

Patient Resource Guide



Main Number **214-648-3111**

RESOURCES

To Make Your First Appointment

Physician and Patient Referral Services 214-645-8300

To Make Subsequent Appointments

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 214-645-3030

Fax 214-645-9141

Email medical.records@utsouthwestern.edu

Billing Questions

Main number 469-291-2000

Toll-free (outside of Dallas area) 866-648-2455

Guest and Patient Services

William P. Clements Jr. University Hospital	Open 24 hours a day, every day	214-633-4700
Zale Lipshy University Hospital	5:30 a.m. – 9 p.m., Weekdays	214-633-4700
	6 a.m. – 9 p.m., Weekends	
James W. Aston Ambulatory Care Center	7 a.m. – 6 p.m., Weekdays	214-645-2393
Outpatient Building	5:30 a.m. – 6 p.m., Weekdays	214-645-1700
Professional Office Buildings 1 and 2	5:30 a.m. – 6 p.m., Weekdays	214-645-1700
Seay Biomedical Building	7 a.m. – 6 p.m., Weekdays	214-645-8583
Paul M. Bass Administrative and Clinical Center	7 a.m. – 4 p.m., Weekdays	214-645-3967

More information at utsmedicine.org

Welcome to

UT Southwestern Medical Center.

As one of the country's leading academic medical centers, we have a three-part mission 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.

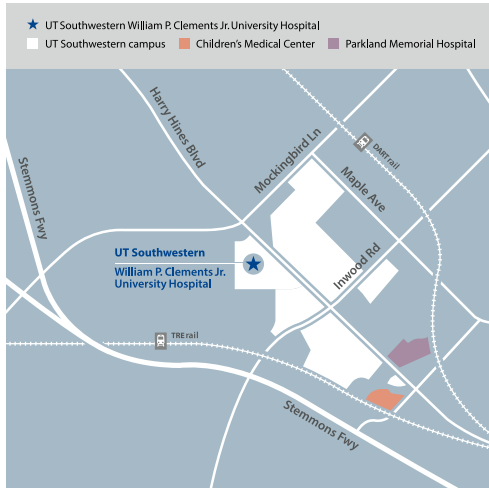
A white handwritten signature on a blue background. The signature is stylized and appears to read "Bruce Meyer".

Bruce Meyer, M.D., M.B.A.

Executive Vice President for Health System Affairs

Getting here

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



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

Parking

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

Valet

Valet parking is available for a \$5 flat rate, with valet stands in front of all hospitals and clinic buildings (except for the Bass Center) 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 \$3. 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.

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 at Lofland Street and Record Crossing Road, and on Forest Park between Inwood and Mockingbird. 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 utswmedicine.org/maps (click on "shuttle bus service" under the main map) or by calling 214-648-6264.

CAMPUS AMENITIES

UT Southwestern offers many services to enhance your visit. For a complete list and details, visit utswmedicine.org and click on "For Patients and Visitors" and then "Amenities," 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 in the Aston building and in Clements University Hospital.

In addition, The Apothecary Shop is located in the Bass building, and a Walgreens is located on the first floor of Professional Office Building 1.



Physician Practice Clinics

Cystic Fibrosis Clinic

Professional Office Building 2, 3rd floor214-645-0599

Dermatology Clinic

Professional Office Building 2, 4th floor214-645-2400

Digestive and Liver Diseases Clinic

Outpatient Building, 6th floor214-645-0595

Family Medicine Clinic

Professional Office Building 2, 3rd Floor.214-645-3900

Female Pelvic Medicine and Reconstructive Surgery Clinic

Outpatient Building, 6th floor214-645-3848

Fertility and Advanced Reproductive Medicine Clinic

Outpatient Building, 6th floor214-645-3858

William T. and Gay F. Solomon General Internal Medicine Clinic – Professional Office Building 2

Professional Office Building 2, 8th floor

General Internal Medicine.214-645-8600

Internal Medicine – Pediatrics214-645-1460

Mildred Wyatt and Ivor P. Wold Center for Geriatric Care

Professional Office Building 2, 8th floor.214-645-8650

Clinical Heart Center

Professional Office Building 2, 9th floor.214-645-8000

Cardiothoracic Surgery214-645-7700

Internal Medicine Subspecialties Clinic

James W. Aston Ambulatory Care Center, 8th floor214-645-2800

- *Allergy/Immunology*
- *Endocrinology*
- *Infectious Disease*
- *Lipids and Metabolic Disease*
- *Medical Genetics*
- *Nutrition*
- *Rheumatology*

