

NewYork-Presbyterian Hospital
Psychiatry

Patient and Visitor Guide

During Your Stay



Important Phone Numbers

| | |
|---------------------------------|----------------|
| Admitting Office | (212) 305-2599 |
| General Information | (212) 305-2500 |
| Medical Records | (212) 305-3270 |
| Patient Information | (212) 305-3101 |
| Patient Services Administration | (212) 305-5904 |

WELCOME

Welcome to NewYork-Presbyterian Hospital/Columbia University Medical Center. The Hospital provides a wide array of outpatient and inpatient mental health and substance abuse services. Our staff is 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 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





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WHAT TO BRING TO THE HOSPITAL

Important Paperwork Checklist

Please bring the following information with you on the day of your admission. This will help the admission process go smoothly.

- ☐ Complete list of prescription and over-the-counter medications that you are currently taking
- ☐ Reports from your physician
- ☐ 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
- ☐ Copies of advance directives, such as a Health Care Proxy or Living Will

For Your Comfort Checklist

You will need a limited amount of casual, washable clothing. All clothing should be marked with your name. We recommend bringing:

- ☐ Pants, dresses or skirts, shirts, underwear
- ☐ Pajamas
- ☐ Sneakers
- ☐ Sweater or sweatshirt

Patients may also bring:

- ☐ Contact lenses
- ☐ Wristwatch
- ☐ Cosmetics (packed in plastic containers when possible)

Disposable razors and cordless razors with disposable heads are available on the unit. Electrical appliances are permitted only with the approval of the unit chief and must be checked by the Hospital's Facilities Operations staff.

While every effort is made to safeguard clothing and other property, the Hospital cannot assume responsibility for lost or damaged personal items.



Items Not Allowed on Patient Unit

Not intended as a complete list, the following items are not allowed on the unit without staff permission:

- Cameras, film
- Medications of any type
- Drugs
- Recording devices, tapes
- Glass bottles, mirrors, compacts with mirrors
- Plastic bags
- Matches
- Wire hangers, rope, cord
- Electrical appliances with a cord, unless deemed a clinical need and ordered by a physician or a nurse practitioner
- Sharps (i.e., razors, tweezers, nail files, nail clippers, sewing needles, scissors, knitting and crocheting needles)
- Pins
- Toxic liquids

The unit may not allow cell phones, laptop computers, or other small electronic devices. Ask a member of your unit staff if these items are permitted on the unit.

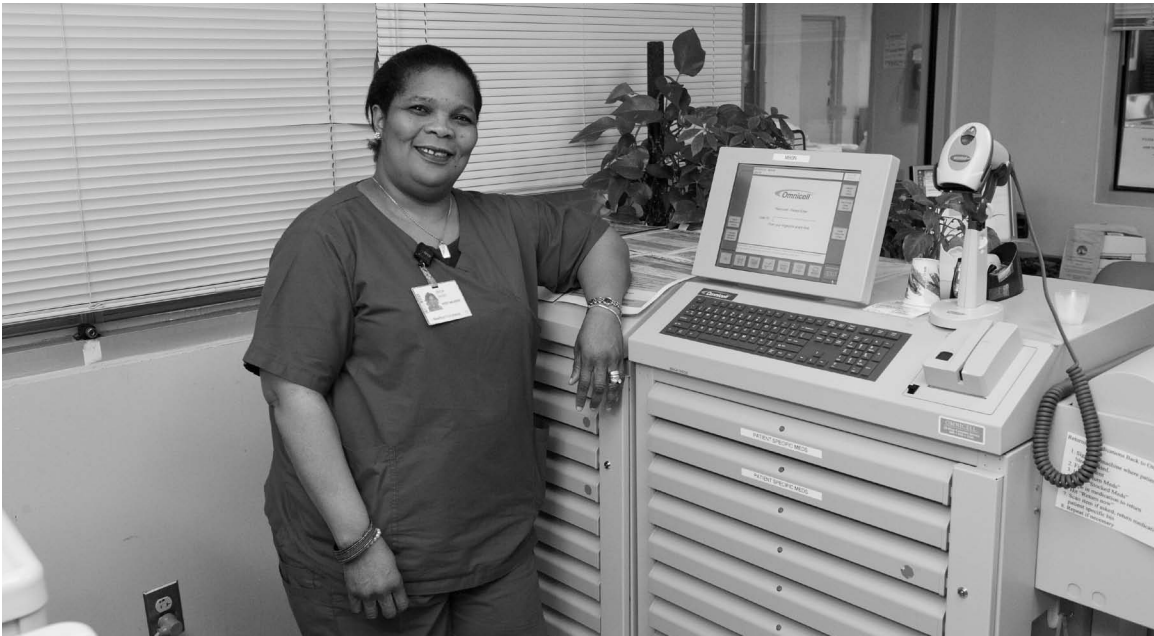
Your Medications

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, including your vitamins or herbal supplements. 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 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.





