

Welcome to BWH! This self-study tour will help you become familiar with the areas of the hospital to which you'll be escorting patients. This tour should take approximately one hour to complete, but take as much time as you need to become familiar with your surroundings. Please take care to complete the tour slowly and carefully. Notice as you're reading through that all departments in **bold** are offices that volunteers will escort patients frequently. Have fun!

Begin your tour at the 75 Francis Street information desk. Across from the information desk find the Amory Elevators. Take the Amory Elevators down to floor L1.

### Floor L1

- Turn Right off the Amory Elevators and notice **Outpatient X-Ray** on the Left. (**NOTE:** There are multiple X-Ray offices at BWH. Refer to the last page of this packet to learn the differences.)
- Keep walking straight and notice **Ultrasound** on the Left and **Nuclear Medicine** on the Right.
- At the end of the hallway notice **CT Scan** and **MRI**. Take a Left at CT/MRI.
- Take a Left at the end of the hallway and notice the Nesson Ambulatory Elevators on the Left and notice the **Division of Trauma, Burn & Surgical Critical Care** on the Right. Walk down the hallway and see the **Perks Office** and the **Office for Sponsored Staff & Volunteer Staff**.
- Walk past the **Health Information Services (HIS)** and **Radiology Image Service Center** on the Right.
- A little further down, stop by the hallway in front of the ASBI Elevators, on the Right. Look towards the end of the hall and notice **Interventional Neuroradiology**.
- Turn Right and walk past the ASBI Elevators. Follow the signs to **Day Surgery** Registration and Waiting Room, which you will eventually see on your Right.
- Once you reach Day Surgery, look to the Left and you will notice signs for:
  - The **PACU** (Post-Anesthesia Care Unit); and
  - **PreOp Holding**
- Walk towards PACU/PreOp. Stop at the Tower Elevators and take them to Floor 2.

### Floor 2 (exploring the "Pike")

- Get off the Tower Elevators and walk down the hallway toward the "Pike". Notice the sign on the Right before the Pike for Nutrition Consultation, Respiratory Care Department, the Shapiro Cardiovascular Center and the Café on the Left.
- Walk straight on to the Pike and notice (you may want to refer to your Pike map):
  - **Comprehensive Breast Center** and Bridge to Children's on your Left before Exit 4.
  - Connor's Elevators on the Left. Notice **Lee Bell Breast Imaging Center** near the Connor's Elevators.
  - **BIMA** on the Right. (Walk in to BIMA, notice the registration desk and all the different suites inside. Exit BIMA and resume your walk on the Pike.)

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- Notice Ambulatory Services on the Right. (This is also referred to as the 45 Francis Street Lobby.)
- Pass the Mid-Campus Elevators (these elevators, when taken to the first floor provide access to the Lower Pike ) and note:
  - Plastic Surgery on Left before Exit 6.
  - Outpatient Pharmacy on Left (opens at 9am) after Exit 6.
  - **Weiner Center Preoperative Evaluation** on the Left as well as the Surgery Elevators after Exit 6. (Escort patients to the Test Center here who are having surgery on a different date but need to complete pre-op testing prior to their surgery.)
  - The Medical Research Building on the Right.
  - Entrance to the Thorn Building on the Left after Exit 6.
  - **Dept. of Neurology and Neurosurgery** on the Left after the Thorn Building. (**NOTE:** the ramp for wheelchair patients to enter is beyond the entrance on your Left).
  - MRI Associates on the Right.
- At MRI Associates, look up and notice the signs for Exit 7. At Exit 7 notice the split for the A and B buildings. Make note of the departments located within these buildings.
- Continue straight until you reach the Peter Bent Brigham (PBB) lobby. Walk past the Security guard and notice a hallway on the Left. Down this hallway notice “Pat’s Place” – a restaurant known especially for its great breakfasts.
- Also notice Division of Transplantation (Renal Transplant) on the Left. Continue walking to the end of the hallway and you will see the Carrie Hall Conference Room straight ahead.
- The Carrie Hall Building is to the Left of the Carrie Hall Conference Room and the Clinics Building is to the Right of the Carrie Hall Conference Room.
- Cardiac Surgery is located in the Clinics Building (**NOTE:** to access the Clinics Building, you must pass through Cardiac Surgery waiting room and open the first door on the Left [which is marked “stairway”]. Walk up the stairs and open the door to find the third floor of the Clinics Building. Two offices on this floor are the Pulmonary & Critical Care Offices.) You will not need to memorize the offices here; just note the location of the Clinics Building.
- Walk back to the PBB lobby. Say “Hi” to Security, then walk over to the entrance doors. Look to your Left and notice the Center for Chest Diseases and look to your Right and notice the **Thoracic Surgery Clinic**.
- Glance outside and notice the 15 Francis Street Valet parking service.
- Family Planning is located outside to the Right at the end of the 15 Francis Street driveway. Please escort all patients to the 15 Francis Street security guard for directions.

