



NewYork-Presbyterian Hospital
Patient and Visitor Guide

Preparing For Your Child's Stay



NewYork-Presbyterian
Phyllis and David Komansky
Center for Children's Health

Important Phone Numbers

Admitting Department	(212) 746-4250
General Information	(212) 746-5454
Medical Records	(212) 746-0530
Patient Information	(212) 746-5000
Patient Services Administration	(212) 746-4293
Pre-Admission Testing	(212) 746-4275
Telephone and Television	(212) 746-5083



NewYork-Presbyterian
Phyllis and David Komansky
Center for Children's Health

www.childrensnyp.org

Welcome

Welcome to the NewYork-Presbyterian/Phyllis and David Komansky Center for Children's Health. 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 child, we have developed this ***Preparing for Your Child's Stay*** Guide. It includes information about what to bring to the Hospital, what to expect during your child's stay, and the services and amenities that will be available to make your child as comfortable as possible. After reviewing the material, if you still have questions or concerns, please do not hesitate to call your child's 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. Most importantly, we are proud of our staff's commitment to taking great care of your child.

Very truly yours,



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





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A Family-Centered Philosophy

Family-centered care promotes the health and well-being of children and their families through a respectful family-professional partnership. This approach relies on families, physicians, staff, and administrators working together to care for children. Family-centered care honors the strengths, cultures, traditions, and expertise that everyone brings to this relationship. Family involvement in their child's health care can help foster better health outcomes and greater patient satisfaction.

To further promote family-centered care, family-centered rounds are conducted on many units. During family-centered rounds, parents are invited to listen to the health care team discuss their child's care plan, share any recent observations of their child that concern them, and ask questions about their child's care. Since there is limited time during rounds, parents can request a meeting with the doctors later in the day to discuss their child's care plan in more detail.

Parents and caregivers should always be a part of the care plan for their child. Even if you do not participate in family-centered rounds, you should ask your child's nurse about the care plan for the day. If you want to participate in family-centered rounds, let your child's nurse know each day.

Family Advisory Council

The Komansky Center Family Advisory Council is a group of dedicated parents whose children have been treated here, Hospital staff, and physicians who work together to make the Hospital a better place for children and families and to help improve care. The primary goal of the Family Advisory Council is to promote family-centered care, an approach to health care that respects the central role the family plays in caring for a sick child, both in and out of the Hospital setting. With family-centered care, doctors, nurses, administrators, and families all collaborate in an environment of trust and respect. Family Advisory Council members are parents and caregivers. They understand that hospitals can be overwhelming. That is why they work closely with Hospital staff to help other families get the information they need to care for their children with confidence and to help ease the stress of having a child in the Hospital.

If you would like to find out more about the Family Advisory Council, call (212) 746-6007 or visit www.childrensnyp.org and click on the Komansky Center for Children's Health to visit our Families and Visitors section.



What to Bring to the Hospital



Important Paperwork Checklist

Please bring the following information with you to the Hospital on the day of your child's admission, on the day of your child's surgery, and for pre-admission testing. This will help the admission process go smoothly.

- Complete list of prescription and over-the-counter medications that your child is currently taking
- Reports your child's doctor gave you to bring to the Hospital
- Medical insurance information, including insurance cards, pre-certification, and any other documentation required by your insurer
- Referrals
- Physician names, addresses, phone and fax numbers, and email addresses
- Government-issued photo identification card for parents, such as a driver's license, passport, or other official ID
- Custody, divorce, adoption, or other legal papers, when needed, to verify who can sign for your child's medical tests and treatments
- Employer ID for parents or guardians
- Emergency contact numbers



For Your Child's Comfort Checklist

Children often feel more comfortable in the Hospital when they have their own personal things from home. Therefore, we encourage you to bring personal items to be used during your child's stay such as:

- Favorite pillow or blanket
- Easily cleaned toy, doll, or stuffed animal
- Favorite video game or music
- Pictures of family and friends

The Komansky Center for Children's Health provides gowns, diapers, and basic toiletries. Please bring shower shoes and slippers, as well as your child's own toothbrush, toothpaste, comb/brush, shampoo, and other personal bathroom items. Many children prefer to wear their own clothing during their stay, so you may want to bring a few favorite clothing items. In addition, bring glasses, hearing aids, braces, crutches, or corrective shoes, if used by your child. We ask that you mark any items from home with your child's name. For health reasons, children will not be permitted to share their belongings.

