

NewYork-Presbyterian Hospital  
**Patient and Visitor Guide**  
During Your Stay

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## Important Phone Numbers

Admitting Department	(212) 932-5079
General Information	(212) 932-4000
Medical Records	(212) 932-4547
Patient Information	(212) 932-4300
Patient Services Administration	(212) 932-4321
Private Duty Nursing	(212) 305-2525
Telephone and Television	(212) 932-4048

## WELCOME

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Welcome to NewYork-Presbyterian/The Allen Hospital. Here you will find a staff dedicated to always providing the highest quality, most compassionate care and service to each and every one of our patients in a warm and friendly environment.

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

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

At NewYork-Presbyterian, **We Put Patients First**. So if you have any questions or if there is anything we can do to ease your stay, don't hesitate to talk to your doctor or any member of your care team.

Thank you for the privilege of caring for you.

Very truly yours,



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





New York-Presbyterian  
The Allen Hospital

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## FOR YOUR CARE

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### Your Care Team

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

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

### Doctors

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

The Doctors caring for me are:

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### Nurses

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

My Nurses are:

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### Care Coordinators

Care coordinators are registered nurses who see that your doctor's orders are carried out in a timely manner. The care coordinator may ask you questions about your care and your medical insurance so that you can receive the appropriate benefits covered under your policy.

My Care Coordinator is: \_\_\_\_\_

### Unit Clerks

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

My Unit Clerk is: \_\_\_\_\_

### Physician Assistants

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

My Physician Assistant is: \_\_\_\_\_

## 6\_ For Your Care

### Social Workers

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

My Social Worker is: \_\_\_\_\_

### Dietitians

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

My Dietitian is: \_\_\_\_\_

### Nutrition Hosts

Nutrition hosts take your daily meal orders and deliver your meals to your room.

My Nutrition Host is: \_\_\_\_\_





### Physical Therapists

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

My Physical Therapist is: \_\_\_\_\_

### Occupational Therapists

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

My Occupational Therapist is: \_\_\_\_\_

### Speech Therapists

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

My Speech Therapist is: \_\_\_\_\_

### Respiratory Therapists

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

My Respiratory Therapist is: \_\_\_\_\_

### Environmental Services Workers (Housekeepers)

Environmental services workers are responsible for providing a clean and safe environment for patients and staff, including cleaning your room every day. If you need assistance, please call (212) 932-6054.

My Environmental Services Worker is: \_\_\_\_\_

### Patient Escorts

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

### Volunteers

Volunteers provide vital assistance to our patients, families, and health care professionals. Throughout the Hospital, they can be found lending a helping hand with a wide range of tasks and activities. You may meet volunteers on the unit and in the waiting areas.

**Your Meals**

You will be offered a choice of meals from the Hospital menu with specific attention to any dietary restrictions related to your condition or your treatment. We can also accommodate special requests for vegetarian or kosher meals.

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

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

**Your Medications**

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

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. Please list your allergies here.

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### Hourly Rounding

A member of your care team will be coming to your bedside every hour or so to make sure that you are comfortable and to see if you have everything you need. The staff member will ask you about your pain level, whether you need to use the bathroom, and answer any questions you or your family members may have.

### Pain Management

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

The Hospital has specially trained Pain Resource Nurses who provide support to your health care team and who will consult with you on any pain management concerns or issues. This will help us to meet your pain management needs and keep you comfortable throughout your hospitalization.



### Rapid Response Team

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

### Nursing Station Phone Numbers

Labor and Delivery	(212) 932-4142
Postpartum	(212) 932-4144
Nursery	(212) 932-4148
Neonatal Intensive Care Unit (NICU)	(212) 932-4147
2 Field East	(212) 932-4129
2 Field West	(212) 932-4128
2 River East (Step-Down Unit)	(212) 932-4125
2 River West	(212) 932-4120
Intensive Care Unit (ICU)	(212) 932-4124
3 River East	(212) 932-4131
3 River West	(212) 932-4143





