

UPMC | MERCY



Patient and Visitor Information Guide

Welcome to UPMC Mercy

Welcome to UPMC Mercy. An important part of the care we provide is to help our patients and families become familiar with the amenities and services that are available at UPMC Mercy. Inside this brochure you will find information about dining, parking, visiting hours, local lodging, and other amenities at UPMC Mercy.

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Conveniences

Banking Machine

A 24-hour PNC automated teller machine (ATM) is located on the 2nd floor, down the hall from the cafeteria and vending area.

Holy Family Chapel

The chapel is located on the 1st floor, near the green elevators, and is open 24 hours a day.

Internet Access

Guest Internet access (upmc-guest) is available at UPMC Mercy free of charge.

Dining

Cafeteria

The cafeteria is located on the 2nd floor, near the yellow elevators.

The cafeteria offers a soup and salad bar, made-to-order deli, pizza station, and several hot selections from our grill area.

Meals are served during the following times:

- **Breakfast:**
Monday through Friday: 6 to 10 a.m.
- **Lunch:**
Monday through Friday: 10:30 a.m. to 9 p.m.
- **Dinner:**
Monday through Friday: 4 to 9 p.m.
Saturday and Sunday: 4 to 7 p.m.

The 1847 Café

The 1847 Café on the ground floor, across from the garage, is open weekdays from 6 a.m. to 4 p.m. The Café is closed on weekends and holidays.

UPMC Mercy SnackCenter

The SnackCenter is located next to the main entrance of the cafeteria on the 2nd floor and is open 24 hours a day. This area provides vending machines, a microwave oven, and a change machine for your convenience. Other vending machines are located near many waiting areas.

Elevators

UPMC Mercy has several different elevators, and many times you will be given directions that involve a specific elevator color.

- Orange: The main tower elevators.
- Green: The glass elevators immediately next to the main entrance near the gift shop.
- Purple: The elevators across the bridge from the parking garage.
- Yellow: The elevators behind the cafeteria.

Foreign Language and Hearing Needs

Ask your caregiver for assistance.

Gift Shop

Seven Sisters Gift Shop

The Seven Sisters Gift Shop is on the ground floor, immediately to the left upon coming through the main entrance.

Hours of operation are:

- Weekdays: 7:30 a.m. to 7 p.m.
- Weekends: 11 a.m. to 7 p.m.

Gift shop hours vary on holidays.

Information Desks

The main hospital Information Desk is on the ground floor near the gift shop. The hours of operation are Monday through Friday, 7 a.m. until 8:30 p.m.

Outside these times, you can call the operator by dialing “0” or calling **412-232-8111** from the tan phone near the Information Desk.

The Parking Operations Information Desk is on the 1st floor, across from the walkway to the garage, and is attended 24 hours a day.

Overnight Accommodations

McAuley Inn

McAuley Inn is named for Catherine McAuley, the founder of the Sisters of Mercy, the religious order that established Pittsburgh’s first hospital in 1847. Conveniently located at UPMC Mercy, McAuley Inn offers clean, comfortable, homelike, and affordable overnight accommodations for patients and their loved ones for a small fee. For more information about McAuley Inn or to arrange a stay, please call Spiritual Care at **412-232-7424** or **412-232-8198**. After hours (3 p.m. and beyond) and weekend arrangements may be made by calling **412-232-8111**.

Hotels

Several area hotels offer discounted rates on overnight accommodations for patients and loved ones visiting UPMC Mercy. For more information, go to **UPMCMercy.com**, click on “Patient & Visitor Resources,” and then “Accommodations.”

Parking

UPMC Mercy has a covered parking garage across the street from the hospital. The entrance is located on Locust Street. From the garage, take the elevators to Level D (yellow level). Exit the elevators and enter the hospital through the foot bridge/walkway.

The first 2 hours of garage parking are free for patients and visitors. See signage posted at the hospital for instructions on ticket validation.

Outdoor parking is available on Locust Street at Marion Street. In addition, limited metered parking is available on Stevenson Street and in the 1400 and 1500 blocks of Forbes Avenue.

Valet parking is available for patients and visitors upon request at the UPMC Mercy Ambulatory Center entrance, and the main entrance, weekdays from 6 a.m. to 2 p.m. A flat rate of \$5* includes the parking fee. Please see the parking attendants on duty. Handicapped parking is available in all parking areas.

