NewYork-Presbyterian Hospital

About NewYork-Presbyterian Hospital
www.nyp.org

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.

NewYork-Presbyterian Hospital Maternity Services

Patient and Visitor Guide
During Your Stay

Important Phone Numbers

Admitting Department (212) 746-4250
Patient Services Administration (212) 746-9000
Microbiology (212) 746-4561
Labor and Delivery Unit (212) 746-4300
Postpartum Unit (212) 746-4300
Postpartum Unit (212) 746-4900
Postpartum Unit (212) 746-4903
Outpatient Lab (212) 746-4564
Outpatient Lab (212) 746-4565
Outpatient Lab (212) 746-4563
Central Information
(212) 746-4250

Inpatient Phone Numbers
Welcome

Welcome to NewYork-Presbyterian/Weill Cornell Medical Center. Here you will find a staff dedicated to always providing the highest quality, most compassionate obstetrical, maternal-fetal, and neonatal care and service to each and every one of our patients and their families 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.

The birth of your child will be one of the most important experiences in your life, and we are delighted that you have selected our Hospital to care for you and your baby. We are one of the most comprehensive academic medical centers in the world, with leading specialists in virtually 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, your baby, and your family.

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,

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

Family-Centered Care

NewYork-Presbyterian Hospital strongly supports the active participation of family in the care of the newborn. We encourage you to keep your baby at your bedside throughout the day and night. If you feel the need to rest, we can care for your infant in the nursery. We are committed to keeping you well-informed and educated about your baby’s care and needs and offer many resources and support groups for families.

Your Care Team

During your stay at NewYork-Presbyterian Hospital/Weill Cornell Medical Center, you will meet health care professionals who work together to plan your care. 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 and the care of your baby. In addition to your attending obstetrician, who is often your personal obstetrician 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. Your newborn will be examined and followed by a pediatrician throughout the Hospital stay.

The Doctors caring for me and my baby are: ____________________________________________

Nurses

Nursing staff is constantly present on all of our obstetrics units, including the Labor and Delivery Unit, the Antepartum and Postpartum Units, the Nursery, and the Neonatal Intensive Care Unit (NICU). Each of the nurses caring for you and your baby has received extensive, specialized education in the birthing process, including high risk and routine pregnancies and deliveries, as well as postpartum and newborn care. If you are hospitalized prior to delivery, these nurses will monitor you and your unborn baby using advanced maternal and fetal monitoring technologies. The nurses strive to provide a sensitive, safe, and healing environment that promotes comfort, respect, and privacy for you and your baby. Before you go home, the nurses will teach you how to care for your newborn, assist you in adjusting to parenthood, and provide information about your baby’s physical needs and developmental changes.

My Nurses are: ______________________________________________________________________
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 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: ____________________________________________________
Lactation Consultants
Lactation consultants are available to help mothers learn techniques for breastfeeding their babies and increasing their milk supply.

My Lactation Consultant 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 are responsible for planning 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 Assistants
Nutrition assistants take your daily meal orders and deliver your meals to your room.

My Nutrition Assistant 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.

Patient Escorts
Patient escorts are staff members who transport you to and from tests and procedures in the Hospital. Their job is to 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: 7 am to 8:30 am
Lunch: 12 noon 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
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.
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

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<th>Location</th>
<th>Department</th>
<th>Phone Number</th>
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<td>Labor and Delivery Unit</td>
<td>(212) 746-0315</td>
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<tr>
<td>M Wing – 7</td>
<td>Antepartum Testing Unit</td>
<td>(212) 746-3053</td>
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<tr>
<td>Greenberg 7 Central</td>
<td>Postpartum Unit</td>
<td>(212) 746-0303</td>
</tr>
<tr>
<td>Greenberg 7 North</td>
<td>Postpartum Unit</td>
<td>(212) 746-0301</td>
</tr>
<tr>
<td>Greenberg 7 Central</td>
<td>Well Baby Nursery</td>
<td>(212) 746-0303</td>
</tr>
<tr>
<td>Greenberg 7 North</td>
<td>Well Baby Nursery</td>
<td>(212) 746-0301</td>
</tr>
<tr>
<td>Greenberg 6 West</td>
<td>Neonatal Intensive Care Unit (NICU)</td>
<td>(212) 746-0318</td>
</tr>
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Patient Services Administration  (212) 746-4293

