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Welcome to New York Methodist Hospital

You have come to a very special place, where everyone is working toward the same purpose: making you well.

As a major teaching hospital, New York Methodist is equipped with highly advanced medical equipment and technology. Our staff of physicians, nurses, medical technologists, and other employees are dedicated to compassionate care and stand behind the excellent reputation New York Methodist has earned in our community.

This information guide has been prepared to acquaint you with the services we have to assist you during your stay with us. If you would like additional information, or if you have any special problems or concerns, let us know by speaking with your nurse and we will be happy to assist you.

On behalf of the entire staff, I wish you a pleasant stay and a speedy recovery.

Sincerely,

Mark J. Mundy
President and CEO
About the Hospital

New York Methodist Hospital (NYM) has a history of more than 130 years of service to the community. A voluntary, non-profit hospital that offers a range of medical education and residency programs, NYM has consistently demonstrated a commitment to excellence in patient care. With 651 inpatient beds (including bassinets), the Hospital currently offers inpatient services to about 36,000 inpatients annually and logs an additional 450,000 outpatient services each year. The Department of Emergency Medicine, which includes the Pediatric Emergency Service, is open 24 hours a day and receives over 100,000 visits a year.

The mission of New York Methodist Hospital is to provide excellent healthcare services in a compassionate and humane manner to the people who live and work in Brooklyn and its surrounding communities. The Hospital is continuously renovating its facilities and adding programs to benefit patients.

New York Methodist is affiliated with the Weill Cornell Medical College and is a member of the NewYork-Presbyterian Healthcare System.

HOSPITAL ACCREDITATION

The Hospital is accredited by The Joint Commission and approved by the New York State Department of Health. Educational programs are accredited by the Accreditation Council for Medical Education and the New York State Department of Education. The Hospital and its programs also are accredited by the American College of Surgeons, the American Medical Association, the Association for Clinical Pastoral Education and the American Association of Blood Banks.

Your Arrival

SMOKE-FREE POLICY

New York Methodist Hospital is a smoke-free institution. There is no smoking permitted in any room or area within 50 feet of the Hospital. This policy is consistent with the law and New York Methodist’s dedication to the preservation and enhancement of good health for its patients, its employees, and its community.

ON ADMISSION

If you are admitted through the Emergency Department, you will be registered there. If you are not admitted through the Emergency Department, go to the Admitting Office on the first floor of the Miner Pavilion. You will be asked to complete and sign forms which permit us to care for you and to bill your insurance carrier on your behalf. Upon admission, if you would like the Hospital to notify a family member/caregiver/representative and your primary care physician, please notify the case manager or social worker on your unit.

YOUR IDENTIFICATION BAND

Once admitted, you will be given an identification wristband. We ask that you keep this wristband on throughout your stay at the Hospital.

Although small, your ID band may be the greatest tool for your safety. No medicines, tests, treatments, scans, X-rays or any other procedure—even meals—will be administered until your ID band is checked. This ensures that you will receive the proper care.

If your ID band is lost or somehow becomes unreadable, it is important that you let us know so that we can get you a new one as soon as possible.

PRIVACY POLICY

Once admitted, you will be given a notice of the Hospital’s privacy policy and will be asked to sign a form confirming that you received it.

ROOM ASSIGNMENT AND PRIVATE ROOMS

The Hospital assigns rooms according to availability, but transfers based on medical necessity may be made. Private rooms may be available for an additional charge. If you would like a private room, please call extension 5071 to check availability.

DISCHARGE PLANNING

At New York Methodist, the discharge planning process begins on the day of admission. You, your physician and your caregiver play an active role in this process. It is important that you discuss your anticipated post-hospital needs with the Department of Care Coordination as early as possible. The Department of Care Coordination can be reached at (718) 780-3583.
What You Should Know

**MYNYM**

MyNYM is a free service that enables patients to access their medical records electronically and get information such as lists of medications, allergies, immunizations, past surgeries, procedures, lab results, discharge summaries and instructions. The information is secure so the enrolled patient is able to access it. For more information, call (877) 621-8014.

**FINANCIAL ASSISTANCE**

If you need any Medicaid information or assistance, please call our financial counselor at (718) 780-3453/3454. Financial aid is available to eligible patients who reside in the Hospital’s service area, are in need and receive medically necessary services. You may request an application from the Cashier’s Office or follow the instructions printed on your bill.

**ADVANCE DIRECTIVES**

You will receive a pamphlet on Advance Directives from the New York State Department of Health. If you have questions about your Advance Directives, please contact the Department of Patient Relations at extension 3375.

**INSURANCES**

New York Methodist accepts most forms of insurance such as Medicare, Blue Cross, Medicaid, Worker’s Compensation, no-fault auto, commercial, managed care and union insurance. Please bring your insurance identification cards when you come to the Hospital.

You will be expected to pay any remaining portion of the bill that your insurance does not cover. Typical examples of items not covered by hospital insurance include deductibles, co-insurance, limited benefits, private rooms (not requested or necessitated by your medical condition), telephones and televisions.

If you are without coverage or if your insurance is not sufficient to cover your estimated Hospital bill, you may be asked to make a deposit at the time of admission, with the balance due at the time of discharge.

