

Important Fletcher Allen Phone Numbers

ADMINISTRATIVE OFFICES/OFFICE OF THE CHIEF EXECUTIVE OFFICER	(802) 847-5959
BILLING INQUIRIES	(802) 847-8000
COMMUNITY HEALTH RESOURCE CENTER	(802) 847-8821
EMERGENCY DEPARTMENT	(802) 847-2434
GENERAL/PATIENT INFORMATION	(802) 847-0000
PATIENT & FAMILY ADVOCACY (PATIENT RELATIONS)	(802) 847-3500
PATIENT & FAMILY SERVICES (SOCIAL WORKERS)	(802) 847-3553
PRE-REGISTRATION	(802) 847-5769
PUBLIC RELATIONS & MARKETING	(802) 847-2886
REGISTRATION	(802) 847-2830
SECURITY SERVICES	(802) 847-2812

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WWW.FLETCHERALLEN.ORG



Finding Your Way

**Fletcher
Allen**
HEALTH CARE 

*In alliance with
The University of Vermont*

A Guide to the
Medical Center
Campus

Welcome

I am proud to introduce Fletcher Allen Health Care's new Ambulatory Care Center.

You are entering our Medical Center Campus in Burlington through a new "front door," which provides a central, user-friendly entry point to all inpatient and outpatient services on this campus. This facility improves our ability to provide high-quality health care to the people in the communities we serve and furthers our commitment to customer service and patient convenience. I hope you will find this booklet helpful in finding your way around this campus — whether you are coming for surgery, an outpatient clinic visit or any other service on this campus.

I would also like to invite you to visit our new joint Fletcher Allen/University of Vermont Medical Education Center. This facility physically links patient care at Fletcher Allen with education and medical research at the University of Vermont College of Medicine and College of Nursing and Health Sciences and enhances our ability to fulfill our missions of patient care, education, research and service to the community.

All of us here are excited about the many ways these facilities will allow us to serve you better. We welcome your feedback and suggestions for improvement.

Melinda Estes, MD
President and Chief Executive Officer
Fletcher Allen Health Care

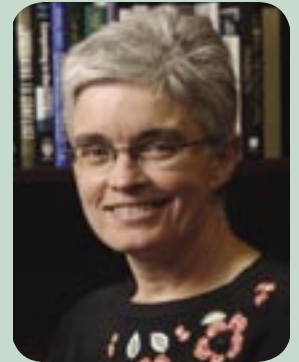


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IMPORTANT FLETCHER ALLEN PHONE NUMBERS	BACK COVER



Getting to the Medical Center Campus



Medical Center Campus, 111 Colchester Avenue, Burlington

FROM THE RUTLAND AREA AND DOWNTOWN BURLINGTON.

From the Rutland area, take Route 7 North to Pearl Street in Burlington. Turn right onto Pearl Street. Stay on Pearl Street, which becomes Colchester Avenue, for approximately one-half mile. Fletcher Allen's Medical Center Campus is on your right. Once on the campus, stay on Mary Fletcher Drive and follow signs to parking garage and main entrance.

FROM ST. ALBANS AND POINTS NORTH.

Take I-89 South to Exit 14W.*

FROM THE MONTPELIER/WHITE RIVER JUNCTION AREAS.

Take I-89 North to Exit 14W.*

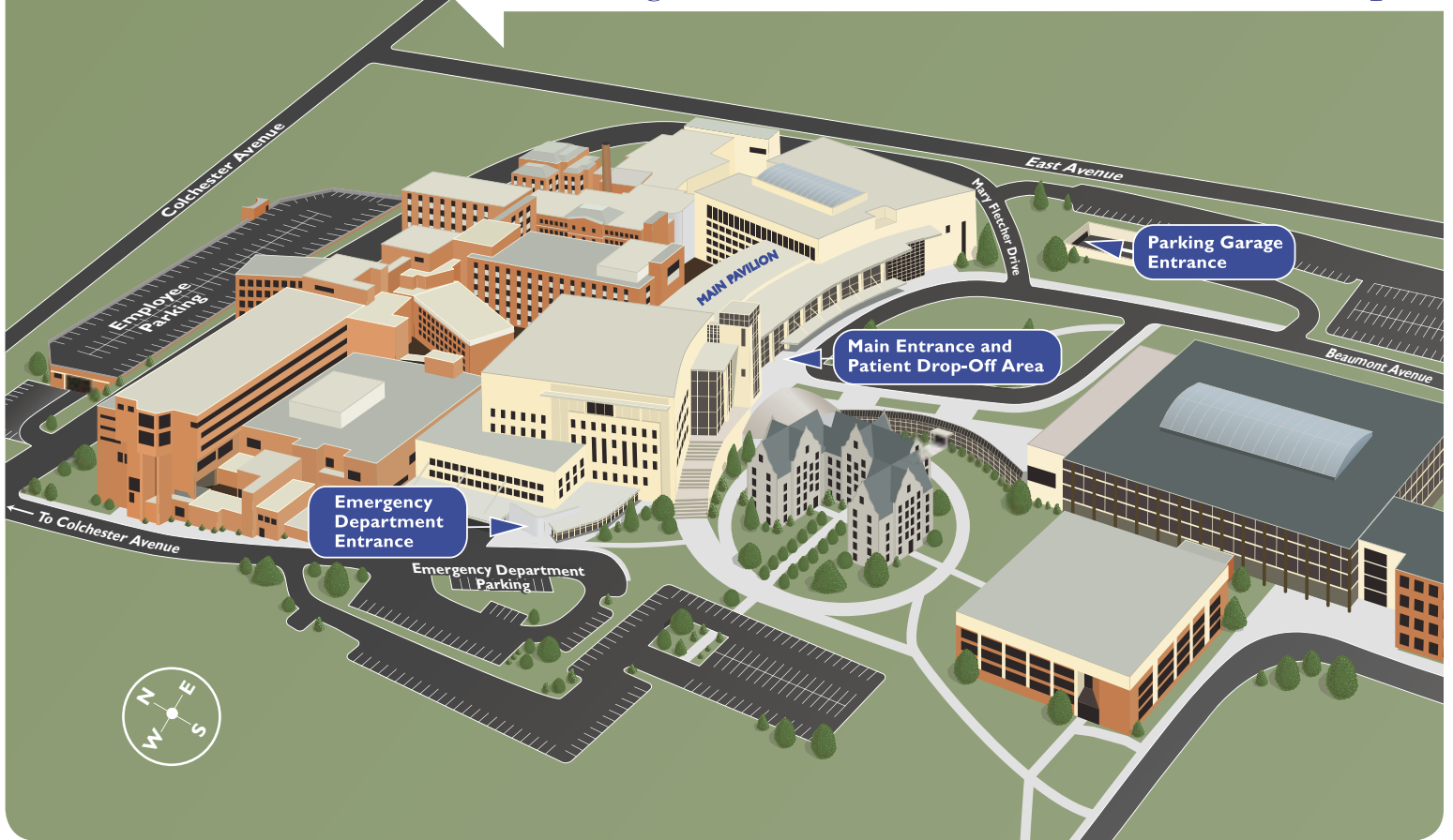
FROM THE PLATTSBURGH/MASSENA/MALONE AREAS.

