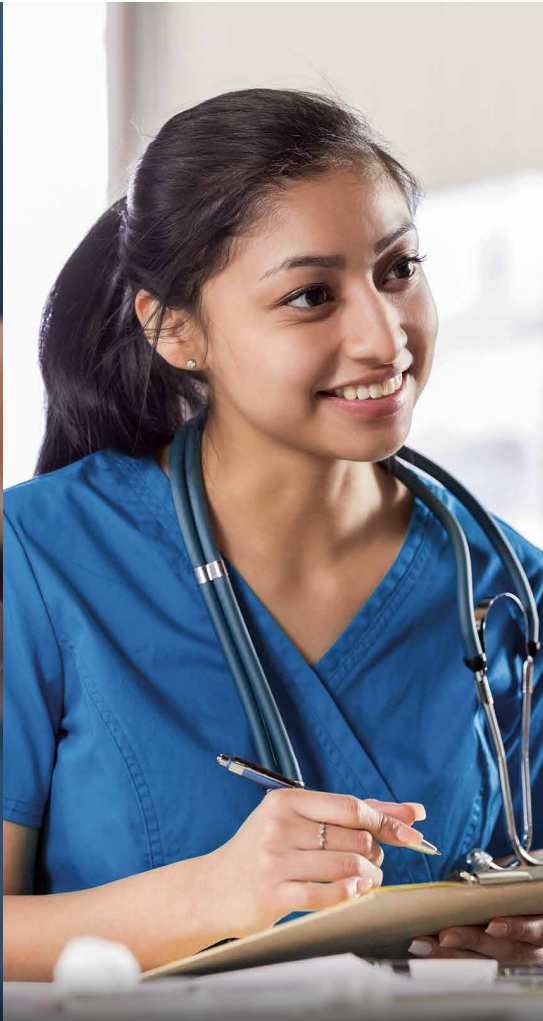
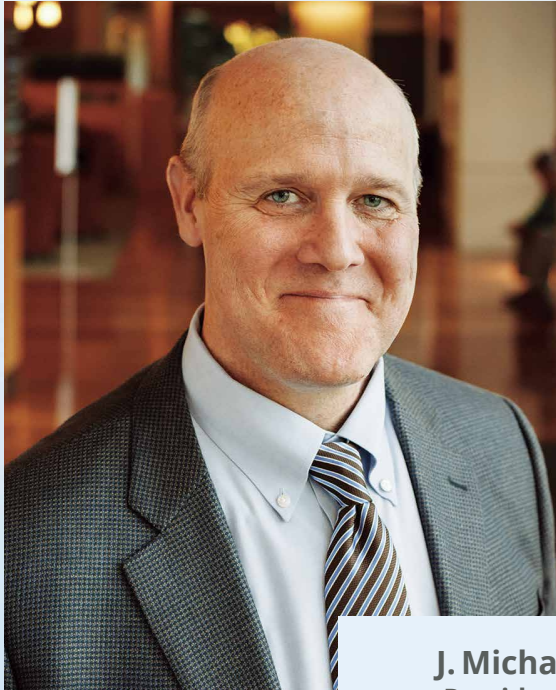

YOUR STAY AT OVERLAKE MEDICAL CENTER



WELCOME TO OVERLAKE



J. Michael Marsh
President and CEO
Overlake Medical Center

Welcome to Overlake Medical Center. We are honored you have chosen us to take care of you.

You have an award-winning, dedicated team of people here for you who are among the best in healthcare. And, the goal of our entire staff—from doctors, nurses, administrators and housekeeping—is to deliver exceptional care and a superior experience for you and your family.

While Overlake Medical Center has been recognized by multiple national organizations as being among the best for patient safety and the care we provide, you are who matters most. I encourage you to share feedback about your stay with us. It will help us better serve every patient and our entire Eastside community.

Our promise to you is to provide the highest quality, safest and most comprehensive care for the best value, even as our community grows and the healthcare industry changes.

To do so, we continually challenge ourselves to improve and innovate—whether through new technologies, clinical research studies or new facilities. Over the next several years, we will offer new and more comprehensive services including a new childbirth center, behavioral health unit and a revitalized inpatient environment where you can continue to find the best team of providers who are here to develop individualized care plans just for you.

As a non-profit health system that employs more than 2,800 employees and cares for more than 145,000 patients each year, we are honored to be entrusted with the care and well-being of our community. All of us at Overlake look forward to helping you heal and keeping you healthy for many years to come.

Best,

A handwritten signature in black ink that reads "Mike". The signature is written in a cursive, slightly slanted style.



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QUICK START

During your stay at Overlake, we want you to be comfortable, safe and informed. Here is a quick guide to some important safety information. This information is also available as a video. Tune your TV to Channel 60.

STAFF ID BADGES

Feel free to ask anyone for their hospital identification.

PATIENT ID BAND

Check your ID band. Is your name spelled correctly? Is your date of birth correct? If you have allergies, do you also have a red armband?

PATIENT VERIFICATION

We will always make sure we are giving the right patient the right treatment. We will always check by asking you to tell us your name and birthdate. We will ask every time. We want to keep you safe.

MEDICATION SAFETY

Ask us about the medicines we give you. If you do not know the medication, or if the amount does not seem right, ask us to check again.

- Tell someone immediately if you think you are having a reaction to a medication. You might feel itchy, or develop a headache, nausea, vomiting or blurry vision.
- If you do not get a medication that you normally take at home, tell your doctor or nurse.
- Ask your doctor or nurse what a new medicine is for and how it will help you.
- Have the brand names and any other names for the medicine written down for you. (Check your After Visit Summary.)
- Find out how to take the medicine and for how long.
- Ask about side effects and what to watch for when you take the medicine.

