

Leaving the Medical Center

As we make improvements to our environment of care, we will be working to ensure your departure is as easy as possible. All patients being discharged from University Hospital will now move through a special process designed to minimize wait time and expedite your safe discharge from our hospital:

- Family members picking up a patient will be asked to wait in the patient’s room for a member of our patient transport staff, who

will then escort the patient and family members to a new Patient & Guest Services Hub.

- As the patient is checked out of the Hub, a family member will be asked to retrieve their vehicle and bring it to the patient pick-up area across from our main hospital.
- A UVA greeter will personally transport the patient to the designated patient pick-up area, meet the family member’s vehicle and assist the patient into the car.

