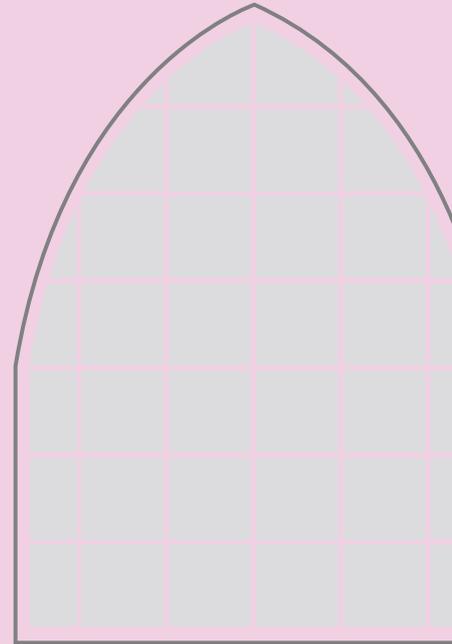


NewYork-Presbyterian Hospital  
Maternity Services

## **Patient and Visitor Guide**

---

Preparing For Your Stay



## Important Phone Numbers

Admitting Department	(212) 746-4250
General Information	(212) 746-5454
Medical Records	(212) 746-0530
Patient Information	(212) 746-5000
Patient Services Administration	(212) 746-4293
Perinatal Center at Weill Cornell	(212) 746-2841

## WELCOME

---

Welcome to NewYork-Presbyterian Hospital/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 ease the stress of hospitalization for you and your family members, we have developed this **Preparing for Your Stay** Guide. It includes information about what to bring to the Hospital, what to expect during your stay, and the services and amenities that will be available to make you and your family as comfortable as possible. After reviewing the material, if you still have questions or concerns, do not hesitate to call your doctor or ask any member of our staff for additional information. Also, please complete the pre-registration forms in the back pocket of this Guide and send them back to the Hospital before your due date. This will help facilitate your admission when you are ready to deliver.

The birth of your child will be one of the most important experiences of 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.

Thank you for the privilege of caring for you.

Very truly yours,



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





## TABLE OF CONTENTS

---

### Our Maternity Services

Family-Centered Care .....	4
Nursing Care .....	4
Labor and Delivery Unit.....	5

### What to Bring to the Hospital

Important Paperwork Checklist .....	7
For Your Comfort Checklist .....	7
What to Leave at Home .....	7
Medications .....	8
Your Health Care Proxy and Living Will.....	9

### Labor and Delivery

Admitting Process .....	10
Commonly Asked Questions .....	11
Pain Management .....	13

### Postpartum Care

Rooming-In .....	14
Mother and Newborn Care .....	15
Newborn Nurseries .....	16
Bedside Rounds .....	16
Breastfeeding .....	17
Quiet Time.....	17
Newborn Screening Tests .....	18
Birth Certificate.....	18

### High Risk Pregnancy

Antepartum Unit.....	19
The Perinatal Center at Weill Cornell .....	19
Neonatal Intensive Care Unit.....	19

### What to Expect

Infant Security.....	20
Important Patient Safety Information .....	20
Preventing Infections .....	21
Interpreter Services.....	22
Services for the Visually Impaired .....	22
No Smoking Policy .....	22
Billing.....	23
Insurance .....	23

### For Your Consideration

Private Accommodations .....	24
Guest Facility .....	24
Myra Mahon Patient Resource Center .....	24
Online Personal Health Record: myNYP.org.....	25

### For Your Comfort and Convenience

Welcome Kit .....	26
Telephone Service.....	26
Television Service.....	26
Internet Access.....	27
Visiting Hours .....	27
Information Desk.....	27
Gift Shop.....	27

### Preparing to Go Home

Infant Car Seat.....	28
Going Home Checklist .....	28

### Finding Your Way Around

Directions.....	29
Parking .....	30
Map and Neighborhood Services .....	30

### New York State Department of Health

Maternity Information Law .....	31
Breastfeeding Mothers' Bill of Rights.....	33

### Notes .....

### Index.....

40

## OUR MATERNITY SERVICES

---

### 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.

### Nursing Care

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.





### 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 sophisticated, 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 the 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.

