### Patient Appointment Numbers by Clinic

<table>
<thead>
<tr>
<th>Clinic Name</th>
<th>Scheduling Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adolescent Medicine</td>
<td>859-323-5643</td>
</tr>
<tr>
<td>Allergy and Immunology</td>
<td>859-323-5365</td>
</tr>
<tr>
<td>Audiology/ENT Clinic</td>
<td>859-257-3390</td>
</tr>
<tr>
<td>Cardiology (Adult)</td>
<td>859-323-5479</td>
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<tr>
<td>Cardiology (Pediatrics)</td>
<td>859-323-6754</td>
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<tr>
<td>Dermatology</td>
<td>859-257-3253</td>
</tr>
<tr>
<td>Digestive Health/Gastroenterology</td>
<td>859-323-0079</td>
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<tr>
<td>Endocrinology</td>
<td>859-323-2232</td>
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<tr>
<td>Endoscopy (Open Access)</td>
<td>859-323-0374</td>
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<tr>
<td>Family &amp; Community Medicine</td>
<td>859-323-6371</td>
</tr>
<tr>
<td>Family Care Center (Pediatrics)</td>
<td>859-218-2273</td>
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<tr>
<td>General, Vascular and Colorectal Surgery</td>
<td>859-257-3253</td>
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<tr>
<td>Gill Heart and Vascular Institute</td>
<td>859-323-0295</td>
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<tr>
<td>Good Samaritan Surgical Specialties Clinic</td>
<td>859-218-2774</td>
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<tr>
<td>Infectious Disease</td>
<td>859-323-5544</td>
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<tr>
<td>Internal Medicine and Pediatrics Clinic</td>
<td>859-323-0303</td>
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<tr>
<td>Internal Medicine Subspecialty Clinic</td>
<td>859-323-3231</td>
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<tr>
<td>Interventional Pain Clinic</td>
<td>859-323-7246</td>
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<tr>
<td>Markey Hematology Program</td>
<td>859-257-6006</td>
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<tr>
<td>Markey Multidisciplinary Clinic</td>
<td>859-257-4488</td>
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<tr>
<td>Nephrology</td>
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<td>Neurology/Neurosurgery (KNI)</td>
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<tr>
<td>Obstetrics and Gynecology</td>
<td>859-323-0005</td>
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<tr>
<td>Ophthalmology</td>
<td>859-323-5867</td>
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<tr>
<td>Orthopaedic Surgery &amp; Sports Medicine</td>
<td>859-323-5533</td>
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<tr>
<td>Otolaryngology, Head and Neck Surgery</td>
<td>859-257-5405</td>
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<td>Pediatric Surgery</td>
<td>859-323-5625</td>
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<td>Pediatrics General and Specialty Care</td>
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<tr>
<td>Physical Medicine and Rehabilitation</td>
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<td>Plastic Surgery</td>
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<td>Polk-Dalton Clinic</td>
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<td>Pulmonary</td>
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<td>Rheumatology</td>
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<td>Sports Medicine at Turfland</td>
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<td>UK HealthCare Georgetown</td>
<td>859-323-9333</td>
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<td>Urology</td>
<td>859-257-3533</td>
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<td>Women’s Health</td>
<td>859-323-3900</td>
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<tr>
<td>Wound Care Center</td>
<td>859-226-7050</td>
</tr>
</tbody>
</table>

If a clinic is not listed, call UK•MDs at 800-888-5533 or see the specific area in this handbook.
The Capacity Command Center is responsible for optimizing patient flow throughout the UK Chandler and Good Samaritan hospitals. The center consolidates the resources of bed assignment, hospital operations administrators, central staffing office, centralized transport and the rapid response team. The center also directs clinical resources for the clinical decision units to optimize patient throughput across the enterprise. In addition to managing UK HealthCare Enterprise patient movement, the Capacity Command Center also facilitates and directs transfer activities throughout the enterprise. Coordination of transfer requests and direction of the transfer process occurs via collaboration with UK•MDs and UK receiving faculty as well as the transferring provider and facility.

