

Welcome to UVa Medical Center

Our goal is to provide you with a satisfying and safe hospital stay. The “Patient and Family Handbook,” given to each patient upon admission, provides information about our services.

During your visit you can expect:

- To get information about your illness and treatment plan
- To be asked to take part in decisions about your care
- To have your privacy and health care information protected
- To get answers to your questions and concerns
- To be cared for in a clean and safe environment.

To provide the best care, we ask that you:

- Be honest with us about your health.
- Ask us questions when something is unclear.
- Follow the treatment plan agreed upon.
- Respect our rules, which are for the good of all patients, visitors and staff.

Visitation

We know that visits by family members, friends and clergy are an important part of the healing process for our patients. We have specific guidelines to ensure our patients’ well-being and safety. Please ask staff for a copy. In general:

- Regular visiting hours are 9 a.m.– 9 p.m.
- No more than two (2) visitors may be with the patient at a time.
- Visitors with children must follow hospital rules.

Leaving the hospital

The usual time of discharge is 11 a.m. Please arrange for someone to arrive to pick you up one hour before. The hospital staff will help you and your family prepare by:

- Talking to you concerning discharge instructions, medications, at-home care, follow-up appointments, etc.
- Answering any questions or concerns you have regarding your ongoing care.

**It’s ok to ask your health care team
if they have cleaned their hands.**