Survey shows increased pride in UK HealthCare

The annual employee engagement survey ended in March, and newly released results show a slight overall improvement with some very positive trends throughout. With a response rate of 72 percent, or approximately 4,795 people, the survey provided invaluable feedback and will help the UK HealthCare management team make organizational and department-specific decisions based on employee opinions.

Areas of improvement

The overall score increased from 3.88 to 3.92, which is still below our organizational goal but a positive move. Two items that saw the greatest improvement were:

• I am proud to tell people I work for this organization
• I would recommend this organization to family and friends who need care

Several other items also showed significant improvement since the last survey, including the areas of teamwork, both within the work unit and with physicians; communication; priority placed on patient safety; and career development.

Benefits

These areas of improvement reflect the great work achieved when everyone works toward the same goal — providing high-quality, efficient care and service for our patients and families. Pride in the organization is a great measure of engagement and our progress shows how hard everyone is working to make a difference.

According to Michael Karpf, MD, executive vice president for health affairs, “It’s great to see progress as well as opportunity for improvement with our employee engagement survey results. We continue to make changes based on this feedback and over the next year will be focused on providing the support that is needed across the organization. Our employees are our strongest asset and we are committed to ensure they succeed.”

Visible values

We have also demonstrated our values through the “That’s Why We’re Here” campaign, highlighting patient stories and the impact we had on their lives. These stories reinforce why we are here and how our daily work can truly change someone’s life.

Look for more employee engagement success stories in the future.

<table>
<thead>
<tr>
<th>SURVEY QUESTIONS</th>
<th>2012</th>
<th>2013</th>
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<tbody>
<tr>
<td>I am proud to tell people I work for this organization</td>
<td></td>
<td>4.14</td>
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<tr>
<td>This organization provides high quality care and service</td>
<td>4.06</td>
<td>4.13</td>
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<tr>
<td>My work unit works well together</td>
<td>4.06</td>
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<tr>
<td>This organization provides career development opportunities</td>
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<td>3.78</td>
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Exciting changes coming to 2013 UK HealthCare Service Awards

This year, the annual event to honor UK HealthCare employees who have achieved a milestone year of service has been adapted to provide more flexibility around schedules for employees and managers. With this year’s changes, the service awards will continue to be a meaningful way to thank employees for their dedicated service.

Three events have been planned during the week of June 24. Depending on work location, employees who are celebrating five, 10 or 15 years of service will be invited to a reception in the Barnstable Brown Atrium Lobby of Chandler Hospital Pavilion A or the Good Samaritan Hospital administration conference room. Employees who are celebrating 20 years and above will be invited to an evening reception with senior leadership at Spindletop Hall on June 25. All employees being honored will receive an invitation to their event.

In addition, all employees receiving a service award in a position that accrues vacation will receive four hours’ paid time off, regardless of event attendance. The hours must be used in accordance with UK HealthCare policies regarding scheduling time off and must be used within six months.

continued on page 2
**HAPPENINGS**

**Blood drive, Alumni**
June 4
8 a.m. – noon, Alumni Park Plaza. Look for bloodmobile in parking lot. Photo ID required.

**Virtual dementia tour**
June 10
Experience what life can be like for a loved one or friend with dementia or Alzheimer’s disease. Appointments 1 – 3 p.m. Allow 30 minutes for the simulation. Call 859-323-4600 to register or email terri.weber@uky.edu.

**Blood drive, Chandler Hospital**
June 20, 21
8 a.m. – 1:30 p.m., Pavilion H, room 133. Photo ID required.

**How neuropathologists generate rapid diagnosis during surgery**
June 27
3 p.m., online, register at www3.goto meeting.com/register/941296334.
Join Craig Horbinski, MD, PhD, at 3 p.m., for a free webinar on how neuropathologists provide critical information during surgery.

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**Service awards continued from page 1**

Each year the service awards event has become more inclusive. We are now working to ensure all time spent as a UK HealthCare employee regardless of status, including time spent on-call and in temporary employment, is honored.

**Service Awards Receptions**

Tuesday, June 25
20 or more years of service
Spindletop Hall, 3414 Iron Works Pike
6-8 p.m.

Thursday, June 27
5, 10 and 15 years of service
Barnstable Brown Atrium Lobby & Pavilion A auditorium
7-11 a.m.

Friday, June 28
5, 10 and 15 years of service
Good Samaritan Conference Rooms A and B
7-11 a.m.

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**Kentucky Clinic South mammography moves to Comprehensive Breast Care Center**

Breast screenings are now only offered at the Comprehensive Breast Care Center on the second floor of the Whitney-Hendrickson building.

