Important Numbers
General Information: 919-684-8111
Patient Information: 919-684-2410
Patient Concierge Services: 919-681-4947
Patient & Visitor Relations: 919-681-2020
Security: 919-684-2444
Welcome to Duke University Hospital. We are committed to making sure that your stay with us is as comfortable and convenient as possible.

This guide contains maps of Duke University Hospital — which includes Duke Hospital (Duke North), Duke Children’s Hospital & Health Center, and the Duke Medicine Pavilion. A climate-controlled concourse on Level 1 connects all three buildings, so you can easily move between them (please see Level 1 map on page 3).

Inside, you will also find information about Duke University Hospital’s many patient and visitor amenities, including food services, interfaith chapels, gift shops and a resource center — features we put in place with our patients and their loved ones in mind.

If you have a question or need help finding your way around the hospital, we hope you will not hesitate to contact patient-visitor relations at 919-681-2020 or visit any of our information desks, which are conveniently located throughout each building.

Thank you for choosing Duke Medicine as your health care partner.

Kevin Sowers, MSN, RN, FAAN
President, Duke University Hospital
**Wireless Internet Access**
Free wireless Internet access is available throughout Duke University Hospital by logging onto the “guest” network from your laptop or mobile device.

**Food Services**
Duke University Hospital eateries offer a variety of food choices, including diet-friendly and heart-healthy options and daily specials.

**Atrium Café**
Located on Level 1 of Duke Hospital (Duke North), the Atrium Café features a Starbucks and indoor seating and is open from 6:30 a.m. to 3:00 a.m., seven days a week.

**Duke Medicine Pavilion Café**
Located on Level 1 East, the Duke Medicine Pavilion Café features indoor and outdoor seating and is open Monday — Friday, 6:30 a.m. to 9:00 p.m. and Saturday — Sunday, 10:00 a.m. to 9:00 p.m.

**Gift Shops**
Need to find that special present or card for a loved one? Gift shops are conveniently located on Level 1 of Duke Hospital (Duke North), the Duke Medicine Pavilion and Duke Children’s Hospital & Health Center.

**Resource Center**
Located on Level 1 of the Duke Medicine Pavilion, the Resource Center houses a number of patient education materials and computer stations for our guests.

**Interfaith Chapels**
Meet your spiritual needs on Level 1 of Duke Medicine Pavilion or Level 6 of Duke Hospital (Duke North). Call 919-684-3586 to arrange for services.
Visitor Policies

At Duke University Hospital, we strive to provide the very best in patient- and family-centered care. So we can provide a safe and restful environment for our patients and their loved ones, we ask that all visitors comply with the guidelines below.

Visiting Hours
Family members and support persons have access to their loved one 24-hours a day, 7-days a week. General visiting hours for all other visitors are 5:30 a.m. to 9:00 p.m., every day. Parent(s) or guardian(s) must approve any support persons for their minor child. Patients have the right to withdraw or deny access to family or a support person at any time. In order to respect the privacy and health care needs of our patients, Duke Hospital reserves the right to limit the number of care providers, support persons and family members in a patient’s room at any given time.

Overnight visiting hours start at 9 p.m. Only family members and support persons who are 18 years or older can visit a patient overnight by themselves. Children under 18 and babies of breastfeeding mothers can remain present overnight as long as they are with an adult who is not a patient at the hospital at all times. All guests who are present overnight must wear an overnight pass between 9 p.m. and 5:30 a.m. You can get an overnight pass from a member of your loved one’s health care team.

Infection Control
When visiting, please wash your hands with soap and water or use hand sanitizer before entering and after leaving a patient’s room. Those who are currently ill or have a fever, pink eye, symptoms of stomach illness or respiratory infection should not visit until they have been symptom-free for 24 hours. In addition, those who have a communicable disease (for example, chicken pox or the measles) should not visit patients at the hospital until a health care provider says that it is okay.

Patient Privacy & Social Media
Please respect the privacy of our patients, their loved ones and our staff by not posting their pictures or discussing their experiences at Duke on social media sites (i.e., Facebook, Twitter, Instagram, etc.).

Cell Phone Use
Please ask a member of the staff before using your cell phone, as cell phone use may not be allowed in some areas.