DON'T FALL

When you are in the hospital and taking medications, you may be unsteady on your feet. Your nurse will check you to see if you are at risk for falling. If so, the staff will take special care of you such as by:

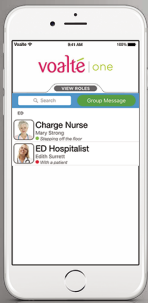
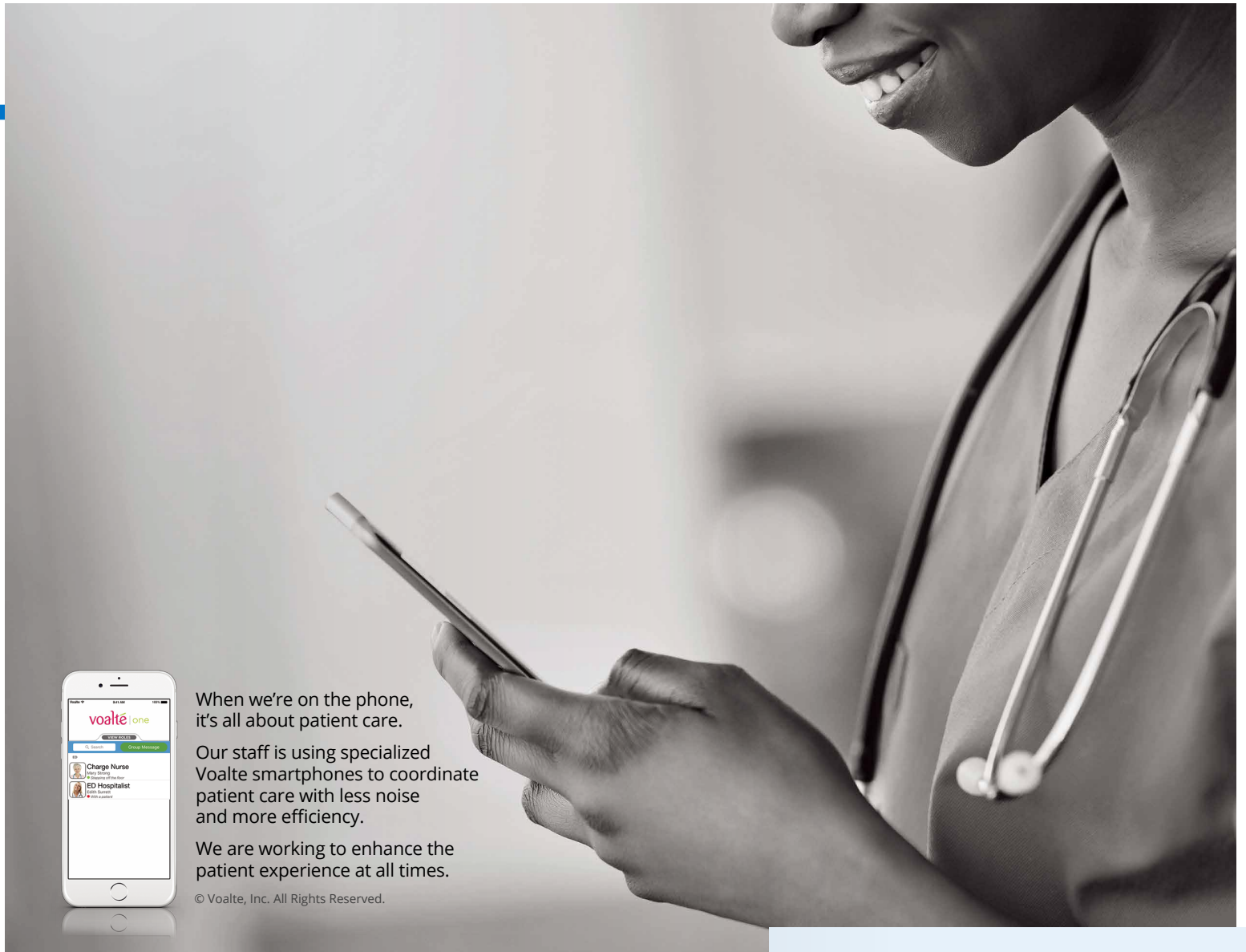
- Staying with you when you are in the bathroom.
- Giving you a bed or chair with an alarm.
- Helping you when you walk.

Let us know if you need to get up. Press the call-light button to call your nurse for help.

YOU & YOUR HEALTHCARE TEAM

Your doctors, nurses and technicians want to hear from you, and we know you want to hear from us. Here are some of the ways we will “keep in touch:”

- **Call lights:** Use the call light button to contact your care team. We aim to respond within five minutes. If we did not meet that goal, ask to talk to the charge nurse. For your safety, please do not get up without a staff member at your side.
- **Comfort rounds:** A member of your care team will be checking in with you at least once an hour. We will ask how you are doing, if you are having any pain and whether you need to go to the bathroom.
- **Bedside report:** When the nurse’s shift has ended, they will introduce you to the nurse taking over your care. Together, we can review what happened during the past shift and ask any questions.
- **Physician visit:** Your doctor will generally see you once each day. Your nurse has a clear understanding of your condition, your treatments and the doctor’s orders. Feel free to ask your nurse any questions you may have. If you would like the nurse to contact your doctor with a specific question, just ask.



When we're on the phone, it's all about patient care.

Our staff is using specialized Voalte smartphones to coordinate patient care with less noise and more efficiency.

We are working to enhance the patient experience at all times.

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Rapid Response Team: If you, your family or visitors notice that you are becoming sicker, tell your nurse right away.

