Welcome

Welcome to NewYork-Presbyterian/The Allen Hospital. Here you will find a staff dedicated to always 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 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.

At NewYork-Presbyterian, **We Put Patients First**. So if you have any questions or if there is anything we can do to ease your stay, 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,

[Signature]

Steven J. Corwin, M.D.
*Chief Executive Officer*
NewYork-Presbyterian Hospital
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For Your Care

Your Care Team
During your stay at NewYork-Presbyterian/The Allen Hospital, you will meet a number of health care professionals who work together to plan 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.

As an academic medical center, NewYork-Presbyterian trains new physicians and serves as a site for teaching medical and health professional students. These individuals may participate in aspects of your care under close supervision of appropriate Hospital staff.

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 housestaff and work under the careful supervision of attending doctors.

The Doctors caring for me are:

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. A specially trained Pain Resource Nurse may also be available to talk with you about any pain management concerns.

My Nurses are:

________________________________________

________________________________________

________________________________________

________________________________________

________________________________________
Care Coordinators
Care coordinators are registered nurses who see that your doctor’s 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 Clerks
Unit clerks 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 clerk does not know the answer, he or she will find the appropriate person on the unit who can help you.

My Unit Clerk 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 who need assistance with breathing difficulties.

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. If you need assistance, please call (212) 932-6054.

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 helping hand with a wide range of tasks and activities. If you feel a volunteer could help you in some way, please let your nurse know.
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, kosher, and other dietary preferences.

Breakfast: 8 am to 9 am  
Lunch: 12 noon to 1 pm  
Dinner: 5 pm to 6 pm

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

Your Medications
The medications you were taking before coming to the Hospital may change as a result of your admission. If any prescriptions are required, they will be given to you before you are discharged. You will also receive a list of the medications that you will need to take at home.

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

Hourly Rounding
A member of your care team will come to your bedside approximately every hour during the day and every two hours at night to make sure that your care and comfort needs are met. If you are awake, the staff member will ask you about your pain level, whether you need to use the bathroom, ensure your room is organized and free of clutter, and answer any questions you or your family members may have.

Pain Management
Managing pain is important and may help you get better faster. 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 may 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 relief is not acceptable, 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>Department</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labor and Delivery</td>
<td>(212) 932-4142</td>
</tr>
<tr>
<td>Postpartum</td>
<td>(212) 932-4143</td>
</tr>
<tr>
<td>Nursery</td>
<td>(212) 932-4147</td>
</tr>
<tr>
<td>Neonatal Intensive Care Unit (NICU)</td>
<td>(212) 932-5268</td>
</tr>
<tr>
<td>2 Field East</td>
<td>(212) 932-4129</td>
</tr>
<tr>
<td>2 Field West</td>
<td>(212) 932-4128</td>
</tr>
<tr>
<td>2 River East (Step-Down Unit)</td>
<td>(212) 932-4125</td>
</tr>
<tr>
<td>2 River West</td>
<td>(212) 932-4120</td>
</tr>
<tr>
<td>Intensive Care Unit (ICU)</td>
<td>(212) 932-4124</td>
</tr>
<tr>
<td>3 River East</td>
<td>(212) 932-4131</td>
</tr>
<tr>
<td>3 River West</td>
<td>(212) 932-4143</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

Communication access for patients/families with limited English proficiency (LEP), speech or visual impairment, or who are deaf or hard of hearing 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 it will be arranged for you.

Services for the Visually Impaired

If you are visually impaired, our 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
Office Hours: Monday through Friday, 9 am to 5 pm
In-House On Call: 9 am to 5 pm
Out-of-House On Call: 5 pm to 9 am
Page Operator: (212) 305-2323; On-call Pager 80723

The chaplains in the Pastoral Care and Education Department are committed to meeting the religious, spiritual, and cultural needs of patients and their loved ones during hospitalization. If you would like to speak with a chaplain during your Hospital stay, please let a member of the staff know or call the Department directly.

