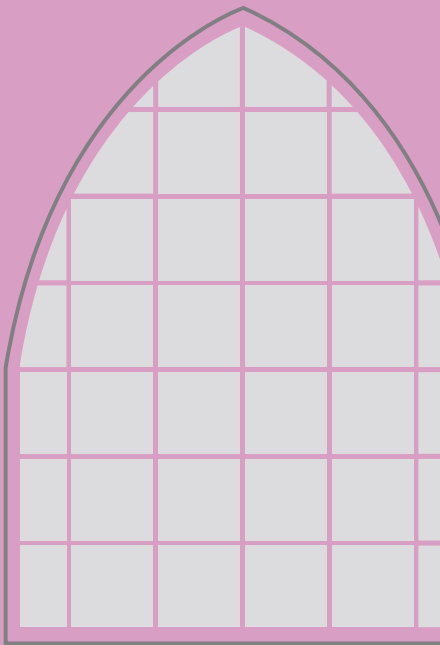


NewYork-Presbyterian Hospital
Maternity Services

Patient and Visitor Guide

During Your Stay



Important Phone Numbers

Admitting Department	(212) 746-4250
General Information	(212) 746-5454
Labor and Delivery Unit	(212) 746-0315
Medical Records	(212) 746-0530
Patient Information	(212) 746-5000
Patient Services Administration	(212) 746-4293
Postpartum Unit (7 Central)	(212) 746-0303
Postpartum Unit (7 North)	(212) 746-0301

WELCOME

Welcome to NewYork-Presbyterian Hospital/Weill Cornell Medical Center. Here you will find a staff dedicated to always providing the highest quality, most compassionate obstetrical, maternal-fetal, and neonatal care and service to each and every one of our patients and their families in a warm and friendly environment.

To help you and your family while you are here in the Hospital, we have developed this **During Your Stay** Guide. It includes information about services and amenities that are available to make you as comfortable as possible. It also provides important information about your health care team and what you and your family need to know to prepare for going home. We want you to be an active participant in your own care, and you will find that our staff members encourage you to ask questions and share with them any concerns that you or your family might have.

The birth of your child will be one of the most important experiences of your life, and we are delighted that you have selected our Hospital to care for you and your baby. We are one of the most comprehensive academic medical centers in the world, with leading specialists in virtually 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, your baby, and your family.

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



TABLE OF CONTENTS

For Your Care

Family-Centered Care.....	5
Your Care Team.....	5
Your Meals.....	8
Your Medications.....	8
Rapid Response Team.....	9
Nursing Station Phone Numbers	9
Patient Services Administration.....	10
Interpreter Services.....	10
Services for the Visually Impaired.....	10
Ethics Consultation.....	10
Pastoral Care.....	10

Labor and Delivery

Antepartum Unit	11
Labor and Delivery Unit.....	11
Pain Management.....	12
Commonly Asked Questions	13

Postpartum Care

Rooming-In.....	15
Pediatrician.....	15
Mother and Newborn Care.....	16
Newborn Nurseries.....	17
Neonatal Intensive Care Unit.....	17
Bedside Rounds	17
Breastfeeding	18
Quiet Time	18
Newborn Screening Tests.....	19
Birth Certificate.....	19

For Your Consideration

Private Accommodations.....	20
Guest Facility	20
Myra Mahon Patient Resource Center.....	20
International Services	20
Online Personal Health Record: myNYP.org	21

For Your Comfort and Convenience

Welcome Kit.....	22
Telephone Service	22
Television Service.....	23
Patient Education Television Programming ..	24
Internet Access	24
Visiting Hours.....	25
Information Desk	25
Gift Shop	25
Places to Eat	26
Vending Machines.....	26
Public Restrooms	26

For Your Safety and Security

Infant Security.....	27
Important Patient Safety Information	27
Preventing Infections	28
Balloons/Flowers.....	30
Electrical Appliances.....	30
Staff ID Badges.....	30
Security.....	30
Valuables	30
Lost and Found	30
No Smoking Policy	30

Preparing to Go Home

Discharge Information.....31

Infant Car Seat.....31

Going Home Checklist.....32

Your Medications.....33

Discharge Phone Call.....33

Patient Satisfaction Survey.....33

Cashier.....34

Billing.....34

Insurance.....34

Medical Records.....35

Patient Rights and Responsibilities

Your Rights36

Your Responsibilities.....36

Your Health Care Proxy and Living Will.....37

If You Have Concerns.....37

Finding Your Way Around

Directions38

Parking.....39

Map and Neighborhood Services39

Notes40

Index.....44





FOR YOUR CARE

Family-Centered Care

NewYork-Presbyterian Hospital strongly supports the active participation of family in the care of the newborn. We encourage you to keep your baby at your bedside throughout the day and night. If you feel the need to rest, we can care for your infant in the nursery. We are committed to keeping you well-informed and educated about your baby's care and needs and offer many resources and support groups for families.

Your Care Team

During your stay at NewYork-Presbyterian Hospital/Weill Cornell Medical Center, you will meet health care professionals who work together to plan your care. They make up your health care team. You and your family are also an important part of the care team. We encourage you to speak up and let your needs and concerns be known. As an academic medical center, NewYork-Presbyterian trains new physicians and serves as a site for the teaching of medical and health professional students. These individuals may participate in aspects of your care under close supervision of appropriate Hospital and medical staff.

Doctors

There may be many doctors involved in your care and the care of your baby. In addition to your attending obstetrician, who is often your personal obstetrician or the doctor who admitted you, you may be seen by other medical or surgical specialists, as well as 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. Residents are also referred to as housestaff and work under the careful supervision of attending doctors. Your newborn will be examined and followed by a pediatrician throughout the Hospital stay.

