

A PATIENT'S GUIDE TO

Services at Swedish



This document is also available in Russian, Spanish, Vietnamese, Korean and Chinese.

Данная брошюра имеется также в переводе на испанский, вьетнамский, китайский, русский и корейский языки.

Este documento también está disponible en español, vietnamita, cantonés, ruso y coreano.

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본 책자는 스페인어, 베트남어, 광둥어, 러시아어, 한국어로도 나와 있습니다.

本文件亦提供西班牙文、越南文、粵語、俄文和韓文版本。



SWEDISH MEDICAL CENTER

FIRST HILL CAMPUS

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Welcome

On behalf of the staff of Swedish Medical Center, I extend to you a warm welcome. We are pleased that you and your physician have chosen Swedish for your care. You can be assured that our highly trained team of health-care professionals will provide you with the finest medical care, and that our facilities offer the most advanced technology available.

During your stay at Swedish Medical Center we want you to experience excellence. Our staff is fully committed to providing the exceptional service for which Swedish is known, and will make every effort to meet your individual needs. Your well-being is our primary concern and we want your stay to be as comfortable as possible.

To help you feel more at ease, this booklet helps explain our services, outlines policies, and introduces you to some of the people who will be caring for you. We recognize, however, that no publication can answer all your questions and we encourage you to ask any member of our staff for assistance. Our Patient Relations office is also available to serve you and can be reached by calling (206) 386-2111, or 62111 from the phone in your room. We welcome your comments and suggestions.



Richard H. Peterson
President and CEO

Our History

The Swedish Story

It began with just \$10,000 and a dream. At a time when techniques as basic as sterilization were not widely used in local operating rooms, Dr. Nils Johanson saw a need in the Seattle area for a modern nonprofit medical facility – one that offered the latest treatments of its day and followed the very highest standards in patient care.

Johanson – a surgeon and Swedish immigrant – presented his vision to 10 Swedish-American businessmen. Although none were wealthy, they were all eager to do something positive for the Seattle community. They each agreed to buy \$1,000 bonds, and on June 1, 1910, Johanson's vision became a reality. He opened a 24-bed hospital in a renovated apartment building.

Today, Swedish Medical Center has grown into the Northwest's largest, most comprehensive health-care facility representing virtually all medical, diagnostic and surgical specialties.

The nonprofit medical center is composed of a 697-bed tertiary-care hospital on Seattle's First Hill, as well as a 163-bed community hospital in Seattle's Ballard neighborhood. In July 2000, Providence Seattle Medical Center (PSMC) and Providence Medical Group (PMG) joined the Swedish system. PSMC, now known as Swedish Medical Center/Providence campus, is a 385-bed facility. PMG, now called Swedish Physicians, is a network of primary-care and specialty physician clinics. Swedish also includes a home-care services program.

The Swedish medical staff includes more than 2,000 providers, representing nearly every medical and surgical specialty and subspecialty. Swedish now has more than 7,000 employees.

Swedish is a regional referral center for numerous specialties, including cardiac care, cancer care, orthopedics, neuroscience, pediatrics, primary care and obstetrics. Swedish also has a respected diabetes program, inpatient AIDS program and a hospital-based treatment program for drug and alcohol dependencies.

Swedish is fully accredited by the Joint Commission on the Accreditation of Health-care Organizations and maintains an active Quality Assurance Program to ensure that all patients receive optimal care in a safe and caring environment.

Patient Rights and Responsibilities

At Swedish, our first commitment is to you. We believe your rights as a patient are as important as your individual rights, and we will do everything possible to respect them.

As a patient at Swedish, you have the right:

- To be treated with courtesy, dignity and respect by all hospital personnel.
- To receive services in response to requests that are within the institution's capacity and mission.
- To have your personal, cultural and spiritual values and beliefs supported when treatment decisions are made.
- To have a family member or representative of your choice and your physician notified promptly of your admission to the hospital.
- To submit a verbal or written grievance regarding your care without fear of recrimination, and to have those concerns reviewed in a timely manner and, when possible, resolved in a timely manner. You have the right to be informed in writing of the response to your concerns.
- To know the physician who is primarily responsible for your care.
- To know the name and title of caregivers providing service to you.
- To know if your care involves the education of health-care providers. You have the right to consent or refuse to participate.
- To receive complete and current information concerning your diagnosis, treatment and prognosis in terms you can understand, and to have any proposed procedure or treatment explanation to include:
 - a description of the nature and purpose of the procedure or treatment
 - the possible benefits
 - the known serious side effects, risks or drawbacks
 - problems related to recovery
 - the likelihood of success
 - alternative procedures or treatments
- To an interpreter if you do not speak English, if English is your second language, or if you are hearing or speech impaired. To alternative communication methods if you are deaf or blind.
- To participate with your physicians and other health-care providers in the development and planning of your plan of care.

- To be informed of the outcomes of treatment, positive and negative, anticipated and unanticipated.
- To have access to your medical records within a reasonable timeframe and to an explanation of all information contained in your records.
- To accept or refuse any procedure, drug or treatment and to be informed of the possible consequences of any such decision.
- To be free from restraints of any form that are not medically necessary.
- To make advance treatment directives, such as Durable Power of Attorney for Health Care and Living Wills, and to have hospital staff and practitioners who provide care comply with these directives.
- To a safe and secure environment that is supported by infection-control and security services.
- To every consideration of personal privacy. Case discussion, consultation, examination and treatment will be conducted so as to protect each patient's privacy.
- To have all communications and records related to your care kept confidential.
- Not to be discriminated against because of race, color, religion, sex, age, national origin, sexual orientation, disability or source of payment.
- To supportive care, including appropriate assessment and management of pain, treatment of uncomfortable symptoms and support of your emotional and spiritual needs, regardless of your medical status or treatment decisions.
- To be free of all forms of abuse and harassment.
- To consultation with another physician, at your own expense.
- To request consultation regarding ethical issues surrounding your care from the Swedish Medical Center Ethics Committee.
- To be transferred to another facility at your request or when medically appropriate and legally permissible. You have a right to be given a complete explanation concerning the need for and alternatives to such a transfer. The facility to which you will be transferred must first accept you as a patient.
- To know if your care involves research or experimental methods of treatment. You have the right to consent or refuse to participate.
- To expect reasonable continuity of care and to be informed by caregivers of realistic patient-care options when hospital care is no longer appropriate. You have the right to participate in this discharge planning process.

- To examine your bill and receive an explanation of the charges regardless of the source of payment for your care.
- To be informed of any hospital policies, procedures, rules or regulations applicable to your care.
- To have you or your representative make informed decisions regarding your care.
- To include family members or significant others in your care decisions.
- To assign your guardian, next of kin or legally authorized surrogate to exercise the rights listed above on your behalf, if you are unable to exercise them.

Patient Responsibilities

You also have the responsibility to yourself and Swedish to play an active role in your health care. As a patient, you have a responsibility to:

- Provide complete and accurate information regarding your medical history to those involved in your care.
- Take part in decisions concerning your care and treatment.
- Ask questions about unfamiliar practices and procedures.
- Inform your physician or nurse of any changes in your health.
- Follow your treatment plan of care.
- Be considerate of other patients and ensure that your visitors are equally thoughtful.
- Respect hospital policies.
- Arrange financial matters prior to your hospitalization.

Comments or Concerns

There is an established complaint and grievance procedure in which patients may participate without fear of jeopardizing continuing services. If you have concerns or complaints about any part of your care at Swedish, please feel free to speak with any manager or staff member on your unit or call a Swedish Patient Relations representative at (206) 386-2111, or 62111 from an in-house phone. If you are not satisfied with the response you get, you can file a formal grievance. A Patient Relations representative at Swedish can assist you.

You also have the right to contact the Washington State Department of Health directly to lodge a grievance at:

Washington State Department of Health
Facilities and Service Licensing
Attention: Investigations
P.O. Box 47852
Olympia, WA 98504-7852
1-800-633-6828

Advance Directives for Medical Care

Federal law states that patients have the right to be informed about facts and risks of their medical treatment, and the right to grant or withhold consent to treatment. Swedish respects every patient's rights and responsibilities to make decisions about his or her medical care and encourages patients to make their treatment wishes known ahead of time by using Advance Directives.

Advance Directives are documents written in advance of serious illness that state your choices for health care, or name someone to make those choices, if you become unable to make decisions. Through Advance Directives, such as living wills and durable powers of attorney for health care, you can make legally valid decisions about your future medical treatment.

It is important that you discuss your health-care decisions with your physician and family or friends. They should also have a copy of the written document you have signed. Bring a copy of your Advance Directives to the hospital so it can be included in your chart.

Swedish Medical Center policy is that all patients will undergo Cardiopulmonary Resuscitation (CPR) in the event of heart/circulation or lung/breathing failure. A specific physician order is required if this is not your wish or care. Please be certain to discuss this with your health-care team and your physician.

More information on Advance Directives is available through your physician or Swedish's Pre-Admission Center by dialing (206) 386-2997, or 62997 from an in-house phone.

Cardiopulmonary Resuscitation (CPR) Policy

It is the policy of Swedish Medical Center that all patients receive cardiopulmonary resuscitation (CPR) if they stop breathing or if their heart stops beating. If you do not want CPR, a written order from your doctor is required. We are providing the information below to 1.) make you aware of this policy and 2.) explain what CPR is and the risks associated with it. Please be sure to discuss this information with your doctor and health-care team.

What is CPR?