A non-sectarian memorial chapel is located on the first floor of the Hospital. The chapel is open daily for prayer and meditation. Current worship schedules are available from the Pastoral Care and Education Department.

24-hour Emergency On-Call Chaplain: To page the on-call chaplain, contact the page operator at (212) 305-2323 and ask the attendant to page 80723.

Therapy Dog Program – NYP Paws for Patients
NewYork-Presbyterian/Allen has a therapy dog program through which specially trained dogs visit our patients, with their doctor’s permission. There is no charge for this service. Visits by a therapy dog have been shown to provide a number of different benefits to patients, including reducing stress, relieving depression, lowering blood pressure, or helping with pain management through distraction. Please note, this program is only available in clinically approved areas. If you would like to arrange a special visit with a therapy dog, please let your nurse know.
For Your Consideration

Private Accommodations
NewYork-Presbyterian/Allen has private rooms available for patients for an additional cost. Please contact the Admitting Department at (212) 932-5079 or let your physician know if you are interested in private accommodations.

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.

Private Duty Nursing
Private duty nurses and attendants for patients at NewYork-Presbyterian/Allen may be hired through NewYork-Presbyterian/Columbia’s Private Duty Nursing Office. The Private Duty Nursing Office is open seven days a week from 6:30 am to 9 pm. After hours, please call the Private Duty Nursing Office and someone will assist you. Private duty nurses and attendants are not employed by the Hospital. Their fees will be quoted to you when you call the office. Payment can be made by check or credit card at the Private Duty Nursing Office.

Private Duty Nursing Office
(212) 305-2525
**Guest Facility and Hotels**

NewYork-Presbyterian/Allen is not far from the NewYork-Presbyterian/Columbia campus. Families and friends of patients at the Hospital may find the following guest facility and hotels useful.

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

Guest rooms are available in the Milstein Hospital Building — McKeen Pavilion Guest Accommodations area. These guest rooms enable friends and family to be close to loved ones while they are in the Hospital. Rates are available on request. Call for information or reservations, Monday through Friday, 7 am to 5 pm; Saturday, Sunday, and holidays, 8 am to 4 pm. After hours, ask a nurse to page the Administrator-on-Call who will check room availability.

**Econo Lodge Fort Lee**
(201) 944-5332
2143 Hudson Terrace
Fort Lee, NJ 07024

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 by public transportation and car.

**Crowne Plaza Englewood**
(201) 871-2020
401 South Van Brunt Street
Englewood, NJ 07631

The Crowne Plaza Englewood is located just north of Route 4 and Interstate 80.

**Global Services**
(212) 305-4900
If your primary residence is in a country other than the United States, please contact Global Services. Our Global Services staff speak many languages and are available to assist patients and families with medical and non-medical services, including scheduling doctor appointments, escorting patients to procedures, requesting second medical opinions, and providing information about lodging.
Online Personal Health Record: myNYP.org

NewYork-Presbyterian Hospital is pleased to offer myNYP.org, a free service that allows you and your family to view and manage your medical records online. MyNYP.org puts you in charge of your health information and offers you the ability to consolidate and organize health information in a private account. You can easily share information with clinicians, trusted family members, and other caregivers. Information can only be accessed and shared by you or with your permission. MyNYP.org is conveniently accessible from any computer, tablet, or mobile device. For a full list of myNYP.org features and content, please review the Frequently Asked Questions on the website.

Connect to myNYP.org today by following the instructions at http://mynyp.org.
For Your Comfort and Convenience

Welcome Kit
To provide you with a warm reception to our Hospital, you will receive a welcome kit upon your admission. Featuring products from Gilchrist & Soames, the kit includes an array of toiletries and grooming items, ear plugs, a sleep mask, and lip moisturizer. This patient amenity kit will help meet your personal needs until you are either discharged or can obtain grooming items from home.

Telephone Service
NewYork-Presbyterian Hospital is pleased to offer complimentary telephone service, including long distance service within the United States.

