About OHSU

The knowledge of all for the care of one.

OHSU is Oregon’s only teaching hospital and conducts more research on human and environmental health than anywhere else in the state. As a result we provide a different kind of care. Being an academic health center means that every member of your health care team is dedicated to providing you care that is built on a foundation of innovation, education and clinical expertise.

Our doctors focus first and foremost on your care, but they are researchers and teachers as well. They constantly pursue new ways to cure human disease and heal injuries. They apply this knowledge to your health and pass it on to their students, who will be Oregon’s next specialized care providers, researchers and teachers.

More than 230,000 people each year are cared for in OHSU’s hospitals, and medical and dental clinics. Forty-five percent of OHSU’s hospitalized patients come from outside the Portland-metro area.

Doernbecher Children’s Hospital is the only children’s hospital in Oregon ranked as one of U.S. News and World Report’s Best Children’s Hospitals. The services Doernbecher provides range from the routine to the most complex care available.
Our commitment to all Oregonians

In addition to the work we do on our campuses, OH SU promotes health in the community. We offer screenings and wellness clinics; partner with other hospitals and clinics in our own neighborhoods and around the state; and provide care to those who are underserved. We also work to educate the doctors and nurses who will care for us all in the years to come.

How will your care at OHSU be different?

As a health and science university, knowledge is the thread that weaves through all that we do, guiding us as we diagnose, treat and support your healing to see you safely home.

You will see medical students and residents — doctors who are furthering their education after they’ve received their medical degrees — at your bedside and involved in your care. You also may be asked if you would like to participate in a clinical trial. These are research studies that help OH SU doctors understand new treatments that have already been proven in the lab, and are now considered safe to test. It is always your choice to participate in a clinical trial.

The key to new and better treatments

In laboratories at OH SU, researchers are making promising discoveries that add to our knowledge about prevention, detection and treatment of disease. Often the final and most important step of research is to apply what has been learned in the laboratory to clinical trials, the final proving grounds for almost every new drug, surgical technique and preventive strategy developed at OH SU. These trials would not be possible without the thousands of people who volunteer for them each year.

Why do people participate? For some it is a search for a cure when standard therapies have failed to treat their disease. For others it is a desire to help those who will receive a similar diagnosis in the future.

All clinical studies have guidelines about who can participate based on factors such as age, gender, health and previous treatment history. Some studies need volunteers with illnesses or specific conditions, while others need healthy participants. All volunteers are involved in a process called informed consent, which means they have access to key information about the study and are able to opt out of the trial at any time.

Learn more about OH SU clinical trials at www.ohsuhealth.com/clinicaltrials.

OHSU is the only place in Oregon to grant doctoral degrees in medicine, dentistry and nursing. It is home to the largest graduate medical education program in the state with nearly 800 residents, interns and postgraduate medical fellows.

OHSU has approximately 1,100 scientists working on biomedical research discoveries to further human health. Nearly 4,500 basic science and applied research projects are currently in progress, and of those 705 are clinical trials.
Before you arrive

You can do some planning that will help make your stay at OHSU easier:

**Contact us in advance:**
- If you have special needs or accommodations we should be aware of them so we can assist you when you arrive. Call the Admitting Office at 503 494-8927.

**Plan to bring:**
- Personal toiletries.
- Robe and slippers.
- Payment for any insurance co-pay or deductible that your plan requires.
- A list of your current medications.
- Insurance billing information.

**Leave at home:**
- Valuables (for example, extra money, credit cards or jewelry).
- Electrically operated devices, such as computers, hair dryers or nursing pumps (check with your nurse before bringing items into the hospital).
- Medications (unless your doctor asks you to bring them).
- Tobacco products — OHSU is 100 percent tobacco-free, indoors and outdoors. If you use tobacco, OHSU will support you in quitting if you choose, or in managing your cravings during the time you spend at OHSU. Find more information at [www.ohsuhealth.com/tobaccofree](http://www.ohsuhealth.com/tobaccofree).
- Service animals are welcome and accommodated as much as possible in the health care setting. You will be unable to bring your own pet for companionship while in the hospital, but OHSU has an approved Animal Assisted Therapy program that may benefit you.
- To ensure a safe, violence-free workplace for all patients, visitors and employees, the possession or use of weapons anywhere on OHSU property is prohibited.

**Know how you’ll get to and from OHSU**
It’s easiest to have someone bring you to the hospital, and to plan ahead for a ride home at the end of your stay. Parking is free for you, visiting friends and family members. OHSU is also easily accessible by public transportation. You can find a map and directions to OHSU on pages 18 through 25 of this booklet, and online at [www.ohsuhealth.com/directions](http://www.ohsuhealth.com/directions).

**Know where to check in**
Your doctor’s office will provide pre-admission instructions and information on where to check in. If you need more information, contact your doctor’s office. If you have questions the night before, or the day you are to be admitted, call Admitting at 503 494-8927.