The center provides all patients with the same comprehensive level of care, access to its multidisciplinary team of breast specialists and 3-D tomosynthesis, the latest breakthrough in mammography technology.

Free parking is available for patients. Call 859-323-2222 to make an appointment.

**New Interventional Pain Center at Good Samaritan**

Good Samaritan’s Interventional Pain Center is an accredited, multi-disciplinary clinic with board-certified pain physicians, an on-site clinical psychologist, physical therapy available across the street, and close-working relationships with spine surgeons, allowing for quick patient evaluations. The clinic’s recent five-year accreditation places it in the top 20 percent of national programs.

For more information, visit ukhealthcare.uky.edu/pain-management or call 859-323-PAIN (7246).

**Good Samaritan PT and OT now staffed by UK employees**

Rehabilitation services provided at Good Samaritan Hospital physical therapy and occupational therapy are now provided by UK HealthCare staff. Patients in Good Samaritan inpatient areas as well as the outpatient clinic in the Medical Office Building (MOB) will now see UK HealthCare PT and OT staff. Contact Barb Atkins, director of UK Therapeutic Services, or Tracy Steele, supervisor, for more information.

**New, free financial counseling service**

A new, confidential financial counseling service available through UK Benefits provides employees with professional guidance on a variety of household financial issues, such as budgeting, consumer credit and more. For more information, visit www.uky.edu/HR/benefits/financial_counseling.html.

**Center on Trauma and Children moves to College of Medicine**

The Center on Trauma and Children (CTAC) has moved to the College of Medicine to facilitate and enhance the translational research activities of the center. CTAC is dedicated to the enhancement of the health and well-being of children and their families through research, service and dissemination of information about child abuse and trauma.

For more information, visit www.uky.edu/CTAC or call 859-543-0078.

**Campus child development center offers parents more options**

The Child Development Center of the Bluegrass offers early childhood care for children aged 6 weeks to 5 years old, with and without special needs. Open 6 a.m. – 6:30 p.m. off Alumni Drive, the center is convenient for UK nursing moms and nurses working 12-hour shifts. It has the highest level of both state and national accreditation.

For more information or to schedule a tour, go to www.cdcbg.org or call 859-218-2322.

**Pre-Op Anesthesia Clinic moves to Kentucky Clinic**

Pre-Op Anesthesia Clinic patients are now being seen on the first floor of the Kentucky Clinic, next to the Pharmacy. If you have questions, please call the clinic at 859-323-6950.

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*Vital Signs* is published by UK HealthCare Communications & Advertising. Submit news items to jan.taylor@uky.edu or 859-257-5424.

Jan Taylor, director, Communications & Advertising | Bill Gombeski, director, Strategic Marketing
Pastoral Services ministers to staff and visitors

If you ask Joe Alverson, director of enterprise pastoral services, to describe the job of hospital chaplain, the answer comes metaphorically.

“I really consider the hospital to be our place of ministry,” Alverson said. “The staff is our congregation. And the patients are our visitors. They come and check us out for a while.”

The critical component of this ministry, Alverson said, is the medical center staff.

“The staff is here every day,” he continued. “If we don’t care for the staff, who will? You have to care for the caregiver, and that’s our job. It is not an easy task to come here every day and care for people like they do.”

Chaplains added

Two and a half years ago, when Alverson was named director, he saw a need for additional chaplains to help better serve the hospital. At the time, UK Chandler Hospital had two chaplains.

“I worked diligently talking to administration, sharing with them my vision for the department,” he said. “We needed more people here to care for our patients, their families and our employees.”

Today, Alverson is seeing that vision come to fruition. UK HealthCare now has seven chaplains and a director who cover both of the hospitals 24 hours per day, seven days per week. The addition of chaplains has helped not only fulfill the need to help more patients and health professionals and staff but to help change the perception of chaplains.

“We were firemen,” Alverson said. “We would go to the place where we were called, put out the fire, make sure it’s OK, and then we would leave. It isn’t that way anymore. We are able to head off those fires a little more. We are able to spend more time with people and establish relationships with patients, and we are able to develop relationships with the staff so they are more comfortable calling us or giving us a heads up about situations in their unit.”

“For the staff, it provides a great sense of comfort,” Alverson added. “It provides them with the ability to know that they are able to take care of the patient medically, and that if there is something that needs taken care of spiritually, we are here to take care of that.”