During your Hospital stay, your medical record will be reviewed by the Department of Care Coordination of the hospital to make sure that your insurance will continue to cover your medical needs. The Department of Care Coordination will assist you and your physician in securing necessary authorizations from managed care and insurance companies. The purpose of Care Coordination is to ensure that care is carried out efficiently and meets the accepted standards of quality.

In accordance with federal, state, or private insurance regulations, you may receive letters from your insurance company or the Hospital regarding your continuing hospital coverage. If you have any questions about these letters, please call the Department of Care Coordination at (718) 780-3453/3454. In some instances, the hospital receives denial of payment letters from your insurance company after your discharge from the Hospital. The Hospital may appeal these decisions through written appeal to the insurance company, or in some cases, to an external appeal agent. In order to process an external appeal, your written consent will be necessary to release your medical record and medical information and it will therefore be requested at the time of your admission to the Hospital. If your record is sent for external appeal you will be notified at that time.

**PATIENT RESPONSIBILITIES**

The Patient’s Bill of Rights is included in your patient guide packet. We will do everything we can to see that your rights are protected. We ask that you, in turn, help us to care for you by fulfilling the following responsibilities:

- Be aware of and follow Hospital rules and regulations, e.g., please adhere to the 11 a.m. discharge time.
- Provide complete information concerning your past medical history, your address and telephone number, and the address and telephone number of your next of kin.
- Cooperate with those providing care to you and follow the plan of care developed for your treatment and recovery.
- Respect the privacy of your roommates.
- Advise your nurse or physician of any concern you may have with regard to your care at the Hospital.
- Be considerate of the rights of other patients and Hospital personnel. Observe smoking regulations, control noise and adhere to the visiting policy.
- Do not leave the nursing unit at any time without informing the staff. On the day of discharge, your nurse must provide you with discharge instructions and the prescriptions written by your physician. **Do not leave the nursing unit on the day of discharge without speaking to your nurse.**
- Send all personal belongings, especially valuables, home. The Hospital cannot assume responsibility for items kept in your possession.
- Accept the financial obligations associated with your care.
If you have any questions about your rights and/or responsibilities as a patient at New York Methodist Hospital, please speak to your nurse. You may also call:

New York State Department of Health: (800) 804-5447
The Joint Commission: (800) 994-6610

**VALUABLES AND PERSONAL PROPERTY**

Please do not bring valuable items with you when you come to the Hospital. If you have jewelry or large amounts of cash with you when you arrive, we advise that you ask a friend or family member to take them home for safekeeping.

If necessary, your nurse will arrange to put your valuables in the Hospital vault. You will be able to retrieve them between 9 a.m. and 3 p.m., Monday through Friday. At other times, a member of the Safety and Security Department can coordinate the retrieval of valuables with you or your designee.

We advise you not to keep valuables, including cellphones and electronic devices, or more than $10 cash, in your room. **The Hospital cannot be responsible for the loss of property kept at your bedside.**

Dentures, eyeglasses and hearing aids are your responsibility. If you wear dentures, please ask a nurse for a special denture cup. Please label and secure hearing aids and glasses. Never leave items on your tray, in your bed or in your gown.

**BIOETHICS COMMITTEE**

New York Methodist Hospital has an interdisciplinary Bioethics Committee that considers all ethics issues arising in the care of patients at New York Methodist Hospital. The members of the Bioethics Committee include physicians, nurses, administrators, social workers, trustees, chaplains, community representatives and, when necessary, an ethicist. The committee has three principal functions: education, policy recommendations and case consultation.

Case consultations often revolve around specific patient situations, including difficult ethical and/or legal decisions that are referred to the committee for discussion and/or mediation among interested parties. Patients, family members or healthcare agents, physicians or any employee of New York Methodist Hospital directly involved in a patient’s healthcare may request a case consultation.

The consultation process provides assistance in discussing the ethical implications surrounding the patient’s care and will offer guidance and support to the individuals involved. Consultations are confidential. The members of the Bioethics Committee who participate in the case consultation will attempt to clarify the issues raised and may make recommendations. However, final decisions still rest with the patient and/or family members. To request a case consultation, call (718) 780-3583/5050.

**HIV TESTING**

The New York State Department of Health requires that, except under specific circumstances, HIV testing must be offered to everyone between the ages of 13 and 64 who receive hospital or primary care services. This includes inpatients, people seeking services in emergency departments, and people receiving primary care as outpatients at a clinic or from a physician, physician assistant, nurse practitioner or midwife.

**ABOUT HIV**

- HIV is the virus that causes AIDS. It can be transmitted through unprotected sex (vaginal, anal or oral sex) with someone who has HIV; contact with blood from sharing needles (piercing, tattooing, drug equipment) or by HIV-infected pregnant women to their infants during pregnancy or delivery, or while breastfeeding.
- There are treatments for HIV/AIDS that can help an individual stay healthy.
- Individuals with HIV/AIDS can adopt safe practices to protect uninfected people from acquiring HIV and infected people from acquiring additional strains of HIV.
- Testing is voluntary and can be undergone anonymously at a public testing center.
- The law protects the confidentiality of HIV test results.
- The law prohibits discrimination based on an individual's HIV status and services are available to help with such consequences.
- The law allows an individual's informed consent for HIV related testing to be valid for such testing until such consent is revoked by the subject of the HIV test or expires by its terms.