### **Patient Services Administration**

(212) 932-4321

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

### **Interpreter Services**

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

### **Ethics Consultation**

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

**Pastoral Care**

(212) 932-5310

Monday through Friday, 9 am to 5 pm

The Hospital's Department of Pastoral Care and Education can provide spiritual and emotional support to you and your loved ones while you are in the Hospital. Chaplains are trained to work with people of all faiths and those who have no religious affiliation. We have multi-faith chaplains who are available to provide religious guidance if desired and to help maintain religious or ritual observances. If you would like to talk to a chaplain during your Hospital stay, please let your nurse know. A non-sectarian Memorial Chapel is located on the first floor of The Allen Hospital. Services are held weekly for all faiths, and the chapel is open daily for prayer and meditation.

**Pet Therapy**

(212) 932-5319

NewYork-Presbyterian/The Allen Hospital has a pet therapy program through which therapy dogs can visit you with your doctor's permission. There is no charge for this service. Visits by therapy dogs have been shown to provide a number of different benefits to patients, including reducing stress, relieving depression, or lowering blood pressure. If you would like to arrange a special visit with a pet therapy dog, call (212) 932-5319.



## FOR YOUR CONSIDERATION

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### Private Accommodations

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

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

### Private Duty Nursing

(212) 305-2525

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



### **Guest Facility and Hotels**

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

#### **McKeen Pavilion**

**(212) 305-5951**

Milstein Hospital Building  
NewYork-Presbyterian/Columbia  
177 Fort Washington Avenue, between 165th and 168th Streets  
New York, NY 10032

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

#### **Econo Lodge — Fort Lee**

**(201) 944-5332**

2143 Hudson Terrace  
Fort Lee, NJ 07024

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

#### **Crowne Plaza Englewood**

**(800) 972-3160**

401 South Van Brunt Street  
Englewood, NJ 07631

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

### **International Services**

**(212) 305-4900**

If your primary residence is in a country other than the United States, please contact International Services. Our International Services staff speak many languages and are available to assist patients and families with a variety of medical and non-medical services, including scheduling doctor appointments, escorting patients to procedures, requesting second medical opinions, and providing information about lodging.



### 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 offers you the ability to consolidate and organize significant amounts of health information in a private account. You can access your information wherever and whenever needed and can easily share information with clinicians, trusted family members, and other caregivers. With myNYP.org, you can create your own electronic health record and store as much or as little of your health 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 your condition. “My Health Tools” includes useful tools to help you manage chronic conditions such as high blood pressure and diabetes; keep track of weight, monitor your diet, and chart your progress; and prepare for emergencies.

myNYP.org

My Health Explained | My Health Tools | My Doctors | Request an Appointment | Pay Hospital Bill

myNYP.org YOUR PERSONAL HEALTH CONNECTION WITH **NewYork-Presbyterian** [SIGN IN](#)

**Welcome**

This web site is a free service that lets you safely:

- Store** all of your health information online.
- Share** it with trusted family members and clinicians.
- Learn** about important health issues that affect you and your family.

[REGISTER NOW](#) [Already have an account? Sign In](#)

**Watch our introduction video**  
Learn how myNYP.org and Microsoft® HealthVault™ are working together to help you take charge of your health.  
[View the video](#)

**Learn about cardiac health**  
Find out more about the tests, treatments, and instructions that affect you and your cardiac health.  
[Read more](#)

**Access medical records**  
See your medical visit details from NewYork-Presbyterian, stored in security-enhanced HealthVault.  
[Register now](#)

STORED BY HealthVault myNYP.org uses Microsoft® HealthVault™ to store your data. [Learn more](#)

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Columbia University  
College of Physicians and Surgeons

Weill Cornell  
Medical College

## FOR YOUR COMFORT AND CONVENIENCE

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### 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 long distance. There is a small daily charge for having long distance telephone service within the continental United States.