The hospital staff performs CPR when there is breathing/lung failure or heart/circulation failure. It first involves pressing on the chest, placing a tube into the throat to create an airway and pushing air into the lungs. More advanced treatment may be needed. These include ventilator machines to help with breathing or pace-makers to keep the heart beating.

What are the risks?

With pressing on the chest, there is a risk of injury to the ribs or internal organs. Also, if blood flow stops due to heart failure, there is a risk of additional injury, including brain injury.

Will CPR save my life?

Not always. National data indicates that people have a 4 percent to 20 percent chance of surviving and leaving a hospital after CPR has been performed to resuscitate the heart and/or lungs.

What is Swedish's policy on CPR?

Swedish will provide CPR to all patients with heart or lung failure unless there is a specific doctor's order not to do this.

What if I do not want CPR?

Your doctor will need to write an order telling the hospital staff not to perform CPR even if you stop breathing or your heart stops beating. Please be sure to discuss this topic with your doctor and health-care team in advance so that they are clear about what you want.

If I do not want CPR, will I still receive quality care?

Yes. You will still receive high-quality care even if you tell us you do not want CPR. We will do our best to ensure your comfort while in the hospital and will follow other wishes you may have.

Confidentiality of Your Personal Health Information

Swedish has a Notice of Health Information Practices. This notice describes 1) how information about you may be used and disclosed and 2) your rights over the use and disclosure of your personal health information. If you did not receive a Notice at the time of your admission, you may request a copy by calling (206) 386-2502.

Parking Information

Patient Parking is available at the Broadway garage, 747 Broadway, located under the main hospital. Garage hours, excluding holidays, are:

Monday-Friday	7 a.m.-11 p.m.
Saturday-Sunday	8 a.m.-8 p.m.

Rates during attended garage hours are as follows:

0 to 1 hour	\$2
1 to 2 hours	\$3
2 to 3 hours	\$4
3 to 4 hours	\$5
4 to 5 hours	\$8
5 to 7 hours	\$12
7 to 8 hours	\$15
8 to 24 hours	\$18
* Senior and Disabled	\$1 off
* Patient Rate	\$6 a day

* The customer must tell the cashier that they are senior, disabled or a patient/visitor.

- For patient drop-off and pick-up there is a half-hour grace period in the garage. Please use the patient pick-up spots on level A of the garage. Do not leave your car unattended in the drive lane in front of the hospital.
- Parking after hours (between 9 p.m. and 7 a.m.) is available in the garage on the corner of Minor and James, one block southwest of the Emergency Department where after-hours visitors must check in. Between 9 p.m. and 7 a.m. and on weekends, parkers must deposit \$5 into the after-hours pay box when they leave the garage. This machine accepts exact change in quarters, \$1 and \$5 bills only.
- Complimentary parking for long-term patients (patient hospital admissions that have exceeded seven days) is available from the Parking Office.
- Oversized Vehicle Parking is available by making advance arrangements through the Parking Office.

Please direct any questions to the Parking Office, located at 1123 Columbia St., west side of the Swedish Medical Center campus, on the corner of Minor and Columbia Streets, or by calling (206) 386-2235. Normal office hours are 7 a.m.-4:15 p.m., Monday through Friday. The office is closed on weekends and holidays.

Valet Parking

Valet parking is available from 8 a.m. to 5:30 p.m., Monday through Friday, at the main entrance at 747 Broadway and the entrance to the Arnold Pavilion on the corner of Summit and Madison streets. Visitors are solely responsible for any parking costs incurred.

Visiting Hours and Policies

Visiting Policies

In the best interest of health and safety for our patients, visitor hours are limited to between the hours of **7 a.m. and 9 p.m.**

After-Hours Visiting Procedures

Requests for after-hours visitation must be directed and approved by the patient's nurse.

All visitors coming to Swedish after-hours **must** check in through security at the Emergency Department, located on the corner of Cherry St. and Minor Ave. They will be expected to wear an after-hours visitor badge.

After-Hours Parking

Visitor parking between the hours of 9 p.m. and 7 a.m. is available in the garage on the corner of Minor and James, one block southwest of the Emergency Department.

After-hours parking is also available at the Marion and Minor Garage, located at 1101 Madison, on levels A, B, C and D. Between 9 p.m. and 7 a.m. and on weekends, parkers must pay \$5 into a pay box to exit.

Child Visitors

Children are welcome at Swedish. Please see that children visiting the medical center are supervised by an adult. Swedish Medical Center does not offer child-care services. Day-care information is available by calling the King County Day Care Referral Service at (206) 461-3207.

Pet and Service-Animal Policies

For the safety and health of our patients and staff, animals are prohibited from the medical center unless they are assisting a patient or visitor in the capacity of a service animal. If a service animal is not well groomed or well behaved, the owner will be asked to remove it from the premises. In addition, service-animal owners must take sole responsibility for their pets' care. Because patient care is our top priority, medical center staff is not available to help care for service animals.

Meals for Patients and Visitors

PATIENTS

Patient meal service is carefully planned and prepared by our Nutrition Services Department. In an effort to limit the risk of food-related illness among our patients, it is recommended that food be brought in from outside of the hospital only on a limited basis. Nutrition assistants may assist you in selecting your meals.

A La Carte Dining Program

Our patient meal service offers foods and beverages 24 hours a day at no extra charge to our patients. Your nurse will provide you with an A La Carte Dining menu. You may order a meal or a snack by dialing 55555 from your room phone.

Nutrition Care

Registered dietitians and dietetic technicians are available to evaluate and help you with your special nutrition needs. Just let your nurse know if you would like a personal visit from the dietitian.

VISITORS

Cafeterias

Cafeterias are conveniently located throughout the medical center.

- **The Market Cafe:** B Floor, Main Building – open Monday-Friday 6:30 a.m.-7 p.m., Saturday, Sunday and holidays 7 a.m.-7 p.m.
- **Cherry Street Grill:** First Floor, South Wing – open weekdays 6 a.m.-2p.m. for breakfast and lunch; espresso.
- **Heath Cafe:** First Floor, Heath Building – open weekdays 7 a.m.-2 p.m. for continental breakfast and lunch; espresso.
- **Lobby Cafe:** First Floor, main lobby – open weekdays 6:30 a.m.-4:30 p.m. for continental breakfast and lunch; fountain specialities, fresh-baked goods; espresso.

Dial '6-MENU' (66368) from an in-house phone at any time for recording of daily menus in the cafeterias.

A La Carte Dining for Visitors

Visitors may order from the visitor A La Carte Dining menu which offers a variety of food and beverages for purchase. This service is available 24 hours a day and includes delivery within the medical center. To request a menu or place an order, dial 63463 from within the medical center or contact a nutrition assistant. Cash payment will be collected upon delivery of your order.

Vending Machines

Vending machines are located on the "A" floor of the hospital. Vending choices include hot and cold beverages, chips, snacks, candy bars, instant soup and light entrees. A change machine accepting \$1 and \$5 bills is available at the main entrance to the hospital.

For Your Safety and Well-being

The staff at Swedish Medical Center is dedicated to providing a safe and caring environment for all patients. Please familiarize yourself with the following policies and procedures that will ensure your safety and well-being.

Identification

During the admission process, you will receive a plastic identification bracelet with your name and Swedish history number. This is to help identify you to those members of the hospital staff who will participate in your care.

Non-Discrimination Policy

It is the policy of Swedish Health Services that no individual shall be excluded from participation, be denied the benefits of, or be subjected to discrimination under any program or activity at Swedish Health Services on the grounds of race, color, age, sex, marital status, sexual orientation, religious belief, national origin, ancestry, political affiliation, ability to speak English, or disability.

Security Concerns

Members of our Security staff are on duty 24 hours a day. Should you have a safety concern, please contact one of the nurses on your unit or call our Security emergency line by dialing **3000** from any in-house phone.

Smoking Policy

Swedish is committed to the promotion of good health and safety. For this reason, smoking is not permitted in medical-center facilities.

Designated smoking areas exist outside the hospital. See map on page 43. Patients wishing to leave the medical center to smoke after hours (between 9 p.m. and 7 a.m.), will be issued a temporary access card to ensure they won't get locked out of the hospital.

Valuables

If necessary, money and small items may be kept in the hospital safe and reclaimed upon your departure. Swedish does not assume responsibility for the loss of items not deposited in the safe.

Weapons and Violence Policy

Swedish Medical Center has zero tolerance for violence in the workplace. This includes verbal and physical threats as well as actions such as hitting, spitting, pushing or other forms of assault. No one (patient, visitor, staff, physician or volunteer) is allowed to demonstrate acts of violence. Security Services will intervene to assure a safe environment. In addition, weapons are not allowed in the hospital. Any weapons brought on campus will be secured in a safe by Security Services. A concealed weapon permit does not allow weapons to be brought to the hospital, except for weapons carried by members of the police department with proper identification and the ability to secure the weapon.

Your Accommodations

Your Room

Room assignments depend on the type of care you need, the availability of accommodations, and your physician's recommendation. During your stay, your room assignment may change with your needs.

Your Hospital Bed

Hospital beds are electrically operated, and your nurse will show you how to work your bed properly. Bedside rails are for your protection. They may be raised at night or during the day if you're resting, recovering from surgery or taking certain medications.

Calling Your Nurse

A button to call your nurse is located at your bedside. When you press the button, the nursing station is alerted that you need assistance. A staff member will respond to your signal as soon as possible.