The Doctors caring for me and my baby are: _____

Nurses

Nursing staff is constantly present on all of our obstetrics units, including the Labor and Delivery Unit, the Antepartum and Postpartum Units, the Nursery, and the Neonatal Intensive Care Unit (NICU). Each of the nurses caring for you and your baby has received extensive, specialized education in the birthing process, including high risk and routine pregnancies and deliveries, as well as postpartum and newborn care. If you are hospitalized prior to delivery, these nurses will monitor you and your unborn baby using advanced maternal and fetal monitoring technologies. The nurses strive to provide a sensitive, safe, and healing environment that promotes comfort, respect, and privacy for you and your baby. Before you go home, the nurses will teach you how to care for your newborn, assist you in adjusting to parenthood, and provide information about your baby's physical needs and developmental changes.

My Nurses are: _____



Care Coordinators

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

My Care Coordinator is: _____

Unit Clerks

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

My Unit Clerk is: _____

Physician Assistants

Physician assistants are health professionals who are members of your health care team. Under the supervision of your attending physician, they can deliver a broad range of medical and surgical services, conduct physical exams, diagnose and treat illnesses, order and interpret tests, counsel on preventive health care, assist in surgery, and prescribe medications.

My Physician Assistant is: _____

Lactation Consultants

Lactation consultants are available to help mothers learn techniques for breastfeeding their babies and increasing their milk supply.

My Lactation Consultant is: _____

Social Workers

Social workers help you and your family manage your Hospital stay and plan for your return home. The social worker can address the emotional issues that come with being in a hospital, provide patient and family counseling, coordinate discharge planning, and offer information about support groups.

My Social Worker is: _____

Dietitians

Registered dietitians are also professional members of the health care team. They are responsible for planning your dietary and nutritional needs during your Hospital stay according to your doctor's orders. If you require a special diet, your dietitian provides you with information and teaches you how to follow the diet before you go home.

My Dietitian is: _____

Nutrition Assistants

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

My Nutrition Assistant is: _____

Environmental Services Workers (Housekeepers)

Environmental services workers are responsible for providing a clean and safe environment for patients and staff, including cleaning your room every day.

Patient Escorts

Patient escorts are staff members who transport you to and from tests and procedures in the Hospital. Their job is to see that you get to and from your destination safely.

Volunteers

Volunteers provide vital assistance to our patients, families, and health care professionals. Throughout the Hospital, they can be found lending a helping hand with a wide range of tasks and activities. You may meet volunteers on the unit and in the waiting areas.

Your Meals

You will be offered a choice of meals from the Hospital menu with specific attention to any dietary restrictions that may be related to your condition or your treatment. We can also accommodate special requests for vegetarian or kosher meals.

Breakfast: 7 am to 8:30 am
Lunch: 12 noon to 1:30 pm
Dinner: 5 pm to 6:30 pm

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

Your Medications

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 now 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 such as latex. Please list your allergies here.

Rapid Response Team

A Rapid Response Team is a special Hospital team that can be called by your nurse if your condition changes quickly. The Rapid Response Team is made up of at least two of the following professionals: critical care nurse, doctor, physician assistant, nurse practitioner, and respiratory therapist. The Rapid Response Team works closely with your primary doctor and nurse to provide care. The Team can be called any time of the day or night. If you have any questions about the Rapid Response Team, please talk to your nurse or doctor.

Nursing Station Phone Numbers

Greenberg 7 West	Labor and Delivery Unit	(212) 746-0315
M Wing - 7	Antepartum Testing Unit	(212) 746-3053
Greenberg 7 Central	Postpartum Unit	(212) 746-0303
Greenberg 7 North	Postpartum Unit	(212) 746-0301
Greenberg 7 Central	Well Baby Nursery	(212) 746-0303
Greenberg 7 North	Well Baby Nursery	(212) 746-0301
Greenberg 6 West	Neonatal Intensive Care Unit (NICU)	(212) 746-0318



Patient Services Administration

(212) 746-4293

Patient Services Administration provides a central location for patients and families to voice their opinions — whether positive or negative — about any aspect of Hospital care or services. Our Patient Services Administration personnel can help you and your family with questions and concerns, explain Hospital policy and procedures, and take appropriate steps to see that your rights as a patient are respected. Each Patient Services Administration staff member is trained in managing the issues that can have an impact on the quality of the patient experience. The Patient Services Administration staff is also available to educate patients and their families about advance directives and address any ethical concerns that may arise during a patient's stay.

Interpreter Services

Interpreters for foreign languages and sign language can be arranged by a member of our staff free of charge. Indicate to a member of our staff if you will need this service, and an interpreter will be arranged for you. Equipment for those who are hearing impaired is also available.

Services for the Visually Impaired

If you are visually impaired, our staff will assist you with forms. The Patient Bill of Rights and various selected forms are available in Braille through Patient Services Administration.

Ethics Consultation

The Hospital has an Ethics Committee, and its representatives are available to you, your family members, and Hospital staff for help when ethical issues relating to care arise. The Ethics Committee can provide counsel in areas such as ventilator use, feeding tubes, and dialysis. Please speak with your nurse, doctor, social worker, chaplain, or a representative from Patient Services Administration for more information.

Pastoral Care

(212) 746-6971

Monday through Friday, 9 am to 5 pm

The Hospital's Department of Pastoral Care and Education can provide spiritual and emotional support to you and your loved ones while you are in the Hospital. Chaplains are trained to work with people of all faiths and those who have no religious affiliation. We have chaplains of many faiths who are available to provide religious guidance, if desired, and to help maintain religious or ritual observances. If you would like to talk to a chaplain during your Hospital stay, please let your nurse know. The Leland Eggleston Cofer Memorial Chapel is located in the first floor lobby of the Hospital's main entrance at 525 East 68th Street. The chapel is open daily for prayer and meditation for people of all faiths.