Tell us if you:

- Are finding it harder to breathe.
- Have chest pain.
- Have a feeling that something does not look or seem right.
- Are sleepier than usual or unusually slow to wake
- Are confused.
- Have any unexplained, strong pain.

If you feel that your care team is not responding to your concerns, you can call the Rapid Response Team, and a nurse and respiratory therapist will be there within 10 minutes.

- Dial **1-2-3**.
- Ask the operator for the Rapid Response Team.
- Stay in the room and wait until they arrive.

Alarms: Some of the equipment in your room may have an alarm that might sound like a beep or a bell. Staff hear the alarms and will respond.

INTERPRETERS AND ASSISTIVE DEVICES

We have services available to help patients and family members who are deaf, hard of hearing, deaf-blind or who don't speak English. Please tell your nurse if you need an interpreter or call **425.688.3504**. You can have interpreter services at no charge to you. If you need an assistive device, we have pocket talkers, tty-phones, video-remote interpreter services and interpreter phones available for you during your stay.





PREVENT INFECTIONS

Cover your cough: Please wear a mask if you have a cough or if it is flu season and you have not received the flu vaccine.

Wash your hands: Handwashing is the best way to fight the spread of germs. Ask everyone (healthcare providers and visitors) to wash their hands with soap and water or sanitizing hand gel. In the hospital, we say “gel in, gel out” to remind everyone to clean their hands when entering and leaving your room.

PREVENT BLOOD CLOTS

Be out of bed as much as you can. Walk in the halls if your doctor approves it. (If you are on fall precautions, ask for assistance before you get out of bed.)

Exercise while you are in bed: Point your toes toward the bottom of the bed, then up toward your face. Repeat 10 times each hour you are awake.

Talk to your doctor or nurse about your risk for developing a blood clot. Ask if you need medications and/or devices to help reduce your chance of getting a blood clot.

SMOKE-FREE CAMPUS

There is no smoking on the Overlake campus. This includes e-cigarettes and unregulated nicotine products. If you would like information on nicotine replacement options, please talk to your nurse and provider.

If you are well enough, you may smoke on public sidewalks outlining the hospital's campus. Ask your nurse for a map. If you choose to smoke, please arrange for a family member or friend to be with you. Staff cannot assist patients out to smoke.

INFORMED CONSENT

Talk to your doctor about concerns you may have regarding any procedure or surgery including:

- Risks and benefits.
- Treatment options.
- What can happen without treatment.

Do not sign the consent until you understand all this information.

If you are more comfortable with a language other than English, do request an interpreter to assure complete understanding.

PATIENT PARTNERSHIP

We want to work with you and for you during your stay. At Overlake, you are our partner in care. Tell us about you and what is important to you. Ask questions and tell us what you need.

We understand some family and visitors can help you feel better. If there is someone you do not want to see, just let us know and we can help.

VISITORS

- Family members and other visitors are welcome any time. Your visitors should always consider your condition.
- Consider other patients and families as well, especially if you are sharing a room.
- Your support person can help to manage your visitors if you need to rest.
- Due to general health issues, only licensed service and therapy dogs may come to visit.

You may want to have someone you know help you make decisions while you are in the hospital.

By law, you can appoint a patient representative to do just that.

You can name someone to act on your behalf in case you are unable to make decisions. Your representative

can receive all the information you receive and a copy of all the documents you receive while you are in the hospital. You can also change your mind at any time about your representative.

We reserve the right to modify visitation for our patient's safety as needed.

SHARE YOUR CONCERNS

We welcome your questions, suggestions or any concerns. We want you to have an excellent patient experience. If you have a concern, ask to talk to:

- The charge nurse on your unit.
- The nurse manager on your unit.
- If you are still concerned, you can call: Overlake's Patient Advocate at **425.688.5191** and leave a message.

You have the right to contact:

- Washington State Department of Health at **1.800.633.6828**.
- Washington State Department of Health Complaint Intake, PO Box 47857 Olympia WA 98504-7857.
- The Joint Commission at **1.800.994.6610** to report concerns or to register complaints.
- Qualis Corp at **256.971.1707** or **email@qualis-corp.com** for quality issues.

For information about the ADA, call toll free **1.800.514.0383** (voice) or **1.800.514.0383** (TTY) or visit **ada.gov**.

PATIENT REPRESENTATIVE Q&A

Do I have to name a representative? No. You can decline when we ask. You can also change your mind later.

What about my Durable Power of Attorney for Healthcare (DPOA)? Your relationship with your DPOA does not change if you designate a representative.

If my son in California is my DPOA, why would I want a representative? Many patients have DPOAs on file.