**The People Who Will Take Care of You**

**CARE COORDINATION TEAM**

New York Methodist Hospital’s Care Coordination Team is dedicated to supporting you throughout your hospitalization and your transition home. Comprised of case managers, who are registered nurses, and social workers, the team will make every effort to meet with you and your doctor to create the best discharge plan possible. If required, the team will assist in arrangements for you to receive home care service, transition to a subacute setting, or facilitate long-term care.
planning and any other skilled service you may require upon discharge.

Please contact the Department of Care Coordination at extension 3583 or the Department of Social Work at extension 5533 with any questions and concerns.

**PHYSICIANS**

New York Methodist is a teaching hospital affiliated with the Weill Cornell Medical College. The services of a large number of physicians are available to you.

Your physician will supervise your care, working closely with the resident physicians who are on duty to assist you 24 hours a day. If you were not admitted by your private physician, your care will be directed and administered by attending and resident physicians. Soon after you arrive, one of these physicians may take your medical history and examine you. Physicians with a variety of medical specialties may be asked to consult with your attending and resident physicians, and to become involved in your care.

**NURSES**

The role of nurses at New York Methodist is to facilitate and increase your ability to care for yourself so return to health is attained as quickly as possible.

Each nursing unit is managed by a nurse manager, who is a registered nurse, responsible for supervising patient care and directing the nursing and support staff of the unit. Your individual nursing care is the responsibility of a registered nurse who is assisted by a skilled ancillary staff members. The nursing staff is available 24 hours a day, seven days a week, to assist you in your recovery.

**TECHNICIANS AND TECHNOLOGISTS**

Skilled allied health professionals perform and/or assist with laboratory and other procedures including x-rays, mammograms, ultrasound, CT scans, magnetic resonance imaging, nuclear medicine procedures, non-invasive cardiology and vascular procedures, cardiac catheterization, interventional cardiology, respiratory therapy, radiation therapy and surgery, all of which can help in diagnosing and treating your illness or injury.

**REHABILITATION THERAPISTS**

Staff members in the Department of Rehabilitation Medicine include physical therapists, occupational therapists and speech pathologists. These clinicians will provide treatment prescribed by your physician to help restore your functional abilities and provide you with adaptive equipment to assist you with the activities of daily living. For more information, call the Division of Rehabilitation Medicine at extension 5229. For information regarding outpatient services, call (718) 369-8000.

Patients’ primary caregivers are invited to visit during therapy hours in order to learn rehabilitation skills to assist patients upon discharge.

**PHARMACISTS**

All of the medications you may receive as a patient are dispensed by our Hospital pharmacists. They are available to answer any questions you may have regarding your prescribed medications. You may arrange for a consultation with a pharmacist by speaking to your physician or nurse.

**NUTRITIONISTS/REGISTERED DIETITIANS**

Our staff of registered dietitians will review your medical record to determine whether you are at risk for nutritional problems and, when needed, will work with your healthcare team to develop a nutrition care plan for you. Registered dietitians are also available to explain any modified or therapeutic diets you may need after you are discharged from the Hospital.

**FINANCIAL COUNSELORS AND ACCOUNT REPRESENTATIVES**

Financial counselors assist with applications for entitlement benefits such as Medicaid. They can be reached at (718) 780-3453/3454.

Financial aid is available to eligible patients who are in need, who reside in the Hospital’s service area and receive medically necessary services.

When a patient is unable to pay the Hospital bill, a payment plan may be discussed with an account representative, who can be reached at (718) 369-0160, extension 6102.

**CHAPLAINS**

Our Department of Pastoral Care includes an accredited clinical pastoral education program. There is a chaplain assigned to each patient unit and he or she visits patients on that unit regardless of religious affiliation. In addition, there is a chaplain available upon request, 24 hours a day, seven days a week.
If you would like a Hospital chaplain or outside clergy member to visit you, call the Department of Pastoral Care at extension 3393.

**PATIENT REPRESENTATIVES**

If you have any complaints or concerns that have not been resolved by the Hospital staff, please call extension 3375. If your complaints or concerns still have not been resolved, you can contact New York State Department of Health, Centralized Hospital Intake Program, toll free at (800) 804-5447 from 8:30 a.m. to 4:45 p.m. weekdays and/or The Joint Commission, toll free at (800) 994-6610, from 8:30 a.m. to 5 p.m. weekdays.

**INTERPRETERS**

Free interpreter services or American Sign Language interpretation (hand signing) are available. To arrange for an interpreter, please speak with your nurse or contact the Department of Nursing at extension 3556.

**VOLUNTEERS**

Volunteers range in age from 16 to 92 and serve in a number of ways. The volunteers can help you pour water, assist with your meals or spend time talking with you. Books and magazines are provided by Library volunteers who make rounds of the Hospital with their rolling book cart. You may also call extension 5397 to request delivery of reading materials.

## During Your Stay

**CAFETERIA**

The Cafeteria, located in the lobby of the Carrington Pavilion, serves breakfast from 7 a.m. to 11:00 a.m. and lunch from 11:15 a.m. to 5:00 p.m. On Saturday and Sunday, breakfast is served from 8 a.m. to 10:00 a.m., with lunch service from 11:00 a.m. to 2:30 p.m.

There is a snack kiosk located at the Hospital entrance at Seventh Avenue and Sixth Street. The kiosk is open from 7:30 a.m. to 6:00 p.m.