24-hour Emergency On-Call Chaplain: Contact the page operator at (212) 746-5100 and provide the operator with the On-Call Chaplain's pager number 17205.

LABOR AND DELIVERY

Antepartum Unit

Most women will have a healthy, normal pregnancy and will not require admission to the Hospital prior to their delivery. However, some may experience a pregnancy complication and need closer monitoring. For these expectant mothers, the Antepartum Unit provides comprehensive medical and nursing care in comfortable and supportive surroundings. Our antepartum health care team includes maternal-fetal medicine specialists, obstetricians, nurses, and nurse practitioners. Other medical or surgical experts from NewYork-Presbyterian/Weill Cornell are consulted as needed.

Labor and Delivery Unit

Your comfort and privacy are top priorities for us. The Labor and Delivery Unit offers a comfortable, family-friendly, private setting with soothing, natural light. Contributing to this calm and relaxed atmosphere is our Hospital-wide use of mobile phone technology. You can reach the nurses caring for you simply by dialing their direct phone number, enabling your needs to be handled quickly and privately.

The Labor and Delivery Unit provides:

- obstetrical services for low and high risk pregnancies
- specialized medical and nursing staff with high nurse-to-patient staffing levels
- advanced technology to support labor and delivery
- 24-hour obstetrical anesthesiology for pain management
- proximity to a state-of-the-art Neonatal Intensive Care Unit (NICU)
- on-site transitional nursery NICU satellite unit



Triage Observation Area

If your visit to the Hospital is the result of an early pregnancy concern, or you are unsure if you are in labor, your obstetrician may recommend that you be evaluated in our triage area. He or she will determine your activity level, whether you can eat or drink, whether fetal monitoring is necessary, and if there is a need for intravenous fluids and/or medications.

Birthing Rooms

Our 11 spacious and light-filled birthing rooms combine comfort with leading-edge technology. All suites are private and equipped with a special multi-positioned birthing bed, as well as state-of-the-art equipment for monitoring and delivering your baby. Your progress will be monitored regularly throughout labor, and your nurses will help you explore which comfort measures work best for you. In-room amenities include a television, telephone, and full bathroom with shower, as well as a pullout sofa bed for your significant other.

Operating Rooms

Four state-of-the-art operating rooms support a wide range of OB/GYN procedures, including Cesarean births. In the case of most Cesarean deliveries, your birth partner can accompany you into the operating room.

Pain Management

The intensity of discomfort during labor and delivery varies from person to person. Some women may manage well with relaxation and breathing techniques. However, most women choose some type of pain relief. The majority of women receive analgesia (relief from pain without losing consciousness) from an anesthesiologist. There is at least one attending obstetric anesthesiologist whose sole responsibility is the Labor and Delivery Unit.

The most effective methods for relief of labor pain are regional anesthetics in which medications are placed near the nerves that carry the painful impulses from the uterus and cervix, lessening pain and facilitating your participation in your delivery. Our anesthesiologists commonly use an epidural, spinal, or combined spinal-epidural to minimize pain. Patients may be offered patient-controlled epidural analgesia, which gives partial control over how much medication is received via the epidural catheter using a computer-controlled pump.

The Hospital has specially trained Pain Resource Nurses who provide support to your health care team and who will consult with you on any pain management concerns or issues. This will help us meet your pain management needs and keep you comfortable throughout your hospitalization.



Commonly Asked Questions

The following are some commonly asked questions about Labor and Delivery:

What happens when I arrive in the Labor and Delivery Unit with labor complaints but haven't been evaluated by my doctor?

If you arrive in the Labor and Delivery Unit with labor complaints but haven't been evaluated by your doctor, you will be admitted and taken to the triage room. Your doctor or another health care provider will examine you to determine your progress in labor. An external fetal monitor may be applied to your abdomen to assess your pattern of contractions and fetal heart rate. Depending upon the findings at the time of your evaluation, you may be released to return home, asked to walk around until your labor progresses, or admitted to a birthing room.

What happens once I am in a delivery room?

In the delivery room, your nurse will assess your blood pressure, pulse, and temperature, and place you on a fetal monitor. The nurse will monitor you throughout your labor and help you explore which comfort measures work best for you. An intravenous line may be placed to give you medication and fluids. You may also receive ice chips to help quench your thirst. Do not eat any food without your physician's permission.

Who can stay with me during labor?

You can have up to two people, who are older than 16 years of age, with you at any given time. Your other visitors may wait in the visitors' lounge adjacent to the Labor and Delivery Unit or relax in the café located on the main floor of the Hospital.

How long is the typical postpartum stay for vaginal deliveries? For Cesarean deliveries?

Typically, maternity patients will be hospitalized for up to two days postpartum for vaginal deliveries and three to four days for Cesarean deliveries.

If I am having a Cesarean delivery who can stay with me?

If you have a Cesarean delivery, your birth partner can be with you as long as you receive an epidural or spinal anesthesia. If you require general anesthesia, your birth partner will be taken to the recovery room to wait for you and your baby. You will be monitored in the recovery room until the effects of anesthesia wear off. When you are ready, you will be transported to the mother-baby unit.

Can my family take pictures while I'm delivering?

Pictures may be taken during delivery. Only still photography is allowed in the labor room and birthing/delivery room for vaginal delivery, or operating room for Cesarean delivery. Photographs are permitted to be taken behind the anesthesia screen and in the operating room at the discretion of your obstetrician.

Videotaping is not permitted in the birthing/delivery or operating rooms, regardless of type of delivery.

Videotaping and still photography of the mother and her baby are permitted in the mother's room on the postpartum unit. Any videotaping or photographing of staff may only be done with that staff member's permission.