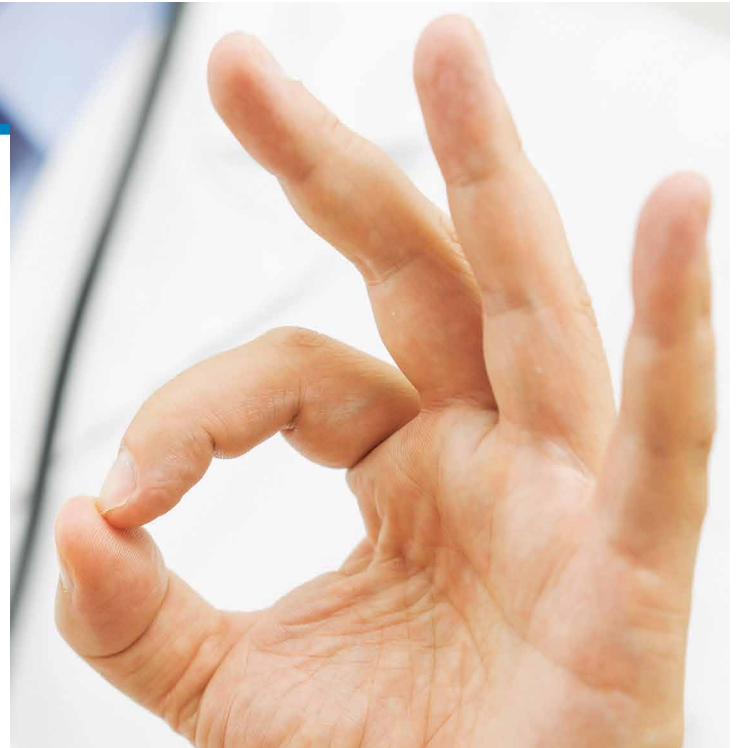
Sometimes this trusted person is out of the area, or unable to be with you in the hospital. You are allowed to designate a representative for this hospital stay to support you and help you make decisions. This could be a trusted friend or neighbor.

If my DPOA is unable to be with me, can someone else help me? You can have visitors at any time. You can also appoint a support person who can support you during your stay and help you manage your visitors.

If you have any questions, please ask to talk to Care Management at **425.688.5015**.

FOR YOUR SAFETY

When you are in the hospital, illness, injuries, surgery and medications all may increase your risk of falling. To help keep you safe, we may use some of the tools below to move you in a safe and comfortable way. If you need to get out of bed, always have staff help you.



CALL LIGHT

Press the button to call your nurse for help. We want you to CALL so you don't FALL! If you need help moving around, please call before getting up. We want to keep you safe.



GETTING OUT OF BED

Do not get out of bed, out of the chair or off the toilet without a staff member to help. A staff member must be with you during all out-of-bed activities for the entire time you are in the hospital. Do not practice with your coach without a staff member present.



WALKERS AND WHEELCHAIRS

If you need a walker, we will get you one that fits you. If needed, we will get you a wheelchair.



BED ALARM

An alarm on the bed lets us know when you are out of bed.

LIFTS

Sometimes, we can use a mechanical lift to move, lift and hold you. A sling connects to the lift to support your weight. Some lifts can move from room to room. In some units, the lifts are connected to the ceiling.



PINK SLIPS

Sometimes we use "pink slips" to make it easier to move you in bed.



SAFE FOOTWEAR

We will give you non-skid footies to help keep you from slipping and falling.



GAIT BELT

The belt fits snugly around your waist and helps us support you when you are walking around the unit.

MANAGING PAIN

When you are in the hospital, you might have some pain. We will do everything we can to help you manage your pain. There are several parts to your pain control plan:

THE LEVEL OF PAIN YOU FEEL

- We ask you to help us measure your pain level by asking questions such as:
 - “Tell me about your pain.”
 - “If a 10 means the worst pain you can think of—and a 0 is no pain at all—what is your pain?” If giving your pain a number does not work for you, ask your nurse about using another scale. Or, think about using the scale below.
 - “Has your pain changed in the last hour?” “Has it become better or worse?”
 - “Where does it hurt?”

We will ask you many times a day about your pain. Please let us know if you are uncomfortable.

YOUR PAIN GOAL

- What level of pain can you tolerate? When you’re not in the hospital and your head hurts, what is a reasonable amount of pain that you can deal

with—is it a 3 or a 5 out of 10? Once we know that, we can be sure to manage your pain to that level.

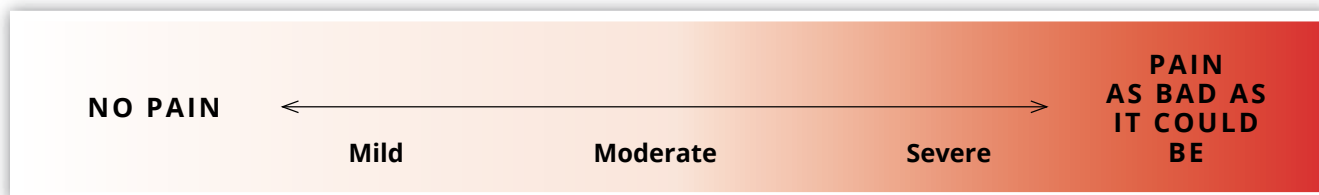
Please understand that a goal of “no pain” is not realistic. If you are not feeling anything, you may have too much medication. This can cause confusion, nausea, vomiting, and trouble breathing or seeing.

YOUR PAIN CONTROL OPTIONS

- A complete pain control plan can include ice, movement, music, meditation as well as medication. Distractions, such as entertainment or relaxation techniques, can also help.
 - If you will be taking narcotic medications, we will check on you frequently to make sure you are breathing well. Sometimes we may need to wake you during the night. This is for your safety.

WE NEED YOU TO TELL US:

- If the pain control plan is working. We might ask you if your pain got better or worse after using an ice pack or having medication.
- If you feel like vomiting or throwing up.
- If your vision changes or you see unusual things.





SERVICES

DINING

We offer healthy patient and visitor meals. This includes fresh, organic produce, whole-grain bakery items and fish harvested responsibly. Vending and coffee machine services are located throughout the campus for your convenience.

PATIENT DINING

Overlake offers room service dining if your condition allows you to choose your own meals. We offer many choices and honor special diets such as vegetarian, vegan, gluten-free, soy-free and dairy- and egg-free.

Your nurse will give you a menu with instructions on how to order using your bedside phone. Your meal will be delivered within 60 minutes. You can even order your breakfast the night before.