Able to make a real impact

Robert Summers, one of two chaplains at UK Good Samaritan Hospital, agreed. “It allows us to be present with more people – to see more patients and to be with more staff,” he said. “It’s more work, but that’s what [Alverson] told each of us when we came on – that he was hiring us to work hard and to make a real impact here. We are able to do so much more now that we have more staff.”

Jef Ritzler, a Chandler emergency department nurse and shift supervisor, echoed the impact of having a chaplain available at all times.

“Being in the emergency department, we never know when the next crisis will hit,” said Ritzler. “It is invaluable to have the chaplains here 24/7 to provide support to our patients, families and staff. They are a comforting presence in the midst of what at times can be a chaotic environment.”

Changing perceptions

Another benefit of having more chaplains and therefore more time with patients, families and staff, Alverson said, is that the perception most people have of chaplains is shifting.

“We know that we are not usually seen as the good news people,” Alverson said. “Sometimes it scares people. But with additional staff, we are able to make rounds and be more visible. We can just stop in to see patients just to let them know we are here.”

Alverson said the other perception they would like to change is that caring for patients isn’t always about religion.

“Whether we talk about a spiritual matter or not, we are still providing pastoral care for that patient,” he said. “If we talk about Mr. Brown’s cows because Mr. Brown’s cows are important to him, I’m providing pastoral care to him because he’s concerned and I’m listening to that. If Mr. Brown wants to talk about eternity, we will talk about that too. Or his faith. That’s still pastoral care. We are caring about him.”

“Our job is to care for that patient in the moment,” Alverson added. “That’s our job. We are not here to impart our beliefs on the people we encounter. We aren’t here to convert you. We aren’t here to tell you what you believe is wrong. Our job is to care for you here right now. That is what we are here to do.”

“We are here to serve,” Summers added. “We are here to serve patients and staff. Being able to have more people here in the hospital, to have a bigger footprint has given us the ability to define our role more clearly.”
Hoven named one of top 25 women in health care

Ardis Hoven, MD, UK internal medicine and infectious disease specialist and president-elect of the American Medical Association (AMA), has been selected one of the “Top 25 Women in Healthcare” by the editors of Modern Healthcare. The magazine honors executives in all fields of health care “for making a positive difference in the industry.”

Hoven, who received her undergraduate degree in microbiology and then her medical degree from UK, will begin her term as American Medical Association president in June, making her the third woman to hold that position.

Marketing wins Healthcare Advertising Awards

UK HealthCare Marketing won several awards in the 30th Annual Healthcare Advertising Awards. Recognized out of almost 4,000 entries, the creative team’s work was honored in the following ways:
• Bronze, Publication, OnCall
• Bronze, Brochure, Markey Cancer Center Neuroendocrine Multidisciplinary Clinic
• Merit, Television Advertising (Single Ad), That’s Why We’re Here
• Merit, Poster, That’s Why I’m Here

HealthMatters, an email newsletter was the winner of a 2013 Thoroughbred Award given by the Public Relations Society of America’s (PRSA) Thoroughbred Chapter.

Pulmonary rehab program certified

The UK Pulmonary Rehabilitation Program has been certified by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR). The program was recognized for its commitment to improving quality of life by enhancing standards of care.

Certified AACVPR programs are recognized as leaders in the field of cardiovascular and pulmonary rehabilitation because they offer the most advanced practices available. AACVPR Program Certification is valid for three years.

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Personnel Briefs

Dezarn joins Ambulatory Services

Morgan Dezarn, MBA, MHS, is joining Ambulatory Services as a systems and procedures analyst. She will support initiatives that include the provider-based services project and implementation of best practices throughout UK HealthCare clinics and report to Courtney Higdon, director of enterprise patient access services.

Dezarn assumes this position with significant health care administrative experience, most recently as an associate administrator in Radiology, a performance improvement trainer, and as a business planner at University Hospital in Louisville. She holds a bachelor’s degree in business administration from UK and an MBA and a master’s degree in health services administration from Xavier University.

Calhoun named to ANCC role

J. Derek Calhoun, MBA, MSN, APRN, ACNP-BC, has been selected to be an item writer and content expert in the field of pain management for the American Nurses’ Credentialing Center (ANCC). Calhoun will be part of a group that develops the testing required for nurses to gain certification in pain management. He currently serves as the pain management nurse practitioner for Interventional Pain Associates, a clinical practice of UK Anesthesiology.

Reid accepts position as dean at Univ. of Florida

Michael Reid, PhD, UK chair of physiology and vice dean for biomedical science, has been named the new dean of the University of Florida College of Health and Human Performance. He is the founding director of the UK Center for Muscle Biology. Reid will assume his new role July 1.