Visitors can arrange to have guest trays sent up to a patient’s room by calling extension 3401. Guest trays cost $8 ($9 on holidays).

**TELEPHONES**

Public telephones are located near the elevators in all patient units, public corridors and in various lobby areas of the Hospital. For the hearing-impaired, a text telephone is located in the Carrington Pavilion lobby and the Emergency Department’s waiting room.

Telephone service in your room is available for a daily charge. (Calls to departments within the Hospital are free.) If you want to receive telephone service, please call extension 7890 to activate your phone. Your telephone charges can be billed directly to your home telephone account or to a major credit card. Service is available 24 hours a day, seven days a week. Charges will appear on your home telephone bill as “HOSP TEL CHG” for services provided by Telehealth, the company that provides telephone and television services to our patients.

**Dialing Instructions:**

Outside Calls

**Dial 9 + 1 + Area Code + Number**

Long-distance rates may vary due to different telephone carriers.

If calling from outside the Hospital, please call (718) 780-3000 and ask to be transferred to extension 7890 to activate services.

Please give your friends and relatives the number on the telephone in your room, so they can call you directly. Although there is no incoming telephone service to patient rooms between 10 p.m. and 8 a.m., you can call out at any time.

TTY telephones for the hearing-impaired are also available by calling extension 7890.

**TELEVISION RENTALS**

If you wish to receive television service, please call extension 7890 to activate your TV. Your television charges can be billed directly to a major credit card. Service is available 24 hours a day, seven days a week. Rental covers local and cable channels. There is also an iVillage Newborn Channel, located on Channel 62 in English and Channel 63 in Spanish. The schedules for movies are displayed on these channels.

**PATIENT EDUCATION CHANNELS**

Patient education videos are available on bedside television. This free service is offered even if you do not rent television service. Our videos, which can be found on channels 44-54, offer information on subjects ranging from infant care to heart disease. To view a specific program at a certain time, dial extension 3715 on your telephone and follow the instructions. Channel 60 features patient education programming around the clock.

**MEALS**

Each day you will receive a menu from which to select meals for the following day. The menus are developed by registered dietitians according to the U.S. Recommended Daily Intake Standards and the U.S. Dietary Guidelines for Americans. Your doctor may place you on a therapeutic diet during your Hospital stay. Each diet emphasizes a variety of nutritious foods that meet your individual medical
and cultural needs. If you need to remain on a special diet after your discharge, your physician will prescribe one and a dietitian or nurse will explain it to you.

If you have any special religious or cultural needs, please alert your dietitian or nurse. Glatt kosher meals are readily available.

If you have questions about your meals, please ask your nurse to contact the dietitian, or ask the dietitian assistant who will visit you each day.

CHAPEL AND PRAYER ROOMS

The Phillips Chapel, located in the Miner Pavilion lobby, is open at all times for personal prayer and reflection. Services are held there at various times during the year.

The Jewish Prayer Room, located in the lobby of the Carrington Pavilion, is available for use by Jewish patients, their families and staff. Across from the Prayer Room, behind the main elevators, is the Bikur Cholim Room, which is supplied with kosher food. To request Shabbos candles for a patient’s room, please speak to your nurse.

A Muslim prayer room, located in Wesley House, Room 5D, may be accessed for daily prayers by contacting the Department of Security at extension 3350. Muslim prayer services are held every Friday. During Ramadan, snacks and drinks are available in the Muslim prayer room at sunset.

NEWSPAPERS

Daily newspapers are available for purchase each morning. A cart with newspapers, magazines and candy will come to your room.

THE GIFT SHOP

Located in the lobby of the Carrington Pavilion, the Gift Shop is open from 10 a.m. to 7:30 p.m., five days a week, and from 10 a.m. to 5 p.m. on the weekends. For more information about the Gift Shop, please call extension 3366.

BABY PICTURES

A representative from Mom365 may stop by your room to offer to take a free, professional in-hospital portrait of your baby. This is a free, optional service. Should you choose to participate, your family will receive a free online baby portrait webpage, so family and friends can meet the baby and you can order portraits, announcements and keepsakes. Only representatives from Mom365 are authorized to approach you about photography, and no money should be requested at the time of the visit. If you are approached by anyone else regarding photographs of your baby, please notify your nurse immediately.

If you order from this company, you will be contacted by Mom365 when your child is about 3 months old, unless you ask not to receive this call. No other photographer or studio will be given your name by the Hospital. If you receive a call from any other studio or individual claiming that the Hospital provided your name, it is not true. We urge you not to let these people into your home or give them money.

Pain Management

WHAT IS PAIN?

Pain is your body’s alarm system telling you that something is wrong. Everyone experiences pain differently. How much pain an individual experiences depends on the type and location of the pain and how sensitive he or she is to it. One person may feel pain more quickly or intensely than another person who has a higher tolerance. You are the best judge of your degree of pain.

Patients have the right to participate in care decisions, including decisions regarding the management of pain. New York Methodist’s staff is committed to pain prevention and pain management.

It is important to communicate feelings of pain or discomfort to your nurse or physician as soon as possible. In addition, share any worries you may have about taking pain medication with your physician and/or nurse.