**Know where to park**
Locate the parking area closest to where you will check in on the map on pages 20 and 21. Valet parking is available at the Kohler Pavilion, Physicians Pavilion and at the Emergency Department. If you have questions about parking call 503 494-9021 or go online at [www.ohsuhealth.com/directions](http://www.ohsuhealth.com/directions) for more information.

More than 800 volunteers provide approximately 68,000 hours of service for patients, families and guests at OHSU hospitals and clinics each year. For more information on volunteering go to [www.ohsuhealth.com/volunteer](http://www.ohsuhealth.com/volunteer).

OHSU has many community clinics to serve patients in their own neighborhoods, including clinics focused on children and people with cancer. View a listing of clinics at [www.ohsuhealth.com/nearyou](http://www.ohsuhealth.com/nearyou).
For your friends and family

Hours for visiting and phone calls
- There are no specific hours for visitation in our hospitals or clinics.
- Phone calls can be placed to your room between 10 a.m. and 9 p.m.

A note about noise
Rest promotes healing and recovery. It is our goal to provide a quiet, restful environment for all of our patients. Visitors can help make the hospital a peaceful place.

Visitor dining and other conveniences
OHSU offers great places to eat, including a café that’s open around the clock, beautiful views of Portland, and many conveniences such as our gift store. Lobbies, terraces and original artwork are located throughout OHSU’s health care buildings; check with our Concierge staff for more details or go online to www.ohsuhealth.com/visiting.

Visitor guidelines
- You have the right to have OHSU staff members notify family, friends and physicians promptly upon admission.
- Tell us who plays a significant role in your life, and who you would like to visit you or your child in the hospital. This may include loved ones not legally related to you, such as a non-registered domestic partner, different-sex or same-sex significant other, foster parents, parents who are same-sex partners, stepparents and others.
- Due to the level of care and activity, only a limited number of a patient’s closest loved ones may visit in OHSU intensive care and oncology units. We respect our patient’s choice as to who those visitors should be.
- To control infection, flowers are not allowed in any of OHSU’s Intensive Care or Oncology Units. Flowers may be sent to all other units.
- Visitors under 18 and those requiring assistance should be accompanied during an OHSU visit.
- Your visitors’ consideration of your well-being is appreciated. Friends and family should avoid visiting you if they are not feeling well.
- OHSU is tobacco-free, indoors and outdoors. If your visitors smoke, OHSU provides free nicotine lozenges to help manage cravings. More information is online at www.ohsuhealth.com/tobaccofree.
- Ask a nurse or go online at www.ohsuhealth.com/visiting for more visitor information.

Visitor parking
Visitors of OHSU patients may park for free. See pages 18 through 25 for maps and more information, or go online at www.ohsuhealth.com/directions.

Spiritual Care Services
OHSU provides the services of chaplains as well as two quiet spaces for reflection: an Interfaith Sanctuary on the ninth floor of OHSU Hospital and a Meditation Room on the 10th floor of Doernbecher Children’s Hospital.
Your health care team

OHSU will assemble a team to address your individual health care needs. Doctors, nurses, dietitians, occupational and physical therapists, and respiratory and radiology specialists are only a few of the experts who may be a part of your team.

All members of your team will introduce themselves when they enter your room and let you know what their role is in your care. They will always have an OHSU identification badge. They will clearly explain the care you will receive and what to expect from your team.

Your hospitalist

Hospitalists are physicians who specialize in treating you while you are in the hospital. You may have a hospitalist on your team who works closely with your personal physician to provide the health care you need during your hospital stay. Because all of their work is done in the hospital, hospitalists are able to check on you often and respond rapidly to any changes in your medical condition.

OHSU partners with hospitals and clinics around the state to ensure that they have the tools they need to remain on the cutting edge of medical care. These partnerships help to improve access to care for patients throughout Oregon.

About a third of Oregon’s practicing physicians did all or part of their training at OHSU. More than half of OHSU’s students graduating with an M.D. continue to practice in Oregon.
The most important member of your health care team: you

We do everything we can to help you understand the care you’re receiving, but your care will be best when we work together. We count on you to share how you’re feeling, ask questions about your care, and engage yourself — and sometimes a trusted support person — as part of the team focused on your healing.

To help, you can:
- Speak up! Ask questions and voice any concerns — we want to hear from you.
- Choose a trusted family member or friend to support you.
- Ask our doctors and nurses what is involved in your treatment plan and how you can best help.
- Know what medicines you take, why you should be taking them and possible side effects.
- Pay attention to hand-washing. Cleansing hands is the best way to stop germs. You can use soap and water or an alcohol-based hand sanitizer, both available throughout OHSU. All members of your care team will wash their hands before and after direct contact with you. You should also feel free to ask your caregivers to wash their hands at any time they are with you.
- Understand that we want to know if you are having pain and how you are feeling.
- Make sure your patient ID armband is correct and that we check it before we give you medications, take your blood pressure or do a procedure.