## WHAT TO BRING TO THE HOSPITAL

---

### Important Paperwork Checklist

Please bring the following information with you to the Hospital on the day of your admission and for pre-admission testing. This will help the admission process go smoothly.

- Complete list of all the prescription and over-the-counter medications that you are currently taking
- Reports your doctor gave you to bring to the Hospital
- Medical insurance information, including insurance cards, pre-certification, and other documentation required by your insurer
- Personal identification, such as a driver's license, passport, or other appropriate identification
- List of telephone numbers of immediate family members to call, if necessary

### For Your Comfort Checklist

To make your stay more comfortable, you may want to pack:

- Nightwear
- Supportive nursing bra
- Nursing gown (open front)
- Toiletries — toothbrush, toothpaste, body lotion, shampoo, comb, brush, soap, or shower gel
- Wristwatch or portable clock (battery-operated)

### What to Leave at Home

- Do not bring any electrical appliances, such as hair dryers or other plug-in items, to the Hospital. They are not allowed except in special circumstances.
- Jewelry, expensive clothing, or other costly items should not be brought to the Hospital. Please leave all your valuables at home.
- The Hospital is not responsible for the loss of or damage to any personal property, including hearing aids and eyeglasses, kept in your room.

## 8\_ What to Bring to the Hospital

### Medications

When you come to the Hospital, bring a list of all the medications you currently take. This list should include all of your prescription and over-the-counter medications, vitamins, and herbal supplements. You may want to complete the chart below to keep track of your prescription and over-the-counter medications.

Name of Medication	Dose Amount	How Often/Time of Day Medicine is Taken	Special Notes/ Date Started or Stopped

### Allergies

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

---

---

---

### Your Health Care Proxy and Living Will

Sometimes, because of illness or injury, patients may be unable to talk to their doctor and make decisions about their treatment. You may want to plan in advance so that your wishes about treatment will be followed if you become unable — whether for a short or long period of time — to decide for yourself. In New York State, individuals have the right to appoint someone they trust to decide about treatment for them if they become unable to do so. This appointed person is called a Health Care Agent. Under certain circumstances, New York State law allows a spouse, domestic partner, or a family member to make a health care decision that is in your best interest.

The best way to have your treatment wishes met and concerns addressed is to appoint a Health Care Agent and complete the Health Care Proxy form. This form is included in *Your Rights as a Hospital Patient* booklet in the pocket of this Guide. If you do not 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.

The Patient Advance Directive Policy provides, among other things, that the Hospital will follow any advance directive, such as a Health Care Proxy or Living Will, which complies with New York State law provided that you give a signed copy of any such advance directive to the Hospital. If you have any problems, questions, or concerns regarding your stay, please notify Patient Services Administration at (212) 746-4293.

### 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](http://www.health.state.ny.us/professionals/patients/donation/organ).

## LABOR AND DELIVERY

---

### Admitting Process

#### Pre-Admission Testing

If you are having a scheduled Cesarean section, you will need to have the following blood tests performed at the Hospital within 72 hours of surgery: a CBC (complete blood count) — a broad screening test to check for anemia, infection, and a number of diseases; RPR (rapid plasma reagin) — a screening test for syphilis; and a blood type confirmation. All other blood tests completed during the antenatal period remain valid and do not need to be repeated. A sonogram may or may not be performed on the day of admission as determined by your obstetrician.

#### Day of Delivery

If you have spoken to your obstetrician and have been instructed to come to the Hospital, you will be admitted directly to the Labor and Delivery Unit on the seventh floor of the Greenberg Pavilion. The drive-in entrance is located at 525 East 68th Street and is open 24 hours a day, 7 days a week.

When you arrive at the Labor and Delivery Unit, a staff member will register you and ask you to provide your name, insurance information, and other relevant information.

#### Scheduled Cesarean Delivery

If you are scheduled for a Cesarean delivery, you will be called by a member of the operating room staff 24 to 48 hours prior to your delivery to review what you need to know. Please make sure your most current contact information is on file with your physician.