Bed Linen Changes

Swedish is working to conserve water, natural gas and electricity. As part of this effort, your bed linen will be changed every other day. However, patient care and comfort remains our highest priority. So, if you wish to have your linen changed more frequently, please tell your caregiver.

Cleaning Your Room

Patient rooms are cleaned daily between 7:30 a.m. and 4 p.m. We make every effort to clean your room when it is most convenient for you. If there are any problems with the condition of your room, please contact the nurse manager on your unit or call our service dispatcher at (206) 386-2698 or 62698 from an in-house phone.

Room Temperature

All rooms in the hospital are centrally heated and air-conditioned. If your room temperature is not comfortable, please notify the nursing staff.

Television

All rooms are equipped with color television sets for broadcast of commercial programs and closed-circuit patient-education programs. There is a channel guide and a patient-education program guide on page 35 of this booklet. In consideration of others, please keep the volume low.

Telephone

All hospital rooms have telephones, provided free of charge to patients. Incoming calls will be connected to your room until 10 p.m. You may place calls from your room at any time. For local calls, dial '9' before the phone number.

Long-distance calls procedure: To make a long-distance call, you may either call collect or charge it to your calling card. This includes directory-assistance calls. To do this, dial '9' + '0' + area code + phone number, then dial your calling card number or tell the outside operator how you would like to bill your call.

In-house calls: These are calls between patient rooms or within the medical center. Dial the five-digit extension of the number you wish to call. See the following page for a list of medical-center telephone numbers.

Medical Center Phone Numbers

The following phone numbers may be accessed from inside the medical center by dialing the last five digits of the number.

After-hours Security Escort	(206) 386-2322
Childbirth Education	(206) 215-3338
Discharge Planning (Coordinated Care)	(206) 386-6141
Donations/Foundation	(206) 386-2738
Financial Counseling	(206) 386-2565
Gift Shop	(206) 386-2747
Home Care Services	(206) 386-6602
Hospital Operator	0 (in-house)
James B. Douglas Health Education Center	(206) 386-2502
Information Desk	(206) 386-3050
LifeNet (In-home health monitoring)	(206) 783-6033
Lost and Found	(206) 386-2322
Notary Public	(206) 386-2997
Patient Accounts	(206) 386-2790
Patient Registration	(206) 386-2561
Patient Relations (Advocate)	(206) 386-2111
Room Service for patients	(206) 215-5555
Room Service for visitors	(206) 386-3463
Security Emergency	3000 (in-house only)
Spiritual Care	(206) 386-2082
Volunteer Services	(206) 386-2090

Television Channels

Below is a comprehensive list of all the television channels available to you. The Patient Education Network (PEN) includes channels 2, 3, 21, 22 and 23. These channels include a wide variety of health topics that may be of interest to you. Please refer to the following pages for program names and times.

We realize that a hospital stay can sometimes be stressful. For that reason, we offer relaxation videos 24 hours a day on channel 3.

Channels

2	Introduction to Swedish Medical Center (PEN)
3	Relaxation programs – 24 hours a day (PEN)
4	KOMO (ABC)
5	KING (NBC)
6	KONG
7	KIRO (CBS)
8	TCM (Movies)
9	KCTS (PBS)
10	KTZZ (WB)
11	KSTW (UPN)
12	AMC (Movies)
13	KCPQ (Fox)
14	CNN (News)
15	A&E (Variety)
16	Cartoon
17	Discovery (Education)
18	ESPN (Sports)
19	FSNW (Fox Sports NW)
21	Women and Infants Channel (PEN)
22	Cancer and General Health Channel (PEN)
23	The Heart Channel (PEN)

Patient Education Network

Channel 2

Welcome to Swedish - Patient and Visitor Services

(Special thanks to KOMO-TV and the Swedish Auxiliary.)

Channel 3

Relaxation programs - 24 hours a day.

Channel 21 Women and Infants Channel

7 a.m.	Newborn Care	44 min.
8 a.m.	Breastfeeding	23 min.
8:30 a.m.	Using Your Evenflo Scout Car Seat Correctly	19 min.
9 a.m.	Using Your Evenflo Scout Car Seat Correctly - Spanish (Usando Su Asiento De Carro Infantil Correctamente)	19 min.
9:30 a.m.	Devotions	10 min.
10 a.m.	Cesarean Birth	13 min.
10:30 a.m.	From Day One	32 min.
11:30 a.m.	Contraceptive Choices	17 min.
Noon	Post-partum Exercises	23 min.
12:30 p.m.	Breastfeeding Preemies	33 min.
1:30 p.m.	Breast Self-Exam	13 min.
2 p.m.	Newborn Care	44 min.
3 p.m.	To Have and Not to Hold	21 min.
3:30 p.m.	Mr. Rogers goes to the Hospital	21 min.
4 p.m.	Using Your Evenflo Scout Car Seat Correctly	19 min.
4:30 p.m.	Using Your Evenflo Scout Car Seat Correctly - Spanish (Usando Su Asiento De Carro Infantil Correctamente)	19 min.
5 p.m.	New Mother Care	24 min.
5:30 p.m.	From Day One	32 min.
6 p.m.	Prematurely Yours	17 min.
6:30 p.m.	Contraceptive Choices	17 min.
7 p.m.	Newborn Care	44 min.
8 p.m.	Breastfeeding	23 min.
9 p.m.	New Mother Care	24 min.

Channel 22 *Cancer and General Health*

7:30 a.m.	Living with Asthma	16 min.
8 a.m.	Total Hip Replacement	12 min.
8:30 a.m.	What Is Diabetes?	12 min.
8:45 a.m.	Advanced Directives	12 min.
9 a.m.	Embarrassed to Death: Colorectal Cancer	28 min.
9:30 a.m.	Bone Marrow Transplant "Choices for Life"	20 min.
10 a.m.	Dr. Bernie Siegel: Love, Medicine & Miracles	75 min.
11:30 a.m.	Scarf Tying	60 min.
12:30 p.m.	Swedish Tumor Institute	13 min.
1 p.m.	Facing Chemotherapy	29 min.
1:30 p.m.	AIDS: What Everyone Needs to Know	21 min.
2 p.m.	Exercise for Cancer Patients	30 min.
2:30 p.m.	Bernie Siegel: Fight For Your Life	148 min.
5 p.m.	Ulcer (Bedsore) Prevention	15 min.
5:30 p.m.	Understanding Total Knee Replacement	29 min.
6 p.m.	Medical Aspects of Alcohol	30 min.
6:30 p.m.	How to Choose a Nursing Home	27 min.
7 p.m.	Breast Cancer: From Tragedy to Triumph	24 min.
7:30 p.m.	What is Sleep Apnea?	30 min.
8:30 p.m.	What is Sleep Apnea?	30 min.

Channel 23	<i>The Heart Channel</i>	
8:30 a.m.	Using Coumadin Safely and Effectively	12 min.
9 a.m.	An Introduction to the Coronary Stent: Patient Perspective	13 min.
9:30 a.m.	High Blood Pressure	10 min.
10 a.m.	Guide to Stop Smoking	14 min.
10:30 a.m.	Living with Angina	4 min.
11 a.m.	From the Heart	24 min.
11:30 a.m.	Starting an Exercise program	13 min.
Noon	Cholesterol Control: An Eater's Guide	32 min
12:30 p.m.	Heart Attack: Every Minute Counts	11 min.
1 p.m.	Angiography	11 min.
1:30 p.m.	Coronary Angioplasty	11 min.
2 p.m.	Coronary Artery Bypass Surgery	16 min.
2:30 p.m.	Congestive Heart Failure	14 min.
3 p.m.	An Introduction to the Coronary Stent: Patient Perspective	13 min.
3:30 p.m.	Using Coumadin Safely and Effectively	12 min.
4 p.m.	Understanding Pacemakers (pre-implantation)	18 min.
4:30 p.m.	Living with Your Pacemakers (post-implantation)	15 min.
5 p.m.	Guide to Stop Smoking	14 min.
5:30 p.m.	Cholesterol Control: An Eater's Guide	32 min.
6 p.m.	Living with Stress	15 min.
6:30 p.m.	Recovery Guidelines for Cardiac Patients: The first six weeks at home	21 min.
7 p.m.	Coronary Angioplasty	11 min.
7:30 p.m.	Coronary Artery Bypass Surgery	16 min.
8 p.m.	Controlling the Cardiac Blues	22 min.
8:30 p.m.	From the Heart	24 min.
9 p.m.	Angiography	11 min.

At Your Service

Accommodations

We can assist you with reserving nearby accommodations for families or visitors by calling our staff at the Providence Inn at (206) 320-2164.

Art Collection

Hundreds of original works of art and countless prints grace the walls of Swedish Medical Center/First Hill. This public collection stems from the hospital's commitment to provide a humanizing and enriching atmosphere for patients, visitors and staff, and is supported in part by donations. Please feel free to explore the collection with the Swedish Art Guide, located at the main lobby Information Desk. Many of the focal pieces are found in the main lobby and on each floor of the East Tower, but there are notable works of art located throughout the medical center.

Assistance for People who are Disabled

Information on services for the disabled can be obtained through the Coordinated Care Department by calling (206) 386-6141, or 66141 from an in-house phone.

Cash Machine

For your convenience, a cash machine is located in the lobby by the main entrance doors.

Chapel

A chapel is located just off the main lobby of the medical center. It is always open for private prayer and meditation. In addition, there is a ecumenical Eucharist worship service held each Wednesday and Sunday at 11 a.m. All are welcome.