The OHSU Brain Institute is a national leader in neuroscience research and clinical care, and ranks as one of the top three institutions to receive National Institutes of Health funding for neuroscience research.

With the latest treatments, technologies and clinical trials, the OHSU Knight Cancer Institute is the only National Cancer Institute-designated cancer center between Seattle and Sacramento.
Understand Advance Directives
You have the right to make decisions about your own medical treatment. We encourage you to express your wishes to your doctors and loved ones. Putting your wishes in writing is a good way to do that.

We will ask you if you have an Advance Directive or Physician Orders for Life-Saving Treatment (POLST). It is not required that you have one but we want to be sure you have an opportunity to complete one. If you are interested in more information about an Advance Directive and POLST, a patient advocate is available to provide an explanation to you. You also can go online to find out more at www.oregonhealthdecisions.org.

Tell us if you have pain
When you have pain, promptly communicate the type of pain you are feeling, its location and the pain level to your nurse so we can create a treatment plan for you.

We use a rating scale from zero to 10 to measure your actual and acceptable levels of pain. Please use the chart below to help your care providers understand how you are feeling.

Know about your medications
You can help prevent medicine errors from happening.
- Be sure that your health care team knows about any allergies you may have to medicines, anesthesia, foods, latex products, or other environmental allergens.
- Be sure that your health care team has current information about what medicine you have been taking, including prescriptions and over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.
- When you are brought medicines or IV fluids, your care provider will make sure you are the patient who is supposed to receive the medicines by checking your ID bracelet, and asking for your name and other identifiers such as your date of birth.
- If you are prescribed new medicines, you will be given written instructions, but you should also ask these questions:
  - What is the name of the medication?
  - What is its generic name?
  - Why am I taking this medication?
  - What is the dose?
  - How often and for how long will I be taking it?
  - Are there side effects?
  - Can I take this medicine while taking other medicines or dietary supplements?
  - Do I need to take it with food?
  - Are there any foods, drinks or activities that I should avoid?

Be aware of our advocacy resources
OHSU is committed to the prompt resolution of complaints and grievances. If you have concerns about your care or service please talk with someone on your care team. If you feel they cannot help you, or you wish to file a grievance, please contact our Patient Relations department for support in resolving your concerns.

At your request an advocate can visit you in your hospital room. The Patient Relations department can also be accessed directly by calling 503 494-7959, or by e-mail at advocate@ohsu.edu. More information about Patient Relations and services offered are available online at www.ohsuhealth.com/advocate.

OHSU is one of the nation’s pioneers in research related to rare diseases, ranging from genetic discoveries to biomarker development and novel therapeutics — including the first stem cell transplant in the brain of a child as a treatment for a rare genetic disorder.

OHSU’s Transplant Program — one of the longest running programs in the world, and one of the largest and most successful transplant programs in the United States — has more than 50 years of experience in caring for patients who are in need of a transplanted organ.
Your safety

Staying safe

Cell phones — For patient safety, cell phones and other radio-transmitting devices may not be used within 3 feet of any medical equipment. Signals from these devices can interfere with patient care equipment, potentially putting patients in danger.

Electrical equipment and devices — Your nurse must seek approval for any electronic devices or electrical equipment of any kind (games, computers, hair dryers, razors or medical equipment such as nursing pumps or sleep apnea devices) that you would like to use during your stay. Heat-producing devices (such as heating pads and space heaters) are strictly prohibited in the hospital.

Fire alarms or emergencies — We periodically conduct fire drills. If you hear an alarm, stay where you are. In the event of an actual emergency, our hospital staff will keep you informed if you need to take action. OHSU Hospital is specially designed to keep you safe in place.

Reporting safety concerns or injuries — If you, your family or visitors have a safety concern or have been injured, call your nurse immediately. He or she will take the proper steps to ensure that you are safe.

If the concern is not resolved to your satisfaction, please ask to speak with the care unit manager. Other alternatives include speaking with Patient Relations (503 494-7959), OHSU’s patient safety officer (503 494-6493) or contacting The Joint Commission on Accreditation of Healthcare Organizations directly (800 994-6610). In all cases, OHSU wants to know of any safety concerns, and you can be assured that your report will be handled with respect.

No weapons at OHSU — To ensure a safe, violence-free workplace for all patients, visitors and employees, the possession or use of weapons anywhere on OHSU property is prohibited.

Early response teams

While you are in our care, your health and comfort are monitored 24 hours a day. Your health care team is always close by. If you or your family member notice a sudden change in your condition or behavior, ask your nurse to check on you right away. If you do not feel the nurse or doctor is responding to your concerns call 503 494-7777. You’ll reach the Family Initiated Rapid Response Team, or FIRRST. The operator will ask for your name and the response team will be called immediately.