You have just finished exploring the Pike. Turn around and walk back toward the Pike, but don’t get back on it; instead, take the small elevator (the PBB Elevator) you see on your Right down to Floor 1. (**NOTE:** The PBB Elevators are also used to access the main administrative offices on the fourth floor including the office of Dr. Gary Gottlieb, president of BWH. The Deland Conference Room is also located on the fourth floor.)

### **Floor 1 (exploring the “Lower Pike”)**

- The Lower Pike is located directly underneath the main Pike (hence the name). Turn Right when you get out of the PBB Elevators and turn Left to explore the lower Pike.
- On your Left, as you walk down the hallway, notice:
  - Clinical Endpoint Center and Cardiac Imaging Core Lab
  - Tissue Typing / New England Organ Bank.
  - Laboratories of Transplantation Biology.
  
- On your Right is Cardiovascular Division Offices East & West, North is on your Left.
- Continue to the end of the hallway and notice the administrative offices for Nutrition, Cardiovascular, Neurosurgery, and some non-patient Care Coordination offices.
- Turn around your steps and begin walking toward the 75 Francis Street lobby. On your Right, as you walk down the hallway, notice:
  - Department of Radiology.
  - Thyroid Test Center, Biomedical shops, Department of Anesthesia, Nutrition Supper Services, Holter Lab, Anesthesia Research and Bioengineering Lab.
  - Environmental Services.
  - Office Services - Computer Graphics, Ikon Copy Center, Mainframe Photographics, Staples.
  - Mail Services - Audio Visual and Thorn Conference Rooms A & B
  - Department of Psychiatry.
  - Occupational Health (this office is for existing employees who need to report an accident).
  - Ambulatory Treatment Room
  
- Notice Security on your Right as well as the Mid-Campus Elevators.
- Across from the Mid-Campus Elevators take a Left and walk down the stairs. Within this area note the locations of all departments within this area (Ambassadors frequently escort patients to this area):
  - The Parking Garage on your Left.
  - Orthopedics hallway with doctor suites straight ahead. Walk down this hallway and explore.
  - Go back out to **The Registration Desks**. (**NOTE:** All patients of Orthopedics, Rheumatology/Arthritis, Physical Therapy/Rehabilitation Services, Allergy, Podiatry and Ambulatory Radiology departments must check-in here prior to their appointment.) These registration desks are used primarily for departments within this area but can be used for patients of any department within the hospital.
  
- Keep walking straight past the Registration and notice the hallway on the left that houses Radiology and Rehabilitation Services. Speech & swallow Dept. Notice Nesson Ambulatory elevator on left.
- The Medical Staff Reception Office is on your Left. While keeping this office on your Left, take a right, cross the hall, and pass through the double doors. Take the elevator to Level C and

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turn right out of the elevator. **Central Transport** is straight ahead. Return to the 1<sup>st</sup> floor by stairs or elevator and turn right down the hall.

- Locate the Connors Lobby on the Right. (This lobby is the area containing the statue right in front of the **Connors Elevators**).
- Some of the larger departments in the Connors Building are:
  - Anesthesia Administration on floor L1.
  - Mammography and Comprehensive Breast Center on floor 2.
  - Center for Reproductive Medicine, GYN Oncology, OB/GYN Clinics on floor 3.
- Walk straight past the Connors Elevators and notice the Ambulance entrance to the Emergency Room on the Left as well as the ASBI Elevators. You have now reached the end of the Lower Pike.

