

# Patient Resource Guide



# Main Number **214-648-3111**

# **RESOURCES**

<b>To Make Your First Appointment</b> Physician and Patient Referral Services		214-645-8300
<b>To Make Subsequent Appointments</b> Call your clinic(s) directly or call our main number		214-648-3111
Comments and Concerns Patient Assistance Office		214-648-0500
Medical Records (release of information)         Main number          Fax          Email		214-645-9141
Billing Questions  Main number		
Guest and Patient Services		
William P. Clements Jr. University Hospital Zale Lipshy Pavilion – William P. Clements Jr. University Hospital	Open 24 hours a day, every day 5:30 a.m. – 9 p.m. weekdays 6 a.m. – 9 p.m. weekends	214-633-4700 214-633-4700
James W. Aston Ambulatory Care Center Outpatient Building Professional Office Buildings 1 and 2 Seay Biomedical Building West Campus Building 3	7 a.m. – 6 p.m. weekdays 5:30 a.m. – 6 p.m. weekdays 5:30 a.m. – 6 p.m. weekdays 7 a.m. – 6 p.m. weekdays 7 a.m. – 6 p.m. weekdays	214-645-1700 214-645-1700 214-645-1700 214-645-1700 214-645-1700

More information at utswmed.org

### Welcome to

UT Southwestern Medical Center.

As one of the country's leading academic medical centers, our mission is to provide exceptional patient care, conduct groundbreaking biomedical research, and educate the next generation of health care providers.

We closely integrate each of those functions to ensure your good health and that of future generations.

Here, innovation drives us and compassion guides us, as we deliver the future of medicine, today.

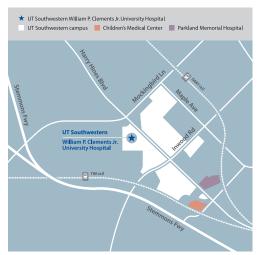
Daniel K. Podolsky, M.D.

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President of UT Southwestern Medical Center

### **Getting here**

UT Southwestern Medical Center is located in the Southwestern Medical District, off I-35E (Stemmons Freeway) just northwest of downtown Dallas.



Blue directional signs are installed throughout Southwestern Medical District to help our patients and visitors navigate throughout the Medical Center.

Hear automated directions to the campus at 214-648-6264 or visit utswmed.org for maps to specific clinics.

### Public transportation

#### Rail

UT Southwestern Medical Center has two DART rail stops: Southwestern Medical District/Parkland on the Green and Orange lines and Medical/Market Center on the Blue Line and TRE Line.

#### Bus

Several DART bus stops serve the campus along Harry Hines Boulevard at Lofland Street and Record Crossing Road, and on Forest Park Road between Inwood Road and Mockingbird Lane.. Bus routes that serve the campus include: 27, 29, 49, 404, 405, 408, 409, 453, 525 (M-F), and 544. Visit dart.org to plan your trip.

### **Campus shuttle**

UT Southwestern operates a free internal shuttle bus system that has several routes around campus. These shuttles stop at rail stations and at our hospitals and clinic buildings. You can get shuttle routes and more information online at <a href="https://www.utswmed.org/shuttles">utswmed.org/shuttles</a> or by calling 214-648-6264.

# Parking

There are a number of parking options available throughout our campus. Please consult our map (back cover or online at utswmed.org/maps) to choose the location nearest your appointment.

#### **Valet**

Valet parking is available for a \$10 flat rate, with valet stands in front of all hospitals and clinic buildings for your convenience. Visitors who valet-park and then drive to another facility on our campus the same day may valet-park at the second location for free by presenting their first valet receipt.

#### Self-park

There are several surface lots and garages throughout the campus, with rates ranging from free to \$5. Rates for Medical District self-parking areas (including Parkland and Children's) will not exceed \$6.

Credit and debit cards, as well as cash, are accepted for all parking options.

### **CAMPUS AMENITIES**

UT Southwestern offers many services to enhance your visit. For a complete list and details, visit utswmed.org and click on "Patient Resources" or ask the Guest Services representative in your building.

### **Dining**

There are dining and snack options in or adjacent to each clinic building, offering an assortment of choices during normal business hours.

