About NewYork-Presbyterian Hospital

NewYork-Presbyterian Hospital, based in New York City, is the nation's largest non-profit, not-for-profit hospital, with 2,242 beds. The Hospital sees nearly 2 million inpatient and outpatient visits every year, including nearly 240,000 visits to its emergency departments — more than any other area hospital. NewYork-Presbyterian provides state-of-the-art inpatient, ambulatory and preventive care in all areas of medicine at five major centers: NewYork-Presbyterian Hospital/Weill Cornell Medical Center, including the Phyllis and David Kemenasky Center for Children's Health; NewYork-Presbyterian Hospital/Columbia University Medical Center; NewYork-Presbyterian/Morgan Stanley Children's Hospital; NewYork-Presbyterian/The Allen Hospital; and NewYork-Presbyterian Hospital/Westchester Division.

One of the largest and most comprehensive health care institutions in the world, NewYork-Presbyterian Hospital is committed to excellence in patient care, research, education, and community service. NewYork-Presbyterian is the #1 hospital in the New York metropolitan area and is consistently ranked among the best academic medical institutions in the nation, according to U.S. News & World Report. The Hospital has academic affiliations with two of the nation's leading medical colleges: Weill Cornell Medical College and Columbia University College of Physicians and Surgeons.

Important Phone Numbers

- Admitting Department (212) 305-7091
- General Information (212) 305-2500
- Medical Records (212) 305-3270
- Patient Information (212) 305-3101
- Patient Services Administration (212) 305-5904
- Private Duty Nursing (212) 305-2525
- Telephone and Television (212) 305-6717
NewYork-Presbyterian Hospital, based in New York City, is the nation’s largest not-for-profit, non-sectarian hospital, with 2,242 beds. The Hospital sees nearly 2 million inpatient and outpatient visits every year, including nearly 240,000 visits to its emergency departments — more than any other area hospital. NewYork-Presbyterian provides state-of-the-art inpatient, ambulatory and preventive care in all areas of medicine at five major centers: NewYork-Presbyterian Hospital/Weill Cornell Medical Center, including the Phyllis and David Komansky Center for Children’s Health; NewYork-Presbyterian Hospital/Columbia University Medical Center; NewYork-Presbyterian/Morgan Stanley Children’s Hospital; NewYork-Presbyterian/The Allen Hospital; and NewYork-Presbyterian Hospital/Westchester Division.

One of the largest and most comprehensive health care institutions in the world, NewYork-Presbyterian Hospital is committed to excellence in patient care, research, education, and community service. NewYork-Presbyterian is the #1 hospital in the New York metropolitan area and is consistently ranked among the best academic medical institutions in the nation, according to U.S. News & World Report. The Hospital has academic affiliations with two of the nation’s leading medical colleges: Weill Cornell Medical College and Columbia University College of Physicians and Surgeons.
Welcome to NewYork-Presbyterian Hospital/Columbia University Medical Center. Here, you will find a staff dedicated to providing the highest quality, most compassionate care and service to each and every one of our patients in a warm and friendly environment.

To help you and your family while you are here in the Hospital, we have developed this During Your Stay Guide. It includes information about services and amenities that are available to make you as comfortable as possible. It also provides important information about your health care team and what you and your family need to know to prepare for going home. We want you to be an active participant in your own care, and you will find that our staff members encourage you to ask questions and share with them any concerns that you or your family might have.

NewYork-Presbyterian Hospital is one of the most comprehensive academic medical centers in the world, with leading specialists in every field of medicine. We are very proud of the outstanding care we provide to patients and families. Most importantly, we are proud of our staff’s commitment to taking great care of you and your loved ones.

Again, if you have any questions or if there is anything we can do to ease your stay, please don’t hesitate to talk to your doctor or any member of your care team.

Thank you for the privilege of caring for you.

Very truly yours,

Herbert Pardes, MD
President and Chief Executive Officer
NewYork-Presbyterian Hospital
# TABLE OF CONTENTS

## For Your Care
- Your Care Team ............................................ 5
- Your Meals ................................................... 8
- Your Medications  ......................................... 8
- Managing Pain ............................................. 9
- Rapid Response Team................................... 9
- Nursing Station Phone Numbers .................. 10
- Patient Services Administration ................. 11
- Interpreter Services ................................. 11
- Services for the Visually Impaired .......... 11
- Ethics Consultation ..................................... 11
- Pastoral Care ............................................. 12

## For Your Consideration
- Private Accommodations ............................ 13
- Private Duty Nursing ................................... 13
- Guest Facilities and Hotels ...................... 13
- International Services ................................. 14
- Online Personal Health Record: myNYP.org ...15

## For Your Comfort and Convenience
- Telephone Service ...................................... 16
- Television Service ..................................... 17
- Patient Education Television Programming ....18
- Internet Access for Laptops ..................... 18
- Concierge Service: Errand Solutions .......... 19
- Visiting Hours ............................................. 19
- Information Desk ......................................... 19
- Gift Shop ................................................... 19
- Hairstylist .................................................. 19
- Massage Therapy ......................................... 19

## For Your Safety and Security
- Important Patient Safety Information ........20
- Preventing Infections ................................. 22
- Balloons/Flowers ....................................... 24
- Electrical Devices ..................................... 24
- Staff ID Badges .......................................... 24
- Security ..................................................... 24
- Valuables .................................................... 24
- Lost and Found .......................................... 24
- No Smoking Policy ..................................... 24

## Preparing to Go Home
- Discharge Instructions ............................... 26
- Going Home Checklist ................................ 27
- Your Medications ........................................ 28
- Discharge Phone Call ................................. 28
- Patient Satisfaction Survey ....................... 28
- Cashier ...................................................... 30
- Billing ........................................................ 30
- Medical Records ......................................... 31

## Patient Rights and Responsibilities
- Your Rights ................................................ 32
- Your Responsibilities ................................... 32
- Your Health Care Proxy and Living Will .... 33
- If You Have Concerns .................................. 33

## Finding Your Way Around
- Directions ...................................................... 34
- Parking ........................................................ 35
- Map and Neighborhood Services ............ 35

## Notes .......................................................... 36

## Index .......................................................... 38
FOR YOUR CARE

Your Care Team
During your stay at NewYork-Presbyterian Hospital/Columbia University Medical Center, you will meet a number of health care professionals who work together to coordinate your treatment. They make up your health care team. You and your family are also an important part of the care team. We encourage you to speak up and let your needs and concerns be known.