Will I be given anything for pain relief when I go to the postpartum floor?

After delivery, your obstetrician or anesthesiologist will prescribe pain relief medications for use during your postpartum stay, as appropriate. Your nurse will inquire regularly about your comfort and pain level in order to assess what medication will help to keep you pain free. You will be given medication as needed and agreed upon by you and your nurse consistent with your doctor's orders.

POSTPARTUM CARE

After giving birth, you and your baby will be given a room on our postpartum unit, which includes a bathroom with shower facilities. A nursing attendant will greet you and provide you with our welcome toiletries kit in the event you do not have your own personal grooming items.

Rooming-In

Our family-centered care approach encourages keeping your baby with you at your bedside. This is referred to as rooming-in or mother-baby couplet care and provides you with an opportunity to bond with your baby. Rooming-in allows you to get to know your baby's behaviors and help meet his or her feeding needs. However, if you feel the need to rest or you are not feeling well, your baby can be cared for in our newborn nurseries.

Pediatrician

Newborns will be examined by a pediatrician within 24 hours of birth and followed by that pediatrician throughout the Hospital stay.





Mother and Newborn Care

The nursing staff is dedicated to providing outstanding family-centered care. One nurse is typically assigned to care for both mother and newborn in order to provide the highest quality of care. We encourage keeping mothers and babies together to promote bonding, parenting skills, and successful breastfeeding. Our goal is to provide care that is respectful of and responsive to each family's individual preferences, needs, and values.

Infant care and parenting skills are emphasized throughout the Hospital stay for mother and infant. Experienced pediatricians and nursing staff are available 24 hours a day to teach mothers and their significant others about caring for their infants. You will receive a booklet with information about infant and postpartum care upon admission. In addition, infant care educational classes for parents are held Sunday through Friday, providing information on baby care basics, including:

- feeding
- cord care
- bathing
- diapering
- circumcision care
- shaken baby syndrome
- safety

The New York State Department of Health requires you to view a video on shaken baby syndrome, which explains the dangers of shaking a newborn. You will be able to view this video on channels 92 and 93 on your Hospital television.

Newborn Nurseries

Healthy newborns are cared for in the 50-bed Well Baby Nurseries on the seventh floor (Central and North) of the Greenberg Pavilion. Patient care is provided by attending pediatricians, pediatric residents, pediatric nurse practitioners, mother-baby nurses, and lactation consultants. Complete care of the term and near-term newborn from delivery through discharge, including guidance for parents, is the focus of the nursery team. This care includes:

- complete physical examination of infants upon admission to the nursery and again on the day of discharge
- assessment and management of breastfeeding mothers and their infants
- daily assessment of infants by the attending pediatrician and nursery health care team
- management of infants with common conditions such as weight loss, jaundice, and breastfeeding issues
- performance of mandated New York State screening tests for all infants
- administration of the Centers for Disease Control recommended birth dose of hepatitis B vaccine

Neonatal Intensive Care Unit

Our 50-bed Neonatal Intensive Care Unit (NICU) provides a wide range of newborn services for extremely premature neonates and newborn infants requiring medical or surgical intervention. Our NICU cares for critically ill infants, including those with low birth weight, premature babies, and infants with respiratory distress and congenital abnormalities. This state-of-the-art facility incorporates a family-centered approach in which family members are considered an important part of the care team and encouraged to participate in important decisions.

Bedside Rounds

Many caregivers are involved in each patient's care. It is important that all of these caregivers share information among themselves and with the parents in order to work effectively as a team. This sharing takes place during bedside rounds. During bedside rounds, the nursery team will:

- discuss your newborn's status
- perform your newborn's physical exam
- listen to your concerns
- answer your questions and provide guidance
- involve you in the decision-making process related to newborn care



Breastfeeding

NewYork-Presbyterian Hospital recognizes and fully supports a new mother's choice of feeding for her newborn — breastfeeding, formula, or a combination of both. However, we are a breastfeeding-friendly hospital that acknowledges and complies with the New York State Department of Health's Breastfeeding Mothers' Bill of Rights. Because we encourage our new mothers to exclusively breastfeed their babies, we have a breastfeeding class every day. All of our nurses are thoroughly trained in breastfeeding basics, including techniques and positioning. In addition, our International Board Certified Lactation Consultants are registered nurses and can help breastfeeding mothers who are experiencing difficulty. Lactation Consultants are available weekdays and most weekends to support and educate new mothers to help them have a successful breastfeeding experience.

Quiet Time

To help new mothers get their rest, we have implemented Quiet Time in the afternoons from 2 pm to 5 pm. During this time, we ask that all staff, patients, family members, and visitors speak softly and keep any electronic devices in silent mode.

Newborn Screening Tests

Apgar Score

This simple scoring system is used to evaluate the physical status of newborns. After the umbilical cord clamp is placed and the cord is cut (by your birth partner if you wish), your baby is then dried and wrapped warmly. The Apgar test is obtained at 1 minute and 5 minutes after birth to assess the baby's color, pulse, muscle tone, respiratory status, and reflexes.

Blood Tests

Your newborn will undergo blood tests to check for various conditions and diseases that cannot be seen but may cause health problems. If identified and treated early, serious problems can often be prevented. In New York State, all babies are required to be tested for more than 40 metabolic and genetic disorders, even if the baby seems healthy and has no symptoms or health problems. A tiny amount of blood is taken from the baby's heel, collected on a special paper, and sent to the Department of Health for analysis. The baby's heel may have some redness at the puncture site and may have some bruising that usually goes away in a few days. Most screening tests cannot be performed until a baby is at least 24 hours old. But there are times when the sample may be collected before 24 hours of age, requiring the baby to have a second specimen collected four to five days later. All babies must have the newborn screening specimen collected before leaving the Hospital.

