NewYork-Presbyterian Hospital

About NewYork-Presbyterian Hospital
www.nyp.org

NewYork-Presbyterian Hospital, based in New York City, is one of the nation’s largest and most comprehensive hospitals, with some 2,600 beds. In 2012, the Hospital had nearly 2 million inpatient and outpatient visits, including 12,758 deliveries and 215,946 visits to its emergency departments. NewYork-Presbyterian has more than 6,000 affiliated physicians and 20,000 staff who provide state-of-the-art inpatient, ambulatory, and preventive care in all areas of medicine at six major centers: NewYork-Presbyterian/Weill Cornell Medical Center, NewYork-Presbyterian/Columbia University Medical Center, NewYork-Presbyterian/Morgan Stanley Children’s Hospital, NewYork-Presbyterian/The Allen Hospital, NewYork-Presbyterian/Westchester Division, and NewYork-Presbyterian/Lower Manhattan Hospital.

One of the most comprehensive health care institutions in the world, the Hospital is committed to excellence in patient care, research, education, and community service. The Hospital has academic affiliations with two of the nation’s leading medical colleges: Weill Cornell Medical College and Columbia University College of Physicians and Surgeons.
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www.nyp.org

About NewYork-Presbyterian Hospital

Pre-Surgical Testing: (212) 312-5579
Patient Services Administration: (212) 312-5250
Medical Records: (212) 312-5000, ext. 4171
Admitting Department: (212) 312-5106
General Information: (212) 312-5000
Patient Information: (212) 312-5110
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 and their families in a warm and friendly environment.

To help ease the stress of hospitalization for you and your family, we have developed this *Preparing for Your Stay* Guide. It includes information about what to bring to the Hospital, what to expect during your stay, and the services and amenities that will be available to make you as comfortable as possible. After reviewing the material, if you still have questions or concerns, please do not hesitate to call your doctor or ask any member of our staff for additional information.

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.

Thank you for the privilege of caring for you.

Very truly yours,

[Signature]

Steven J. Corwin, M.D.
Chief Executive Officer
NewYork-Presbyterian Hospital
AMAZING THINGS ARE HAPPENING HERE

AMAZING THINGS ARE HAPPENING HERE
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What to Bring to the Hospital
Important Paperwork Checklist
Please bring the following information with you to the Hospital on the day of your admission, on the day of your surgery, and for pre-admission testing. This will help the admission process go smoothly.

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

For Your Comfort Checklist
The Hospital provides a hospital gown, socks and slippers, and a welcome kit with an array of toiletries and grooming items, ear plugs, a sleep mask, and lip moisturizer. You may also want to pack:

___ Personal toiletries, such as a comb, brush, your own shampoo, soap, toothbrush, and toothpaste
___ Your own pajamas or nightgown, bathrobe, and slippers
___ Reading glasses
___ Books and magazines
___ Photographs
What to Leave at Home
• Do not bring any electrical appliances from home, such as hair dryers and other plug-in items, to the Hospital. They are not allowed except in special circumstances.
• Jewelry, expensive clothing, or other costly items should not be brought to the Hospital. Please leave all your valuables at home.
• The Hospital is not responsible for loss or damage to any personal property, including hearing aids, eyeglasses, and dentures, kept in your room.

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

<table>
<thead>
<tr>
<th>Name of Medication</th>
<th>Dose/Amount</th>
<th>How Often/Time of Day Taken</th>
<th>Special Notes/Date Started or Stopped</th>
</tr>
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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.
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 available through the Admitting Department or Patient Services Administration, or you can download the form at nyp.org/pdf/health_care_proxy.pdf. 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.
Admitting Process  (212) 312-5106
Please talk to your doctor about any special steps that you must take before your admission to the Hospital or prior to surgery. The night before your admission, you will call a telephone number given to you by your doctor to find out when to arrive at the Hospital and where to go when you arrive. On the day of admission, it is important that you arrive on time.

Preparing for Surgery
The evening before your scheduled surgery a nurse will call to tell you where to go and at what time you should arrive. The nurse will also tell you when you can no longer eat or drink, and ask you some general health questions. If you are not contacted, call the number given to you by your doctor’s office or the pre-admission testing area.

