



NewYork-Presbyterian
Brooklyn Methodist Hospital
Patient and Visitor Guide
During Your Stay

Welcome

Welcome to NewYork-Presbyterian Brooklyn Methodist Hospital. Here you will find a staff dedicated to always providing the highest quality, most compassionate care and service to each and every one of our patients in a warm and friendly environment.

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

As a major teaching hospital, NewYork-Presbyterian Brooklyn Methodist is equipped with highly advanced medical equipment and technology. Our staff of physicians, nurses, medical technologists, and other dedicated employees stand behind the excellent reputation the Hospital has earned in the community.

At NewYork-Presbyterian Brooklyn Methodist, **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,



Robert Guimento

President

NewYork-Presbyterian Brooklyn Methodist Hospital





NewYork-Presbyterian
Brooklyn Methodist Hospital

→
LINE FOR PASSES
FOR FASTER SERVICE
PLEASE STATE THE
LAST NAME AND
ROOM NUMBER OF
THE PATIENT YOU
ARE VISITING

Welcome!
New York Methodist Hospital
is now
NewYork-Presbyterian
Brooklyn Methodist Hospital
All Visitors Must
Sign Out

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For Your Care

Your Care Team

During your stay at NewYork-Presbyterian Brooklyn Methodist, you will meet a number of health care professionals who work together to plan your treatment. 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 Brooklyn Methodist trains new physicians and serves as a site for teaching medical and health professional students. These individuals may participate in aspects of your care under close supervision of appropriate Hospital staff.

Doctors

There may be many doctors involved in your care. In addition to your attending physician, who is often your personal doctor 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 house staff and work under the careful supervision of attending physicians.

The Doctors caring for me are:

Nurses

There may be many nurses involved in your care as well. They work closely with the doctors and other members of the health care team. Our nursing team includes the nurse manager, nurse practitioners, staff nurses, nursing assistants, nurse technicians, and unit care assistants. The Patient Care Director is responsible for the supervision of all nursing care on a particular unit or units. A registered nurse, who is designated as your primary nurse, plans and coordinates your overall nursing care and assigns tasks as appropriate to other members of the nursing team. A specially trained pain resource nurse may also be available to talk with you about any pain management concerns.

My Nurses are:



Case Managers

Case managers are registered nurses who are part of the care coordination team and who see that your doctor's orders are carried out in a timely manner. The case manager may ask you questions about your care and your medical insurance so that you can receive the appropriate benefits covered under your policy.

My Case Manager 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 will find 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: _____

Chaplains

Our Department of Pastoral Care includes an accredited clinical pastoral education program. There is a chaplain assigned to each patient unit and he or she visits patients on that unit regardless of religious affiliation. In addition, there is a chaplain available upon request 24 hours a day, seven days a week.

If you would like a Hospital chaplain or outside clergy member to visit you, call the Department of Pastoral Care at extension 3393.

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 plan for 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 can teach 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: _____

Physical Therapists

Physical therapists assess your physical and functional needs and provide you with exercises and programs to help you regain strength, restore your mobility, and improve your ability to perform home and work activities in preparation for discharge.

My Physical Therapist is: _____

Occupational Therapists

Occupational therapists provide therapy designed to help improve your ability to carry out activities of daily living, such as dressing, bathing, and grooming, following your discharge.

My Occupational Therapist is: _____



Speech Therapists

Speech therapists assist patients who may need help in regaining or improving speech and communication skills.

My Speech Therapist is: _____

Interpreters

Free interpreter services or American Sign Language interpretation (hand signing) are available. To arrange for an interpreter, please speak with your nurse or contact the Department of Nursing at extension 3556.

Respiratory Therapists

Respiratory therapists provide care to patients who need assistance with breathing difficulties.

My Respiratory Therapist is: _____

Financial Counselors and Account Representatives

Financial counselors assist with applications for entitlement benefits such as Medicaid. They can be reached at (718) 780-3453/3454. Financial aid is available to eligible patients who are in need, reside in the Hospital's service area, and receive medically necessary services. When a patient is unable to pay the Hospital bill, a payment plan may be discussed with an account representative, who can be reached at (718) 369-0160, extension 6102.

Environmental Services Workers (Housekeepers)

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

My Environmental Services Worker is: _____

Patient Transporters

Patient transporters are staff members who transport you to and from tests and procedures in the Hospital. They 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. If you feel a volunteer could help you in some way, please let your nurse know.