E-Mail a Patient

E-mail a patient is available at all three Swedish hospitals, which includes Swedish/First Hill Campus, Swedish/Ballard Campus and the Swedish/Providence Campus. With this feature, friends and family can send an e-mail from anywhere in the world. Messages are printed and delivered for free to patients by Swedish volunteers. To send a message, log on to www.swedish.org, select "Patient and Visitor Info," and click on the "E-mail a Patient" link.

Gift Shop

The Corner Shop, located in the main lobby, is open 9 a.m.-7:30 p.m. weekdays, 11 a.m.-3 p.m. on Saturdays and noon-4 p.m. on Sundays. Operated by the Auxiliary of the First Hill campus, the Corner Shop provides necessities for patients as well as flowers, cards and gifts for all occasions. Dedicated volunteers ensure that all profits are used to enhance medical-center services with special emphasis on patient care. The Corner Shop can be reached by calling (206) 386-2747 or 62747 from an in-house phone.

Now there's an easy way to send get-well notes and flowers to patients at Swedish. Go to the Swedish Web site, click on "Patient and Visitor Info," and you'll find the **Online Gift Shop**. Friends and family can now buy flowers, balloons, teddy bears and Swedish logo items for patients at Swedish Medical Center/First Hill Campus via the Online Gift Shop. Thanks to Swedish volunteers, delivery to patients is free. What's more, online shoppers can help a good cause. Proceeds go toward patient-care programs and services at Swedish.

Health Education Center

The James B. Douglas Health Education Center is located in the main lobby to help people become active participants in their health and medical care. The center offers a comprehensive selection of health-related educational materials including access to a wide selection of books, video and audio tapes, journals, newsletters and brochures. Information also is available on community agencies and Swedish's health-education lecture series. Breast pumps are also available for sale at the center, in addition to car-seat purchases for low-income families. Call (206) 386-2502, or 62502 from an in-house phone, for information.

Interpreter Services

Swedish has interpreters available for non-English-speaking patients. Please let our staff know if you need an interpreter and one will be scheduled as soon as possible.

Local Information

A list of restaurants, accommodations and other area services can be found in the *Guide to First Hill* booklet, which is available free of charge at the Information Desk in the main lobby or by calling the Coordinated Care office at (206) 386-6141 (66141 in-house), the Patient Relations office at (206) 386-2111 (62111 in-house) or the Information Desk at (206) 386-3050 (63050 in-house).

Lost and Found

Lost and unclaimed articles may be turned into the Security office. Call (206) 386-2322, or 62322 from an in-house phone, to inquire about lost articles.

Mail

Incoming mail arrives at noon and is delivered to your room Monday through Friday. Outgoing mail is picked up at noon Monday through Friday from the nurses' station. For visitors' convenience, a public mail drop is located at the main entrance for pick-up at 2 p.m. and at 4:45 p.m.

Newspapers

Newspapers can be purchased from dispensers at the following locations: main hospital entrance on Broadway, The Market Cafe entrance on Minor Avenue and the Arnold Pavilion lobby at 1221 Madison. To have a paper delivered to your room, call Escort Services by dialing 44297 (in-house) Monday through Friday between 9 a.m. and 2 p.m. Newspapers must be paid for upon delivery and cannot be charged to your hospital bill.

Notary Public

To locate a notary public, please call the Pre-Admission Center at (206) 386-2997, or 62997 from an in-house phone, for a list of options. *Please note: Employees cannot notarize advanced directives.*

Patient Relations

Patient Relations representatives are available if you have a complaint or concern about the care and services you receive at Swedish. There is a formal complaint procedure in which patients may participate without fear of jeopardizing continuing services. We want your stay at Swedish to be a positive experience. If we are not meeting your needs, please feel free to speak with any staff person or manager on the floor where you are staying, or you may call Patient Relations at (206) 386-2111, or 62111 from an in-house phone.

Security Escorts

After-hours, security escorts are provided by members of the Swedish Security staff to accompany patients and visitors to their vehicles, apartments or hotels within the immediate hospital area. Security vans leave the main lobby hourly from 6 p.m. until midnight; after midnight vans are on an "on-call" basis. For an escort after 8 p.m., or van service after midnight, dial (206) 386-2322 or 62322 from an in-house phone. Please allow sufficient time for a security representative to meet you.

Spiritual Care

As part of the health-care team, trained chaplains are available to provide compassionate care and support for the spiritual and emotional needs of patients and families. Chaplains are available 24 hours a day. A chaplain may be reached at (206) 386-2082 or 62082 from an in-house phone. After 4:30 p.m., call the hospital operator at '0.' Spiritual Care also offers a Eucharist Service every Wednesday and Sunday at 11 a.m. in the Chapel off the main lobby. All are welcome. Eucharistic ministers are available to bring communion to Roman Catholic patients on the weekends.

Transportation

Several Metro buses service the Swedish campus: Bus #12 is the most direct line to the Swedish campus, traveling up Madison St. from downtown; Bus #2 travels up Seneca St. from downtown, and Bus #4 travels up James St. from downtown.

Bus route information is also available at the Metro kiosks in the lobbies of the Heath Building, Arnold Pavilion, 1101 Madison Medical Tower and the lobby of the main hospital. For more information on bus routes within Seattle, call Metro at (206) 553-3000.

Taxicab phones are located in the Arnold Pavilion, Heath Building and the medical center's main lobby.

Waiting Areas

During surgery, your family and friends will be asked to wait in the surgery waiting area and to check in at the Surgery Information Desk in the main lobby. Staff members will keep them informed of your progress and your physician will meet or call them there after surgery. Family members should advise the staff at the Surgery Information Desk if they plan to leave the area.

Your Health-Care Team

Quality medical care at Swedish is more than sophisticated equipment and modern facilities. It is physicians, nurses, technicians and other health-care professionals working with care, compassion and uncompromising standards for excellence in patient care.

Attending Physician

Your physician is a highly qualified member of our medical staff and is responsible for your care. Your examinations, tests, medications and treatments are ordered by your physician. Your physician is the person to ask if you have questions about your treatment.

Resident Physicians

Depending on the nursing unit to which you are assigned, and the orders given by your personal physician, you may be seen by one or more resident physicians during your hospital stay.

Resident physicians are licensed medical-school graduates who are continuing their training in one of the specialized fields of medicine through programs offered here at Swedish. Residents work under the supervision of board-certified specialists, and are on call 24 hours a day. They are your assurance of immediate access to a physician should your own physician be out of the building at the time.

Nursing Staff

While at Swedish, a registered nurse is responsible for your care 24 hours a day. A nurse will develop a plan of care that addresses your specific needs from admission through discharge. Your plan of care is carried out by all who provide care for you including other registered nurses, licensed practical nurses, nursing assistants, nursing technicians or nursing students. Together they provide the high level of nursing care patients and physicians have come to expect from Swedish.

At certain times during your hospitalization you may require more frequent nursing care and observation. A nurse may be with you continuously in the intensive care units, or as you prepare for childbirth or recover from anesthesia. As your condition improves and you become more independent, we will shift our focus and begin preparing you and your loved ones for home care. At this stage, we will teach you about your medications, how to care for any dressings you may have or other topics specific to your situation.

Your room has a call system when you need assistance. Do not hesitate to call nursing personnel whenever necessary. To ensure you receive the best possible care, please share any concerns you may have with your nurse or the nurse in charge of your unit.

Allied Health Staff

Members of the allied health staff may also provide care to you during your hospital stay. Allied health professionals include psychologists, nurse practitioners and physician assistants.

Health-Care Professionals

In addition to your physician and nurses, you will be cared for by other members of the health-care team. A few examples include: radiology technicians who take X-rays, dietitians, phlebotomists who take blood samples, as well as respiratory, physical and speech therapists.

Pharmacists

Swedish has a highly trained team of pharmacists on staff to prepare and dispense medicines to inpatients and outpatients, and provide any needed information.

Pain Control

People used to think that pain was something they “just had to put up with.” But with current treatments, that is no longer true. Together, with your Swedish health-care team, we can work to ease your pain.

Pain is personal. The amount or type of pain you feel may not be the same as others feel. To help control your pain better, we have provided you with a Pain Intensity Scale to “measure” your pain at the bottom of this page. Rate your pain from zero to 10, with zero being no pain and 10 being the worst possible pain. Or, you may also measure by noting the face that best describes your pain.

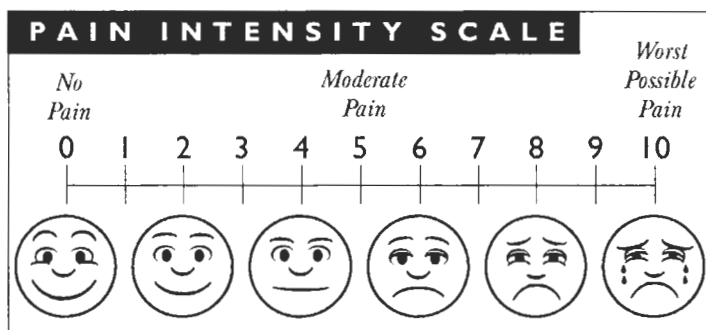
It is important that if you have chronic pain and presently take regular pain medications to please remind your doctor and tell your Swedish health-care team member.

Medicine Treatment

Pain medicine may come in the form of a tablet, syrup, skin patch or may be put into a vein through an intravenous (IV) line or through a small tube in your back (called an epidural). You may be connected to a system called patient-controlled analgesia (PCA). The PCA pump lets you give yourself a dose of pain medicine by pressing a button.