### Commonly Asked Questions

The following are some commonly asked questions about Labor and Delivery:

**What happens when I arrive in the Labor and Delivery Unit with labor complaints but haven't been evaluated by my doctor?**

If you arrive in the Labor and Delivery Unit with labor complaints but haven't been evaluated by your doctor, you will be admitted and taken to the triage room. Your doctor or another health care provider will examine you to determine your progress in labor. An external fetal monitor may be applied to your abdomen to assess your pattern of contractions and fetal heart rate. Depending upon the findings at the time of your evaluation, you may be released to return home, asked to walk around until your labor progresses, or admitted to a birthing room.

**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 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 may 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.





### **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.

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. There is at least one attending obstetric anesthesiologist available whose sole responsibility is the Labor and Delivery Unit.

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.

## 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. A nursing attendant will greet you and provide you 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, whether you have chosen bottle feeding or breastfeeding. However, if you feel the need to rest or you are not feeling well, your baby can be cared for in our Newborn Nursery.





### 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 help us reach the goal of providing 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. Parents may also have their baby cared for in the nursery at any time.

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 explains the dangers of shaking a newborn. You will be able to view this video on channels 92 and 93 on your Hospital television.



### Newborn 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 the parent, 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

### 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 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 (see page 33). Because we encourage our new mothers to exclusively breastfeed their babies, we offer 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

To help new mothers get their rest, we have implemented Quiet Time in the afternoons from 2 pm to 5 pm. During this time, we ask that all staff, patients, family members, and visitors speak softly and keep any electronic devices in silent mode.



## Newborn Screening Tests

### Apgar Score

This simple scoring system, created in 1952, 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 score is obtained in the delivery room at 1 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.

### 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 and provide a copy of the marriage certificate. You should receive your baby's birth certificate and Social Security card approximately four to six weeks following delivery.

## HIGH RISK PREGNANCY

---

The Division of Maternal-Fetal Medicine at NewYork-Presbyterian/Weill Cornell is highly respected for the quality of comprehensive care provided for women with high risk pregnancies. The physicians within our Division are all board certified in obstetrics and gynecology, have subspecialty board certification in maternal-fetal medicine, and are experienced in managing complex pregnancies.

### 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 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.

### The Perinatal Center at Weill Cornell

The Perinatal Center at Weill Cornell is an internationally recognized facility for fetal diagnosis and counseling. The Center provides multidisciplinary care for families when a genetic or anatomic birth defect has been identified in the fetus. A core team of fetal and pediatric experts coordinates services before, during, and following the baby's birth. Additional specialists are readily available as needed. This multidisciplinary approach helps to ensure a fully coordinated and comprehensive care plan, which includes:

- targeted sonographic evaluation of structural fetal anomalies
- prenatal diagnostic procedures: amniocentesis, chorionic villus sampling (CVS), fetal blood sampling
- ultrafast fetal MRI to pinpoint structural abnormalities
- fetal echocardiography
- prenatal genetic testing and counseling
- expectant management, delivery, and postnatal care
- neonatal intensive care
- medical ethics panel review
- minimally invasive fetal surgery

### Neonatal Intensive Care Unit

Our 50-bed Neonatal Intensive Care Unit (NICU) cares for infants with low birth weight, premature babies, infants with respiratory distress or congenital abnormalities, and those needing surgery. This state-of-the-art facility incorporates a family-centered approach in which family members are considered a valuable part of the care team and encouraged to participate in important treatment decisions.

## WHAT TO EXPECT

---

### 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 want to 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 care 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

When you are in the Hospital, ask about all medications you are given and why they have been prescribed for you.

### 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 is expected to review the information on your Hospital ID bands before giving you or your baby any medications, before tests, procedures, and X-rays, or when giving you your food tray. If the ID band comes off you or your baby or is unreadable, ask us to replace it.

### Help Prevent Falls

For your protection, we strive to make every effort to prevent falls during your Hospital stay. This includes placing your call button within reach, helping you get out of bed, and taking you for walks on the nursing unit. If you are at risk for falling, we will take extra precautions. You can help prevent falls by:

- calling a staff member if you need help getting out of bed or a chair
- letting us know if you cannot reach your call button and keeping it close to you
- 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 Purell® 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 Purell® 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. 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 well. Ask your visitors to clean their hands with Purell® before they come into your room.



### **Interpreter Services**

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

### **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.

### **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>.

## 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 doctor orders for you or your baby, such as X-rays or laboratory tests

For information about charges for telephone and television services, see page 26.