Patient Services Administration provides a central location for patients and families to voice their opinions — whether positive or 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  (212) 746-6971

Office Hours: Monday through Friday, 9 am to 5 pm
In-House On Call: 9 am to 11 pm    Out-of-House On Call: 11 pm to 9 am
Page Operator: (212) 746-5100; On-call Pager 17205
Roman Catholic Priest: 5 pm to 9 am and weekends, call (212) 988-1351

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. The Leland Eggleston Cofer Memorial Chapel is located in the first floor lobby of the Hospital's main entrance at 525 East 68th Street. The chapel is open 24 hours daily for prayer and meditation for people of all faiths. 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) 746-5100 and ask the attendant to page 17205.
Labor and Delivery

Antepartum Unit
Most women will have a healthy, normal pregnancy and will not require admission to the Hospital prior to their delivery. However, some may experience a pregnancy complication and need closer monitoring. For these expectant mothers, the Hospital’s Antepartum Unit provides comprehensive medical and nursing care in comfortable and supportive surroundings. Our antepartum health care team includes maternal-fetal medicine specialists, obstetricians, nurses, and nurse practitioners. Other medical or surgical experts from NewYork-Presbyterian/Weill Cornell are consulted as needed.

Labor and Delivery Unit
Your comfort and privacy are top priorities for us. The Labor and Delivery Unit offers a comfortable, family-friendly, private setting with soothing, natural light. Contributing to this calm and relaxed atmosphere is our Hospital-wide use of mobile phone technology. You can reach the nurses caring for you simply by dialing their direct phone number, enabling your needs to be handled quickly and privately.

The Labor and Delivery Unit provides:
- obstetrical services for low and high risk pregnancies
- specialized medical and nursing staff with high nurse-to-patient staffing levels
- advanced technology to support labor and delivery
- 24-hour obstetrical anesthesiology for pain management
- proximity to a state-of-the-art Neonatal Intensive Care Unit (NICU)
- on-site transitional nursery NICU satellite unit
Triage Observation Area
If your visit to the Hospital is the result of an early pregnancy concern, or you are unsure if you are in labor, your obstetrician may recommend that you be evaluated in our triage area. He or she will determine your activity level, whether you can eat or drink, whether fetal monitoring is necessary, and if there is a need for intravenous fluids and/or medications.

Birthing Rooms
Our 11 spacious and light-filled birthing rooms combine comfort with leading-edge technology. All suites are private and equipped with a special multi-positioned birthing bed, as well as state-of-the-art equipment for monitoring and delivering your baby. Your progress will be monitored regularly throughout labor, and your nurses will help you explore which comfort measures work best for you. In-room amenities include a television, telephone, and full bathroom with shower, as well as a pullout sofa bed for your birth partner.

Operating Rooms
Four state-of-the-art operating rooms support a wide range of OB/GYN procedures, including Cesarean births. In the case of most Cesarean deliveries, your birth partner can accompany you into the operating room.

Pain Management
The intensity of discomfort during labor and delivery varies from person to person. Some women may manage well with relaxation and breathing techniques. However, most women choose some type of pain relief. The majority of women receive analgesia (relief from pain without losing consciousness) from an anesthesiologist. There is at least one attending obstetric anesthesiologist whose sole responsibility is the Labor and Delivery Unit.