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

Your Medications

The medications you were taking before coming to the Hospital may change as a result of your admission. If any prescriptions are required, they will be given to you before you are discharged. You will also receive a list of the medications that you will need to take at home.

Allergies

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

Care Rounds

A member of your care team will come to your bedside throughout the day to make sure that your care and comfort needs are met. If you are awake, the staff member will ask you about your pain level, whether you need to use the bathroom, ensure that your room is organized and free of clutter, and answer any questions you or your family members may have.



Pain Management

Managing pain is important and may help you get better faster. Walking, deep breathing, and physical therapy are easier if you have less pain. You should always let your health care team and primary nurse know if you are feeling pain. Your health care team will ask you to describe your pain and pain level. You may be asked to rate your pain on a scale of “0 to 10” or to choose a “face” on a scale that indicates your level of pain. This will also help your health care team to determine whether your treatment or medication should be changed. If you feel that your level of pain relief is not acceptable, tell your nurse immediately.

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.

Patient Services Administration

If you have any complaints or concerns that have not been resolved by the Hospital staff, please call extension 3375 during regular business hours: Monday through Friday, 8 am to 5:30 pm. Outside of business hours and on holidays and weekends, the nursing administrator should be contacted at extension 3556.

Services for the Visually Impaired

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

Ethics Consultation

NewYork-Presbyterian Brooklyn Methodist has an interdisciplinary Bioethics Committee that considers all ethics issues arising in the care of patients at the Hospital. The members of the Bioethics Committee include physicians, nurses, administrators, social workers, chaplains, and an ethicist. The committee has three principal functions: education, policy recommendations, and case consultation.

Case consultations often revolve around specific patient situations, including difficult ethical and/or legal decisions that are referred to the committee for discussion and/or mediation among interested parties. Patients, family members or healthcare agents, physicians or any employee of NewYork-Presbyterian Brooklyn Methodist directly involved in a patient's health care may request a case consultation. The consultation process provides assistance in discussing the ethical implications surrounding the patient's care and will offer guidance and support to the individuals involved. Consultations are confidential. The members of the Bioethics Committee who participate in the case consultation will attempt to clarify the issues raised and may make recommendations. However, final decisions still rest with the patient and/or family members.

To request a case consultation, call (718) 780-5050.

Chapel and Prayer Rooms

The Phillips Chapel, located in the Miner Pavilion lobby, is open at all times for personal prayer and reflection. Services are held there at various times during the year.

The Jewish Prayer Room, located in the lobby of the Carrington Pavilion, is available for use by Jewish patients, their families and staff. Across from the Prayer Room, behind the main elevators, is the Bikur Cholim Room, which is supplied with kosher food. To request Shabbos candles for a patient's room, please speak to your nurse.

A Muslim prayer room, located in Wesley House, Room 5D, may be accessed for daily prayers by contacting the Department of Security at extension 3350. Muslim prayer services are held every Friday. During Ramadan, snacks and drinks are available in the Muslim prayer room at sunset.

Canine Cuddlers: Pet Therapy Program

NewYork-Presbyterian Brooklyn Methodist offers a pet therapy program – Canine Cuddlers – to our patients. Therapy dogs can visit with you during your hospital stay with your doctor’s permission. There is no charge for this service. Visits by therapy dogs have been shown to provide a number of different benefits to patients, including reducing stress, relieving depression, and lowering blood pressure and heart rate. If you are interested in requesting a visit from one of our Canine Cuddlers, please speak with your nurse or call (718) 780-5397, extension 101.



Patient Rights and Responsibilities

Your Rights as a Hospital Patient

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. The Hospital does not discriminate against any person on the basis of race, color, national origin, ethnicity, culture, disability, age, sex, religion, socioeconomic status, sexual orientation, gender identity or expression, source of payment, or any other characteristic protected by law, in admission, treatment, or participation in its programs, services, and activities.

Consistent with the Hospital's mission, "We Put Patients First," the Hospital is committed to providing our patients and families their rights and responsibilities. Please review *Your Rights as a Hospital Patient in New York State*, which can be found in the pocket of this Guide, and the list of rights below. Share this material 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.

Patients' Bill of Rights

As a patient in a Hospital you have the right, consistent with law, to:

1. Understand and use these rights. If for any reason you do not understand or you need help, the hospital MUST provide assistance, including an interpreter.
2. Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, source of payment, or age.
3. Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
4. Receive emergency care if you need it.
5. Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
6. Know the names, positions, and functions of any hospital staff involved in your care and refuse their treatment, examination, or observation.
7. A non-smoking environment.
8. Receive complete information about your diagnosis, treatment, and prognosis.
9. Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
10. Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet *Deciding About Health Care – A Guide for Patients and Families*.
11. Refuse treatment and be told what effect this may have on your health.
12. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
13. Privacy while in the hospital and confidentiality of all information and records regarding your care.

14. Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
15. Identify a caregiver who will be included in your discharge planning and sharing of post-discharge care information or instruction.
16. Review your medical record without charge. Obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
17. Receive an itemized bill and explanation of all charges.
18. View a list of the hospital's standard charges for items and services and the health plans the hospital participates with.
19. You have a right to challenge an unexpected bill through the Independent Dispute Resolution process.
20. Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and if you request it, a written response. If you are not satisfied with the hospital's response, you can complain to the New York State Health Department. The hospital must provide you with the State Health Department telephone number.
21. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
22. Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the hospital.

In addition, the Hospital is committed to providing our patients and families their rights and responsibilities as supported by the Centers for Medicare & Medicaid Services and The Joint Commission, which further states:

- Receive treatment without discrimination based on many factors, including but not limited to sexual orientation and gender identity or expression.
- The hospital must establish a process for prompt resolution of patient grievances, receive a written response and must inform each patient whom to contact to file a grievance.
- The patient has the right to be free from all forms of abuse or harassment.
- The patient has the right to participate in the development and implementation of his or her plan of care.
- The informed consent process includes a discussion about potential benefits, risks, and side effects of the patient's proposed care, treatment, and services; the likelihood of the patient achieving his or her goals; and any potential problems that might occur during recuperation.
- The patient has the right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.
- Each patient who is a Medicare beneficiary who is an inpatient (or his/her representative) must be provided the standardized notice, An Important Message from Medicare (IM), within two days of admission. The IM is to be signed and dated by the patient to acknowledge receipt. The patient is to be presented by the hospital a copy of the signed IM form in advance of the patient's discharge, but not more than two calendar days before the patient's discharge. In the case of short inpatient stays, however, where initial delivery of the IM is within two calendar days of the discharge, the second delivery of the IM is not required.

Questions and concerns about rights and responsibilities may be addressed to Patient Services Administration at:

NewYork-Presbyterian Brooklyn Methodist Hospital

506 Sixth Street
Brooklyn, NY 11215
(718) 780-3375

You may also contact the following agencies with your questions or concerns:

New York State Department of Health

Mailstop: CA/DCS
Empire State Plaza
Albany, NY 12237
1 (800) 804-5447

The Joint Commission

Office of Quality and Patient Safety
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
Fax: (630) 792-5636
www.jointcommission.org
Under "Action Center" on the home page
of the website, click on the
"Report a Patient Safety Event" link.

Centers for Medicare & Medicaid Services (CMS)

Livanta Beneficiary and Family Centered Care
Quality Improvement Organization (BFCC-QIO)
1 (866) 815-5440
TTY: 1 (866) 868-2289

U.S. Department of Health and Human Services

200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1 (800) 368-1019
TDD: 1 (800) 537-7697

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. We need to see that the food is stored safely and won't interfere with your special diet or treatment.
- Report any unexpected changes in your condition to the responsible medical care provider.
- Report whether you clearly understand each proposed course of action in your care and what is expected of you.
- Follow the treatment plan recommended by the health care team responsible for your care. 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 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.



Pain Management Bill of Rights

Pain management is a part of treatment at NewYork-Presbyterian Brooklyn Methodist. As a patient, you have the right to:

- Have your report of pain taken seriously.
- Be treated with dignity and respect by physicians, nurses and other healthcare professionals.
- Be involved in all aspects of your care, including decisions about how to manage pain.
- Be informed by your doctor about what may be causing your pain and possible treatments, along with benefits and risks.
- Have your pain thoroughly assessed and promptly treated.
- Be referred to a pain specialist if your pain has not been alleviated.
- Continued care after discharge, based on your assessed needs.

Grievance Procedure: Section 1557 of the Affordable Care Act

It is the policy of NewYork-Presbyterian Hospital not to discriminate on the basis of race, color, national origin, sex, age or disability. NewYork-Presbyterian Hospital has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. § 18116) and its implementing regulations at 45 C.F.R. pt. 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in certain health programs and activities. Section 1557 and its implementing regulation may be examined in the office of Patient Services Administration by the Director, who has been designated the Section 1557 Coordinator, to coordinate the efforts of New York-Presbyterian Hospital to comply with Section 1557.