For inquiries related to patient transfer, call 859-323-2233 or 859-323-ABED.

For inquiries related to patient flow for hospital operations, contact the administrator of the capacity command center at 859-323-6505.

Tish Heaney, DNP, RN
Administrator of Capacity Command
UK HealthCare
800 Rose St.
Lexington, KY 40536-0293
Call 859-323-6505

UK HealthCare’s Medical Contact Center for referring providers is UK•MDs. Our service is dedicated to providing community physicians/providers with an extensive range of physician-to-physician services, 24 hours a day, every day. Our top priority is to connect the referring provider with the appropriate UK physician to facilitate admissions and transfers for your patients.

Our coordinators will arrange a call between you, the attending UK physician and the Capacity Command Center nurse to complete the admission or transfer process. The coordinator will remain on the line throughout the call to provide any additional assistance.

To refer a patient, call 800-888-5533
Fax 859-323-4607

UK•MDs also facilitates
- Transfers between emergency departments
- Stroke Team responses
- Heart Catheterization Team responses
- Neonatal Intensive Care Unit (NICU) and Pediatric Intensive Care Unit (PICU) Team responses
- Physician consultations
- Patient referrals to clinical services

Kentucky Children’s Hospital, Pediatric Triage Service
The Kentucky Children’s Pediatric Triage Service provides after-hours triage coverage for pediatric patients during evenings, weekends and holidays through telephone triage with registered nurses.

Using the “Pediatric Telephone Protocols” by Barton Schmitt, MD, and the American Institute for Preventive Medicine, our goal is not only to disperse proper information for the situation, but to do so in a comforting manner for parents and caregivers. We are staffed by RNs with a wealth of knowledge and experience who are dedicated to providing the highest quality health care for your patients and families.

We take our role as an extension of your office very seriously. We understand that you expect us to provide exceptional customer service and use our best clinical judgment. If you are currently not using this service but are interested in doing so, please call 800-888-5533 and we will be happy to provide you with more details about how this can benefit your practice.

For further questions or assistance, call Wanda Adkins, RN, manager of the UK HealthCare Medical Contact Center at 859-257-5426.
UK HEALTHCARE

Established in 1957, UK HealthCare consists of the medical, nursing, health sciences, public health, dental and pharmacy patient care activities of the University of Kentucky in Lexington, Kentucky, and in several off-site locations. Since 2003, we have expanded from 486 to 945 licensed beds.

UK HealthCare includes UK Chandler Hospital, Kentucky Children’s Hospital, UK Good Samaritan Hospital, Kentucky Clinic, UK HealthCare at Turfland, and more than 80 specialized clinics. We also provide management for Eastern State Hospital and have outreach programs and affiliations throughout Kentucky to bring our faculty expertise closer to our residents. We have a team of over 9,000 physicians, advanced practice providers, registered nurses, pharmacists and health care workers in various specialties all dedicated to patient health.

The unique capabilities of our multi-disciplinary group practice enable care providers of UK HealthCare to collaborate in multidisciplinary teams for patient care. UK HealthCare and staff offer a broad array of services, from primary care to the most sophisticated quaternary care. These programs support teaching and research efforts as well.

Mission
UK HealthCare is committed to the pillars of academic health care—research, education and clinical care.

Dedicated to the health of the people of Kentucky, we will provide the most advanced patient care and serve as an information resource. We will strengthen local health care and improve the delivery system by partnering with community hospitals and physicians. We will support the organization’s education and research needs by offering cutting-edge services on par with the nation’s best providers.

The Power of Advanced Medicine
Through the Power of Advanced Medicine, UK HealthCare is working to solve some of the most complex health problems plaguing families in Kentucky and beyond. The expertise and passion of our physicians, researchers, nurses, and staff is demonstrated every day across every service line and every sub specialty. From there, hope is delivered to patients and families in the form of leading-edge treatments, access to the latest clinical trials and the most advanced technologies available. To learn more, visit our website at ukhealthcare.uky.edu.