Additionally, both hospitals have on-site cafeterias that feature a varied menu that changes daily. Options include salads, grill items, sandwiches, soups, and blue-plate specials.

#### **Internet access**

Complimentary wireless networks are available throughout the campus. From your laptop, tablet, or smartphone, choose the "Guest" network and enter your personal email address. No password is needed.

### **Gift shops**

UT Southwestern Medical Center operates gift shops at both of our hospitals. Gift items, jewelry, magazines, greeting cards, candy, toiletries, stationery, and flowers are for sale at both locations.

### **On-site pharmacies**

For your convenience, there are University Hospital retail pharmacies on our Dallas campus in the Aston building and in Clements University Hospital, as well as in the UT Southwestern Monty and Tex Moncrief Medical Center at Fort Worth.

Also on the Dallas Campus, Walgreens is located on the first floor of Professional Office Building 1.



# Physician Practice Clinics

Allergy, Immunology, and Pulmonary Clinic Professional Office Building 2, Ninth Floor
Clinical Research Unit  James W. Aston Ambulatory Care Center, Seventh and Ninth Floor (patient check-in)  Programs include, but are not limited to:  • Dallas Heart and Mind Study Research Program  • Neuroscience Research Core  • Perot Family Foundation Neuroscience Translational Research Center
Cystic Fibrosis and Bronchiectasis Clinic Professional Office Building 2, Third Floor
Dermatology Clinic         Professional Office Building 2, Fourth Floor
Digestive Disease Clinic Outpatient Building, Sixth Floor
Family Medicine Professional Office Building 2, Third Floor
Female Pelvic Medicine and Reconstructive Surgery Clinic Outpatient Building, Sixth Floor
Fertility and Advanced Reproductive Medicine Clinic Outpatient Building, Sixth Floor
William T. and Gay F. Solomon General Internal Medicine Clinic  Professional Office Building 2, Eighth Floor  • General Internal Medicine
Mildred Wyatt and Ivor P. Wold Center for Geriatric Care Professional Office Building 2, Eighth Floor

Clinical Heart and Vascular Center West Campus Building 3, Fifth Floor  • Cardiology		214-645-7700
Internal Medicine Subspecialties Clinic		214-043-0336
West Campus Building 3	<ul> <li>Ninth Floor</li> <li>Blood Disorders</li> <li>Clinical Genetics</li> <li>Infectious Diseases</li> <li>Lipids and Metabolic Diseases</li> </ul>	214-645-2800
<b>Kidney and Liver Disease Clinic</b> Professional Office Building 2, Seventh Floor		214-645-1919
Laser Center for Vision Care Outpatient Building, Fifth Floor		214-645-2027
<b>Charles and Jane Pak Center for Mineral Metabol</b> Professional Office Building 2, Ninth Floor		214-645-2870
Multidisciplinary Surgery Clinic Outpatient Building, Seventh Floor		214-645-2900
Multispecialty Psychiatry Clinic Empire Plaza 1, 1430 Empire Central Drive, Dallas 75	247	214-645-8500
Multi-Specialty Clinic Outpatient Building, Seventh Floor		214-645-7995
Neurology Clinic  James W. Aston Ambulatory Care Center  Eighth Floor  • Epilepsy  • General Neurology  • Headache and Facial Pain  • Memory  • Movement Disorders	Ninth Floor  Multiple Sclerosis Research	214-645-8800
<ul> <li>Multiple Sclerosis and Neuroimmunology</li> <li>Neuromuscular Disorders</li> <li>Neurology Cerebrovascular Diseases and Stroke</li> </ul>		

Neuropsychology Clinic Empire Plaza 2, 1440 Empire Central Drive, First Floo	r, Dallas 75247	214-648-4646
<b>Neurosurgery Clinic</b> James W. Aston Ambulatory Care Center, Seventh Fl	oor	214-645-2300
<b>Ob/Gyn and Maternal-Fetal Medicine Clinic</b> Professional Office Building 2, Fifth Floor		214-645-3838
Ophthalmology Clinic James W. Aston Ambulatory Care Center, Sixth Floor • Ophthalmology • Optometry • Optical Shop	·	214-645-2020
<b>Oral and Maxillofacial Surgery Clinic</b> Empire Plaza 2, 1440 Empire Central Drive, First Floo	or, Dallas 75247	214-645-3999
Orthopaedic Surgery Clinic Outpatient Building, First Floor		214-645-3300
Otolaryngology Clinic West Campus Building 3	Seventh Floor  Head and Neck Surgery/Oncology  Facial Plastic/Reconstruction  Rhinology  Speech Pathology  Voice Center	214-645-8898
School of Health Professions Physical Therapy are School of Health Professions Building		214-648-6562
Plastic Surgery Clinic Outpatient Building, Fifth Floor		214-645-2353

