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Heart & Vascular Institute

## Visitor Guide to Cath Lab/EP Lab Waiting & Prep Areas

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Welcome to the Heart & Vascular Institute of Greenville Health System (GHS), where the Cardiac Cath & EP Lab Waiting Area is located.

### Parking

Visitor and patient parking at Greenville Memorial Hospital is located in two large parking decks at the front of the hospital. A valet service also is available for your convenience.

### Patient Entrance

Enter the hospital through the main entrance with the large revolving door. Immediately on your right, you will find the Business Office, where you are required to register. When you sign in, information regarding your procedure and insurance will be confirmed. If you would like, your family may accompany you to the Business Office. After you complete registration, a volunteer will escort you to the Cardiac Cath Lab on the third floor. Please inform the volunteer if you need a wheelchair.

### Family & Visitor Entrance

After parking, enter the hospital through the Heart Institute doors, located to the far right of the main entrance behind the valet parking kiosk. Take the Heart Institute elevators to the third floor and go to the Cardiac Cath Lab waiting area. You will be greeted by an attendant at the desk. Please check in there so that we can keep you informed about the patient's status. The family will be asked to provide one cellphone number so that you can be contacted with any updates.

### In the Waiting Area

The Cath Lab & EP Lab Waiting Area is provided for family members and friends of patients who are undergoing cardiac procedures. We want to create a comfortable environment in which your needs are met and where we can keep you informed about your family member or friend's medical status.

**The waiting room phone number is (864) 455-5402 or 455-2298.**

- If you leave the waiting area, please stop by the receptionist desk and provide her with your cellphone number, or you may call (864) 455-7110.
- No one under age 14 is allowed in the waiting area.
- Due to limited seating, please only bring two family members with you on the day of your procedure.

- Please limit use of the waiting room's phone to three minutes so that others may have access to calls.
- If the receptionist is not present, please answer the waiting room phone.
- After 5:00 p.m., you can call (864) 455-1736 to receive updated information on your family member or friend.

### While You Wait

We invite you to visit our food court, chapel and hospitality shop in the main lobby of GMH, and Turrentine Patient Education Center, located at the entrance of the Heart Institute.

### Visitation in the Prep & Recovery Area

- Visitation is limited to our patient's designated Care Partner. A Care Partner is a family member or close friend (at least 18 years old) selected by the patient to help provide physical, emotional, educational and spiritual support.
- After your loved one's procedure, a doctor will come out to speak with you. He or she will give you further information about the expected recovery of your family member or friend.

### Privacy

Patient privacy is a high priority. Please respect the privacy of other patients while in the Prep & Recovery Area. Encourage clinical staff and doctors to close doors during medical discussions. Let us know what we can do to ensure your family member or friend's privacy is maintained.

Thank you for the opportunity to serve you and your family. We pledge to do our best to make sure your needs are met and your loved one receives high-quality care.

Please notify us of any care concerns you have at your earliest convenience. We view concerns or complaints as a GIFT: When you voice a complaint, we pledge to give a sincere apology, inform you about what we will do to fix/follow through on resolving the situation, and thank you for sharing your concern.

We know that you have a choice as to where you seek medical care, and your comments give us the chance to improve our service.

Thank you from the management team for the **GHS Heart & Vascular Institute.**

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# Greenville Memorial Medical Campus

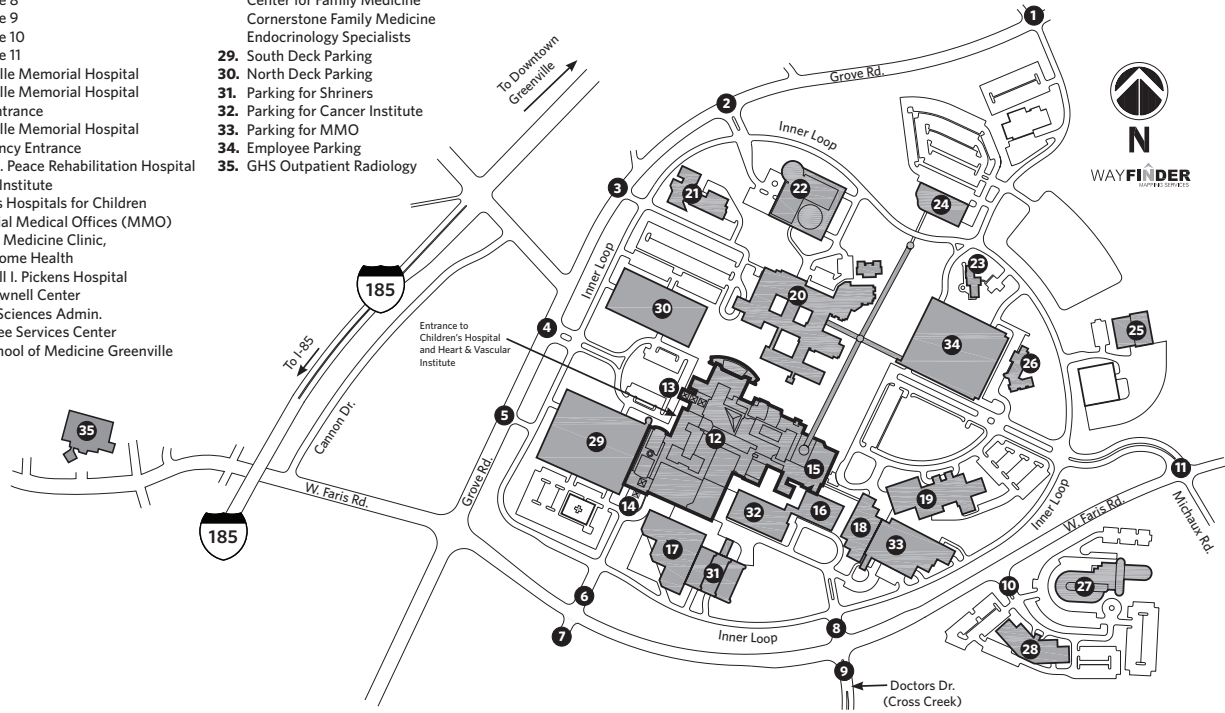
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GREENVILLE  
HEALTH SYSTEM