Laser Center for Vision Care

Outpatient Building, 5th floor214-645-2027

Charles and Jane Pak Center for Mineral Metabolism and Clinical Research

Professional Office Building 2, 9th Floor214-645-2870

Clinical Center for Multiple Sclerosis

Professional Office Building 1, 11th floor214-645-8800

Multidisciplinary Surgery Clinic

Outpatient Building, 7th floor214-645-2900

Multi-Specialty Clinic

Outpatient Building, 7th floor214-645-7995

Neurological Surgery Clinic

James W. Aston Ambulatory Care Center, 6th floor214-645-2300

Neurology Clinic

James W. Aston Ambulatory Care Center214-645-8800

4th Floor

- *Neuromuscular Disorders*
- *Movement Disorders*
- *Stroke*
- *Memory*

8th Floor

- *General Neurology*
- *Epilepsy*
- *Headache*

Ob/Gyn and Maternal-Fetal Medicine Clinic

Professional Office Building 2, 5th floor.214-645-3838

Ophthalmology Clinic – Aston

James W. Aston Ambulatory Care Center, 6th floor214-645-2020

Oral and Maxillofacial Surgery Clinic

Paul M. Bass Administrative and Clinical Center, 1st Floor214-645-3999

Orthopaedic Surgery Clinic

Outpatient Building, 1st floor214-645-3300

Otolaryngology Clinic

James W. Aston Ambulatory Care Center, 7th Floor214-645-8898

School of Health Professions

School of Health Professions Building214-648-6562

- *Physical Therapy*
- *Prosthetics and Orthotics*
- *Rehabilitation Counseling*

Plastic Surgery Clinic

Outpatient Building, 5th floor214-645-2353

Psychiatry Clinic – Bass Building

Paul M. Bass Administrative and Clinical Center, 7th floor214-645-8500

Pulmonary Specialty Clinic

Professional Office Building 2, 6th floor.214-645-2100

Spine Clinic

James W. Aston Ambulatory Care Center, 6th Floor214-645-2225

- *Neurosurgery*
- *Orthopaedic Surgery*
- *Eugene McDermott Center for Pain Management*
- *Physical Medicine and Rehabilitation*

Urology Clinic

James W. Aston Ambulatory Care Center, 9th floor214-645-8765

Vascular Surgery Clinic

Outpatient Building, 7th floor214-645-0538

Low Foundation Center for Women’s Preventative Health Care

Professional Office Building 2, 5th 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**