Doctors
There may be many doctors involved in your care. In addition to your attending doctor, who is often your personal doctor or the doctor who admitted you, you may be seen by other medical or surgical specialists, as well as fellows or residents. A fellow is a doctor pursuing further training in his or her subspecialty. A resident is a doctor who has completed medical school and is enrolled in a residency training program in a particular specialty. Residents are also referred to as house staff and work under the careful supervision of attending doctors.

The Doctors caring for me are:

[Space for names]

Nurses
There may be many nurses involved in your care as well. They work closely with the doctors and other members of the health care team. Our nursing team includes the Patient Care Director, nurse practitioners, staff nurses, nursing assistants, and ICU technicians. The Patient Care Director is responsible for the supervision of all nursing care on a particular unit or units. A registered nurse, who is designated as your primary nurse, plans and coordinates your overall nursing care and assigns tasks as appropriate to other members of the nursing team.

My Nurses are:

[Space for names]
Care Coordinators
Care coordinators are registered nurses who see that your doctors’ orders are carried out in a timely manner. The care coordinator may ask you questions about your care and your medical insurance so that you can receive the appropriate benefits covered under your policy.

My Care Coordinator is: ______________________________________________________________

Unit Assistants
Unit assistants greet patients and visitors as they arrive on the unit, answer phones, respond to call bells, and schedule tests. They are available to answer your questions and direct you within the unit. If the unit assistant does not know the answer, he or she is responsible for finding the appropriate person on the unit who can help you.

My Unit Assistant is: _________________________________________________________________

Physician Assistants
Physician assistants are health professionals who are members of your health care team. Under the supervision of your attending physician, they can deliver a broad range of medical and surgical services, conduct physical exams, diagnose and treat illnesses, order and interpret tests, counsel on preventive health care, assist in surgery, and prescribe medications.

My Physician Assistant is:______________________________________________________________

Social Workers
Social workers help you and your family manage your Hospital stay and plan for your return home. The social worker can address the emotional issues that come with being in a hospital, provide patient and family counseling, coordinate discharge planning, and offer information about support groups.

My Social Worker is: _________________________________________________________________

Dietitians
Registered dietitians are also professional members of the health care team. They plan for your dietary and nutritional needs during your Hospital stay according to your doctor’s orders. If you require a special diet, your dietitian provides you with information and teaches you how to follow the diet before you go home.

My Dietitian is: ______________________________________________________________________
Nutrition Hosts
Nutrition hosts take your daily meal orders and deliver your meals to your room.

My Nutrition Host is: ______________________________________________________________

Physical Therapists
Physical therapists assess your physical and functional needs and provide you with exercises and programs to help you regain strength, restore your mobility, and improve your ability to do home and work activities in preparation for discharge.

My Physical Therapist is: __________________________________________________________

Occupational Therapists
Occupational therapists provide therapy designed to help improve your ability to carry out activities of daily living, such as dressing, bathing, and grooming, following your discharge.

My Occupational Therapist is: _________________________________________________________

Speech Therapists
Speech therapists assist patients who may need help in regaining or improving speech and communication skills.

My Speech Therapist is: _____________________________________________________________

Respiratory Therapists
Respiratory therapists provide care to patients with breathing difficulties who need assistance.

My Respiratory Therapist is: __________________________________________________________

Environmental Services Workers (Housekeepers)
Environmental services workers are responsible for providing a clean and safe environment for patients and staff, including cleaning your room every day.

My Environmental Services Worker is: ________________________________________________

Patient Escorts
Patient escorts are staff members who transport you to and from tests and procedures in the Hospital. They see that you get to and from your destination safely.

Volunteers
Volunteers provide vital assistance to our patients, families, and health care professionals. Throughout the Hospital, they can be found lending a helpful hand with a wide range of tasks and activities. You may meet volunteers on the unit and in the waiting areas.
Your Meals
You will be offered a choice of meals from the Hospital menu with specific attention to any dietary
restrictions that may be related to your condition or your treatment. We can also accommodate
special requests for vegetarian or kosher meals.

Breakfast: 8 am to 9 am
Lunch: 11:45 am to 1:30 pm
Dinner: 5 pm to 6:30 pm

Snacks, such as juice, crackers, cereal, and milk are available on each patient care unit.

Your Medications
Use the chart below to keep track of your prescription and over-the-counter medications — especially
since the medications you were taking before coming to the Hospital may now change as a result of
your admission.

<table>
<thead>
<tr>
<th>Name of Medication</th>
<th>Dose/Amount</th>
<th>How Often/Time of Day Medicine is Taken</th>
<th>Special Notes/Date Started or Stopped</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Allergies
Let your doctor and nurse know if you have any allergies, especially to medications and food, and/or
other substances. Please list your allergies here.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
**Managing Pain**
Managing pain is important and may help you get better faster. It may even shorten your Hospital stay. Walking, deep breathing, and physical therapy are easier if you have less pain. You should always let your health care team and primary nurse know if you are feeling pain. Your health care team will ask you to describe your pain and pain level. You will be asked to rate your pain on a scale of “0 to 10” or to choose a “face” on a scale that indicates your level of pain. This will also help your health care team determine if your treatment or medication should be changed. If you feel your pain is not relieved, tell your nurse immediately.

**Rapid Response Team**
A Rapid Response Team is a special Hospital team that can be called by your nurse if your condition changes quickly. The Rapid Response Team is made up of at least two of the following professionals: critical care nurse, doctor, physician assistant, nurse practitioner, and respiratory therapist. The Rapid Response Team works closely with your primary doctor and nurse to provide care. The Team can be called any time of the day or night. If you have any questions about the Rapid Response Team, please talk to your nurse or doctor.
**Nursing Station Phone Numbers**