Take Cumberland Head/Grand Isle Ferry. Follow Route 314 to Route 2 East to I-89 South. Take Exit 14W.* (Alternate: Cross Rouses Point Bridge. Take Route 2 South to I-89 South to Exit 14W).*

*FROM I-89 EXIT 14W.

Follow Route 2 West through three traffic lights. Bear right onto Beaumont Avenue (marked by Fletcher Allen sign). Follow signs to parking garage and main entrance.

Getting Around the Medical Center Campus



Parking Information

Patient and visitor parking is available in the underground parking garage. Entrances into the facility are available on each level of the parking garage. Two information desks are available to help guide you to your destination. The main information desk is located in the lobby of the Main Pavilion on Level 3. A second information desk is located on Level 2 as you enter from the parking garage. Additionally, limited surface parking is available adjacent to the parking garage entrance.

Please Note: The parking garage located outside of the McClure Building is no longer being used for patient and visitor parking. Please use the underground parking garage.

Patients and visitors to the Medical Center Campus will be charged for parking on an hourly basis at rates similar to what has been charged in the past on this campus. Rates will continue to be comparable with parking rates charged in downtown Burlington.

DROP-OFF AREA

A drop-off area is located at the main entrance at the front of the Main Pavilion. Curbside assistance is available to patients who would like aid getting in and out of their vehicles.

VALET PARKING SERVICE

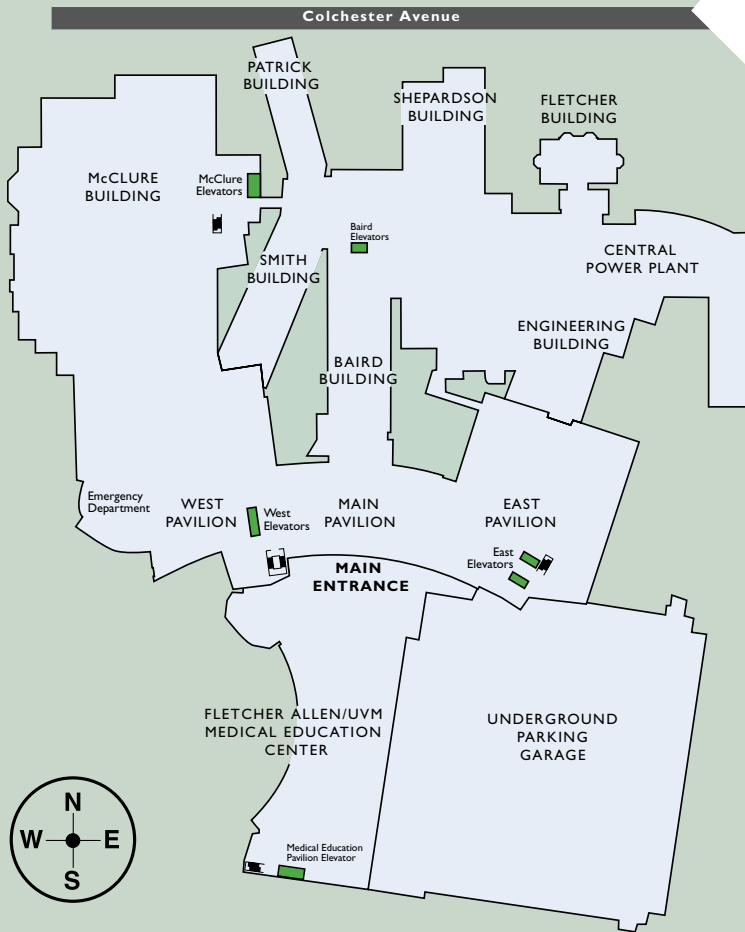
Valet parking is available at the main entrance Monday-Friday for \$8.00 per car. Cars may be dropped off for valet service between 6:00 a.m. and 4:00 p.m. Cars may be picked up until 9:00 p.m. Please, no tipping.

OTHER PARKING INFORMATION

Discounted coupon books may be purchased at the parking garage exit booth. A book of 10 all-day coupons costs \$35. A book of 10 three-hour coupons costs \$20.

Patients and visitors with financial difficulties may contact Fletcher Allen's Patient & Family Advocacy Office at (802) 847-3500 or Security Services at (802) 847-2812 about parking fees.

Getting to Your Destination



Please Note: The diagram on the left is designed to show where all of the buildings on this campus are located. This does not represent any particular level of the campus. Please see pages 7-15 for maps of each level of the campus.

Once you have entered the facility, two information desks are available to help guide you to your destination. The main information desk is located in the lobby of the Main Pavilion on Level 3. A second information desk is located on Level 2 as you enter from the parking garage.

EAST PAVILION, MAIN PAVILION AND WEST PAVILION

To access services located in the East Pavilion, Main Pavilion or West Pavilion, use the elevators located in the East and West Pavilions.

OTHER PATIENT CARE AREAS ON THE MEDICAL CENTER CAMPUS

To access services in the Baird, Engineering, Fletcher, McClure, Patrick, Shepardson and Smith buildings, use the connectors located on Levels 2 and 3 in the West Pavilion. Take one of the connectors to the McClure elevators. Take the McClure elevators to the level of your destination and follow the signage. If you need further assistance, an information desk is also located near the elevators on Level 3 of the McClure building.

If you do not know the location of your appointment, please see pages 5 and 6 of this booklet for a list of services and service locations on the Medical Center Campus. If you need further assistance, please visit one of the information desks or call your physician's office in advance.

MEDICAL EDUCATION CENTER

The joint Fletcher Allen/University of Vermont Medical Education Center links Fletcher Allen with the College of Medicine and College of Nursing and Health Sciences. The Medical Education Center not only serves as a resource for health care professionals and students, it also meets the increased needs of patients, families and the public who wish to research health care issues and treatment options.