Zale Lipshy University Hospital, 2nd floor214-645-4406

University Hospital **Diabetes Education**

Professional Office Building 1, 1st floor214-645-5305

University Hospital **Heart and Lung Clinic**

Professional Office Building 2, 6th floor214-645-5505

University Hospital **Infusion Clinic – Aston**

James W. Aston Ambulatory Care Center, 2nd floor (lobby level)214-645-2299

University Hospital **Kidney and Liver Transplant Clinic**

Professional Office Building 2, 7th floor214-645-1919

University Hospital **Outpatient Surgery Center**

Outpatient Building, 2nd floor214-645-0991

University Hospital **Physical Medicine and Rehabilitation Clinics**

James W. Aston Ambulatory Care Center, 5th floor214-645-1777

Charles Cameron Sprague Clinical Science Building, 1st floor214-645-2080

Professional Office Building 1, 1st floor214-645-3262

University Hospital **Sleep and Breathing Disorders Clinic**

Professional Office Building 2, 2nd floor214-645-5337

University Hospital **Wound Care Clinic**

Professional Office Building 2, 3rd floor214-645-7900

Harold C. Simmons Comprehensive Cancer Center

University Hospital Bone Marrow Transplantation/Hematologic Malignancies Clinic

Seay Biomedical Building, 2nd floor214-645-4673

University Hospital Center for Breast Care

Seay Biomedical Building, 3rd floor214-645-4673

University Hospital Gynecologic Oncology Clinic

Seay Biomedical Building, 2nd floor214-645-4673

University Hospital Hematology and Medical Oncology Clinic

Seay Biomedical Building, 3rd and 5th floors.214-645-4673

University Hospital Infusion Clinic

Seay Biomedical Building, 2nd floor214-645-4673

University Hospital Radiation Oncology Clinic – Moncrief Building

W.A. Monty & Tex Moncrief Radiation Oncology Building, 2nd floor214-645-4673

University Hospital Radiation Oncology Clinic

Radiation Oncology Building, 2280 Inwood Road214-645-4673

University Hospital Surgical Oncology Clinic

Seay Biomedical Building, 3rd and 5th floors.214-645-4673

University Hospital Imaging Services and Clinical Laboratory services are managed through UT Southwestern University Hospital. Many insurance companies apply the charges for these services against your insurance plan's hospital benefit, which may result in an out-of-pocket expense.

University Hospital Outpatient Imaging Services main number 214-645-9729

Algur H. Meadows Diagnostic Imaging Center, 1st floor214-590-4500

James W. Aston Ambulatory Care Center, 7th floor214-645-3433

Bill and Rita Clements Advanced Medical Imaging Building

 Integrated PET-CT Imaging Services214-645-2700

 Mary Neil & Ralph B. Rogers Magnetic Resonance Imaging (MRI) Center214-645-2700

Breast Imaging Services, Seay Biomedical Building, 3rd floor214-645-2644

UT Southwestern Medical Center at Richardson/Plano972-669-7089

 3030 Waterview Parkway, Richardson, Texas 75080

Moncrief Imaging Services, 400 W. Magnolia Avenue, Fort Worth, Texas 76104817-288-9800
Nuclear Medicine Imaging Services, Professional Office Building 2, 2nd floor214-645-5129
Outpatient Building, 1st floor214-645-3453
Professional Office Building 2	
Clinical Services (laboratory, imaging, and pulmonary services)214-645-1652
Nuclear Medicine Imaging Services, Professional Office Building 2, 2nd floor214-645-5129
University Hospital Interventional Radiology Clinic, Outpatient Building, 1st floor214-645-8990
William P. Clements Jr. University Hospital214-633-0199
Zale Lipshy University Hospital, ground floor214-645-4220

University Hospital Outpatient Laboratories main number 214-633-0400

UT Southwestern Medical Center at Richardson/Plano	2nd floor
James W. Aston Ambulatory Care Center5th floor
Outpatient Building	1st floor
Professional Office Building 2	2nd floor
Clinical Services (laboratory, imaging, and pulmonary services)	
Seay Biomedical Building	2nd floor

COMMUNITY-BASED CARE FACILITIES

Dallas-area clinical centers

UT Southwestern Medical Center at Frisco

5575 Warren Parkway, Suite 318, Frisco 75034	214-645-2353
• <i>Otolaryngology</i>	
• <i>Plastic Surgery</i>	

UT Southwestern Medical Center at Las Colinas

701 Tuscan Drive, Suite 200, Irving 75039	
• <i>General Internal Medicine</i>214-964-0600
• <i>Ob/Gyn</i>	972-401-3200
• <i>Spine</i>	

UT Southwestern Medical Center at Park Cities

8611 Hillcrest Road, 3rd Floor, Dallas 75255	972-669-7070
• <i>Cardiology</i>	
• <i>Dermatology</i>	
• <i>Endocrinology</i>	
• <i>General Internal Medicine</i>	
• <i>Imaging</i>	
• <i>Eugene McDermott Center for Pain Management</i>	
• <i>Physical Medicine and Rehabilitation</i>	
• <i>Rheumatology</i>	

UT Southwestern Medical Center at Richardson/Plano

3030 Waterview Parkway, Richardson 75080 972-669-7070

- Behavioral Health
- Cardiology
- Family Medicine
- Imaging
- Infusion
- Neurology
- Physical Medicine and Rehabilitation
- Simmons Comprehensive Cancer Center
- Spine Multi-Disciplinary
- Sports Medicine
- Urology

Dallas-area specialty clinics

UT Southwestern Family Medicine at Texas Health Dallas

Physical location: 8194 Fogelson Lane, Dallas 75231 214-891-6400

Mailing address: 8194 Walnut Hill Lane, Dallas 75231

UT Southwestern Medical Group at Legacy

Children’s Healthsm Specialty Center Plano Campus

7601 Preston Road, 1st Floor, Plano 75024.469-303-3591

- Maternal-Fetal Medicine

UT Southwestern Medical Group at Irving

3501 N. MacArthur, Irving 75062 214-648-6250

- Maternal-Fetal Medicine

UT Southwestern Medical Group at North Dallas

Northpoint Medical Arts, 12606 Greenville Avenue, 1st Floor, Suite 180, Dallas 75243 . . 214-645-0950