<table>
<thead>
<tr>
<th>Service</th>
<th>Location</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardiac Catheterization Lab</td>
<td>Milstein Hospital Building - 2nd Floor</td>
<td>(212) 342-4260</td>
</tr>
<tr>
<td>Post Anesthesia Care Unit</td>
<td>Milstein Hospital Building - 3rd Floor</td>
<td>(212) 305-7007</td>
</tr>
<tr>
<td>Post Anesthesia Care Unit 4</td>
<td>Milstein Hospital Building - 4th Floor</td>
<td>(212) 305-2573</td>
</tr>
<tr>
<td>4 Hudson South - Medical Intensive Care Unit A</td>
<td>Milstein Hospital Building - 4th Floor</td>
<td>(212) 305-6345</td>
</tr>
<tr>
<td>4 Hudson South - Medical Intensive Care Unit B</td>
<td>Milstein Hospital Building - 4th Floor</td>
<td>(212) 305-4141</td>
</tr>
<tr>
<td>4 Hudson South - Surgical Intensive Care Unit</td>
<td>Milstein Hospital Building - 4th Floor</td>
<td>(212) 305-6382</td>
</tr>
<tr>
<td>5 Garden North</td>
<td>Milstein Hospital Building - 5th Floor</td>
<td>(212) 305-6705</td>
</tr>
<tr>
<td>5 Garden South</td>
<td>Milstein Hospital Building - 5th Floor</td>
<td>(212) 305-2825</td>
</tr>
<tr>
<td>5 Hudson North</td>
<td>Milstein Hospital Building - 5th Floor</td>
<td>(212) 305-4171</td>
</tr>
<tr>
<td>Cardiothoracic Intensive Care Unit</td>
<td>Heart Center - 5th Floor</td>
<td>(646) 317-4570</td>
</tr>
<tr>
<td>Cardiac Care Unit</td>
<td>Heart Center - 5th Floor</td>
<td>(646) 317-4270</td>
</tr>
<tr>
<td>5 Hudson South - Cardiac Care Unit</td>
<td>Milstein Hospital Building - 5th Floor</td>
<td>(212) 305-8970</td>
</tr>
<tr>
<td>5 Hudson South - Cardiothoracic Intensive Care Unit</td>
<td>Milstein Hospital Building - 5th Floor</td>
<td>(212) 305-2662</td>
</tr>
<tr>
<td>6 Garden North</td>
<td>Milstein Hospital Building - 6th Floor</td>
<td>(212) 305-5691</td>
</tr>
<tr>
<td>6 Garden South</td>
<td>Milstein Hospital Building - 6th Floor</td>
<td>(212) 305-7100</td>
</tr>
<tr>
<td>6 Hudson North</td>
<td>Milstein Hospital Building - 6th Floor</td>
<td>(212) 305-6635</td>
</tr>
<tr>
<td>6 Hudson South</td>
<td>Milstein Hospital Building - 6th Floor</td>
<td>(212) 305-2331</td>
</tr>
<tr>
<td>7 Garden North</td>
<td>Milstein Hospital Building - 7th Floor</td>
<td>(212) 305-4585</td>
</tr>
<tr>
<td>7 Garden South</td>
<td>Milstein Hospital Building - 7th Floor</td>
<td>(212) 305-2738</td>
</tr>
<tr>
<td>7 Hudson North</td>
<td>Milstein Hospital Building - 7th Floor</td>
<td>(212) 305-8078</td>
</tr>
<tr>
<td>7 Hudson South</td>
<td>Milstein Hospital Building - 7th Floor</td>
<td>(212) 305-2332</td>
</tr>
<tr>
<td>8 Garden North</td>
<td>Milstein Hospital Building - 8th Floor</td>
<td>(212) 305-4559</td>
</tr>
<tr>
<td>8 Garden South - Neuro Intensive Care Unit</td>
<td>Milstein Hospital Building - 8th Floor</td>
<td>(212) 305-4550</td>
</tr>
<tr>
<td>8 Hudson North</td>
<td>Milstein Hospital Building - 8th Floor</td>
<td>(212) 305-4557</td>
</tr>
<tr>
<td>8 Hudson South</td>
<td>Milstein Hospital Building - 8th Floor</td>
<td>(212) 305-4686</td>
</tr>
<tr>
<td>9 Garden North</td>
<td>Milstein Hospital Building - 9th Floor</td>
<td>(212) 305-3090</td>
</tr>
<tr>
<td>9 Garden South</td>
<td>Milstein Hospital Building - 9th Floor</td>
<td>(212) 305-2449</td>
</tr>
<tr>
<td>9 Hudson North - McKeen</td>
<td>Milstein Hospital Building - 9th Floor</td>
<td>(212) 305-2731</td>
</tr>
<tr>
<td>9 Hudson South - McKeen</td>
<td>Milstein Hospital Building - 9th Floor</td>
<td>(212) 305-2831</td>
</tr>
<tr>
<td>Irving Institute for Clinical and Translational Research</td>
<td>Harkness Pavilion - 10th Floor</td>
<td>(212) 305-6632</td>
</tr>
</tbody>
</table>
Patient Services Administration

Patient Services Administration provides a central location for patients and families to voice their opinions — both positive and negative — about any aspect of Hospital care or services. Our Patient Services Administration personnel can help you and your family with questions and concerns, explain Hospital policy and procedures, and take appropriate steps to see that your rights as a patient are respected. Each Patient Services Administration staff member is trained in managing the issues that can have an impact on the quality of the patient experience. The Patient Services Administration staff is also available to educate patients and their families about advance directives and address any ethical concerns that may arise during a patient’s stay.

Interpreter Services

Interpreters for foreign languages and sign language can be arranged by a member of our staff free of charge. Indicate to a member of our staff if you will need this service and an interpreter will be arranged for you. Equipment for the hearing impaired is also available.

Services for the Visually Impaired

If you are visually impaired, staff will assist you with forms. The Patient Bill of Rights and various selected forms are available in Braille through Patient Services Administration.

Ethics Consultation

The Hospital has an Ethics Committee, and its representatives are available to you, your family members, and Hospital staff for help when ethical issues relating to care arise. The Ethics Committee can provide counsel in areas such as ventilator use, feeding tubes, and dialysis. Please speak with your nurse, doctor, social worker, chaplain, or a representative from Patient Services Administration for more information.
Pastoral Care

Monday through Friday, 8:30 am to 5 pm

The Hospital's Department of Pastoral Care and Education can provide spiritual and emotional support to you and your loved ones while you are in the Hospital. Chaplains are trained to work with people of all faiths and those who have no religious affiliation. We have multi-faith chaplains who are available to provide religious guidance, if desired, and to help maintain religious or ritual observances. If you would like to talk with a chaplain during your Hospital stay, please let your nurse know. The Pauline A. Hartford Memorial Chapel, a non-denominational chapel open to all visitors, patients and staff, is located in the Presbyterian Hospital Building on the first floor, and can be accessed from the Garden. The Chapel is open 24 hours a day, 7 days a week for prayer and meditation. All services held in the Chapel may also be viewed via the in-room television. A smaller Chapel, the Roman Catholic Chapel of the Blessed Sacrament, located next to the larger Chapel and directly across from the Security Desk, is open from 8:30 am to 5 pm for prayer and contemplation.