Magnet Status for Nursing Excellence
UK HealthCare has achieved Magnet status—the highest institutional honor for nursing excellence from the American Nurses Credentialing Center’s Magnet Recognition Program. Out of nearly 6,000 health care organizations in the United States, less than 7 percent have achieved Magnet designation.
UK HEALTHCARE

UK ALBERT B. CHANDLER HOSPITAL

Opened in 1962, the University of Kentucky Albert B. Chandler Hospital, a 600-bed acute care hospital, is part of the UK HealthCare patient care enterprise. The opening of UK Chandler Hospital put in place a cornerstone of commitment to provide the finest patient-centered care for all Kentuckians. Integral components of the comprehensive services UK Chandler Hospital provides are the Markey Cancer Center, Kentucky Children’s Hospital, Gill Heart and Vascular Institute, Kentucky Neuroscience Institute and UK Transplant Center.

Currently, we have Central and Eastern Kentucky’s only Level I trauma center, where we care for the most severe traumas. The hospital currently has specialty units with 136 intensive care beds, a post-anesthesia care unit, 27 operating suites, 14-bed labor and delivery, and 26 mother-baby rooms. The hospital draws upon the resources of six UK colleges: Medicine, Nursing, Health Sciences, Dentistry, Pharmacy and Public Health.

In May 2011, UK Albert B. Chandler Hospital opened Pavilion A, a landmark architectural statement in the heart of Lexington. Pavilion A is designed to support patient care for the next 100 years. The long-awaited patient care facility is paramount in UK HealthCare’s plan to become a premier regional medical center.

Pavilion A is being built in phases and will be fully fitted out before 2020. With the building of Pavilion A, our health education center was moved and enlarged.

The Don and Cathy Jacobs Health Education Center assists patients and visitors with accessing health information and offers:

- Computers with Internet access
- Books and pamphlets
- Videos and audiobooks
- Health models
- Free copying and faxing

U.S. News & World Report’s Best Hospitals

UK HealthCare’s Albert B. Chandler Hospital was named No. 1 in Kentucky in the U.S. News & World Report’s Best Hospitals rankings released August 2, 2016. It also is the only hospital in the state rated as High Performing in cancer.

UK HealthCare is also ranked 45 nationally in Geriatrics. In addition to cancer, we are considered High Performing in five other specialty areas: Diabetes & Endocrinology, Nephrology, Neurology & Neurosurgery, Orthopedics and Pulmonology.

UK HealthCare also ranked as high performing—the highest rating—in eight out of nine types of common adult procedures and conditions. Those conditions are: heart bypass surgery, heart failure, abdominal aortic aneurysm, colon cancer surgery, chronic obstructive pulmonary disease (COPD), hip replacement, knee replacement and lung cancer.

UK Albert B. Chandler Hospital
1000 S. Limestone
Lexington KY 40536-0602

For current information, visit ukhealthcare.uky.edu  UK•MDs | 800-888-5533
UK GOOD SAMARITAN HOSPITAL

UK Good Samaritan Hospital offers state-of-the-art medical care services in downtown Lexington with all private rooms and a high level of personal care. Patients seeking UK expertise in a community-hospital environment have been choosing UK Good Samaritan Hospital, one of the UK HealthCare hospitals, since 2008.

Our emergency department is open 24/7 to provide emergency and urgent care. Patients requiring the highest level of surgical or medical care, obstetrical or neonatal care and pediatric patients are admitted to UK Chandler Hospital or Kentucky Children’s Hospital.

Our UK physicians and staff work closely with UK Chandler Hospital physicians and staff to facilitate patient admissions and transfers. Working together, we ensure the most appropriate available care. UK Hospitalists are on duty 24/7 to take care of urgent and emergent needs of hospitalized patients.

UK Good Samaritan has grown over the last several years and has broadened our offerings of health care services to meet the needs of the residents of central and eastern Kentucky.

Specific services offered at UK Good Samaritan Hospital and our medical offices are listed within the departments and divisions of this handbook.