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

## Insurance

(866) 652-7517

All insured patients should familiarize themselves with the terms of their health coverage, including, but not limited to, commercial insurance carriers, HMOs, Medicare, and Medicaid. This will help you understand which Hospital services are covered and your responsibilities, 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 strives to take the appropriate action to expedite your claim. You may receive a bill from the Hospital for any deductible/copay/coinsurance or non-covered items, as indicated on the explanation of benefits received from your insurance company. If you have any questions regarding your insurance coverage, please call (866) 652-7517 or the telephone number indicated on your billing statement.

## Notice to Uninsured or Underinsured Patients

(866) 652-7517

If you are uninsured, you will be responsible for payment of your Hospital bill unless you are eligible for and receive coverage from other payment sources. NewYork-Presbyterian Hospital offers assistance to patients who do not have insurance or are underinsured to determine whether there may be other sources of payment, such as Medicaid, Medicare 1011, Workers' Compensation, No-Fault, COBRA benefits, or Charity Care, available to cover Hospital services rendered here.

## Charity Care/Financial Aid Policy

(866) 652-7517

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 (866) 652-7517.

## FOR YOUR CONSIDERATION

---

### Private Accommodations

Our postpartum units offer both private and semi-private accommodations. Private rooms feature a fold-out 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 you for the additional cost of a private room, and you will be responsible for the 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

(212) 472-8400

Located adjacent to the Hospital  
1320 York Avenue, between East 70th and 71st Streets  
New York, NY 10021  
[www.nypguestfacility.com](http://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

(646) 962-4472

Weill Greenberg Center  
1305 York Avenue @ 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 a library, reading room, 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 material. The Center also maintains a schedule of health and wellness events where you can learn from expert speakers about the latest advances in health care.

**Online Personal Health Record: myNYP.org**

NewYork-Presbyterian Hospital is pleased to offer patients myNYP.org, a free online service for management of personal and family health records that puts you in charge of your health information and your child’s health information and offers you the ability to consolidate and organize significant amounts of health information in a private account. You can access this information wherever and whenever needed and can easily share information with clinicians, trusted family members, and other caregivers. With myNYP.org, you can create an electronic health record for yourself and for your child and store as much or as little health information as you wish in one convenient place online. This includes medical conditions and history, medications, surgery reports, lab results and test reports, immunization records, Hospital discharge instructions, doctor and insurance information, and emergency contacts.

NewYork-Presbyterian cares about patient privacy. Therefore, myNYP.org was developed in collaboration with Microsoft® and uses Microsoft® HealthVault™ — a privacy and security-enhanced online service — to store patient information. Once stored, information can only be accessed and shared by you or with your permission. In addition, online tools offered by myNYP.org can help you manage health and wellness. “My Health Explained” helps you better understand treatments, tests, and procedures used to diagnose and treat medical conditions. “My Health Tools” includes useful tools to help you manage chronic conditions such as high blood pressure and diabetes; keep track of weight, monitor diet, and chart progress; and prepare for emergencies.



## 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. This kit contains toiletries and grooming products from Crabtree & Evelyn, including shampoo, hair conditioner, body wash, body lotion, a toothbrush and toothpaste, a hair brush, facial soap (shea butter), and mouthwash. The kit also contains earplugs, lip moisturizer, and a sleep mask. This patient amenity kit will help meet your personal needs until you are either discharged or can obtain grooming items from home.

### Telephone Service

#### Local Calls

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

#### Long Distance Calls

Calls to area codes beyond those listed above are considered long distance. There is a small daily charge for having long distance telephone service within the continental United States. Once you arrive at the Hospital, you will receive further information on how to activate and pay for long distance service.

### Television Service

#### Basic Free Service

All patients have 24-hour access to basic television service, which includes the following complimentary channels: CBS (Channel 6), PBS (Channel 16), CNN (Channel 41), the Newborn Channel, and channels providing religious services, classical music, Hospital information, and patient education programming.

The Newborn Channel provides many informative programs about basic newborn care, newborn safety, and feeding your infant. This is a free service available in both English and Spanish. For more information about Newborn Channel programming, please talk to your nurse.

#### Extended Television Service

Extended television service, which includes 24-hour access to television programming and movie channels, is available for a small daily charge. Once you arrive at the Hospital, you will receive further information about how to access extended service should you desire it.