24-hour Emergency On-Call Chaplain: Contact the page operator at (212) 305-2323 and provide the operator with the On-Call Chaplain’s pager number 81111.
FOR YOUR CONSIDERATION

Private Accommodations

NewYork-Presbyterian/Columbia offers private suites and rooms for patients on most units at additional cost. The McKeen Pavilion, located on the ninth floor in the Milstein Hospital Building, is a private, hotel-like facility with Hudson River views. The suites include a visitor’s sitting room with a sleeper sofa and bathroom. There are also private rooms available on the nursing units. Please contact the Admitting Department at (212) 305-7091, or let your physician know if you are interested in private accommodations.

Private Duty Nursing (212) 305-2525

Private duty nurses and attendants may be hired through the Private Duty Nursing Office, located on the sixth floor, South Knuckle, of the Milstein Hospital Building. The Private Duty Nursing Office is open from 9 am to 5 pm. After hours, call (212) 305-5181. Private duty nurses and attendants are not employed by the Hospital. Their fees will be quoted to you when you call the office. Payment must be made in cash or by check directly to the nurse or attendant at the end of each shift.

Please be aware that if a semi-private room is not available, you may be assigned to a private room but will not be charged a private room rate. If a semi-private room becomes available, you will have the option of moving to that room or electing to stay in the private room for an additional private room charge.

Guest Facilities and Hotels

The McKeen Pavilion (212) 305-5951
Milstein Hospital Building
NewYork-Presbyterian/Columbia
177 Fort Washington Avenue, between 165th and 168th Streets
New York, New York 10032

Guest rooms are available in the McKeen Pavilion in the Milstein Hospital Building to enable friends and family to be close to loved ones during their hospitalization. Rates are available on request. Call for information or reservations, Monday through Friday, 7 am to 5 pm; Saturday and Sunday, 8 am to 4 pm; Holidays, 7 am to 3 pm. After hours, ask a nurse to page the Administrator-on-Call, who will check on room availability.
The Econo Lodge-Fort Lee
2143 Hudson Terrace
Fort Lee, New Jersey

The Econo Lodge is located not far from the George Washington Bridge in Fort Lee, New Jersey, with convenient access to the Bridge, the Hospital, and New York City via both public transportation and by car. The Econo Lodge also offers shuttle bus service to and from NewYork-Presbyterian/Columbia.

The Crowne Plaza Englewood
401 S. Van Brunt Street
Englewood, New Jersey

Located just north of Route 4 and Interstate 80, the Crowne Plaza Englewood offers shuttle bus service to and from NewYork-Presbyterian/Columbia.

International Services
(212) 305-4900

If your primary residence is in a country other than the United States, please contact International Services. Our International Services staff speak many languages and are available to assist patients and families with a variety of medical and non-medical services, including scheduling doctor appointments, escorting patients to procedures, requesting second medical opinions, and providing information about lodging. The International Services office is located in the Milstein Hospital Building, ninth floor central.
Online Personal Health Record: myNYP.org

NewYork-Presbyterian Hospital is pleased to offer patients myNYP.org, a free online service for management of personal and family health records. myNYP.org puts you in charge of your health information and offers you the ability to consolidate and organize significant amounts of health information in a private account. You can access your information wherever and whenever needed and can easily share information with clinicians, trusted family members, and other caregivers.

With myNYP.org, you can create your own electronic health record and store as much or as little of your health record as you wish in one convenient place online. This includes medical conditions and history, medications, surgery reports, lab results and test reports, immunization records, Hospital discharge instructions, doctor and insurance information, and emergency contacts.

NewYork-Presbyterian cares about patient privacy. Therefore, myNYP.org was developed in collaboration with Microsoft and uses Microsoft® HealthVault™ — a privacy and security-enhanced online service — to store patient information. Once stored, information can only be accessed and shared by you or with your permission.

In addition, online tools offered by myNYP.org can help you manage health and wellness. “My Health Explained” helps you better understand treatments, tests, and procedures used to diagnose and treat your condition. “My Health Tools” includes useful tools to help you manage chronic conditions such as high blood pressure and diabetes; keep track of weight, monitor your diet and chart your progress; and prepare for emergencies.
FOR YOUR COMFORT AND CONVENIENCE

Telephone Service

Local Calls
Local calls are free to the following area codes: 212, 201, 347, 516, 551, 631, 646, 718, 914, 917, and 973, and may be dialed directly from your Hospital room.

Long Distance Calls
Calls to area codes beyond those listed above are long distance. There is a small daily charge for long distance telephone service within the continental United States.

To activate long distance service:
• within the Hospital, call 5-6717 (automated) or 5-6593 to speak with someone
• outside the Hospital, call (212) 305-6593

Follow the voice prompts to complete the activation. If you need assistance, press 0.

Long distance telephone service may be charged to:
• Major credit cards (Visa, MasterCard, Discover, or American Express)
• Prepaid cards, available at the kiosk located in the Milstein Hospital Building on the second floor next to the main elevators or on the fifth floor next to the main elevators
• Home telephone bill

Long Distance Calling Service Terms
The long distance calling service period is from midnight to midnight. Service can be stopped or restarted at any time by dialing 5-6717. Service is automatically transferred when you are moved to another room and is stopped when you are discharged from the Hospital.

Making Telephone Calls
Local Calls: Dial 9 + 1 + Area Code + Number
Long Distance Calls: Dial 9 + 1 + Area Code + Number
Toll-Free Calls: Dial 9 + 1 + 800 (866, 877) + Number
**Television Service**

In general, rooms come with several free television channels; additional channels are available for a small daily fee.

**Basic Free Service**

All patients have 24-hour access to basic television service, which includes the following complimentary channels: CBS (Channel 6), PBS (Channel 16), and CNN (Channel 41), as well as the Newborn Channel, and channels providing religious services, classical music, Hospital information, and patient education programming. A guide to programming for channels 1-57 is available on Channel 66.

**Extended Television Service**

Extended television service includes 24-hour access to television programming and movie channels for a small daily charge. For information on how to access the extended service, see below. A listing of channels is available on Channel 66.