Non-drug Treatment

Use massage, hot or cold packs, relaxation, earplugs, music, help with moving around, or other pastimes to distract you. To help your comfort level, there are relaxing videos on the hospital TV channels, extra pillows, fans (in limited supply), lip balm, lotion, throat lozenges and an air freshener.



Take (Or Ask For) Treatment When Pain First Begins

- Take action as soon as the pain starts. Refer to the Pain Intensity Scale. If your pain is a four or greater out of 10, ask your nurse for pain-relief medicine or non-drug treatment. If you are on a PCA system, press the button.
- If you know your pain will worsen when you get out of bed or do your breathing exercises, take pain medicine first. It is harder to ease pain once it has started.

Remember, tell your Swedish health-care team member about any pain that won't go away. Also, let us know if you are having trouble sleeping. We want you to be comfortable.

How to Manage Your Pain After You Go Home From the Hospital

An important part of feeling better is having your pain be well controlled. This will allow you to start walking, do your breathing exercises and get your strength back. When you go home from the hospital you will probably get a prescription for a strong pain medication (often an opioid or narcotic pain medication). Even these stronger pain medicines may not take away all your pain, especially pain that comes on with sudden movement like coughing.

Common questions about the use of stronger pain medications

- ***How long must I be on the medication?***
Your doctor will decide how long you need to take pain medicines to best manage your pain. This will partially depend on the type of pain that you have. If you have been on the pain medicine for less than three months before you were in the hospital, you may not need them for very long after you leave the hospital. If you have been taking pain medicines for a long time before surgery, the goal may be different. As you continue to gain your strength back, you will be asked to take less medicine until it is no longer necessary to take the pain medication.
- ***Will I become addicted to the pain medications?***
Addiction is rare for the person taking pain medications after surgery. It is important to take the medication only as your doctor has prescribed. For medications prescribed on an "as needed" basis, take only the minimum amount required to alleviate pain. Consult your doctor if you feel any withdrawal symptoms, such as runny nose, diarrhea, stomach cramping, goose bumps and feeling nervous.

- ***What is the difference between long-acting (sustained released) and short-acting pain medications?***

Long-acting pain medications (MS Contin, Oxycontin, and methadone) take a while to work but then last for an eight- to 12-hour period. Generally, they should be taken every eight or 12 hours, whichever the doctor prescribes. If you have pain in between taking these pills (breakthrough pain), then take a short-acting medicine (Vicodin, Lortab, Norco, Percocet, oxycodone, Dilaudid, and morphine IR). Some people only need the short-acting pain medicines after surgery. Short-acting pain medicines take up to 30-40 minutes to begin working and last three to four hours.

- ***How do I stop the pain medications?***

Decrease the dose slowly as the pain alleviates or as your doctor or health-care provider instructs you.

- ***What are the possible side effects of the pain medications?***

Constipation, upset stomach, vomiting, confusion or change in thinking ability, dry mouth, feeling sleepy or drowsy, problems with walking or balance that may make it unsafe to operate heavy equipment or motor vehicles.

- ***How do I treat constipation because of the pain medications?***

Constipation is very common. If you are not having a soft stool on a regular basis try one of the following:

1. Take three to four teaspoons of 100-percent bran cereal.
2. Increase your fluid intake to eight to 10 cups of water a day.
3. Have a glass of warmed pruned juice or six to eight dried prunes.

If this does not work, ask your doctor about the following choices:

1. Two Senna S tablets at bedtime and another two at breakfast if still no bowel movement.
2. Lactulose or sorbitol 30-60 cc up to three times a day (this needs a prescription).
3. Milk of Magnesia™ as directed.
4. A dulcolax suppository taken as needed.
5. One or two dulcolax laxative tablets once or twice a day.

What about the other medicines I take for pain?

There are other medicines you may be on for pain, including anti-inflammatories and anti-seizure medications. Talk to your doctor about coming off these medications one at a time.

Other Recommendations

- Keep a “pain” diary. In it, write down your pain score before taking the pain medicine, the medicine you take, the dose, time of day, your pain score one hour after taking your medicine and any side effects you may be having.
- Use a medicine box that you can buy at your drugstore. It is already divided into the days of the week and time of the day. This makes it easier to remember when to take your medicines, especially the long-acting pain medications.
- Keep the medicines safe from children.
- Do not let other people use your pain medications. They may not be a good medication for other types of pain.

Discharge Information

Your Discharge

When you are ready to continue your recovery outside of Swedish, your physician will write your discharge order. (This is usually done the night before you are to go home.) Your nurse will give you written instructions for your care at home and for taking your prescribed medications.

Check-Out Time

On the day you leave, please plan to leave your room by 11 a.m., or you will be charged for a partial day's occupancy. After 6 p.m., you will be charged for an extra day's stay.

Medications

If your doctor gives you a prescription, it can be filled at the hospital pharmacy located on 1 East, just off the main lobby. To expedite filling of your discharge prescription, please have pharmacy insurance information, if any, readily available and a credit card or checkbook for your co-pay or standard prescription charge.

Personal Belongings

Please remember to pack all your belongings and reclaim any valuables stored in the hospital safe.

Discharge Escorts

When you are ready to leave, please check with your nurse about assistance to your car.

Financial Arrangements

Financial Counseling

If you have concerns regarding your insurance or your ability to pay or a current bill, please call our financial counselors at (206) 386-2565.

Billing Procedures

Two weeks after your discharge from the medical center, you will be mailed an itemized bill for services rendered during your stay. If you have insurance, your insurance provider will be billed at that time. You will also receive separate bills from the physician and other specialists who provided services to you during your stay. If you have any questions about patient-responsibility statements, please call 1-800-643-8207.

Insurance Billing

Although the hospital bill is your responsibility, Patient Accounts will bill your insurance plan(s) and provide you with monthly statements on the status of your account. On occasion, insurance providers may ask for additional information, which we will request from you as necessary. For questions about an explanation of benefits received from your insurance company, please call (425) 687-3800.

Continuing Care

After You Leave Swedish

Should you find it necessary to continue your care at home or in a long-term care facility, a nurse from our Coordinated Care Department will assist you in developing an appropriate plan for your post-hospital care.

Coordinated Care nurses can help with referrals to community resources and nursing agencies, medical equipment and special transportation. Financial counseling is also available. The Coordinated Care Department may be reached at (206) 386-6141 or 66141 from an in-house phone.

Depending on your individual needs, Swedish provides the following services for continuing care outside the hospital:

Swedish Home Care Services

Swedish Home Care Services provides a full range of home care by a team of nurses, social workers, physical, occupational and speech therapists, nutrition specialists and home-health aides under the direction of the patient's physician. The program's five major divisions include:

- **Home Health**, which serves patients recovering from illnesses, accidents or surgeries, as well as people living with chronic illnesses.
- **Hospice and End-of-Life Services**, which focus on improving comfort and quality of life for those with life-limiting illnesses in their last year of life. These programs provide personalized care that meets the physical, emotional, social and spiritual needs of our patients.
- **Home Infusion**, which allows patients to receive IV therapies – such as nutrition, antibiotics, hydration or chemotherapy – in their homes. Home Infusion offers comprehensive services, under the direction of your physician, 24 hours a day by expert IV nurse clinicians, highly skilled pharmacists and a dietitian.
- **Home Helpers**, which provides in-home personal care and light housekeeping services for a wide range of individuals – from people recovering from illness or injury, to seniors who require extra assistance around the house, to families who need help with chores after the birth of a baby.

- **LifeNet Personal Help System**, which allows older adults, people with disabilities or those recovering from surgeries to continue living independently in their own home. LifeNet is a two-way speakerphone system that's monitored around the clock to call for immediate help in the event of an emergency or accident. For more information about this service, call Swedish LifeNet at (206) 781-6033.
- **Health Buddy**[®], a small tabletop device that allows patients to interact daily with a nurse at Swedish Home Care. The service allows home-care staff to provide improved care and comfort to patients with chronic heart failure, diabetes, congestive heart failure, pediatric asthma and other chronic illnesses. For more information, call (206) 386-6615.

For more information about the services provided by Swedish Home Care Services, call (206) 386-6602 or 66602 from an in-house phone.

Nutrition Care Clinic

Outpatient nutrition counseling is available for a variety of conditions such as pregnancy, weight management, diabetes, heart disease, cancer, HIV/AIDS, and others. Pediatric nutrition counseling is also available. To schedule your appointment at either the First Hill or Ballard campus, dial (206) 781-6228 or 16228 from an in-house phone.

Cardiac Rehabilitation

Swedish provides a variety of cardiac rehabilitation services designed for people who are at risk for heart disease or who have been treated for a heart condition. The Swedish Cardiac Rehabilitation program provides professional guidance on how to make important lifestyle changes and attain health goals. Services include individualized exercise prescriptions and instruction, total body-fat analyses, nutrition counseling, and stress-management options as well as free education classes. For more information, call (206) 781-6240 (Ballard) or (206) 386-3193 (First Hill campus/Providence campus).