What to Leave at Home

- Do not bring any electrical appliances, 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 and eyeglasses, kept in your child's room.

Your Child's Medications

When you come to the Hospital, bring a list of all the medications your child currently takes. This list should include all prescription and over-the-counter medications, vitamins, and herbal supplements. You may want to complete the chart below to keep track of your child's 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 child's doctor and nurse know if he or she has any allergies, especially to medications and food, and/or to other substances. Please list any allergies here.

What to Expect



Preparing for Your Child's Stay

Talking With Your Child

Before talking to your child about an upcoming Hospital stay, familiarize yourself with his or her condition or illness by discussing it with your child's physician. The better acquainted you are with the tests and treatments associated with your child's condition and the Hospital's programs and procedures before your child is admitted, the more you can focus on supporting your child during his or her Hospital stay.

It is important to let your child know what to expect from an upcoming Hospital stay. It is just as important to reassure your child that he or she will not be alone. Your child should know that you and other family members will be on hand as much as possible and that the nurses and doctors will be available at all times.

Encourage your child to ask questions, no matter how silly they may seem, or write them down. It can also be helpful for your child to start a journal about his or her Hospital experience. If your child is too young to write, have him or her draw, paint, or color instead. If you don't know the answers to some questions, be direct and tell your child you do not know and that you will try to get answers as quickly as possible.

The following are some general guidelines by age group on how to prepare your child for a stay at the Hospital. Please keep in mind that each child is different, and your child's capacity for understanding a Hospital stay will be affected by many factors, such as developmental stage, personality, and intelligence.

Ages 0-2 It is difficult to prepare infants and toddlers for a Hospital visit. Talk with your toddler the day before the visit. Children at this age like to see their parents nearby, and they like to be held. The Hospital will give you every opportunity possible to be with your child. You can make your child feel more secure by bringing along a favorite stuffed animal, pacifier, or blanket.

Ages 3-6 Three- to six-year-olds need more time to absorb information. Speak with your child a few days before the Hospital stay. Children at this age are very concerned about being separated from their parents, so it is important for you to reassure your child that you will be available to help as much as possible.

Ages 7-12 Elementary school-age children love to ask questions, so encourage them to do so. Begin discussing the Hospital stay a week or so before the admission, and be honest with your child about what to expect. Try to engage your child in the planning process as much as possible.

Ages 13-17 Teenagers must be treated with respect. They don't like to be kept in the dark and should be part of the conversation about a Hospital stay from the beginning. Of all children, teenagers are best able to understand what will happen in the Hospital and express their concerns. Encourage your teenager to ask questions and talk with his or her doctors and nurses, but keep in mind that he or she may want some privacy.

Admitting Process

The Admitting Department is located in Payson 101 to the right of the main lobby entrance at East 68th Street. The Admitting Department can be reached by calling (212) 746-4250.

Your child's doctor will tell you on what day your child will be admitted to the Hospital. Please discuss with your child's doctor any special steps that must be taken before admission. The night before your child's admission, you will call a number given to you by your doctor or during pre-admission testing. You will be told when to arrive at the Hospital and where to go when you get there.



Preparing for Surgery

If your child has been scheduled for surgery, we want you to understand the process, and we also want your child to be as prepared for the experience as possible.

We want to share with you what pediatric health care professionals have learned over the years on what you can do to prepare your child for surgery. This will also help you better understand many of the natural concerns all parents experience. You will learn about what part of surgery may be most stressful for your child, the various ways to prepare your child and his or her siblings for the upcoming surgery, and the possible emotional reactions your child may express.

Visiting the Hospital Beforehand

If your child has been scheduled for surgery, you might want some professional help in explaining what will happen in the Hospital. We offer both online and in-person tours to make it easier for you and for your child.

- **Online Pre-Surgical Tour: Just for Kids!**

This online tour will prepare you and your child for surgery. The online preoperative tour enables your child — and you — to see and learn all about the Hospital in a friendly, non-threatening way. You can access the tour at www.cornellpediatrics.org/media/tour/index.



