

# Resources for Staff to Address Patient and Family Needs



All resources are available 24 hours a day, 7 days a week unless otherwise noted:

Need/Resource	Contact Information	Description of Resource
<b>Medical, Fire, Police Emergency</b> Contact Center	<b>924.2012</b>	For any medical, fire or police emergency in the University Hospital and other areas as noted in the Unit Red Book. (Some areas use 911).
<b>Hospital Resources</b> (Patient/Family) Patient and Guest Services	<b>924.3627</b> (4.DOCS) Information Desks with varying hours	Provides assistance to patient/families including information, appointment, visitor passes (Information Desk), lodging, lost & found, guest internet access, MyChart sign-up/questions (call 243.2500)
<b>Hospital Resources</b> (Team Members) Contact Center	<b>982.1600</b>	Patient and team member transportation, shuttle service, building issues, housekeeping, equipment or service requests, immediate repairs, communication aids, inc. Video Remote Interpreter (VRI).
<b>Family Activated Rapid Response</b> Emergency Response Team	<b>924.2222</b>	Family/staff can call rapid response team if still worried about an inpatient's condition after talking to nurse. (MET, PERT, NERT, BERT)
<b>Concerns</b> (Patient/Family) Patient Relations Reps	<b>924.8315</b>	Patient/Family concerns, complaints, questions about rights and responsibilities or assistance needed after speaking with the team.
<b>Counseling</b> (Patient/Family) Social Work	<b>924.2713</b> (M-F 8 am-4:30pm) <b>PIC 1384</b> (Emergency)	Patient/family adjustment to illness, injury or loss, concerns about abuse, neglect or exploitation, advance care planning, or community referrals. See Social Work website for details.
<b>Counseling</b> (Team Members) Faculty & Employee Assistance Program (FEAP)	<b>243.2643</b> (M-F 8am-5pm) <b>PIC 1804</b> (Emergency)	A confidential and free resource for team member concerns about personal or work situations. This includes elder caregiving, legal and financial issues. See <a href="http://www.uvafeap.com">www.uvafeap.com</a> for more information.
<b>Death of patient</b> Decedent Affairs	<b>924.5018</b> <b>PIC 1405</b>	Resource for patients/families/staff with questions about death related matters. See Decedent Affairs website for details.
<b>Dietitians – Clinical</b>	<b>924.2286</b> (8 am-4:30pm)	Resource to identify a dietitian for consults and referrals. Can answer questions about appropriate diet order and supplements.
<b>Ethics or Moral Distress</b> Ethics Consult Service	<b>PIC 1712</b>	Questions or concerns related to ethical issues or when you know the ethically appropriate action to take but struggle or feel distress.
<b>Food Service</b>	<b>982.0246</b> (5am-7pm) <b>465.1351</b> (6am-6pm)	Special requests for food preparation, distribution, patient or family trays and celebrations, pantry stocking.
<b>Health Education</b> Patient & Family Library	<b>924.3429</b> (M-F 10am-4pm)	Educational health information; computers for patient and family use; books and iPads for use at the Medical Center; device charging stations; help with using MyChart.
<b>Lactation</b> Breastfeeding Medicine Program	<b>982-3316</b> (9am-5pm) <b>PIC 1636</b>	Rooms are available for privacy while pumping/breastfeeding. Supplies are available to help maintain lactation if separated from baby.
<b>Language Services</b> Language Assistance Services (LAS)	<b>982.1794</b> (M-F 8 am-5pm) <b>982.1600</b> (After hours)	Interpreters (Sign language, Cyacom® phones, translation of documents, VRI, etc.). Tools (Spanish phrase book, adaptive communication aids). See LAS website for details.
<b>Librarian</b> (Research) Claude Moore HS Library	<b>924.5444</b> on-line 24/7 (M-T 7:30am-Midnight Fri: 7:30am-7pm Sat: 9am-7pm Sunday: 12pm-Midnight)	Literature searches for research; Health Literacy; Culture, Communication and Ethics on-line search for resources to meet the unique needs of patients/families. <a href="http://www.hsl.virginia.edu/">www.hsl.virginia.edu/</a>