The most effective methods for relief of labor pain are regional anesthetics in which medications are placed near the nerves that carry the painful impulses from the uterus and cervix, lessening pain and facilitating your participation in your delivery. Our anesthesiologists commonly use an epidural, spinal, or combined spinal-epidural to minimize pain. Patients may be offered patient-controlled epidural analgesia, which gives partial control over how much medication is received via the epidural catheter using a computer-controlled pump. If you feel your pain relief is not acceptable, tell your nurse immediately.
Commonly Asked Questions
The following are some commonly asked questions about Labor and Delivery:

What happens once I am in a delivery room?
In the delivery room, your nurse will assess your blood pressure, pulse, and temperature, and place you on a fetal monitor. The nurse will monitor you throughout your labor and help you explore which comfort measures work best for you. An intravenous line may be placed to give you medication and fluids. You may also receive ice chips to help quench your thirst. Do not eat any food without your physician’s permission.

Who can stay with me during labor?
You can have up to two people, who are older than 16 years of age, with you at any given time. Your other visitors may wait in the visitors’ lounge adjacent to the Labor and Delivery Unit or relax in the café located on the main floor of the Hospital.

How long is the typical postpartum stay for vaginal deliveries? For Cesarean deliveries?
Typically, maternity patients will be hospitalized for up to two days postpartum for vaginal deliveries and three to four days for Cesarean deliveries.

If I am having a Cesarean delivery who can stay with me?
If you have a Cesarean delivery, your birth partner can be with you as long as you receive an epidural or spinal anesthesia. If you require general anesthesia, your birth partner will be taken to the recovery room to wait for you and your baby. You will be monitored in the recovery room until the effects of anesthesia wear off. When you are ready, you will be transported to the mother-baby unit.

Can my family take pictures while I’m delivering?
Pictures may be taken during delivery. Only still photography is allowed in the labor room and birthing/delivery room for vaginal delivery, or operating room for Cesarean delivery. Photographs are permitted to be taken behind the anesthesia screen and in the operating room at the discretion of your obstetrician.

Videotaping is not permitted in the birthing/delivery or operating rooms, regardless of type of delivery.

Videotaping and still photography of the mother and her baby are permitted in the mother’s room on the postpartum unit. Any videotaping or photographing of staff may only be done with that staff member’s permission.

Will I be given anything for pain relief when I go to the postpartum floor?
After delivery, your obstetrician or anesthesiologist will prescribe pain relief medications for use during your postpartum stay, as appropriate. Your nurse will inquire regularly about your comfort and pain level in order to assess what medication will help to keep you pain free. You will be given medication as needed and agreed upon by you and your nurse consistent with your doctor’s orders.
Postpartum Care

After giving birth, you and your baby will be given a room on our postpartum unit, which includes a bathroom with shower facilities. You will be provided with our welcome toiletries kit in the event you do not have your own personal grooming items.

Rooming-In
Our family-centered care approach encourages keeping your baby with you at your bedside. This is referred to as rooming-in or mother-baby couplet care and provides you with an opportunity to bond with your baby. Rooming-in allows you to get to know your baby’s behaviors and help meet his or her feeding needs. However, if you feel the need to rest or you are not feeling well, your baby can be cared for in our Well Baby Nurseries.

Pediatrician
Newborns will be examined by a pediatrician within 24 hours of birth and followed by that pediatrician throughout the Hospital stay.
Mother and Newborn Care
The nursing staff is dedicated to providing outstanding family-centered care. One nurse is typically assigned to care for both mother and newborn in order to provide the highest quality of care. We encourage keeping mothers and babies together to promote bonding, parenting skills, and successful breastfeeding. Our goal is to provide care that is respectful of and responsive to each family's individual preferences, needs, and values.

Infant care and parenting skills are emphasized throughout the Hospital stay. Experienced pediatricians and nursing staff are available 24 hours a day to teach mothers and their significant others about caring for their infants. You will receive a booklet with information about infant and postpartum care upon admission. In addition, infant care educational classes for parents are held Sunday through Friday, providing information on baby care basics, including:

- feeding
- cord care
- bathing
- diapering
- circumcision care
- shaken baby syndrome
- safety