Contact the Director of Patient Services Administration at:

NewYork-Presbyterian Brooklyn Methodist Hospital

506 Sixth Street
Brooklyn, NY 11215
(718) 780-3375

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age, or disability may file a grievance under this procedure. It is against the law for NewYork-Presbyterian Hospital to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

Procedure

- Grievances must be submitted to NewYork-Presbyterian Hospital's Director of Patient Services Administration (Section 1557 Coordinator) within 60 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- NewYork-Presbyterian Hospital's Director of Patient Services Administration (Section 1557 Coordinator), or designee, shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. NewYork-Presbyterian Hospital's Director of Patient Services Administration (Section 1557 Coordinator) will maintain the files and records of NewYork-Presbyterian Hospital relating to such grievances. To the extent possible, and in accordance with applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.
- NewYork-Presbyterian Hospital's Director of Patient Services Administration (Section 1557 Coordinator), or designee, will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.
- The person filing the grievance may appeal the decision of NewYork-Presbyterian Hospital's Director of Patient Services Administration (Section 1557 Coordinator) by writing to the Vice President, Patient Services, within 15 days of receiving the NewYork-Presbyterian Hospital's Director of Patient Services Administration (Section 1557 Coordinator's) decision. The Vice President, Patient Services, or designee shall issue a written decision in response to the appeal no later than 30 days after its filing.

NewYork-Presbyterian Hospital will make appropriate arrangements to safeguard that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, or assuring a barrier-free location for the proceedings. NewYork-Presbyterian Hospital's Director of Patient Services Administration (Section 1557 Coordinator) will be responsible for such arrangements.

Notice of Non-Discrimination Policy and Language Assistance Services

NewYork-Presbyterian Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. NewYork-Presbyterian Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

NewYork-Presbyterian Hospital provides free aids and services to people with disabilities to communicate effectively with Hospital staff. These include:

- qualified sign language interpreters
- written information in other formats (braille, accessible electronic formats or privately read the document)

NewYork-Presbyterian Hospital provides free language services to people whose primary language is not English, including:

- qualified interpreters
- information written in other languages

If you believe that NewYork-Presbyterian Hospital has failed to provide these services or discriminated in another way you can file a grievance with NewYork-Presbyterian Hospital's Director of Patient Services Administration (Section 1557 Coordinator).

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age, or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW, Room 509F

HHH Building

Washington, D.C. 20201

1 (800) 368-1019 | TDD: 1 (800) 537-7697

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. Such complaints must be filed within 180 days of the date of the alleged discrimination.

Interpreter Services

For any NewYork-Presbyterian Hospital patients and their families with limited English proficiency (LEP), speech or visual impairment, or who are deaf or hard of hearing, the Hospital will provide you with communication assistance free of charge. Please advise a NewYork-Presbyterian Hospital staff member if you require communication assistance.

Servicios de intérprete

NewYork-Presbyterian proveerá asistencia de comunicación gratuita a pacientes y familiares con dominio limitado del inglés (Limited English Proficiency, LEP), con discapacidad visual o del habla, que sean sordos o tengan problemas auditivos. Si necesita asistencia de comunicación, informe a un miembro del personal de NewYork-Presbyterian.

翻譯服務

對於英文熟練程度 (Limited English Proficiency, LEP) 有限、存在言語或視覺殘疾、耳聾或聽覺困難的任何 NewYork-Presbyterian 患者及其家人，醫院將免費提供溝通協助。如需溝通協助，請告知 NewYork-Presbyterian 員工。

توفر خدمات الترجمة الفورية

يطيب لنا أن نعلم أي مريض لدى مستشفى (NewYork-Presbyterian) وعائلته ممن يجيدون اللغة الإنجليزية بشكل محدود (Limited English Proficiency, LEP) أو يعانون من إعاقة في التحدث أو الرؤية أو كانوا أصمًا أو يعانون من صعوبات في السمع، أن المستشفى سيوفر لكم مساعدة للتواصل دون أي مقابل. يرجى إخبار أحد أفراد فريق عمل مستشفى NewYork-Presbyterian إذا كنت تحتاج إلى مساعدة للتواصل.

Услуги переводчика

Для всех пациентов NewYork-Presbyterian и членов их семей с ограниченным знанием английского языка, (Limited English Proficiency, LEP) нарушениями речи или ослабленным зрением, а также для глухих и слабослышащих лиц больница будет бесплатно предоставлять помощь для общения. Если вам требуется помощь для общения, обращайтесь к персоналу NewYork-Presbyterian.