Lee named stroke medical director

Jessica D. Lee, MD, has been named medical director of stroke care. In her new role, Lee will work with members of the UK HealthCare stroke leadership team on maintaining compliance with stroke core measures, stroke center certification, and other quality initiatives in stroke care. Lee attended the University of Mississippi School of Medicine and is a fellowship-trained vascular neurologist with a strong background in patient safety.

In memoriam

Joseph Pulliam, MD, 1963 - 2013

Joseph Pulliam, MD, assistant professor of pathology & laboratory medicine, passed away April 16. Pulliam was born in Frankfort and received undergraduate and medical degrees at UK and completed a pathology residency here. He had a personal vision of excellence in patients’ care and devoted his career to achieving his vision.

He will be remembered for his many contributions in the area of molecular diagnostics, as well as his compassion for people and nature. Memorial contributions may be made to the Markey Cancer Center or the local Audubon Society, audubonsocietyofky.org.

Epilepsy center retains Level 4 designation

National Association of Epilepsy Centers (NAEC) recognized the UK Comprehensive Epilepsy Center as a Level 4 center.

According to NAEC, “Level 4 epilepsy centers have the professional expertise and facilities to provide the highest level medical and surgical evaluation and treatment for patients with complex epilepsy.”

See more at www.naec-epilepsy.org. The names of Level 4 centers will be sent to U.S. News & World Report for use in its “Best Hospitals” analysis.

UK nanotechnologist solves 35-year-old mystery

Peixuan Guo, PhD, professor of pharmaceutical sciences, William Farish Endowed Chair of Nanobiotechnology at Markey Cancer Center and director of the UK Nanobiotechnology Center, has cracked a 35-year-old mystery surrounding the movement of natural “biomotors.” This discovery may help to develop synthetic nanomotors, which will someday pump therapeutic DNA, RNA or drugs into individual diseased cells.
Louisville collaboration supports transplant care close to home

A growing partnership with Louisville-based Nephrology Associates of Kentuckiana (NAK) is allowing UK HealthCare to offer pre- and post-transplant care locally to patients in the Louisville area. The largest nephrology practice in the region, NAK treats patients as far as Western Kentucky and Indiana through its outreach locations.

NAK and UK providers partner to see patients at the UK Transplant & Specialty Clinic in Louisville. The clinic is fully staffed with a practice manager, clinical service technician, phlebotomist, patient relations assistant, social worker and four nurses. Six of NAK’s providers see pre- and post-transplant patients at this location, serving as UK faculty members.

They are part of the UK Kidney and Kidney/Pancreas Transplant Program and meet regularly with UK surgeons to collaborate on patient care.

As a result of the strong collaboration between NAK and the UK Transplant Center, patients are able to receive transplant care locally. Since establishment of the Louisville clinic in June 2011, the location has generated more than 700 referrals and 30 transplants with NAK as the top referrer.

Medical director John Gleason Jr., MD, praised the relationship NAK has with UK HealthCare. “At Nephrology Associates of Kentuckiana, we have a long tradition of managing all aspects of kidney care for our patients, including a chronic kidney disease clinic, dialysis, and post-kidney transplant follow-up. Our collaboration with the University of Kentucky Transplant Center has been a successful and enjoyable endeavor for all our physicians. We believe that we have found excellent partners at the University of Kentucky for the care of our transplant patients.”

Makers Mark commemorative benefits the Gill Heart Institute

The 17th edition of Keeneland and Maker’s Mark signature charitable bottle series honors UK basketball great Dan Issel.

Maker’s Mark will donate proceeds – $175,000 – from the sales of 20,000 numbered, limited edition bottles to the UK Gill Heart Institute, which will utilize these funds to help build a dedicated cardiovascular medicine patient floor in Chandler Hospital’s new Pavilion A.

“Dan, Maker’s Mark and Keeneland are helping Gill Heart Institute, here in Lexington and throughout the Commonwealth, provide exceptionally compassionate, leading-edge cardiovascular patient care,” said Michael Karpf, MD, UK executive VP for health affairs.

An All-American his senior year, Issel played for the University of Kentucky from 1967 to 1970 and remains the storied program’s all-time leading scorer in men’s basketball.

Outpatient satisfaction on the increase

The most recent patient satisfaction scores for Ambulatory Services show significant improvement. Using the Clinician and Group Consumer Assessment of Healthcare Providers and Systems (CG-CAHPS) discharge survey, results are compared to other University HealthSytem Consortium academic medical centers to determine comparative rank.

