed on weekends and all holidays.

The Vending Room is located in the basement of the Knisely Building and is open 24 hours per day, seven days a week. There is a variety of hot and cold food items, beverages, ice cream and snacks. Microwaves are also accessible.

The Patio Express Café is located on the first floor of the Outpatient Building and serves breakfast selections weekdays from 7:00 a.m. to 10:30 a.m. and assorted lunch items from 11:00 a.m. to 2:00 p.m. It is closed on weekends and all holidays.

Gift Shop and Newspaper Services

The Gift Shop is located on the first floor of the Outpatient Building. Hours of business are Monday through Friday, 9:00 a.m. to 4:00 p.m. and Saturday and Sunday, 12:00 p.m. to 4:00 p.m.

Newspaper Stands are located at the Main Entrance and elsewhere throughout the hospital.

ATM (Automatic Teller Machines) are located at the Main Entrance and near the North Building entrance for your convenience.
Colors are used throughout St. Luke's Medical Center to help you locate your destination.

Our staff and volunteers will be glad to help you if you need assistance.

To Patient Rooms from the Main Entrance:
1. Proceed to the end of the 2nd floor hallway.
2. Use the stairs or the Glass Elevator to go down to the first floor.
3. Follow the colored diamond path on the floor that corresponds to the building.
4. Take the passenger elevator at the end of the colored diamond path to the appropriate floor.

Patient Information: (414) 649-7062