Smoking & Tobacco Use
All Duke Medicine sites are 100% tobacco-free. Smoking or tobacco use is not allowed within Duke Medicine buildings or on Duke University Hospital grounds, sidewalks, streets, parking garages or other areas maintained by Duke Medicine.
Level 1

Admissions
Information Desk

1400–1500
Duke North Radiology
Emergency Department
Atrium Café
Gift Shop
Starbucks

1101
Department of Medicine

1103
Conference Room

1300
Hospital Administration

1308
Conference Room

1700B
Conference Room

1720
Transfusion Services

Duke Children’s Hospital & Health Center (see pg. 29 for map)
**Level 2**

- 2001: Lecture Hall
- 2002: Lecture Hall
- 2003: Lecture Hall
- 2100: General Surgery Patient Care Unit
- 2300: General Surgery Patient Care Unit

**Level 3**

- 3000: Surgery
- 3100: Patient Care Unit
- 3300: Patient Care Unit
- 3001Z: Family Lounge
  - Vending Machines
Level 4
4100  Patient Care Unit
4242  Epilepsy Center
4254  EEG Lab
4259  Neurophysiology Lab
4290  Patient & Visitor Relations
4300  Neurology Patient Care Unit

Level 5
5100  Pediatric Patient Care Unit
5200  Pediatric Bone Marrow Transplant Patient Care Unit
5244  Ronald McDonald House Family Room
5300  Pediatric Patient Care Unit
5400  Pediatric Cardiac Intensive Care Unit (PCU)
5408  Pediatric Intensive Care Unit Family Room
5500  Neonatal Intensive Care Unit (NICU)
5600  Pediatric Intensive Care Unit (PICU) & Transitional Care Nursery (TCU)
5700–5800  Birthing Center
Vending Machines
**Level 6**
- 6100 Orthopaedics Patient Care Unit
- 6260 Interfaith Chapel (Chaplain 919-684-3586)
- 6218 Physical & Occupational Therapy
- 6290-6291 Patient & Visitor Relations
- 6300 Urology Patient Care Unit
  Ear, Nose, and Throat (ENT)

**Level 7**
- 7100 Cardiology Patient Care Unit
- 7200 Cardiology Intensive Care Unit
- 7300 Cardiology Patient Care Unit
- 7416 Check-In for Adult Cardiac Cath Lab,
  Electrophysiology Lab (EP)
- 7603-7604 Pediatric Echo Lab
- 7614 Pediatric Cardiac Cath Lab
- 7700 Gyn / Gynecologic Oncology
- 7773 Dialysis
- 7800 Pulmonary-Renal Surgery
Level 8
8100 General Medicine Patient Care Unit
8253 Department of Medicine Library
8254 Medical Residents’ Office
8300 General Medicine Patient Care Unit

Level 9
9100 Hematology / Oncology Patient Care Unit
9200 Adult Bone Marrow Transplant Patient Care Unit
9230 Short-Stay Patient Care Unit
9290 Patient & Visitor Relations
9300 Hematology / Oncology Patient Care Unit
Sublevel T

0049  Nurse Recruitment
ATM  Automatic Teller Machine
P  Tunnel to Duke Hospital Parking Garage
News  Newspaper
   Access to Children’s Health Center vending

Sublevel 0

0606V  Decedent Care
0655Z  Endoscopy / Bronchoscopy Unit
**Level 1**  
**Lobby**  
Café  
Gift Shop  
Information Desk  
Interfaith Chapel  
Patient Advocate Offices  
Radiology — CT, MRI, Nuclear Medicine Ultrasound, X-ray  
Resource Center  
**Concourse Access to:**  
• Duke Hospital (Duke North)  
• Seeley G. Mudd Building / Searle Center  
• Trent Semans Center  
**Parking**  
• Duke Hospital (Duke North) Parking  
• Duke Medicine Circle Parking

**Level 2**  
**Conference Center**  
Conference Rooms  
**Concourse Access to:**  
• Duke Cancer Center  
• Duke Clinic  
**Parking**  
• Duke Medicine Circle Parking