- **On-Site Hospital Tour** (212) 746-9970

If your child is three years or older, Child Life Specialists recommend that you and your child come to the Hospital for a preoperative tour. If your child is younger than three, you may call and speak to a Child Life Specialist. These preoperative tours enable children — and their parents — to see and learn all about the Hospital in a friendly, non-threatening way.

For younger children, the tour may include “medical play” during which a Child Life Specialist will encourage the children to see and play with some of the medical equipment they will experience, such as an oxygen mask or surgical mask. They may even role-play with this equipment, using dolls as “patients.”

Children and parents are given a tour of the Hospital, and each step of the process is explained in an age-appropriate manner. Although the children do not visit an operating room, they may have a chance to visit other areas they will experience. Both you and your child will have the opportunity to ask questions throughout the tour.

The preoperative tours are also helpful for teenagers and are designed differently to meet the needs of their age group.

Appointments for these tours are required. To arrange a preoperative tour, please call (212) 746-9970. Once you have registered, you will be sent a letter reminding you when and where to meet for the tour, a parking valet voucher (valet parking is available in the circular driveway at the front of the Hospital), and a bibliography of books that are appropriate for your child's age group and the kind of surgery he or she will be having.

The Night Before Surgery

A nurse will call you the night before surgery. During the call, he or she will tell you what time to arrive, review what you need to bring, and answer any last minute questions you may have. The nurse will also let you know at what time your child must no longer eat or drink. During the call your nurse will do an assessment, asking you general health questions about your child, his or her immunization status, and other routine questions. If your child has developed any symptoms, particularly respiratory symptoms, such as a cough, sneezing, or runny nose, please let the nurse know during the phone call. You should also let your child's doctor's office know. If necessary, your child's surgery may have to be postponed.

Same Day Surgery

If your child is going home the same day of surgery, you will be able to stay with your child in the recovery room until he or she has recovered. Your child will then be moved to a short-stay recovery area. Once your child has recovered sufficiently from the anesthesia and can drink some liquids, he or she will be able to go home. You will be given instructions about your child's diet, activities, and medications and will be told to call for a follow-up appointment.

Pediatric Anesthesiology

Children require special care when it comes to anesthesia. Our pediatric anesthesiologists are board-certified in anesthesiology and pediatrics. They care for patients having elective surgery, emergency surgery, and anesthesia or sedation required for imaging (MRI and CT scans), interventional radiology, and cardiology procedures. They also work with patients needing postoperative and chronic pain control. Our team works to ensure that anesthesia is administered in the safest manner possible using advanced technologies to carefully monitor our young patients during the operation or procedure, as well as throughout the recovery period.

Voluntary Blood Donation

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 a patient donates his or her own blood for transfusion that might be needed at a later date. If this procedure is not possible because of a patient's medical status, family members may donate blood for patient use if they have the same blood type. This is called a directed blood donation.

Your doctor will tell you if and when your child 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 blood in autologous donation.

New York Blood Center

(800) 439-6876

Friends and family can also contact the New York Blood Center at (800) 439-6876 for directed blood donation. The New York Blood Center has donor centers throughout New York City, Long Island, the Hudson Valley, and New Jersey, allowing friends and family members to donate closer to home. The donor center will provide all the information needed to set up an appointment. Because directed blood donations require special handling, the donor center requires a physician's order or prescription and charges a fee for each unit drawn.

Child Life Services**(212) 746-3518**

A child's needs in the Hospital are similar to those at home — to feel secure, comforted, and accepted, and to be able to engage in age-appropriate activities. These needs are often magnified by the stress of illness and hospitalization. Child Life Services focus on the psychosocial, emotional, and developmental needs of children and the impact that illness, injury, and hospitalization can have on the normal developmental process. Our Child Life Specialists strive to make the Hospital experience as manageable as possible for children and their families.

A Child Life Specialist is a specially trained professional with a bachelor's degree or a master's degree in child life, education, psychology, or other closely related fields. To become a certified Child Life Specialist, one must complete an internship and take a written exam. A certified Child Life Specialist provides developmental, educational, and therapeutic interventions; facilitates coping; recognizes the developmental issues specifically related to health care experiences; and advocates for family-centered care and the rights of the hospitalized child. For more information, you can visit the Child Life Council at www.childlife.org.

Child Life Specialists are available seven days a week on all pediatric inpatient units, for Pediatric Sedation Services, and in the Pediatric Burn Unit, Outpatient Clinic, and Emergency Department. Referrals for other units may be requested as needed. If you would like your child to see a Child Life Specialist, contact Child Life Services at (212) 746-3518.

