We created this orientation handbook to help make you and your family comfortable. We hope this information will acquaint you with the hospital, as well as answer many of the questions you may have about your visit.

If you require additional information or need assistance, please feel free to call the Office of Patient Relations at 215-707-CARE (2273).
Directions to Temple University Hospital

3401 N. BROAD STREET (BROAD AND ONTARIO STREETS) PHILADELPHIA, PA 19140

For step-by-step driving directions to Temple University Hospital from your specific address, please go to tuh.templehealth.org/content/directions.htm

FROM WEST VIA PA TURNPIKE OR SCHUYLKILL EXPRESSWAY:
Take Turnpike to Exit 326 [Philadelphia/Valley Forge] then follow I-76 (Schuylkill Expressway) approximately 10 miles to Route 1 North (Roosevelt Boulevard). Take Route 1 North 2 miles to Broad Street exit. Follow exit ramp 2 blocks to Broad Street and turn right (Route 611 South). Proceed for approximately 3/4 mile to Health Sciences Center Campus. Turn left at Tioga Street to visitors’ parking garage.

FROM NORTHEAST VIA PA TURNPIKE OR ROOSEVELT BOULEVARD:
From PA Turnpike take Exit 351. Follow Route 1 South (Roosevelt Boulevard) approximately 10 miles [stay in right hand lanes] to Broad Street exit. Follow exit 1/2 mile to Broad Street and turn left (Route 611 South). Continue for approximately 3/4 mile to Health Sciences Center Campus. Turn left at Tioga Street to visitors’ parking garage.

FROM SOUTH VIA I-95:
Take Exit 22 (Route 676/Center City) and merge right onto Callowhill Street. Stay in right hand lanes and follow Callowhill Street for 1 mile to Broad Street. Turn right on Broad Street and go approximately 4 miles [32 blocks] to Health Sciences Center Campus. Turn right at Tioga Street to visitors’ parking garage.

FROM CITY HALL:
Take the Broad Street subway local train to Allegheny Avenue. (Note: exact change only for the $2.25 fare). From Allegheny Avenue, walk 2 blocks north on Broad Street to the Hospital.

Public Transportation

FROM CITY HALL:
The 4 bus and 16 bus will both take you to Temple University Hospital with stops at Broad and Allegheny (4 and 16) or Broad and Erie (16 only). (Note: exact change only for the $2.25 fare).

TAXI:
A taxi costs approximately $10.00 from Center City.
Parking At Temple

SAFE AND CONVENIENT PARKING OPTIONS:

• SELF PARKING is available 24 hours a day, seven days a week on the hospital campus.
  
  Boyer Pavilion Garage: Go east on Tioga Street from Broad Street. Proceed 100 feet to the parking garage entrance on the left.
  
  Ontario East Garage: Adjacent to Temple University Hospital. Go east on Ontario Street from Broad Street. Proceed 400 feet to the parking garage entrance on the left.

• VALET PARKING is available at two locations:
  
  Parkinson Pavilion (Zone C) Tioga Street entrance. Open 24 hours, Monday through Sunday. Go east on Tioga Street from Broad Street. Proceed 100 feet to the drop-off zone on the right.

Note the valet parking area closest to your destination. An hourly fee is charged for parking in the Temple garages. We realize that parking fees can be a financial burden for the families of long stay patients. Please check with the Office of Patient Relations 215-707-CARE (2273) located just off the lobby of the Rock Pavilion (Zone: Purple) to see if you qualify for a parking amenity.

Jones Hall, 1316 W. Ontario Street (between Broad Street and Park Avenue). Open Monday through Friday from 8:00 am - 5:00 pm, Wednesday until 7:00 pm. Go east on Ontario Street to the second building on the right.
If you are having an elective procedure, the Admissions Department will most likely be your first stop. Admissions is located just inside the Rock Pavilion entrance on Broad Street (Zone: Purple). Please bring all necessary insurance and medical coverage information with you, including HMO referral forms. Your admission may be delayed if this information is not provided. Please be sure to bring the names of your referring physician and any specialists when registering.

If you have any questions about the admissions process, please ask your physician or call the Temple Admissions Department at 215-707-4051.

What to Bring to the Hospital

- All insurance information, forms and cards as proof of current insurance coverage
- If your insurance plan requires a second opinion, pre-certification or referral, you must obtain these documents prior to admission. Your admission may be delayed without this information
- If you are responsible for a co-pay or deductible, the admissions associate will collect it at the time of your admission
- If you are coming to Temple for an overnight stay, we suggest you bring a few personal items such as:
  - Bathrobe
  - Pajamas
  - Slippers
  - Toiletries
  - Containers for dentures, contact lenses, eyeglasses or hearing aids
  - A list of all medications you are taking
  - Advance directive or durable power of attorney (give to your nurse or physician to be placed in your medical chart)
Patient Relations
Our Patient Relations staff provides advocacy for patients and their families. Patient Relations representatives answer questions, provide information, assist with special needs and facilitate problem solving. Their goal is to ensure that your experience at our hospital is a positive one.

