

# Hospital Services and Facilities



Michigan Medicine offers a variety of special amenities and services. If you have any questions about the following services and facilities, please ask your nurse for additional information.

## Online Patient Portal ([MyUofMHealth.org](http://MyUofMHealth.org))

To create an account, visit [www.myuofmhealth.org](http://www.myuofmhealth.org)

Follow the instructions on the web site to set up an account. MyUofM-Health.org is a secure way to manage your health online, offering a 24/7 connection to Michigan Medicine and important health information.

Our online patient portal gives you secure access to health information anywhere, at any time.

## Guest Assistance Program (GAP)

The Guest Assistance Program (GAP) office offers help to patients and their families. If you have questions, problems or concerns with any aspect of your hospital stay, the staff will do everything possible to help. GAP staff is dedicated to making your hospital stay more pleasant. This office is available to assist with special financial concerns.

Contact the Guest Assistance Program at **800-888-9825**.

## Continuing Care (Care After You Leave the Hospital)

Prior to your hospital discharge, a discharge planner will be available to assist you with planning for your continuing care needs. Should you need visiting nurse follow-up, physical or speech therapy or services at home, this can be arranged for you.

## Patient and Visitor Accommodations

The **Med-Inn** is a 30 room hotel connected to Michigan Medicine. Single and double units, suites and family units are available. Free cribs, cable television and continental breakfast are included. Microwaves and refrigerators are also available for an additional fee.

The UM has agreements with other hotels that provide shuttle service to UM. To learn more, contact the Guest Assistance Program at **800-888-9825**.

**Mennonite Guest House:** is a small Bed and Breakfast, only 3.5 miles from the hospital that is funded exclusively by contributions. There is no charge to stay but donations are greatly appreciated. The guest house provides private rooms, daily continental breakfast, a separate kitchen for guests to use, laundry facilities and shuttle services to and from the hospital. To check availability, please call **734-222-6233**.

## Families and Visitation

Family, as designated by the patient, is welcome at all times throughout the recovery process.

## Spiritual Care

Spiritual Care is available as needed, 24-hours a day, for spiritual ministry, prayer and sacraments for patients of all denominations. A chapel is also available. Catholic and Protestant services are available. Quiet Rooms for reflection or meditation are available in the CVC.

## Mardigian Wellness Resource Center - Level 2, CVC

The Mardigian Wellness Resource Center (MWRC) is a resource for patients and families. The center offers a full-service library on cardiovascular health, fax/copier, wireless internet access as well as devices such as iPads and computers for checkout.

## Dining Facilities

University Hospital (Level 2) options include a cafeteria, a vending area, and eateries located in front of the cafeteria. Atrium Healthy Heart Cafe<sup>®</sup> is located in the Cardiovascular Center (Level 2).

## FRIENDS Gift Shops

The gift shops are operated by the FRIENDS of Michigan Medicine. The shops sell candy, cosmetics, magazines, paperback books, toys, stuffed animals, apparel, gift items, games, greeting cards, writing supplies, jewelry, accessories, infant items and much more.

For patients who are unable to go to the gift shop, a gift cart circulates around the patient floors on weekdays. A small gift shop is located within the Mardigian Wellness Resource Center on CVC Level 2.

## Pharmacy

Prescriptions can be filled at the Patient/Visitor Pharmacy on the first floor of University Hospital. Non-prescription medications are also available. The Pharmacy accepts most credit cards and participates in many insurance programs. Prescriptions can be transferred to or from other pharmacies. Mail order prescription service is also available. Prescriptions may take up to three hours to fill. Please be prepared for this delay.

## Electronic Equipment

Remember to bring chargers for your cell phones or other electronic devices.

Use of head phones/earbuds can reduce noise. You can ask your nurse for a set of headphones/earbuds or bring some from home.

To avoid loss, consider the security of any electronic devices that you bring to the hospital. Label all items you bring from home with your name and phone number.

Because of the complex and critical nature of the health system's electrical systems, and for safety reasons, we do not permit the use of personal TV sets or electric radios.