To activate extended television service:
- within the Hospital, call 5-6717 (automated) or 5-6593 to speak with someone
- outside the Hospital, call (212) 305-6593

Please have your payment available at the time of your call. Follow the voice prompts to complete the activation. If you need assistance, press 0.

**Important:** Once you complete your transaction, please turn to the TV channel of your choice. Service will begin within a few minutes.

Television service may be charged to:
- Major credit cards (Visa, MasterCard, Discover, or American Express)
- Prepaid cards, available at the kiosk located in the Milstein Hospital Building on the second floor next to the main elevators or on the fifth floor next to the main elevators
- Home telephone bill — the extended television service charge will appear as an entertainment service

**Rental Terms**

The rental period is from midnight to midnight. Service can be stopped or restarted at any time by dialing extension 5-6717. Service is automatically transferred when you are moved to another room and is stopped when you are discharged from the Hospital.

**For Assistance**

Rentals: Dial extension 5-6717, then press 0
TV Repairs and TV Customer Service: Dial extension 5-6593
Billing Questions: Dial 866-234-9009
**Patient Education Television Programming**

The Hospital offers extensive patient education programming free of charge through your television service. A list of topics can be found on Channel 88, or ask your nurse for a printed copy of the list. After you watch the program, if you have any questions about the information, talk to your nurse or doctor.

To view the program:

**Step 1:** Dial 5-6717. You will hear several commands.

**Step 2:** Choose a language.
- Press 1 to hear the instructions in English.
- Press 2 to hear the instructions in Spanish.

**Step 3:** After listening to instructions, press 2 for video on demand.

**Step 4:** Enter the 3-digit video code for the topic you want to watch. You will be asked to confirm your choice.
- Press 1 if correct.
- Press 2 if not correct.

**Step 5:** You will hear, “Your video selection will begin playing momentarily on channel __.” Turn your TV to the channel that is mentioned.

**Step 6:** You will hear:
- To repeat this message, press 1.
- To end the call and begin playing your video, press 2.

**Internet Access for Laptops**

You and your family members can use a personal laptop computer in the Hospital. You can connect your computer to our Wireless Guest Network, which is designed for guests and patients at the Hospital, by selecting “Guest-Net” from the list of networks that appear when you click on the wireless icon. Once connected to the Hospital’s wireless network, you can launch your web browser. Your web browser will automatically present a disclaimer page listing the Terms and Conditions and Acceptable Use for the Wireless Guest Network. After you read the disclaimer page and you accept its terms, you can use Guest-Net. You can select “I Agree” at the bottom of the page.

Guest-Net Wi-Fi connection is an open and unencrypted wireless network with Internet-Only access. No connectivity to Hospital intranet resources is available.
Concierge Service: Errand Solutions
NewYork-Presbyterian Hospital is pleased to provide our patients and their families with access to Errand Solutions, a concierge service to help make hospitalization less stressful. This service can assist you with travel and transportation arrangements, accommodations for visitors, gifts and flower orders, finding restaurants and food delivery services, pet sitting, and other errands. You may contact Errand Solutions from your Hospital room phone by dialing *99.

Visiting Hours
You may have visitors around the clock. However, our staff will work with you and your family members, especially if you are in a room with two beds, to allow patients time to rest and sleep. In some cases, visiting hours vary according to the location and condition of the patient. Please look for signs indicating special visiting hours on a particular unit, or ask the Patient Care Director on that unit.

Information Desk
The Information Desk, located in the lobby of the Milstein Hospital Building, provides patient and visitor information and directions. The Information Desk is open 24 hours a day, 7 days a week. From within the Hospital, call 5-2897. There is also a Welcome Desk located in the first floor lobby of the Vivian and Seymour Milstein Family Heart Center. The Welcome Desk is open 24 hours a day and can be reached at (646) 317-4040 or inside the Hospital, call 7-4040.

Gift Shop
Monday through Friday, 8 am to 9 pm
Saturday, Sunday, and Holidays, 10 am to 9 pm

The Gift Shop is located in the lobby of the Milstein Hospital Building. It offers a wide selection of items, including flowers, toiletries, newspapers, magazines, cards, snacks, beverages, gifts, and Mylar balloons. Latex balloons are prohibited in the Hospital.

For the health and safety of our patients, balloons and flowers (fresh cut, artificial, and dried arrangements) are prohibited in all intensive care units, recovery rooms, operating rooms, nurseries, labor and delivery suites, and oncology and transplant units.

Hairstylist
Appointments for services within the Hospital can be made with Shining Barber, located on Audubon Avenue between 167th and 168th Streets.

Massage Therapy
With the approval of your doctor, a massage therapist can provide services in your Hospital room. There is a charge for this service. To make an appointment, call (212) 342-0002.
FOR YOUR SAFETY AND SECURITY

Important Patient Safety Information
At NewYork-Presbyterian Hospital, we want to work closely with you to make your care safe. By getting involved in your care, asking questions, and speaking up, you will help us achieve optimum outcomes.

Be Actively Involved in Your Care
Your health care team will keep you informed about your care. They will listen to your concerns, answer your questions, and explain your treatment plan. If English is not your primary language and you need assistance, we will provide an interpreter for you. When you are discharged, you will receive written instructions to take home.

Ask Questions and Speak Up
• Actively participate in decisions about your treatment.
• Ask questions about your care and treatment.
• Ask questions about your discharge instructions.
• Tell us if you do not understand what we are saying to you.
• Ask for an interpreter if you do not understand English.

Keep Your Health Care Team Informed
• Share your medical history with your health care team.
• Tell us about all your medical problems and prior surgeries.
• Tell us if you have any allergies.

Know Your Medications
While you are in the Hospital, ask about all medications you are given and why they have been prescribed for you. Remember to take home your written medication instructions.

Expect Staff to Check and Recheck Your Identification Band
Wear your Hospital identification (ID) band at all times while you are in the Hospital. Our staff will review the information on your Hospital ID band before giving you any medications, before tests, procedures, and X-rays, or when giving you your food tray. If your ID band comes off or is unreadable, ask us to replace it.

Use Your Call Button
There is a red button on the remote control, which may be used to call for help whenever it is needed. Call buttons are also located in all bathrooms.
Help Prevent Falls
For your protection, we strive to make every effort to prevent falls during your Hospital stay. This includes placing your call button within reach, helping you get out of bed, and taking you for walks on the nursing unit. If you are at risk for falling, we will take extra precautions.