To activate long distance service:

- within the Hospital, call (212) 932-4500
- outside the Hospital, call (212) 932-4048

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

Long distance telephone service may be charged to:

- major credit cards (Visa, MasterCard, Discover, or American Express)
- prepaid cards, available at the kiosk located on the second floor of The Allen Hospital next to the main elevator
- home telephone bill

#### Long Distance Calling Service Terms

The long distance calling service period is from midnight to midnight. Service can be stopped or restarted at any time by calling (212) 932-4500. Service is automatically transferred when you are moved to another room and is stopped when you are discharged from the Hospital.

#### Making Telephone Calls

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

### Television Service

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

#### Basic Free Service

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

#### Extended Rental Service

Extended television service includes 24-hour access to television programming and movie channels for a small daily charge. A listing of channels is available on Channel 66.

To activate extended television service:

- within the Hospital, call (212) 932-4500
- outside the Hospital, call (212) 932-4048

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

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

Television service may be charged to:

- major credit cards (Visa, MasterCard, Discover, or American Express)
- prepaid cards, available at the kiosk located on the second floor of The Allen Hospital next to the main elevator
- home telephone bill — the extended television service charge will appear as an entertainment service

#### Rental Terms

The rental period is from midnight to midnight. Service can be stopped or restarted at any time by calling (212) 932-4500. Service is automatically transferred when you are moved to another room and is stopped when you are discharged from the Hospital.

#### For Assistance

Rentals:	Call (212) 932-4500, then press 0
TV Repairs and TV Customer Service:	Call (212) 932-4500
Billing Questions:	Call (866) 234-9009

### **Patient Education Television Programming**

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

**Step 1:** Call (212) 932-4500. You will hear several commands.

**Step 2:** Choose a language.

- Press 1 to hear the instructions in English.
- Press 2 to hear the instructions in Spanish.

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

**Step 4:** Enter the 3-digit video code for the topic you want to watch. You will be asked to confirm your choice.

- Press 1 if correct.
- Press 2 if not correct.

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

**Step 6:** You will hear:

- To repeat this message, press 1.
- To end the call and begin playing your video, press 2.

### **Internet Access**

You and your family members can use a personal laptop computer and most other mobile wireless devices in the Hospital. You can connect your computer or device to our Wireless Guest Network, which is designed for guests and patients at the Hospital, by selecting “guest-net” from the list of networks that appears when you click on the wireless icon. Launch your device’s web browser and it will automatically present a disclaimer page listing the Terms and Conditions and Acceptable Use for the Wireless Guest Network. You must select “I Agree” at the bottom of the page in order to use guest-net. Most web browsers are compatible with this process.

Guest-Net Wi-Fi connection is an open and unencrypted wireless network with Internet-only access. 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 he/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.

### Quiet Time

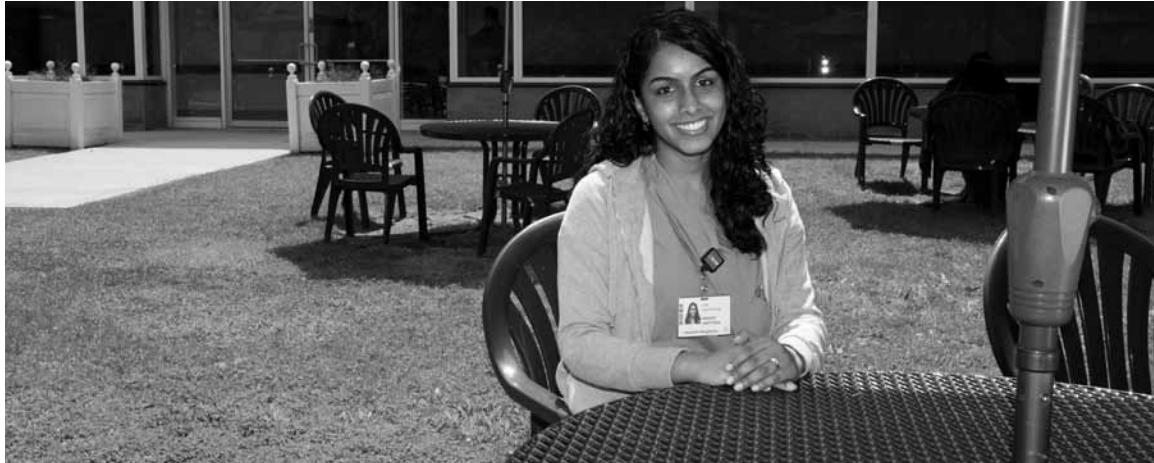
All inpatient units of the Hospital observe a daily quiet time to help provide you and your family with a calming health care environment and to enable patients to rest. Designated quiet time hours are posted on each unit and announced when they begin. During this time, staff and others on the unit are asked to keep noise levels to a minimum.