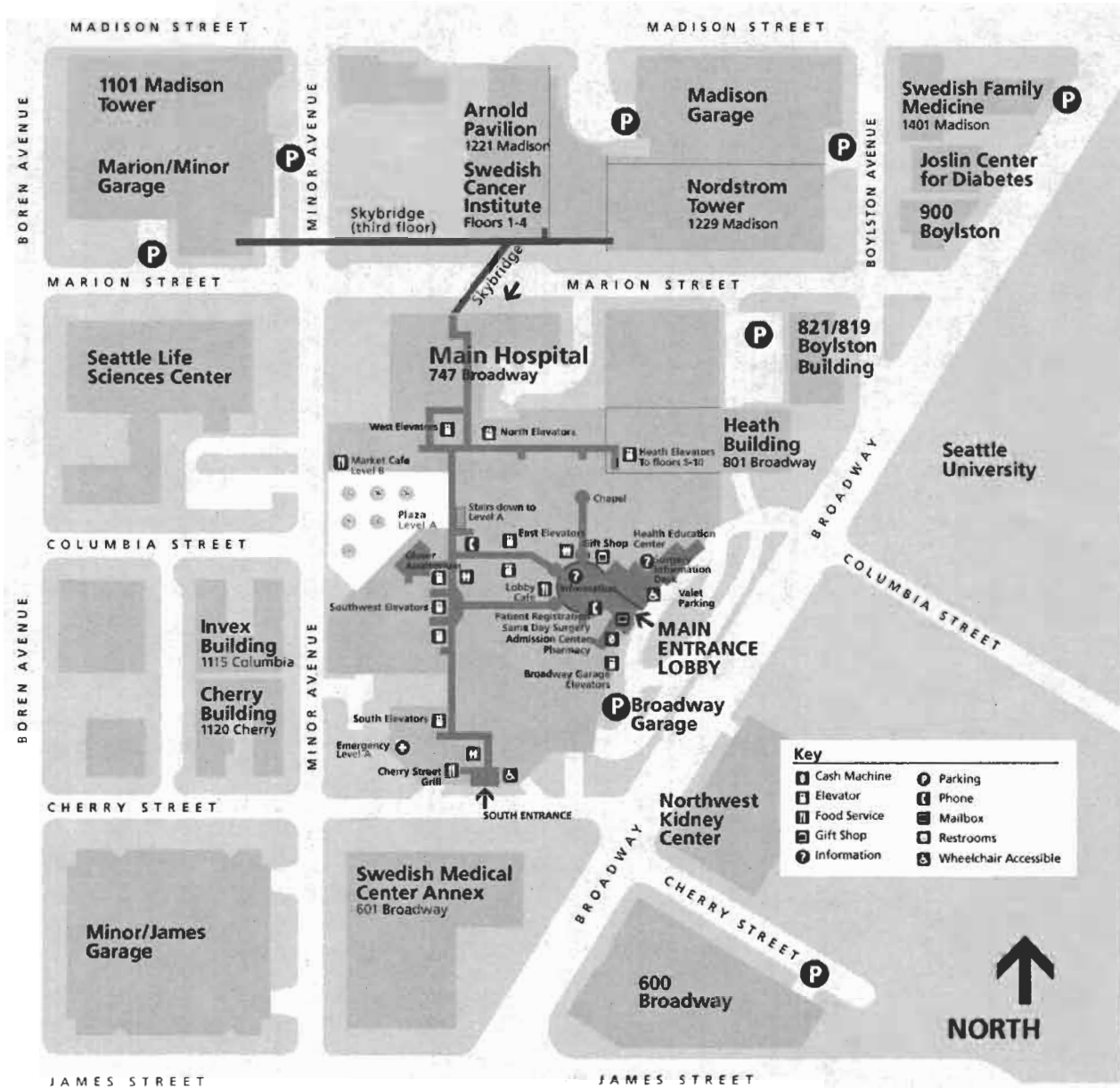
Prevention Education and Exercise Services

If you are interested in reducing your risk for heart disease and improving your quality of life, this program will provide you with professional guidance on how to make important lifestyle changes and attain your health goals. Services include individualized exercise prescription, consultation and class options. Community education classes, total body-fat analyses, nutrition counseling, and stress management are also available. For more information, call (206) 781-6164.

Swedish Pulmonary Rehabilitation

Using a group format, the Swedish Pulmonary Rehabilitation program offers a comprehensive combination of services that can help many lung patients live better. Through the program's exercise, education, nutritional counseling and peer-support components, participants enhance the benefits of standard medical treatment. They learn how to successfully manage their condition and reduce their shortness of breath and fatigue an average 36 percent to 51 percent. Most importantly, they improve their quality of life. For more information, call (206) 781-6240.