PAIN MANAGEMENT BILL OF RIGHTS

Pain management is a part of treatment at New York Methodist. As a patient, you have the right:

• to have your report of pain taken seriously.
• to be treated with dignity and respect by physicians, nurses and other healthcare professionals.
• to be involved in all aspects of your care, including decisions about how to manage pain.
• to be informed by your doctor about what may be causing your pain and possible treatments, along with benefits and risks.
• to have your pain thoroughly assessed and promptly treated.
• to be referred to a pain specialist if your pain has not been alleviated.
• to continued care after discharge, based on your assessed needs.
TALK WITH YOUR DOCTOR OR NURSE ABOUT PAIN

Ask for pain relief when pain first begins. Ask your nurse and/or physician what to expect regarding pain and pain management and discuss pain relief options with him or her. Help your doctor or nurse assess your pain. Share any concerns you have about taking pain relief medication. Notify your nurse or physician again if your pain is not relieved.

DESCRIBING YOUR PAIN TO YOUR PHYSICIAN AND/OR NURSE

Helpful Tips for Describing Your Pain

1) When did the pain begin?
2) What does the pain feel like? (e.g., sharp, dull, throbbing)
3) Where is the pain located?
4) Is the pain constant or intermittent?
5) What makes the pain worse? (e.g., coughing, moving, walking)
6) What does the pain prevent you from doing? (e.g., eating, sleeping, socializing)
7) What helps your pain?
8) How severe is your pain?

This scale will help you tell your doctor or nurse how severe the pain is.

0  2  4  6  8  10
No Hurt Hurts a Little Bit Hurts a Little More Hurts Even More Hurts a Whole Lot Hurts Worst

MYTHS

There are a few myths about pain and pain management.

Here are two myths:

Myth #1: If you take a certain amount of medication now, the dose won’t be strong enough when you need it later.

Myth #2: It is better to wait until the pain is severe, so that you won’t become addicted to pain medication.

TRUTH

It is better to take medication before the pain gets too severe because you will need more medication to relieve the untreated pain later. Medication taken “around the clock” helps you control pain better. You will probably need less medication if you take it “around the clock.”

Remember to let your physician or nurse know about any pain or discomfort you may be experiencing.

Patient Safety at New York Methodist Hospital

SPEAK UP!

At New York Methodist Hospital, we want you to speak up: ask questions, express your concerns and let us know how you’re feeling. It is important that you share as much about yourself and your health as you can: your medical history, your allergies, anything that you think will help in your treatment. Learn about your diagnosis and ask someone you trust to be your advocate. It is especially important for you to tell us if you do not understand any part of your care. If English is not your native language, then we will provide an interpreter for you, free of charge. Participate in all decisions about your diagnosis. You are the center of the healthcare team.

Please also tell us about any and all medications, vitamins, supplements and over-the-counter medicines you are taking. And, never hesitate to ask us any questions you may have about the medicines you receive in the Hospital.

We are doing everything we can to ensure the best possible outcome for your medical care. We ask that you help us by speaking up and referring to these suggestions so that we can also ensure your safety.

PREVENTING FALLS

In order to help prevent falls, we ask that you:

• Get up slowly from a lying or sleeping position.
• Wear the nonskid socks that have been provided. Orange nonskid socks will be provided to patients who may be at high risk for falling.
• Let us know if you have periods of weakness, dizziness or loss of balance.
• Let us know if you use a walker, cane or crutches.
• Don’t use the bed, over-bed table or wheelchair to steady yourself. They are on casters, so they can be moved easily. If you lean on them, they will move, and you may fall.
• Call the nurse if you need assistance; do not get up unassisted.

To decrease falls, the nursing staff will:

• Round hourly to ask if you need assistance.
• Assess the environment, keeping your room free of clutter.
• Check to see if you need special orange socks and an orange bracelet to alert the staff that you may be at high risk for falling.
• Check to see if your call light, telephone, bedpan/urinal is within your reach.
INFECTION PREVENTION
While you are a patient, you can help prevent infection by following these suggestions:

• Talk to your doctor and nurse about any worries you have about your safety and ask what they are doing to protect you.

• Hand-washing is very important. Keep your hands clean. If you do not see your healthcare providers wash their hands, please ask them to do so. Remind your loved ones and visitors that washing hands prevents the spread of germs.

• Get smart about antibiotics. Help prevent antibiotic resistance by taking your antibiotics as prescribed.

• Watch out for intestinal infections. Tell your doctor if you have severe diarrhea, especially if you also are taking an antibiotic.

• Know the signs and symptoms of infection. Some skin infections, such as MRSA, appear as redness, pain or drainage at an IV catheter site or surgical incision site. Often these symptoms come with a fever. Tell your doctor or nurse if you have these symptoms.

PRESSURE ULCERS
New York Methodist Hospital works with the New York Pressure Ulcer Collaborative to coordinate care for patients who either have or are at risk for developing pressure ulcers (bed sores). For more information about pressure ulcer prevention and treatment, talk to your physician or healthcare professional.

ELECTRICAL APPLIANCES
For safety reasons, the Hospital does not permit the use of electrical appliances brought in from the outside.

FIRE DRILLS
The Hospital holds periodic fire drills. Please do not be alarmed if you hear fire bells or drills over the public address system or if your door closes. In a real emergency, you would be told what to do.

Isolation and Precautions
Isolation can be a confusing experience if you’re not sure what it will mean for your care. Reading this will help answer some of the questions you may have.

