Helping in the Halls

Wayfinding
If possible, escort patients or visitors where they need to go.

If you don’t know where they need to go:
1. Dial 101 from any house phone for directions (24 hours daily)
2. Take them to the nearest Information Desk (Main Entrance Lobby; desk near Elevator I, Level 1; Pomerantz Family Pavilion Lobby; and UI Stead Family Children’s Hospital)
3. Help them find their destination on one of the “Finding Your Way” posters or brochures, posted throughout the hospital

If a guest needs transport assistance:
1. Dial 102 for wheelchair escort (Monday to Friday, 7:30 a.m. to 5 p.m.), or
2. On Level 2, dial 102 for a ride on the PATmobile (Monday to Friday, 7:30 a.m. to 4:30 p.m.)

Resources
Near the Information Desks and most entrances:
• Finding Your Way brochure/poster: detailed map with specific clinics, units, and services locations
• Welcome brochure: map and information on parking, amenities, activities, food, lodging, etc.
• Rack cards: information on parking, food, mailboxes, things to do, and more
• Online: A–Z directory at uihc.org/a-z/a

Service Recovery Toolkit
If a guest has a bad experience, offer a parking pass, a Wild Rose gift voucher, or a Food and Nutrition gift card from the toolkit. Toolkit binders are found in clinics, units, Information Desks, and departments.

Practice the HEART model: Hear, Empathize, Apologize, Resolve, and Thank

To learn more, visit the Office of the Patient Experience site on The Point, call 319-356-1802, or email patient-experience@uiowa.edu.