## Buildings and locations

- |   |   |
|---|---|
| 1. Entrance 1   | 23. SC Dept. of Mental Health<br>Child & Adolescent Center  |
| 2. Entrance 2   | 24. Information Services Center   |
| 3. Entrance 3   | 25. Facilities Development  |
| 4. Entrance 4 (Main Hospital Entrance)  | 26. Childcare Center  |
| 5. Entrance 5   | 27. Life Center®  |
| 6. Entrance 6   | 28. Carolina Cardiology Consultants<br>Center for Family Medicine<br>Cornerstone Family Medicine<br>Endocrinology Specialists |
| 7. Entrance 7   | 29. South Deck Parking  |
| 8. Entrance 8   | 30. North Deck Parking  |
| 9. Entrance 9   | 31. Parking for Shriners  |
| 10. Entrance 10   | 32. Parking for Cancer Institute  |
| 11. Entrance 11   | 33. Parking for MMO   |
| 12. Greenville Memorial Hospital  | 34. Employee Parking  |
| 13. Greenville Memorial Hospital<br>Front Entrance                                | 35. GHS Outpatient Radiology  |
| 14. Greenville Memorial Hospital<br>Emergency Entrance                            |   |
| 15. Roger C. Peace Rehabilitation Hospital  |   |
| 16. Cancer Institute  |   |
| 17. Shriners Hospitals for Children   |   |
| 18. Memorial Medical Offices (MMO)  |   |
| 19. Internal Medicine Clinic,<br>CME, Home Health                                 |   |
| 20. Marshall I. Pickens Hospital<br>The Brownell Center<br>Health Sciences Admin. |   |
| 21. Employee Services Center  |   |
| 22. USC School of Medicine Greenville   |   |



### Directions From Spartanburg/Charlotte

- Take I-85 South to Exit 44 (White Horse Rd.)
- Turn right onto White Horse Rd.
- Turn right at the second traffic light (Grove Rd.)
- At Farris Rd. light, keep straight: Hospital campus is on right
- Turn in at main entrance (#4) on right

### Directions From Anderson/Atlanta

- Take I-85 North to Exit 42 (I-185)
- Travel into Greenville for approximately three miles
- You will come to a stoplight (Kmart will be on your left)
- Turn right onto Henrydale Avenue: Hospital campus is straight ahead
- Make a short right at light and then left into the main entrance (#4)

### Directions From N. Greenville/Asheville

- Take Hwy. 25 South to Travelers Rest
- Hwy. 25 will merge with Hwy. 276
- Stay on Hwy. 276 into downtown Greenville
- Turn right onto Hwy. 29 (Church St.)
- Turn left at seventh light onto Henrydale Avenue: Hospital campus will be straight ahead
- Make a short right at the light and then left into main entrance (#4)

### Directions From Easley/Seneca

- Take Hwy. 123 to Greenville
- Turn right onto West Washington St. (at Clock Drive-in)
- Turn left at the third light (Grove Rd.): The hospital will be on your right
- Turn into main entrance (#4)

### Directions From Columbia

- Take I-26 to I-385
- Take I-385 to 276 (Mauldin/Standing Springs Rd. exit)
- At the second light (the BP gas station), turn left onto Mauldin Rd.
- Mauldin Rd. intersects with Augusta St. in about two miles
- Follow Augusta St. to Grove Rd. and turn left: Hospital campus is on left
- Turn into main entrance (#4)

### Directions From Greenwood

- Take Hwy. 25 (White Horse Rd.) around Greenville
- Turn right at Grove Rd. (Hwy. 20)
- Keep straight at light at Farris Rd.: Hospital campus is on right
- Turn in at main entrance on right (#4)

**Executive Operations Director: 455-5293**  
**Cardiology Services Manager: 455-2297**  
**Cath Lab Supervisor: 455-4230**  
**EP Lab Supervisor: 455-1660**