Television Service
NewYork-Presbyterian Hospital is pleased to offer complimentary television service. Programming includes network and local stations, as well as a variety of sports, lifestyle, and movie channels, all free of charge. If you have any questions, please speak with a member of your care team.

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 a program, if you have any questions about the information, talk to your nurse or doctor. To view the program:

Step 1: Call (212) 932-4500. 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
You and your family members can use a personal laptop computer and most other mobile wireless
devices in the Hospital. You can connect your computer or device 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 appears when you click on the wireless icon. Launch your device’s web browser and it will
automatically present a disclaimer page listing the Terms and Conditions and Acceptable Use for the
Wireless Guest Network. You must select “I Agree” at the bottom of the page in order to use guest-
net. Most web browsers are compatible with this process. Guest-net Wi-Fi connection is an open and
unencrypted wireless network with Internet-only access.

Visiting Hours
NewYork-Presbyterian has open visiting hours. To provide patients with more support from their loved
ones, there are no set visiting times. Patients or a support person, selected by the patient when he/she
is admitted, may decide who visits and when. Visitors may include but are not limited to a spouse, same
or opposite sex domestic partner, another family member, or a friend, for emotional support during the
course of his/her stay. Please note, for the well-being of our patients, members of the care team may
limit visiting. Our staff will work with visitors and patients, especially those in semi-private rooms, to
allow patients time to rest and sleep.

NewYork-Presbyterian Hospital does not restrict, limit, or otherwise deny visitation privileges based on
age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex,
sexual orientation, and gender identity or expression.
Quiet Time
All inpatient units of the Hospital observe a daily quiet time to help provide you and your family with a calming health care environment and to enable patients to rest. Designated quiet time hours are posted on each unit and announced when they begin. During this time, everyone on the unit is asked to keep noise levels to a minimum.

Information Desk (212) 932-4152
The Information Desk, located in the main lobby of the Hospital, can provide directions and information to patients and visitors. The Information Desk is open 24 hours a day, 7 days a week.

Gift Shop (212) 932-5050
Monday through Sunday, 9 am to 8:30 pm

The Gift Shop is located in the first floor lobby of the Hospital. It offers a wide selection of items, including flowers, toiletries, newspapers, magazines, cards, snacks, beverages, gifts, and Mylar balloons. You may call the Gift Shop to have deliveries made to your room. For the health and safety of our patients, latex balloons are prohibited in the Hospital. Mylar balloons and flowers (fresh cut, artificial, and dried arrangements) are prohibited in all intensive care units, recovery rooms, operating rooms, nurseries, the labor and delivery unit, and oncology and transplant units.

Where to Eat
Within NewYork-Presbyterian/Allen, you can get a meal or a snack at the following:

The Pavilion Café (212) 932-4505
Monday through Friday, 7 am to 6 pm
Saturday and Sunday, 8 am to 3 pm

The Pavilion Café, located in the basement of the Hospital, serves meals made to order, including omelets, waffles, hot and cold sandwiches, and a variety of Spanish and Caribbean specialty foods.

Vending Machines
Vending machines are available 24 hours a day in the dining area of The Pavilion Café.

Public Restrooms
Public restrooms are located throughout the Hospital and on every floor. For infection control purposes, bathrooms in patient rooms are for patient use only.
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 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, and 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 television 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 will receive additional education on preventing falls that is important for you to follow. Your safety is our top priority.

Many patient falls in hospitals occur when a patient attempts to walk to the bathroom without assistance. Do not attempt to walk to the bathroom alone. Please call staff for assistance.

You also can help prevent falls by:
• calling a staff member for help getting 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 taking 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 hand sanitizer 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 an alcohol-based hand sanitizer or wash their hands with soap and water. If you’re not sure that your health care provider cleaned his or her hands, please ask the provider to do so before examining you or performing a procedure. They will be glad you reminded them.

