

Welcome to Lakeside 40. We hope this information will help answer many of your questions and allow you to have a pleasant stay with us.

LAKESIDE 40 STAFF

The Lakeside 40 staff delivers advanced medical care combined with caring for behavioral health needs of our patients. You will have two main providers, one for your medical care and one for your behavioral health care.

YOUR ROOM

Patient rooms on Lakeside 40 are newly renovated with your comfort and safety in mind. **Each room is individually climate controlled; feel free to adjust your thermostat.** Each room has its own restroom with a shower. There are secured closets to safely store your belongings. Each room also has a TV where you can view education programming, relax to music, or watch your favorite TV show. A list of channels is available through the guide located on your TV. Internet is available. With your WI-FI enabled device, select UH_Guest from your available wireless networks. Launch your Web browser, you will be redirected to a welcome page. Read and accept the Acceptable Use Policy, and within seconds you can be online. If you have any questions, please ask your healthcare worker for help.

BELONGINGS

Your belongings will be placed in the secured closet on the division. Valuables will be given to UH Police for safe keeping; however we are not responsible for lost items. We encourage you to send home any belongings which are not needed for your hospital stay. Medications will be removed and given to the UH pharmacy for verification. After a complete assessment of your symptoms, your physician will decide if you can continue to take your home medications while in the hospital. Weapons and illegal substances will be confiscated by UH Police.

You are required to wear hospital issued garments and are not allowed to wear your own clothes. Again, you can store your clothes in the closets in your room. While you may keep your cell phone device, recording and picture taking are not permitted. Chargers are available at the nurses station.

SEND PERSONAL BELONGINGS HOME!

VISITORS

We try to observe visiting hours 8 am- 8 pm. Visitors are not permitted to stay overnight, and they are not permitted to bring in personal items to be left in your room. We ask that visitors lock up their belongings using the visitor lockers located in the hallway outside the unit prior to entering. Visitors also be asked to sign in with the unit secretary. No outside food or drink may be brought into the unit by visitors unless prior approval is given by your provider. Per UH policy, children under 18 are not permitted to visit.

GETTING HELP

Lakeside 40 has a call system, which enables us to assist you promptly and efficiently. When you require assistance, push call button. Our division secretary will ask how we may help you via the intercom. Please be as specific as possible; restroom assistance, pain medicine, ice, etc. The secretary will page your nurse or their assistant and they will be alerted to your request

PHONE CALLS

In order to protect patient confidentiality our nurses may only provide general patient condition reports to family and friends over the phone. We recommend each family designate one spokesperson that may call daily to receive more detailed up-to-date information. A password of your choosing can be given to your nurse on admission to be used by your designated spokesperson. The spokesperson may then notify family and friends. Naturally, our nurses' primary focus involves directly caring for our patients, as well as protecting patient confidentiality.

PARKING

Your visitors may park in the garage off UH Drive in the front of the hospital. The first two hours are free. They may also purchase weekly discounted parking pass from the Parking Office. The parking office is open Monday through Friday. 8am to 5pm.

SPECIAL CONCERNS OR ISSUES

Our nursing professionals strive to provide excellent care to make your stay as comfortable as possible. On occasion you may have a problem or issue which cannot be resolved by your nurse. Please do not hesitate to speak to the Lakeside 40 Charge Nurse, who is available 24 hours a day 7 days a week. They can contact the Nurse Manager who will be happy to address any concerns during your hospital stay.

DISCHARGE INFORMATION

Discharge planning begins on admission to the division and it is our goal is to give you as much information as possible so you are ready for discharge. Please refrain from arranging transportation until your nurse confirms your discharge. In addition to talking with your doctors and nurses about your plans and paperwork we have several videos available for you to view. To view them on your TV select Patient Education under the Main Menu. We recommend the [Discharge Info](#) in addition to any other videos related to your condition. Please let us know if you need help setting up or viewing any of the videos.

We hope your stay with us on Lakeside 40 is pleasant. Ensuring your safety is our main priority. If there is anything we can do for you or if you have any additional questions, please feel free to ask your nurse.