Hospital and Medical Offices
UK Good Samaritan Hospital
310 S. Limestone
Lexington KY 40508-3008
Call 859-226-7000

UK Good Samaritan Medical Office Building
125 E. Maxwell St.
Lexington KY 40508-2678
Call 859-257-1000

UK Good Samaritan Professional Arts Center
135 E. Maxwell St.
Lexington KY 40508-2640
Call 859-257-1000

KENTUCKY CHILDREN’S HOSPITAL

UK’s Children’s Hospital became Kentucky Children’s Hospital (KCH) in 2005 to reinforce its mission of helping the children of Kentucky gain and maintain good health. KCH serves as the subspecialty regional referral and pediatric care center for Central and Eastern Kentucky.

There are more than 70 pediatric specialists and more than 300 pediatric nurses and advanced practice providers working in 24 areas as well as respiratory therapists, dietitians, social workers and pharmacists, all of whom are dedicated to caring for children. KCH serves families from every county in Kentucky and throughout the region.

Our Level IV neonatal intensive care unit, offers specialized treatment to critically ill newborns. Coming in 2018, the new NICU will be located on the first floor of Pavilions HA and H, with 70 private rooms. It will have six communities, or neighborhoods, with different Kentucky animal themes such as a gray squirrel, hummingbird or a fawn, providing parents with an easy way to navigate the unit.

Kentucky Children’s Hospital
800 Rose St.
Lexington, KY 40536
UK HEALTHCARE

KENTUCKY CLINIC

Kentucky Clinic is the primary UK HealthCare outpatient clinic. It is located next to UK Albert B. Chandler Hospital and contains a multitude of clinics, X-ray facilities, clinical laboratories and a pharmacy. There is a parking garage attached to the clinic. Patients may park there or in the main hospital garage across from Pavilion A and take the shuttle to the clinic. There is an information desk just inside the door on the first floor of the Kentucky Clinic where the shuttle bus drops the patient off. For up-to-date locations for any of UK HealthCare services, please call 859-257-1000. There is also a desk on the third floor, a short distance from the bridge that takes you to UK Chandler Hospital Pavilion H. Patients can ask anyone with a UK HealthCare identification badge for directions. There are also beige phones near the red directories posted in the hallways at several locations that they may use to obtain assistance.

Kentucky Clinic
740 S. Limestone
Lexington KY 40536-0284
Call 859-257-8562

UK HEALTHCARE AT TURFLAND

UK HealthCare at Turfland is our outpatient center on Harrodsburg Road on the site of the former Turfland Mall.

We have relocated and consolidated some of our primary care and specialty outpatient clinics in the newly remodeled building. The new facility is easy to access from most parts of Lexington, offers plenty of free surface parking and is all on ground level—no stairs to climb!

UK Family & Community Medicine providers previously saw patients at the Kentucky Clinic building on the UK campus and at Kentucky Clinic South on Harrodsburg Road. They are now consolidated at the Turfland location.

UK Sports Medicine and UK Sports Rehabilitation, formerly located on Perimeter Drive, have also relocated to Turfland.

Services
• Dentistry
• Dermatology
• Family and Community Medicine
• Joint Reconstruction and Replacement
• Laboratory Services
• Occupational

Medicine & Environmental Health
• Ophthalmology and Visual Science (Advanced Eye Care)
• Pharmacy
• Sports Medicine
• Sports Rehabilitation
• Travel Medicine

UK HealthCare at Turfland
2195 Harrodsburg Road
Lexington KY 40504-3504
Call 859-257-1000
EASTERN STATE HOSPITAL

The new Eastern State Hospital provides recovery-focused, individualized inpatient acute care mental health services in a modern, comfortable setting. Managed by UK HealthCare, the state-owned facility opened in 2013.

We provide acute psychiatric care for adults (age 18 and over) with severe and persistent mental illness who live in the 50 counties surrounding and including Fayette County, Kentucky. The 300,000-square-foot Eastern State Hospital includes three three-story patient care towers—Allen, Gragg and Wendell. We operate up to seven acute care units of 27-28 beds each in a mix of private and semi-private rooms.