The New York State Department of Health requires you to view a video on shaken baby syndrome, which includes ways to cope with a crying child. You will be able to view this video on channels 92 and 93 on your Hospital television.
Well Baby Nurseries
Healthy newborns are cared for in the 50-bed Well Baby Nurseries on the seventh floor (Central and North) of the Greenberg Pavilion. Patient care is provided by attending pediatricians, pediatric residents, pediatric nurse practitioners, mother-baby nurses, and lactation consultants. Complete care of the term and near-term newborn from delivery through discharge, including guidance for parents, is the focus of the nursery team. This care includes:

- complete physical examination of infants upon admission to the nursery and again on the day of discharge
- assessment and management of breastfeeding mothers and their infants
- daily assessment of infants by the attending pediatrician and nursery health care team
- management of infants with common conditions such as weight loss, jaundice, and breastfeeding issues
- performance of mandated New York State screening tests for all infants
- administration of the Centers for Disease Control recommended birth dose of hepatitis B vaccine

Neonatal Intensive Care Unit
Our 50-bed Neonatal Intensive Care Unit (NICU) provides a wide range of newborn services for extremely premature neonates and newborn infants requiring medical or surgical intervention. Our NICU cares for critically ill infants, including those with low birth weight, premature babies, and infants with respiratory distress and congenital abnormalities. This state-of-the-art facility incorporates a family-centered approach in which family members are considered an important part of the care team and encouraged to participate in important decisions.

Bedside Rounds
Many caregivers are involved in each patient's care. It is important that all of these caregivers share information among themselves and with the parents in order to work effectively as a team. This sharing takes place during bedside rounds. During bedside rounds, the nursery team will:

- discuss your newborn's status
- perform your newborn's physical exam
- listen to your concerns
- answer your questions and provide guidance
- involve you in the decision-making process related to newborn care
**Breastfeeding**

NewYork-Presbyterian Hospital recognizes and fully supports a new mother’s choice of feeding for her newborn — breastfeeding, formula, or a combination of both. However, we are a breastfeeding-friendly hospital that acknowledges and complies with the New York State Department of Health’s Breastfeeding Mothers’ Bill of Rights. Because we encourage our new mothers to exclusively breastfeed their babies, we have a breastfeeding class every day. All of our nurses are thoroughly trained in breastfeeding basics, including techniques and positioning. In addition, our International Board Certified Lactation Consultants are registered nurses and can help breastfeeding mothers who are experiencing difficulty. Lactation Consultants are available weekdays and most weekends to support and educate new mothers to help them have a successful breastfeeding experience.

**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.

**Zone of Silence**

As part of NewYork-Presbyterian’s goal to provide high quality and safe care to our patients, we have begun a program called Zone of Silence. Studies show that when health care staff are interrupted while writing orders, or preparing and giving medications, errors can be made. The Zone of Silence helps to prevent these errors by allowing doctors and nurses to perform important tasks, such as those related to medications, without being disturbed. You will know when a staff member is in the Zone of Silence when you see a sign or badge like the one shown here. In some areas, the Zone of Silence is marked by red tape on the floor. If you see a staff member in the Zone of Silence, please ask another staff member to help you instead. If you have any questions about the Zone of Silence, ask any member of your care team.

**Hourly Rounding**

A member of your care team will be coming 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 help to use the bathroom, ensure your room is organized and free of clutter, and answer any questions you or your family members may have.
Newborn Assessment and Screening

Apgar Score
This simple scoring system is used to evaluate the physical status of newborns. After the umbilical cord clamp is placed and the cord is cut (by your birth partner if you wish), your baby is then dried and wrapped warmly. The Apgar test is obtained at 1 minute and 5 minutes after birth to assess the baby's color, pulse, muscle tone, respiratory status, and reflexes.

Blood Tests
Your newborn will undergo blood tests to check for various conditions and diseases that cannot be seen but may cause health problems. If identified and treated early, serious problems can often be prevented. In New York State, all babies are required to be tested for more than 40 metabolic and genetic disorders, even if the baby seems healthy and has no symptoms or health problems. A tiny amount of blood is taken from the baby's heel, collected on a special paper, and sent to the Department of Health for analysis. The baby's heel may have some redness at the puncture site and may have some bruising that usually goes away in a few days. Most screening tests cannot be performed until a baby is at least 24 hours old. But there are times when the sample may be collected before 24 hours of age, requiring the baby to have a second specimen collected four to five days later. All babies must have the newborn screening specimen collected before leaving the Hospital.