If you have developed any symptoms, particularly respiratory symptoms, such as a cough, sneezing, or runny nose, please tell the nurse during the phone call. You should also let your doctor’s office know. If necessary, your surgery may have to be postponed.
Voluntary Blood Donations
NewYork-Presbyterian Hospital relies largely on voluntary blood donations from carefully screened blood donors. Donated blood undergoes extensive testing for safety. Whenever possible, we encourage autologous blood donation, which means that you donate your own blood for a transfusion that you may need at a later date. If this procedure is not possible because of your medical status, family members may donate blood for your use if they have the same blood type. This is called a directed blood donation.

Your doctor will tell you if and when you may need a transfusion and will discuss the criteria for blood donation with you. Donated blood must be used within a short time period. There is no fee for directed donation. There is a fee for processing, testing, and handling autologous blood donation.

Please call the New York Blood Donor Center at (800) 933-2566, and they will direct you to the nearest donor center. The donated blood will be sent to NewYork-Presbyterian/Lower Manhattan Hospital.
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
When you are in the Hospital, ask about all medications you are given and why they have been prescribed for you.

Expect Staff to Check and Recheck Your Identification Band
Wear your Hospital identification (ID) band at all times while 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.

Help Prevent Falls
For your protection, we strive to make every possible 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 for a staff member if you need help getting out of bed or a chair
• keeping your call button close to you; let us know if you cannot reach it
• wearing Hospital-provided non-skid socks or shoes when you walk around
• making sure the brakes are locked before getting in or out of a wheelchair
• if you wear glasses, making sure you have them on before you get out of bed
• following the staff’s instructions to prevent falls
Preventing Infections

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

Practice Hand Hygiene

One of the best ways to prevent infections is hand hygiene. Hand hygiene refers to cleaning hands with soap and water or with an alcohol-based hand sanitizer. Alcohol-based products are an easy way to perform hand hygiene. Throughout the Hospital, you will see 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 an infection, such as 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.
Interpreter Services
Interpreters for foreign languages and sign language can be arranged by a Patient Services Administration representative 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.

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 doctor 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
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.
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.

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.

<table>
<thead>
<tr>
<th>Club Quarters Wall Street</th>
<th>Doubletree by Hilton</th>
</tr>
</thead>
<tbody>
<tr>
<td>52 William Street</td>
<td>8 Stone Street</td>
</tr>
<tr>
<td>New York, NY 10005</td>
<td>New York, NY 10004</td>
</tr>
<tr>
<td>(212) 269-6400</td>
<td>(212) 480-9100</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Millenium Hilton</th>
<th>Ritz-Carlton</th>
</tr>
</thead>
<tbody>
<tr>
<td>55 Church Street</td>
<td>2 West Street</td>
</tr>
<tr>
<td>New York, NY 10007</td>
<td>New York, NY 10004</td>
</tr>
<tr>
<td>(212) 693-2001</td>
<td>(212) 344-0800</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Holiday Inn Wall Street</th>
<th>Best Western</th>
</tr>
</thead>
<tbody>
<tr>
<td>51 Nassau Street</td>
<td>231 Grand Street</td>
</tr>
<tr>
<td>New York, NY 10038</td>
<td>New York, NY 10013</td>
</tr>
<tr>
<td>(212) 227-3007</td>
<td>(212) 925-1177</td>
</tr>
</tbody>
</table>
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, call (212) 312-5000 and ask for the Center.
Online Personal Health Record: myNYP.org

NewYork-Presbyterian Hospital is pleased to offer 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.
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.

Visiting Hours
NewYork-Presbyterian/Lower Manhattan Hospital 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.
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 by selecting “GUESTNET” and entering your email address. Most web browsers are compatible with this process.

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

Main Lobby
170 William Street
Monday through Friday, 6 am to 8 pm
(212) 312-5110

Emergency Department Lobby
83 Gold Street
24 hours a day/7 days a week
(212) 312-5000 ext. 3333

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.
Finding Your Way Around
The Hospital's official address and phone number are:
NewYork-Presbyterian/  (212) 312-5000
Lower Manhattan Hospital
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.
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