### 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. No connectivity to the Hospital’s intranet resources is available.

### 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. Please note, for the well-being of our patients, members of the care team may limit visiting. Our staff will work with patients and visitors, 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 waiting 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.

### 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. Latex balloons are prohibited in the Hospital. 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, 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.

## 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.

### Infant Car Seat

New York State requires that you have an infant car seat properly installed for the car ride home with your newborn. Be sure you know how to buckle your baby in correctly. Car seats are not required for taxis and buses.

### Going Home Checklist

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

- Do I have clean, comfortable clothes to wear?
- Do I have clothes for my baby?
- Do I have keys to my home?
- Is there food to eat at home?
- Who is coming to pick us up? \_\_\_\_\_
- Do I need someone to help me at home?
- Have these arrangements been made?
- Do I have all the prescriptions/medications I will need?
- Have I received my discharge instructions to care for myself and my baby at home?
- What else should I ask my doctor or nurse? \_\_\_\_\_
- Who can I call if I have concerns or questions after I get home? \_\_\_\_\_
- The date of my follow-up appointment is: \_\_\_\_\_
- The date of my baby's pediatrician appointment is: \_\_\_\_\_
- My doctor's phone number is: \_\_\_\_\_
- My baby's pediatrician's phone number is: \_\_\_\_\_

## FINDING YOUR WAY AROUND

---

The Hospital's official address and phone number are:

NewYork-Presbyterian Hospital/Weill Cornell Medical Center  
525 East 68th Street  
New York, NY 10065

(212) 746-5454

### 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.

**Helmsley Medical Tower Garage** (212) 746-1974

507 East 70th Street

Between York Avenue and the FDR Drive

Valet parking. Open 24 hours.

**Laurence G. Payson House Garage** (212) 746-1977

426 East 71st Street

Between York and First Avenues, on the left side of street

Valet parking. Open 24 hours.

**The Phipps House Garage** (212) 746-1979

1285 York Avenue

Between 68th and 69th Streets

Valet parking. Open 7 am to midnight.

### **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.

## NEW YORK STATE DEPARTMENT OF HEALTH

### Maternity Information Law

New York State's Maternity Information Law (2803-j) requires each hospital to provide the information listed below about its childbirth practices and procedures at the time of pre-booking. This information can help you to better understand what you can expect, learn more about your childbirth choices, and plan for your baby's birth. Data shown are for 2009 — the most recent statistics available.

Most of the information is given in percentages of all the deliveries occurring in the hospital during a given year. For example, if 20 births out of 100 are by Cesarean section, the Cesarean rate will be 20 percent. If external fetal monitoring is used in 50 out of 100 births, or one-half of all births, the rate will be 50 percent. This information, alone, doesn't tell you that one hospital is better for you than another. If a hospital has fewer than 200 births a year, the use of special procedures in just a few births could change its rates.

The types of births could affect the rates as well. Some hospitals offer specialized services to women who are expected to have complicated or high risk births, or whose babies are not expected to develop normally. These hospitals typically perform more of the special procedures than hospitals that do not offer these services.

This information also does not tell you about your doctor's or nurse-midwife's practice. However, the information can be used when discussing your choices and wishes with your doctor or nurse-midwife, and to find out if his or her use of special procedures is similar to or different from that of the hospital.

### All Births\* — NewYork-Presbyterian/Weill Cornell — 2009

Intervention	NewYork-Presbyterian/Weill Cornell		Statewide Percent
	Number	Percent	
Total births	5,626	100.0%	n/a
Forceps delivery	90	1.6%	0.6%
Internal fetal monitoring	317	5.6%	9.4%
External fetal monitoring	1,439	25.6%	83.3%
Induction by artificial rupture of membranes	261	4.6%	10.9%
Induction by medicine	328	5.8%	16.0%
Augmented labor	348	6.2%	20.4%
Attended by midwife	10	0.2%	9.6%