School Program

(212) 746-5140

Hospitalized children in grades K through 12 can keep up with their studies through the Hospital's school program, which provides a teacher certified through the New York City Department of Education. Please speak to the Hospital's school teacher for more information. In addition to providing classroom or bedside instruction on-site, the program maintains a close liaison with your child's home school and facilitates the provision of remedial help or tutoring as needed. Teachers also help prepare and administer city- and state-required tests, including Regents exams, the SAT, and the GED exam.



Important Patient Safety Information

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

Be Actively Involved in Your Child's Care

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

Ask Questions and Speak Up

- Actively participate in decisions about your child's treatment.
- Ask questions about your child's care and treatment.
- Ask questions about your child's 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 Child's Health Care Team Informed

- Share your child's medical history with his or her health care team.
- Tell us about your child's medical problems and prior surgeries.
- Tell us if your child has any allergies.

Know Your Child's Medications

When your child is in the Hospital, ask about all medications he or she is given and why they have been prescribed.

Expect Staff to Check and Recheck Your Child's Identification Band

Your child must wear his or her Hospital identification band at all times while in the Hospital. Our staff will review the information on your child's Hospital ID band before giving any medications, tests, procedures, and X-rays, or when giving your child his or her food tray. If your child's ID band falls off or is unreadable, ask us to replace it.

Understand Medical Bracelets

Your child may wear a special color-coded bracelet to alert medical staff to food, medication, or other allergies as follows:

- If your child has a latex allergy, he or she will wear a purple bracelet.
- If your child has any food or drug allergies, he or she will wear a red bracelet.

Please make sure to tell your child's attending physician or nurse about any condition unique to your child upon your arrival at the Hospital.

Practice Crib and Bed Safety

All crib side rails must be fully raised and in the locked position every time your child is in the crib. If you need instruction on how to operate the crib, please ask a staff member for assistance.

For older children, bed controls are located on the upper side rails. The bed must be kept in the lowest position to enable children to move in and out of bed easily.

Use the Call Button

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

Help Prevent Falls

For your child's protection, we strive to make every effort to prevent falls during his or her Hospital stay. This includes placing his or her call button within reach, helping your child get out of bed, and taking your child for walks on the nursing unit. If your child is at risk for falling, we will take extra precautions. You can help prevent falls by:

- helping your child get out of bed or a chair, or if you are not available, telling your child to call for help before he or she gets out of bed or a chair
- keeping the call button close to your child so he or she can reach it at all times
- having your child wear Hospital-provided non-skid socks or shoes when he or she walks around
- making sure the brakes are locked before your child gets in or out of a wheelchair
- if your child wears glasses, making sure he or she has 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 of the Hospital. While not every infection is preventable, many can be prevented by taking certain precautions.

Practice Hand Hygiene

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



Your child's 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 child's health care provider cleaned his or her hands, please ask the provider to do so before examining your child or performing a procedure. They will be glad you reminded them.

Follow Infection Control Precautions

When a child is sick with a contagious illness or infection, certain infection control precautions may be required. A separate room and/or protective gowns, gloves, and masks may be necessary. There will be a sign with a picture on the child's door or bed that will detail what your family and members of the health care team will need to wear to prevent the spread of contagious germs to others.

If your child requires infection control precautions, he or she will not be able to go to the playroom. Toys can be brought to your child's room by the Child Life Specialist, who will disinfect the toys once your child is done playing with them. Additional precautions may be necessary for the welfare of your child. Please feel free to discuss this with your child's health care team at any time.

Follow Visitor Guidelines

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

Interpreter Services

Interpreters for both 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.

Billing

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

- a basic daily rate, which includes your child's 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 your child, 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 your child did not see in person, but who provided professional services related to diagnosing and interpreting test results while he or she was 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.



THEATERS Include...

August Wilson
Belasco
Biltmore
Booth
Broadhurst
Eugene O'Neill
Gershwin
Helen Hayes
Longacre
Lyceum
Majestic
Minskoff
Nederlander
Neil Simon
New Amsterdam
New Victory
Palace
Royale
St. James
Shubert
Studio 54
Walter Kerr
Winter Garden

"Come on along and listen to, the Lullaby"
-- "Lullaby of Broadway"



Insurance

(866) 252-0101

All insured families 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 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) 252-0101 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 families who do not have insurance or are underinsured to determine whether there may be other sources of payment, such as Medicaid, Medicare 1011, Workers' Compensation, No-Fault, COBRA benefits, or Charity Care, available to cover Hospital services rendered here.