WHY AM I BEING ISOLATED?
Isolation is a fairly common practice around healthcare facilities. Patients are isolated for many reasons, but most often because of an infectious disease that could spread to other patients or to employees if certain precautions are not taken. Another reason for isolation is to protect the isolated patient from infection with organisms that other patients or employees might pass on to them.

WHAT DOES BEING IN ISOLATION MEAN?
There are different types of isolation. Standard precautions is the term used to describe the way in which the Hospital plans to prevent the spread of organisms employees and between patients. You can see standard precautions at work when you notice healthcare workers wearing gloves when handling blood or other fluids. However, sometimes a mask, eye protection, face shield or gown may be worn. In addition to standard precautions, other types of isolation protocols used in healthcare facilities include droplet precautions, airborne precautions and contact precautions.

DROPLET PRECAUTIONS
Droplet precautions are necessary to prevent the spread of microorganisms when coughing, sneezing or talking. Because microorganisms requiring droplet precautions do not remain suspended in the air, special air handling and ventilation are not required. People coming into your room may wear a mask if they are coming into close contact with you.

AIRBORNE PRECAUTIONS
Airborne organisms can remain suspended in the air for a long period of time. Therefore, if you are on airborne precautions, people coming into your room will almost always wear a special mask, unless they are immune to whatever disease you have or are suspected of having. Also, you will probably be in a room that has special air handling and ventilation. This is necessary to prevent airborne infection.

CONTACT PRECAUTIONS
It is important to prevent the spread of microorganisms by direct or indirect contact (directly touching another person or touching something he or she touched). These precautions are called contact precautions. You will probably be in a private room if you are in this kind of isolation, and everyone entering the room that comes into contact with you should have on gloves or both gloves and a gown.
CAN I HAVE VISITORS?
In most cases, friends and relatives are allowed to visit you. Healthcare workers coming into your room are required to wear a special gown, gloves or mask. Your visitors should wash their hands when entering and leaving your room. Also, there may be rules concerning bringing certain articles into your room, including purses, books, magazines and flowers, so please be sure to have your visitors check at the nursing station when visiting for the first time.

HOW LONG WILL I BE IN ISOLATION?
Isolation times vary from just a few days to several weeks, depending on the length of time you remain contagious or have decreased resistance. Your physician is the best person to ask about how long you will need to be in isolation. You can be sure that your physician will discontinue your isolation as soon as it is safe to do so.

To save time and gowning, gloving or wearing of masks, healthcare workers will often try to group or organize trips into your room. You can help by saving your requests and questions for the time when someone comes in. Your help will be much appreciated.

If you have additional questions not answered here, feel free to ask either your doctor or your nurse, or contact Infection Prevention at extension 3569. Remember, HANDWASHING is the single most important means to prevent the spread of infection.

Visiting Hours and Policies
Friends and relatives who want to know your location, condition or visiting hours may call Patient Information at (718) 780-3010.

VISITORS
You may have two visitors at a time. Children under the age of 14 may visit only with the permission of the nurse manager or nursing supervisor. However, siblings of newborn babies, age 2 and above, are permitted to visit the Mother/Baby Unit from 10 a.m. to 8 p.m. You may have up to four visitors at a bedside in the Birthing Center.

Please ask your visitors not to leave young children unattended in the lobby. Also, ask visitors to cooperate in following smoking regulations. Smoking is especially dangerous when oxygen is in use.

PARENTS OF HOSPITALIZED CHILDREN
Hospitalization is never an easy time for families, and childhood hospitalizations can be especially difficult. We encourage parents to be involved in their children’s care whenever possible. Parents may visit at any time, and we are happy to arrange rooming-in for parents who want to remain overnight. Parents may remain with their children during procedures and also are encouraged to help with daily care. Our staff also can offer suggestions to help siblings deal with the hospitalization.

PRIVATE COMPANION SERVICE
We encourage your family and friends to be with you and support you as often as they can. However, additional companionship may be needed. If you or your family would like to arrange for a private companion or need information regarding fees, please contact the Nursing Office in the Miner Pavilion lobby between 9 a.m. and 8:45 p.m., or call extension 3556.

MEDICATIONS AND FOOD
Please do not take medications brought from home or elsewhere outside the Hospital. Tell your doctor which medications you are currently taking so they can be prescribed to you in the Hospital. If you have brought or received any food from outside the Hospital, please ask your nurse if you may eat it. Some foods may be dangerous to your condition or incompatible with medicine you are taking. Also, please let your physician or nurse know if you are taking complementary or alternative medications, supplements or over-the-counter medications in addition to prescription medications.

FAMILY AND FRIENDS ACTIVATE RAPID RESPONSE (FARR)
Tell your friends or family that if they notice a change in your condition, such as difficulty breathing or a change in mental state, they should contact a nurse or healthcare worker immediately. They will assess the situation and, if necessary, may call for the Rapid Response Team to quickly see and evaluate your condition.
Home Care Agency Listing

New York Methodist Preferred Providers
Visiting Nurse Service
(718) 780-3578
CenterLight
(718) 780-5582

New York Methodist Hospital location:
501 Sixth Street
Brooklyn, NY 11215
3rd floor, Wesley House

Metropolitan Jewish Health System Home Care
6323 Seventh Avenue
Brooklyn, NY 11220
(718) 921-8800

OTHER AGENCIES
Provision of the following list of Homecare providers is a Medicare program requirement and is not a recommendation or endorsement by New York Methodist Hospital of any particular provider or their services. The following providers have requested to be included on this list.