The Medical Education Center includes the new 150-seat Davis Auditorium and the University of Vermont's new Dana Medical Library. For more information, call the Dana Medical Library **(802) 656-2201**, the College of Medicine Office of the Dean **(802) 656-2156** or the College of Nursing and Health Sciences Office of the Dean **(802) 656-2216**.

COMMUNITY HEALTH RESOURCE CENTER

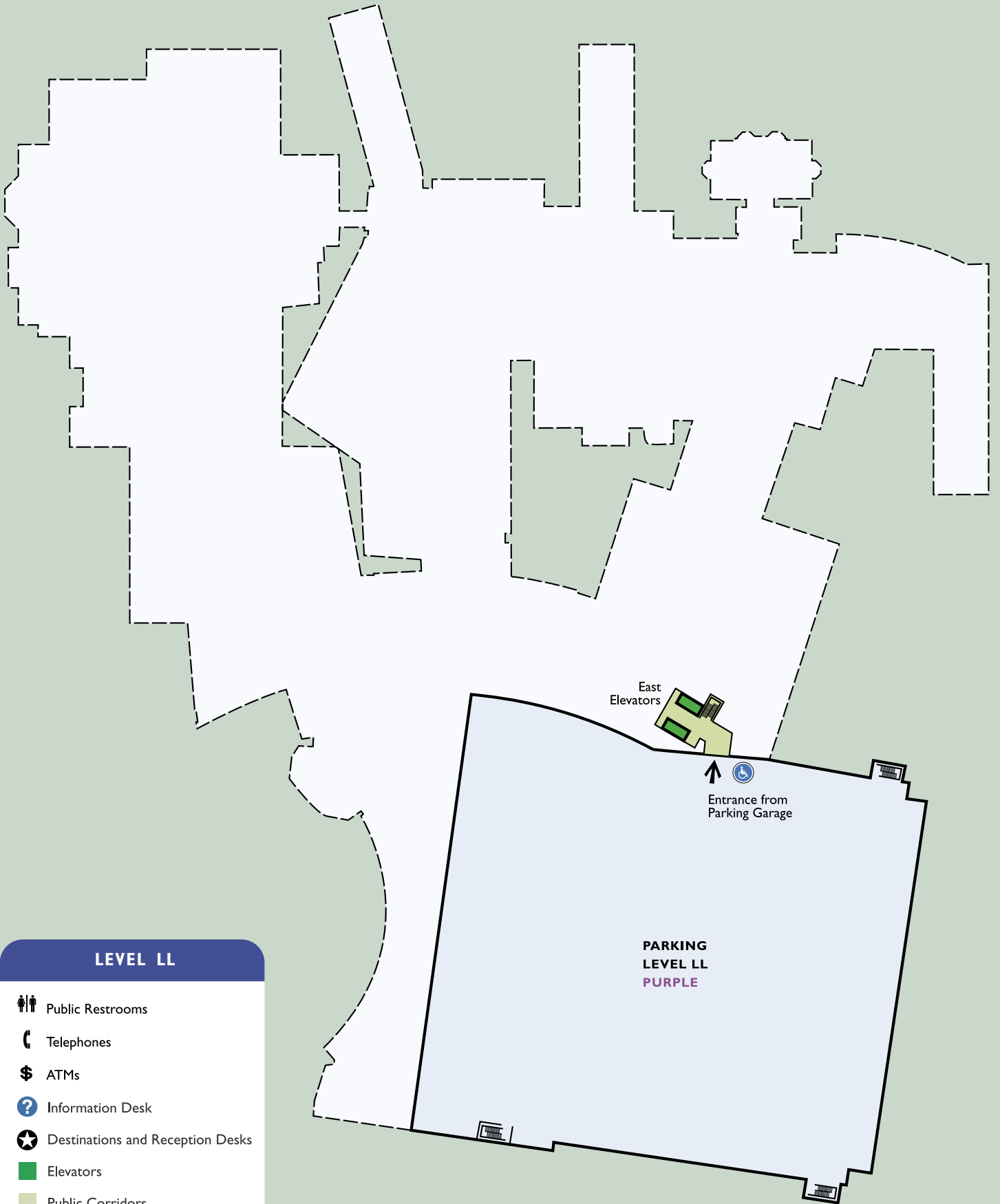
The Community Health Resource Center, located in the Main Lobby (Main Pavilion, Level 3), offers the community free, guided access to some of the best sources of information about health and medicine. For more information, please call **(802) 847-8821** or visit online at www.fletcherallen.org/Health_Improvement.

SERVICES LOCATED ON THE MEDICAL CENTER CAMPUS









PATIENT CARE AREA	LOCATION	SEE MAP ON PAGE
Birthing Center	McClure, Level 7	15
Breast Care Center	Main Pavilion, Level 2	10
Cancer Center (Vermont Cancer Center)	Main Pavilion, Level 2	10
Cardiology	McClure, Level 1	9
Children's Specialty Center	East Pavilion, Level 4	12
Clinical Neurophysiology Laboratory	Patrick, Level 5	13
Dermatology Outpatient Clinic	West Pavilion, Level 5	13
Ear, Nose and Throat Outpatient Clinic (Otolaryngology)	West Pavilion, Level 4	12
Emergency Department	West Pavilion, Level 1	9
Endoscopy Outpatient Clinic	West Pavilion, Level 4	12
Epilepsy Center	Patrick, Level 5	13
General Clinical Research Center	Baird, Level 7	15
Gynecology Outpatient Clinic	Main Pavilion, Level 4	12
Hematology and Oncology Outpatient Clinic	Main Pavilion, Level 2	10
Inpatient Care Unit	Baird, Level 3	11
Inpatient Care Unit	Baird, Level 4	12
Inpatient Care Unit	Baird, Level 6	14
Inpatient Care Unit	McClure, Level 5	13
Inpatient Care Unit	McClure, Level 6	14
Inpatient Care Unit	Shepardson, Level 3	11
Inpatient Care Unit	Shepardson, Level 4	12
Inpatient Psychiatry (Open Unit)	Shepardson, Level 3	11
Inpatient Psychiatry (Secure Unit)	Shepardson, Level 6	14
Laboratory Services	East Pavilion, Level 2	10
Maternity	Shepardson, Level 5	13
Medical Intensive Care Unit	McClure, Level 4	12
Medicine Outpatient Clinics	East Pavilion, Level 5	13
Infectious Disease and Comprehensive Care Clinic	East Pavilion, Level 5	13
International Travel Medicine	East Pavilion, Level 5	13
Osteoporosis Center	East Pavilion, Level 5	13
Pulmonary Outpatient Clinic	East Pavilion, Level 5	13
Rheumatology and Clinical Immunology Outpatient Clinic	East Pavilion, Level 5	13
MRI	McClure, Lobby Level	8
Neonatal Intensive Care Unit	McClure, Level 7	15
Nutrition Services	Engineering, Level 3	11
Obstetrics Outpatient Clinic	East Pavilion, Level 4	12
Ophthalmology Outpatient Clinic	West Pavilion, Level 5	13
Otolaryngology Outpatient Clinic	West Pavilion, Level 4	12
Pediatric Inpatient Care Unit	Baird, Level 5	13