Call, don’t fall

Anyone can fall. A fall can lead to injury and may delay your recovery, and increase the time that you stay in the hospital. We want to do our best to assure your safety. If you have fallen in the past please let your nurse know.

Some medications can leave you sleepy, dizzy or confused. If you have lines and tubes around you they might trip you. Some treatments may increase your need and urgency to go to the bathroom. These are all reasons we want you to call us to help you when you need to get up.

Always call your nurse if:
- You have fallen in the past.
- It is your first time getting out of bed in the hospital.
- You are in an Intensive Care Unit.
- You know you are unsteady or feel dizzy on your feet.
- You usually use a walker or other device when walking.
- Your bed rails are up.

OHSU is one of only a handful of hospitals around the country using microbubble technology to instantly detect heart attacks. The technology was pioneered by Chief of OHSU Cardiovascular Medicine Sanjiv Kaul, M.D.

OHSU is a regional resource and community leader in emergency planning, working with federal, state and local agencies to develop and share the best ways to respond to urgent situations.
Sharing information about your health

You have access online

You can access your OHSU medical record whenever you want and wherever you are. MyChart, a tool we provide just for patients, gives you easy online access. You can log on to connect with your OHSU health care team, request an appointment, check lab results, pay your bill or view your child’s medical records. You can take more control of your care while remaining confident about the safeguards we put in place to protect your information. Upon discharge, you will receive more information about how to sign up for MyChart.

Keeping your family doctor informed

As a patient, you have the right to have staff members notify your family, friends and physicians promptly upon your admission. Regardless of where your family doctor practices, they are a part of your health care team. In addition to notifying your doctor, we offer doctors around the state access to view their patients’ up-to-date health care information through an online service called OHSU Connect. It gives doctors the choice to have secure and private access to your lab results, imaging reports, progress notes, discharge summaries and other medical documentation. OHSU Connect also will e-mail your doctor about certain issues related to your care at OHSU, such as an Emergency Department visit or an abnormal lab result. OHSU Connect allows for secure conversations with OHSU medical staff so your doctor can continue to be a part of your health care team while you are here at OHSU.

OHSU protects your privacy

Your medical information is confidential. Under federal privacy regulations (Health Insurance Portability Accountability Act, or HIPAA) you have the right to:

- Inspect and receive a copy of your medical information.
- Request an amendment of incorrect information about you.
- Request a restriction on how we use or share your information.
- File a complaint about our privacy practices.

If you would like a copy of the OHSU Notice of Privacy Practices, please ask for a copy by calling 503 494-8849.

Electronic medical records strengthen communication

OHSU uses an electronic medical record system that links all of your clinical and hospital records together. This system allows OHSU to keep track of your health care information in the most efficient, accurate and secure way possible.

Your health care team is able to monitor your progress and consult with one another anytime, from just about anywhere, allowing for quick decision making about your care. Entering data electronically also better ensures that information such as your medications and care providers’ instructions is clear, correct and easy to read. You may be asked to verify information to ensure your record is always up to date and accurate.

Because OHSU is an academic health center, an electronic medical records system is the optimal way for us to track our patients’ needs. It allows us to continue to improve the quality of care that we are able to provide and serves as a common platform for scientists and doctors to share information and advance research discoveries.

Regardless of where you are seen at OHSU, your information will be available through your online record to your care provider instantly. It gives us a powerful tool to provide the continuous care that will serve you best.

The OHSU Oregon Poison Center is a 24-hour regional poison emergency information and resource center. It handles approximately 60,000 calls each year, saving lives and helping to prevent many people from needing hospitalization.

OHSU played a pivotal role in the Oregon Trauma System’s inception and is designated as one of two Level 1 Trauma Centers in the state. The system ensures that the most critically injured patients are sent to a medical center best equipped to meet their needs.
Support for your care

In addition to the health care we provide, we support you in many other ways, ranging from interpreter services to spiritual care and ethics consultations.

Interpreter services
Interpreters are available to help you or your family if your English language skills are limited. Please let us know if you need an interpreter to help you during your stay or when making telephone calls to anyone at OHSU.

Special needs
Resources such as TTY and closed-captioned television are available if you have speech, hearing or sight impairments.

OHSU supports the use of service animals. There are some areas where service animals are not allowed, such as in the Intensive Care Units or Oncology units.

Please talk with your nurse if you have any special needs requirements or questions.

Social workers and care managers
OHSU’s Care Management Team is dedicated to supporting you and your family throughout your hospital stay. Hospitalization can be a stressful experience and we are dedicated to providing services that support your emotional and psychological well-being. Specially trained nurse case managers will coordinate your plan of care during your hospitalization, and social workers are available to help you and your family cope with the wide range of challenges related to illness. The types of services provided by our social workers depend upon the unique needs of each patient and family.