Services d'interprétariat

NewYork-Presbyterian propose à tous ses patients et aux membres de leur famille qui ont des compétences limitées en anglais (Limited English Proficiency, LEP), qui présentent des troubles de la parole ou qui sont malvoyants, sourds ou malentendants, un service d'interprétariat gratuit. Veuillez-vous adresser à un membre du personnel de NewYork-Presbyterian si vous avez besoin de faire appel à ce service.

통역 서비스

모든 NewYork-Presbyterian 환자 및 가족 중 영어 능력이 제한되거나 (Limited English Proficiency, LEP), 언어 또는 시각 장애가 있거나, 난청 또는 청각 장애가 있으신 분은 병원에서 제공하는 의사소통 지원 서비스를 무료로 받으실 수 있습니다. 의사소통 지원이 필요하신 경우 NewYork-Presbyterian 직원에게 문의하시기 바랍니다.

Servizi di interpretariato

A tutti i pazienti del NewYork-Presbyterian e alle loro famiglie con conoscenza limitata dell'inglese (Limited English Proficiency, LEP), disturbi visivi o verbali o che sono sordi o affetti da ipoacusia, l'Ospedale fornirà assistenza gratuita per comunicare. Informate per favore il personale de NewYork-Presbyterian se avete bisogno di assistenza per comunicare con noi.

Serviços de interpretação

Para todos os pacientes do NewYork-Presbyterian e respectivas famílias com conhecimentos limitados da língua inglesa (Limited English Proficiency, LEP), comprometimento de fala ou visual, ou que apresentem surdez ou deficiência auditiva, o Hospital disponibiliza assistência gratuita para a comunicação. Avise um membro da equipe de NewYork-Presbyterian caso necessite de assistência para a comunicação.

व्याख्याकार सेवाएँ

अंग्रेज़ी भाषा का सीमित ज्ञान (Limited English Proficiency, LEP) रखने वाले बोलने या सुनने में असमर्थ या फिर बेहरे अथवा कम सुनने वाले न्यूयॉर्क प्रेस्बिटेरियन NewYork-Presbyterian के किसी भी रोगी और उसके परिवारों के लिए अस्पताल निःशुल्क संचार सहायता प्रदान करेगा। अगर आपको संचार में सहायता चाहिए, तो कृपया NewYork-Presbyterian स्टाफ़ के सदस्य से परामर्श करें।

Υπηρεσίες Διερμηνείας

Για οποιονδήποτε ασθενή ή συγγενή ασθενούς του NewYork-Presbyterian με περιορισμένη ευχέρεια στη χρήση της αγγλικής γλώσσας (Limited English Proficiency, LEP), με λεκτική ή οφθαλμολογική διαταραχή ή με κώφωση ή δυσκολία στην ακοή, το Νοσοκομείο παρέχει δωρεάν υπηρεσίες διερμηνείας για τη διευκόλυνση της επικοινωνίας. Ενημερώστε κάποιο μέλος του προσωπικού του Νοσοκομείου NewYork-Presbyterian εάν χρειάζεστε βοήθεια με την επικοινωνία.

Shërbime përkthyesi

Për pacientët e NewYork-Presbyterian dhe familjet e tyre me njohuri të kufizuara të gjuhës angleze (Limited English Proficiency, LEP), me vështirësi në të folur apo shikim, ose të cilët nuk dëgjojnë apo kanë vështirësi në dëgjim, spitali ofron ndihmë komunikimi pa pagesë. Nëse kërkoni ndihmë komunikimi, ju lutemi lajmëroni një anëtar të stafit të NewYork-Presbyterian.

説明サービス

NewYork-Presbyterian 病院は、英語力に限界がある (Limited English Proficiency: LEP) 患者、言語障害や視覚障害、または聾者を含む聴覚障害がある患者様とご家族のため、コミュニケーション支援を無料でご提供しております。コミュニケーション支援をご希望される場合は、NewYork-Presbyterian スタッフまでお申し出ください。

Dolmetscherdienste

Für jeden Patienten des NewYork-Presbyterian und dessen Familienangehörige mit begrenzten Englischkenntnissen oder Beeinträchtigungen im Sprechen (Limited English Proficiency, LEP), Hören oder Sehen stellt das Krankenhaus kostenlose Unterstützung für die Kommunikation bereit. Bitte wenden Sie sich an einen NewYork-Presbyterian-Mitarbeiter, wenn Sie Hilfe bei der Kommunikation benötigen.