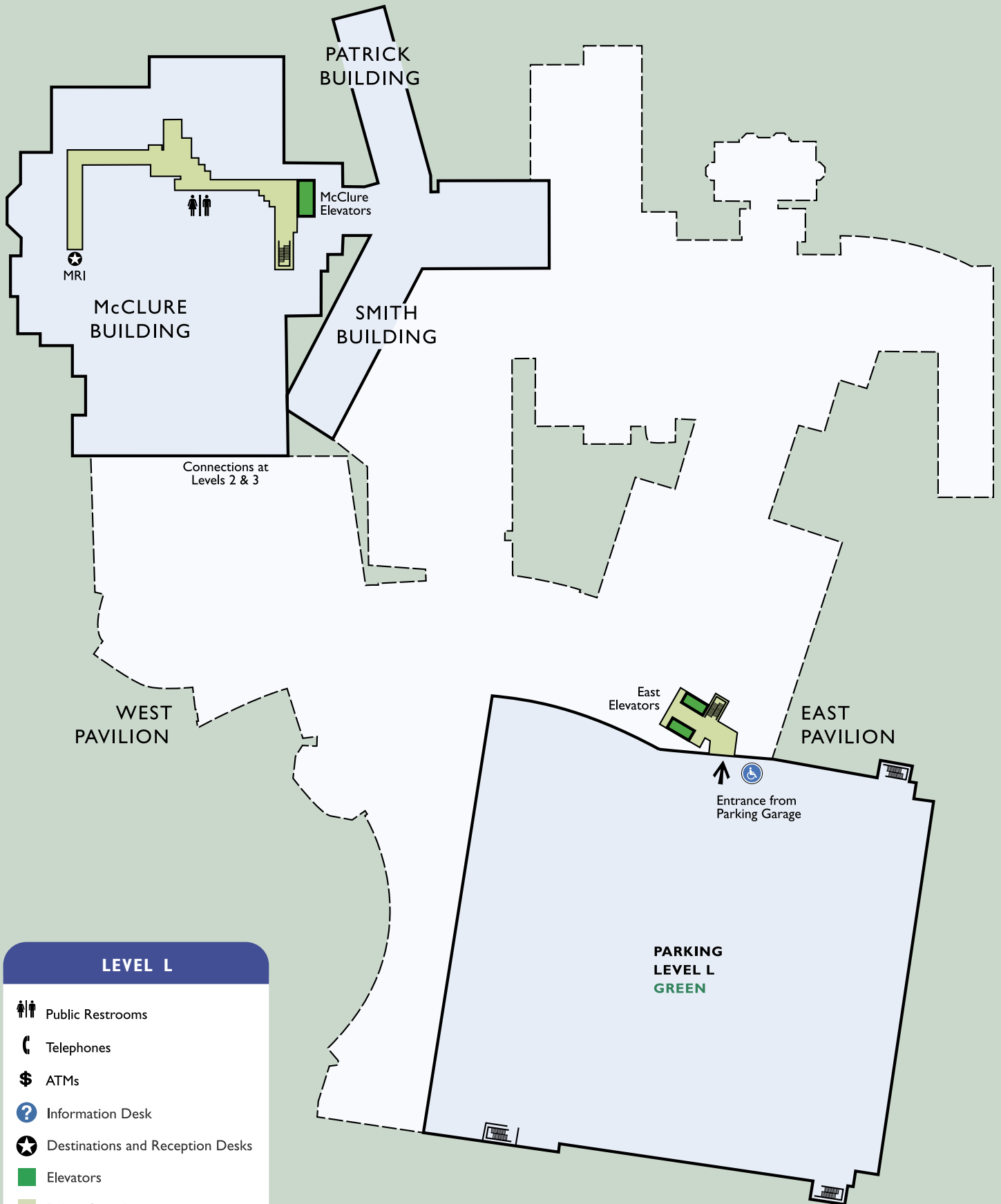
SERVICES LOCATED ON THE MEDICAL CENTER CAMPUS

PATIENT CARE AREA	LOCATION	SEE MAP ON PAGE
Pediatric Intensive Care Unit	McClure, Level 3	11
Physical and Occupational Therapy	Shepardson, Level 2	10
Psychiatry Services	Patrick, Level 4	12
Pulmonary Function Laboratory	Shepardson, Level 2	10
Radiation Oncology	Shepardson, Level 2 (Access from East Pavilion, Level 2)	10
Radiology Services (Outpatient)	Main Pavilion, Level 3	11
Radiology/X-Ray (Inpatient)	McClure, Level 1	9
Renal Dialysis	Shepardson, Level 4	12
Sleep Center (Vermont Regional)	Patrick, Level 5	13
Speech Therapy	Shepardson, Level 2	10
Surgery and Outpatient Procedures	West Pavilion, Level 3	11
Recovery	West Pavilion, Level 3	11
Post Anesthesia Care Unit (PACU)	West Pavilion, Level 3	11
Surgery Outpatient Clinics	Main Pavilion, Level 5	13
Cardiothoracic Surgery Outpatient Clinic	East Pavilion, Level 5	13
Gastroenterology and Hepatology Outpatient Clinic	Main Pavilion, Level 5	13
General and Gastrointestinal Surgery Outpatient Clinic	Main Pavilion, Level 5	13
Neurology Outpatient Clinic	East Pavilion, Level 5	13
Neurological Surgery Outpatient Clinic	East Pavilion, Level 5	13
Trauma Outpatient Clinic	Main Pavilion, Level 5	13
Urology Outpatient Clinic	East Pavilion, Level 5	13
Vascular Diagnostic Laboratory	Main Pavilion, Level 5	13
Vascular Surgery and Podiatry Outpatient Clinic	Main Pavilion, Level 5	13
Surgical Intensive Care Unit	McClure, Level 3	11
NON-PATIENT CARE AREA	LOCATION	SEE MAP ON PAGE
Administrative Offices/Office of the Chief Executive Officer	Patrick, Level 3	11
Austin Auditorium	Baird, Level 4	12
Chapel	Patrick, Level 1	9
Community Health Resource Center	Main Pavilion, Level 3	11
Dana Medical Library (University of Vermont)	Medical Education Center, Level 2	10
Davis Auditorium	Medical Education Center, Level 2	10
Gift Shop	Main Pavilion, Level 3	11
Main Street Café	Baird, Level 3	11
New England Federal Credit Union	Engineering, Level 4	12
Patient & Family Advocacy	Smith, Level 3	11
Patient Financial Services	Main Pavilion, Level 3	11
Pharmacy	Main Pavilion, Level 3	11
Registration	Main Pavilion, Level 3	11
Security Services	Engineering, Level 4	12
Volunteer Services	Smith, Level 3	11