Care managers help by:
- Assessing your living situation and identifying any needs you may have.
- Arranging care conferences between you, your family and your medical team.
- Coordinating your health insurance benefits.
- Ensuring resources are being used in the most effective way.
- Planning for when you leave the hospital.

For more information call 503 494-2273.

OHSU’s free translation services help limited-English speaking patients and their families. Interpreter services were provided more than 67,000 times in the past year in 70 different languages.
How to contact us

A dmitting ................................................................. 503 494-8927
Billing ........................................................................ 503 494-8760
Concierge .................................................................. 503 418-1818
Discharge planning ................................................... 503 494-2273
Financial assistance .................................................. 503 494-1671
Gift store .................................................................... 503 494-5761
Giving to OHSU .......................................................... 503 228-1730
Operator ..................................................................... 503 494-8311
Parking ....................................................................... 503 494-8283
Patient advocate ......................................................... 503 494-7959
Pharmacy ..................................................................... 1 866-770-2666
Privacy practices information ....................................... 503 494-8849
Public Safety/Lost and Found .................................... 503 494-7744
Social work and care managers ................................. 503 494-2273
Spiritual care ............................................................. 503 494-8311

Helpful websites

Advance directives .......................... www.oregonhealthdecisions.org
Clinical trials ................................ www.ohsuhealth.com/clinicaltrials
Directions to OHSU ......................... www.ohsuhealth.com/directions
OHSU online store ......................... www.ohsuhealth.com/store
Parking at OHSU ................................ www.ohsuhealth.com/directions
Patient advocate ................................ www.ohsuhealth.com/advocate
Pharmacy ........................................ www.ohsuhealth.com/pharmacy
Tobacco-free info/help .................. www.ohsuhealth.com/tobaccofree
Visitor information ........................ www.ohsuhealth.com/visiting
Web pages for family/friends ........ www.ohsuhealth.com/carepages

While using phones within OHSU you need only dial the last five digits. OHSU phone numbers start with 503 494 or 503 418.

Spiritual care

OHSU provides professional, ordained, non-denominational hospital chaplains who are clinically trained and certified. They are available in the hospital to offer spiritual counseling, prayer and emotional support, Monday through Friday from 9 a.m. to 5 p.m. and on call for urgent needs.

You or your family may request that a hospital chaplain be paged to meet with you.

You may always request your own spiritual leader or clergy visit you in the hospital.

Animal Assisted Therapy program

Service animals are welcome and accommodated as much as possible in the health care setting. You will be unable to bring your own cherished pet for companionship to the hospital, but OHSU has an approved Animal Assisted Therapy program that may benefit you.

Recognizing — and improving — service

Compliments you share with us about exceptional service will help us to know the staff and teams we should be considering for our highest level of employee recognition, the Golden Rose Award. If you would like to nominate someone for this award please ask any member of your health care team for a form or go online at www.ohsuhealth.com/goldenrose.

We also encourage you to help us serve you better. Feel free to share your ideas when you’re here. You also may receive a letter and a survey after your visit—sent to a random sample of OHSU patients—that will ask you questions about the service and quality of care you received while at OHSU.

OHSU has more back and spine specialists than anywhere else in Oregon. They provide the most gentle and effective pain treatments backed up by the latest research, and are experts in the most common to the most complex care.

The Oregon Clinical and Translational Research Institute accelerates the translation of research from basic science lab discoveries into treatments that directly benefit patients. It is a partnership between OHSU and Kaiser Permanente.
Resources for your comfort

We provide a variety of resources to make you comfortable during your stay at OHSU, including services that may be helpful to visiting family and friends. There are many places for visitors to eat and shop for gifts or essentials and pharmacies with online and mail-ordering options to fill any prescriptions.

Food options include a cafeteria on the third floor of OHSU hospital; a bistro, coffee shops and health food store on the ninth floor of OHSU Hospital; and a Starbucks in the lobby of Doernbecher Children’s Hospital.

Oregon Fresh Room Service

After you are admitted and settled into your room, a room service associate from OHSU’s Food and Nutrition Department will meet with you to talk about your meals and our Oregon Fresh Room Service.

Our nutritional program allows you to order when you are hungry and choose what you want to eat (based on your diet orders) from a restaurant-style menu. Orders are placed over the phone and are delivered within 45 minutes, between 6:30 a.m. and 8:30 p.m.

Concierge services

OHSU’s concierge staff are here to make your stay more comfortable and to provide information to visitors.

The concierge can assist with hospital information; directions to get around campus; Tram passes for patients and their families; and where to dine, shop or find a hotel for out-of-town visitors (more information for your visiting family and friends is located on page 6). The concierge also provides notary public services.

Hospital concierge staff can be contacted at 503 418-1818 or you’ll find them in several convenient areas around OHSU:

- OHSU Hospital, 9th floor lobby
- OHSU Hospital surgery waiting room, 9th floor past the C elevators
- Kohler Pavilion Tram entrance, 9th floor

Banking services

ATMs are located on the 9th floor of OHSU Hospital at the Summit Café just before Kohler Pavilion, and in the Physicians Pavilion lobby.