Your doctor may have ordered a special diet for your health, such as a low-salt or low-calorie diet. The diet technician who takes your order will help you make appropriate choices from the menu. If you have questions, ask your nurse.

Room service is available from **6:30 a.m. to 7 p.m.** Dial **MENU** (extension **6368**) to place your order.

VISITOR DINING

Stanzas: Located just inside the main lobby entrance of the hospital, Stanzas offers families and visitors an ideal spot for coffee, a snack or lunch. Espresso, bistro-style sandwiches, salads, special dishes prepared to order and delicious desserts are all served in a relaxing atmosphere with a cozy fireplace. Stanzas is open Monday through Friday, **6 a.m. to 4:30 p.m.** It is closed on weekends and holidays.

The Atrium Café: Located in the lower level of the main hospital, The Atrium features a wide array of made-to-order deli sandwiches, organic salads, stockpot soups, home-style entrees, healthy snacks and desserts. The Atrium is open daily, **6 a.m. to 7:30 p.m.**

PASTORAL CARE/SPIRITUAL CARE

Overlake chaplains are available to provide emotional and spiritual support to patients and families regardless of culture, beliefs, religious background or spiritual practices.

Chaplain (available seven days a week): During normal business hours, call the Pastoral Care office at **425.688.5127**.

Chapel: The Overlake Chapel provides a soothing, welcoming place for patients and family members as well as staff. It is located on the second floor of the main hospital. Persons of many differing faith traditions use it as a place of meditation and worship.

LINNEA'S UNIQUE BOUTIQUE

Linnea's Unique Boutique is located on the first floor, near the east elevators and across from Medical Imaging. The shop carries a wide selection of items to brighten anyone's day, including specialty gifts, gourmet snacks, balloons, fresh flowers and plants. Linnea's is open Monday through Friday from **9:30 a.m. to 5:30 p.m.** and Saturday from **10 a.m. to 4 p.m.**

A limited selection of items may be purchased online for delivery within the Overlake campus. To place an online order, visit **bellevue.linneasdream.com**. Orders may also be placed by phone by calling **425.688.5303**.

Some patients in the Critical Care Unit and the Lang Oncology Unit may have sensitivities to scented items,

such as fresh flowers. For patients in those units, we ask that you consider limiting gifts to unscented items such as cards, balloons or photographs.

TV/RADIO/MOVIES

Overlake offers a full range of TV and radio programming, as well as full-length feature films for patients and visitors. The TV channel listing is on the **back cover** of this booklet. Would you like to see a movie? Ask your nurse to give you a copy of the current movie listing. All movies are shown on **Channel 19**.

HEALING ARTS

Overlake's Healing Arts program helps reduce stress and enliven the human spirit. Healing Arts services are available on different days in each unit. If you are interested, please ask your nurse when they are available.

- **Pet Partners:** Trained and certified pets and their owners visit patients on specific units. Please ask your nurse regarding requested visits.

NOISE CONTROL

We understand hospitals can be noisy places. We try very hard to reduce the noise around patient rooms, but sometimes it is not enough. If you need more peace and quiet, try these:

- Turn the TV to **Channel 59** for peaceful music and pictures.
- Ask your nurse for ear plugs and/or eye masks.

PATH TO DISCHARGE

We want to help you be ready when it is time to leave the hospital. The Path to Discharge on your blue folder shows you the things that should happen before you go home. We will look at these each morning to make sure you are ready.

We recommend you have someone help prepare your home for your return by:

- Turning on the heat so your home is warm.
- Making sure food is available.
- Bringing clothes for you to wear home.
- Ensuring you have a thermometer available.
- Making sure you have a comfortable place to sit and rest.
- Placing a phone within easy reach.

AFTER-VISIT SUMMARY

Before you leave, you will receive an after-visit summary containing:

- Home care instructions.
- Your medication list.
- Activity and diet instructions.
- Symptoms to watch for.

To help you get ready for discharge, tell us about your top three concerns before leaving the hospital.

1. _____
2. _____
3. _____

If you are going home, our goal is to discharge you by 11 a.m.

WALGREENS DISCHARGE DRUG PROGRAM

To help make your discharge from the hospital as smooth as possible, you can choose to have your discharge medications delivered to your bedside Monday–Friday during business hours. This is a service of the Walgreens pharmacy on campus. A representative from Walgreens will visit you on your day of discharge. This program is totally optional. NOTE: Kaiser Permanente patients will get their medications from the Kaiser Permanente pharmacy. Kaiser Permanente Options members may choose the Walgreens pharmacy if they desire.



YOUR BILL

- You will receive your hospital bill about two weeks after you leave the hospital. You may receive more than one bill for the services you received during your stay.
- If you have questions, please call the billing office at **425.688.5124**.
- If you have health insurance, we will bill your insurance company for you.
- If your insurance requires a co-pay, we can collect it before you leave the hospital.
- You may speak to a financial counselor while you are here. Call **425.688.5655** or **425.467.3518**.

IMPORTANT PHONE NUMBERS

Billing Office.....	425.688.5124
Care Management	425.688.5015
Chaplain	425.688.5127
Financial Counselors	425.688.5065 or 425.467.3518
Kaiser Permanente Pharmacy (Bellevue).....	425.502.3820
Hospital Operator	0
Patient Advocate	425.688.5191
Rapid Response Team.....	Dial 1-2-3 and ask for the Rapid Response Team
Room Service (8:30 a.m.–7:30 p.m.)	425.688.6368
Valet Parking.....	425.688.5004
Walgreens Pharmacy (Overlake Medical Tower)	425.453.1130

Dial “9” to get an outside line. To reach an Overlake hospital number, just dial the last four digits of the phone number. For example, to reach the Billing Office from your room telephone, just dial “5124.”

