CREDO:

*Vanderbilt University Medical Center* is driven by its Credo. As one of our VUMC volunteers, you are expected to exemplify the Credo.

- We provide excellence in healthcare, research and education.
- We treat others as we wish to be treated.
- We continuously evaluate and improve our performance.

CREDO Behaviors

- I make those I serve my highest priority.
- I have a sense of ownership.
- I conduct myself professionally.
- I respect privacy and confidentiality.
- I maintain and promote effective communications.
- I am committed to my colleagues.

IT’S WHO WE ARE.

FOCUS VALUES:

*Vanderbilt Children’s Hospital* is driven by our FOCUS Values. As one of our VCH Volunteers, you are expected to exemplify the FOCUS Values. “It’s the way we do our work”!

FOCUS

*Deliver* ……….. *Family Centered Care*
*Act as* …………. *One Team*
*Participate in* …….. *Continuous Improvement*
*Maintain a* ………. *Unique Environment for Children*
*Provide* ………….. *Service Excellence*
THE VANDERBILT PATIENT AND FAMILY PROMISE:

We will:

- Include you as the most important member of your healthcare team.
- Personalize your care with a focus on your values and needs.
- Work with you to coordinate your care.
- Respect your right to privacy.
- Communicate clearly and regularly.
- Serve you and your family with kindness and respect.

Vanderbilt Medical Center

Vanderbilt Medical Center is a comprehensive health care facility dedicated to patient care, research and the education of health care professionals. Its reputation for excellence in each of these areas has made Vanderbilt a major patient referral center for the Mid-South. Each year, over 300,000 people choose Vanderbilt for their health care needs not only because of its excellence in medical science, but also because our faculty and staff are dedicated to making patients as comfortable as possible. Our mission, responding to today’s and tomorrow’s health care needs in a warm and caring environment, is carried out on a campus which has experienced tremendous physical growth in the last few decades. The major components of the Medical Center are:

Vanderbilt University Hospital

A twin-towered structure, the Hospital is supported by the most up-to-date systems and technology. Designed to provide each patient with an outside view, each floor of the towers holds a nursing core so that no room is far from the nursing station. A philosophy of patient-centered care insures continuity in the patient-nurse relationship. Vanderbilt University Hospital, supported by respected, research-based medical and nursing schools, delivers both routine inpatient care and highly specialized medical treatment and surgical procedures. The Hospital is also home to the region’s only Level I Trauma Center, dedicated Burn Center, and comprehensive heart transplant program.

Monroe Carell Jr. Children’s Hospital at Vanderbilt

Designed around children, the Monroe Carell Jr. Children’s Hospital at Vanderbilt is truly one of a kind and offers family-centered healthcare. The $172 million facility opened in February 2004. There is also an 11 story Outpatient Center called the Doctor’s Office Tower.

Children's Hospital Outpatient Center has a Primary Care Clinic and a Pediatric Acute Care Walk-in Clinic. Specialty Clinics include Adolescents, Cardiology, Cystic Fibrosis, Diabetes, Down Syndrome, Endocrinology, Gastroenterology, Genetics, Hematology,
Hemophilia, Infectious Disease, Neonatology, Nephrology, Pulmonary, Referral, Rheumatology, Spina Bifida and Surgery.

**Vanderbilt-Ingram Cancer Center**

The Vanderbilt-Ingram Cancer Center is Tennessee's only Comprehensive Cancer Center designated by the National Cancer Institute and one of only 41 nationwide. This designation, the highest ranking awarded to cancer centers by the world’s foremost authority on cancer, recognizes research excellence in cancer causes, development, treatment and prevention, as well as a demonstrated commitment to community education and outreach. In addition to providing the most sophisticated cancer care available and more than 150 of the most promising therapies still under investigation, the Vanderbilt-Ingram Cancer Center offers the region's only Family Cancer Risk Service, its first comprehensive Breast Diagnostic Center, its most complete Pain and Symptom Management Program and its only Cancer Information Program staffed by a master's-trained oncology nurse and linked to the National Cancer Institute. VICC offers its clinical trials in hometowns throughout Tennessee, Kentucky, Alabama and Georgia through its Affiliate Network of more than a dozen hospitals.