Follow Visitor Guidelines
We want you to help prevent the spread of infection too. Ask your visitors to clean their hands with an alcohol-based hand sanitizer before they come into your room. If your family members or friends have an infection, such as a cold, cough, fever, or rash, please ask them not to visit until they are better.
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.
- **Catheter-associated urinary tract infections**, which can occur in patients who have a urinary catheter. Urinary catheters are placed to measure urine output in patients who are undergoing surgery or are critically ill. Catheters should be removed as soon as possible.
- **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 with an antiseptic where the procedure is to be done

Before some operations, patients are given antibiotics to prevent infections. At times, patients will be asked to shower or bathe with a special soap prior to surgery.

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**
For the health and safety of our patients, latex balloons are prohibited in the Hospital. Silk flowers are preferred over real flowers, as real flowers pose an allergy risk to some patients. Mylar balloons and flowers (fresh cut, artificial, and dried arrangements) are prohibited in all intensive care units, recovery rooms, operating rooms, nurseries, the labor and delivery unit, and oncology and transplant units.

**Electrical Appliances**
Electrical appliances from home, such as hair dryers or other plug-in items, are not permitted on the units. 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 immediately to the Security Department. To be connected to NewYork-Presbyterian Security from an internal Hospital phone, dial 911 or (646) NYP-9111 from an external phone or cell phone.
Security
911 from an internal Hospital phone; (646) NYP-9111 from an external phone or cell phone

The Security Department monitors the Hospital and its properties 24 hours a day, 7 days a week. Special security measures in the maternity area provide further security for newborns 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, including hearing aids, eyeglasses, or dentures, 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. Itemize your personal belongings with staff and ask for a receipt of any items that will be kept with Security.

Lost and Found
911 from an internal Hospital phone; (646) NYP-9111 from an external phone or cell phone

For Lost and Found, contact the Security Department.

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 http://nyp.org/services/smoking-cessation.html.
Preparing to Go Home

Discharge Information
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 sent to a pharmacy for you or given to you 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 and a list of the medications that you will need to take at home. You may not 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 your discharge plan. An envelope for your discharge information is provided in the pocket of this Guide so you will be able to easily keep track of the material.

As you make arrangements to leave the Hospital, please note that discharge time is before 10 am.
Your Checklist for Discharge

Your care team wants to make sure you have everything in place when you are ready to be discharged from the Hospital. The discharge envelope, which you received with this Guide, was provided for your discharge plans, medication prescriptions, and any other follow-up information you will need when you leave the Hospital.

___ My doctor’s phone number is ____________________________________________________________

___ I have an updated list of all my medications.

___ I have all the equipment and supplies I need to go home.

___ I have reviewed and understand all discharge instructions.

___ I know who to call to set up my follow-up appointments or I have all my follow-up appointments set up.

___ I have the name and phone number of the person to call if I have any questions during my first week home.

___ I have transportation home from the Hospital.

In addition, the following list of questions will help you have 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?

___ Do I need someone to help me at home?

___ If needed, have these arrangements been made?

___ Will I need home care services after I leave?

___ If needed, have these services been arranged?

___ What else should I ask my doctor, nurse, or therapist?
DURING YOUR STAY | Preparing to Go Home

Discharge Phone Call
After you are discharged, you may receive a discharge phone call from the Hospital. The purpose of this call is to see how you are feeling, inquire about your experience during your hospitalization, and 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
After your discharge, you may receive a Patient Satisfaction Survey either in the mail or via email. The Survey will ask about your stay in the Hospital. Please take a moment to complete and return this Survey. This Survey is very important to us. Your participation will help us take steps to improve the Hospital experience for our patients and families.

Cashier
Monday through Friday, 7:30 am to 5:30 pm

The Cashier is located on the right side of the main lobby of the Hospital. 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, which include the operating room, recovery room, and/or items your physician orders for you, such as X-rays or laboratory tests
Physician Services
It is also important for you to know that the physician services you receive in the Hospital are not included in the Hospital’s charges. Physicians bill for their services separately and may or may not participate in the same health plans as the Hospital. You should check with the physician arranging your Hospital services to determine which plans that physician participates in.