IMPORTANT PATIENT INFORMATION

AMERICANS WITH DISABILITIES ACT

At Overlake, we want you to get your health information in a way that you understand. We will arrange for an interpreter or other aids for you, your family member or companion who is deaf, hard of hearing or has speech disabilities. These services are free to you.



Under the Americans with Disabilities Act (ADA), people who are deaf, are hard of hearing, or have speech disabilities have the right to ask for aids and services.

If you need such aids or services, call the Interpreter Services office at **425.688.5304**.

- If you are told that you do not qualify for the service, you can ask for a review. To request a review: write down why you need this aid or service. If you need help, the office staff will help you write it. Any Overlake employee can contact **425.688.5304** to request assistance or devices.
- If you need more help, contact the Patient Experience Department at **425.688.5191**.

For more information about the ADA, call the toll-free ADA Information Line at **1.800.514.0301** (voice), **1.800.514.0383** (TTY) or visit **ada.gov**.

DISCRIMINATION IS AGAINST THE LAW

Overlake Medical Center & Clinics comply with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Overlake Medical Center & Clinics do not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Overlake Medical Center & Clinics:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
- Qualified sign language interpreters

- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
- Qualified interpreters
- Information written in other languages

If you need these services, call **425.688.5304**.

If you believe that Overlake Medical Center & Clinics have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Patient Experience Department
Overlake Medical Center & Clinics
1035 116th Ave NE
Bellevue, WA 98004
Phone: **425.688.5191**
Fax: **425.688.5013**
Email: **patient.action@overlakehospital.org**

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Overlake Hospital Medical Center Patient Advocate is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **ocrportal.hhs.gov/ocr/portal/lobby.jsf**, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Ave SW
Room 509F, HHH Building
Washington, DC 20201
1.800.368.1019, 800.537.7697 (TDD)

Complaint forms are available at **hhs.gov/ocr/office/file/index.html**.

PATIENT RIGHTS

- You have the right to information about your care.
- You have the right to be involved in planning your care.
- You have the right to have visitors.
- You have the right to be treated with respect.
- You have the right to be safe while in the hospital.
- You have the right to privacy.
- You have the right to end-of-life care.
- You have the right to your medical record.
- You have the right to know the cost of your care.

If you have concerns about your care, contact:

Care Management:

425.688.5015

Washington State Department of Health Complaint Line:

1.800.633.6828 (toll-free)

Joint Commission Complaint Line:

1.800.994.6610 (toll-free)

For a complete list of Patient Rights for Overlake Medical Center & Clinics patients, visit overlakehospital.org/patientrights.

OVERLAKE HOSPITAL PATIENT RESPONSIBILITIES

- You have the duty to give your doctor or nurse true and complete information about your illness and past health.
- You have the duty to tell your doctor or nurse if you do not understand what they are telling you.
- You have the duty to tell your doctor or nurse if your condition changes or if you start having problems.
- You have the duty to follow the rules of the hospital.
- You have the duty to treat the healthcare team with respect.
- You have the duty to give accurate information about insurance.
- You have the duty to pay your bill and tell us if you need to make special payment arrangements.
- For a complete list of Patient Rights and Responsibilities for Overlake Medical Center & Clinics patients, see overlakehospital.org/patientrights.

IF YOU NEED TRANSLATION ASSISTANCE

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **425.688.5304**。

توجه: اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **425.688.5304** تماس بگیرید

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **425.688.5304**.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **425.688.5304**.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए भाषा सेवाएं नि:शुल्क उपलब्ध हैं। **425.688.5304** पर कॉल करें।

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。**425.688.5304** まで、お電話にてご連絡ください。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **425.688.5304** 번으로 전화해 주십시오.

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। **425.688.5304** 'ਤੇ ਕਾਲ ਕਰੋ।

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **425.688.5304**.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **425.688.5304**.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **425.688.5304**.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **425.688.5304**.

గమనిక: ఒకవేళ మరు తెలుగు భాష మాట్లాడగలిగితే, మ కొరకు భాషా సహాయక సేవలు, వ్యయం లేకుండా అందిస్తాము. **425.688.5304** కు కాల్ చేయండి

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **425.688.5304**.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **425.688.5304**.

OVERLAKE MAIN CAMPUS

HOSPITAL PARKING

- ▶ Parking fees:
 - 0–1.5 hours: free
 - 1.5–2 hours: \$5
 - 2–4 hours: \$6
 - 4–12 hours: \$7
 - 12–24 hours: \$20
- ▶ Access to Overlake Medical Center & Clinics' main campus is via 116th Ave NE.
- ▶ Three hospital parking garages are available on our campus (west, south and north).
- ▶ All garages are open 24 hours a day.
- ▶ Each hospital inpatient using the north or west garages will be given a 30-day parking pass upon request. It costs \$7. You will pay for it when you leave the garage the first time.
- ▶ Patients and family members visiting the emergency department will be given validated parking.
- ▶ Parking for those with a disabled parking placard is available in all garages and other designated areas.
- ▶ Valet parking is available at the main entrance from 8 a.m.–6 p.m., Monday–Friday for \$7.
- ▶ Cash and credit cards are accepted at the exits.
- ▶ Please note the garage directly opposite the main entrance (in the Overlake Medical Pavilion) is not a hospital garage.