Spine Center  James W. Aston Ambulatory Care Center, Seventh Floor	214-645-2225
Urology Clinic West Campus Building 3, Fourth Floor	214-645-8765
Lowe Foundation Center for Women's Preventative Health Care Professional Office Building 2, Fifth Floor	214-645-3888

# University Hospital Outpatient Clinics

University Hospital Outpatient Clinics are multidisciplinary and managed through UT Southwestern University Hospital. In these hospital clinics, there are two components to the charges of your visit: 1) professional charges for your physician or provider, and 2) facility and technical charges. Most insurance plans will apply both of these charges against your hospital benefit plan. Because of this, you may have a greater out-of-pocket responsibility.

University Hospital Apheresis and Transfusion Clinic William P. Clements Jr. University Hospital, Orange Tower, Ground Floor	214-645-4407
University Hospital Blood Management Clinic William P. Clements Jr. University Hospital, First Floor	214-633-4275
University Hospital Heart and Lung Clinic Professional Office Building 2, Sixth Floor	214-645-5505
University Hospital Infusion Clinic – Aston  James W. Aston Ambulatory Care Center, Second Floor (lobby level)	214-645-2299
University Hospital Interventional Radiology Clinic Professional Office Building 1, 11th Floor, Suite 300	214-645-7237
University Hospital Kidney and Liver Transplant Clinic Professional Office Building 2, Seventh Floor	214-645-1919
University Hospital Multidisciplinary Pain Clinic Seay Biomedical Building, 2201 Inwood Road, Third Floor, Dallas 75235	469-852-0110
University Hospital Outpatient Surgery Center Outpatient Building, Second Floor	214-645-0991
University Hospital Physical Medicine and Rehabilitation Clinics  James W. Aston Ambulatory Care Center, Fifth Floor	
Concussion Program	
Charles Cameron Sprague Clinical Science Building, First Floor	
University Hospital Sleep and Breathing Disorders Clinic	
Professional Office Building 2, Second Floor	214-645-5337
University Hospital Wound Care Clinic	
Professional Office Building 2, Third Floor	214-645-7900

### Harold C. Simmons Comprehensive Cancer Center

Cancer Care Outpatient Building, 6202 Harry Hines Blvd., Dallas 75235 . . . . . . 214-645-4673

**University Hospital Breast MRI,** First Floor

**University Hospital Outpatient Imaging Services, First Floor** 

**University Hospital Acute Care Clinic, Second Floor** 

University Hospital Center for Breast Care, Imaging Screening Mammography, Second Floor

**University Hospital Outpatient Laboratory Services, Second Floor** 

University Hospital Outpatient Rehabilitation Clinic, Second Floor

University Hospital Physical Medicine and Rehabilitation, Second Floor

University Hospital Psycho-Oncology Clinic, Second Floor

**University Hospital Oncology Pharmacy,** Third Floor

**University Hospital Oncology Support Services,** Third Floor

**University Hospital Breast Clinic,** Fourth Floor

University Hospital Center for Breast Care, Imaging Mammography, Fourth Floor

University Hospital Gynecologic Oncology Clinic, Fourth Floor

**University Hospital Palliative Care Clinic,** Fourth Floor

**University Hospital Infusion Services, Fifth Floor** 

University Hospital Blood Cancers/Transplant and Cellular Therapies Clinic, Sixth Floor

University Hospital Transplant and Cellular Therapies Infusion Services, Sixth Floor