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) 305-5904.

WHAT TO EXPECT

Admitting Process/Evaluation

(212) 305-2599

Monday through Friday, 9 am to 5 pm

Information about the Hospital or psychiatric treatment is available by calling the Department of Psychiatry at the number above. Questions regarding treatment may be made by a prospective patient or by others, including family members, friends, therapists, managed care companies, and guidance counselors. In an emergency, the patient can be seen immediately.

An initial evaluation will be performed to assess the patient's condition. If treatment is recommended, the patient will be referred for the appropriate level of care — an inpatient unit, partial hospitalization program, day hospital, community residence, outpatient clinic, or other mental health service.

While in the Hospital, patients are not permitted to engage in:

- violence against patients or staff
- use of alcohol or illicit/illegal drugs
- sexual contact with patients or staff
- gambling

If any of these occur, the patient's continued treatment on the unit or in a program will be evaluated, and the outcome could be a transfer to another unit or facility or discharge from the Hospital.

Inpatient Hospital Admissions

Voluntary admission occurs when the individual, the family, a psychiatrist, or other behavioral health professional decides that hospitalization is needed, and the individual agrees in writing to a Hospital admission.

Involuntary admission occurs when two doctors examine the patient and certify in writing that a psychiatric illness presents a danger to the patient or to others, that the patient does not recognize or accept the need for treatment, and that there is no other safe form of treatment available. Application may be made by any person with whom the patient lives, a relative, or a director of community services or his or her designee. This type of admission is called commitment or a 2PC (2-physician certificate).

Minor voluntary admission pertains to minors under the age of 16 who may not legally sign an application to be admitted to the Hospital. Parents or legal guardians are required to act on the patient's behalf. Minors between the ages of 16 and 18 may sign an application themselves, or their parents or guardians may do so. In either case, all rights granted to other voluntary patients apply to patients under the age of 18.

FOR YOUR CARE

Your Care Team

Treatment begins on the day of your admission. During the initial evaluation, a diagnosis is made and treatment is planned. Throughout the Hospital stay, your diagnosis is re-evaluated, and the treatment plan is changed as your condition changes. Laboratory tests and diagnostic procedures may be required at various times during your stay. In addition, consultants from NewYork-Presbyterian Hospital may help evaluate specialized problems when needed.

After an individual treatment plan is developed, you, your family, and the unit treatment team work together to carry out the plan. Family participation in treatment is encouraged and often vitally important for your progress. Family members who understand an illness, its treatment, and the process of recovery provide essential support.

With the permission of you and your family, referring professionals are kept informed of your progress during hospitalization, including treatment and discharge plans.

Members of the treatment team include:

Psychiatrist

An attending psychiatrist is assigned to each patient to make a diagnosis, oversee treatment, and prescribe necessary medications. In addition to your attending psychiatrist, you may be seen by 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. A psychiatrist is available to you 24 hours a day, 7 days a week.

My Psychiatrist is: _____

Nurses

Our nursing staff is on duty 24 hours a day, 7 days a week. Nurses are responsible for patient care on the unit. Along with other members of the treatment team, they record and share observations of each patient. Nurses educate patients about psychiatric illness and dispense medications. Nurses with advanced training may prescribe medications and perform physical exams.

My Nurses are:

Social Workers

The social worker provides a link to family members and assists with discharge and aftercare arrangements.

My Social Worker is: _____



Mental Health Workers/Nursing Assistants

Mental health workers and nursing assistants work with our nursing staff to provide care and support for you on the unit.

Psychologist

A psychologist may administer verbal or written diagnostic tests, which are used to help clarify a diagnosis and develop a treatment plan.

Psychosocial Rehabilitation Staff

The Psychosocial Rehabilitation staff (occupational and recreational therapists) provide skills training and rehabilitation to help patients develop socialization, leisure, vocational, and independent living skills for returning to the community.