### 75 Francis Street Main Lobby

- Continue walking straight until you reach the large staircase. From here, make sure you locate:
  - Public Telephones and Newspaper machines on the Right side of the staircase.
  - ATM machines on the Left side of the staircase.
- Walk straight past the staircase and find the Tower Elevators. There are 16 floors in the tower, many of them in-patient floors, as well as testing centers, and administrative offices. Note that all patient floors are organized by section, A, B, C and D.
- Continue past the elevators and notice straight ahead is the Chapel.
- When facing the Chapel, take a Right and notice the Department of Surgery and the Department of Medicine straight ahead. (**NOTE:** Inside the Department of Surgery is the Homan Library, and inside the Department of Medicine is the Eppinger Conference Room.)
- Take a Left by these departments to find International Medicine straight ahead, (notice Chaplain's office on the Right) and notice Nursing Administration at the end of the hallway on the Right.
- When facing International Medicine, take a Left and then a Right by the Service Elevators. Walk straight ahead through the double doors to an area outside of the Hospital and notice:
  - The Flower Room straight ahead (**NOTE:** Florists leave flowers here if they are not delivering them to the rooms).
  - The Uniform Distribution Center, located on the left before the ramp
  - The ramp to the West Plaza loading dock and the Designated Smoking Area (both located to the Left of the Flower Room).
- Now find your way back through the double doors and follow the signs for the **Family Liaison Center**.
- On your way back to the 75 Francis Street Lobby on the Right is the entrance to the Family Liaison Center and Patient Relations. Walk in and notice the first desk on your Right. This is the Department of Patient Relations where you direct patients who wish to make a comment or suggestion, etc.
- Straight ahead is the Family Liaison area. This is where patient families can await news from the doctor. To the Right of the large bookshelf is the Business Center (phones, computers, faxes, copiers open to families of surgical patients). Walk to the Left of the large bookshelf and

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notice the circular registration desk. (**NOTE:** Make sure you have all families check-in at the circular desk.)

- When you exit the Family Liaison Center, turn right and notice the In-patient Admitting Center on your left.
- At the 75 Francis Street Information Desk, face the front door. Glance outside and notice the valet parking service for patients (not visitors) outside. The cashier for this valet service is inside the 75 Francis Street lobby, to the Left of the Au Bon Pain.
- Pass the Amory Elevators and notice on the Right a sitting area for patients and families.
- Just beyond this waiting area notice the main entrance to the Emergency Room.
- Turn Left and along the same wall as the Emergency Room, notice the Gift Shop, Obstetrical Admitting. (**NOTE:** this is where we “borrow” wheelchairs when desperate), and Restroom facilities.
- Go back out to the 75 Francis Street Information Desk and take the Amory elevators up to floor 2. Now you will explore the 45 Francis Street lobby as well as the second floor hallway that is parallel to “The Pike”.

### Floor 2

- Step out of the Amory Elevators and look over the balcony. Note your location over the lobby. Take a Left and notice on your Left are Clinical Labs. Within these Clinical Labs are the Microbiology Lab and the Blood Bank (**NOTE:** this lab is for hospital employees only, not for patient blood donation or testing).
- Take a Right. Walk down the hallway and at the end of the hallway, take a Right and notice the various dietary administrative offices located behind the cafeteria. Walk to the entrance of the Cafeteria and explore.
- Once you reach the Cafeteria, return in the direction of the Amory Elevators passing them on your Right.
- Pass **Endoscopy** on the Right immediately after the Amory Elevators. Escort patients to this office for colonoscopy, sigmoidoscopy, bronchoscopy, or liver biopsy.
- On your Left notice BIMA; this is the back entrance, not the patient entrance. The patient entrance for BIMA is located at the other entrance of BIMA which is located on The Pike.
- At the end of the hallway notice the **Brigham Medical Specialties (BMS)** office on your Right. (**NOTE:** The Gastroenterology, Hepatology Division, Adult Genetics, Nutrition Consultation and Renal Division & Transplantation are located in BMS.)
- Take a Left at the end of the hallway and walk out to the 45 Francis Street lobby.

### 45 Francis Street Lobby

- As you enter the 45 Francis Street Lobby, notice the Nesson Ambulatory elevators on your Left. Beyond the elevators, notice on the far Left is **Ear Nose and Throat** and patient waiting area.
- To the Right is **Ambulatory Registration**. Escort any patient who needs a “blue card” to this area prior to his/her appointment. All patients must sign in the logbook and have a seat. Also escort anyone seeking financial aid to this Registration area.

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- Directly across from Ambulatory Registration is the 45 Francis Street Information Desk and the valet parking payment area (**NOTE:** valet parking is available at the 45 Francis Street front door). The elevators to the parking garage are located to the Right of the 45 Francis Street Information Desk.
- Take the Nesson Ambulatory Elevators up to Floor 3.