- Ophthalmology

UT Southwestern Medical Group at Lewisville

541 W. Main Street, Suite 150, Lewisville 75057 972-420-8500

- Urology

Fort Worth-area facilities

UT Southwestern Harold C. Simmons Comprehensive Cancer Center at Fort Worth

Moncrief Cancer Institute, 400 W. Magnolia Avenue, 2nd Floor, Fort Worth 76104

Main Number 817-288-9800

Outpatient Lab 817-288-9700

- *Hematology and Medical Oncology*
- *Infusion*
- *Surgical Oncology*

UT Southwestern Monty and Tex Moncrief Medical Center at Fort Worth

600 S. Main Street at Pennsylvania Avenue, Fort Worth 76104

Main Number 817-882-2400

- *Dermatology*
- *Internal Medicine Subspecialties*
- *Ophthalmology*
- *Otolaryngology*
- *Physical Medicine and Rehabilitation*
- *Urology*



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 utswmedicine.org under the “Patients and Visitors” tab. Just click on the “Billing and Insurance” link.

Here are a few key points:

Insurance plans

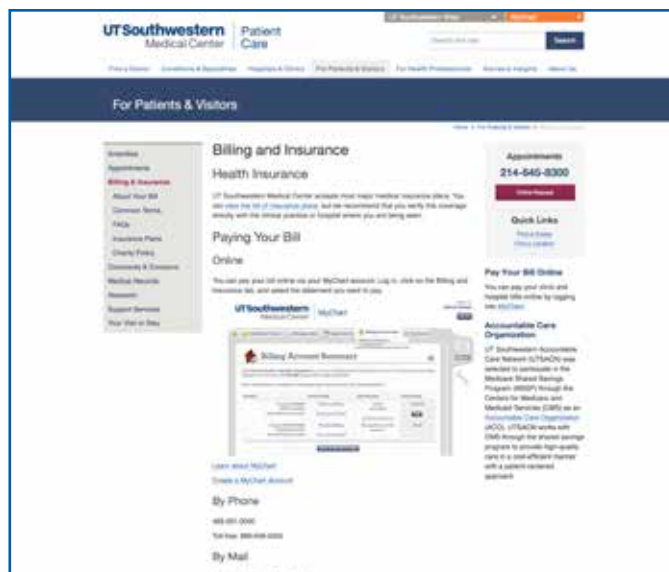
UT Southwestern Medical Center accepts most major medical insurance plans. Please contact the clinical practice or hospital where you are being seen to verify that we accept your plan.

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.



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 2 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 Boulevard, Dallas, Texas 75390

CLINIC BUILDING

WHERE TO SELF-PARK

James W. Aston Ambulatory Care Center

5303 Harry Hines

Tower Garage
Medical District Drive

Paul M. Bass Administrative and Clinical Center

6303 Forest Park, 6333 Forest Park, 6363 Forest Park

Surface lot, north side

Outpatient Building

1801 Inwood Road

*from Inwood, turn north on Southwest Medical Avenue to get to the building and garage

Outpatient Garage
(across from Outpatient Building)

Health Professions Building

6011 Harry Hines

Health Professions Garage

Professional Office Building 1

5959 Harry Hines @ Record Crossing Road

POB Garage
(adjacent to buildings)

Professional Office Building 2

5939 Harry Hines @ Record Crossing Road

POB Garage
(adjacent to buildings)

Harold C. Simmons Comprehensive Cancer Center (Seay Biomedical Building)

2201 Inwood Road

Valet only

Charles Cameron Sprague Clinical Science Building

5161 Harry Hines

Tower Garage
Medical District Drive

HOSPITAL

William P. Clements Jr. University Hospital

6201 Harry Hines

Emergency Room access: Harry Hines to westbound Record Crossing Road

Visitor Garage
(in front of the hospital)