You may also 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. NewYork-Presbyterian Hospital contracts with a number of physician groups, such as anesthesiologists, radiologists and pathologists, to provide services at the Hospital. Contact information for the physician groups the Hospital has contracted with is available at http://nyp.org/payingforcare. You should contact these groups directly to find out which health plans they participate in, or if you have questions about their bills, please call the number printed on the statement you receive from them.

You should also check with the physician arranging for your Hospital services to determine whether the services of any other physicians will be required for your care. Your physician can provide you with the practice name, mailing address, and telephone number of any physicians whose services may be needed.

Your physician will also be able to tell you whether the services of any physicians contracted by the Hospital are likely to be needed, such as anesthesiologists, radiologists and pathologists. Contact information for these physicians is available at http://nyp.org/payingforcare. You should contact these groups directly to find out which health plans they participate in.

Hospital Charges
Hospitals are required by law to make available information about their standard charges for the items and services they provide. To obtain information about the Hospital's charges visit us at http://nyp.org/payingforcare.

Insurance
NewYork-Presbyterian Hospital is a participating provider in many health plan networks. You can find a list of the plans in which we participate at http://nyp.org/payingforcare. Some health plans use smaller networks for certain products they offer so it is important to check whether we participate in the specific plan you are covered by. Our list will tell you if we do not participate in all of a health plan’s products.

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 (212) 632-7440 or the telephone number indicated on your billing statement.

**Notice to Uninsured or Underinsured Patients**  
(866) 252-0101

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, Workers’ Compensation, No-Fault, COBRA benefits, or Charity Care, available to cover Hospital services rendered here.

**Charity Care/Financial Aid Policy**  
(866) 252-0101

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, socioeconomic 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)**  
(212) 305-3270

Mailing Address:
Medical Correspondence Unit
NewYork-Presbyterian/Columbia
622 West 168th Street
New York, NY 10032

The Medical Correspondence Unit for NewYork-Presbyterian/Allen is located at NewYork-Presbyterian/Columbia. 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.
Patient Rights and Responsibilities

Your Rights as a Hospital Patient

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

As a patient in a hospital you have the right, consistent with law, to:

• Understand and use these rights. If for any reason you do not understand or you need help, the hospital must provide assistance, including an interpreter.
• Have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
• Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, gender identity, source of payment, or age.
• Be free from all forms of abuse or harassment.
• Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
• Receive emergency care if you need it.
• Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
• Know the names, positions, and functions of any hospital staff involved in your care, as well as the right to refuse their treatment, examination, or observation.
• A no smoking room.
• Receive complete information about your diagnosis, treatment, and prognosis.
• Receive all the information that you need to give informed consent for any proposed procedure or treatment, including the possible risks and benefits of the proposed procedure or treatment.
• Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet Deciding About Health Care – A Guide for Patients and Families.
• Refuse treatment and be told what effect this may have on your health.
• Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
• Privacy while in the hospital and confidentiality of all information and records regarding your care.
• Participate in the development and implementation of your Plan of Care and all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
• Review your medical record without charge. Obtain a copy of your medical record for which the hospital can charge a reasonable fee, with the understanding that you cannot be denied a copy solely because you cannot afford to pay.
• Receive an itemized bill and explanation of all charges.
• Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and provide a prompt written response to any grievance, and to be provided by the hospital with the number of the New York State Department of Health and/or The Joint Commission if you wish to lodge your complaint with them.
• Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
• Make known your wishes in regard to anatomical gifts. You may document your wishes in your Health Care Proxy or on a donor card, available from the hospital.

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, both prescription and non-prescription medications, and herbal 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.
• Let your nurse know if food is brought in for you from the outside. 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.
Advance Directives
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. Following is information on three types of Advance Directives: Health Care Proxy, Living Will, and Medical Orders for Life-Sustaining Treatment (MOLST).

Health Care Proxy and Living Will
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 by completing the Health Care Proxy form. This form is included in the booklet, Your Rights as a Hospital Patient in New York State, found in the pocket of this Guide. 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.