Our campus includes a Long-Term Care Facility, which houses a Geriatric Unit and an Acquired Brain Injury Unit, and the Central Kentucky Recovery Center for individuals with mental illness who are transitioning to the community.

UNIVERSITY HEALTH SERVICE

University Health Service (UHS) is for employee and student health care. Our physicians are board certified in family practice, internal medicine, psychiatry, emergency medicine, sports medicine and occupational medicine. Our nurse practitioners have certifications in family medicine, women's health and psychiatry.

For Students
- Behavioral health
- Dental care services (not covered by student health fees)
- Health education, nutrition and wellness
- Nursing visits for compliance, vaccinations, TB screening, allergy shots
- Primary care
- Women's care

For UK Employees
- Bloodborne pathogen exposures
- Immunizations for employees with UK health insurance
- Required compliance items, annual TB screening and immunizations
- Worker's care

For appointments
Call 859-323-APPT (2778)
- Primary Care
- Women's Health
- Health Education
- Allergies, Vaccinations, Compliance
- Immunizations and Respiratory Fit Testing
- Birth Month Fast Track TB Screening
Call 859-323-5511
- Behavioral Health
Call 859-323-SICK (7425)
- Urgent Care
UK HEALTHCARE

PHYSICIAN LIAISON PROGRAM

The Physician Liaison Program has been educating health care providers across Kentucky and adjoining states about specialty services offered by UK HealthCare faculty and staff since 2005.

In addition to bringing you educational information about our programs, liaisons can provide you with:

• Information on how to connect to the UK HealthCare referring physician/provider portal
• Medical education opportunities for health care providers and first responders

• Information about how to access our specialty services for your patients
• In-person meetings with our faculty

I welcome your input about all of our services as well as how we might improve our referral directory. Please feel free to call or email with questions or concerns about the services provided by UK HealthCare and the Physician Liaison Program.

Thank you for entrusting the care of your patients to our health care team.

Karen Riggs, Physician Liaison Program Director
Office 859-257-3578
Email karigg3@uky.edu
Liaison Assistant Email lizcolumbia@uky.edu

KENTUCKY REGIONAL EXTENSION CENTER

The Kentucky Regional Extension Center (REC) at the University of Kentucky specializes in serving health care providers and organizations across the Commonwealth through advising and consulting on technology, innovation and care transformation as well as supporting compliance with federal and state-level legislation and regulation. The Kentucky REC employs subject matter experts in MACRA and Value Based Payment, Quality Improvement, Meaningful Use, Medical Home, HIPAA and Privacy and Security. Our clients range from large health systems to rural and Critical Access Hospitals, from multi-specialty practices to Federally Qualified Health Centers (FQHCs), rural health clinics and physician practices of all sizes. To date, UKHC Kentucky REC has supported more than 3,500 individual providers in more than 600 provider locations across the state, including both primary care and specialty practices and a third of all Kentucky hospitals. The Kentucky REC’s efforts are part of UK and UK HealthCare’s educational mission to serve communities and individuals across Kentucky through education and support for integrating research and evidence into practice.

Mission: To provide a comprehensive set of innovation and transformation services focusing on the specific needs of health care providers.

Vision: To be THE trusted advisor and strategic partner for health care providers in their efforts to improve the quality of patient care and outcomes, reduce the cost of care, and improve the overall health and well-being of the Commonwealth and beyond.

You will find information about all of our services listed on our website.

Contact Information:
Call 859-323-3090
Email kyrec@uky.edu
kentuckyrec.com
Parking Garages and lots are available near our facilities for patients, family members and visitors. The UK HealthCare parking garage at 110 Transcript Avenue serves the following facilities:

- UK Albert B. Chandler Hospital
- Kentucky Children's Hospital
- Center for Advanced Surgery
- College of Dentistry
- Gill Heart and Vascular Institute
- Kentucky Clinic (another garage is located next to the clinic building on Huguelet Avenue)

Hours and Fees
- Open 24 hours a day, seven days a week.
- Parking costs $0.75 per hour, with a maximum charge of $6 per exit.
- Extended discounted visitor parking passes are available.