### Information Desk

(212) 932-4152

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





### **Gift Shop**

(212) 932-5050

Monday through Sunday, 9 am to 8:30 pm

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

### **Places to Eat**

Within The Allen Hospital, you can get a meal or a snack at the following:

#### **The Pavilion Café**

(212) 932-4505

Monday through Friday, 7 am to 6 pm

Saturday and Sunday, 8 am to 3 pm

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

### **Vending Machines**

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

### **Public Restrooms**

Public restrooms are located throughout the Hospital and on every floor. For infection control purposes, bathrooms in patient rooms are for patient use only.

## FOR YOUR SAFETY AND SECURITY

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### Important Patient Safety Information

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

### Be Actively Involved in Your Care

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

### Ask Questions and Speak Up

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

### Keep Your Health Care Team Informed

- Share your medical history with your health care team.
- Tell us about your medical problems and prior surgeries.
- Tell us if you have any allergies.

### Know Your Medications

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

### Expect Staff to Check and Recheck Your Identification Band

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

### Use Your Call Button

There is a red button on the television remote control, which may be used to call for help whenever it is needed. Call buttons are also located in all bathrooms.

### Help Prevent Falls

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

You can help prevent falls by:

- calling a staff member for help getting out of bed or a chair
- keeping your call button close to you — let us know if you cannot reach it
- wearing Hospital-provided non-skid socks or shoes when you walk around
- making sure the brakes are locked before getting in or out of a wheelchair
- if you wear glasses, making sure you have them on before you get out of bed
- following the staff's instructions to prevent falls

### Preventing Infections

Preventing infections is one of the most important goals at the Hospital. While not every infection is preventable, many can be prevented by taking certain precautions.

### Practice Hand Hygiene

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

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





### Follow Visitor Guidelines

We want you to help prevent the spread of infection too. If your family members or friends have a cold, cough, fever, or rash, please ask them not to visit until they are better. Ask your visitors to clean their hands with Purell® before they come into your room.

### Know About Health Care-Associated Infections and Precautions

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

- Surgical site infections, which can happen after surgery at the area on the body where surgery was performed.
- Central line-associated blood stream infections, which can occur in patients who have a central line catheter in their vein. These catheters are placed so that the patient can receive medications and blood transfusions.
- Multi-drug resistant organism infection, which is a type of infection that may not be related to a procedure. This type of infection, which can affect any part of the body, is caused by bacteria that are resistant to many antibiotics. Resistance means that the bacteria have become harder to treat. These infections can be passed from patient to patient if proper prevention practices are not followed. They can also occur as a result of treatment with antibiotics.

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

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

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

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

If you have questions about preventing health care-associated infections, please ask your doctor or nurse.

### **Balloons/Flowers**

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

### **Electrical Appliances**

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

### **Staff ID Badges**

Every staff member and volunteer is required to wear a Hospital identification badge that includes a photograph, name, and role in the Hospital. Do not hesitate to ask employees or visitors to identify themselves. If you have any concerns about the identity of any person entering your room, contact a member of the nursing staff immediately. Report any suspicious behavior immediately to the Security Department at (212) 932-4400.





**Security**

(212) 932-4400

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

**Valuables**

The Hospital is not responsible for loss or damage to any personal property, including hearing aids, eyeglasses, or dentures, kept in your room. Please send your valuables home with a friend or family member for safekeeping. If this is not possible, contact the Patient Care Director on the unit to have the valuables locked in a safe. Itemize your personal belongings with staff and ask for a receipt of any items that will be kept with Security.