You can help prevent falls by:
- Calling for help before you get out of bed or a chair.
- Keeping your call button close to you — let us know if you cannot reach it.
- Wearing Hospital-provided non-skid socks or shoes when you walk around.
- Making sure the brakes are locked before getting in or out of a wheelchair.
- If you wear glasses, making sure you have them on before you get out of bed.
- Following the staff’s instructions to prevent falls.
Preventing Infections
Preventing infections is one of the most important goals at the Hospital. While not every infection is preventable, many can be prevented by following certain precautions.

Practice Hand Hygiene
One of the best ways to prevent infections is hand hygiene. Hand hygiene refers to cleaning hands with soap and water or with an alcohol-based hand sanitizer. Alcohol-based products are an easy way to perform hand hygiene. Throughout the Hospital, you will see Purell® dispensers and bottles in hallways and patient rooms.

Your health care team will clean their hands before and after providing care to prevent the spread of infection. They are required to use Purell® or wash their hands with soap and water. If you’re not sure that your health care team cleaned their hands, please ask them to do so before they examine you or do a procedure. They will be glad you reminded them.

Follow Visitor Guidelines
We want you to help prevent the spread of infection, too. If your family or friends have a cold, cough, fever, or rash, please ask them not to visit until they feel better. Ask your visitors to clean their hands with Purell® before they come into your room.
Know About Health Care-Associated Infections and Precautions

All hospitals strive to prevent health care-associated infections. These infections include:

- **Surgical site infections**, which can happen after surgery at the area on the body where surgery was performed.

- **Central line-associated blood stream infections**, which can occur in patients who have a central line catheter in their vein. These catheters are placed so that the patient can receive medications and blood transfusions.

- **Multi-drug resistant organism infection**, which is a type of infection that may not be related to a procedure. This type of infection, which can affect any part of the body, is caused by bacteria that are resistant to many antibiotics. Resistance means that the bacteria have become harder to treat. These infections can be passed from patient to patient if proper prevention practices are not followed. They can also occur as a result of treatment with antibiotics.

When you have a procedure, such as an operation, a cardiac catheterization, or a central line placement, strict guidelines are in place to help prevent infections. Sterile drapes are used to create barriers to prevent contamination of the body site being worked on. In addition to performing hand hygiene, the health care team:

- wears sterile gowns, gloves, caps, and masks
- uses sterile supplies and surgical instruments
- cleans the skin where the procedure is to be done with an antiseptic

Before some operations, patients are given antibiotics to prevent infections from ever starting.

In some cases, to help prevent health care-associated infections, we place patients on isolation precautions in a single room. Patients who have been diagnosed with a multi-drug resistant organism infection may also be placed on contact isolation. If you are on contact isolation, health care team members may wear a mask, gown, or gloves when coming to see you — although you may still remain in a two-bedded room. Please check with your nurse about precautions you should take.

If you have questions about preventing health care-associated infections, please ask your doctor or nurse.
Balloons/Flowers
As patients and staff members may be allergic to latex, only Mylar balloons are allowed in the Hospital. Additionally, latex balloons pose an environmental hazard inside and outside of the Hospital. Silk flowers are preferred over real flowers, as real flowers pose an allergy risk to some patients.

Electrical Devices
Electrical devices from home are not permitted on the units. It is best to keep hair dryers and other plug-in items at home. Special permission to use electronics from home may be granted in rare instances, and must be pre-approved by our Biomedical Engineering Department. If you have any questions, please speak with your nurse.

Staff ID Badges
Every staff member and volunteer is required to wear a Hospital identification badge that includes a photograph, name, and role in the Hospital. Do not hesitate to ask employees or visitors to identify themselves. If you have any concerns about the identity of any person entering your room, contact a member of the nursing staff immediately. Report any suspicious behavior to the Security Office at extension 5-2222.

Security
The Security Department monitors the Hospital and its properties 24 hours a day, 7 days a week. Special security measures in the maternity and pediatric areas provide further security for newborns and children during their stay in the Hospital. Please note that anyone entering the Hospital will be asked to show identification.

Valuables
The Hospital is not responsible for loss or damage to any personal property kept in your room. Please send your valuables home with a friend or family member for safekeeping. If this is not possible, contact the Patient Care Director on the unit to have the valuables locked in a safe.

Lost and Found
For Lost and Found, contact the Security Office at (212) 305-2222 or call 5-2222 from within the Hospital.

No Smoking Policy
NewYork-Presbyterian Hospital is a completely smoke-free environment — indoors and outdoors. Smoking is prohibited in Hospital buildings, at entrances, on all outside grounds and in gardens, courtyards, and parking facilities. For information on programs that can help you stop smoking, ask your doctor or visit the Hospital’s website at www.nyp.org and search under smoking cessation.
PREPARING TO GO HOME

Discharge Instructions
Start thinking about plans for your discharge early in your Hospital stay. A social worker can help you and your family arrange an appropriate discharge plan. Each patient has different needs, and every plan is carefully made with those needs in mind.

When your doctor tells you that you are ready to go home, your nurses will discuss ongoing care with you. If any prescriptions are required, they will be given to you the night before you go home. You will also receive a written discharge plan that describes the arrangements for any future care that your doctor may order after discharge. You cannot be discharged until the services required in your written discharge plan are secured or determined by the Hospital to be reasonably available. You also have the right to appeal this discharge plan.

As you make arrangements to leave the Hospital, please note that discharge time is before 10 am.
**Going Home Checklist**

The following list of questions will help you prepare for a smooth transition home.

___ Do I have clean, comfortable clothes to wear?

___ Do I have keys to my home?

___ Is there food for me to eat at home?

___ Is it the right food for my diet?

___ Who is coming to pick me up?

___ Do I need someone to help me at home?

___ Have these arrangements been made?

___ Do I have all the prescriptions/medications I will need?

___ Will I need any special equipment?

___ Is the special equipment there and ready for me to use?

___ Have I received my discharge instructions to care for myself at home?

___ Will I be following up with other doctors or specialists when I get home?

___ Who are they?

___ Will I need home care services after I leave?

___ Have these services been arranged?

___ What else should I ask my doctor, nurse, or therapist?

___ Who can I call if I have concerns or questions after I get home?
**Your Medications**
You can use this chart to update your list of prescription and over-the-counter medications in preparation for discharge.