**Level 3**  
**Surgery**  
Pre-Op / PACU  
Surgery Reception

**Level 6**  
**Medical & Surgical Intensive Care**

**Level 7**  
**Heart Center**

**Level 8**  
**Neurosciences**
Level 1: Lobby
Café
Gift Shop
Information Desk
Resource Center
Interfaith Chapel
Radiology — CT, MRI, Nuclear Medicine Ultrasound, X-ray
Patient Advocate Offices

Concourse Access to:
- Duke Hospital (Duke North)
- Seeley G. Mudd Building / Searle Center
- Trent Semans Center

Parking
- Duke Hospital Parking
- Duke Medicine Circle Parking

Level 2: Conference Center
Conference Rooms

Concourse Access to:
- Duke Cancer Center
- Duke Clinic
Level 3: Surgery
3 East  Surgery Pre-Op & Reception
3 West  Surgery

Level 6: Medical & Surgery Intensive Care
6 East  Medical Intensive Care
6 West  Surgical Intensive Care
Level 7: Heart Center
7 East
7 West

Level 8: Neurosciences
8 East
8 West
Directory

Sublevel T
Children’s Health Center Administrative Suite
Einstein Bros. Bagels

Level 1
Gift Shop
Children’s Pharmacy
Pediatric Echo Lab
Pediatric Radiology
Access to:
• Duke Hospital (Duke North) Parking

Level 2
Audiology and Speech
Cardiology
Cardiothoracic
Cleft & Cranofacial
Ear, Nose and Throat (ENT)
Endocrinology
Family Resource Library
Genetics & Metabolism
General Surgery
Infectious Diseases
Plastic Surgery
Pulmonology
Pulmonary Function Testing
Rheumatology
Sleep Lab

Level 3
Gastroenterology
Neonatology
Nephrology
Neurology
Neurosurgery
Pediatric Recovery Family Lounge
Perioperative Services
Endoscopy / Bronchoscopy
Solid Organ Transplant Clinic
Urology

Level 4
Allergy / Immunology
Bone Marrow Transplant
Conference Room
Hematology-Oncology
Neuro-Oncology
Solid Organ Transplant Clinic
Valvano Day Hospital
Level 1
1900  Radiology
1903  Children’s Health Center (CHC) Administration / Patient & Visitor Relations
1928  Pediatric Echo Lab
1931  Gift Shop
1937  Children’s Pharmacy

Sublevel T
Children’s Health Center Administrative Suite
T902  Einstein Bros. Bagels

Level 2
2900  Reception
2901  Family Resource Library
2902  Classroom
2912A  Cardiology
2920C  Pulmonary Function Testing
2936D  Audiology & Speech
2912E  Sleep Lab
2912F  Sleep Lab
### Level 3

<table>
<thead>
<tr>
<th>Floor</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3900</td>
<td>Surgery Clinic Reception Area</td>
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<tr>
<td>3900</td>
<td>Perioperative Endoscopy / Bronchoscopy</td>
</tr>
<tr>
<td>3904</td>
<td>Perioperative Suite</td>
</tr>
</tbody>
</table>

### Level 4

<table>
<thead>
<tr>
<th>Floor</th>
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</thead>
<tbody>
<tr>
<td>4900</td>
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<tr>
<td>4901</td>
<td>Conference Room</td>
</tr>
<tr>
<td>4902</td>
<td>Classroom</td>
</tr>
<tr>
<td>4911</td>
<td>Valvano Day Hospital</td>
</tr>
</tbody>
</table>
Parking Information

All Duke hospital garages charge $1 per hour or a maximum of $6 per day for parking. Discount parking coupons are available at the gift shops. For a fee, valet parking is available at the entrances to Duke Hospital (Duke North) and Duke Medicine Pavilion.

Duke Hospital (Duke North) and Duke Children’s Hospital & Health Center
If you are visiting these two areas of Duke University Hospital, parking is available in the Duke Hospital Parking Garage at 2223 Elba Street. The garage is a 5-minute walk from the hospital. To walk from the garage, take the visitor elevator down to Level T (for “tunnel”) and follow the signs to “Duke University Hospital (Duke North).”

Duke Medicine Pavilion
If you are visiting the Duke Medicine Pavilion, parking is available in the Duke Medicine Circle Parking Garage at 302 Trent Drive. A free shuttle is located just outside the garage to escort you to the main entrance.