OHSU Hospital Gift Shop and Online Store

The Gift Shop, located in the 9th floor lobby of OHSU Hospital next to the Concierge desk, offers a wide variety of items including personal toiletries, magazines, cards, small gifts, snacks and flowers. The shop is open Monday through Friday from 9 a.m. to 5:30 p.m. You can call the Gift Shop at 503 494-5761.

OHSU also has an online store to purchase T-shirts, sweatshirts, vests, caps, messenger and duffel bags, water bottles, pens and other OHSU items. Go online at www.ohsuhealth.com/store to shop and order.

OHSU cares for patients from every county in Oregon in its hospitals and clinics. Without OHSU many Oregonians would have to travel out of the region for their complex medical needs.
Preparing for your return home

**Planning for your discharge**

When your health care team determines you’re ready, you will be authorized for discharge. The entire time you are in the hospital, we will be working behind the scenes to be sure you are prepared for the day you will go home. Early on in your stay you will meet with a nurse case manager who will go over plans for when you leave the hospital. Your nurse will help to explain the discharge process so you know what to expect.

At the time of your discharge you will be given instructions for your care and other things you will need to know. If you need additional services after leaving the hospital that information will be provided to you as well.

Here are things that should be covered on or before the day you leave. Talk with your care team about any items where you will need assistance.

- Any medication you will need after leaving the hospital.
- Information on how to take care of yourself as you recover.
- How to arrange to have prescriptions filled and available when you are discharged.
- Transportation to your home.
- What type of assistance may be needed after you leave the hospital.
- Names and phone numbers to contact your health care team with questions or problems.
- A list of appointments or tests that may be needed after you leave the hospital.
- A round-up of your personal belongings.

Call **503 494-2273** to speak with the Care Management Department if you have questions about your discharge.

OHSU has more than 200 community service programs to respond to community health care needs. These activities provide $250 million of value each year to Oregon.

OHSU’s Oregon Stroke Center is a national leader in treating stroke victims and provides acute stroke coverage for four Portland-area hospitals.
**Convenient Pharmacy Services**

At OHSU our pharmacists work side-by-side with the rest of your health care team to ensure you have the right medicines and refills when you need them. The pharmacists at OHSU are available to consult with you and your health care provider on all your prescription needs. In some instances we are able to provide you with access to medications and specialty care not available at other hospitals in the state.

OHSU has many convenient pharmacy locations to choose from. We also have an online ordering option you can use to access our prescription mailing service at [www.ohsuhealth.com/pharmacy](http://www.ohsuhealth.com/pharmacy).

OHSU’s pharmacies are located in the Physician’s Pavilion, the Casey Eye Institute, OHSU Knight Cancer Institute and OHSU Doernbecher Children’s Hospital on Marquam Hill and the Center for Health and Healing at South Waterfront. We also have pharmacy services located at the OHSU Family Medicine at Gabriel Park clinic in Southwest Portland, and the OHSU Knight Cancer Institute Beaverton Hematology Oncology Clinic.

For more information about pharmacy services at OHSU or for new prescriptions and refills call 1 866 770-2666.

**Lost and Found**

OHSU maintains a Lost and Found area in our Public Safety Department. If you have lost something, please call 503 494-7744. Public Safety will take your contact information and a description of what is missing to get in touch with you if your item is turned in.

---

**Paying for your care at OHSU**

We want to make it as simple as possible for you to understand the billing process and navigate the payment system.

**Types of bills**

You will receive separate bills for hospital or clinic visits, and for doctor services:
- Your OHSU Hospital and Clinic bill will include charges for your hospital and/or clinic visit.
- Your doctor’s fees will be billed separately and will include the cost of medical or surgical care. This bill also will include costs for any doctors who were involved in the review and interpretation of your diagnostic tests.
- You also may receive a separate invoice for anesthesiologist services.

**Payment options**

You have several options when paying your OHSU bill, including:
- Cash (payable in person only)
- Check (please include your account number on the check)
- Money order (please include your account number on the money order)
- Credit card (Visa, MasterCard, Discover, American Express)

---

**Pay your bill by phone with a credit card** — call Customer Service at 503 494-8760 or toll free 1 800 500-5582, Monday through Friday, 9 a.m. to 4:30 p.m.

**Pay your bill by mail** — send your payment in with the statement voucher connected to your billing statement.

**Pay your bill online** — using E-check or your debit/credit card by going to [www.ohsuhealth.com/payonline](http://www.ohsuhealth.com/payonline).

If you are unable to pay your balance in full, please contact us as soon as possible. We have payment plans and, in certain circumstances, financial assistance programs that can make your payments more manageable.