Unit Assistants

Unit assistants 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 assistant does not know the answer, he or she is responsible for finding the appropriate person on the unit who can help you.

Treatment Methods

Each patient's treatment program is individualized and may include:

Individual Therapy

The patient and the staff work together to identify and resolve problems related to the patient's psychiatric illness.

Group Therapy

Group therapy provides patients with an opportunity to share common concerns, learn from one another, and practice new skills. Patients meet together on the unit in small groups with members of the staff. Special group sessions may also be scheduled for couples, parents, or families. Many groups are educational in nature.

Medications

Treatment plans may include medications, which are prescribed only by our doctors or nurse practitioners. The medications and dosages prescribed, as well as the purpose of taking the medications, are explained to each patient. Physicians, nurses, pharmacists, and nutritionists are involved in this process. Patients are encouraged to attend groups about medications, which are conducted by nurses and pharmacists.

Psychosocial Rehabilitation

Our psychosocial rehabilitation services help patients improve daily functioning at home or work, in school, and during leisure time. These programs include:

- **Self-Management and Wellness Activities:** physical fitness, relaxation, stress and anger management, communication and problem-solving skills, personal hygiene and grooming, nutrition and meal preparation, time and money management, relapse prevention, and substance abuse prevention
- **Leisure Activities:** sports, creative arts, and other leisure activities
- **Social/Family Relationships:** social, assertiveness, and parenting skills; staff may conduct a safety assessment

Special Forms of Therapy

Electroconvulsive treatment (ECT) or other therapeutic procedures may be recommended to certain patients. In such cases, the procedures are explained in detail and the treatment given with the patient's written consent.

Psychiatric Emergencies

Every attempt is made to prevent violence and self-harm in the Hospital, but occasionally symptoms overwhelm a patient and a psychiatric emergency results. In these emergencies, a patient may need to be physically restrained or restricted to an unfurnished room with a mattress, called a Quiet Room, to prevent harm to himself/herself and others. A staff member remains with the patient to enhance patient safety, to provide reassurance, and to reduce stress and stimulation until the patient regains control.

Family Meetings

Your psychiatrist or social worker can provide information on and schedules of family meetings.

Clinical Research

The unit may participate in research projects studying psychiatric treatment. No patient or family member takes part in a research project without his or her knowledge and permission. If the staff requests a patient's participation in a study, the research is explained. Participation is entirely voluntary. Consent may be withdrawn at any time, and refusal to participate in a study in no way affects the quality of treatment.

Management of Medical Care

The assigned psychiatrist is responsible for management of medical care during your hospitalization. Doctors from the Hospital's Division of Medicine are on call at all times for urgent medical situations, medical emergencies, or consultations at the request of the unit treatment team.

Pain Management

Always let your health care team 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 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, please 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.

Nursing Station Phone Number

The unit's nursing station can be reached by direct dial at (212) 305-3090 or by going through the Hospital's phone system and/or operator.



Patient Education

All staff members work with patients and family members individually and in groups to help them with issues related to psychiatric illness management. A variety of resources and teaching modalities are used to educate patients and families.

Patient Services Administration

(212) 305-5904

Patient Services Administration provides a central location for patients and family members to voice their opinions — both positive and negative — about any aspect of the Hospital's 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 the 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, as well as 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. Please speak with your nurse, doctor, social worker, chaplain, or a representative from Patient Services Administration for more information.

Pastoral Care

(212) 305-5817

Office: Monday through Friday, 8:30 am to 5 pm

Chapel: Seven days a week, 6 am to 10 pm

The Hospital's Department of Pastoral Care and Education can provide spiritual 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 with a chaplain during your Hospital stay, please let your nurse know. A non-denominational chapel for prayer and meditation is open to all visitors, patients, and staff. Located in the Milstein Hospital Building on the fifth floor, the chapel is open from 6 am to 10 pm.

24-hour Emergency On-Call Chaplain

Contact the page operator at (212) 305-2323 and provide the operator with the On-Call Chaplain's pager number 81111.

Pet Therapy

The 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 and lowering blood pressure.

FOR YOUR CONSIDERATION

Amenities Unit

The Psychiatry Department offers private accommodations with amenities on the McKeen Pavilion for treatment of general psychiatric problems, such as depression. The McKeen Pavilion is an open, unlocked general medical and surgical floor. It is appropriate for patients who are able to cooperate fully in all aspects of their care. While insurance may cover basic room rates, patients who are admitted to the McKeen Pavilion are responsible for a daily amenity charge from the Hospital, medical fees not covered by insurance plans, and fees of specialists whom they may see in consultation.