Ambulatory Services has received patient responses from a large sample size that show a marked increase in several areas, including access and teamwork. As a result, UK HealthCare is now considered a national best practice for ease of patient scheduling.

According to Jonathan Curtright, chief operating officer for Ambulatory Services, these improvements have come from large-scale team efforts that have included the following initiatives:

- Implementation of the Allscripts scheduling and registration systems
- Creation of the Patient Access Center
- Focus in the clinics on staff teamwork

Kudos to the entire Ambulatory Services team for their dedication to patient-centered care.
New vision for UK Nursing rolls out

UK Nursing leadership is unveiling a new mission, vision, values and professional practice model for nursing across UK HealthCare.

“We identified a need to establish foundational principles for UK Nursing,” said Colleen Swartz, DNP, chief nurse executive. “A lot has changed in our profession since we last visited this issue, and we wanted to develop something that was applicable, relevant and meaningful to every nurse across our organization.”

“We’re all proud to be nurses here,” noted Diana Weaver, PhD, RN, senior nursing advisor. “These professional standards help us each make the best contribution to patient care possible.”

A team of nursing staff and leaders from across UK Nursing spent a year studying, researching and planning the evidence-based platform, ultimately choosing Swanson’s Model of Caring as the roadmap for the professional practice model. The same staff also appear in a new video explaining the new mission, vision, values and professional practice model. The video is being introduced by nursing leadership in staff meetings and many other venues where nurses are gathering.

“Our job as leaders is to take the good work done by the team and spread it across the system. Our staff can make these values live and breathe,” said Swartz.

All nurses are receiving “Badge Buddies” to remind them daily of the vision and practice tenets of the professional practice model. According to Swartz, “These values reflect an interdisciplinary, patient-centered vision that rings true with our nurses. That’s why they’re here. It’s what they’re already doing, leading the way for every patient, every time.”

5th Tuesday program shares evidence-based nursing leadership

In response to strong demand, UK Nursing is continuing its video-conference series on evidence-based nursing leadership. On every fifth Tuesday, hospitals from around the state gather virtually to discuss an article from evidence-based nursing leadership literature, selected by College of Nursing faculty member Nora Warshawsky, PhD, RN, CNE, senior nursing advisor Diana Weaver, PhD, RN, FAAN, and director of emergency services Penne Allison, BSN, MSOM, RN, NE-BC.

Warshawsky facilitates the discussions, which includes such topics as the role of charge nurses on a shift and improving intershift handoffs.

A pilot version of the program was launched in May 2012, and the response after five sessions was overwhelmingly positive, said Weaver. “We know that in life we learn from both offering and receiving information. Our responsibility as an academic medical center is to generate and share knowledge, and we are pleased that this program has been so well received.”

The program is offered as continuing education credits for individuals. Contact Teresa Chase, teresa.chase@uky.edu, for details.

Black nursing group hosts first scholarship dinner

The Lexington chapter of the National Black Nurses Association welcomed the organization’s president, Deidre Walton, JD, MSN, RN/PHN, as keynote speaker for its first scholarship fundraising banquet.

On April 26, Walton, a nurse, retired U.S. Army lieutenant colonel, lawyer and minister, spoke to the group at the Boone Center about the theme of “making a real impact.” Proceeds from ticket sales will go toward scholarships for minority nursing students.

Penne Allison, director of emergency services, serves as Lexington chapter president for the group, which was founded in 2011. “Our inaugural event was a great success,” she shared. “We were so pleased to welcome guests from across UK and around the region to recognize this important group and cause.”

For more information about the group, contact Penne Allison, penne.allison@uky.edu.

Internationally renowned cellist presented student workshop at Chandler

As part of this year’s Saykaly Garbulinksas Performance in Residence Series, cellist Johannes Moser held a workshop for middle school students in Chandler’s Pavilion A auditorium on April 13.
The new Chandler Retail Pharmacy offers patients, employees and the public the convenience of a retail pharmacy inside the hospital. For patients who qualify, pharmacists will soon be able to bring medications prescribed at discharge to the bedside for payment and discuss with the patient and family members how the medications should be taken. The new pharmacy also offers mail order, over-the-counter medications and convenience items at discounted rates. Visit ukhealthcare.uky.edu/pharmacy for more information.

**Where:**
Chandler Hospital Pavilion A, First Floor

**Hours:**
Mon. – Fri. 7:30 a.m. – 9 p.m.
Sat. 9 a.m. – 5 p.m.
Sun. 1 a.m. – 5 p.m.

Customer parking in the Chandler Hospital Parking Garage validated for 30 minutes.
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