**Questions?**

OHSU customer service representatives are here to help. Call us at 503 494-8760 or 1 800 500-5582 (toll free) about your bill. Our office hours are Monday through Friday, 9 a.m. to 4:30 p.m. Or feel free to send us an e-mail at [askus@ohsu.edu](mailto:askus@ohsu.edu).

For questions about financial assistance call 503 494-1671 or go online to [www.ohsuhealth.com/billing](http://www.ohsuhealth.com/billing).

---

OHSU’s science education programs annually help 154,000 young adults become interested in and gain access to careers in health and science.

---

OHSU’s Physician Consult and Referral Service provides 24-hour, toll-free access to health care providers throughout Oregon. More than 35,000 calls are received each year.
Giving to OHSU

Charitable gifts help OHSU’s experts provide compassionate health care, pioneer new treatments and cures, and educate future generations of clinicians and scientists. Every gift makes a difference.

For additional information about giving opportunities, please contact the OHSU Foundation at 503 228-1730 or visit www.ohsufoundation.org or www.doernbecherfoundation.org.

OHSU receives nearly $400 million in grants and awards annually to conduct research. Ninety-four percent of that amount comes from out-of-state sources, such as the National Institutes of Health and the National Science Foundation.

OHSU’s operating budget is generated primarily from patient care, gifts, grants and contracts. State appropriations, which make up only 2.1 percent of OHSU’s budget, are used primarily to support educational programs in the schools.
Getting to OHSU

Parking is free for OHSU patients, their friends and family members. Valet parking is available at the Kohler Pavilion, Physicians Pavilion and at the Emergency Department. Call 503 494-8283 for more information.

Go online at www.ohsuhealth.com/directions for driving directions, road conditions and information on public transportation.

Directions to Marquam Hill

From Lake Oswego/Sellwood Bridge area
- Travel north on S.W. Macadam Ave.
- Turn left onto S.W. Boundary St.
- Proceed one block and turn right onto S.W. Corbett Ave.
- Turn left onto S.W. Hamilton St.
- Turn right onto S.W. Barbur Blvd. and continue for approximately 2.5 miles.
- Make a sharp left onto S.W. Caruthers St.
- Turn left at the second light onto S.W. 6th Ave.

From the west
- Travel east on Hwy. 26/Sunset Hwy.
- Stay in the right lane and follow the signs to I-405 (Salem/The Dalles).
- After passing through the Vista Ridge tunnel, stay to the right as the freeway branches.
- Take the 6th Ave. exit.
- Turn right onto S.W. 6th Ave., following signs to OHSU.

From the east
- Travel west on I-84. Follow signs to I-5 south (Salem).
- Cross the Marquam Bridge and merge into one of the two left lanes to City Center/Beaverton.
Public transportation
Several public transportation options are available to reach the Marquam Hill campus, including TriMet bus services, the streetcar and the Portland Aerial Tram.

For more information about public transportation:
www.portlandstreetcar.org
www.trimet.org
www.portlandtram.org

The Portland Aerial Tram
The Portland Aerial Tram is an efficient and green connection between OHSU’s Marquam Hill Campus and the patient care services available at the South Waterfront. It is also one of Portland’s most popular tourist attractions. The Tram is operated by OHSU and owned by the city of Portland.

Hours of operation — the Tram runs approximately every 10 minutes:
- Monday-Friday, 5:30 a.m. – 9:30 p.m.
- Saturday, 9 a.m. – 5 p.m.
- Sunday, 1 p.m. – 5 p.m. (mid May – mid Sept.)
The Tram is closed on major holidays.

Roundtrip fare to ride the Tram is $4 per person. The ticket machine accepts credit/debit cards and quarters (no bills or other coins).

From the southeast
- Travel west on S.E. Powell Blvd.
- Cross the Ross Island Bridge and take the City Center exit.
- Stay in the left lane and merge onto S.W. Kelly, which will turn into S.W. Arthur.
- After crossing S.W. Barbur Blvd., bear left onto S.W. Caruthers.
- Turn left onto S.W. 6th Ave.

From the north
- Travel south on I-5 toward Salem.
- Cross the Marquam Bridge and merge into one of the two left lanes to City Center/Beaverton.
- Take the S.W. 6th Ave exit. Immediately move to the left lane and turn onto S.W. College St. (or the next street that allows a left turn).
- Turn left onto S.W. Broadway Ave. and move to the right lane.
- Bear right onto S.W. 6th Ave, following signs to OHSU.

From the south
- Travel north on I-5.
- Take exit 297 (Terwilliger Blvd).
- Turn left at stop light onto S.W. Terwilliger Blvd.
- Turn right onto S.W. Barbur Blvd. and continue for approximately 3 miles.
- Make a sharp left onto S.W. Caruthers St.
- Turn left at the second light onto S.W. 6th Ave.

