



RUSH UNIVERSITY
MEDICAL CENTER

A RESOURCE GUIDE FOR PATIENTS AND VISITORS



Rush is a not-for-profit health care, education and research enterprise comprising Rush University Medical Center, Rush University, Rush Oak Park Hospital and Rush Health.





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Dear Valued Patient,

Welcome to Rush University Medical Center. Thank you for choosing Rush and entrusting us with your health care. At Rush, we are committed to providing the highest quality care and service to our patients and their families.

Rush has been part of Chicago for more than 170 years and has established itself as a local and national leader in health care, research, education and community service. In addition to providing excellent clinical care, we are committed to providing you with the best possible experience. This guide is intended to acquaint you with the services and resources available to you and your family while you are receiving care at Rush.

We look forward to continuing to serve your health care needs.

Sincerely,

Brian T. Smith
Executive Director, Rush University Medical Group
Vice President, Medical Affairs, Rush University
Medical Center

Larry J. Goodman, MD
CEO, Rush University Medical Center
President, Rush University

ABOUT RUSH UNIVERSITY MEDICAL CENTER

Rush University Medical Center is an academic medical center that includes a 676-bed hospital serving adults and children; the 58-bed Johnston R. Bowman Health Center, which provides medical and rehabilitative care to older adults and people with short- and long-term disabilities; and Rush University Medical Group, which encompasses more than 60 physician practices, including primary care and a wide range of specialties.

All Rush University Medical Group physicians are on the faculty of Rush University, which includes one of the first medical colleges in the Midwest and one of the nation's top-ranked nursing colleges, as well as graduate programs in health sciences and biomedical research. The Medical Center also offers more than 65 highly selective residency and fellowship training programs in medical specialties and subspecialties.

Rush is a thriving center for basic and clinical research, with physicians and scientists involved in hundreds of research projects developing and testing the effectiveness and safety of new therapies and medical devices.

This unique combination of research and patient care repeatedly has earned the Medical Center national rankings in many specialty areas in *U.S. News & World Report's* annual "America's Best Hospitals" issue for 2009 - 2010. The Medical Center consistently has been ranked among the top five academic medical centers in the country in an annual study by the University HealthSystem Consortium, a nationwide alliance of more than 100 academic medical centers and their affiliated hospitals. The Medical Center also is proud to be the preferred hospital and home to the team physicians for both the Chicago White Sox and the Chicago Bulls.

In addition to its excellence in patient care, education and research, Rush maintains a strong commitment to the community. Rush assists the Chicago community through such endeavors as the Rush Community Service Initiatives Program, an umbrella for numerous student-led outreach programs designed to address the social and health care needs of residents in the communities surrounding the Medical Center.

Rush is currently in the process of a 10-year transformation of its campus. A new, environmentally friendly hospital equipped with the latest technologies is scheduled to open in 2012. Many other improvements also are being made throughout the Medical Center.

These efforts exemplify Rush's mission: to provide the very best care for our patients.



YOUR CARE TEAM

At Rush, your outpatient health care team is dedicated to providing you with the highest quality care and service. Your team may include the following health care providers:

- Attending physicians, licensed physicians who supervise each patient's medical care. They are members of both the medical staff at Rush and the Rush University faculty. Your attending physician will order your examinations, tests, medications and treatments.
- Fellows, licensed physicians on the Rush medical staff who are receiving advanced training in clinical subspecialty areas, who work with your attending physician to provide your care.
- Residents, licensed physicians who are completing postmedical degree training in specialty areas. Residents work with your attending physician, further ensuring that your care is supervised constantly.
- Physician assistants and nurse practitioners, licensed care providers who collaborate with physicians in your care.
- Registered nurses, who play a variety of roles in coordinating your care. The Medical Center twice has received designation as a Magnet institution, the highest honor in the nursing field.
- Certified medical assistants, multiskilled professionals with combined clinical and administrative responsibilities.
- Allied health professionals, licensed care providers in a wide range of areas who assist with specific patient needs.
- Rush University students also may be involved in your care. As part of their education, these students work under the supervision of the attending physician and observe your care.