Critical Congenital Heart Defects Screening
In New York State, all birthing facilities are required to perform newborn screening for critical congenital heart defects (CCHD) — the most common type of birth defects in children. Pulse oximetry is used to screen newborns for this condition and can reduce the number of infants who are undiagnosed. This simple and painless bedside test is done using a pulse oximeter. Sensors are placed on the baby's skin to determine the amount of oxygen in the blood, as well as the pulse rate. Low levels of oxygen can be a sign of a CCHD.

Hearing Screening
In New York State, all babies are required to have their hearing checked before going home. The purpose of this screening is to check your newborn's ability to hear and to help identify babies who might require further testing. Since good hearing is so essential for the development of speech and language skills, it is important that the identification and management of a hearing impairment be done as early as possible. A hearing screening is non-invasive and painless. The screening methods used are otoacoustic emissions and/or auditory brainstem responses. Both procedures take only a few minutes and can be performed while the infant is resting. A trained specialist measures your baby's hearing while soft sounds are played.

Birth Certificate
Following delivery, you will be given a form that needs to be completed in order to issue your baby a birth certificate and Social Security number. If you are naming a co-parent on your baby's birth certificate, he or she must be present. You should receive your baby's birth certificate and Social Security card approximately four to six weeks following delivery.
For Your Consideration

Private Accommodations
Our postpartum units offer both private and semi-private accommodations. Private rooms feature a pullout sofa bed, allowing significant others to stay overnight with mothers and babies. This service is not available to patients in semi-private rooms. If you wish to be in a private room, we will do our best to accommodate your request. However, please understand that private accommodations are often limited and provided based on availability at the time of your delivery. Your insurance company typically does not reimburse for the additional cost of a private room, and you will be responsible for this additional out-of-pocket cost. Please contact the Admitting Department at (212) 746-4250 or let your physician know if you are interested in private accommodations. The Admitting Department can also provide current charges for private rooms.

Guest Facility

NewYork-Presbyterian Guest Facility at the Helmsley Medical Tower
Located adjacent to the Hospital
1320 York Avenue, between East 70th and 71st Streets
New York, NY 10021
www.nypguestfacility.com

The Helmsley Medical Tower at NewYork-Presbyterian/Weill Cornell offers modern, comfortable guest facilities for patients, family members, and others traveling to our Hospital from out of town.

Myra Mahon Patient Resource Center
Weill Greenberg Center
1305 York Avenue at East 70th Street, Second Floor
Monday through Friday, 9 am to 5 pm

The Myra Mahon Patient Resource Center of Weill Cornell Medical College, located on the west side of York Avenue and East 70th Street, is open to patients, their families, friends, and caregivers. The Center provides medical education pamphlets and comfortable reading space, lounge areas, computers with Internet access, and wireless Internet connectivity. A medical librarian is available Monday through Friday, from 9 am to 5 pm, to offer confidential assistance with health information questions and can prepare and deliver a customized package of reference material. The Center also maintains a schedule of health and wellness events where one can learn from expert speakers about the latest advances in health care.

Global Services
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 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 Global Services office is located in the lobby of the Greenberg Pavilion.
Online Personal Health Record: myNYP.org

New York-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) 585-8980. 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 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. Your significant other may stay overnight with you in private
rooms only.

All visitors must receive a pass from the Information Desk at the main entrance. Family and visitor wait-
ing areas are located on each patient floor. Visitors who have colds or other infections should not visit
until they are well. Visiting children should be free of colds and infections, and their immunizations
should be up-to-date.

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.
Information Desk
(212) 746-4690
Monday through Friday, 7:30 am to 8 pm
Saturday, Sunday, and Holidays, 8 am to 8 pm

The Information Desk is located just past the lobby of the Hospital's main entrance at 525 East 68th Street. You will see the symbol ✉ indicating its location. The Information Desk can provide directions and information to patients and visitors.

