

NewYork-Presbyterian Hospital  
**Patient and Visitor Guide**

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Preparing For Your Stay



└─ NewYork-Presbyterian  
└─ The Allen Hospital

## Welcome

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



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





**NewYork-Presbyterian**  
**The Allen Hospital**

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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 pajamas, a bathrobe, 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, 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.

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

### Allergies

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

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## Advance Directives

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. Following is information on three types of Advance Directives: Health Care Proxy, Living Will, and Medical Orders for Life-Sustaining Treatment (MOLST).

### Health Care Proxy and Living Will

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 by completing the Health Care Proxy form. This form is available through the Admitting Department or Patient Services Administration, or you can download the form at [http://nyp.org/pdf/health\\_care\\_proxy.pdf](http://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.

### Medical Orders for Life-Sustaining Treatment

Medical Orders for Life-Sustaining Treatment (MOLST) is a program designed to improve the quality of care patients receive at the end of life by translating patient goals for care and preferences into medical orders. MOLST is based on communication among the patient, his or her Health Care Agent or another designated surrogate decision-maker, and health care professionals to promote shared, informed medical decision-making.

MOLST forms can be downloaded from the New York State Department of Health website at [www.health.ny.gov/professionals/patients/patient\\_rights/molst](http://www.health.ny.gov/professionals/patients/patient_rights/molst) or [www.compassionandsupport.org](http://www.compassionandsupport.org).

For more information about the MOLST program, visit the Department of Health's website at [www.health.ny.gov/professionals/patients/patient\\_rights/molst](http://www.health.ny.gov/professionals/patients/patient_rights/molst).

The Patient Advance Directive Policy states, among other things, that the Hospital will follow any advance directive, such as a Health Care Proxy, Living Will, or MOLST, which complies with New York State law provided that you give a signed copy of the advance directive to the Hospital.

If you have any problems, questions, or concerns regarding your stay, please notify Patient Services Administration at (212) 932-4321.

### Organ Donation

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



# What to Expect





### **Admitting Process**

The Admitting Department is located on the first floor of the Hospital, room 1FE-150. The Department's number is (212) 932-5079.

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. You will be told when to arrive 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, you will need to call the Hospital between 4 pm and 7 pm. Your doctor's office or the pre-admission testing area will provide the telephone number. If your surgery is scheduled for a Monday, you will be asked to call the Friday before. If your surgery is scheduled after a holiday, you will be asked to call the evening before the holiday.

During this call, a nurse will tell you where to go and at what time you should arrive for surgery. The nurse will also tell you when you can no longer eat or drink, and ask you some general health questions. In some cases, a member of the nursing staff may call you the morning or day of surgery to let you know exactly what time you should arrive at the Hospital.

If you have developed any symptoms, particularly respiratory symptoms, such as a cough, sneezing, or runny nose, please notify 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 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 then be sent to the 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 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, and 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 will receive additional education on preventing falls that is important for you to follow. Your safety is our top priority.

Many patient falls in hospitals occur when a patient attempts to walk to the bathroom without assistance. Do not attempt to walk to the bathroom alone. Please call staff for assistance.

You also 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 hand sanitizer 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 an alcohol-based hand sanitizer 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. Ask your visitors to clean their hands with an alcohol-based hand sanitizer before they come into your room. 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.

### **Interpreter Services**

Communication access for patients/families with limited English proficiency (LEP), speech or visual impairment, or who are deaf or hard of hearing 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 it will be arranged for you.

### **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

## Physician Services

It is also important for you to know that the physician services you receive in the Hospital are not included in the Hospital's charges. Physicians bill for their services separately and may or may not participate in the same health plans as the Hospital. You should check with the physician arranging your Hospital services to determine which plans that physician participates in.

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. NewYork-Presbyterian Hospital contracts with a number of physician groups, such as anesthesiologists, radiologists and pathologists, to provide services at the Hospital. Contact information for the physician groups the Hospital has contracted with is available at **<http://nyp.org/payingforcare>**. You should contact these groups directly to find out which health plans they participate in, or if you have questions about their bills, please call the number printed on the statement you receive from them.

You should also check with the physician arranging for your Hospital services to determine whether the services of any other physicians will be required for your care. Your physician can provide you with the practice name, mailing address, and telephone number of any physicians whose services may be needed.