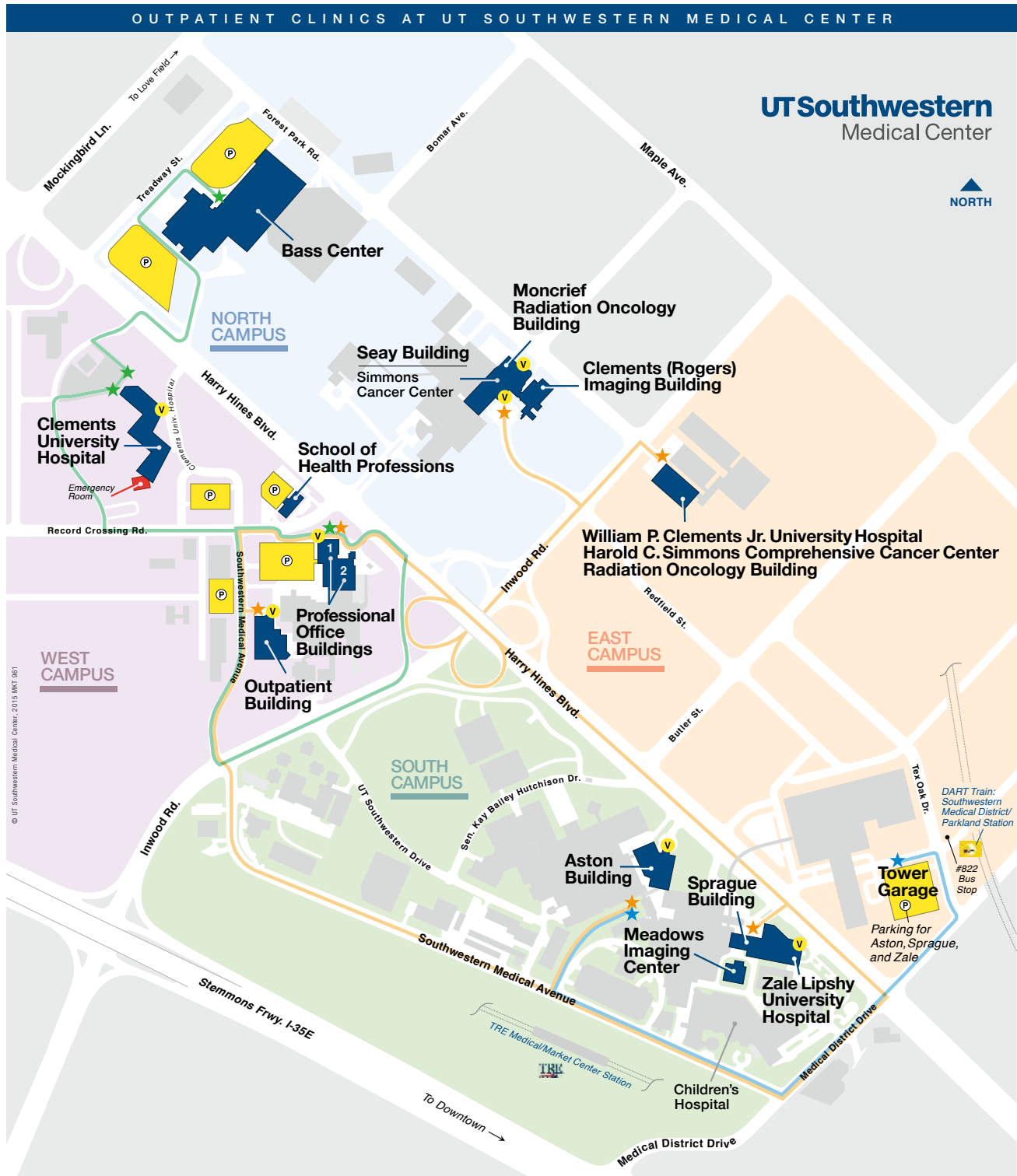
Zale Lipshy University Hospital

5151 Harry Hines

Tower Garage
Medical District Drive

OUTPATIENT CLINICS AT UT SOUTHWESTERN MEDICAL CENTER

UTSouthwestern
Medical Center



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Parking
Locations are marked in yellow

V Valet | \$5 flat rate. Pay once and receive same day valet parking at any second location for free by presenting your first valet receipt.

P Self-Park | Ranging from free to \$3. Credit and debit cards, as well as cash, are accepted for all parking options.

H Hospital
Emergency Room

Shuttle Bus Routes

Green	Orange	Blue
Shuttle Stops		