**University Hospital Cancer Genetics Clinic,** Seventh Floor

**University Hospital Genetic Cancer Prevention Clinic,** Seventh Floor

**University Hospital Clinical Research Services, Eighth Floor** 

University Hospital Infusion Services, Eighth Floor

**University Hospital Cardio-Oncology Clinic, Ninth Floor** 

University Hospital Cardiovascular/Thoracic Surgery Clinic, Ninth Floor

**University Hospital Gastrointestinal Clinic, Ninth Floor** 

**University Hospital Genitourinary Clinic, Ninth Floor** 

**University Hospital Liver Clinic, Ninth Floor** 

University Hospital Lung, Head & Neck Clinic, Ninth Floor

**University Hospital Melanoma/Sarcoma Clinic, Ninth Floor** 

**University Hospital Neuro-Oncology Clinic,** Seventh Floor

**University Hospital Pain Clinic, Ninth Floor** 

**University Hospital Pancreatic Clinic, Ninth Floor** 

### **University Hospital Radiation Oncology Clinic**

Harold C. Simmons Radiation Oncology Building, 2280 Inwood Road, Dallas 75235 . . . 214-645-8525

University Hospital Outpatient Imaging Services main number 2	214-633-5227
Algur H. Meadows Diagnostic Imaging Center, First Floor	214-645-9729
James W. Aston Ambulatory Care Center, Seventh Floor	214-645-3433
Bill and Rita Clements Advanced Medical Imaging Building	214-645-2700
Integrated PET-CT Imaging Services	
Mary Nell and Ralph B. Rogers Magnetic Resonance Imaging (MRI) Center	
Breast Imaging Services, Cancer Care Outpatient Building	214-645-2644
Outpatient Building, First Floor	
Imaging Services	214-645-3453
Interventional Radiology Clinic	214-645-8990
Professional Office Building 2, Second Floor	
Imaging Services	214-645-1652
Nuclear Medicine Imaging Services	214-645-5129
William P. Clements Jr. University Hospital	214-633-0199
Zale Lipshy Pavilion – William P. Clements University Hospital, First Floor	214-645-4220

University Hospital Outpatient Laboratory Services . . . . main number 214-633-LABS (5227)

UT Southwestern Medical Center at Richardson/Plano, Second Floor James W. Aston Ambulatory Care Center, Fifth Floor Outpatient Building, First Floor Professional Office Building 1, First Floor Professional Office Building 2, Second Floor Seay Biomedical Building, Second Floor West Campus Building 3, First Floor

### **COMMUNITY-BASED CARE FACILITIES**

# Dallas-area clinical centers

UT Southwestern Medical Center at Coppell 2999 Olympus Blvd., Coppell 75019	
UT Southwestern Medical Center at Frisco	
<ul> <li>12500 Dallas Parkway, Frisco 75033</li></ul>	
<ul> <li>Guest &amp; Patient Services</li></ul>	
<ul> <li>UT Southwestern Medical Center at Las Colinas</li> <li>6121 N. Hwy. 161, Suite 300, Irving 75038</li> <li>Digestive and Liver Diseases</li> <li>Imaging Services</li> <li>OB/GYN and Maternal Fetal Medicine</li> <li>Orthopaedics, Sports Medicine, and Rehabilitation P.</li> <li>Primary Care</li> <li>General Internal Medicine</li> <li>Spine</li> <li>University Hospital Outpatient Laboratory Services</li> </ul>	
• Endocrinology	214-692-3100 Primary Care General Internal Medicine Rheumatology

UT Southwestern Medical Center at RedBird  3450 W. Camp Wisdom Road, Dallas 75237	214-214-5800
UT Southwestern Medical Center at Richardson/Plano	072 660 7070
3030 Waterview Parkway, Richardson 75080	972-669-7070
• Neurology	
Orthopaedics, Sports Medicine, and Rehabilitation     Spine	
<ul><li>Spine</li><li>Primary Care</li></ul>	
- Family Medicine	
University Hospital Infusion Services	
University Hospital Outpatient Imaging Services	972-669-7089
<ul> <li>University Hospital Outpatient Laboratory Services</li> <li>University Hospital Simmons Comprehensive Cancer Center</li> </ul>	
• Urology	
Dallas-area facilities	
UT Southwestern Medical Group at Central Dallas	
9900 N. Central Expressway, Suite 550	214-373-4321
Rheumatology	
UT Southwestern Medical Group at Irving	
3501 N. MacArthur Blvd., Irving 75062	214-648-6250
UT Southwestern Medical Group at Lewisville	
541 W. Main St., Suite 150, Lewisville 75057	972-420-8500
• Urology	