Hearing Screening

In New York State, all babies are required to have their hearing checked before going home. The purpose of this screening is to check your newborn's ability to hear and to help identify babies who might require further testing. Since good hearing is so essential for the development of speech and language skills, it is important that the identification and management of a hearing impairment be done as early as possible. A hearing screening is non-invasive and painless. The screening methods used are otoacoustic emissions and/or auditory brainstem responses. Both procedures take only a few minutes and can be performed while the infant is resting. A trained specialist measures your baby's hearing while soft sounds are played.

Birth Certificate

Following delivery, you will be given a form that needs to be completed in order to issue your baby a birth certificate and Social Security number. If you are naming a co-parent on your baby's birth certificate, he or she must be present and provide a copy of the marriage license. You should receive your baby's birth certificate and Social Security card approximately four to six weeks following delivery.

FOR YOUR CONSIDERATION

Private Accommodations

Our postpartum units offer both private and semi-private accommodations. Private rooms feature a fold-out bed, allowing significant others to stay overnight with mothers and babies. This service is not available to patients in semi-private rooms. If you wish to be in a private room, we will do our best to accommodate your request. However, please understand that private accommodations are often limited and provided based on availability at the time of your delivery. Your insurance company typically does not reimburse for the additional cost of a private room, and you will be responsible for this additional out-of-pocket cost. Please contact the Admitting Department at (212) 746-4250 or let your physician know if you are interested in private accommodations. The Admitting Department can also provide current charges for private rooms.

Guest Facility

NewYork-Presbyterian Guest Facility at the Helmsley Medical Tower

(212) 472-8400

Located adjacent to the Hospital

1320 York Avenue, between East 70th and 71st Streets

New York, NY 10021

www.nypguestfacility.com

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

Myra Mahon Patient Resource Center

(646) 962-4472

Weill Greenberg Center

1305 York Avenue @ East 70th Street, Second Floor

Monday through Friday, 9 am to 5 pm

The Myra Mahon Patient Resource Center of Weill Cornell Medical College, located on the west side of York Avenue and East 70th Street, is open to patients, their families, friends, and caregivers. The Center provides a library, reading room, lounge areas, computers with Internet access, and wireless Internet connectivity. A medical librarian is available Monday through Friday, from 9 am to 5 pm, to offer confidential assistance with health information questions and can prepare and deliver a customized package of material. The Center also maintains a schedule of health and wellness events where you can learn from expert speakers about the latest advances in health care.

International Services

(212) 746-4455

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 lobby of the Greenberg Pavilion.

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 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 this information wherever and whenever needed and can easily share information with clinicians, trusted family members, and other caregivers. With myNYP.org, you can create an electronic health record for yourself and for your child 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.

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 medical conditions. “My Health Tools” includes useful tools to help you manage chronic conditions such as high blood pressure and diabetes; keep track of weight, monitor diet, and chart progress; and prepare for emergencies.

The screenshot shows the myNYP.org website interface. At the top, there is a navigation bar with links: My Health Explained | My Health Tools | My Doctors | Request an Appointment | Pay Hospital Bill. The main header features the myNYP.org logo, the tagline "YOUR PERSONAL HEALTH CONNECTION WITH NewYork-Presbyterian", and a "SIGN IN" button. Below the header is a large banner image of a hospital lobby. Overlaid on the banner is a "Welcome" message: "This web site is a free service that lets you safely: Store all of your health information online. Share it with trusted family members and clinicians. Learn about important health issues that affect you and your family." Below this is a "REGISTER NOW" button and a link "Already have an account? Sign In". At the bottom of the banner, there are three columns of text: "Watch our introduction video" (with a video icon), "Learn about cardiac health" (with a heart icon), and "Access medical records" (with a document icon). Each column has a "Read more" or "Register now" link. The footer contains copyright information for NewYork-Presbyterian Hospital, Columbia University College of Physicians and Surgeons, and Weill Cornell Medical College, along with links for About Us, FAQs, Terms of Use, Privacy Notice, and Contact Us.

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. This kit contains toiletries and grooming products from Crabtree & Evelyn, including shampoo, hair conditioner, body wash, body lotion, a toothbrush and toothpaste, a hair brush, facial soap (shea butter), and mouthwash. The kit also contains earplugs, lip moisturizer, and a sleep mask. This patient amenity kit will help meet your personal needs until you are either discharged or can obtain grooming items from home.

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 directly from your Hospital room.

Long Distance Calls

Calls to area codes beyond those listed above are long distance. There is a small daily charge for long distance telephone service within the continental United States.

To activate long distance service:

- within the Hospital, call (212) 585-8980
- outside the Hospital, call (212) 746-5083

Follow the voice prompts to complete the activation. If you need assistance, press 0.

Long distance telephone service may be charged to:

- major credit cards (Visa, MasterCard, Discover, or American Express)
- prepaid cards, available at the kiosk located in the Greenberg Lobby, next to the ATM, or in the basement level vending area next to the cafeteria
- home telephone bill

Long Distance Calling Service Terms

The long distance calling service period is from midnight to midnight. Service can be stopped or restarted at any time by calling (212) 585-8980. Service is automatically transferred when you are moved to another room and is stopped when you are discharged from the Hospital.

Making Telephone Calls

Local Calls:	Dial 9 + 1 + Area Code + Number
Long Distance Calls:	Dial 9 + 1 + Area Code + Number
Toll-Free Calls:	Dial 9 + 1 + 800 (866, 877) + Number

Television Service

In general, patient rooms come with several free television channels; additional channels are available for a small daily fee.