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

NewYork-Presbyterian Hospital has a long-standing policy to assist patients who receive health care services at our Hospital and are in need of financial aid, regardless of age, gender, race, national origin, socioeconomic or immigrant status, sexual orientation, or religious affiliation. If you have a financial obligation to NewYork-Presbyterian and believe you cannot afford to pay, the Hospital has a charity care/financial aid policy that can assist qualified patients. Information regarding eligibility for charity care/financial aid and the application process are available from the Admitting Department 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, visit the Hospital's website at <http://nyp.org/services/smoking-cessation.html>.

For Your Consideration



Guest Facilities

NewYork-Presbyterian Guest Facility (212) 472-8400
at the Helmsley Medical Tower

1320 York Avenue, between East 70th and 71st Streets
New York, NY 10021
www.nypguestfacility.com

NewYork-Presbyterian/Weill Cornell offers modern, comfortable guest facilities for patients, family members, and others traveling to our Hospital from out of town.

Hospitality for Family and Friends

Hospitality for Family and Friends is an organization that helps children with cancer and their families and friends who are from out of town and in need of a hotel room in Manhattan, but cannot afford the rates. For more information, ask to speak with a social worker.





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 child's health information and offers you the ability to consolidate and organize significant amounts of health information in a private account. You can access your child's 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 child's own electronic health record and store as much or as little 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. Once stored, information can only be accessed and shared by you or with your permission.



**For Your Family's Comfort
and Convenience**



Telephone Service

Local Calls

Local calls are free to the following area codes: 212, 201, 347, 516, 551, 631, 646, 718, 914, 917, and 973, and may be dialed easily from your child's Hospital room.

Long Distance Calls

Calls to area codes beyond those listed above are considered long distance. There is a small daily charge for having long distance telephone service available within the United States. Once you arrive at the Hospital, you will receive further information on how to activate and pay for long distance service.

Television Service

(212) 746-5083

The Komansky Center for Children's Health provides complimentary television access at your child's bedside, enabling him or her to watch his or her favorite programs. Television programming includes all network and local stations, as well as the Disney Channel, Family Channel, Nickelodeon, and many others.

A VCR/DVD player is available at every bedside for family use. Please feel free to bring your child's favorite video from home. You may also request videos/DVDs from the Child Life Specialist on your child's unit. On 6 North, there is an open cabinet where your child may borrow a VCR tape at any time. These tapes must be returned to the Child Life Specialists for cleaning after use.

If you have any difficulties with television service, please call (212) 746-5083.

Internet Access

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

Guest-Net Wi-Fi connection is an open and unencrypted wireless network with Internet-only access. No connectivity to the Hospital's intranet resources is available.

Unit Amenities for Parents and Families

Parent Accommodations

Parents are encouraged to stay with their children. Pullout beds are available on many patient floors and sleeper chairs are available for parents with babies in the Neonatal Intensive Care Unit.

Bathroom/Shower Facilities

Shower facilities are available for parents and family members. Patient floors will either have a shower in the room for parent use or a common shower facility. Common shower facilities are single bathroom/shower rooms and are available to everyone on the floor. Soap and towels are provided. Parents and family members should feel free to take a shower at any time of day.

Laundry

Laundry facilities are available 24 hours a day for parent and family use. The laundry room is located across from the family lounge in room 6-309. The cost is \$1.00 per load, and only coins are accepted. Detergent and toiletries are also available in a vending machine located next to the washer and dryer.

Family Lounges

Our family lounges, which are located on each unit, are a valuable amenity for family members. Our main family lounge, located in the Greenberg Pavilion, room 6-636, is the largest of the family lounges. This lounge includes a pantry complete with two refrigerators (one for general use and one for kosher use), a microwave, three vending machines for food, beverages, and snacks, a water dispenser, and a coffee/tea dispenser. The lounge provides a comfortable, welcoming space with tables and chairs for dining, a television set, magazines, and three computers with Internet access for use by families. The "Quiet Room," located next to the family lounge in room 6-311, allows NICU parents to stay overnight or to rest during the day.