The Patient Relations office is located just off the lobby of the Rock Pavilion (Zone: Purple) and is open Monday through Friday from 8 AM to 5 PM. In addition to office availability, a special telephone hotline, 215-707-CARE (2273), is staffed by Patient Relations representatives Monday through Friday during normal business hours.

ACCOMMODATIONS FOR FAMILIES
Temple University Hospital has discount arrangements with several area hotels. For details, call 215-707-CARE (2273).

Visiting Hours and Rules
General visiting hours are from 11 AM – 8:30 PM daily. Individual units, such as maternity or intensive care, may have slightly different hours. For complete information about visiting hours, call Patient Information at 215-707-3551.

Visitors who arrive before visiting hours will be asked to wait in the hospital lobby until visiting hours begin.

A visitor’s badge is necessary to access the hospital and is available at any of our Information Desks. Visitor badges are color-coded to designate the particular area of the hospital you are visiting. For patient and employee safety, visitors who do not have a visitor pass may be respectfully questioned by hospital staff.

- Patients are permitted a maximum of two visitors at a time
- Children may visit if arrangements are made with the nurse manager of the patient’s unit at least 24 hours in advance of the proposed visit
- Visitors are requested to return the visitor passes to the Information Desk prior to leaving
Internet Access
Temple University Hospital offers free wireless internet for patients and their families. To access the wireless network, simply bring your laptop and call Patient Relations at 215-707-CARE (2273) to obtain a username and password. Please note that Temple University Hospital cannot be held responsible for personal valuables or electronic devices that are brought to the hospital and not secured in the hospital safe.

Food Service
Temple University Hospital offers a full-service cafeteria serving a variety of freshly prepared food. The cafeteria is located on the lower level (basement) of the Rock Pavilion (Zone: Purple).

**HOURS ARE:**
- Breakfast 6:30 AM – 10 AM
- Lunch 11 AM – 2 PM
- Dinner 4:30 PM – 7 PM

There is also a vending service adjacent to the cafeteria for beverages and snacks at any time.
Hearing- or Sensory-Impaired Services
As a hearing- or sensory-impaired patient, you will be asked to choose the communication option most effective for your needs. We will make every effort to accommodate your request.

**AVAILABLE SERVICES INCLUDE:**
- Credentialed sign language interpreters
- Over-video sign language interpreters
- TDD teletypewriters
- Special nurse call buttons
- Closed captioned televisions

Room Assignments
Hospital room assignments are based on the nature of your illness. Private and semi-private rooms are available. You will be billed an additional fee if you request a private room. Also, in order to ensure appropriate levels of care, the hospital may need to transfer you from one room to another. Please discuss any concerns you may have with your physician or nurse.

Security
The Hospital’s Security Department provides protection and a safe environment for patients, visitors and employees. Temple University police officers patrol the hospital and the surrounding, well-lit campus 24 hours a day, 7 days a week. Officers are available to escort visitors to their cars when leaving the facility and to assist with minor automobile problems. Hospital Security can be reached by dialing 215-204-COPS (2677) or simply 2-COPS from an internal hospital phone.

Language Interpreters
Temple is a national leader in offering medical interpretation services to its non-English speaking patients. If you would prefer your healthcare be provided in a language other than English, please ask your caregiver to arrange for an interpreter to enhance your communication with us.

For questions about medical interpretation, call 215-707-1234 weekdays between 8:30 AM – 5 PM.
Critical Care Transport
The Temple Transport Team (T3) provides 24-hour ground and air transportation for critically ill patients. T3’s highly trained personnel handle hundreds of transfers every year from outlying hospitals to Temple University Hospital. If you or a family member require a critical care transport, your physician may call on T3 to provide the rapid transportation required.

Medications
Medications are an important part of your treatment plan. You must tell your doctor or nurse about all of the medications you take as well as the doses. This includes prescription drugs, over-the-counter drugs, diet supplements, herbs and/or vitamins. This is very important because even the most common drugs can cause complications when taken with other medications or treatments. Some patients find it helpful to bring in their medications so that the staff can be sure of the exact drug type and dosage you have been taking (your personal medications will then be sent home with your family).

It is also very important to inform your healthcare team about any allergies or adverse reactions to food, drinks, medications or sensitivity to latex.

Smoking Policy
In the interest of protecting the health and well-being of our patients and employees, Temple University Hospital is a completely smoke-free environment.

Cell Phone Policy
Cell phones may only be used in designated locations. These areas are located at a safe distance from sensitive electronic medical equipment. These areas have signs which indicate that cell phone use is permitted. If you have a question about cell phone use, please ask your nurse.