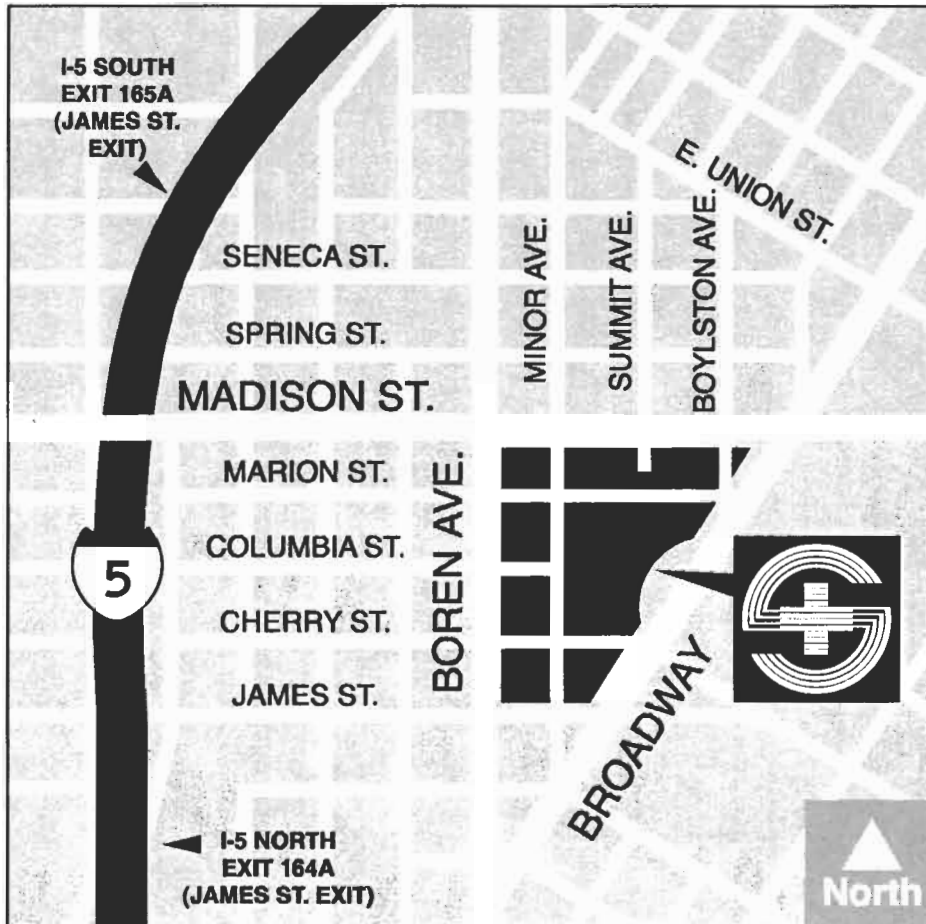
Map of First Hill Campus



Map of First Hill Campus Smoking Areas



Map of First Hill Campus Approaches From I-5

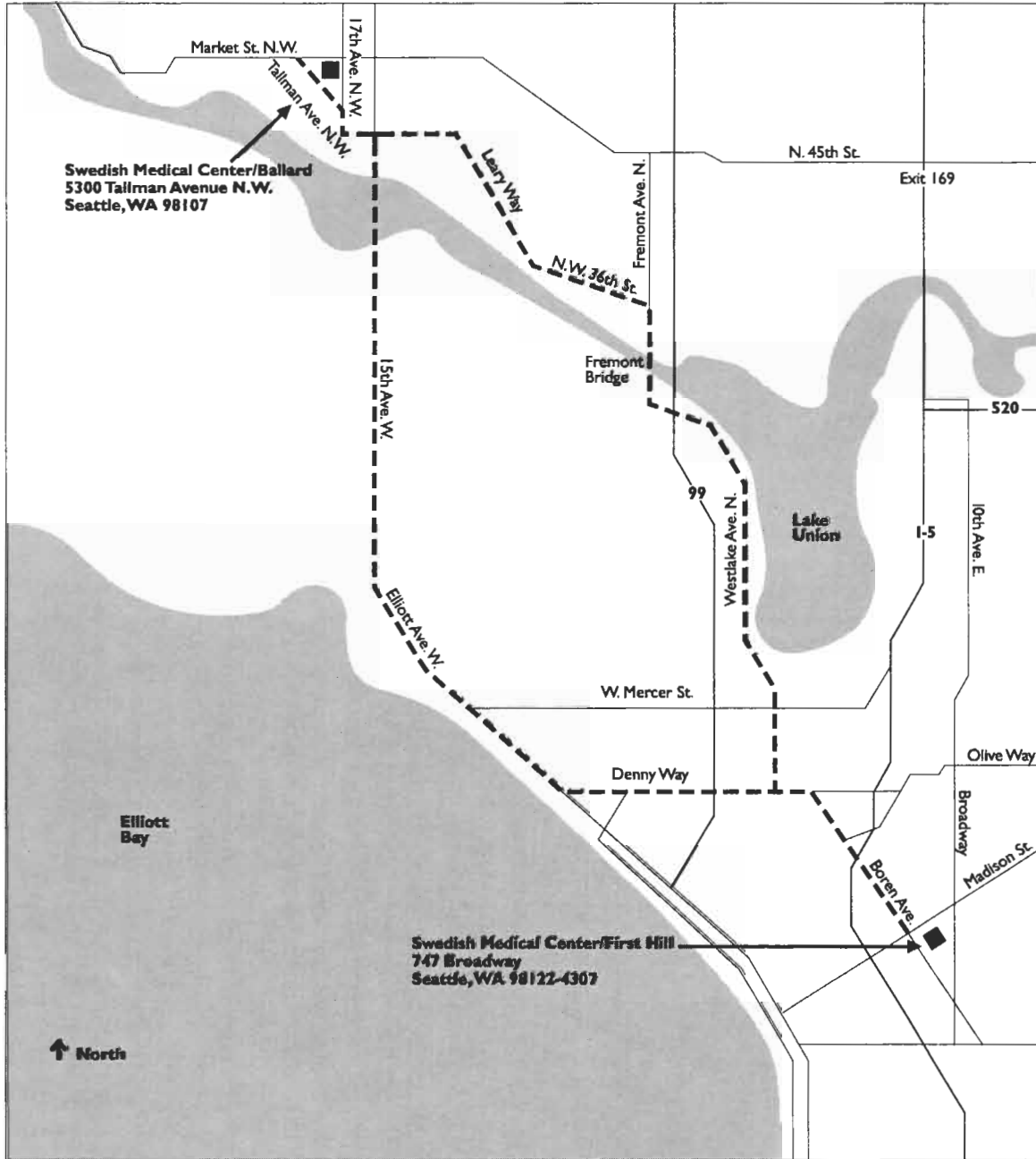


Directions to Swedish Medical Center/First Hill

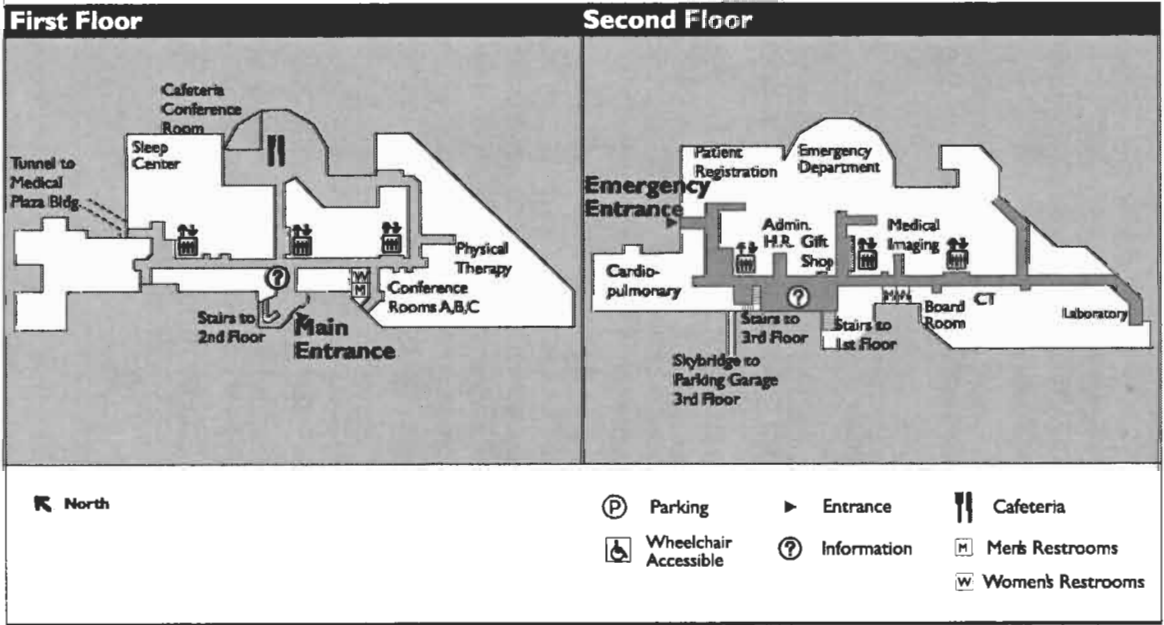
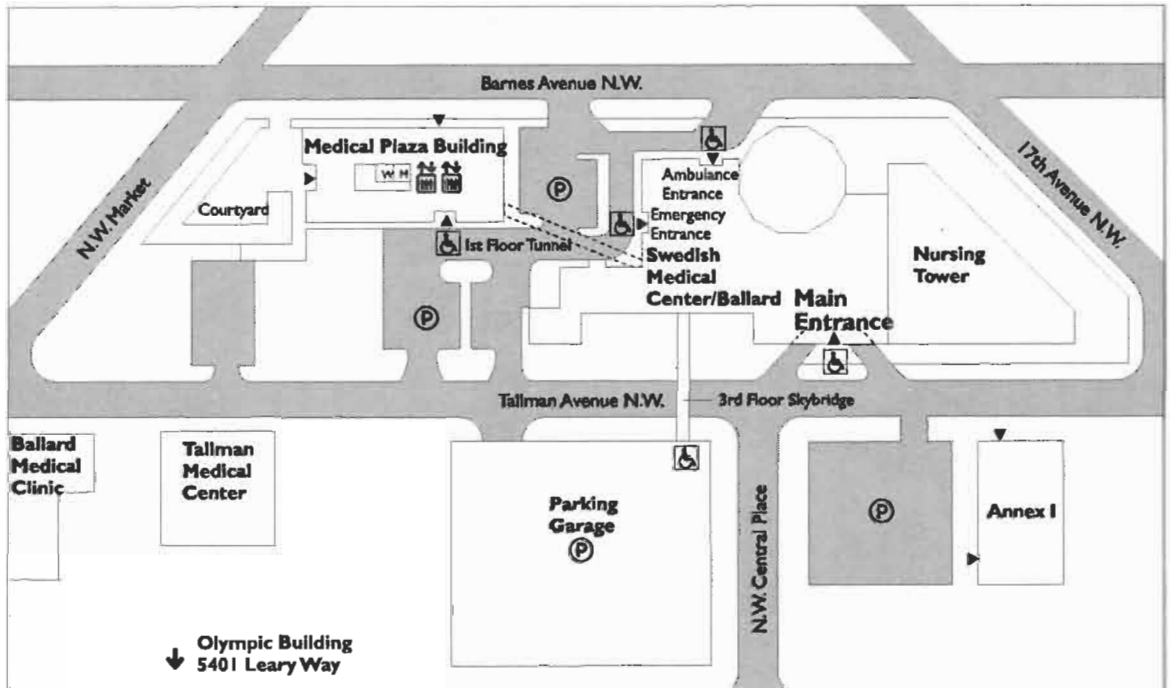
From the South, take I-5 northbound to the James Street Exit. Turn right (east) onto James Street. Travel six blocks to the intersection of Broadway and James. Turn left (north) onto Broadway. Travel 1-1/2 blocks. Turn left into the main hospital entrance, and follow the signs to the underground parking garage.

From the North, take I-5 southbound to the James Street Exit. Turn left (east) on James Street. Travel six blocks to the intersection of Broadway and James. Turn left (north) onto Broadway. Travel 1-1/2 blocks. Turn left into the main hospital entrance, and follow the signs to the underground parking garage.

