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Air and Mobile Critical  
Care Services

# Family Guide



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The University of Iowa  
Hospitals and Clinics



## WHEN YOU ARRIVE

When you arrive, use the Main (Fountain) Entrance and go directly to the Information Desk in the Main Lobby. You will be given directions to the area of the hospital where your family member or friend is being cared for. When you arrive at the patient care unit, please notify the nursing staff. You will be permitted to see your family member/friend as soon as it is possible, and the nursing staff will advise you of patient visitation policies for the unit.

## ASKING AND ANSWERING QUESTIONS

Because University Hospitals is a highly specialized facility, you can expect a number of medical specialists to provide care for your family member/friend. If you are asked similar questions by different health care professionals, please understand that the answers to these questions help them provide the highest quality patient care. If you have questions, but are unsure of whom to ask, ask a unit nurse. Every effort will be made to get your questions answered.



## PATIENT REPRESENTATIVE SERVICES

Patient Representatives at University Hospitals are available 24-hours a day to assist patients and families. They can answer your questions, assist you with problems and concerns, and listen to your comments and suggestions. Patient Representatives are knowledgeable about hospital policies and resources within the hospital and community. To contact a Patient Representative weekdays from 8 a.m. to 5 p.m., dial 6-1802. At other times, dial 0 for the Hospital Operator and ask for a Patient Representative.

Patient Representatives can also help you:

- arrange for an interpreter for non-English speaking or hearing impaired persons
- get information about overnight accommodations in the Iowa City/Coralville area
- make arrangements to stay at the Ronald McDonald House (for families of pediatric patients)



## OTHER SERVICES

Staff members at the Information Desk in the Main Lobby can answer questions about other services available at University Hospitals, including:

- dining areas for visitors and patients
- location of vending machines
- public transportation, including bus and taxi service
- location of pay phones
- cashing checks
- designated smoking areas

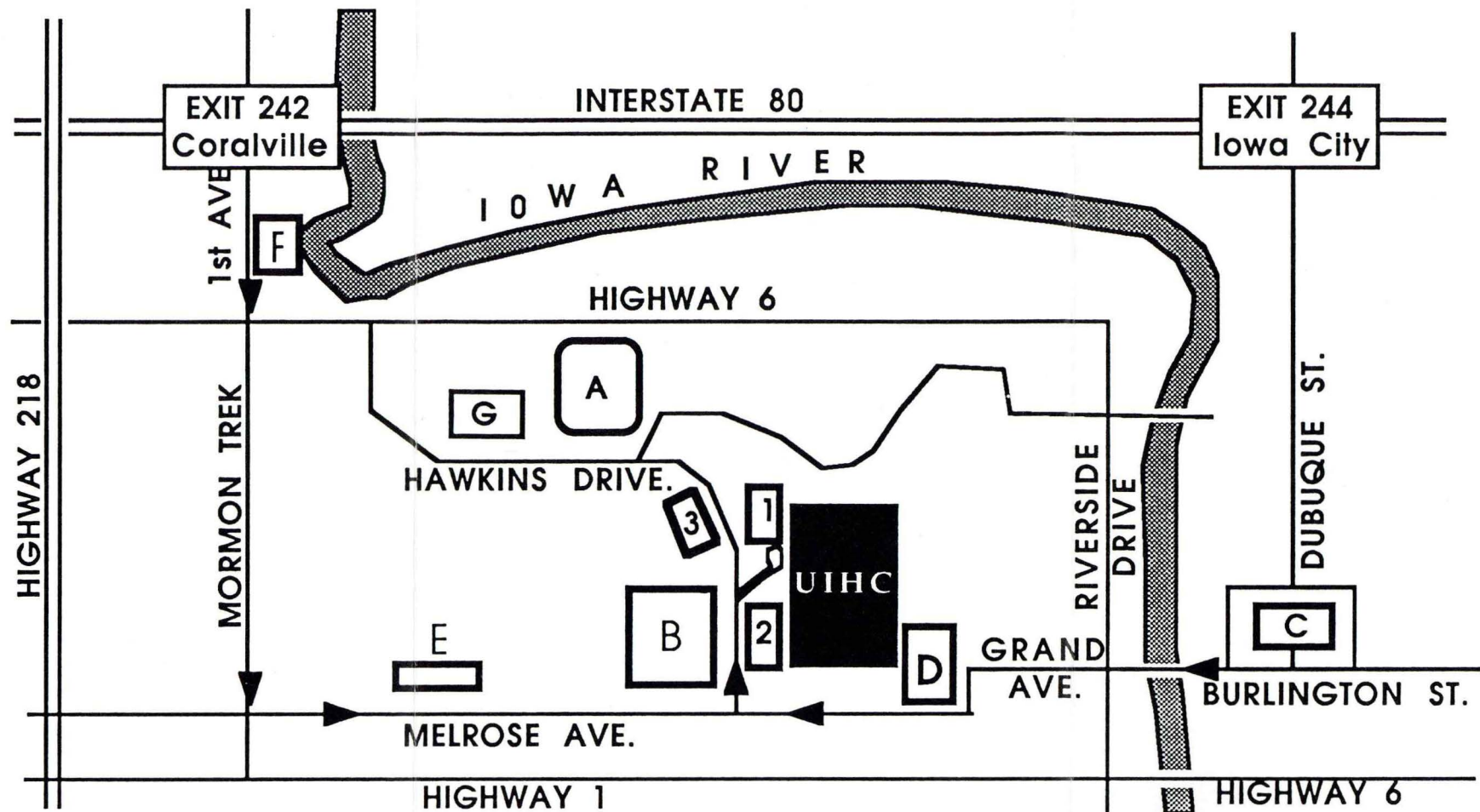
NOTE: Additional information about services available at University Hospitals can be found in the publication "A Guide for Patients." Please request a copy of this booklet from the nursing staff.