<table>
<thead>
<tr>
<th>Name of Medication</th>
<th>Dose/Amount</th>
<th>How Often/Time of Day Medicine is Taken</th>
<th>Special Notes/Date Started or Stopped</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Discharge Phone Call**
We are interested in learning how we can better serve our patients and families. After you are discharged, you may receive a discharge phone call from the Hospital. The purpose of this call is to inquire about your experience during your hospitalization and to make your transition home as easy as possible. Before you are discharged, please tell your nurse the most convenient telephone number and time for this call.

**Patient Satisfaction Survey**
Approximately two weeks after your discharge, you may receive a Patient Satisfaction Survey in the mail. The Survey will ask about your stay in the Hospital. Please take a moment to complete and return this Survey. Your participation will help us take steps to improve the experience for our patients and families.
Cashier
(212) 305-6200

Monday through Friday, 8 am to 6 pm

The Cashier is located in the Milstein Hospital Building on the first floor near the Admitting Department. Payment for Hospital charges and other services can be made by cash, personal check, traveler’s checks, and most major credit cards.

Billing

Your Hospital bill will reflect all of the Hospital services you received during your stay. Charges fall into two categories:

- A basic daily rate, which includes your room, meals, nursing care, and housekeeping
- Charges for special services or procedures, such as operating room, recovery room, and/or items your physician orders for you, such as X-rays or laboratory tests

For information about charges for telephone and television services, see pages 16 and 17.

You will receive separate bills from physicians who bill independently for their services. Also, you may receive bills from physicians who did not see you in person, but who provided professional services related to diagnosing and interpreting test results while you were a patient. These include pathologists, radiologists, and other specialists. If you have questions about their bills, please call the number printed on the statement you receive from them.

Insurance
(866) 652-7517

All insured patients should familiarize themselves with the terms of their insurance coverage, including commercial insurance carriers, HMOs, Medicare, and Medicaid. This will help you understand which Hospital services are covered and what your responsibilities are, if any. You should also bring copies of your insurance cards. The Hospital is responsible for submitting bills to your insurance company for Hospital services and will do everything it can to expedite your claim. You may receive a bill from the Hospital for any deductible/copay/coinsurance or non-covered items, as indicated on the explanation of benefits received from your insurance company. If you have any questions regarding your insurance coverage, please call (866) 652-7517 or the telephone number indicated on your billing statement.
Notice to Uninsured or Underinsured Patients  
If you are uninsured, you will be responsible for payment of your Hospital bill unless you are eligible for and receive coverage from other payment sources. NewYork-Presbyterian Hospital offers assistance to patients who do not have insurance or are underinsured to determine whether there may be other sources of payment, such as Medicaid, Medicare 1011, Workers Compensation, No-Fault, COBRA benefits, or Charity Care, available to cover Hospital services rendered here.

NewYork-Presbyterian Hospital Charity Care/Financial Aid Policy  
NewYork-Presbyterian Hospital has a long-standing policy to assist patients who receive health care services at our Hospital and are in need of financial aid, regardless of age, gender, race, national origin, socio-economic or immigrant status, sexual orientation, or religious affiliation. If you have a financial obligation to NewYork-Presbyterian and believe you cannot afford to pay, the Hospital has a charity care/financial aid policy that can assist qualified patients. Information regarding eligibility for charity care/financial aid and the application process is available from the Admitting Department, or by calling toll-free (866) 252-0101.

Medical Records (Health Information Management)  
Medical Correspondence Unit  
NewYork-Presbyterian/Columbia  
622 West 168th Street, Room PH1-040B  
New York, NY 10032

If you would like to request a copy of your Hospital medical records, please carefully review and complete the Hospital Release of Information Authorization form in full, and either mail or bring it to the Medical Correspondence Unit. The form is available in English and Spanish on the Hospital's website or you may pick it up from the Medical Correspondence Unit. To access the form online, type the following in your browser: http://nyp.org/patients/medical-records.html. Please read the form carefully and check the appropriate box for the information you need. The office is open 9 am to 4 pm.
PATIENT RIGHTS AND RESPONSIBILITIES

Your Rights
You have certain rights and protections as a patient guaranteed by state and federal laws. These laws help promote the quality and safety of your Hospital care. Please review the booklet in the pocket of this Guide, Your Rights as a Hospital Patient in New York State. Share it with family and friends involved in your care. If you have a question about your rights, or do not understand something, speak to your nurse, doctor, social worker, or Patient Services Administration representative.

Your Responsibilities
This statement of Patient Responsibilities was designed to demonstrate that mutual respect and cooperation are basic to the delivery of quality health care. You are responsible to:

- Provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health; and, provide, upon admission, a copy of your Health Care Proxy or other advance directives, if available.
- Notify your doctor or nurse if you have recently been taking any of the following: vitamins, minerals, herbals, both prescription and non-prescription medications, and nutritional supplements. By letting them know what you are taking, they can take steps to avoid possible problems with the medications and treatments you may be getting during your Hospital stay.
- Your food and nutrition needs will be met during your stay. However, if food is brought in from the outside, please let your nurse know. We need to see that the food is stored safely and won't interfere with your special diet or treatment.
- Report any unexpected changes in your condition to the responsible medical care provider.
- Report whether you clearly understand each proposed course of action in your care and what is expected of you.
- Follow the treatment plan recommended by the health care team responsible for your care. This group may include doctors, nurses, and allied health personnel who are carrying out the coordinated plan of care, implementing your doctor’s orders, and enforcing the applicable Hospital rules and regulations.
- Be responsible for your actions if you refuse treatment or do not follow your medical care provider’s instructions.
- Follow Hospital rules and regulations affecting patient care and conduct.
- Be considerate of the rights of other patients and Hospital personnel, especially with regard to minimizing noise, refraining from smoking, and assuring the appropriate conduct of your visitors.
- Be respectful of the property of others.
- Assure that the financial obligations for your health care are fulfilled as promptly as possible.
Your Health Care Proxy and Living Will
Sometimes, because of illness or injury, patients may be unable to talk to their doctor and make decisions about their treatment. You may want to plan in advance so that your wishes about treatment will be followed if you become unable — for a short or long period — to decide for yourself. In New York State, individuals have the right to appoint someone they trust to decide about treatment for them, if they become unable to do so. This appointed person is called a Health Care Agent.

The best way to protect your treatment wishes and concerns is to appoint a Health Care Agent and complete the Health Care Proxy form. This form is included in Your Rights as a Hospital Patient booklet in the pocket of this Guide. If you do not plan ahead, family members or other people close to you may not be allowed to make these decisions for you. If you do not have someone to appoint as your Health Care Agent, or you do not want to appoint someone, you can also give written instructions about your specific treatment desires in advance. These written instructions are called a living will.