The list of nursing homes provided by the Hospital includes Medicare-approved facilities in the New York state area. A representative from the Department of Care Coordination will provide you with information about nursing homes located in Kings County or in a specific county where you are seeking placement. We encourage you to visit facilities to determine those in which you would want your relative to be transferred for his or her continuing care.

The patient’s insurer may have specific facilities with whom it has contracted; this may limit choices for nursing home placement. Your case manager or social worker can provide you with the names of these facilities.

New York Methodist Hospital is a member of the New York-Presbyterian Healthcare System. Several nursing homes are members of the System; however, the Hospital does not have any financial interest in these facilities.

For additional information, please visit the New York State Department of Health’s Nursing Home Profile at www.nursinghomes.nyhealth.gov.

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### Other Agencies

#### Americare Certified Special Services
171 Kings Highway
Brooklyn, NY 11223
(718) 259-9300

#### CNR Health Care Network, Inc., Licensed Long-Term Home Health Care Provider
520 Prospect Place
Brooklyn, NY 11238
(718) 362-1450

#### First To Care Home Care
6323 Seventh Avenue
Brooklyn, NY 11209
(718) 630-2500

#### Girling Health Care Inc.
111 Dahlren Place
Brooklyn, NY 11228
(718) 748-7447

#### Brooklyn Hospice
(718) 921-7900

#### Personal Touch Home Aides, Inc.
813 Quentin Road
Brooklyn, NY 11223
(718) 375-6111

#### Revival Home Health Care
3609 Thirteenth Avenue
Brooklyn, NY 11218
(718) 437-6816

#### Self Help Community Services, Inc.
440 Ninth Avenue
New York, NY 10001
(212) 971-5496

#### St. Mary’s Home Care Programs
29-01 216th Street
Bayside, NY 11360
(718) 281-8600

#### Village Center For Care Certified Home Health Agency
740 Christopher Street
New York, NY 10014
(212) 366-5310

#### VIP Certified Home Health Services
116-06 Myrtle Avenue
Richmond Hill, NY 11418
(718) 847-5100

#### Visiting Nurse Association of Brooklyn, Inc.
111 Livingston Street
Brooklyn, NY 11201
(718) 923-7100

#### Visiting Nurse Association of Staten Island
400 Lake Avenue
Staten Island, NY 10303
(718) 720-2245

#### Visiting Nurse Service of New York Home Care
1250 Broadway
New York, NY 10001
(212) 290-4625
When You’re Ready to Leave

DISCHARGE

Your physician will let you know when you are to be discharged. So that we can prepare for the next patient, you must vacate your room by 11 a.m. on the day of your discharge. You will be given discharge instructions upon or prior to discharge by a member of the Hospital staff.

NO TIPPING POLICY

Every employee is here to serve you and to contribute to your comfort and recovery. Employees are not permitted to accept tips. However, a simple thank you or a letter of appreciation always is welcome.

VACCINES

At discharge, you will have the opportunity to be vaccinated against two common vaccine-preventable diseases: pneumococcal disease and influenza.

A pneumococcal vaccine is recommended for patients ages 65 and over, and for those between ages six and 64 with medical conditions that make them susceptible to serious infections caused by a type of bacteria called streptococcus pneumoniae (pneumococcus).

Everyone over the age of six months should get a flu vaccine each year during the flu season (September through April). Influenza (flu) is an acute, contagious, viral infection of the nose, throat and lungs caused by influenza viruses.

You Can Help
New York Methodist Hospital

HOSPITAL SERVICE SURVEY

Thank you for allowing us to care for you. We want to make sure that our care was all that you expected. In a few weeks, you may receive a survey in the mail. Please take a moment to complete and return it.

We are interested in your comments because they will help us to evaluate and, if necessary, improve our services. They also help us train, reward and recognize our staff.

We thank you for your support and wish you and your family the very best of health in the future.

CHARITABLE GIFTS

For over a century, the generosity of our donors has helped New York Methodist Hospital provide quality healthcare to thousands of people each year. Your contribution, no matter the size, enables our Hospital to continue to bring excellent and compassionate medical care to the Brooklyn community.

Our Healers’ Hall of Fame (grateful patient program) is a great way to make a tax-deductible gift to the Hospital while honoring your caregivers. Visit nym.org/give or call the Department of Development at (718) 780-5343 for information on this program, and on our other giving programs and naming opportunities.

ORGAN DONATION

The Hospital is required by New York state law to report all deaths to LiveOnNY. If the deceased is a suitable candidate for organ donation, the family will be contacted by LiveOnNY. At this time, the family can either give or refuse consent. If you have any questions or need additional information, please call the LiveOnNY, toll free at (800) Gift-4-NY, 24 hours a day, seven days a week, or go to www.donatelifef.org.
**Telephone Numbers**

When calling within the Hospital, only the last four digits of 780 numbers should be dialed. All numbers are in area code 718.