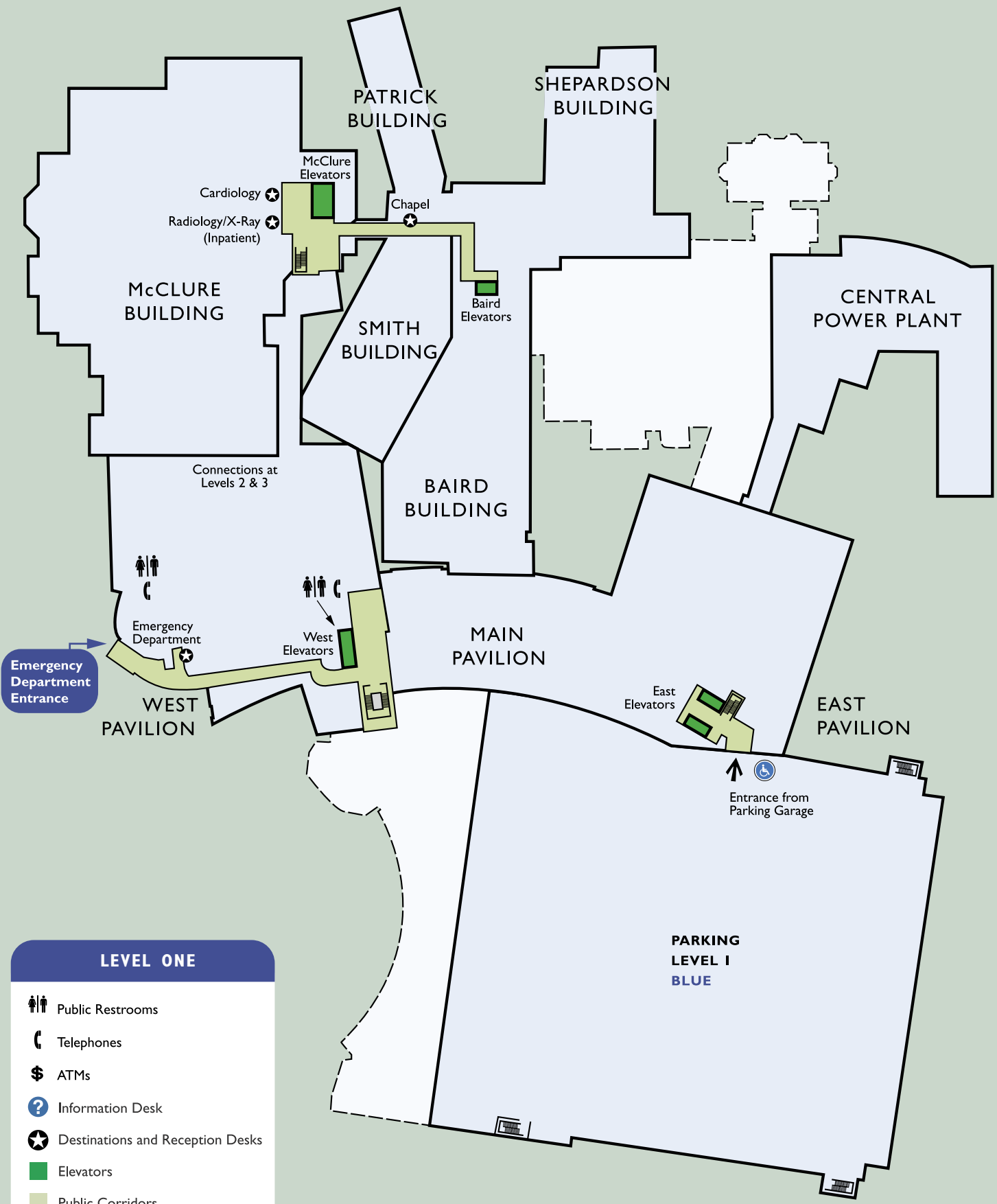
LEVEL LL

-  Public Restrooms
-  Telephones
-  ATMs
-  Information Desk
-  Destinations and Reception Desks
-  Elevators
-  Public Corridors
-  Building Footprint











