

NewYork-Presbyterian Hospital
Patient and Visitor Guide

During Your Stay



— **NewYork-Presbyterian**
— Lower Manhattan Hospital

Important Phone Numbers

Admitting Department	(212) 312-5106
General Information	(212) 312-5000
Medical Records	(212) 312-5000, ext. 4171
Patient Information	(212) 312-5110
Patient Services Administration	(212) 312-5034
Pre-Surgical Testing	(212) 312-5579

Welcome

Welcome to NewYork-Presbyterian/Lower Manhattan 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
Lower Manhattan Hospital*

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Table of Contents

For Your Care

Your Care Team	4
Your Meals.....	8
Your Medications	8
Allergies	8
Hourly Rounding	8
Pain Management.....	8
Nursing Station Phone Numbers	9
Rapid Response Team	9
Patient Services Administration	10
Interpreter Services.....	10
Services for the Visually Impaired	10
Ethics Consultation.....	10
Pastoral Care.....	10

For Your Consideration

Private Accommodations	11
Global Services.....	11
Wellness and Prevention Center.....	12
Online Personal Health Record: myNYP.org ..	13

For Your Comfort and Convenience

Welcome Kit	14
Telephone and Television Services	14
Internet Access.....	14
Visiting Hours.....	15
Quiet Time.....	15
Information Desks	15
Public Restrooms	15
Hotels	15

For Your Safety and Security

Important Patient Safety Information	16
Preventing Infections	17
Staff ID Badges.....	19
Security.....	19
Valuables.....	19
Lost and Found	20
Electrical Appliances	20
Balloons/Flowers	20
No Smoking Policy	20

Preparing to Go Home

Discharge Information.....	21
Your Checklist for Discharge	22
Discharge Phone Call.....	23
Patient Satisfaction Survey.....	23
Cashier.....	24
Billing	24
Insurance.....	24
Medical Records	25

Patient Rights

Your Rights as a Hospital Patient	26
Your Health Care Proxy and Living Will.....	27
If You Have Concerns.....	27

Finding Your Way Around

Directions	28
Parking.....	29

Notes

Index.....

For Your Care

Your Care Team

During your stay at NewYork-Presbyterian/Lower Manhattan 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.

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, including hospitalists. The Hospitalist Service provides a highly skilled team of physicians who are specially trained in the delivery of inpatient care. Hospitalists assist primary care physicians by providing their patients in the Hospital with high quality, coordinated medical care and by keeping patients' primary care physicians fully informed.

The Doctors caring for me are:

Nurses

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

My Nurses are:

Care Coordinators

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

My Care Coordinator is: _____

Unit Clerks

Unit clerks greet patients and visitors as they arrive on the unit, answer phones, and respond to call bells. 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: _____



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 Assistants

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

My Nutrition Assistant 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: _____



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.

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.

My Environmental Services Worker is: _____

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 that may be related to your condition or your treatment. We can also accommodate special requests for vegetarian or kosher meals.

Breakfast: 7:45 am to 8:30 am

Lunch: 11:45 am to 12:30 pm

Dinner: 4:45 pm to 5:30 pm

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

Your Medications

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

Allergies

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

Hourly Rounding

A member of your care team will come to your bedside 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, inquire 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 adequately 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 meet your pain management needs and keep you comfortable throughout your hospitalization.



Nursing Station Phone Numbers

Nursery	(212) 312-5498
Neonatal Intensive Care Unit (NICU)	(212) 312-5497
4C	(212) 312-5000, ext. 4440
5C	(212) 312-5400, ext. 4540
6B	(212) 312-5000, ext. 4630
6C – Labor and Delivery	(212) 312-5400
Intensive Care Unit	(212) 312-5000, ext. 4323

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: a 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.

Patient Services Administration

(212) 312-5034

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. Patient Services Administration staff are 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. Assistance 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

The Hospital 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. If you would like to talk to a chaplain during your Hospital stay, please let your nurse know.

For Your Consideration

Private Accommodations

NewYork-Presbyterian/Lower Manhattan Hospital offers private rooms for patients for an additional cost. Contact the Admitting Department at (212) 312-5106 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.

Global Services

(212) 746-4455

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





Wellness and Prevention Center

(212) 312-5000

The Wellness and Prevention Center emphasizes disease prevention and maintenance of optimal health. The Center provides patients with the most advanced diagnostic and screening tools for developing individual assessments and treatment plans to prevent or reduce the severity of disease.