Basic Free Service

All patients have 24-hour access to basic television service, which includes the following complimentary channels: CBS (Channel 6), PBS (Channel 16), CNN (Channel 41), the Newborn Channel, and channels providing religious services, classical music, Hospital information, and patient education programming. A guide to programming on Channels 1-57 is available on Channel 66.

The Newborn Channel provides many informative programs about basic newborn care, newborn safety, and feeding your infant. This is a free service available in both English and Spanish. For more information about Newborn Channel programming, please talk to your nurse.

Extended Rental Service

Extended television service includes 24-hour access to television programming and movie channels for a small daily charge. A listing of channels is available on Channel 66.

To activate extended television service:

- within the Hospital, call (212) 585-8980
- outside the Hospital, call (212) 746-5083

Please have your payment available at the time of your call. Follow the voice prompts to complete the activation. If you need assistance, press 0.

Important: Once you complete your transaction, please turn to the TV channel of your choice. Service will begin within a few minutes.

Television service may be charged to:

- major credit cards (Visa, MasterCard, Discover, or American Express)
- prepaid cards, available at the kiosk located in the Greenberg Lobby, next to the ATM, or located in the basement level vending area next to the cafeteria
- home telephone bill — the extended television service charge will appear as an entertainment service

Rental Terms

The rental period is from midnight to midnight. Service can be stopped or restarted at any time by calling (212) 585-8980. Service is automatically transferred when you are moved to another room and is stopped when you are discharged from the Hospital.

For Assistance

Rentals:	Call (212) 585-8980
TV Repairs and TV Customer Service:	Call (212) 746-5083
Billing Questions:	Call (866) 234-9009

Patient Education Television Programming

The Hospital offers extensive patient education programming free of charge through your television service. A list of topics can be found on Channel 88, or ask your nurse for a printed copy of the list. After you watch the program, if you have any questions about the information, talk to your nurse or doctor. To view the program:

Step 1: Call (212) 585-8980. You will hear several commands.

Step 2: Choose a language.

- Press 1 to hear the instructions in English.
- Press 2 to hear the instructions in Spanish.

Step 3: After listening to instructions, press 2 for video on demand.

Step 4: Enter the 3-digit video code for the topic you want to watch. You will be asked to confirm your choice.

- Press 1 if correct.
- Press 2 if not correct.

Step 5: You will hear, "Your video selection will begin playing momentarily on channel ____." Turn your TV to the channel that is mentioned.

Step 6: You will hear:

- To repeat this message, press 1.
- To end the call and begin playing your video, press 2.

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.

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 she is admitted, 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.

Your significant other may stay overnight with you in private rooms only.

All visitors must receive a pass from the Information Desk at the main entrance. Family and visitor waiting areas are located on each patient floor. Visitors who have colds or other infections should not visit until they are well. Visiting children should be free of colds and infections, and their immunizations should be up-to-date.

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 Hospital's main 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, 9 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. In addition, breast pumps can be rented through the Gift Shop. 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 unit, and oncology and transplant units.

Places to Eat

The map in the front pocket of this Guide includes a list of neighborhood restaurants. In addition, there are several places to have a meal or snack within the Hospital.

The Garden Café (cafeteria)

Monday through Friday, 6 am to 8 pm

Saturday and Sunday, 7 am to 8 pm

The Garden Café is located on the “B” level of the main Hospital building. You can ask for directions at the Information Desk located just past the main lobby of the East 68th Street entrance.

The Garden Café is open for breakfast, lunch, and dinner. Dinner offerings include hot food, pizza, and a salad bar. For daily specials, call (212) 746-6368.

Au Bon Pain

24 hours a day/7 days a week

Au Bon Pain is located near the Information Desk just past the Hospital’s main lobby. The menu includes pastries, hot and cold sandwiches, soups, salads, hormone-free chicken, and authentic artisan breads.

In addition, the Hospital has two Au Bon Pain kiosks in the following locations:

- Starr Pavilion lobby, entrance on East 70th Street
Monday through Friday, 7 am to 3 pm
- Perelman Heart Center atrium, fourth floor of the Greenberg Pavilion
Monday through Friday, 7 am to 7 pm

Vending Machines

Vending machines are available 24 hours a day in the area adjacent to the Garden Café on the “B” level. Additional vending machines are located near the visitor lounges in the Greenberg Pavilion.

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

Infant Security

To protect the safety of your newborn, we have a comprehensive infant security program. Immediately following birth, infants and their parents receive matching identification bands with a bar code. It is the policy to scan and verify these bands whenever any staff member interacts with your newborn — whether in your room or in the nursery. A photograph and high quality, readable footprints of the infant are also taken.

Another important layer of security is a state-of-the-art electronic monitoring system. A lightweight sensor is attached to the newborn's ankle. Any attempt to move an infant out of the monitored area toward an exit or elevator activates the security system, automatically setting off an alarm and locking all exit points leading from the maternity unit. In addition, any unauthorized attempt to remove the sensor activates this alarm.

Important Patient Safety Information

At NewYork-Presbyterian Hospital, we want to work closely with you to make your care and your baby's care safe. By getting involved in your care and the care of your baby, 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 and the care of your baby. 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 treatment decisions for you and your baby.
- Ask questions about care and treatment of yourself and of your baby.
- Ask questions about your discharge instructions.
- Tell us if you do not understand what we are saying to you.
- Ask for an interpreter if you do not understand English.

Keep Your Health Care Team Informed

- Share your medical history with your health care team.
- Tell us about your medical problems and prior surgeries.
- Tell us if you have any allergies.

Know Your Medications

While you are in the Hospital, ask about all medications you are given and why they have been prescribed for you. Remember to take home your written medication instructions.

Expect Staff to Check and Recheck Your Identification Band

You and your baby must wear your Hospital identification (ID) bands at all times while you are in the Hospital. Our staff will review the information on your Hospital ID bands before giving you or your baby any medications, before tests, procedures, and X-rays, or when giving you your food tray. If the ID band comes off you or your baby or is unreadable, ask us to replace it.