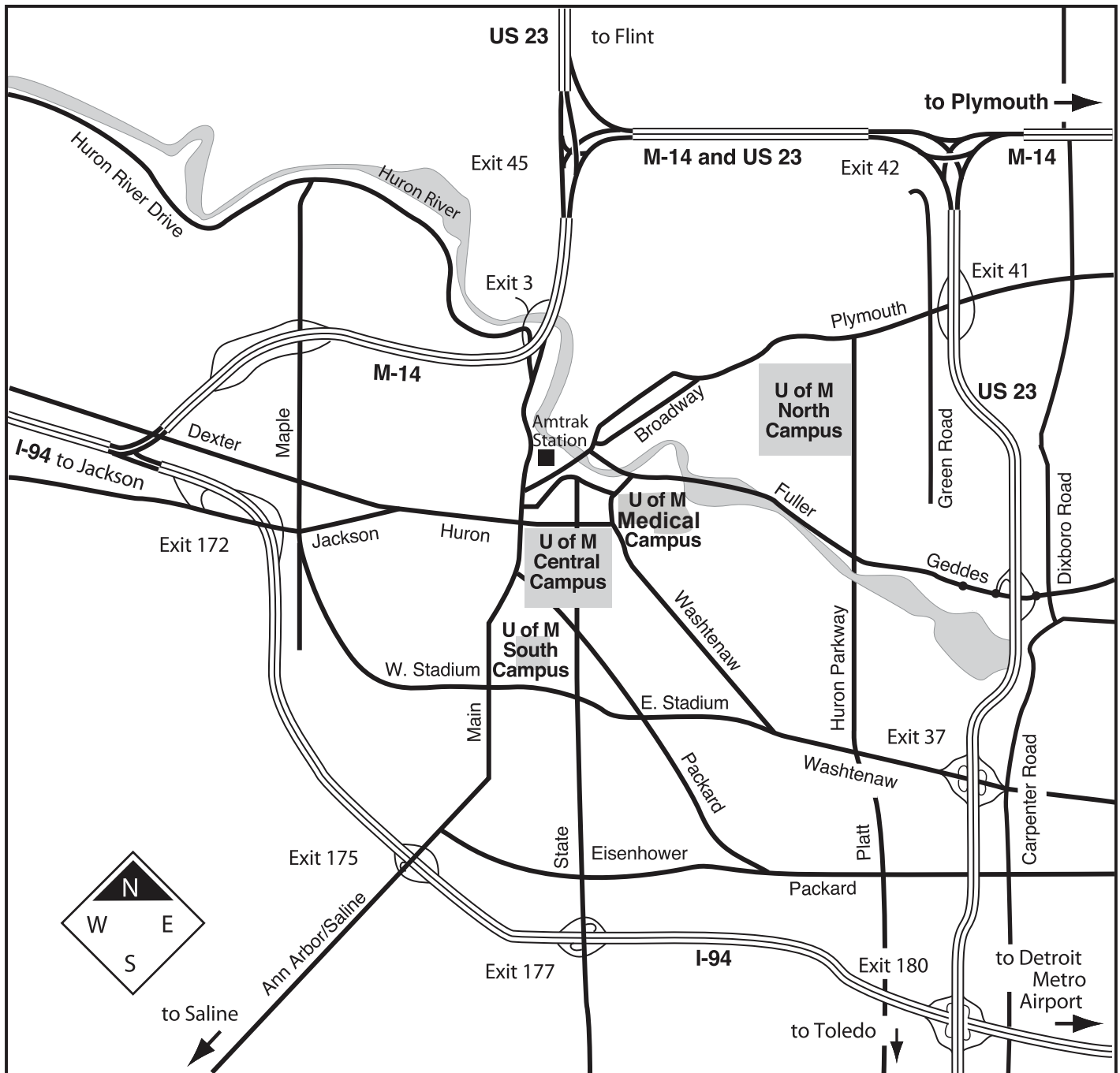
## Billing

All billing correspondence will be mailed directly to your home address. Please feel free to ask any questions about your bill by calling the Patient Accounts office **855-855-0863** or the telephone number shown on your hospital bill.