Gift Shop
(212) 746-4230
Monday through Friday, 7:30 am to 9 pm
Saturday and Sunday, 9 am to 9 pm

The Gift Shop is located behind the Information Desk. It offers a wide selection of items, including flowers, toiletries, newspapers, magazines, cards, snacks, beverages, gifts, and Mylar balloons. In addition, breast pumps can be rented through the Gift Shop. 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.
Places to Eat
The map in the pocket of this Guide includes a list of neighborhood restaurants. In addition, there are several places to have a meal or snack within the Hospital.

The Garden Café (cafeteria)
Monday through Friday, 6 am to 9 pm  
Saturday and Sunday, 7 am to 8 pm

The Garden Café is located on the “B” level of the main Hospital building. You can ask for directions at the Information Desk located just past the main lobby of the East 68th Street entrance.

The Garden Café is open for breakfast, lunch, and dinner. Dinner offerings include hot food, pizza, and a salad bar. For daily specials, call (212) 746-6368.

Au Bon Pain
24 hours a day/7 days a week

Au Bon Pain is located near the Information Desk just past the Hospital’s main lobby. The menu includes pastries, hot and cold sandwiches, soups, salads, hormone-free chicken, and authentic artisan breads.

In addition, the Hospital has two Au Bon Pain kiosks in the following locations:
• Starr Pavilion lobby, entrance on East 70th Street
  Monday through Friday, 7 am to 3 pm
• Perelman Heart Center atrium, fourth floor of the Greenberg Pavilion
  Monday through Friday, 7 am to 7 pm

Vending Machines
Vending machines are available 24 hours a day in the area adjacent to the Garden Café on the “B” level. Additional vending machines are located near the visitor lounges in the Greenberg Pavilion.

Public Restrooms
Public restrooms are located throughout the Hospital and on every floor, usually near the elevators. For infection control purposes, bathrooms in patient rooms are for patient use only.
For Your Safety and Security

Infant Security
To protect the safety of your newborn, we have a comprehensive infant security program. Immediately following birth, infants and their parents receive matching identification bands with a bar code. It is the policy to scan and verify these bands whenever any staff member interacts with your newborn — whether in your room or in the nursery. A photograph and high quality, readable footprints of the infant are also taken.

Another important layer of security is a state-of-the-art electronic monitoring system. A lightweight sensor is attached to the newborn’s ankle. Any attempt to move an infant out of the monitored area toward an exit or elevator activates the security system, automatically setting off an alarm and locking all exit points leading from the maternity unit. In addition, any unauthorized attempt to remove the sensor activates this alarm.

Important Patient Safety Information
At NewYork-Presbyterian Hospital, we work closely with you to make your care and your baby’s care safe. By getting involved in your care and the care of your baby, 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 and the care of your baby. 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 treatment decisions for you and your baby.
• Ask questions about care and treatment of yourself and of your baby.
• 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 Identification Bands
You and your baby must wear your Hospital identification (ID) bands at all times while you are in the Hospital. Our staff will review the information on your Hospital ID bands before giving you or your baby any medications, before tests, procedures, and X-rays, and when giving you your food tray. If the ID band comes off you or your baby 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 if you need 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 is expected to 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 your baby 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 hand sanitizer before they come into your room. If your family members or friends have a cold, cough, fever, or rash, please ask them not to visit until they are well.

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 hairdryers and 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

Lost and Found is located in the Security Department in the Annex Building at 523 East 70th Street.

**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

Generally, you will be discharged two days after a vaginal delivery and three to four days following a Cesarean birth. Both your obstetrician and pediatrician must authorize discharge for you and your baby. You will receive additional discharge information while you are in the Hospital.

Discharge Information
When your doctor tells you that you and your baby 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 will be given to you the night before you go home. You will also receive a written discharge plan for you and for your baby 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 and your baby 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 this 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.