PACCAR CENTER

Childbirth Center
(Labor and Delivery, Mother Baby Unit)

SOUTH TOWER

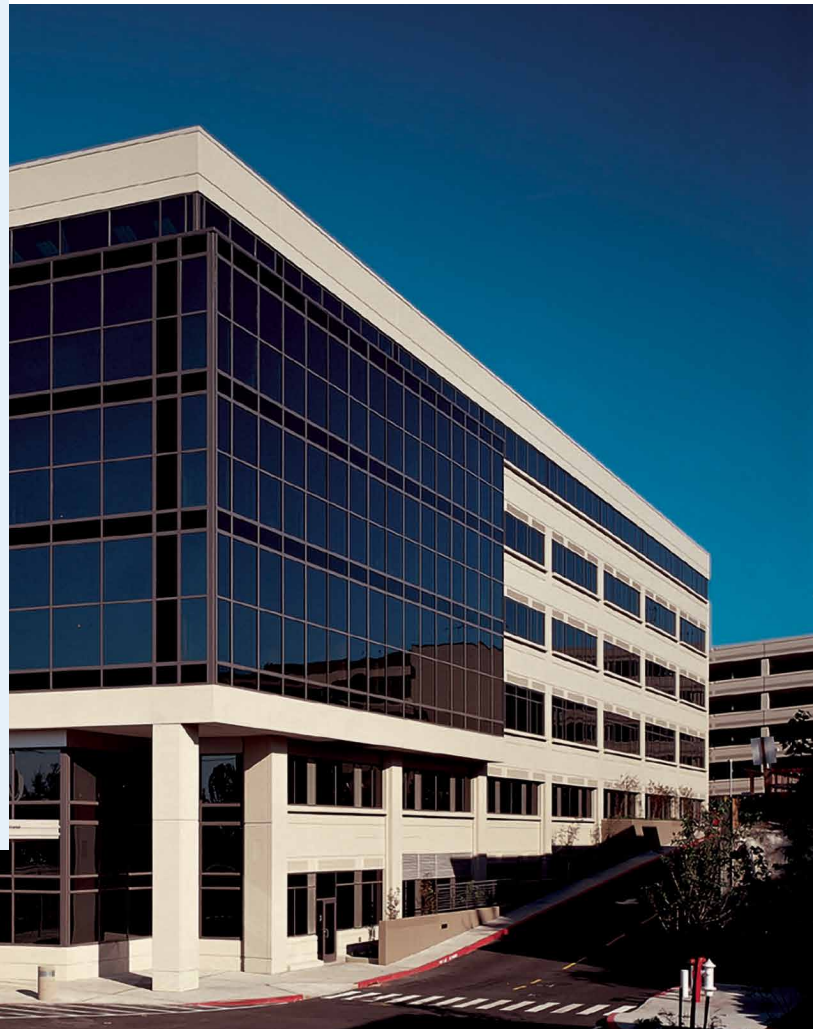
S5 Post Surgical
S4 Progressive Cardiac Care
S3 Critical Care