**Lost and Found**

(212) 932-4400

For Lost and Found, contact the Security Department at (212) 932-4400 or call extension 4-4400 within the Hospital.

**No Smoking Policy**

NewYork-Presbyterian Hospital is a completely smoke-free environment — indoors and outdoors. Smoking is prohibited in Hospital buildings, at entrances, on all outside grounds, and in gardens, courtyards, and parking facilities. For information on programs that can help you stop smoking, ask your doctor or visit the Hospital's website at <http://nyp.org/services/smoking-cessation.html>.

## PREPARING TO GO HOME

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### Discharge Information

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

When your doctor tells you that you are ready to go home, your nurses will discuss ongoing care with you. If any prescriptions are required, they will be given to you the night before you go home. You will also receive a written discharge plan that describes the arrangements for any future care that your doctor may order after discharge. You may not be discharged until the services required in your written discharge plan are secured or determined by the Hospital to be reasonably available. You also have the right to appeal your discharge plan. An envelope for your discharge information is provided in the front pocket of this Guide so you will be able to easily keep track of the material.

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



**Going Home Checklist**

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

- \_\_\_ Do I have clean, comfortable clothes to wear?
- \_\_\_ Do I have keys to my home?
- \_\_\_ Is there food for me to eat at home?
- \_\_\_ Is it the right food for my diet?
- \_\_\_ Who is coming to pick me up? \_\_\_\_\_
- \_\_\_ Do I need someone to help me at home?
- \_\_\_ Have these arrangements been made?
- \_\_\_ Do I have all the prescriptions/medications I will need?
- \_\_\_ Will I need any special equipment?
- \_\_\_ Is the special equipment there and ready for me to use?
- \_\_\_ Have I received my discharge instructions to care for myself at home?
- \_\_\_ Will I be following up with other doctors or specialists when I get home?
- \_\_\_ Who are they? \_\_\_\_\_
- \_\_\_ Will I need home care services after I leave?
- \_\_\_ Have these services been arranged?
- \_\_\_ What else should I ask my doctor, nurse, or therapist?  
\_\_\_\_\_  
\_\_\_\_\_
- \_\_\_ Who can I call if I have concerns or questions after I get home? \_\_\_\_\_
- \_\_\_ The date of my follow-up appointment is: \_\_\_\_\_
- \_\_\_ My doctor's phone number is: \_\_\_\_\_

### Your Medications

You can use this chart to update your list of prescription and over-the-counter medications in preparation for discharge.

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

### Discharge Phone Call

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

### Patient Satisfaction Survey

Approximately two weeks after your discharge, you may receive a Patient Satisfaction Survey in the mail. The Survey will ask about your stay in the Hospital. Please take a moment to complete and return this Survey. This Survey is very important to us. Your participation will help us take steps to improve the Hospital experience for our patients and families.

### **Cashier**

(212) 932-4260

Monday through Friday, 7:30 am to 4:45 pm

The Cashier is located on the right side of the main lobby of The Allen Hospital. Payment for Hospital charges and other services can be made by cash, personal check, traveler's checks, and most major credit cards.

### **Billing**

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

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

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

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 in person, but who provided professional services related to diagnosing and interpreting test results while you were a patient. These include pathologists, radiologists, and other specialists. If you have questions about their bills, please call the number printed on the statement you receive from them.

### **Insurance**

(212) 632-7440

All insured patients should familiarize themselves with the terms of their insurance coverage, including commercial insurance carriers, HMOs, Medicare, and Medicaid. This will help you understand which Hospital services are covered and what your responsibilities are, if any. You should also bring copies of your insurance cards. The Hospital is responsible for submitting bills to your insurance company for Hospital services and will do everything it can to expedite your claim. You may receive a bill from the Hospital for any deductible/copay/coinsurance or non-covered items, as indicated on the explanation of benefits received from your insurance company. If you have any questions regarding your insurance coverage, please call (212) 632-7440 or the telephone number indicated on your billing statement.