The Center for Women's Health provides specialized services and expertise in areas such as early cancer detection, incontinence, osteoporosis, and menopause management. Board-certified obstetricians, gynecologists, subspecialists, and midwives work cooperatively to diagnose and treat a wide range of women's health issues.

The Moody's Foundation Center for Cardiovascular Health focuses on prevention of heart and vascular disease through early identification, patient lifestyle changes, and risk factor reduction. In state-of-the-art facilities, the Hospital's cardiovascular team provides expert diagnosis and treatment for patients with cardiovascular and neurological disease.

Patients may be referred to the Wellness and Prevention Center by their primary care physician, through NewYork-Presbyterian/Lower Manhattan Hospital's Emergency Department, or can self-refer. For more information, please call (212) 312-5000 and ask for the Center.



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.

For Your Comfort and Convenience

Welcome Kit

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

Telephone and Television Services

NewYork-Presbyterian/Lower Manhattan Hospital is pleased to offer complimentary telephone (including long distance within the United States) and television services. Programming includes network and local stations, as well as a variety of sports, lifestyle, and movie channels, all free of charge. If you have any questions, please speak with a member of your care team.

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 "GUESTNET" and entering your email address. Most web browsers are compatible with this process.



Visiting Hours

NewYork-Presbyterian has flexible visiting hours. For information on visiting hours, please call Patient Information at (212) 312-5110. 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 Desks

The Information Desks provide directions and information to patients and visitors.

Main Lobby

(212) 312-5110

170 William Street

Monday through Friday, 6 am to 8 pm

Emergency Department Lobby

(212) 312-5000

83 Gold Street

ext. 3333

24 hours a day/7 days a week

Public Restrooms

Public restrooms are located in the lobbies of the William Street and Gold Street entrances and on each patient floor. For infection control purposes, bathrooms in patient rooms are for patient use only.

Hotels

Families and friends of patients at NewYork-Presbyterian/Lower Manhattan Hospital may find the following list of hotels useful. They are located in close proximity to the Hospital.

Club Quarters Wall Street
52 William Street
New York, NY 10005
(212) 269-6400

Holiday Inn Wall Street
51 Nassau Street
New York, NY 10038
(212) 227-3007

Ritz-Carlton
2 West Street
New York, NY 10004
(212) 344-0800

Millenium Hilton
55 Church Street
New York, NY 10007
(212) 693-2001

Doubletree by Hilton
8 Stone Street
New York, NY 10004
(212) 480-9100

Best Western
231 Grand Street
New York, NY 10013
(212) 925-1177

For Your Safety and Security

Important Patient Safety Information

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

Patients and families are encouraged to report safety concerns immediately. This can be done by calling (646) 697-7233 and asking for the Hospital Safety Officer.

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 of 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 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.



Staff ID Badges

Every staff member and volunteer is required to wear a Hospital identification badge that includes his or her 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) 312-5000, ext. 3333.

Security

(212) 312-5000, ext. 3333

The Security Department monitors the Hospital and its properties 24 hours a day, 7 days a week. Special security measures in the maternity and pediatric areas provide further security for newborns and children 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 or Security to have the valuables locked in a safe.



Lost and Found

(212) 312-5000, ext. 3333

Lost and Found is located at the Security Desk in the Gold Street lobby.

Electrical Appliances

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

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 units.

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 courtyards. For information on programs that can help you stop smoking, ask your doctor or visit the Hospital's website at nyp.org/services/smoking-cessation.

Preparing to Go Home

Discharge Information

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

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

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



Your Checklist for Discharge

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

___ My doctor's phone number is _____

___ I have an updated list of all my medications.

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

___ I have reviewed and understand all discharge instructions.

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

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

___ I have transportation home from the Hospital.

In addition, the following list of questions will help you have a smooth transition home.

___ Do I have clean, comfortable clothes to wear?

___ Do I have keys to my home?

___ Is there food for me to eat at home?

___ Is it the right food for my diet?

___ Do I need someone to help me at home?

___ Have these arrangements been made?

___ Will I need home care services after I leave?

___ Have these services been arranged?

___ What else should I ask my doctor, nurse, or therapist?

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 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) 312-5112

Monday through Friday, 9 am to 5 pm

The Cashier is located in the lobby of the Gold Street entrance. Payment for Hospital charges and other services can be made by cash, personal check, traveler's checks, and most major credit cards.

Billing

(212) 312-5777

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

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) 312-5029

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) 312-5029 or the telephone number indicated on your billing statement.

Notice to Uninsured or Underinsured Patients

(212) 312-5938

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**(212) 312-5938**

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 (212) 312-5938.