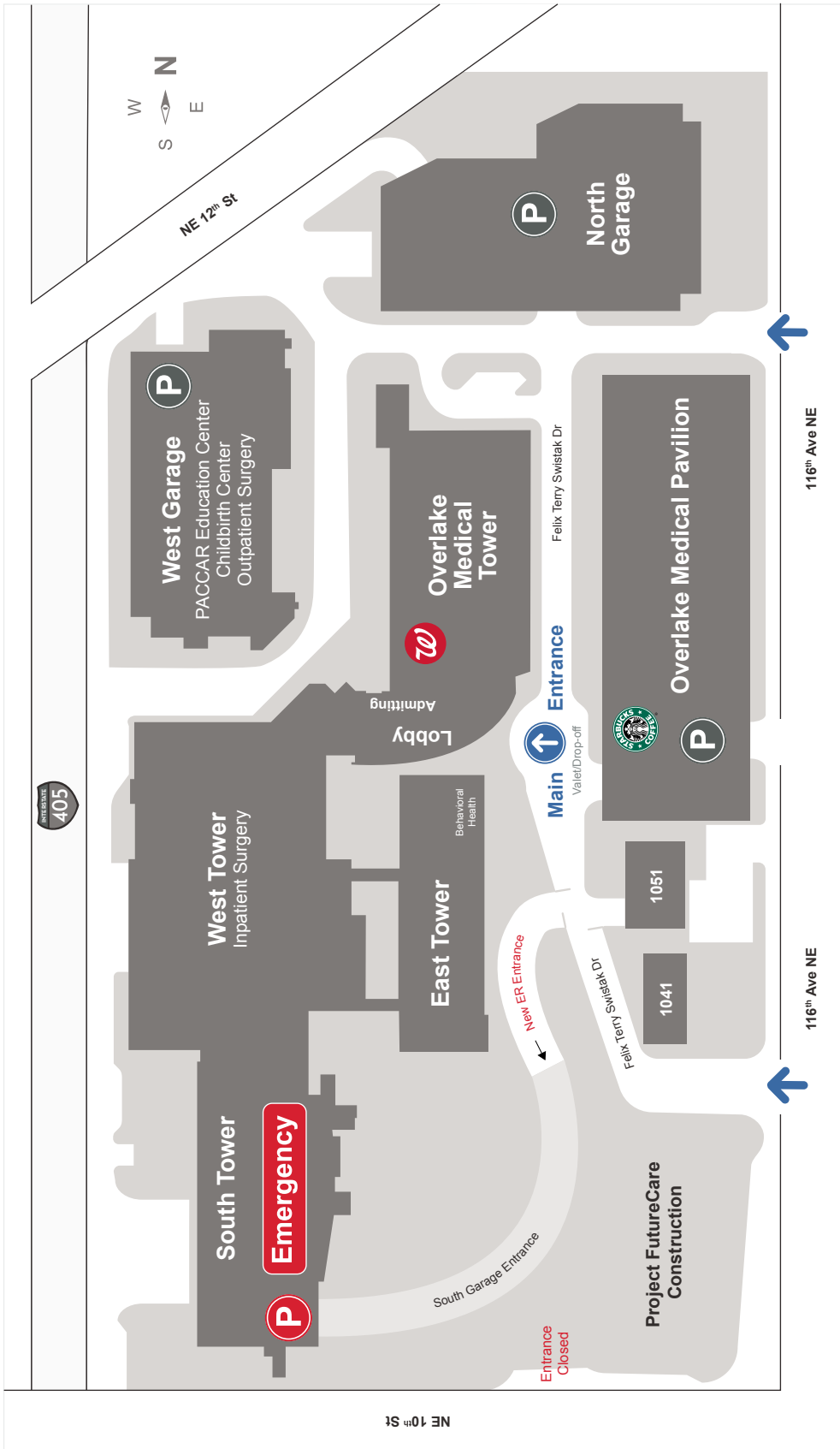
WEST TOWER

W4 General Medical/Oncology
W3 Neonatal Intensive Care Unit (NICU)

EAST TOWER

E3/E1 Orthopedics and Neurospine
E2 Medical/Telemetry





Kaiser Permanente

FutureCare

Project FutureCare, Overlake Medical Center's \$250 million, five-year campus renewal project, is an investment in the growing Eastside community; a commitment to providing exceptional quality and superior service to every patient and family member. From childbirth services to surgery to behavioral health, Overlake will continue to set the standard for overall healthcare excellence.

The cornerstone of the project—a new, 240,000 square-foot tower—will offer larger single-patient rooms that combine the space for family zones and state-of-the-art technology, enhancing the work of Overlake's highly skilled medical providers. The new tower, with a concourse-style drop-off, will reconfigure the campus for improved wayfinding and patient experience.

Project FutureCare involves three construction phases with the final phase to be completed in 2023. Based on an urban-to-trail concept, the design incorporates natural light into interior spaces, park-like landscaping and pedestrian-friendly pathways that will welcome visitors from the Sound Transit Wilburton station, two blocks away.

The Project FutureCare design is based on visioning workshops by community groups, a patient-family advisory council, hospital leadership groups, cultural surveys, providers, staff, Bellevue City Council, first responders and neighbors. Just as Overlake was founded in 1960 by the community, generous local supporters will be critical

to Project FutureCare's success. The project will grow our campus and service offerings in several significant ways, including:

- A new, five-story inpatient tower featuring a new childbirth center, which comprises labor and delivery, emergency obstetrics, mother and baby unit, and a level III Neonatal Intensive Care Unit.
- Increased bed capacity in medical surgery, oncology, telemetry and orthopedics.
- Two new operating room (OR) suites—one with hybrid OR technology and one state-of-the-art cardiac suite.
- An expanded behavioral health unit.
- A new, dedicated emergency department entrance off of NE 10th Street for improved patient drop-off and area for mass casualty incident response.
- A new circle drive leading to the single, main hospital entrance with concourse entry points, enhanced wayfinding and intuitive patient flow.
- Improved ancillary and support services: laboratory, pharmacy, respiratory care.
- Larger, single-patient rooms with dedicated family zones.
- Enhanced patient and family experience.
- 6,500 square-foot interior meditative courtyard.



OVERLAKE MEDICAL CENTER
& CLINICS

To learn more about Project FutureCare, please visit overlakehospital.org/projectfuturecare

TELEVISION & RADIO CHANNELS

Overlake offers a full range of TV and radio programming, as well as full-length feature films for patients and visitors. If you need help with a selection, please ask your nurse.

Channel	Call Letters	Network	Channel	Call Letters	Network
2	WC	Weather	29	TBS	Turner Broadcasting
3	KWPX	PAX	30	FSN	FSNW
4	KOMO	ABC	31	ESPN	Entire Sports
5	KING	NBC	32	ESPN2	Entire Sports 2
6	KONG	IND	33	FOOD	Food Network
7	KIRO	CBS	34	ESPN News	Sports News
8	DISC	Discovery	35	ESPN Classic	Classic Sports
9	KCTS	PBS	36	National Geographic	Science
10	KTWB	WB	37	HIST	History Channel
11	KSTW	UPN	38	TLC	Learning Channel
12	KBTC	PBS	39	OWN	Oprah Winfrey Network
13	KCPQ	FOX	40	A&E	Arts & Entertainment
14	JCRQSN	Joint Commission	45	Smooth Jazz	Music
15	Patient	TVIn-House	46	Light Classical	Music
16	TOON	Cartoon	47	Hit Country	Music
17	CNBC	CNBC	48	Soft Hits	Music
18	MSNB	CMSNBC	49	New Age	Music
19	Movie*	Swank	50	70's Hits	Music
20	TBN	Trinity	51	Patient Education: General Health Information	
21	CNN	Cable News Network	52	Patient Education: Heart Health	
22	HLN	Headline News	53	Patient Education: Heart Surgery & Stroke	
23	FNC	FOX News	54	Patient Education: Diabetes	
24	Bloomberg	Business	55	Patient Education: GI & Procedures	
25	CSPAN2	CSPAN2	56	Patient Education: Orthopedics	
26	FX	FOX Movie	57	Patient Education: Newborn Care (English)	
27	USA	USA	58	Patient Education: Newborn Care (Spanish)	
28	TNT	Turner Network	59	The C.A.R.E. Channel (Relaxation / Music / Nature)	
			60	Your Stay (A video of the quick start section of this book)	



1035 116th Ave NE, Bellevue WA
425.688.5000

overlakehospital.org