Services for International Patients

(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. The International Services office is located in the Milstein Hospital Building on the ninth floor.

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

Your Meals

The unit has a comfortable dining room where patients eat together. Patients are expected to dress appropriately and be on time for meals. Snacks are available several times throughout the day. Special diets are provided when necessary as part of a patient's medical treatment or to meet religious requirements.

Laundry

The Hospital provides bed linens and bath towels. Washing machines and dryers for patients' personal laundry are available at no charge on the unit. Detergent is supplied.

Television and CD/DVD Players

The unit has a television with a DVD player and a CD player/radio that can be used day and evening during non-group time. CDs and entertainment DVDs are available on the unit. DVDs brought onto the unit from outside the Hospital must be approved by an activity therapist.

Telephones

In general, patients may use the unit's pay phones to make and receive calls between 8:30 am and 10 pm daily with some exceptions. It is helpful for patients to have a phone card or a supply of quarters for making calls. To reach patients, family members can call the unit pay phones at (212) 305-7719 or (212) 305-7715.

Mail

Outgoing mail must be stamped and given to the unit assistant for mailing.

Visiting Information

Visiting Hours

Seven days a week, 12:30 pm to 2 pm and 6 pm to 8:30 pm

Although the psychiatry unit has specific visiting hours, they can be changed for family members if they are not convenient. If more flexible visiting hours are needed, please speak with the charge nurse, who will assist you in making the necessary arrangements. At times, there may be therapeutic reasons for limiting visits to a patient.

Visitor Verification and ID Badges

Visitors should announce themselves at the Information Desk just inside the main entrance to the Milstein Hospital Building, where they will be given directions to the patient's unit. Upon arrival on the unit, visitors should ring the doorbell to notify staff of their arrival. Staff on the unit will ask visitors for photo identification as a safety measure. Visitors will be given a visitor ID badge, which is to be worn in a visible spot. Upon leaving, a photo ID must be shown to staff and the visitor ID returned.

For the safety of patients on the unit, all packages or other items brought into the Hospital must be checked thoroughly by a staff member on the unit before being given to the patient. Visitors should check with the unit staff before bringing food to the patient as some foods may be restricted for clinical reasons.

Quiet Time

All inpatient units of the Hospital observe a daily quiet time to help provide a calming health care environment and to enable patients to rest. Designated quiet time hours are posted on the 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) 305-2897

The Information Desk, located in the lobby of the Milstein Hospital Building, provides directions and information to patients and visitors. The Information Desk is open 24 hours a day, 7 days a week.

Gift Shop

(212) 305-7008

Monday through Friday, 8 am to 9 pm
Saturday, Sunday, and Holidays, 10 am to 9 pm

The Gift Shop is located in the lobby of the Milstein Hospital Building. It offers a wide selection of items, including flowers, toiletries, newspapers, magazines, cards, snacks, beverages, gifts, and Mylar balloons. For the health and safety of patients on the psychiatry unit, balloons and flowers are not permitted. Some general items available in the Gift Shop, such as shaving equipment, also may not be allowed on the unit. Staff on the unit can let you know which items are restricted.

Places To Eat

The map in the front pocket of this Guide includes a list of neighborhood restaurants. In addition, there are several places for friends and family members to have a meal or snack within the Hospital and on the NewYork-Presbyterian/Columbia campus as follows:

Heights Café

(212) 305-4527

Monday through Friday, 7 am to 10 pm
Saturday and Sunday, 9 am to 9 pm

This buffet-style cafeteria is located on the second floor of the Milstein Hospital Building, 177 Fort Washington Avenue at 168th Street.

Milstein Lobby Kiosk

Monday through Friday for breakfast, 6 am to 11 am

This breakfast kiosk is located in the lobby of the Milstein Hospital Building, 177 Fort Washington Avenue at 168th Street.

Windows on the Hudson

(212) 305-4242

Monday through Friday

Lunch: 11:30 am to 3 pm

Dinner: 5:30 pm to 7 pm (call for reservations)

This full-service restaurant is located in the McKeen Pavillion on the ninth floor of the Milstein Hospital Building, 177 Fort Washington Avenue at 168th Street.