<ul> <li>UT Southwestern Medical Group at North Dallas</li> <li>Northpoint Medical Arts, 12606 Greenville Ave., First Floor, Suite 180, Dallas 75243</li> <li>Ophthalmology</li> </ul>	214-645-0950
UT Southwestern Primary Care at Frisco 12950 Dallas Pkwy., Suite 500, Frisco 75034	469-604-9200
UT Southwestern Pediatric Group at Plano 7609 Preston Road, Plano 75024  • Audiology	
<ul> <li>Adolescent Gynecology</li> <li>Digestive Disease</li></ul>	
<ul><li>General Surgery</li></ul>	
<ul> <li>Neurosurgery.</li> <li>Ophthalmology.</li> <li>Physical Medicine and Rehabilitation</li> <li>Plastic Surgery</li> <li>Pulmonary</li> <li>Urology</li> <li>Adolescent and Young Medicine</li> </ul>	
<b>UT Southwestern Family Medicine at Texas Health Dallas</b> 8194 Walnut Hill Lane, Dallas 75231	214-891-6400
<b>UT Southwestern Maternal-Fetal Medicine at Texas Health Plano</b> 6300 W. Parker Road, Building 2, Suite 127, Plano 75093	469-497-2980
<b>UT Southwestern Multidisciplinary Surgery at Texas Health Dallas</b> Professional Office Building 3, Suite 204, 8230 Walnut Hill Lane, Dallas 75231	214-645-2900
<b>UT Southwestern Neurosurgery at Texas Health Dallas</b> Professional Office Building 3, Suite 514, 8230 Walnut Hill Lane, Dallas 75231	214-645-2300
<b>UT Southwestern Vascular Surgery at Texas Health Dallas</b> Professional Office Building 3, Suite. 204, 8230 Walnut Hill Lane, Dallas 75231	214-645-2900
<b>UT Southwestern Weight Wellness at Texas Health Dallas</b> Professional Office Building 3, Suite 204, 8230 Walnut Hill Lane, Dallas 75231	214-645-2900

# Fort Worth-area facilities

<b>UT Southwestern Harold C. Simmons Comprehensive Cancer Center at Fort Worth</b> Moncrief Cancer Institute, 400 W. Magnolia Ave., Second Floor, Fort Worth 76104	
Main Number	817-288-9800
<b>UT Southwestern Monty and Tex Moncrief Medical Center at Fort Worth</b> 600 S. Main St. at Pennsylvania Avenue, Fort Worth 76104	
Main Number	817-882-2400
<ul><li>Cardiology</li><li>Dermatology</li></ul>	
Endocrine Surgery	
Endocrinology	
5,	. 817-882-2526
Neurology	
<ul> <li>Neurosurgery</li> </ul>	
• Ophthalmology	
• Otolaryngology	
Physical Medicine and Rehabilitation	
Primary Care  The state of	
- Family Medicine	
<ul> <li>Rheumatology</li> <li>University Hospital Outpatient Laboratory Services</li> </ul>	
<ul> <li>University Hospital Outputient Euboratory Services</li> <li>Urology</li> </ul>	



### FINANCIAL INFORMATION

We understand that health care billing and insurance can be complex. With this in mind, most of our clinics have financial specialists on staff who can answer questions and provide estimates.

In addition, answers to frequently asked questions can be found on our patient website at utswmed.org under the Patients Resources section. Just click on the "Billing and Insurance" link.

Here are a few key points:

### **Insurance plans**

UT Southwestern Medical Center accepts most major medical insurance plans. Please contact the clinical practice or hospital where you are being seen to verify that we accept your plan.

### **Copays and deductibles**

It's our policy to collect your copay, co-insurance, and any known deductibles at your appointment.

Please note that our University Hospital clinics (see list, pages 9 and 10) and all of our laboratory and imaging services are hospital outpatient services managed through UT Southwestern University Hospital.

There are two separate charges for visits in hospital outpatient clinics: 1) professional charges for your physician or provider, and 2) facility and technical charges. Most insurance plans will apply both of these charges against your hospital benefit plan. Because of this, you may have a greater out-of-pocket responsibility.