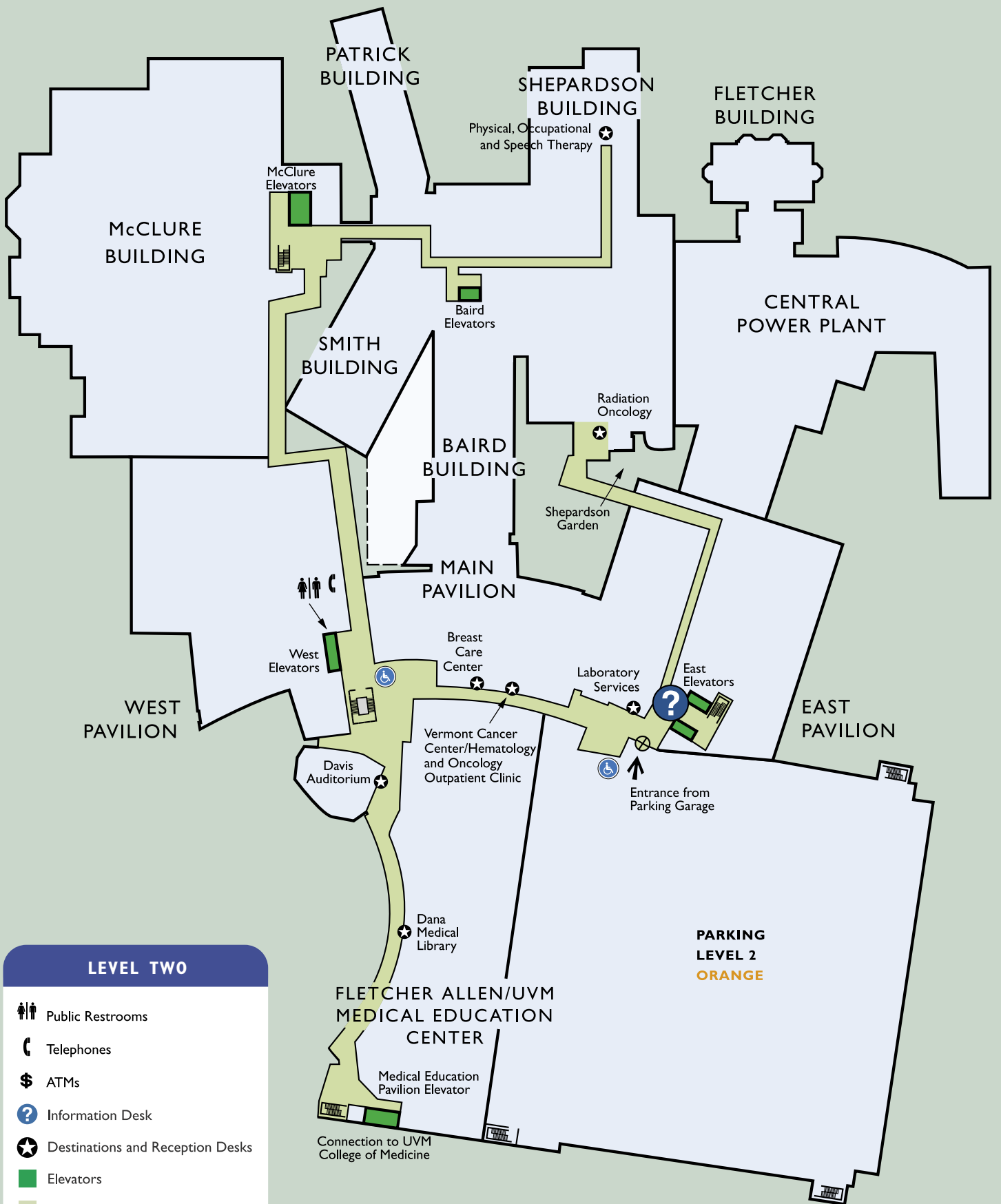
LEVEL L

-  Public Restrooms
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LEVEL ONE

-  Public Restrooms
-  Telephones
-  ATMs
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-  Building Footprint



LEVEL TWO

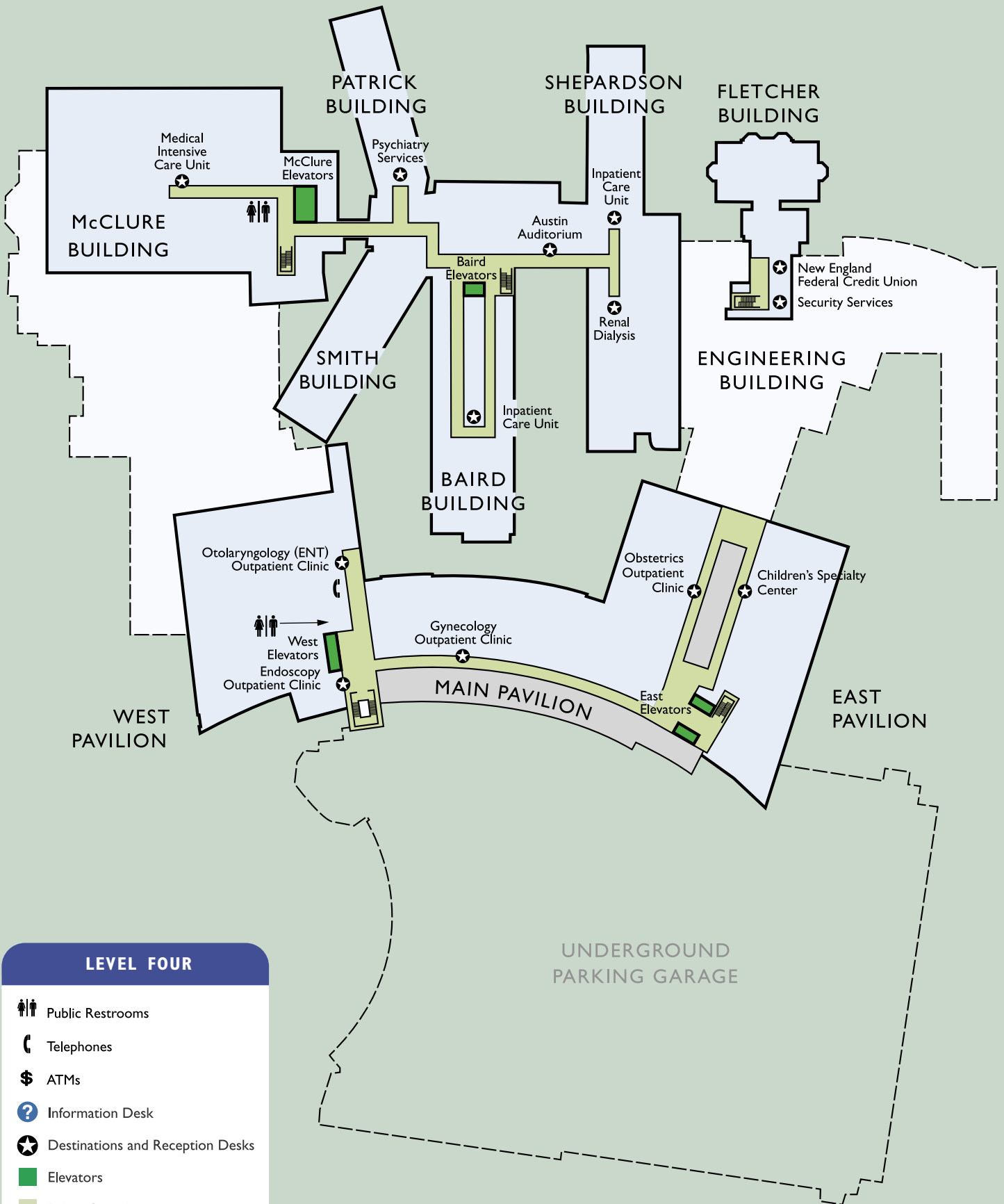
-  Public Restrooms
-  Telephones
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-  Destinations and Reception Desks
-  Elevators
-  Public Corridors
-  Building Rooflines