**The Vanderbilt Clinic**

The Vanderbilt Clinic comprises more than 95 outpatient specialty practices in several campus locations, including The Vanderbilt Clinic building, Medical Arts building and the Village at Vanderbilt. It offers the most up-to-date diagnostic and treatment services for patients in a friendly environment. A covered pedestrian walkway provides easy access to The Vanderbilt Clinic building from the parking garage. Patient escorts are ready to assist with wheelchairs and directions at patient drop-off areas. Information booths are staffed in the lobbies of each level to provide appointment and registration information. Waiting areas and a cafeteria are available for the convenience of patients and visitors.

**Vanderbilt Health - One Hundred Oaks**

Vanderbilt Medical Center has transformed One Hundred Oaks Mall into a state-of-the-art health care center. Vanderbilt Health – One Hundred Oaks occupies and leases more than half the mall on the second and third floors that include about 440,000 square feet. With the new facility we have increased our ability to offer outpatient services at an accessible convenient location. The Vanderbilt Medical Group Business Office and Patient Accounting offices are also located at this location.
Medical Center North

The original hospital, built in 1925, is now a major part of Medical Center North which has been renovated and expanded to house much of the Medical Center's academic and research space.

Vanderbilt Bill Wilkerson Center

The Vanderbilt Bill Wilkerson Center is devoted to comprehensive patient care, education and research in the field of communication disorders and diseases as well as ailments of the ear, nose and throat and head and neck. Its programs are highly regarded nationally; U.S. News & World Report's latest survey, "America’s Best Graduate Schools," listed Vanderbilt's special training in audiology first among 118 other programs, and speech-pathology sixth out of 225 other institutions. The Department of Otolaryngology placed in the top twenty in this year's rankings of hospitals and medical specialties.

Vanderbilt Stallworth Rehabilitation Hospital

VSRH provides complete inpatient and outpatient services for pediatric and adult patients with neurological and orthopedic injuries or disabilities, degenerative conditions and certain chronic ailments. It also hosts the Vanderbilt Center for Multiple Sclerosis, the Nashville Area Junior Chamber of Commerce gymnasium and elements of the Junior League Center for Chronic Illnesses and Disabilities of Children. The Stallworth Rehabilitation Hospital is a joint venture with HealthSouth.

The Vanderbilt Psychiatric Hospital

This facility provides inpatient, partial hospitalization and intensive outpatient services to children, adolescents and adults with psychiatric and substance abuse problems. Services include 24-hour crisis assessment and a year-round accredited school for children and adolescents.

Annette and Irwin Eskind Biomedical Library

This state-of-the-art library gives patrons access to information worldwide through the very latest in informatics retrieval and management technology. Traditional library services, book stacks and comfortable reading areas are also provided along with technology training and assistance.

Vanderbilt Sports Medicine

The Vanderbilt Sports Medicine Center is a full-service medical, surgical and rehabilitative approach to acute and chronic musculoskeletal injuries.
Dayani Health and Wellness Center

The Kim Dayani Center is a medically based fitness/health promotion center which specializes in the modification of risk factors, including those related to cardiovascular disease, weight management, stress, sedentary lifestyle and smoking.

Key Vanderbilt Phone Numbers and Websites

Clinic Information………………………………………………………….322-3000
Emergency Department (VCH)…………………………………………………..322-3391
Emergency Department (VUH)……………………………………………………322-0160
Medical Center Information……………………………………………………322-5000
Monroe Carell Jr. Children’s Hospital at Vanderbilt…………………………….936-1000
In-House Use (Operator)…………………………………………………………0
ID Card Office………………………………………………………………………936-3350
Medical Records (Release of Information)………………………………………322-2062
Occupational Health Clinic………………………………………………………..936-0955
News & Public Affairs……………………………………………………………..322-4747
Pastoral Services……………………………………………………………………343-3535
Patient Affairs ………………………………………………………………………322-6154
Physician Referrals………………………………………………………………..343-4444
Poison Control………………………………………………………………………322-0760
Security (Lost & Found)……………………………………………………………322-2745
Security Escort Service…………………………………………………………….421-8888
Student Health Center……………………………………………………………..322-2427
Traffic & Parking ……………………………………………………………………322-2554
VUPD (business/non emergency line)………………………………………….322-2745
   Emergency………………………………………………………………………421-1911
   Emergency from campus phones………………………………………………1-1911

www.VanderbiltHealth.com

www.mc.vanderbilt.edu

www.ChildrensHospital.Vanderbilt.org

http://news.vanderbilt.edu/vumc-reporter/


www.Nursing.Vanderbilt.edu

www.volunteeratvanderbilt.com