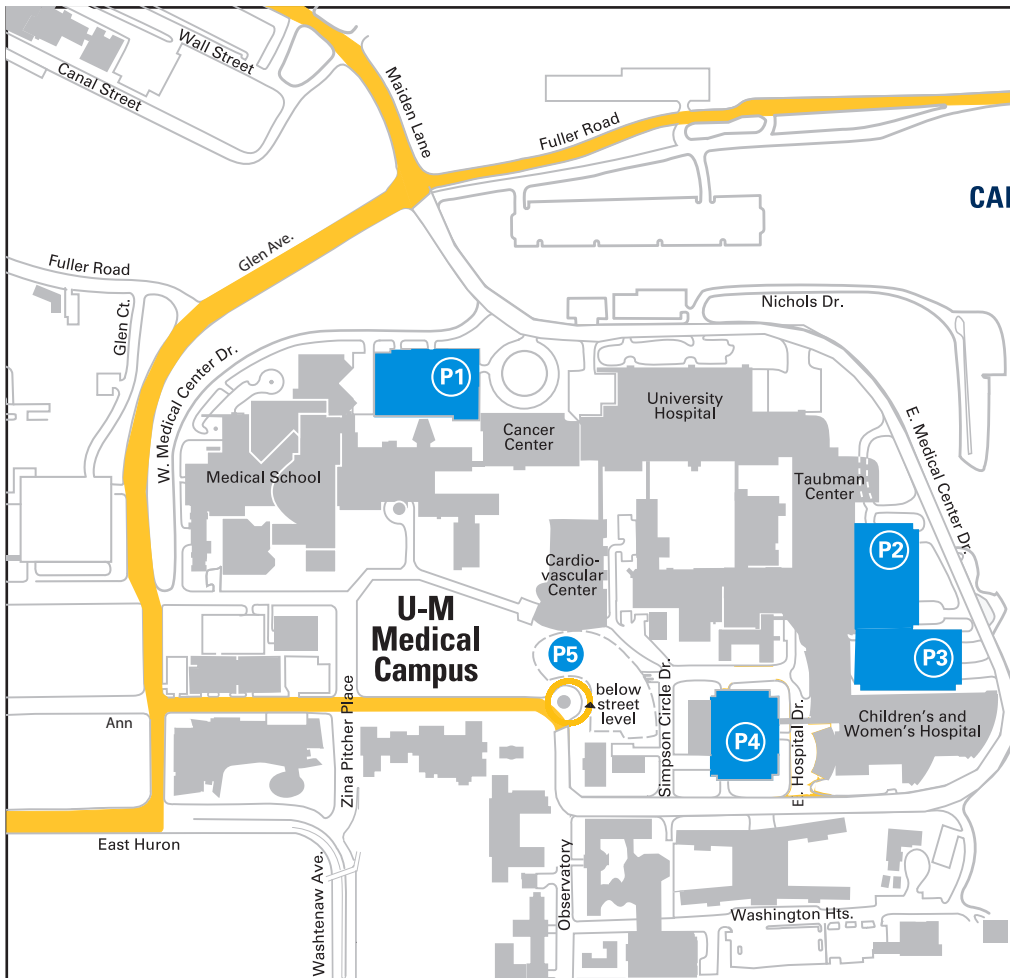
# How to Get To The University of Michigan Health System

Hospital Phone Number: **734-936-4000**

## Ann Arbor



[www.uofmhealth.org/maps-directions](http://www.uofmhealth.org/maps-directions)



**FRANKEL  
CARDIOVASCULAR CENTER**  
UNIVERSITY OF MICHIGAN  
HEALTH SYSTEM

For GPS systems input:  
1425 East Ann St.  
Ann Arbor, MI 48105

Revised 4-26-2016,  
FAC-ProjectDept@med.umich.edu

## Directions to the Cardiovascular Center (CVC)

### From the North

Take US-23 South, to the Plymouth Road exit (#41). Turn right and follow Plymouth Road approximately 2 miles until you reach Maiden Lane and turn left. (This is the light immediately after Broadway Blvd., a preschool with turrets is on the near left corner.) Continue on Maiden Lane. At the next traffic light, turn right onto Fuller/Glen Avenue. Follow Glen Avenue to the third traffic light and make a left onto East Ann Street. The round-about entrance to the Cardiovascular Center will be two blocks ahead.

### From the South

Take US-23 North to the Washtenaw Ave./BR23 exit (#37B) toward Ann Arbor. Merge onto Washtenaw Ave. and follow it approximately 1 mile until you reach Huron Parkway and turn right. When you reach the second traffic light, turn left at Fuller Road. As you follow Fuller, you will pass the Veterans Hospital and be able to see the Medical Center on the hill to your left. At the traffic light at Fuller and Maiden Lane/ East Medical Center Drive, go straight. Follow Glen Avenue to the third traffic light and make a left onto East Ann Street. The round-about entrance to the Cardiovascular Center will be two blocks ahead.

### From the East

Take I-94 West to US-23 North (exit 180B). Take the Washtenaw Ave./BR23 exit (#37B) toward Ann Arbor. Merge onto Washtenaw Ave. and follow it approximately 1 mile until you reach Huron Parkway and turn right. When you reach the second traffic light, turn left at Fuller Road. As you follow Fuller, you will pass the Veterans Hospital and be able to see the Medical Center on the hill to your left. At the traffic light at Fuller and Maiden Lane/ East Medical Center Drive, go straight. Follow Glen Avenue to the third traffic light and make a left onto East Ann Street. The round-about entrance to the Cardiovascular Center will be two blocks ahead.

### From the West

Take I-94 east to Ann Arbor (exit 172). This merges into Jackson Rd. (Eastbound). Remain on Jackson, which becomes Huron, and continue for 2.5 miles through downtown. At the traffic light at Glen and Huron, turn left onto Glen. After one block on Glen, turn right at the traffic light onto East Ann. The round-about entrance to the Cardiovascular Center will be two blocks ahead.

## Parking Options

Valet services are available from 5:30 a.m.-7 p.m. M-F, and 8 a.m. to 6 p.m. on weekends, for \$5. Self parking is available 24 hours a day in the P5 underground garage for \$2. If you will be visiting for more than 4 hours, please have your ticket validated.