**PARKING
LEVEL 2
ORANGE**









Connection to UVM
College of Medicine



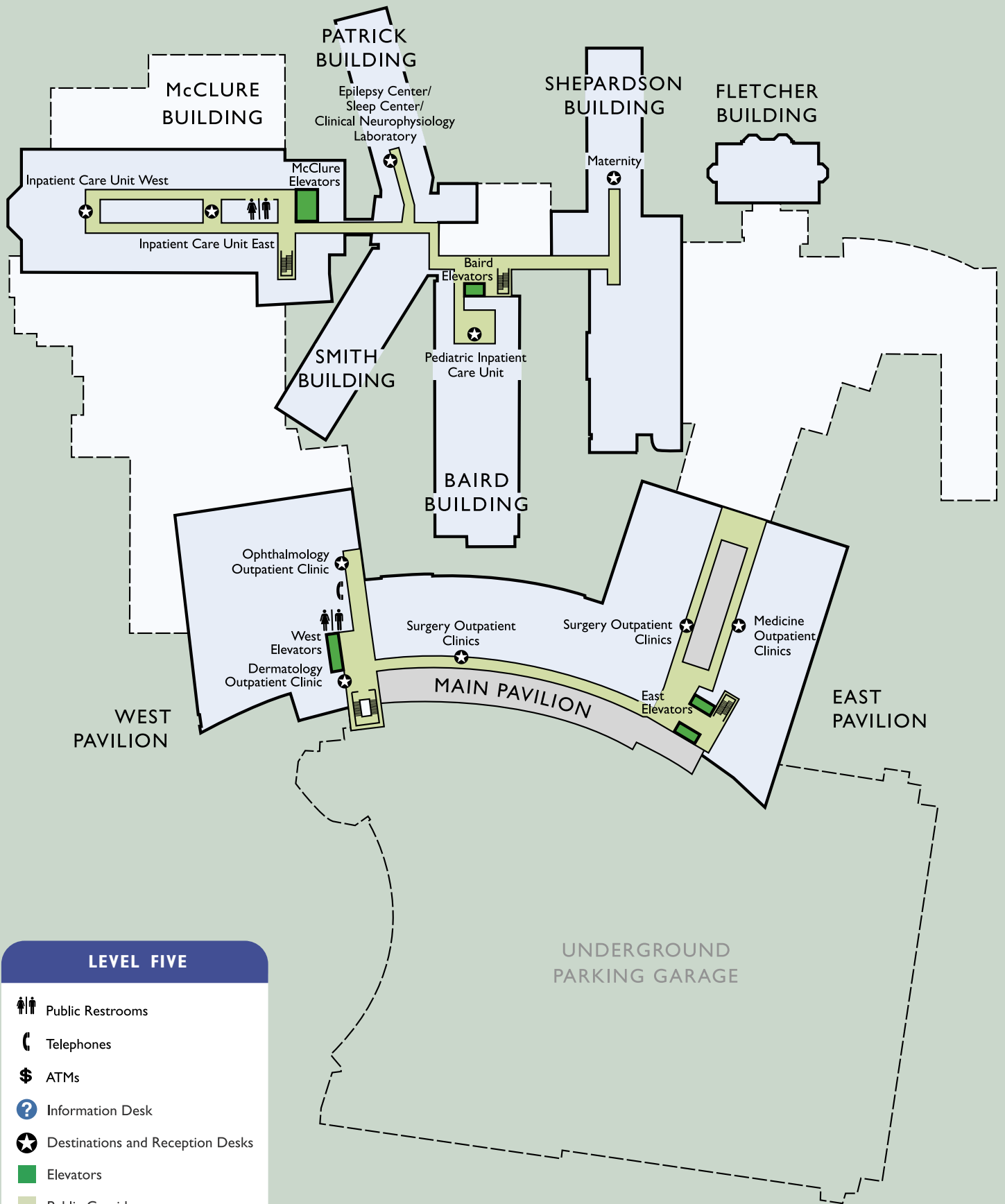
- LEVEL THREE**
- Public Restrooms
- Telephones
- ATMs
- Information Desk
- Destinations and Reception Desks
- Elevators
- Public Corridors
- Building Rooflines











LEVEL FOUR

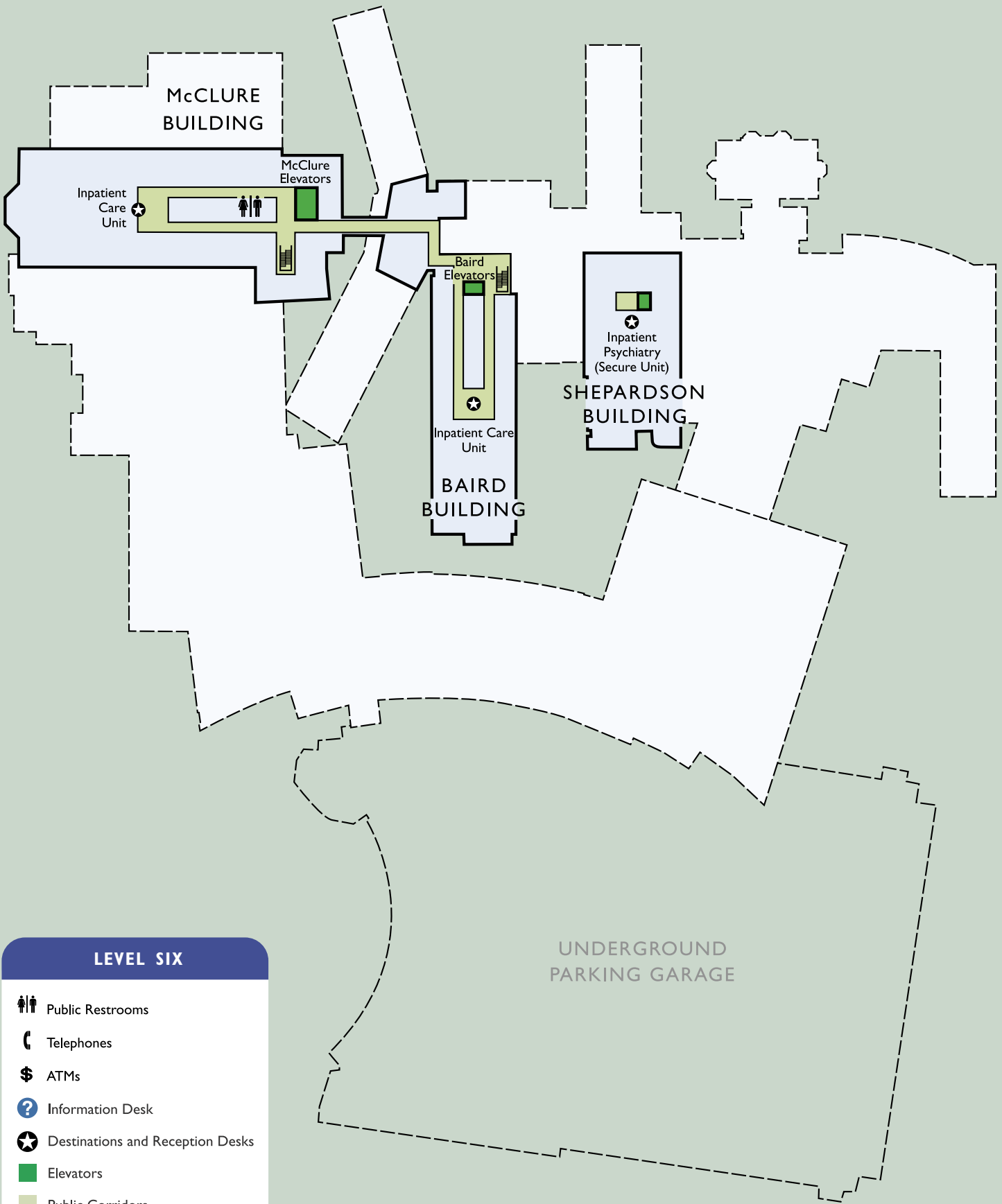
-  Public Restrooms
-  Telephones
-  ATMs
-  Information Desk
-  Destinations and Reception Desks
-  Elevators
-  Public Corridors
-  Building Rooflines