PATIENT SAFETY

At Rush, your safety is very important. Your entire health care team is committed to providing high quality care in a safe environment. If you have any questions, concerns, or safety issues, we encourage you to speak with your doctor, nurse, or the practice or department manager.



MEDICAL RECORDS

At Rush, you have the right to request a copy of your medical records for personal reasons or to release them to another doctor's office. For details about requesting medical records, please contact your doctor's office.



INFECTION CONTROL

Keeping your hands clean is the best way to prevent the spread of infection. Hand sanitizer is available in your doctor's office and near every elevator throughout the Medical Center. Feel free to use the sanitizer even when your hands are not visibly dirty. If your hands are visibly dirty, please wash them. If you have a cough or fever, please help prevent the spread of infection by wearing a mask, which you can obtain at the reception area of the building you are visiting or at your doctor's office.



SMOKING POLICY

For the health of our entire community, Rush University Medical Center is a tobacco-free campus, meaning that smoking is not allowed anywhere on the campus, including outdoor areas. If you would like help quitting smoking, please call the Illinois Tobacco Quit Line at (866) QUIT-YES (784-8937) or visit www.quityes.org. For a referral to a physician at Rush who can help, call (888) 352-RUSH (7874).



PARKING AND TRANSPORTATION

Taxis, Trains and Buses

A taxi stand is located in front of the Jelke Building, 1750 W. Harrison St. Taxi call buttons are located in the lobby of the Professional Building, 1725 W. Harrison St., and on the ground floor of the Atrium Building, 1650 W. Harrison St.

Two Chicago Transit Authority train stops are located near the Medical Center: the Polk stop (Pink Line) at the intersection of Polk and Paulina streets, and the Illinois Medical District stop (Blue Line) at Damen Avenue and the Eisenhower Expressway. Bus service is available at multiple locations around the Medical Center. For more information, please call 1-888-YOUR-CTA (968-7282) or visit www.transitchicago.com.

Discount Parking

If you park in the hospital parking garage on the corner of Harrison and Paulina streets or the Triangle Office Building parking lot, 1700 W. Van Buren St., when you come to the Medical Center for your appointment, please ask the receptionist at your doctor's office to validate your parking ticket in order to receive a discount. If you will be making frequent visits, discount parking coupon booklets for the hospital parking garage are available for purchase at the fourth floor Atrium Building information desk. The cost is \$25 for five coupons. Please note: These discount coupons are not valid for valet parking or at non-Rush parking garages.

Discount parking also is available when parking at the garage adjacent to the Westgate Building, 1645 W. Jackson St. To receive the discount, please ask the receptionist at your doctor's office to validate your ticket.

Valet Parking

Valet parking is available at the following buildings: the Professional Building (312) 942-3720; the Atrium Building (312) 942-7442; and the Orthopedic Building, 1611 W. Harrison St., (312) 361-2103.

Parking for Persons with Disabilities

A discounted rate for valet parking is given to individuals with disabilities. Assistance is available for persons who need wheelchair transport at the valet entrances. If you have any questions about valet parking at the Medical Center, please call one of the numbers listed in the Valet Parking section above.

Safety Escorts

Officers from the Medical Center's security services are available to escort visitors to their car, train or bus stop. To request an escort, please call (312) 942-5678.



DINING OPTIONS, AUTOMATED TELLER MACHINES AND GIFT SHOPS

Au Bon Pain Restaurant

Au Bon Pain operates three cafes for visitors. The largest one is located on the fourth floor of the Atrium Building, 1650 W. Harrison St., and offers a variety of bakery, sandwich, salad and soup options. It is open 24 hours a day, seven days a week. A smaller branch is located on the ground floor of the Professional Building, 1725 W. Harrison St. It is open Monday through Friday, 7 a.m. to 5 p.m. Another Au Bon Pain is located in the Triangle Office Building, 1700 W. Van Buren St. on the second floor. It is open Monday through Friday, 7 a.m. to 4:30 p.m.

Cafeteria

The cafeteria is located on the second floor of the Armour Academic Center, 600 S. Paulina St. (at the corner of Harrison Street) and offers a wide variety of hot and cold foods. It is open Monday through Friday, 6:30 a.m. to 3:30 p.m.