Organ Donation
Should you wish to consider organ donation and enroll in the New York State Donate Life Registry, you may do so by calling the New York State Organ and Tissue Donor Registry at 1-866-NYDONOR or 1 (866) 693-6667. You may also enroll through the New York State Department of Health website at http://www.health.state.ny.us/professionals/patients/donation/organ/.

If You Have Concerns
If you have any questions or concerns regarding your rights and/or responsibilities as a patient at NewYork-Presbyterian Hospital, please call Patient Services Administration at (212) 305-5904.

If you feel we have not been able to address your concerns, you may also call:
- New York State Department of Health (800) 804-5447
- The Joint Commission, a hospital accreditation organization (800) 994-6610
FINDING YOUR WAY AROUND

The Hospital’s official address and phone number are:

NewYork-Presbyterian Hospital/Columbia University Medical Center  (212) 305-2500
630 West 168th Street
New York, NY 10032

Directions

By Subway
Take the A, C, or #1 subway to the 168th Street station.
From midtown Manhattan, the A train provides express service.

By Bus
A number of city buses serve the medical center: M2, M3, M4, M5, M100, Bx36, Bx11, and Bx3.

For additional bus and subway information, call the Metropolitan Transit Authority at (718) 330-1234.

By Car
The most direct way to NewYork-Presbyterian/Columbia from most locations is to follow directions leading to the George Washington Bridge, then exit onto the Henry Hudson Parkway, and then onto Riverside Drive (south). From there, continue south and turn left onto 165th Street (the first left south of the Bridge). Take 165th Street one block to Fort Washington Avenue. Turn left on Fort Washington Avenue for valet parking, which is available in the driveway of the Milstein Hospital Building. Turn right on Fort Washington Avenue for visitor parking.

From Upstate New York and New Jersey:
After crossing the George Washington Bridge, follow signs to the Henry Hudson Parkway, (also called the West Side Highway), and then to Riverside Drive. Follow directions above from Riverside Drive.

From Riverdale and Westchester via the Saw Mill River Parkway:
Exit the Henry Hudson Parkway at the Riverside Drive exit, immediately past the George Washington Bridge. Follow directions above from Riverside Drive.

From Westchester, Connecticut, and the East Side of Manhattan via the Major Deegan, Cross Bronx Expressway, or Harlem River Drive:
Approaching the George Washington Bridge, take the Henry Hudson Parkway exit; on the approach to the Henry Hudson Parkway, stay to the left and follow signs to Riverside Drive. Follow directions above from Riverside Drive.

From the West Side of Manhattan:
Take the Henry Hudson Parkway to Exit 15-Riverside Drive South. Follow directions above from Riverside Drive.
Parking

Valet Service
Valet parking is available at the main entrance of the Milstein Hospital Building at 177 Fort Washington Avenue as follows:
Monday through Friday, 5:45 am to 10 pm
Saturday, Sunday and Holidays, 7 am to 10 pm

If you anticipate picking up your car after the valet is closed, please park in the Hospital visitor parking garage at 115 Fort Washington Avenue, which is open 24 hours a day.

Visitor Parking Garage
The visitor parking garage is located at 115 Fort Washington Avenue, between 164th and 165th Streets. It is open 24 hours a day.

Reduced rate parking is available for family members of patients who expect to be at the Hospital for an extended length of time. A prepaid debit card can be purchased from the Parking Coordinator’s Office, which is located on the main/entry level of the Fort Washington Visitor Parking Garage. To be eligible for a prepaid debit card, you must purchase a minimum of 5 parking days.

Monthly parking passes are also available. Monthly passes are valid for 30 consecutive days, including weekends.

If you have any questions, please call (212) 305-4903. In order to receive any discounted rates, a letter from your doctor’s office or social worker verifying date of admission and expected length of stay is required. On the date of discharge, parking fees are waived for patients with validated discharge instructions.

Map and Neighborhood Services
In the pocket of this Guide, you will find a map that identifies locations important for you to know on the NewYork-Presbyterian/Columbia campus and in the surrounding neighborhood. For your convenience, we have also included a list of restaurants, pharmacies, ATM machines, and banks that may be helpful to you.
INDEX

Allergies .................................................. 8
Balloons ................................................. 19, 24
Billing .................................................... 30
Care Team ............................................... 5
Cashier ................................................... 30
Concierge Service ................................. 19
Directions .............................................. 34
Discharge .............................................. 26
Electrical Devices ................................. 24
Ethics Consultation ................................. 11
Falls Prevention .................................... 21
Financial Aid Policy ................................. 31
Flowers ........................................... 19, 24
Gift Shop ............................................... 19
Guest Facilities ...................................... 13
Hairstylist .............................................. 19
Hand Hygiene ........................................ 22
Health Care Proxy .................................. 33
Hearing Impaired ................................. 11
Hotels ................................................... 13
Identification Badges (staff) ................. 24
Identification Bands (patients) .......... 20
Infection Prevention ............................. 22
Information Desk ................................. 19
Insurance Information .......................... 30
International Services ......................... 14
Internet Access .................................... 18
Interpreter Services .............................. 11
Joint Commission .................................. 33
Laptops ................................................ 18
Living Will .......................................... 33
Lost and Found ................................... 24
Map .................................................. Cover Pocket, 35
Massage Therapy ................................. 19
Meals ................................................... 8
Medical Records ................................. 31
Medications ......................................... 8, 28
Neighborhood Services .... Cover Pocket, 35
New York State Department of Health ..... 33
Nursing Station Phone Numbers ............ 10
Organ Donation ..................................... 33
Pain Management ................................. 9
Parking ................................................ 35
Pastoral Care ....................................... 12
Patient Education Television Programming .18
Patient Responsibilities ......................... 32
Patient Rights ........................ Cover Pocket, 32
Patient Safety ................................. 20
Patient Satisfaction Survey ................. 28
Patient Services Administration ............. 11
Private Accommodations ......... 13
Private Duty Nursing .......................... 13
Rapid Response Team ......................... 9
Religious Needs .................................. 12
Security ........................................... 24
Smoke-Free Campus .......................... 24
Telephone Service .......................... 16
Television Service ................................ 17
Valuables ............................................. 24
Visiting Hours ................................ 19
Visually Impaired .............................. 11
Wireless Network .............................. 18