Jou Jou Café

(212) 342-8489

Monday through Friday, 6:30 am to 7:30 pm

Saturday and Sunday, 8 am to 3:30 pm

Jou Jou Café is located in the main lobby of Morgan Stanley Children's Hospital at 3959 Broadway. The Café offers grab-and-go service of gourmet sandwiches, soups, salads, fresh baked goods, kosher meals, specialty beverages, and coffees, lattes, and teas.

Energy Court Café

Monday through Friday, 7 am to 9 pm

The Energy Court Café is located on the main floor between Morgan Stanley Children's Hospital and the Presbyterian Hospital Building at 167th Street and Broadway. The Café offers gourmet salads and sandwiches, sushi, soups, beverages, and desserts to go.

Vending Machines

Vending machines are available 24 hours a day in the Energy Court, in the Milstein Hospital Building on floors 2, 3, 4, 6, 7, and 8, and in various locations throughout the NewYork-Presbyterian/Columbia campus.

Public Restrooms

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

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.

Be Actively Involved in Your Care

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

Ask Questions and Speak Up

- Actively participate in decisions about your treatment or the treatment of a family member.
- Ask questions about your care and treatment.
- Ask questions about 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 the Health Care Team Informed

- Share your medical history or your family member's medical history with the health care team.
- Tell us about medical problems and prior surgeries.
- Tell us if you have any allergies.

Know Your Medications

Medications may only be taken if prescribed by a Hospital doctor or nurse practitioner. You are not allowed to bring any other medications into the Hospital. In order to avoid possible adverse interactions with drug therapy, you must inform a treatment team member if you are taking nutritional supplements or herbal products. In rare instances, when the doctor or nurse practitioner agrees to the herbal and/or nutritional supplements, you must supply the products in a labeled, unopened manufacturer's container.

While in the Hospital:

- Ask about all medications that are given and why they have been prescribed for you.
- Remember to take home written medication instructions.

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, and before tests, procedures, and X-rays. If your ID band comes off or is unreadable, ask us to replace it.

Help Prevent Falls

For your protection, we strive to prevent falls during your Hospital stay. This includes helping you get out of bed and providing general assistance when needed. If you are at risk for falling, we will take extra precautions. You can help prevent falls by:

- calling a staff member if you need help getting out of bed or a chair
- 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 getting 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 the following 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 a hand sanitizer. Purell® dispensers are conveniently located on the unit.

Your health care team will clean their hands before and after providing care. 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.

Security

The Security Department monitors the Hospital and its properties 24 hours a day, 7 days a week. In order to provide a secure environment, all visitors, patients, and staff are screened by Security at the main entrance of the Hospital property.

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.

Safety Precautions

To protect the safety of patients in the Hospital, routine precautions are taken. The psychiatry unit is locked so that no one can enter or leave without the staff's knowledge. Based on the severity of symptoms, each patient is assigned to an observational level ranging from Maximum Observation (a staff member is with the patient at all times) to Routine Checks (a staff member checks in with the patient every hour). Similarly, patients are each assigned a privilege level, which ranges from restriction to the unit (Level 1) to allowing unaccompanied passes in the Hospital and outside (Level 5). Both the observational level and privilege level become less restrictive as a patient's symptoms improve.

The staff may inspect individual patient rooms if there is reason to suspect the presence of dangerous objects or non-prescribed drugs or medications. Whenever possible, before a search is done, the patient is informed and asked if he/she prefers to be present.

Alcohol and Illegal Drugs

No alcohol or illicit or illegal drugs may be brought to the Hospital or used on the Hospital's grounds.

Social Boundaries

Patients are not allowed to visit in one another's rooms. Sexual activity is not permitted. Other forms of physical contact, including hugging, kissing, or hitting, are not permitted.

Passes

Passes for patient visits outside the Hospital are granted only if they are an essential part of treatment. Passes must be approved by the treatment team. Families may discuss arrangements regarding a patient's pass with the psychiatrist or social worker.

Off-Site Appointments

Patients may need to leave the Hospital for dental appointments, interviews at day hospitals or community residence programs, or to apply for benefits at the Social Security Office. Family members or significant others may be requested to accompany patients. If therapeutically indicated, a staff member will provide escort.

Personal Accounts and Valuables

Patients should not keep more than \$25 on their person or in their rooms.

Jewelry, credit cards, and other valuables brought into the Hospital will be stored temporarily under lock and key by Security. Under no circumstances should valuables be kept on the unit. The Hospital does not assume responsibility for money and valuables kept on the unit.