Medical Records (Health Information Management)**(212) 312-5000****ext. 4171**

Medical Correspondence Unit

NewYork-Presbyterian/Lower Manhattan Hospital

170 William Street

New York, NY 10038

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 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: nyp.org/patients/medical-records. Please read the form carefully and check the appropriate box for the information you need. The office is open Monday through Friday, 9 am to 5 pm.



Patient Rights

Your Rights as a Hospital Patient

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

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

- Understand and use these rights. If for any reason you do not understand or you need help, the hospital must provide assistance, including an interpreter.
- Have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, source of payment, or age.
- Be free from all forms of abuse or harassment.
- Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
- Receive emergency care if you need it.
- Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
- Know the names, positions, and functions of any hospital staff involved in your care, as well as the right to refuse their treatment, examination, or observation.
- A no smoking room.
- Receive complete information about your diagnosis, treatment, and prognosis.
- Receive all the information that you need to give informed consent for any proposed procedure or treatment, including the possible risks and benefits of the proposed procedure or treatment.
- Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet *Deciding About Health Care – A Guide for Patients and Families*.
- Refuse treatment and be told what effect this may have on your health.
- Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
- Privacy while in the hospital and confidentiality of all information and records regarding your care.
- Participate in the development and implementation of your Plan of Care and all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
- Review your medical record without charge. Obtain a copy of your medical record for which the hospital can charge a reasonable fee, with the understanding that you cannot be denied a copy solely because you cannot afford to pay.

- Receive an itemized bill and explanation of all charges.
- Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and provide a prompt written response to any grievance, and to be provided by the hospital with the number of the New York State Department of Health and/or The Joint Commission if you wish to lodge your complaint with them.
- Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
- Make known your wishes in regard to anatomical gifts. You may document your wishes in your Health Care Proxy or on a donor card, available from the hospital.

Your 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) 312-5034.

Organ Donation

Should you wish to consider organ donation and enroll in the New York State Donate Life Registry, you may do so by calling the New York State Organ and Tissue Donor Registry toll-free at (866) NYDONOR or (866) 693-6667. You may also enroll through the New York State Department of Health website at www.health.state.ny.us/professionals/patients/donation/organ.

If You Have Concerns

If you have any questions or concerns regarding your rights and/or responsibilities as a patient at NewYork-Presbyterian Hospital, please call Patient Services Administration at (212) 312-5034. 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

The Hospital's official address and phone number are:

NewYork-Presbyterian/Lower Manhattan Hospital

(212) 312-5000

170 William Street

New York, NY 10038

Directions

NewYork-Presbyterian/Lower Manhattan Hospital is located near City Hall at 170 William Street. Situated between Beekman, Spruce, and Gold Streets, NewYork-Presbyterian/Lower Manhattan Hospital is easily accessible by car and public transportation.

For transportation information from the Metropolitan Transportation Authority (MTA), go to mta.info or call (718) 330-1234. For the MTA's lower Manhattan map, please visit MTA.info/nyct/maps/lowermanhattan.

By Subway

Take the #2 or #3 to Fulton Street. Exit and proceed 2 blocks uptown from the intersection of Fulton Street and William Street to Beekman Street. The Hospital entrance is just ahead.

Take the #4, #5, or #6 to Brooklyn Bridge – City Hall. Exit up the stairs opposite City Hall, near Pace University. Walk south 1 block to Spruce Street, then go east a half block to the William Street Hospital entrance.

By Bus

A number of city buses serve the Hospital: M1, M6, M9, M15, M20, M22, M103, and B51.

By Downtown Alliance Connection Bus

Take the free Downtown Alliance Connection bus that has stops from Warren Street and North End Avenue on the West Side to Fulton Street. Exit and proceed west on Fulton Street 3 blocks to Gold Street. Turn right and go to the Hospital entrance at 83 Gold Street.

By PATH Train

Take the PATH train from New Jersey (NJ) to the World Trade Center (WTC). Exit and proceed straight on Fulton Street 3 blocks to William Street. Make a left on William Street and go to Beekman Street. The Hospital entrance is just ahead.

By Ferry

Staten Island Ferry Take the Staten Island Ferry to Manhattan, exit the Ferry Terminal and take the #4 or #5 subway line at Bowling Green Uptown.

New York Waterway, Seastreak Take the New York Waterway or the Seastreak to Manhattan, Pier 11 – Wall Street. Take the M9, M15, or Downtown Alliance Connection bus and proceed uptown 5 blocks on Water Street to Fulton Street. Proceed 3 blocks on Fulton Street to Gold Street. Turn right and go to the Hospital entrance at 83 Gold Street.