\*Percent based on totals, excluding cases with missing information

## Vaginal Births\* — NewYork-Presbyterian/Weill Cornell — 2009

Intervention	NewYork-Presbyterian/Weill Cornell		Statewide Percent
	Number	Percent	
Vaginal births‡	3,378	60.4%	65.2%
Vaginal birth after prior Cesarean†	22	13.9%	10.0%
Breech births delivered vaginally‡	9	0.2%	0.2%
Episiotomy	1,650	48.8%	19.1%
General anesthesia	1	0.0%	0.6%
Spinal anesthesia	74	2.2%	3.7%
Epidural anesthesia	3,257	96.4%	56.2%
Local/other anesthesia	21	0.6%	14.2%
Paracervical anesthesia	0	0.0%	0.0%
Pudendal anesthesia	1	0.0%	0.1%

\* Percent based on total vaginal births, excluding cases with missing information

‡ Percentage of total births

† Percentage of prior Cesareans

## Cesarean Births\* — NewYork-Presbyterian/Weill Cornell — 2009

Intervention	NewYork-Presbyterian/Weill Cornell		Statewide Percent
	Number	Percent	
Cesarean births‡	2,218	39.6%	34.8%
Primary Cesarean‡	2,082	37.2%	23.6%
Repeat Cesarean‡	136	2.4%	11.2%
General anesthesia	6	0.3%	4.4%
Spinal anesthesia	1,892	85.3%	67.4%
Epidural/local anesthesia	315	14.2%	27.2%

\* Percent based on total Cesarean births, excluding cases with missing information

‡ Percentage of total births

## Breastfeeding — NewYork-Presbyterian/Weill Cornell — 2009

Infant Feeding Method <sup>1</sup>	NewYork-Presbyterian/Weill Cornell		Statewide Percent
	Number	Percent	
Fed any breast milk	4,315	77.4%	76.4%
Fed exclusively breast milk	875	15.7%	42.0%
Breastfed infants supplemented with formula <sup>2</sup>	3,440	79.7%	45.1%

<sup>1</sup> Based on liveborn infants, excluding infants who were admitted to the Neonatal Intensive Care Unit or transferred to or from another hospital

<sup>2</sup> Percentage is based only on infants who were fed any breast milk

You should play an active role in making your childbirth the kind of experience you want. To do so, you need information. Take part in childbirth preparation classes and read books about childbirth. Ask questions and discuss your wishes with your doctor or nurse-midwife.

A free booklet, *Your Guide to a Healthy Birth*, is available from the New York State Department of Health. For your copy, write to:

Healthy Babies  
New York State Department of Health  
Box 2000  
Albany, NY 12220

### Breastfeeding Mothers' Bill of Rights

In accordance with Article 28 of the public health law, you must receive the Breastfeeding Mothers' Bill of Rights if you attend prenatal childbirth education classes provided by the maternal health care facility, all hospital clinics, and diagnostic and treatment centers providing prenatal services. Choosing the way you will feed your new baby is one of the important decisions you will make in preparing for your infant's arrival. Doctors agree that for most women breastfeeding is the safest and most healthy choice. It is your right to be informed about the benefits of breastfeeding and have your health care provider and maternal health care facility encourage and support breastfeeding.

You have the right to make your own choice about breastfeeding. Whether you choose to breastfeed or not you have the following basic rights regardless of your race, creed, national origin, sexual orientation, gender identity or expression, or source of payment for your health care. Maternal health care facilities have a responsibility to ensure that you understand these rights. They must provide this information clearly for you and must provide an interpreter if necessary. These rights may only be limited in cases where your health or the health of your baby requires it. If any of the following things are not medically right for you or your baby, you should be fully informed of the facts and be consulted.

### Before You Deliver

NewYork-Presbyterian/Weill Cornell is required to provide the maternity information leaflet, including the Breastfeeding Mothers' Bill of Rights, in accordance with section 2803-j of this chapter, to each patient or to the appointed personal representative at the time of pre-booking or time of admission to a maternal health care facility. Each maternal health care provider shall give a copy of the Breastfeeding Mothers' Bill of Rights to each patient at or prior to the medically appropriate time.

You have the right to complete information about the benefits of breastfeeding for yourself and your baby. This will help you make an informed choice on how to feed your baby.