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<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Administration</td>
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<tr>
<td>Admitting</td>
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<td>Ambulatory Care Services</td>
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<td>Care Coordination</td>
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<td>Cashier</td>
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<td>Chaplain</td>
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<td>Development</td>
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<td>Dental Medicine</td>
<td>780-5410</td>
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<td>Dialysis</td>
<td>780-5104</td>
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<td>Dietician</td>
<td>780-3345</td>
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<td>Facilities</td>
<td>780-3309</td>
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<td>Faculty Practice</td>
<td>246-8600</td>
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<td>Financial Counselor [Medicaid]</td>
<td>780-3453/3454</td>
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<td>General Information</td>
<td>780-3000</td>
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<td>Gift Shop</td>
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<td>Life Begins Program</td>
<td>855-543-3696</td>
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<td>Medical Records</td>
<td>780-3381</td>
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<td>Notary Public</td>
<td>780-3375</td>
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<tr>
<td>Nursing</td>
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<tr>
<td>Occupational Therapy [Inpatient]</td>
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<tr>
<td>Pathology and Laboratory Medicine</td>
<td>780-3634</td>
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<tr>
<td>Patient Representative</td>
<td>780-3375</td>
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<tr>
<td>Patient Financial Services</td>
<td>369-0159</td>
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<tr>
<td>Patient Information</td>
<td>780-3010</td>
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<tr>
<td>Patients’ Library</td>
<td>780-5397</td>
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<tr>
<td>Physician Referral Service</td>
<td>499-CARE</td>
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<tr>
<td>Physical Therapy [Inpatient]</td>
<td>780-5228</td>
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<tr>
<td>Pre-Admissions Office</td>
<td>780-5188</td>
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<tr>
<td>Private Room Coordinator</td>
<td>780-5071</td>
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<tr>
<td>Radiation Oncology</td>
<td>780-3677</td>
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<tr>
<td>Radiology</td>
<td>780-5870</td>
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<tr>
<td>Rehabilitation Therapy [Outpatient]</td>
<td>369-8000</td>
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<td>Security</td>
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<tr>
<td>Social Work</td>
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<tr>
<td>Speech Pathology/Swallowing Therapy</td>
<td>780-5231</td>
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<td>Spine and Arthritis Center</td>
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<tr>
<td>Telephone Rental</td>
<td>780-7890</td>
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<tr>
<td>Television Rental</td>
<td>780-7890</td>
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<tr>
<td>TTY Telephone Service [Hearing Impaired]</td>
<td>780-7280</td>
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<tr>
<td>Volunteer Resources</td>
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<tr>
<td>Women’s Health Associates</td>
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<tr>
<td>Service Description</td>
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<tr>
<td>Administrative Offices</td>
<td>Buckley Pavilion, 8</td>
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<tr>
<td>Advanced Women's Imaging</td>
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<td>Ambulatory Infusion Center</td>
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<td>Ambulatory Surgery</td>
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<td>Auditorium</td>
<td>East Pavilion, 1</td>
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<td>Bariatric Surgery Program</td>
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<tr>
<td>Cafeteria</td>
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<td>Cardiac Catheterization Laboratories</td>
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<td>Cardiology</td>
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<td>Cardiothoracic Intensive Care Unit</td>
<td>Miner, 3</td>
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<tr>
<td>Critical Care Units</td>
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<td>Dental Clinic</td>
<td>Kirkwood Pavilion, 1</td>
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<tr>
<td>Development Department</td>
<td>435 Ninth Street</td>
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<td>Diabetes Education &amp; Resource Center</td>
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<td>Dialysis Unit, Inpatient</td>
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<td>Electrophysiology Laboratory</td>
<td>Miner Pavilion, 2</td>
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<td>Emergency Room</td>
<td>Buckley/Infill Pavilion, 1</td>
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<td>Endoscopy Suite</td>
<td>Buckley Pavilion, 3</td>
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<td>Epilepsy Center</td>
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<td>Fertility Institute</td>
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<td>Foot &amp; Ankle Center</td>
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<td>Gift Shop</td>
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<td>Hyperbaric Chamber/Wound Care</td>
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<td>Information Desk</td>
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<td>Internal Medicine Faculty Practice</td>
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<td>Intensive Care Unit</td>
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<td>Jewish Prayer Room</td>
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<tr>
<td>Labor &amp; Delivery Unit</td>
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<td>Medical Weight Reduction Program</td>
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<td>Metro SportsMed</td>
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<td>MRI/CT, 523 Sixth Street</td>
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<td>Multiple Sclerosis Center</td>
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<td>Neurointerventional Radiology Suite</td>
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<td>Operating Rooms</td>
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<td>Outpatient Department (Medicine)</td>
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<td>Outpatient Department (Pediatrics)</td>
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<td>Parkinson's Disease Program</td>
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<td>Post Anesthesia Care Unit</td>
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<td>Pulmonary &amp; Critical Care Medicine</td>
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<td>Spine &amp; Arthritis Center</td>
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<td>Surgery Faculty Practice</td>
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<td>Swallowing &amp; Speech Center</td>
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<td>Telemetry Unit</td>
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<td>Woman's Health Practice</td>
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<td>Women's Diagnostic Center</td>
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<tr>
<td>Women's Imaging &amp; Prenatal Testing Center</td>
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NEW YORK METHODIST HOSPITAL      506 SIXTH STREET      BROOKLYN, NY 11215      (718) 780-3000      www.nym.org