UNDERGROUND
PARKING GARAGE











LEVEL FIVE

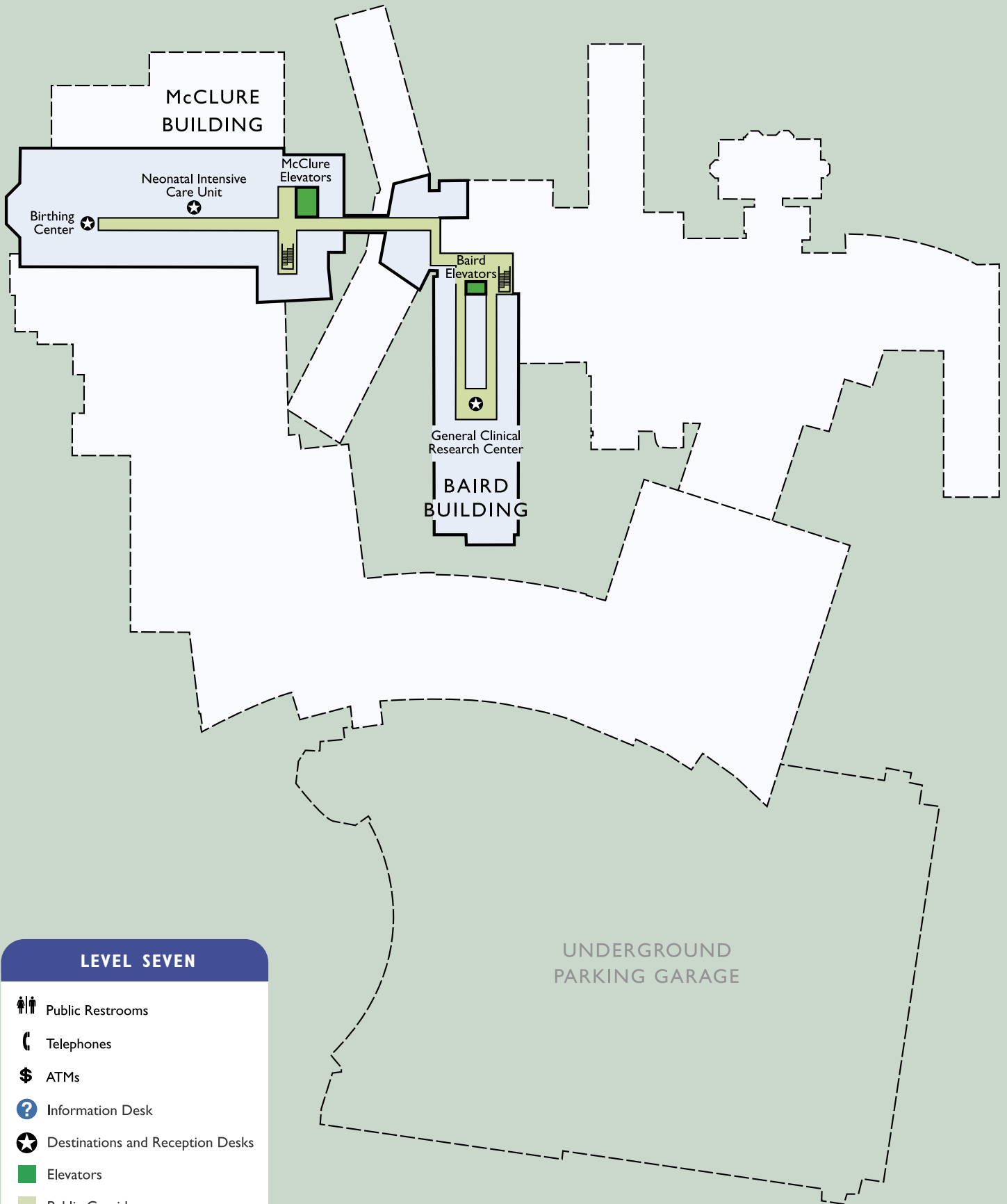
-  Public Restrooms
-  Telephones
-  ATMs
-  Information Desk
-  Destinations and Reception Desks
-  Elevators
-  Public Corridors
-  Building Rooflines











LEVEL SIX

-  Public Restrooms
-  Telephones
-  ATMs
-  Information Desk
-  Destinations and Reception Desks
-  Elevators
-  Public Corridors
-  Building Rooflines

UNDERGROUND
PARKING GARAGE



LEVEL SEVEN

-  Public Restrooms
-  Telephones
-  ATMs
-  Information Desk
-  Destinations and Reception Desks
-  Elevators
-  Public Corridors
-  Building Rooflines