### **Notice to Uninsured or Underinsured Patients**

(866) 252-0101

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

**Charity Care/Financial Aid Policy**

**(866) 252-0101**

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

**Medical Records (Health Information Management)**

**(212) 305-3270**

Mailing Address:

Medical Correspondence Unit  
NewYork-Presbyterian/Columbia  
622 West 168th Street, Room PH1-040B  
New York, NY 10032

The Medical Correspondence Unit for The Allen Hospital is located at NewYork-Presbyterian/Columbia. If you would like to request a copy of your Hospital medical records, please carefully review and complete the *Hospital Release of Information Authorization* form in full and either mail or bring it to the Medical Correspondence Unit. The form is available in English and Spanish on the Hospital's website or you may pick it up from the Medical Correspondence Unit. To access the form online, type the following in your browser: <http://nyp.org/patients/medical-records.html>. Please read the form carefully and check the appropriate box for the information you need.



## PATIENT RIGHTS AND RESPONSIBILITIES

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### Your Rights

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

### Your Responsibilities

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

- Provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health; and provide, upon admission, a copy of your Health Care Proxy or other advance directives, if available.
- Notify your doctor or nurse if you have recently been taking any of the following: vitamins, minerals, both prescription and non-prescription medications, and herbal and nutritional supplements. By letting them know what you are taking, they can take steps to avoid possible problems with the medications and treatments you may be getting during your Hospital stay.
- Let your nurse know if food is brought in for you from the outside. We need to see that the food is stored safely and won't interfere with your special diet or treatment.
- Report any unexpected changes in your condition to the responsible medical care provider.
- Report whether you clearly understand each proposed course of action in your care and what is expected of you.
- Follow the treatment plan recommended by the health care team responsible for your care. This group may include doctors, nurses, and allied health personnel who are carrying out the coordinated plan of care, implementing your doctor's orders, and enforcing the applicable Hospital rules and regulations.
- Be responsible for your actions if you refuse treatment or do not follow your medical care provider's instructions.
- Follow Hospital rules and regulations affecting patient care and conduct.
- Be considerate of the rights of other patients and Hospital personnel, especially with regard to minimizing noise, refraining from smoking, and assuring the appropriate conduct of your visitors.
- Be respectful of the property of others.
- Assure that the financial obligations for your health care are fulfilled as promptly as possible.

### **Your Health Care Proxy and Living Will**

Sometimes, because of illness or injury, patients may be unable to talk to their doctor and make decisions about their treatment. You may want to plan in advance so that your wishes about treatment will be followed if you become unable — for a short or long period — to decide for yourself. In New York State, individuals have the right to appoint someone they trust to decide about treatment for them, if they become unable to do so. This appointed person is called a Health Care Agent.

The best way to protect your treatment wishes and concerns is to appoint a Health Care Agent and complete the Health Care Proxy form. This form is included in *Your Rights as a Hospital Patient* booklet in the pocket of this Guide. If you do not 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) 932-4321.

### **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).

### **If You Have Concerns**

If you have any questions or concerns regarding your rights and/or responsibilities as a patient at NewYork-Presbyterian Hospital, please call Patient Services Administration at (212) 932-4321.

If you feel we have not been able to address your concerns, you may also call:

- New York State Department of Health (800) 804-5447
- The Joint Commission, a hospital accreditation organization (800) 994-6610

## FINDING YOUR WAY AROUND

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The Allen Hospital's official address and phone number are:

NewYork-Presbyterian/The Allen Hospital  
5141 Broadway  
New York, NY 10034

(212) 932-4000

### Directions

#### By Subway

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

#### By Bus

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

#### By Metro-North Rail

The Marble Hill station at 225th Street is located directly across the river from the Hospital. Walk over the 220th Street bridge to reach The Allen Hospital's main entrance.

#### By Car

##### From Upstate New York and New Jersey

After crossing the George Washington Bridge, follow signs to the Henry Hudson Parkway (also called the West Side Highway) north. Exit at Dyckman Street, then turn left on Broadway. The Allen Hospital will be on your left.

##### From the Major Deegan Expressway

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

##### From the Cross Bronx Expressway

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

### Parking

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





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