You have the right to receive information that is free of commercial interests and includes:

- how breastfeeding benefits you and your baby nutritionally, medically, and emotionally
- how to prepare yourself for breastfeeding
- how to understand some of the problems you may face and how to solve them

### In the Maternal Health Care Facility

- You have the right to have your baby stay with you right after birth whether you deliver vaginally or by Cesarean section.
- You have the right to begin breastfeeding within one hour after birth.
- You have the right to have someone trained to help you in breastfeeding give you information and help you when you need it.
- You have the right to have your baby not receive any bottle feeding or pacifiers.
- You have the right to know about and refuse any drugs that may dry up your milk.
- You have the right to have your baby in your room with you 24 hours a day.
- You have the right to breastfeed your baby at any time day or night.
- You have the right to breastfeed your baby in the neonatal intensive care unit. If nursing is not possible, every attempt will be made to have your baby receive your pumped or expressed milk.
- If you or your baby are re-hospitalized in a maternal care facility after the initial delivery stay, the hospital will make every effort to continue to support breastfeeding, and to provide hospital grade electric pumps and rooming-in facilities.
- You have the right to have help from someone specially trained in breastfeeding support and expressing breast milk if your baby has special needs.
- You have the right to have a family member or friend receive breastfeeding information from a staff member if you request it.

#### When You Leave the Maternal Health Care Facility

- You have the right to printed breastfeeding information free of commercial material.
- You have the right to be discharged from the facility without discharge packs containing infant formula, or formula coupons, unless ordered by your baby's health care provider or specifically requested by you. The packs are available at the facility.
- You have the right to get information about breastfeeding resources in your community, including information on availability of breastfeeding consultants, support groups, and breast pumps.
- You have the right to have the facility give you information to help choose a medical provider for your baby and understand the importance of a follow-up appointment.
- You have the right to receive information about safely collecting and storing your breast milk.
- You have the right to breastfeed your baby in any location, public or private, where you are otherwise authorized to be. Complaints can be directed to the New York State Division of Human Rights.

All the above are your rights. If the maternal health care facility does not honor these rights, you can seek help by contacting the New York State Department of Health or by contacting the hospital complaint hotline at (800) 804-5447 or via email at [hospinfo@health.state.ny.us](mailto:hospinfo@health.state.ny.us).









## INDEX

---

Accommodations.....	24	Interpreter Services.....	22
Admitting.....	10	Labor and Delivery Unit.....	5
Allergies.....	8	Laptops.....	27
Antepartum Unit.....	19	Living Will.....	9
Apgar Score.....	18	Map..... Cover Pocket, 30	
Balloons.....	27	Maternity Information Law.....	31
Billing.....	23	Maternity Services.....	4
Birth Certificate.....	18	Medications.....	8
Birthing Rooms.....	6	Neighborhood Services..... Cover Pocket, 30	
Breastfeeding.....	17, 33	Neonatal Intensive Care Unit.....	19
Cesarean Birth.....	10, 12	Newborn Care.....	15
Checklist – For Your Comfort.....	7	Newborn Nurseries.....	16
Checklist – Going Home.....	28	Newborn Screening Tests.....	18
Checklist – Important Paperwork.....	7	New York State Department of Health.....	31
Directions.....	29	Nursing Care.....	4
Discharge.....	28	Online Personal Health Record.....	25
Education Resources.....	24	Operating Rooms.....	6
Electrical Appliances.....	7	Organ Donation.....	9
Falls Prevention.....	21	Pain Management.....	13
Family-Centered Care.....	4	Parking.....	30
Financial Aid Policy.....	23	Patient Safety.....	20
Flowers.....	27	Patient Services Administration.....	9
Gift Shop.....	27	Perinatal Center.....	19
Guest Facility.....	24	Photography.....	12
Hand Hygiene.....	21	Postpartum Care.....	14
Health Care Proxy.....	9	Rooming-In.....	14
Hearing Impaired.....	22	Security (infants).....	20
Hearing Screening (newborns).....	18	Shower/Bathroom Facilities.....	14
High Risk Pregnancy.....	19	Smoke-Free Campus.....	22
Identification Bands (newborns).....	20, 21	Telephone Service.....	26
Identification Bands (parents).....	20, 21	Television Service.....	26
Infant Car Seat.....	28	Valuables.....	7
Infection Control.....	21	Visiting Hours.....	27
Information Desk.....	27	Visually Impaired.....	22
Insurance Information.....	23	Welcome Kit.....	26
Internet Access.....	27	Wireless Network.....	27