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>.

Fire Drills

Fire drills are scheduled regularly and can occur at any time of the day or night. During fire drills, staff will evacuate the unit, leading patients safely beyond closed fireproof doors. When the all-clear is sounded, staff and patients return to the unit.



PREPARING TO GO HOME

Discharge Instructions

Hospital stays are limited to the acute phase of illness. Discharge from the Hospital usually occurs when the treatment team and the patient agree that treatment goals have been met. A patient may, however, wish to leave the Hospital before an agreement is reached.

Voluntary admission patients must first discuss their desire to leave the Hospital with the treatment team. If staff agree that the patient no longer needs hospitalization, he/she will be discharged promptly. If, however, staff determine that it is unsafe for the patient to leave the Hospital, the patient may pursue the request for discharge in writing. At the time of admission, patients sign a paper stating that without the Medical Director's approval for discharge, a patient may be kept in the Hospital for up to 72 hours after a written request for discharge. The Hospital is required by law to take steps within 72 hours to retain a patient if the staff feel the patient is in imminent danger or a danger to others. In such cases, the Hospital's Medical Director may seek a court order to have the patient remain in the Hospital. Patients may be represented in such a court procedure by their own attorney or without cost by the Mental Hygiene Legal Service (MHLS), (646) 386-5891. The MHLS is a court agency, independent of the Hospital, which provides patients and others acting on their behalf with protective services, help, and information regarding their hospitalization.

Involuntary admission patients or their relatives or friends may request a court hearing to determine whether the patient should be discharged. At such a hearing, the patient is entitled to be represented by a lawyer. Copies of a written request for a court hearing will be forwarded by the Medical Director to the appropriate court and to the MHLS or the patient's attorney. Patients or someone acting on their behalf may call or write directly to the MHLS or request that the Hospital staff contact the service.

Discharge Planning

Discharge planning for your return to the community is an important part of every treatment plan. A discharge plan includes services that are recommended by the treatment team for your ongoing care. Patients may return to their previous therapists or choose from the Hospital's broad range of outpatient services and community outreach programs. These include day treatment programs, partial hospitalization programs, outpatient services, residential treatment programs, or other community and psychosocial rehabilitation services.

Should an alternative living arrangement be recommended, the treatment team will work with the patient on necessary applications. However, long waiting lists and a shortage of appropriate housing in the community may require that a patient return home or to the residential setting from which he or she was admitted. The social worker and other staff will work with the patient and relatives to make the interim living arrangements as comfortable as possible until an opening becomes available.

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 home?
- ☐ Do I have keys to my home?
- ☐ Is there food 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 and list of medications 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 may want to 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 |
|--------------------|-------------|--|---|
| | | | |
| | | | |
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Patient Satisfaction Survey

Prior to discharge, you will be asked to complete a Patient Satisfaction Survey. The Survey will ask about your stay in the Hospital. Please take a moment to complete and return this Survey, which may be given to a staff member. This Survey is very important to us. Your participation will help us take steps to improve the Hospital experience for our patients and families.



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

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

(866) 652-7517

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 (866) 652-7517 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, socio-economic 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 Office, or by calling toll-free (866) 252-0101.

Medical Records (Health Information Management)

(212) 305-3270

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

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. The office is open 9 am to 4 pm.

PATIENT RIGHTS AND RESPONSIBILITIES

Your Rights

At the time of admission, patients are presented with a Notice of Status and Rights. At all times, NewYork-Presbyterian Hospital staff are expected to support and protect human, civil, constitutional, and statutory rights. At any time, the patient has the right to contact the Mental Hygiene Legal Service, (212) 779-1734, for assistance and information regarding legal aspects of hospitalization or rights. Patients may receive legal advice from this agency, which is part of the court in each judicial district. Each patient receives two New York State Patient Rights booklets located in the pocket of this Guide, which describe patient rights in detail. Patient rights are also publicly displayed on each unit, for each program, and in several public areas of the Hospital.

