

# explore

FROEDTERT & THE MEDICAL COLLEGE OF WISCONSIN



*Welcome to Froedtert & The Medical College of Wisconsin. We are pleased you have chosen us to provide your medical care. Our goal is to provide you with excellent clinical care and very good service. While you are here, if you have questions, concerns or suggestions, please don't hesitate to talk with your healthcare team. We wish you well.*

*Sincerely,*

*William D. Petasnick*

William D. Petasnick  
President and CEO  
Froedtert Hospital

## places to eat

### Dining Room

Level 1, West Hospital  
 Breakfast: 6:30 – 10:30 am  
 6:30 – 9:30 am (weekends and holidays)  
 Lunch: 11:00 am – 2:00 pm  
 Dinner: 4:00 – 6:30 pm  
 4:00 – 6:00 pm (weekends and holidays)

### Patio Cafe

Level 1, West Hospital  
 Open 24 hours a day, seven days a week

### 87th Street Bistro

Level 2, Clinical Cancer Center  
 Weekdays: 7:00 am – 5:00 pm

### Skywalk Deli

2nd level, East Clinics Skywalk  
 Weekdays: 6:30 am – 4:30 pm

### Vending Machines

Level 1 in Dining Room, and various locations throughout the hospital (available 24 hours a day)

## places to shop

### West End Shoppe

Located on Level 2, West Clinics. The West End Shoppe offers a variety of merchandise including inspirational items, women's apparel, jewelry, stuffed animals, games, candy, snacks, beverages, reading material and flowers. The West End Shoppe is staffed by volunteers committed to excellent service. All proceeds benefit Froedtert Hospital. Open weekdays: 9:00 am – 4:00 pm, and weekends: 11:00 am – 3:00 pm.

### Small Stones

Located on Level 2, Clinical Cancer Center, next to the 87th Street Bistro. The Small Stones Wellness Center supports the healing process by helping patients enhance their appearance, promote relaxation and improve a sense of well being. Skilled and compassionate staff members are devoted to helping you look your best, with personal, one-on-one service to meet your special needs. Open weekdays: 9:00 am – 4:00 pm.

### Pharmacies

- East Clinic Pharmacy – Level 1, East Clinics. Open weekdays: 8:30 am – 7:00 pm.
- West Clinics Pharmacy – Level 2, West Clinics. Open Monday, Tuesday, Thursday and Friday: 8:30 am – 5:30 pm, Wednesday: 7:30 am – 5:30 pm. Weekends and holidays: 10:00 am – 4:00 pm.
- Clinical Cancer Center Pharmacy – Level 2, Clinical Cancer Center. Open weekdays: 9:00 am – 5:00 pm.

## additional services:

### Family Center:

Located on level 2 of the West hospital. The Family Center offers a comfortable waiting area for family members waiting for patients in intensive care or surgery. The Family Center provides visitors with access to a fax machine, telephones and other services.

### Full Service Bank:

Located on level 1 of the East Clinics in the main lobby. A full-service US Bank branch is open 7:00 am – 4:00 pm, Monday through Friday, excluding bank holidays.

### ATM Locations:

US Bank ATM is located on level 1 of the East Clinics. M&I Bank ATM is located on level 2 of the West Hospital, in the "B" elevator lobby area. ATMs are accessible 24 hours a day, seven days a week.

## additional services:

### **Valet Parking:**

Valet parking is available for patients and visitors from 7:00 am – 6:00 pm, Monday – Friday, at the West Hospital entrance, East Clinics and Clinical Cancer Center entrance. The cost is \$3.

### **Parking Prices:**

1 hour or less..... Free  
All day pass.....\$2  
Valet Parking.....\$3  
If a patient has been in the hospital for 30 consecutive days, Patient Relations will provide five parking stickers per week to immediate family members for free parking.

### **Chapel:**

All Faiths Chapel is located on the second level of the West Hospital, between the B and C elevators. The chapel is open 24 hours a day, 365 days a year.

Roman Catholic Mass

Monday – Thursday 11:00 am, Chapel

Sundays 10:30 am, Roe Auditorium

(1st level, West hospital)

Muslim Prayer Service

Fridays 1:30 pm, Chapel

### **Social Services:**

Social workers are assigned to each patient care area and are trained to help patients and family members deal with financial, social and emotional problems that relate to illness or hospitalization.

*To find out more about Social Services and how they can help you during your hospital stay, call 414-805-3055.*

### **Interpretation Services**

Patients have the right to an interpreter when communication between the patient and staff is essential for patients to benefit from hospital services.

Para solicitar una intérprete o por más información, favor de llamar a el Departamento de Servicios Sociales de Lunes-Viernes 414-805-9272.

To request an interpreter or for more information, please call Social Services at 414-805-9272, Monday – Friday.



### **Mailboxes:**

Located in the West and East Clinics lobbies.

Stamps may be purchased in the West End Gift Shoppe and at ATM locations.

### **House Phones:**

For your convenience, house phones are located throughout Froedtert Hospital. These phones are for in-house phone calls only. Cellular phones may be used in the East and West Hospital lobbies, the Family Center, and the Emergency Department lobby.

### **Kathy's House:**

Kathy's House is a convenient resource for the families of Froedtert patients. There is no charge, but donations are appreciated. Lodging is comfortable, with 18 private bedrooms with baths. To find out more about Kathy's House, call 414-453-8290.

### **Medical College of Wisconsin Library:**

Located on Level 2, behind the East Clinic Information desk.

Open Monday - Friday, 8:00 am – 4:30 pm.