Your physician will also be able to tell you whether the services of any physicians contracted by the Hospital are likely to be needed, such as anesthesiologists, radiologists and pathologists. Contact information for these physicians is available at <http://nyp.org/payingforcare>. You should contact these groups directly to find out which health plans they participate in.

### Hospital Charges

Hospitals are required by law to make available information about their standard charges for the items and services they provide. To obtain information about the Hospital's charges visit us at <http://nyp.org/payingforcare>.

### Insurance

(212) 632-7440

NewYork-Presbyterian Hospital is a participating provider in many health plan networks. You can find a list of the plans in which we participate at <http://nyp.org/payingforcare>. Some health plans use smaller networks for certain products they offer so it is important to check whether we participate in the specific plan you are covered by. Our list will tell you if we do not participate in all of a health plan's products.

All insured patients should familiarize themselves with the terms of their insurance coverage, including commercial insurance carriers, HMOs, Medicare, and Medicaid. This will help you understand which Hospital services are covered and what your responsibilities are, if any. You should also bring copies of your insurance cards.

The Hospital is responsible for submitting bills to your insurance company for Hospital Services and will do everything it can to expedite your claim. You may receive a bill from the Hospital for any deductible/copay/coinsurance or non-covered items, as indicated on the explanation of benefits received from your insurance company.

If you have any questions regarding your insurance coverage, please call (212) 632-7440 or the telephone number indicated on your billing statement.

**Notice to Uninsured or Underinsured Patients** (866) 252-0101

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

**Charity Care/Financial Aid Policy** (866) 252-0101

NewYork-Presbyterian Hospital has a long-standing policy to assist patients who receive health care services at our Hospital and are in need of financial aid, regardless of age, gender, race, national origin, socioeconomic or immigrant status, sexual orientation, or religious affiliation. If you have a financial obligation to NewYork-Presbyterian and believe you cannot afford to pay, the Hospital has

a charity care/financial aid policy that can assist qualified patients. Information regarding eligibility for charity care/financial aid and the application process is available from the Admitting Office or by calling toll-free (866) 252-0101.

### **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>.



## For Your Consideration





### **Private Accommodations**

NewYork-Presbyterian/Allen has private rooms available for patients for an additional cost. Please contact the Admitting Department at (212) 932-5079 or let your physician know if you are interested in private accommodations. Please be aware that if a semi-private room is not available, you may be assigned to a private room but will not be charged a private room rate. If a semi-private room becomes available, you will have the option of moving to that room or electing to stay in the private room for an additional private room charge.

### **Private Duty Nursing**

**(212) 305-2525**

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

### **Guest Facility and Hotels**

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

#### **McKeen Pavilion (212) 305-5951**

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

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

#### **Econo Lodge Fort Lee (201) 944-5332**

2143 Hudson Terrace  
Fort Lee, NJ 07024

The Econo Lodge is located not far from the George Washington Bridge in Fort Lee, New Jersey, with convenient access to the Bridge, the Hospital, and New York City by both public transportation and car.

#### **Crowne Plaza Englewood (201) 871-2020**

401 South Van Brunt Street  
Englewood, NJ 07631

The Crowne Plaza Englewood is located just north of Route 4 and Interstate 80.

**myNYP.org** YOUR PERSONAL HEALTH CONNECTION WITH **NewYork-Presbyterian** [Ver sitio en Español](#)

### Access myNYP.org

myNYP.org is a free service that lets you safely store and share your health information online.

Already have an account?

[Sign in](#)

You can register for myNYP.org in three easy steps:

1. Create a Microsoft HealthVault account
2. Agree to our consent form
3. Match yourself with our records

[Register Now](#) [Want to know more?](#)

#### FindNYP

Personal, mobile guide to our hospital. Locate services and amenities and find your way in and around the hospital.

Click link below to download the Free App.