### Floor 3

- Take a Right when you step out of the Nesson Ambulatory Elevators. Look over the balcony and note your location over both the 45 Francis Street lobby and the Pike on the second floor and the Orthopedics/Allergy/Arthritis (Ambulatory Services) lobby on the first floor.
- Straight ahead notice **Urology**.
- Turn Right and Suite B – General Surgical Specialties, Urology, Stoma Clinic – on the Right.
- Straight ahead notice the office for **General Surgical Specialties**.
- Take a Right and walk down the hallway. Notice:
  - Gynecologic Oncology on the Left.
  - OB/GYN registration/reception on the Right at the end of the hallway, within the Connors Center.
  - Center for Reproductive Medicine is on the Left.
- Just after the Center for Reproductive Medicine notice the bank of unmarked elevators on the Left as well as the stairs. You will come back to these elevators in a moment.
- Continue walking past those elevators as well as the Amory Elevators that will be on your Left. Notice on the Left is Pathology.
- Walk straight to the end of the hallway and notice:
  - Cytogenics Lab straight ahead through the blue double doors.
  - Reproductive Endocrine Lab on the Left
  - Bridge to Dana Farber on the Left.
- Walk back to the unmarked elevators and take these elevators down to floor L2.

### Floor L2

- Take a Left when you step out of the Elevators Radiation Oncology is on your Right.
- Take another left – go down the hallway to the Amory Elevators.
- Notice Angiography/ Interventional Radiology on your Left.
- Pass the Amory Elevators, which are on your Left and take a Right at the end of the hallway. Continue walking down the hallway and notice the Tower Elevators on your Right.
- Before the Tower Elevators, on the Left there is a door that says “Staff Only”. It’s good for you to know that located inside that hallway is the In-Patient Pharmacy and Central Processing. The Cath Lab will be on your left.
- Just after the Tower Elevators, take a Left at the end of the hallway.
- Take a Right by the Service Elevators. Pass the Service Elevators, and notice Pharmacy Administration to the left. This will take you in the direction of the Shapiro Cardiovascular

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Center where you will find the Cardiovascular Recovery Room (CVRR), Watkins Cardiovascular Clinic, Cardiovascular Imaging and Stress Testing.

- Now take a Right. Notice the Kitchen straight ahead. Take a Left and walk down the hallway to find:
  - Radiopharmacy on the Left.

You have now completed the Self-Study tour. Please read the next page as it contains valuable information on some popular departments within BWH. Please hang on to this packet to use it as a reference. Take the Tower Elevators back up to the main lobby and go talk with other Ambassadors. If possible, try and shadow one of them for awhile. You will gain confidence within two to three hours.

### TIPS

The following information is helpful to know about some popular departments within the BWH:

**Registration:** Patients can “register” (obtain a “blue card”) in one of these four areas. (**NOTE:** unless otherwise specified, please direct all patients to the Ambulatory Registration Area / Financial Aid Office on the second floor - this is the main registration center):

- 45 Francis Street (first floor) – Registration desk near Orthopedics.
- **45 Francis Street (second floor) – Ambulatory Registration Area.**
- BIMA (located on Pike) – Registration desk inside main entrance.
- OB/GYN– (3<sup>rd</sup> floor, Connors Center) – Registration area, including Registration.

**Mammography:** In the Connors Building

**Radiology:** There are many departments of Radiology within BWH. Be sure to ask a patient to specify the particular departments of Radiology for which they are scheduled as all of the following are considered “Radiology” departments:

- X-Ray
  - Ambulatory Radiology at “45 Francis, floor 1”. This office is for all patients requiring orthopedic or chest X-Rays.
  - Outpatient X-Ray on “L1”. This office is for GI series (Barium swallows and enemas) and Fertility Testing.
- Ultrasound
  - Located on “L1” or “Connors floor 3”. Both of these offices perform pre-natal Ultrasounds. There is no way to determine to which office a patient should go unless they are told when their appointment is scheduled.
  - Vascular Lab is in the Shapiro Cardiovascular Center. This type of Ultrasound is for a vessel or carotid artery.
- MRI
  - Located on “L1” with CT scan. MRAs are also performed here.

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- MRI Associates on “The Pike” after exit 6.
- CT Scan
  - Located on “L1” with MRI.
  - MRI Associates on “The Pike” after exit 6.
- Nuclear Medicine
  - Located on “L1”.

**Parking:** In addition to Valet service (for patients only) at the 15, 45 and 75 Francis Street entrances, there is a parking garage located in the building. To access this garage from the street, patients can enter via 45 Francis Street. Visitor self-parking is available at 45 Francis Street after five p.m. weekly and all day on the weekends.