**PLEASE TURN OVER FOR OTHER RESOURCES**

<b>Pain</b>		Services listed provide specific recommendations for pain control:
Acute Pain Service	<b>PIC 1593</b>	Epidural and lidocaine infusions – 24/7
Chronic Pain Service	<b>PIC 1415</b>	Consult by LIP only – 7am-7pm
Pain Nurse (CNS)	<b>PIC 3572</b>	Questions/concerns for RN – M-F 8am-4:30pm
Pain ERAS NP	<b>PIC 7945</b>	For ERAS patient questions – Tu-F 7am-7pm
Massage Therapist	<b>982.0312</b>	Call for availability
<b>Palliative Care</b> Palliative Consult Service Pediatric Consult Adult Nurse Liaison	<b>PIC 1539</b> <b>PIC 1244</b> <b>PIC 2380</b>	MD order or patient/family request to primary team: symptom management for life-limiting illness; difficult conversations; and end-of-life care and decision making.
<b>Pediatric – Child Life Specialists</b>	<b>243.3093</b>	Developmentally appropriate preparation for procedures, support during treatment/difficult situations, bereavement.
<b>Pharmacy</b> (Outpatient)	<b>PIC 9536</b> (M-F 8am-9pm Weekends 7am-3pm)	Questions about discharge medications; general outpatient needs; immunizations or specialty pharmacy. Can supply medication bottle labels and drug information in Spanish.
<b>Privacy</b> Privacy and Compliance	<b>924.2938</b> <b>1.800.235.8700</b> (Report anonymous concerns)	Compliance with and interpretation of HIPAA; safeguards to protect oral, paper and electronic patient health information.
<b>Restricted Information Patient (RIP) List</b> Bed Center	<b>243.9218</b>	Patient or Legal surrogate initiated visitor restrictions for inpatient encounter. Also includes Threat Assessment and Prisoner information.
<b>Safekeeping &amp; Return</b> Discharge Unit Hub	<b>243.7068</b> (8am-6pm) <b>Nursing Supervisor</b> <b>PIC 1822</b> (After Hours)	Patient belongings given to Security for safekeeping will be stored in the Discharge Unit safe on the 2 <sup>nd</sup> floor of the Hospital. See Policy 0023 for more details.
<b>Security</b> Medical Center Security	<b>924.5048</b> (Preferred) <b>PIC 1647</b>	Threat assessment; after-hours access; warrants; safekeeping pick up (see Unit Red Book for details of emergency procedures or computer desktop icon).
<b>Spiritual</b> Chaplaincy Services	<b>924.2642</b> (M-F 8am-5pm) <b>PIC 1391</b> (24/7)	Patient/family spiritual, religious, cultural, bereavement, moral distress and/or emotional support. Can provide special religious services and referrals to outside clergy. See Chaplain website for details and links to resources.
<b>Volunteers</b> Volunteer Services	<b>924.5251</b> (M-F 8:30am-5pm)	Programs for all ages including pet therapy, music therapy, clowns, friendly visitors; activities– books, magazines, puzzles, coloring books, playing cards, newspapers; e-card and mail delivery; assistance for special occasion events
<b>Wellbeing</b> UVA School of Nursing Compassionate Care Initiative	<a href="http://compassion.nursing.virginia.edu/">http://compassion.nursing.virginia.edu/</a>  <b>Relaxing Music and Videos- Channel 11 on Hospital TVs</b>	Cultivating resilience and compassion in healthcare through innovative educational and experiential programs - the website offers links to print, guided relaxation practices (including audio), and support resources. Clinical, Faculty, and Student Ambassadors model and bring self-care practices into their clinical and personal interactions.
<b>Family Lounges</b> have information about UVA Services and Resources including: a “Care Diary”, television guide, local lodging listings, safety tips, and smoking cessation help. The <b>Patient Handbook</b> , given to each patient on admission, is a general resource.		

**AREA SPECIFIC RESOURCES/NOTES:**