

**Akershus universitetssykehus HF**

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 Read more on [www.ahus.no](http://www.ahus.no)

## Welcome to Akershus University Hospital



The patient treatment at Akershus University Hospital (Ahus) is located on several sites, but the majority is treated at Nordbyhagen in Lørenskog. In this brochure you find information about the hospital, as well as an overview map of the hospital area.

Mars 2019

If you do not know where to go, you can get help at the reception by the main entrance. During the day you may get assistance from our patient hosts. Here you can also borrow a wheel chair for use in the hospital.

Children, youth and their parents/guardians shall use entrance 3 to the Clinic for children and youth (Barne- og ungdomsklinikken, BUK).

Emergency labor shall use entrance 2 at the emergency ward.

### Find your way

The Glass street runs through the entire main building. At the right you find the areas for treatment. The entrances are called B1, B2, B3 and B4. At the left you find the sleeping accommodations. The entrances are called S1, S2, S3 and S4. At the end of the Glass street you find the Clinic for children and youth (Barne- og ungdomsklinikken, BUK).

### Interpreter

If you need interpreter, please contact the department prior to your visit. Interpreter is free.

### Blood test

If you shall have a blood test taken prior to your consultation or after a treatment, you do this half way down the Glass street, see for «Prøvetaking», opening hours 07:30–16:00, Monday to Friday.

### Visiting hours

Monday to Friday: 18:00–19:00.

Saturday, Sunday or public holidays: 14:00–15:00.

Some departments have extended visiting hours, see [www.ahus.no](http://www.ahus.no). If you wish to visit a patient outside visiting hours, or if you are several people visiting at the same time, always confirm with personnel before visiting.

Visiting hours at the postnatal ward are different. Clinic for children youth (Barne- og ungdomsklinikken, BUK) has no set hours.

### Food and services

«Lyspunktet» cafe is located on the first floor close to the main entrance and is open Monday - Friday. The hospital serves halal food at request. Please do not bring your own food to the hospital.

In the Glass street you find several services, for ex. pharmacy, kiosk, hair dresser and flower shop.

### Helsetorget (information center)

Helsetorget is located in the Glass street. Here you find information for patients and relatives/carers, as well as free access to PCs. The entire hospital has free wifi for visitors.

### Møtepunktet (the meeting point)

Møtepunktet offers patients and relatives/carers a possibility to talk. Here you can talk to representatives from the patient organisations. It is in the Helsetorget.

### Waiting zone for patient travels

The waiting zone is a dedicated area at the Helsetorget where you wait for transport home. From Monday – Friday the staff here can help you during the day.

### Learning centre (Lærings- og mestrings-senteret, LMS)

The centre is located near Helsetorget. They arrange courses for patients and carers.

### Hospital church and room for contemplation

The hospital church and contemplation room are located to the right in the Glass street, after B3. You can contact the hospital priest as well as people from different religions and life philosophies to talk, at phone number 911 95 977.

### Parking

Visitors can park on the ground floor in the car park. Parking charges apply. Walking from the car park to the main entrance takes 5 minutes. There are signs showing the way to hospital.

Disabled can park for free next to the main entrance, required permission is displayed. Visitors and patients having difficulties moving but that are parking in the car park, can call 976 30 434 or press

the telephone button at the gate of the car park to be collected by Ahus' vehicle.

The parking spaces by the main entrance, Clinic for children and youth (Barne- og ungdomsklinikken), Ortopedic emergency outpatient ward (Ortopedisk akutt poliklinikk) and Psychiatric ward for young people (Ungdomspsykiatrisk klinikk) are more expensive compared to the car park.

### Bus and taxi

The bus stops close to the main entrance. There is a taxi pick up point next to the main entrance. Taxi can be ordered at the main reception.

### Students doing practical training at Ahus

Ahus is an educational institution where you might encounter students. You may ask for students not to be present or contribute to your treatment.

The staff at work will at any time do their best for the patients, but you may not decide against a specific gender of your doctor, nurse or other health care workers.

### Privacy protection

As a patient you have rights with regards to privacy protection and the way the hospital saves and uses health related information. You can read more about this at [www.ahus.no](http://www.ahus.no).