New York Water Taxi Take the New York Water Taxi to Manhattan, Pier 17 – South Street Seaport. Go west 5 blocks on Fulton Street to Gold Street. Turn right and go to the Hospital entrance at 83 Gold Street.

Liberty Water Taxi Take the Liberty Water Taxi to Manhattan, North Cove – World Financial Center. Take a taxi or the Downtown Alliance Connection bus and proceed uptown 1 block on North End Avenue to Vesey Street and then right 5 blocks past the World Trade Center site to Broadway. Cross Broadway to Ann Street and go 2 blocks east to William Street. Turn left on William Street and go 1 block to Beekman Street and the Hospital entrance at 170 William Street.

By Car

From Manhattan's East Side Take the FDR (East River) Drive to Brooklyn Bridge/Civic Center exit. Bear right off ramp. Make a right on Frankfort Street to Gold Street. Make a left on Gold Street and go to the Hospital entrance at 83 Gold Street.

From Manhattan's West Side and Points North of New York City Take the Henry Hudson Parkway (NY9A) to 57th Street exit. Continue downtown on the West Side (Joe DiMaggio) Highway. Make a left on Vesey Street (1 block south of Chambers Street) to Park Row. Go 1 block and turn right on Spruce Street. Go 1 block and turn right on Gold Street and go to the Hospital entrance at 83 Gold Street.

From Brooklyn, Staten Island, and Goethals Bridge/Outerbridge Crossing (via Brooklyn Bridge) Take the Brooklyn Queens Expressway (BQE – I-278) to Brooklyn Bridge exit. Cross the Brooklyn Bridge and take the Park Row South exit to the first traffic light at Park Row and Spruce Street. Turn left on Spruce Street and go 1 block to Gold Street. Turn right and go to the Hospital entrance at 83 Gold Street.

From Brooklyn, Staten Island, and Goethals Bridge/Outerbridge Crossing, Newark Airport (via Brooklyn Battery Tunnel) Take the Brooklyn Queens Expressway (BQE – I-278) to Brooklyn Battery Tunnel. Make a right out of the Tunnel to Trinity Place, which becomes Church Street. Turn right at Vesey Street to Park Row. Go 1 block and turn right on Spruce Street. Go 1 block and turn right on Gold Street and go to the Hospital entrance at 83 Gold Street.

From Holland Tunnel Take the Holland Tunnel to Canal Street. Turn right on West Broadway to Vesey Street. Turn left on Vesey Street to Park Row. Go 1 block and turn right on Spruce Street. Go 1 block and turn right on Gold Street and go to the Hospital entrance at 83 Gold Street.

From Queens, Long Island, LaGuardia Airport Take the Grand Central Parkway (GCP) or the Long Island Expressway (LIE – I-495) to the Brooklyn Queens Expressway (BQE – I-278) to Brooklyn Bridge exit. Cross the Brooklyn Bridge and take the Park Row South exit to the first traffic light at Park Row and Spruce Street. Turn left on Spruce Street and go 1 block to Gold Street. Turn right and go to the Hospital entrance at 83 Gold Street.

Parking

There are a number of public parking garages located close to the Hospital. Call (212) 312-5000 for information.

Notes

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Notes

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Index

Accommodations	11	Living Will	27
Allergies	8	Lost and Found	20
Balloons	20	Meals	8
Billing	24	Medical Records	25
Call Button	17	Medications	8, 16
Care Team	4	New York State Department of Health	27
Cashier	24	Nursing Station Phone Numbers	9
Checklist for Discharge	22	Online Personal Health Record	13
Directions	28	Organ Donation	27
Discharge Information	21	Pain Management	8
Electrical Appliances	20	Parking	29
Ethics Consultation	10	Pastoral Care	10
Falls Prevention	17	Patient Rights	Cover Pocket, 26
Financial Aid Policy	25	Patient Safety	16
Flowers	20	Patient Satisfaction Survey	23
Global Services	11	Patient Services Administration	10
Hand Hygiene	17	Rapid Response Team	9
Health Care Proxy	27	Religious Needs	10
Hearing Impaired	10	Restrooms	15
Hotels	15	Security	19
Identification Badges (staff)	19	Smoke-Free Campus	20
Identification Bands (patients)	16	Telephone Service	14
Infection Prevention	17	Television Service	14
Information Desks	15	Valuables	19
Insurance Information	24	Visiting Hours	15
Internet Access	14	Visually Impaired	10
Interpreter Services	10	Welcome Kit	14
Joint Commission	27	Wellness and Prevention Center	12
Laptops	14	Wireless Network	14