Infant Car Seat
New York State requires that you have an infant car seat properly installed for the car ride home with your newborn. Note that our care team cannot install car seats. You will be provided with links to educational material on infant car seat safety. Be sure you know how to buckle your baby in correctly. Car seats are not required for taxis and buses.
Your Checklist for Discharge
Your care team wants to make sure you have everything in place when you and your baby are ready to be discharged from the Hospital.

___ My doctor’s phone number is: ________________________________________________________
___ My baby’s pediatrician’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 follow-up appointments or I have all 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 clothes for my baby?
___ 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 or nurse? _____________________________________________

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 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
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.
The Cashier is located in the main Hospital on the first floor off the main entrance lobby. 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 and your baby 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 or your baby, 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 (866) 252-0101 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, Workers’ Compensation, No-Fault, COBRA benefits, or Charity Care, available to cover Hospital services rendered here.

Charity Care/Financial Aid Policy

NewYork-Presbyterian Hospital has a long-standing policy to assist patients who seek or 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)

Mailing Address: Medical Correspondence Unit
NewYork-Presbyterian/Weill Cornell
525 East 68th Street, Box 126
New York, NY 10065-4879

Drop-Off Location: Medical Correspondence Unit
Main Hospital Building
Payson Corridor, Basement Level, P-04

If you would like to request a copy of your Hospital medical records, please carefully review and complete the Authorization to Disclose Protected Health Information form in full and either mail or bring it to the Medical Correspondence Unit. The form can be picked up from the Medical Correspondence Unit. It is also available on the Hospital’s website at http://nyp.org/him. The form is available in English, Spanish, and Chinese.
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.
- 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 from the outside for you or your baby. We need to see that the food is stored safely and won’t interfere with any special diet or treatment.

• Report any unexpected changes in your condition or the condition of your baby to the responsible medical care provider.

• Report whether you clearly understand each proposed course of action for your care and the care of your baby and what is expected of you.

• Follow the treatment plan recommended by the health care team responsible for your care and the care of your baby. 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 a person to make decisions 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 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) 746-4293.
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/Weill Cornell Medical Center    (212) 746-5454
525 East 68th Street
New York, NY 10065

Directions

By Subway
Take the #6 train to East 68th Street. Walk four blocks east to York Avenue, or take the M66 bus eastbound to York Avenue.

By Bus
Take the M31 to the East 69th Street stop, directly in front of NewYork-Presbyterian/Weill Cornell. The M31 operates north and south on York Avenue, and crosstown on 57th Street.

Crosstown buses M66 and M72 allow you to transfer to the M31 at York Avenue.

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

By Car
Approaching the Hospital from the south, take the FDR Drive northbound to the 61st Street exit. Turn right onto York Avenue, go north to 68th Street, and turn right into the main entrance circle.

Approaching the Hospital from the north, take the FDR Drive southbound to the 71st Street exit. Turn left onto York Avenue, go south to 68th Street, and turn left into the main entrance circle.

Parking
We strongly recommend parking at our licensed and insured Hospital parking garages listed below. Most major credit cards are accepted.

The Greenberg Pavilion Garage    (212) 746-2015
525 East 68th Street
Open 24 hours. Handicapped accessible.

Valet parking is located in the circular driveway at the main Hospital entrance. Payment may be made using the kiosk located near the Cashier’s Office. Monday through Friday, 8 am to 6 pm, patients and visitors can also make payment to the Hospital Cashier. After 6 pm and over the weekend, patients and visitors can use the kiosk or pay valet parking attendants directly.
DURING YOUR STAY  |  Finding Your Way Around

**Helmsley Medical Tower Garage**
507 East 70th Street
Between York Avenue and the FDR Drive
Valet parking. Open 24 hours.

**Laurence G. Payson House Garage**
426 East 71st Street
Between York and First Avenues, on the left side of the street
Valet parking. Open 24 hours.

**Map and Neighborhood Services**
In the pocket of this Guide, you will find a map that identifies helpful locations on the Hospital campus and in the surrounding neighborhood. For your convenience, we have also included a list of restaurants, pharmacies, ATM machines, and other local resources.
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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.