## TELEPHONE REFERENCE NUMBERS

### Emergency Communications

Center	800/272-6440
Information Desk, Main Lobby	319/356-2456
Patient Representative Office	319/356-1802
Hospital Switchboard	319/356-1616

# The University of Iowa Hospitals and Clinics (UIHC)



- A - CARVER-HAWKEYE ARENA
- B - KINNICK STADIUM
- C - HOLIDAY INN
- D - FIELD HOUSE
- E - UNIVERSITY ATHLETIC CLUB
- F - IOWA RIVER POWER CO.
- G - RONALD McDONALD HOUSE

- 1 - HOSPITAL PARKING RAMP I
- 2 - HOSPITAL PARKING RAMP II
- 3 - HOSPITAL PARKING RAMP III



Your family member/friend requires specialized care at The University of Iowa Hospitals and Clinics in Iowa City and is being taken there by the Air Care helicopter, Mobile Critical Care Unit, or a specially equipped airplane. Whatever method is used, the patient is traveling in a mobile emergency room, staffed by highly trained personnel and equipped with sophisticated technology to provide the best care possible during the trip.

This guide can assist you as you prepare to travel to University Hospitals and provides you with some important information on the services and facilities available for your comfort and convenience at the hospital and in the Iowa City area.

If further questions arise, please feel free to ask any member of the emergency care crew listed below. In addition, please do not hesitate to contact me personally with any comments you may have about our service.

Beverly J. Ringenberg, M.D.  
Medical Director, Air and Mobile  
Critical Care Services

The University of Iowa  
Hospitals and Clinics  
319/353-6360



## EMERGENCY TEAM

Your family member/friend is being cared for by specially trained nurses who are experts in stabilizing and managing critically ill or injured patients. They are trained and equipped to constantly monitor the patient's condition and provide appropriate emergency treatment if needed.

Two-way radio communication with University Hospitals medical staff is possible when consultation is required.

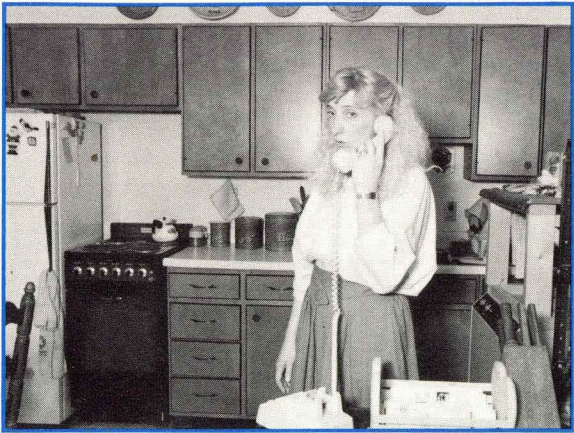
Friends and/or family members cannot accompany the patient during transport because of limited work space and weight restrictions. More importantly, total attention must be given to the patient and extra passengers could interfere with the crew's ability to provide life-saving emergency care.

NURSING STAFF:

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PILOT/DRIVER: \_\_\_\_\_



## CONSENT

If you are not at University Hospitals to give permission, physicians will proceed with necessary life-saving measures. However, for certain nonemergency procedures, it will be necessary to obtain consent from the patient or the patient's family. In addition, your assistance may be needed to provide the medical staff with information about the patient's medical history.

If for some reason, you are unable to travel to University Hospitals, or if your arrival will be significantly delayed, please telephone the Emergency Communications Center at 800-272-6440. You may be able to provide needed information and give consent if necessary. In this event, be sure to leave a telephone number where you can be reached. Remember, the initial care and treatment of your family member/friend will not be compromised by your absence, so drive carefully, and have a safe trip to University Hospitals.





## ITEMS TO BRING FROM HOME

- ( ) Patient's medications (if any)
- ( ) Personal care items/toiletries
- ( ) Your medications (if any)
- ( ) Insurance cards (if readily available)
- ( ) Telephone numbers of other friends/family members that may need to be notified
- ( ) Iowa road map
- ( ) Wallet, money, credit cards
- ( ) Change of clothing

NOTE: Patient valuables should be kept by the family if at all possible.

## PARKING

Use the map provided in this brochure to assist you in finding The University of Iowa Hospitals and Clinics. You may park in one of the three ramps located near the front entrance (see map). For an extended stay, a seven-day parking ramp permit may be purchased at a reduced rate at the Cashier's Office on the first floor just north of the Main Lobby.



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