Use Your Call Button

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

Help Prevent Falls

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

- calling a staff member if you need help getting out of bed or a chair
- keeping your call button close to you — let us know if you cannot reach it
- wearing Hospital-provided non-skid socks or shoes when you walk around
- making sure the brakes are locked before getting in or out of a wheelchair
- if you wear glasses, making sure you have them on before you get out of bed
- following the staff's instructions to prevent falls

Preventing Infections

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

Practice Hand Hygiene

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

Your health care team is expected to clean their hands before and after providing care to prevent the spread of infection. They are required to use Purell® or wash their hands with soap and water. If you're not sure that your health care provider cleaned his or her hands, please ask the provider to do so before examining you or your baby 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 well. Ask your visitors to clean their hands with Purell® before they come into your room.

Know About Health Care-Associated Infections and Precautions

All hospitals strive to prevent health care-associated infections. These infections include:

- Surgical site infections, which can happen after surgery at the area on the body where surgery was performed.
- Central line-associated blood stream infections, which can occur in patients who have a central line catheter in their vein. These catheters are placed so that the patient can receive medications and blood transfusions.
- Multi-drug resistant organism infection, which is a type of infection that may not be related to a procedure. This type of infection, which can affect any part of the body, is caused by bacteria that are resistant to many antibiotics. Resistance means that the bacteria have become harder to treat. These infections can be passed from patient to patient if proper prevention practices are not followed. They can also occur as a result of treatment with antibiotics.

When you have a procedure, such as an operation, a cardiac catheterization, or a central line placement, strict guidelines are in place to help prevent infections. Sterile drapes are used to create barriers to prevent contamination of the body site being worked on. In addition to performing hand hygiene, the health care team:

- wears sterile gowns, gloves, caps, and masks
- uses sterile supplies and surgical instruments
- cleans the skin with an antiseptic where the procedure is to be done

Before some operations, patients are given antibiotics to prevent infections.

In some cases, to help prevent health care-associated infections, we place patients on isolation precautions in a single room. Patients who have been diagnosed with a multi-drug resistant organism infection may also be placed on contact isolation. If you are on contact isolation, health care team members may wear a mask, gown, or gloves when coming to see you — although you may still remain in a two-bedded room. Please check with your nurse about precautions you should take.

If you have questions about preventing health care-associated infections, please ask your doctor or nurse.

Balloons/Flowers

For the health and safety of our patients, latex balloons are prohibited in the Hospital. Silk flowers are preferred over real flowers, as real flowers pose an allergy risk to some patients. Mylar balloons and flowers (fresh cut, artificial, and dried arrangements) are prohibited in all intensive care units, recovery rooms, operating rooms, nurseries, the labor and delivery unit, and oncology and transplant units.

Electrical Appliances

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

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. Report any suspicious behavior immediately to the Security Department at (212) 746-0911.

Security

(212) 746-0911

The Security Department monitors the Hospital and its properties 24 hours a day, 7 days a week. Special security measures in the maternity area provide further security for newborns during their stay in the Hospital. Please note that anyone entering the Hospital will be asked to show identification.

Valuables

The Hospital is not responsible for loss or damage to any personal property, including hearing aids, eyeglasses, or dentures, kept in your room. Please send your valuables home with a friend or family member for safekeeping. If this is not possible, contact the Patient Care Director on the unit to have the valuables locked in a safe. Itemize your personal belongings with staff and ask for a receipt of any items that will be kept with Security.

Lost and Found

(212) 746-0911

For Lost and Found, contact the Security Department at (212) 746-0911 or call extension 6-0911 from within the Hospital.

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>.

PREPARING TO GO HOME

Generally, you will be discharged two days after a vaginal delivery and three to four days following a Cesarean birth. Both your obstetrician and pediatrician must authorize discharge for you and your baby. You will receive additional discharge information while you are in the Hospital.

Discharge Information

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

Infant Car Seat

New York State requires that you have an infant car seat properly installed for the car ride home with your newborn. Be sure you know how to buckle your baby in correctly. Car seats are not required for taxis and buses.



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?
- ___ Do I have clothes for my baby?
- ___ Do I have keys to my home?
- ___ Is there food to eat at home?
- ___ Who is coming to pick us 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?
- ___ Have I received my discharge instructions to care for myself and my baby at home?
- ___ What else should I ask my doctor or nurse? _____
- ___ Who can I call if I have concerns or questions after I get home? _____
- ___ The date of my follow-up appointment is: _____
- ___ The date of my baby's pediatrician appointment is: _____
- ___ My doctor's phone number is: _____
- ___ My baby's pediatrician'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

Discharge Phone Call

We are interested in learning how we can better serve our patients and families. After you are discharged, you may receive a discharge phone call from the Hospital. The purpose of this call is to see how you are feeling, inquire about your experience during your hospitalization, and to make your transition home as easy as possible. Before you are discharged, please tell your nurse the most convenient telephone number and time for this call.

Patient Satisfaction Survey

Approximately two weeks after your discharge, you may receive a Patient Satisfaction Survey in the mail. The Survey will ask about your stay in the Hospital. Please take a moment to complete and return this Survey. This Survey is very important to us. Your participation will help us take steps to improve the Hospital experience for our patients and families.

Cashier

(212) 746-4311

Monday through Friday, 8 am to 6 pm

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

Billing

Your Hospital bill will reflect all of the Hospital services you and your baby 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 or your baby, such as X-rays or laboratory tests

For information about charges for telephone and television services, see pages 22 and 23.