Snack Bars

The In a Rush snack bar on the second floor of the Armour Academic Center offers coffee and packaged food items such as pastries, sandwiches, salads and yogurt. It is open Monday through Friday, 6:30 a.m. to 3:30 p.m.

The Remedies snack bar is located on the first floor of the Jelke Building, 1750 W. Harrison St. It offers specialty coffees, milkshakes, sandwiches, salads, soups, entrees and bakery products. It is open Monday through Friday, 6:30 a.m. to 7:30 p.m.

Chicago Lighthouse Convenience Store

Located in the Orthopedic Building, 1611 W. Harrison St., the Chicago Lighthouse Convenience Store offers coffee, parfaits, sandwiches, salads, bakery products, snacks and candy. The store provides jobs for people with visual impairments, and its proceeds are donated to the Chicago Lighthouse for People Who Are Blind or Visually Impaired.

Vending Machines

Vending machines are located throughout the hospital and are available 24 hours a day. The largest vending area is located on the first floor of the Jelke Building, 1750 W. Harrison St., by the Remedies snack bar.

Automated Teller Machines

Automated teller machines are available at the following locations:

- The fourth floor of the Armour Academic Center near the parking garage entrance
- The first floor of the Jelke Building
- The first floor of the Triangle Office Building

Local Restaurants

The Medical Center is located just west of downtown Chicago. There are many restaurants in the area where patients can dine, as well as hotels for overnight accommodations. If you would like a list of local restaurants and hotels, please call guest relations at (312) 942-5574.

Gift Shops

The Woman's Board of Rush University Medical Center operates two gift shops and donates all net proceeds directly to the Medical Center. The locations and hours are as follows:

Atrium Court Gift Shop, fourth floor, east end of the Atrium Building. Hours are Monday through Friday, 8:30 a.m. to 5 p.m. To contact the gift shop, call (312) 942-4246.

Atrium Gift Shop, fourth floor, west end of the Atrium Building. Hours are Monday through Thursday, 8:30 a.m. to 6 p.m.; Friday 8:30 a.m. to 5:30 p.m.; Saturday and Sunday 11 a.m. to 4 p.m. To contact the gift shop, call (312) 942-4244.



SERVICES AND RESOURCES

Patients with Disabilities

If you or your loved one has a disability and needs assistance, please inform your doctor's office when you make your appointment so that our staff can assist you.

Interpreter Services

Qualified foreign-and sign-language interpreters, teletypewriters (TTY), and other auxiliary aids and services are available free of charge to people with limited English language abilities or who are hearing impaired. When you schedule your appointment, please inform the physician's office if you need an interpreter, or contact interpreter services at (312) 563-2987 (voice/TTY).

Blood Donor Program

Friends and family can donate blood and platelets at the Medical Center through the Rush Blood Donor Program, which benefits Rush patients. For more information, please call (312) 942-6680 or email Blood_donor@rush.edu. For information about donating for a specific patient, platelet donation appointments or predonation education materials, please call (312) 942-7824 or email Platelet_donor@rush.edu.



RUSH UNIVERSITY MEDICAL CENTER WEB SITE

For additional information about the Medical Center, please visit our Web site at www.rush.edu.



IMPORTANT PHONE NUMBERS

Our staff is available to address questions and resolve concerns. For numbers not listed, please call the Main Hospital Number listed below.