From the south via I-5
- Take the S.W. 6th Ave. exit. Immediately move to the left lane and turn onto S.W. College St. (or the next street that allows a left turn).
- Turn left onto S.W. Broadway Ave. and move to the right lane.
- Bear right onto S.W. 6th Ave, following signs to OHSU.
To reach the Center for Health and Healing, take the Portland Aerial Tram (C2) to the South Waterfront Campus.
Directions to OHSU clinics at South Waterfront

From Marquam Hill Campus
- Head northeast on S.W. Sam Jackson Park Rd.
- Continue onto S.W. 6th Ave.
- Turn right at S.W. Harrison St.
- Continue onto S.W. Moody Ave. and turn right
- Turn left onto S.W. Curry St.
- Turn left onto S.W. Bond Ave.
- Turn left onto S.W. Whitaker

From downtown Portland
- Go east on S.W. Harrison St.
- Continue onto S.W. Moody Ave. and turn right
- Turn left onto S.W. Curry
- Turn left onto S.W. Bond
- Turn left onto S.W. Whitaker

From the north via I-5 or the east via I-84
(From I-84 merge on to I-5 South)
- Stay in the right lane while crossing Marquam Bridge.
- Take exit 299A to 43/Lake Oswego/Macadam.
- Follow signs to South Waterfront, staying to the left.
- At the light, turn left onto S.W. Macadam
- Turn right onto S.W. Curry
- Turn left onto S.W. Bond
- Turn left onto S.W. Whitaker

From the north via I-405
- Follow signs for I-405 (Salem/The Dalles)
- Take Exit 1C (S.W. 6th Ave.)
- Turn right onto S.W. Harrison
- Continue onto S.W. Moody Ave. and turn right
- Turn left onto S.W. Curry
- Turn left onto S.W. Bond
- Turn left onto S.W. Whitaker

From the south via S.W. Macadam or Sellwood Bridge
- Travel north on S.W. Macadam
- Turn right onto S.W. Curry
- Turn left onto S.W. Bond
- Turn left onto S.W. Whitaker

From the south via S.W. Barbur Blvd.
- Travel north on S.W. Barbur
- Exit onto S.W. Naito Parkway
- Turn right onto S.W. Harrison
- Turn right onto S.W. Moody
- Turn left onto S.W. Curry
- Turn left onto S.W. Bond
- Turn left onto S.W. Whitaker

From the south via I-5
- Take exit 299A (43/26 East Ross Island Bridge/Macadam)
- At first stop light, turn right onto S.W. Curry (Please note this is a divided road. There will be a right turn arrow to allow a right turn in from of the two lanes of traffic on your right.)
- Turn left onto S.W. Bond
- Turn left onto S.W. Whitaker

From the east via the Ross Island Bridge
- After crossing the river on the Ross Island Bridge take the exit on the right to 43/Lake Oswego/Macadam
- Follow the signs to South Waterfront. As the road curves to the left, stay to the left.
- At the light, turn left onto S.W. Macadam
- Turn right onto S.W. Curry
- Turn left onto S.W. Bond
- Turn left onto S.W. Whitaker

From the west via Hwy. 26
- Take the Market St. exit
- Stay on Market Street
- Cross over Naito Parkway onto S.W. Harbor Dr.
- At the second light, turn left onto S.W. Harrison
- Turn right onto S.W. Moody
- Turn left onto S.W. Curry
- Turn left onto S.W. Bond
- Turn left onto S.W. Whitaker
Center for Health and Healing Map

- S.W. River Parkway
- S.W. Bond Avenue
- S.W. Curry Street
- S.W. Moody Avenue
- S.W. Macadam Avenue

- Portland Streetcar Stop
- Portland Aerial Tram
- Entrance
- Parking Garage Entrance
- TriMet Lift Service Stop
- S.W. Whitaker Street
- S.W. Moody Avenue
- S.W. Curt Street
- Portland Streetcar Stop
- Parking Garage Entrance
- TriMet Lift Service Stop
- S.W. Whitaker Street
- S.W. Moody Avenue
- S.W. Macadam Avenue
Center for Health and Healing Floor Plan

Floor 1

- Elevators
- Elevators to floors 1-16
- NOTE: Floors 13-15 are not for public use
- Elevators to floors 1-3, P1-P3:
  - Parking Garage
  - P1 = Purple
  - P2 = Orange
  - P3 = Green
  - Floor 2: March Wellness
  - Floor 3: Conference Center

- Stairs to Exercise Area
- Casey Eye Optical Studio
- Daily Café
- Café Entrance
- Entrance

Legend

- Accessible entrance
- Accessible restroom
- ATM
- Coffee/dining
- Elevators
- Information
- Stairs
- Parking
- TriMet
- Waiting area

To Parking Garage

S.W. Whitaker Street

Portland Streetcar Stop

Portland Aerial Tram

TriMet Lift Service Stop

Main Entrance

Floor 2

March Wellness

Floor 3

Conference Center
Notes