[App Store](#) [Google play](#)

#### Access medical records

See your medical visit details from NewYork-Presbyterian, stored in security-enhanced HealthVault. [See overview »](#)

#### View your appointments

Find out how to view your appointment schedule and sign up for alerts and reminders. [Read more »](#)

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

[Well Cornell CONNECT](#) Access your Well Cornell Physician medical record online. [Click here »](#)

## Online Personal Health Record: myNYP.org

NewYork-Presbyterian Hospital is pleased to offer myNYP.org, a free service that allows you and your family to view and manage your medical records online. MyNYP.org puts you in charge of your health information and offers you the ability to consolidate and organize health information in a private account. You can easily share information with clinicians, trusted family members, and other caregivers. Information can only be accessed and shared by you or with your permission. MyNYP.org is conveniently accessible from any computer, tablet, or mobile device. For a full list of myNYP.org features and content, please review the Frequently Asked Questions on the website.

Connect to myNYP.org today by following the instructions at <http://mynyp.org>.

**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 Service**

NewYork-Presbyterian Hospital is pleased to offer complimentary telephone service, including long distance service within the United States.

### **Television Service**

NewYork-Presbyterian Hospital is pleased to offer complimentary television service. 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 “guest-net” from the list of networks that appears when you click on the wireless icon. Launch your device’s web browser and it will automatically present a disclaimer page listing the Terms and Conditions and Acceptable Use for the Wireless Guest Network. You must select “I Agree” at the bottom of the page in order to use guest-net. Most web browsers are compatible with this process. Guest-net Wi-Fi connection is an open and unencrypted wireless network with Internet-only access.

### **Visiting Hours**

NewYork-Presbyterian has open visiting hours. To provide patients with more support from their loved ones, there are no set visiting times. Patients or a support person, selected by the patient when he/she is admitted, may decide who visits and when. Visitors may include but are not limited to a spouse, same or opposite sex domestic partner, another family member, or a friend, for emotional support during the course of his/her stay. Please note, for the well-being of our patients, members of the care team may limit visiting. Our staff will work with visitors and patients, especially those in semi-private rooms, to allow patients time to rest and sleep.

NewYork-Presbyterian Hospital does not restrict, limit, or otherwise deny visitation privileges based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

### **Information Desk**

(212) 932-4000

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

### **Gift Shop**

(212) 932-5050

Monday through Sunday, 9 am to 8:30 pm

The Gift Shop is located in the first floor lobby of the Hospital. It offers a wide selection of items, including flowers, toiletries, newspapers, magazines, cards, snacks, beverages, gifts, and Mylar balloons. You may call the Gift Shop to have deliveries made to your room.

For the health and safety of our patients, latex balloons are prohibited in the Hospital. Mylar balloons and flowers (fresh cut, artificial, and dried arrangements) are prohibited in all intensive care units, recovery rooms, operating rooms, nurseries, the labor and delivery suite, and oncology and transplant units.

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## Finding Your Way Around

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The Hospital's official address and phone number are:

NewYork-Presbyterian/The Allen Hospital (212) 932-4000

5141 Broadway  
New York, NY 10034

## Directions

### By Subway

The #1 train provides service to the 215th Street station and 225th Street station at Broadway. Walk along Broadway for five blocks to 220th Street.

The A train provides express service from midtown Manhattan to 207th Street. At 207th Street, take the Bx7 bus to 219th Street and Broadway.

The entrance to the Hospital is on the west side of the street.

### By Bus

City buses that serve the Hospital include: Bx7, Bx20, and Liberty Lines Express.

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

### By Metro-North Railroad

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

## By Car

### From Upstate New York and New Jersey

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

### From the Major Deegan Expressway

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

### From the Cross Bronx Expressway

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

## Parking

### Valet Service

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



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## About NewYork-Presbyterian Hospital

[www.nyp.org](http://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 2013, there were more than 2 million inpatient and outpatient visits to the Hospital, including close to 15,000 deliveries and more than 310,000 emergency department visits.

More than 6,500 affiliated physicians and 20,000 staff provide state-of-the-art inpatient, ambulatory, and preventive care in all areas of medicine at six campuses: 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.

NewYork-Presbyterian Hospital ranks consistently among the top hospitals in the nation, according to *U.S. News & World Report*. One of the most prestigious health care institutions in the world, the Hospital is committed to excellence in patient care, research, education, and community service. NewYork-Presbyterian has academic affiliations with two of the nation's leading medical colleges: Weill Cornell Medical College and Columbia University College of Physicians and Surgeons.



**MIX**  
Paper from  
responsible sources  
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