Free Door-to-Door Shuttle Service
- Free, wheelchair-friendly (no steps) shuttle buses transport visitors safely to and from the hospital’s front loop and Emergency Department entrances from 5:30 a.m. to 1 a.m. every day. Pick up the shuttle at garage Level A or just outside of the front doors of the hospital at either Pavilion H (the older building) or Pavilion A (the new building).
- A second shuttle route serves the Kentucky Clinic 6 a.m. to 8 p.m., Monday - Friday. Be sure to choose the correct shuttle for your destination and ask the ambassador or shuttle driver if unsure.
- Shuttle buses for each route arrive every three to five minutes.
- Shuttle ambassadors are available at the shuttle loading area 6 a.m. - 10 p.m. to answer questions and help patients and visitors access the shuttles.
- Shuttle service is also available between UK Good Samaritan and UK Chandler Hospital 6:45 a.m. - 5:45 p.m. on weekdays. Shuttles depart from the main entry of Good Samaritan Hospital and from the front loop of the new Chandler Pavilion A every 15 minutes.

Bridge Connection
A pedestrian bridge provides a convenient walking path from Level C of the garage to the concourse level of Chandler Hospital Pavilion A. Please DO NOT cross South Limestone on foot. There is also a bridge that connects to Shriners Hospitals for Children® Medical Center.

KENTUCKY CLINIC AND KENTUCKY CLINIC DENTISTRY
For Kentucky Clinic and Kentucky Clinic Dentistry, park at Kentucky Clinic parking garage, 140 Huguelet Avenue.

- Open 24 hours a day, seven days a week.
- Attendant on duty: Monday - Thursday, 8:30 a.m. - 9 p.m.; Friday, 8:30 a.m. - 5:30 p.m.
- Patient parking fees are $0.75 per hour, with a maximum charge of $6 per exit with a valid patient rate stamp.
- Non-patient rate: $10 per hour, with a maximum charge of $25 per exit.
- Drop patients off at the main entrance of Kentucky Clinic on South Limestone in the circle drive or within the Kentucky Clinic parking garage at each level.
- Call ahead for wheelchair assistance: 859-323-5581.

Between the hours of 8 a.m. and 4:30 p.m., a patient rate stamp is required when exiting, or patrons will be charged the higher non-patient rate of $10 for the first hour and $5 for each additional hour (to a maximum of $25). Parking fees are paid at cashier booths at the exit. Anyone with questions concerning parking may contact Parking Service Office at 859-323-8085.

UK GOOD SAMARITAN HOSPITAL
For UK Good Samaritan Hospital, park at Good Samaritan Hospital parking garage, 310 South Limestone.

- Parking is available 24 hours a day, seven days a week.
- Drop patients off at the main entrance of UK Good Samaritan Hospital on South Limestone.

MARKEY CANCER CENTER
For Markey Cancer Center, park at Markey Cancer Center parking lot, 800 Rose Street.

- A parking lot for Markey Cancer Center outpatients is located near the Whitney-Hendrickson Building, accessible via Hospital Drive.
- Pick up and drop off patients at the circle in front of the Markey Cancer Center (no parking).

For directions to UK HealthCare facilities visit ukhealthcare.uky.edu/locations/home
UPON ARRIVAL AT UK HEALTHCARE

Patients and visitors to all other hospital pavilions are encouraged to board a free shuttle at Level A of the garage and ride to the Pavilion H entrance. (Birthing Center visitors use this entrance.)

Emergency Department patients in need of immediate treatment may be dropped off at the ED entrance. The ED may also be accessed by following the concourse bridge or by a free shuttle from garage Level A.

If you need help finding your way, information desks are located inside the main entrance to Kentucky Clinic and Pavilion H, and at the Ground Floor and Floor 1 (concours level) of Pavilion A. You may also call 859-257-1000 or 1-800-333-8874.