Your Responsibilities

The Statement of Patient Responsibilities was designed to reflect that mutual respect and cooperation are basic to the delivery of quality health care. Patients shall, unless physical, psychological, or developmental disability prevents it, be expected to:

- function within the rules and regulations of the Hospital and units
- respect the rights and property of other patients and staff
- participate in treatment and discharge planning, so far as individual abilities permit
- maintain adequate personal physical care, such as grooming, bathing, and dressing, so far as individual abilities permit
- carry out ordinary housekeeping tasks, such as bed making and maintenance of clothing and rooms, so far as individual abilities permit
- abide by the Hospital rules prohibiting the use of alcohol and drugs or medications not prescribed by the staff of this Hospital
- abide by the Hospital's No Smoking policy, which prohibits smoking anywhere on Hospital grounds, both indoors and outdoors, in Hospital buildings, entrances, grounds, gardens, courtyards, and parking facilities

If You Have Concerns

If you have any questions or concerns regarding your rights and/or responsibilities as a patient, please call Patient Services Administration at (212) 305-5904.

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 Hospital/Columbia University Medical Center
622 West 168th Street
New York, NY 10032

(212) 305-2500

Directions

By Subway

Take the A, C, or #1 subway to the 168th Street station. From midtown Manhattan, the A train provides express service.

By Bus

A number of city buses serve the medical center: M2, M3, M4, M5, M100, Bx36, Bx11, and Bx3.

For additional bus and subway information, call the Metropolitan Transportation Authority at (718) 330-1234.

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) and then to Riverside Drive. Continue south and turn left onto 165th Street. Take 165th Street one block to Fort Washington Avenue. For valet parking, turn left onto Fort Washington Avenue and go to the driveway of the Milstein Hospital Building. For visitor parking, turn right onto Fort Washington Avenue. The visitor parking garage will be on your right.

From Riverdale and Westchester via the Saw Mill River Parkway

Exit the Henry Hudson Parkway at the Riverside Drive exit, immediately past the George Washington Bridge. Continue south and turn left onto 165th Street. Take 165th Street one block to Fort Washington Avenue. For valet parking, turn left onto Fort Washington Avenue and go to the driveway of the Milstein Hospital Building. For visitor parking, turn right onto Fort Washington Avenue. The visitor parking garage will be on your right.

From Westchester, Connecticut, and the East Side of Manhattan via the Major Deegan, Cross Bronx Expressway, or Harlem River Drive

Approaching the George Washington Bridge, take the Henry Hudson Parkway exit. On the approach to the Henry Hudson Parkway, stay to the left and follow signs to Riverside Drive. Continue south and turn left onto 165th Street. Take 165th Street one block to Fort Washington Avenue. For valet parking, turn left onto Fort Washington Avenue and go to the driveway of the Milstein Hospital Building, which will be on your left. For visitor parking, turn right onto Fort Washington Avenue. The visitor parking garage will be on your right.

From the West Side of Manhattan

Take the Henry Hudson Parkway to Exit 15, Riverside Drive South. Continue south and turn left onto 165th Street. Take 165th Street one block to Fort Washington Avenue. For valet parking, turn left onto Fort Washington Avenue and go to the driveway of the Milstein Hospital Building. For visitor parking, turn right onto Fort Washington Avenue. The visitor parking garage will be on your right.

Parking

As street parking is extremely limited, valet parking or parking in the Hospital's visitor parking garage is recommended. Most major credit cards are accepted.

Valet Service

177 Fort Washington Avenue, between 166th and 168th Streets

Monday through Friday, 5 am to 10 pm

Saturday, Sunday, and Holidays, 7 am to 10 pm

Valet parking service is available at the main entrance of the Milstein Hospital Building at 177 Fort Washington Avenue. If you anticipate picking up your car after the valet is closed, park in the Hospital's visitor parking garage at 115 Fort Washington Avenue, between 164th and 165th Streets.

Visitor Parking Garage

115 Fort Washington Avenue, between 164th and 165th Streets

Open 24 hours, every day

Reduced rate parking is available for family members of patients who expect to be at the Hospital for an extended length of time. A prepaid debit card can be purchased from the Parking Office, which is located on the main/entry level of the visitor parking garage. To be eligible for a prepaid debit card, you must purchase a minimum of five parking days.

In order to receive any discounted rates, you will need a letter or approval form from your doctor's office verifying date of admission and expected length of stay. On the date of discharge, parking fees are waived for patients with validated discharge instructions. If you have any questions, please call the Parking Office at (212) 305-4903, 9 am to 5 pm.

Map and Neighborhood Services

In the pocket of this Guide, you will find a map that identifies locations that may be important for you to know on the NewYork-Presbyterian/Columbia campus and in the surrounding neighborhood. For your convenience, we have also included a list of restaurants, pharmacies, ATM machines, and other local resources.

NOTES

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