

Welcome to Maddie's Room (Surgical Waiting Area)



It is our goal at Ronald Reagan UCLA Medical Center to provide outstanding service to our patients, their families and visitors. As part of that commitment, we are pleased to offer you this bright and comfortable space to wait while your loved one is in surgery or undergoing an interventional procedure.



To make your stay more pleasant, we offer you this information and simple guidelines.

A volunteer is available to assist you, to tell you if a doctor or other medical staff needs to speak with you, and to inform you when your loved one has been moved to a recovery room or back to his or her own room after recovery. The volunteer maintains a seating chart so that family members or friends can be easily located. To help the volunteer know where you are, please check in when you arrive, and be sure to inform the volunteer if you leave the area. You will be given a pager to carry with you so that you can be contacted if a healthcare provider needs to speak with you.

Private consultation rooms are available for you to speak with the doctor or other members of the healthcare team. If you would like additional information about our consultation rooms, please ask the volunteer.

Patients usually are in recovery for at least three hours. Please be mindful when you speak with the doctor after the procedure has been completed that the patient probably has not yet arrived in the recovery room.

While food is not allowed inside the waiting area, you are welcome to eat on the adjacent outdoor patio of the Wing and Alice Lee-Tsing Chung Garden. In addition, the Edward D. & Anna Mitchell Dining Commons is located on the first floor close to Maddie's Room, and there is a café on the B-Level, which can be reached via the East Elevators or by the staircase in the main lobby.

We encourage you to bring books or other reading material to help pass the time while you are waiting for your loved one. If you wish to read but do not have a book, a selection is available for your enjoyment in Maddie's Room. Please help us to maintain our collection by returning books after you are through with them.

In addition to our volunteers, Maddie's Room staff are available to assist you. If you would like to speak with one of our team, please call Maddie's Room manager Hala Fam from a hospital phone at Ext. 7-9113, or our information desk at Ext. 7-9119.

**Thank you for choosing Ronald Reagan UCLA Medical Center.
It is our pleasure to serve you.**

Wing and Alice Lee-Tsing Chung Garden (left) and the Edward D. & Anna Mitchell Dining Commons