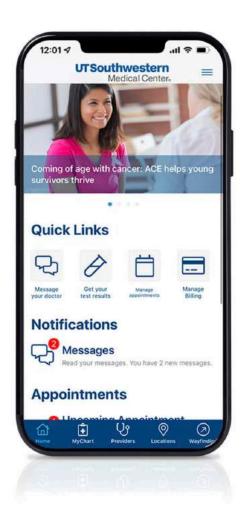
### **UTSWMyCare**

UTSWMyCare, our streamlined, one-app solution delivers an exceptional experience. It helps patients easily manage their health and stay connected with their provider, all with a sense of security throughout their health care journey. The UTSWMyCare app provides access to medical records, lab results, messaging, prescription refills, scheduling, video visits, and wayfinding.

A few features are true differentiators from other health system apps. For a video visit, just log into the UTSWMyCare app and have everything from the check-in, visit with your provider, and follow-up scheduling all in one place. When a visit to our main campus is essential, UTSWMyCare has a navigation feature that will give turn-by-turn visual and audio directions from the parking garage to the front desk at your doctor's office.

For those who prefer a ride-sharing service, our patients can access Uber and Lyft from within UTSWMyCare and request a ride to any of our locations. In short, UTSWMyCare offers a simple and convenient digital experience for our patients.

Download UTSWMyCare mobile app





### **HELPFUL TIPS**

- Arrive about 20 minutes early to your appointment. This allows time for you to check in, fill out forms and update your records, and ensure we have all your pertinent information.
- Bring your driver's license or other photo ID and your insurance card to every visit.
- Bring a detailed list of your current medications, including dosage (e.g., 100 mg tablets), to your initial visit, and remember to update this list with us whenever there are changes.
- Bring your debit/credit card or a personal check for your copay and any applicable deductibles. Most of our clinics do not accept cash.
- If you need to reschedule your appointment, please call the clinic at least two days in advance so that we can offer your appointment time to someone on the waiting list.
- Be an active participant in your health care. Ask questions of your doctor and provider team and talk to clinic staff if you have concerns about anything.



### **ADDRESSES**

**UT Southwestern Medical Center** 

214-648-3111

Administrative Offices: 5323 Harry Hines Blvd., Dallas, Texas 75390

**CLINIC BUILDINGS** WHERE TO SELF-PARK

**James W. Aston Ambulatory Care Center** 

5303 Harry Hines Blvd.

**Tower Garage** 

Medical District Drive

**Bill and Rita Clements Advanced Imaging Building** 

2201 Inwood Road

Valet Parking

**Outpatient Building** 

1801 Inwood Road

\*from Inwood, turn north on Southwest Medical

Avenue to get to the building and garage

Valet and Outpatient Garage (across from Outpatient Building)

**Health Professions Building** 

6011 Harry Hines Blvd.

Health Professions Garage

**Meadows Imaging Building** 

5717 Harry Hines Blvd.

Signs to Self-Parking

**Professional Office Building 1** 

5959 Harry Hines Blvd. @ Record Crossing Road

**Professional Office Building Garage** (adjacent to buildings)

**Professional Office Building 2** 

5939 Harry Hines Blvd. @ Record Crossing Road

Professional Office Building Garage (adjacent to buildings)

**Seay Biomedical Building** 

Harold C. Simmons Comprehensive Cancer Center

2201 Inwood Road

Valet Parking

**Harold C. Simmons Radiation Oncology Building** 

2280 Inwood Road

Adjacent to Building

**Charles Cameron Sprague Clinical Science Building** 

5161 Harry Hines Blvd.

**Tower Garage** Medical District Drive

**West Campus Building 3** 

2001 Inwood Road

West Campus Building 3 Garage (adjacent to building)

22

#### **HOSPITALS**

### William P. Clements Jr. University Hospital

6201 Harry Hines Blvd. Emergency Room access: Harry Hines Boulevard to westbound Record Crossing Road Visitor Garage (in front of the hospital)

## Zale Lipshy Pavilion – William P. Clements Jr. University Hospital

5151 Harry Hines Blvd.

Tower Garage Medical District Drive