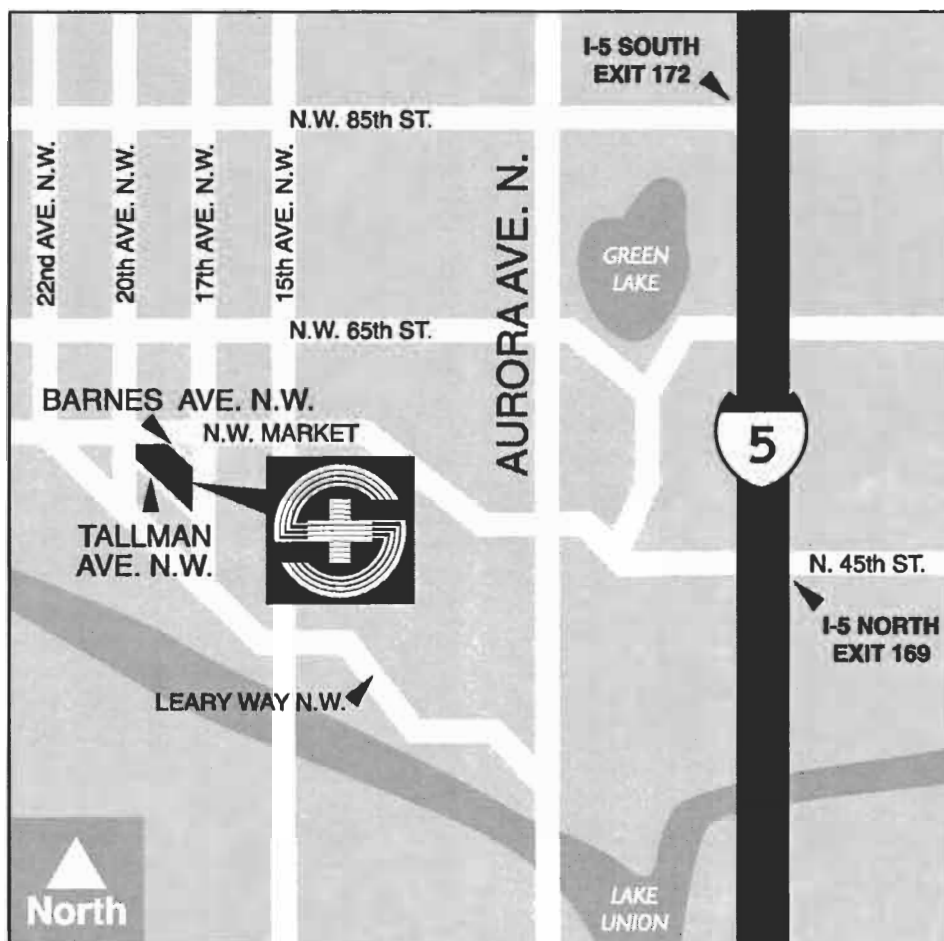
Map of Route from First Hill to Ballard



Map of Ballard Campus



Map of Ballard Campus Approaches From I-5

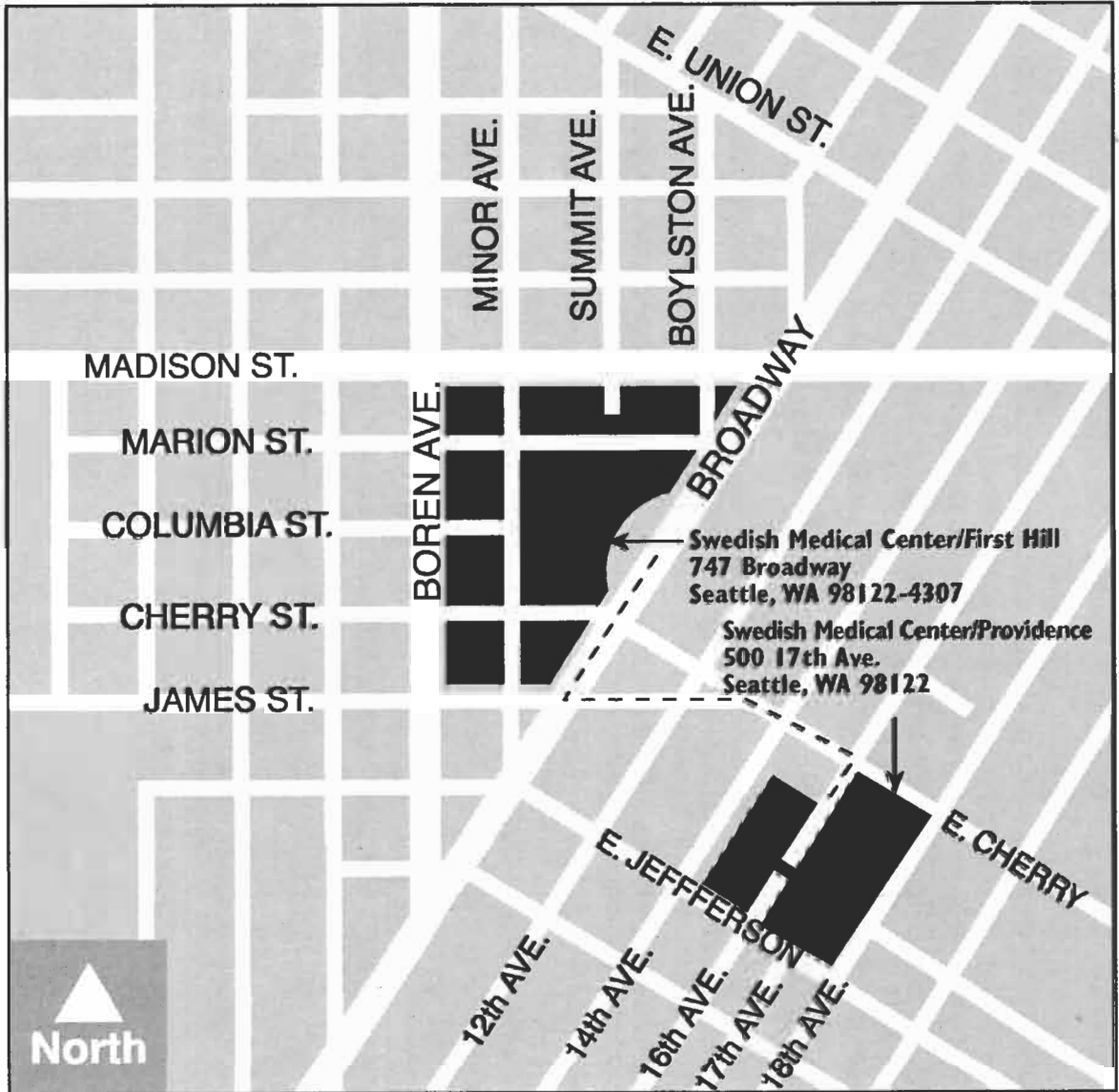


Directions to Swedish Medical Center/Ballard

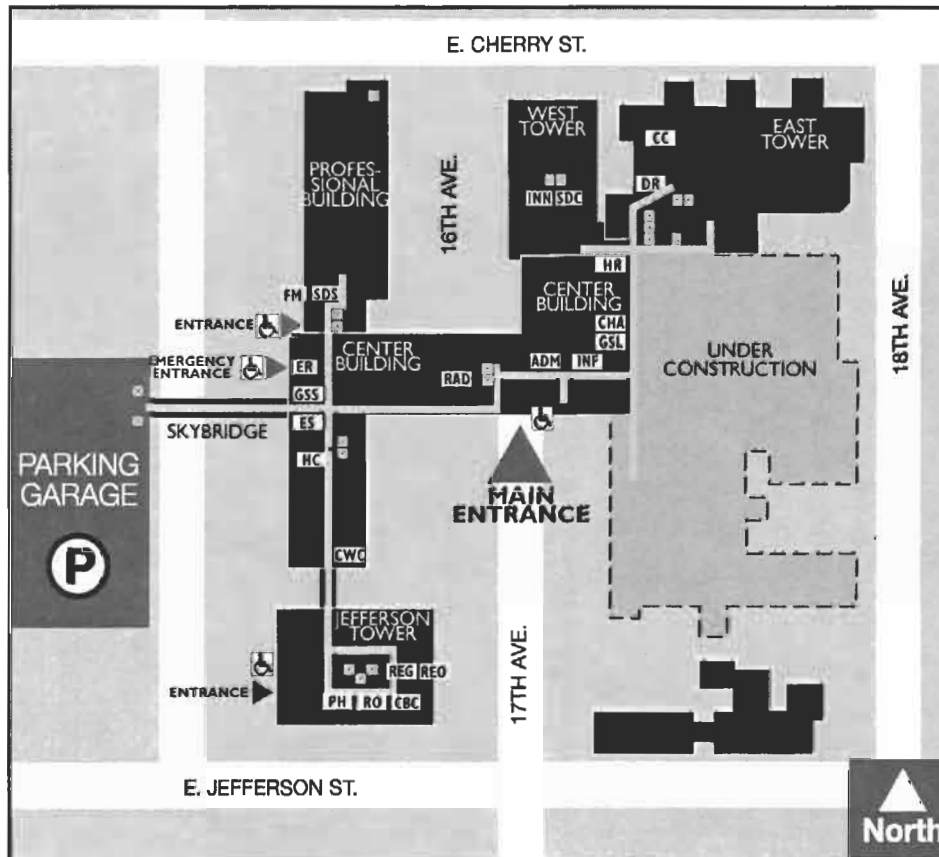
Swedish Medical Center/Ballard's main entrance is located at 5300 Tallman Avenue N.W. This entrance is open from 5 a.m. to 8:30 p.m. From 8:30 p.m. to 5 a.m., you must enter the medical center through the Emergency Department on Barnes Avenue N.W.

For recorded driving instructions to Swedish Medical Center/Ballard, call (206) 781-6458.

Map of Route from First Hill to Providence Campus



Map of Providence Campus



SERVICE	CODE	BUILDING	FLOOR	SERVICE	CODE	BUILDING	FLOOR
Admitting	ADM	Center Building	-	Human Resources/Personnel Information	HR	West Tower	1
Chapel	CHA	Center Building	-	Outpatient Registration	REG	Jefferson Tower	B
Comprehensive Breast Center	CBC	Jefferson Tower	3	Pharmacy (Community)	PH	Jefferson Tower	B
Comprehensive Wound Center	CWC	Center Building	A	Providence Inn	INN	West Tower	5
Conference Center	CC	East Tower	A	Radiology (CT/Diagnostic/NucMed)	RAD	Center Building	B
Dining Room (Cafeteria)	DR	East Tower	-	Radiology (MRI/Ultrasound)*	RO	Jefferson Tower	B
Emergency Department	ER	Center Building	A	Rehabilitation (Outpatient)*	REO	Jefferson Tower	A
Espresso Cart	ES	Center Building	-	Same Day Surgery Center	SDS	Providence Prof.	2
Family Medicine	FM	Professional Building	-	Sleep Disorders Center	SDC	West Tower	4
Gift Shop Main Lobby	GSL	Center Building	-				
Gift Shop Skybridge	GSS	Center Building	-				
Heart Center	HC	Center Building	-				

Wheelchair Accessible

*Registration for this service is completed at Outpatient Registration, 1600 Jefferson, Floor B

Map of Providence Campus Approaches From I-5



Directions to Swedish Medical Center/Providence Campus

From the South, take I-5 northbound to the James Street Exit. Turn right (east) onto James Street. James will become East Cherry. Turn right on 16th Avenue. Parking is on the right.

From the North, take I-5 southbound to the James Street Exit. Turn left (east) on James Street. James will become East Cherry. Turn right on 16th Avenue. Parking is on the right.