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) 252-0101

All insured patients should familiarize themselves with the terms of their health coverage, including, but not limited to, commercial insurance carriers, HMOs, Medicare, and Medicaid. This will help you understand which Hospital services are covered and your responsibilities, 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 strives to take the appropriate steps 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 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 seek or receive health care services at our Hospital and are in need of financial aid, regardless of age, gender, race, national origin, socioeconomic or immigrant status, sexual orientation, or religious affiliation. If you have a financial obligation to NewYork-Presbyterian and believe you cannot afford to pay, the Hospital has a charity care/financial aid policy that can assist qualified patients. Information regarding eligibility for charity care/financial aid and the application process is available from the Admitting Department or by calling toll-free (866) 252-0101.

Medical Records (Health Information Management)

(212) 746-0530

Mailing Address:

Medical Correspondence Unit
NewYork-Presbyterian/Weill Cornell
525 East 68th Street, Box 126
New York, NY 10065-4879

Drop Off Location:

Medical Correspondence Unit
Main Hospital Building
Payson Corridor, Basement Level, P-04

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 Monday through Friday, 9 am to 4 pm. After hours, completed forms may be placed in the mail slot to the right of the door.

PATIENT RIGHTS AND RESPONSIBILITIES

Your Rights

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

Your Responsibilities

This Statement of Patient Responsibilities was designed to demonstrate that mutual respect and cooperation are basic to the delivery of quality health care. You are responsible to:

- Provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health; and provide, upon admission, a copy of your Health Care Proxy or other advance directives, if available.
- Notify your doctor or nurse if you have recently been taking any of the following: vitamins, minerals, both prescription and non-prescription medications, and herbal and nutritional supplements. By letting them know what you are taking, they can take steps to avoid possible problems with the medications and treatments you may be getting during your Hospital stay.
- Let your nurse know if food is brought in from the outside for you or your baby. We need to see that the food is stored safely and won't interfere with any special diet or treatment.
- Report any unexpected changes in your condition or the condition of your baby to the responsible medical care provider.
- Report whether you clearly understand each proposed course of action in your care and the care of your baby and what is expected of you.
- Follow the treatment plan recommended by the health care team responsible for your care and the care of your baby. This group may include doctors, nurses, and allied health personnel who are carrying out the coordinated plan of care, implementing your doctor's orders, and enforcing the applicable Hospital rules and regulations.
- Be responsible for your actions if you refuse treatment or do not follow your medical care provider's instructions.
- Follow Hospital rules and regulations affecting patient care and conduct.
- Be considerate of the rights of other patients and Hospital personnel, especially with regard to minimizing noise, refraining from smoking, and assuring the appropriate conduct of your visitors.
- Be respectful of the property of others.
- Assure that the financial obligations for your health care are fulfilled as promptly as possible.

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 — whether for a short or long period of time — 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. Under certain circumstances, New York State law allows a spouse, domestic partner, or a family member to make a health care decision that is in your best interest.

The best way to have your treatment wishes met and concerns addressed 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) 746-4293.

Organ Donation

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

If You Have Concerns

If you have any questions or concerns regarding your rights and/or responsibilities as a patient at NewYork-Presbyterian Hospital, please call Patient Services Administration at (212) 746-4293.

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/Weill Cornell Medical Center

(212) 746-5454

525 East 68th Street

New York, NY 10065

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.

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

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 the left side of the street

Valet parking. Open 24 hours.

The Phipps House Garage

(212) 746-1979

1285 York Avenue

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 helpful locations 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.

NOTES

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

NOTES

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

NOTES

NOTES

INDEX

Accommodations.....	20	Labor and Delivery Unit.....	11
Allergies	8	Laptops.....	24
Antepartum Unit	11	Living Will	37
Apgar Score	19	Lost and Found	30
Balloons	25, 30	Map	Cover Pocket, 39
Billing	34	Meals	8
Birth Certificate	19	Medical Records.....	35
Breastfeeding.....	18	Medications	8, 33
Call Button.....	28	Neighborhood Services.....	Cover Pocket, 39
Care Team	5	Neonatal Intensive Care Unit.....	17
Cashier.....	34	Newborn Care.....	16
Cesarean Birth	12, 14	Newborn Screening Tests.....	19
Checklist Going – Home.....	32	New York State Department of Health	37
Directions	38	Nursing Station Phone Numbers	9
Discharge	31	Online Personal Health Record.....	21
Eating Places for Visitors	26	Organ Donation	37
Education Resources	20	Pain Management.....	12
Electrical Appliances.....	30	Parking.....	39
Ethics Consultation	10	Pastoral Care	10
Falls Prevention	28	Patient Education Television Programming ...	24
Family-Centered Care.....	5	Patient Responsibilities	36
Financial Aid Policy	35	Patient Rights.....	Cover Pocket, 36
Flowers	25, 30	Patient Safety	27
Gift Shop	25	Patient Satisfaction Survey	33
Guest Facility	20	Patient Services Administration.....	10
Hand Hygiene.....	28	Pediatrician.....	15
Health Care Proxy.....	37	Photography	14
Hearing Impaired	10	Postpartum Care	15
Hearing Screening (newborns)	19	Rapid Response Team.....	9
High Risk Pregnancy	11	Religious Needs	10
Identification Badges (staff)	30	Restrooms	26
Identification Bands (newborns).....	27, 28	Rooming-In.....	15
Identification Bands (parents).....	27, 28	Security.....	27, 30
Infant Car Seat.....	31	Smoke-Free Campus.....	30
Infection Prevention	28	Telephone Service	22
Information Desk	25	Television Service	23
Insurance Information	34	Valuables	30
International Services.....	20	Vending Machines.....	26
Internet Access	24	Visiting Hours.....	25
Interpreter Services.....	10	Visually Impaired.....	10
Joint Commission	37	Wireless Network	24