Wheelchair escorts and scooters are available. Please see the parking attendant on duty for access to these services.

For patients of the UPMC Mercy Emergency Department, limited free parking is available in the lot directly outside the entrance to the Emergency Department on Marion Street.

Helpful Phone Numbers

Patient Relations

412-232-7204

Pastoral Care

412-232-8198

Security

412-232-7998

Visiting Guidelines

UPMC Mercy knows how important it is for family and friends to be involved in your care and to support you during your recovery. For the overall safety and security of our patients, we may need to limit the number of visitors and time they spend with the patient. Please check with your nurse for additional information. General visitation is encouraged between the hours of 6 a.m. and 8:30 p.m. Any visitors after 9 p.m. should get a visitor pass from the information desk located at the bridge.

Leaving UPMC Mercy

UPMC Mercy is located in the Uptown neighborhood of Pittsburgh. Please use the directions on pages 6 and 7 to assist you in getting home or where you are staying while in the Pittsburgh region.



*Price is subject to change at any time.

Driving Directions

To the North

To I-79 N

As you leave the garage from the Locust Street exit, turn right onto Locust Street. At the stop sign, turn right onto Stevenson Street. Turn left onto Fifth Avenue. Take the third right onto Washington Place. Proceed straight after the first traffic light and follow the signs to I-579 N/I-279. Merge onto I-579 N. Take the exit onto I-279 N towards Erie. Merge onto I-79 N.

To Route 28

As you leave the garage from the Locust Street exit, turn right onto Locust Street. At the stop sign, turn right onto Stevenson Street. Turn left onto Fifth Avenue. Take the third right onto Washington Place. Proceed straight after the first traffic light and follow the signs to I-579 N/I-279. Merge onto I-579 N. Exit onto PA-28 N toward Etna. Continue to follow PA-28.

To the West

To I-376 West

As you leave the garage from the Locust Street exit, turn right onto Locust Street toward Stevenson Street. From Stevenson, turn left at the third cross street onto Fifth Avenue. Follow Fifth Avenue slightly more than half a mile to Grant Street, and turn left. Make a slight right on Grant Street to the ramp to I-279 S/Fort Pitt Bridge/Airport. At this point, I-279 S turns into I-376 W. Merge onto I-376 W.

To the East

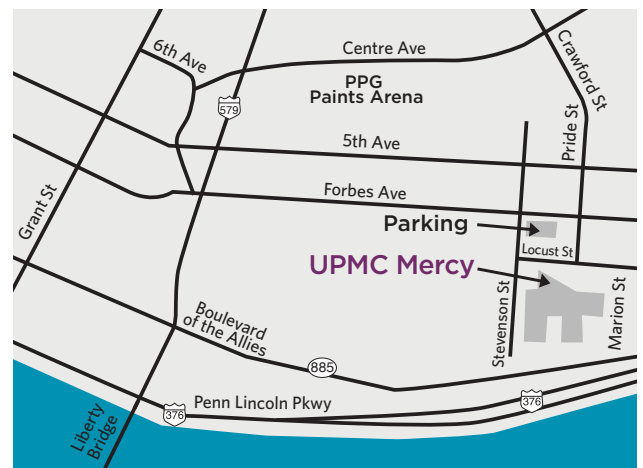
To I-376 East

As you leave the garage from the Locust Street exit, turn right onto Locust Street toward Stevenson Street. Turn right onto Stevenson Street. Turn left at the third cross street onto Fifth Avenue. Travel on Fifth Avenue for slightly more than half a mile, and turn left onto Grant Street. Stay on Grant Street, and merge onto I-376 E via the ramp to Monroeville.

To the South

To I-79 South

As you leave the garage from the Locust Street exit, turn right onto Locust Street toward Stevenson Street. From Stevenson, turn left at the third cross street onto Fifth Avenue. Take Fifth Avenue slightly more than half a mile to Grant Street, and turn left. Make a slight right on Grant Street to the ramp to I-279 S/Fort Pitt Bridge/Airport. At this point, I-279 S turns into I-376 W. Merge onto I-376 W. Take Exit 64A to merge onto I-79 S.





UPMC Mercy

1400 Locust St.
Pittsburgh, PA 15219

UPMCMercy.com

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