Main Hospital Number
(312) 942-5000

Billing Questions
(312) 563-4577

Blood Center
(312) 942-6680

Chaplain's Office
(312) 942-5571

Emergency Room
(312) 942-6428

Find a Doctor at Rush
(312) 942-5555

Giving to Rush
(312) 942-5580

Hospital Parking Garage
(312) 942-6594

Interpreter Services
(312) 563-2987

Lost and Found
(312) 942-5678

Office of Patient Rights
(312) 942-6603

Patient Relations Department
(312) 942-6979

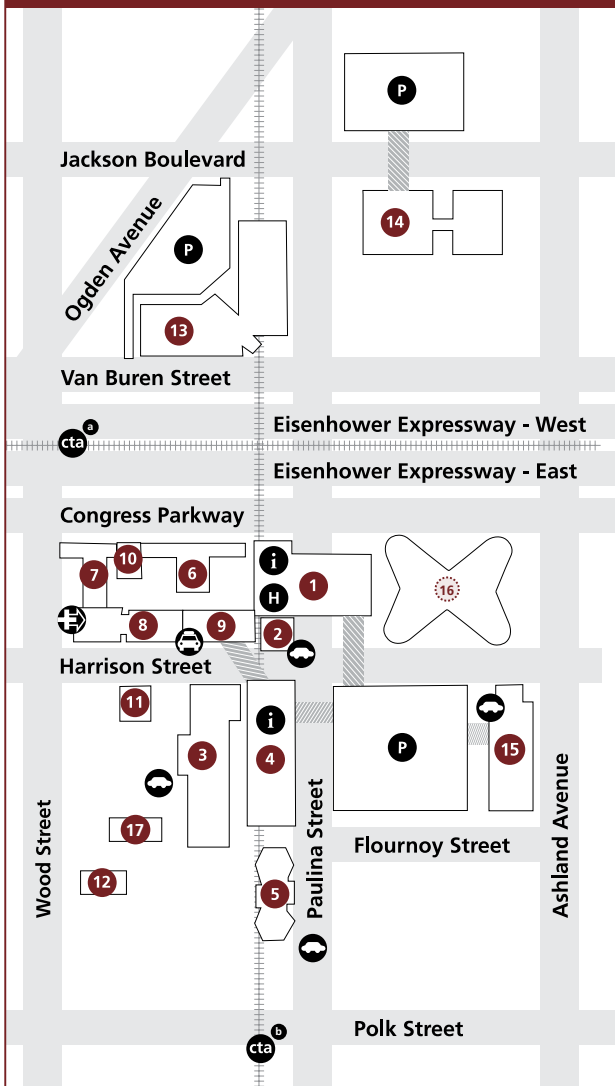
Professional Building Pharmacy
(312) 563-2245

Security Services
(312) 942-5678

Transport Services
(312) 942-1791

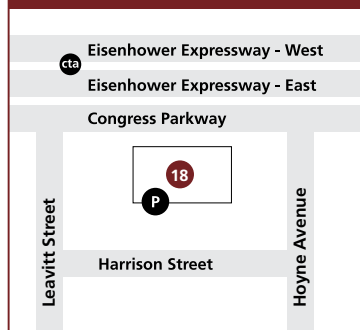
Triangle Building Pharmacy
(312) 563-2468

RUSH MAIN CAMPUS



- H** Main Hospital
- ER** Emergency Room
- P** Parking garage
- i** Information
- cta^a** Elevated train: Illinois Medical District Blue line
- cta^b** Elevated train: Polk stop Pink line
- V** Valet
- T** Taxi cab stand
- ▨** Pedway
- 1** Atruim Building
1650 W. Harrison St.
- 2** Women's Board Cancer Treatment Center
500 S. Paulina St.
- 3** Professional Building
1725 W. Harrison St.
- 4** Armour Academic Center, Rush University
600 S. Paulina St.
- 5** Johnston R. Bowman Health Center
710 S. Paulina St.
- 6** Kellogg Building
- 7** Jones Building
- 8** Rawson & Senn Buildings
- 9** Jelke Building
1750 W. Harrison Street
- 10** Pavilion Building
- 11** Cohn Research Building
- 12** Annex Building
- 13** Triangle Office Building
1700 W. Van Buren St.
- 14** Westgate Building
1645 W. Jackson Blvd.
- 15** Orthopedic Building
1611 W. Harrison St.
- 16** New Hospital
(opening in 2012)
- 17** Kidston House
630 S. Hermitage Ave.
- 18** Laurance Armour Day School
Rush Department of Psychiatry
Outpatient Clinical Services
Rush Day Hospital
Rush Day School
2150 W. Harrison St.

RUSH WEST CAMPUS



- cta** Elevated train: Western Ave. Blue Line