Medical Orders for Life-Sustaining Treatment
Medical Orders for Life-Sustaining Treatment (MOLST) is a program designed to improve the quality of care patients receive at the end of life by translating patient goals for care and preferences into medical orders. MOLST is based on communication among the patient, his or her Health Care Agent or another designated surrogate decision-maker, and health care professionals to promote shared, informed medical decision-making. MOLST forms can be downloaded from the New York State Department of Health website at www.health.ny.gov/professionals/patients/patient_rights/molst or www.compassionandsupport.org. For more information about the MOLST program, visit the Department of Health’s website at www.health.ny.gov/professionals/patients/patient_rights/molst.

The Patient Advance Directive Policy states, among other things, that the Hospital will follow any advance directive, such as a Health Care Proxy, Living Will, or MOLST, which complies with New York State law provided that you give a signed copy of the advance directive to the Hospital.

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 toll-free at (866) NYDONOR or (866) 693-6667. You may also enroll through the New York State Department of Health website at 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) 932-4321. 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/The Allen Hospital               (212) 932-4000
5141 Broadway
New York, NY  10034

Directions

By Subway
The #1 train provides service to the 215th Street and 225th Street stations at Broadway. Walk along
Broadway for five blocks to 220th Street. The A train provides express service from midtown Manhattan
to 207th Street. At 207th Street, take the Bx7 bus to 219th Street and Broadway. The entrance to the
Hospital is on the west side of the street.

By Bus
City buses that serve the Hospital include: Bx7, Bx20, and Liberty Lines Express. For additional bus and
subway information, call the Metropolitan Transportation Authority at (718) 330-1234.

By Metro-North Railroad
The Marble Hill station at 225th Street is located directly across the river from the Hospital. Walk over the
220th Street bridge to reach the Hospital’s main entrance.

By Car
From Upstate New York and New Jersey
After crossing the George Washington Bridge, follow signs to the Henry Hudson Parkway North (also called the
West Side Highway). Exit at Dyckman Street, then turn left on Broadway. The Hospital will be on your left.

From the Major Deegan Expressway
From either north or south on the Major Deegan take Exit 10, the 230th Street exit. If approaching from the
south, turn left at the light onto Broadway. If approaching from the north, turn right at the light onto Broadway.

From the Cross Bronx Expressway
Travel toward the George Washington Bridge and take the last exit before the bridge. Then follow signs for the
Henry Hudson Parkway north. Exit at Dyckman Street, then turn left on Broadway. The Hospital will be on your left.

Parking
Valet parking is available at the main entrance of the Hospital at 5141 Broadway, Monday through Friday,
6 am to 10 pm, and weekends and holidays, 8 am to 8 pm. Fees are posted at the main entrance. Most
major credit cards are accepted.
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About NewYork-Presbyterian Hospital

NewYork-Presbyterian Hospital, based in New York City, is one of the nation's largest and most comprehensive hospitals, with some 2,600 beds. In 2013, there were more than 2 million inpatient and outpatient visits to the Hospital, including close to 15,000 deliveries and more than 310,000 emergency department visits.

More than 6,500 affiliated physicians and 20,000 staff provide state-of-the-art inpatient, ambulatory, and preventive care in all areas of medicine at six campuses: NewYork-Presbyterian/Weill Cornell Medical Center, NewYork-Presbyterian/Columbia University Medical Center, NewYork-Presbyterian/Morgan Stanley Children's Hospital, NewYork-Presbyterian/The Allen Hospital, NewYork-Presbyterian/Westchester Division, and NewYork-Presbyterian/Lower Manhattan Hospital.

NewYork-Presbyterian Hospital ranks consistently among the top hospitals in the nation, according to *U.S. News & World Report*. One of the most prestigious health care institutions in the world, the Hospital is committed to excellence in patient care, research, education, and community service. NewYork-Presbyterian has academic affiliations with two of the nation's leading medical colleges: Weill Cornell Medical College and Columbia University College of Physicians and Surgeons.