Breastfeeding Room

Breastfeeding is encouraged at the Komansky Center. If you are unable to nurse your child at any time during your stay, breast pumps are available on patient care units. There is also a room located in the NICU (6 West, room 6-356) with multiple breast pumps and three private rooms in which you can pump. Breast pump kits and storage bags are also available in this room. Storage of breast milk is provided on each unit. Please make sure that the breast milk is labeled with your child's name and medical record number, which can be found on your child's ID band, or ask a nurse to help you. Ask your child's nurse how your breast milk should be stored for your child's future feedings. If you need help or have questions about breastfeeding, you can arrange to see a lactation consultant by calling (212) 746-3295.

Visiting Hours

We understand the presence of family members and friends is important to your child's well-being. NewYork-Presbyterian has open visiting hours. There are no set visiting times. Patients or the parents/guardians of patients who are minors may decide who visits and when.

Please note, for the well-being of our patients, members of the care team may limit visiting. Our staff will work with patients and visitors, especially those in semi-private rooms, to allow patients time to rest and sleep.

All visitors must receive a pass from the Information Desk at the main entrance. Visitors who have colds or other infections should not visit until they are well.

Sibling Visits

It is helpful for siblings to be prepared before visiting for what they may see or hear. Speak with the Child Life Specialist on your child's unit if you would like to make arrangements for sibling preparation.

Information Desk

(212) 746-4690

Monday through Friday, 7:30 am to 8 pm

Saturday, Sunday, and Holidays, 8 am to 8 pm

The Information Desk is located just past the lobby of the main Hospital entrance at 525 East 68th Street. You will see the symbol  indicating its location. The Information Desk can provide directions and information to patients and visitors.

Gift Shop

(212) 746-4230

Monday through Friday, 7:30 am to 9 pm

Saturday and Sunday, 8:30 am to 9 pm

The Gift Shop is located behind the Information Desk. 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 child's room. In addition, breast pumps can be rented through the Gift Shop.

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



Finding Your Way Around



The Hospital's official address and phone number are:

NewYork-Presbyterian/
Phyllis and David Komansky Center for Children's Health
NewYork-Presbyterian Hospital/
Weill Cornell Medical Center
525 East 68th Street, 6th Floor
New York, NY 10065
(212) 746-5454

Directions

By Subway

Take the #6 train to East 68th Street. Walk four blocks east to York Avenue, or take the M66 bus eastbound to York Avenue.

By Bus

Take the M31 to the East 69th Street stop, directly in front of NewYork-Presbyterian/Weill Cornell. The M31 operates north and south on York Avenue, and crosstown on 57th Street.

Crosstown buses M66 and M72 allow you to transfer to the M31 at York Avenue.

By Car

Approaching the Hospital from the south, take the FDR Drive northbound to the 61st Street exit. Turn right onto York Avenue, go north to 68th Street, and turn right into the main entrance circle.

Approaching the Hospital from the north, take the FDR Drive southbound to the 71st Street exit. Turn left onto York Avenue, go south to 68th Street, and turn left into the main entrance circle.

Parking

We strongly recommend parking at our licensed and insured Hospital parking garages listed below. Most major credit cards are accepted.

The Greenberg Pavilion Garage (212) 746-2015
525 East 68th Street
Open 24 hours. Handicapped accessible.

Valet parking is located in the circular driveway at the main Hospital entrance. Payment may be made using the kiosk located near the Cashier's Office. Monday through Friday, 8 am to 6 pm, patients and visitors can also make payment to the Hospital Cashier. After 6 pm and over the weekend, patients and visitors can use the kiosk or pay valet parking attendants directly.

Helmsley Medical Tower Garage (212) 746-1974
507 East 70th Street, between York Avenue and the FDR Drive
Valet parking. Open 24 hours.

Laurence G. Payson House Garage (212) 746-1977
426 East 71st Street, between York and First Avenues (on left)
Valet parking. Open 24 hours.

The Phipps House Garage (212) 746-1979
1285 York Avenue Garage, between 68th and 69th Streets
Valet parking. Open 7 am to midnight.

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 Hospital campus and in the surrounding neighborhood. For your convenience, we have also included a list of restaurants, pharmacies, ATM machines, and other local resources.

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