Usługi tłumacza

Dla wszystkich pacjentów NewYork-Presbyterian o ograniczonej znajomości języka angielskiego (Limited English Proficiency, LEP), cierpiących na zaburzenia mowy lub wzroku, głuchych lub niedosłyszących oraz ich rodzin, szpital zapewni bezpłatną pomoc tłumacza. Prosimy o poinformowanie członka personelu NewYork-Presbyterian w przypadku konieczności skorzystania z pomocy tłumacza.

Advance Directives

Adults in New York State have the legal right to have an Advance Directive. An Advance Directive is a type of written or oral instruction relating to the provision of health care when an adult becomes incapacitated. You may want to plan in advance so that your wishes about care/treatment will be followed if you become unable, for a short or long period, to decide for yourself. This means that you can ask for or agree to medical care, refuse treatment, and stop treatment after it starts.

The Hospital's policy is to follow any Advance Directive, such as a Health Care Proxy, Living Will, or or Medical Orders for Life-Sustaining Treatment (MOLST), which complies with New York State law provided that you give a signed copy of the Advance Directive to the Hospital at the time of your visit or admission. In the event of a medical emergency, routine medical emergency procedures will be followed unless a valid Advance Directive exists and is readily available.

If you would like more information on how to create an Advance Directive, please contact your physician, social worker, and/or Patient Services Administration, and/or request a copy of the booklet, *Your Rights as a Hospital Patient in New York State*, a resource developed by the New York State Department of Health. Following is information regarding four types of Advance Directives: Health Care Proxy, Living Will, MOLST, and Do Not Resuscitate (DNR).

Health Care Proxy

In New York State, individuals have the right to appoint someone they trust to decide about healthcare treatment for them if they become unable to do so. This appointed person is called a Health Care Agent. The best way to protect your treatment wishes and concerns is to complete the Health Care Proxy form. This allows you to appoint a Health Care Agent who you can discuss your wishes with in advance. This form is included in the booklet, *Your Rights as a Hospital Patient in New York State*, found in the pocket of this Guide.

Living Will

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 choices in advance. These written instructions are called a Living Will.

Medical Orders for Life-Sustaining Treatment (MOLST)

MOLST is a New York State authorized document whereby a physician initiates for their patient an order that you wish to be resuscitated or you do not want to be resuscitated (DNR). The form also allows you to document your preferred wishes regarding all other life-sustaining treatment. MOLST is based on communication among the patient, his or her Health Care Agent or another designated surrogate decision-maker, and health care professionals to promote shared, informed medical decision-making. MOLST forms and additional information can be downloaded from the New York State Department of Health website at www.health.ny.gov/professionals/patients/patient_rights/molst or www.compassionandsupport.org

Do Not Resuscitate (DNR)

A DNR order is initiated by a physician that indicates cardiopulmonary resuscitation (CPR) should not be initiated as per the patient's wishes in the event of a cardiac or respiratory arrest.

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:
<https://donatelife.ny.gov/register/>
- New York State Department of Motor Vehicles website
at <https://dmv.ny.gov/more-info/register-become-organeye-or-tissue-donor>
- LiveOn NY website at: liveonny.org or 1 (800) GIFT4NY
or 1 (800) 443-8469

HIV Testing

The New York State Department of Health requires that, except under specific circumstances, HIV testing must be offered to everyone between the ages of 13 and 64 who receives hospital or primary care services. This includes inpatients, people seeking services in emergency departments, and people receiving primary care as outpatients at a clinic or from a physician, physician assistant, nurse practitioner, or midwife.

Finding Your Way Around

The Hospital's official address and phone number are:

NewYork-Presbyterian Brooklyn Methodist Hospital

(718) 780-3000

506 Sixth Street

Brooklyn, NY 11215

The Hospital is located between Seventh and Eighth Avenues on Sixth Street in Park Slope, Brooklyn. Parking is available in the Hospital's parking garage, which can be entered from Sixth Street (going West).

Directions

By Subway

The closest and most direct subway route to NewYork-Presbyterian Brooklyn Methodist is via the F or G train. Take the F or G train to the Seventh Avenue station in Brooklyn. Exit the station at either the Seventh or Eighth Avenue end of the platform and then walk to Sixth Street.

Transfers are available to and from the F train from:

- the R train at the Ninth Street/Fourth Avenue station
- the A or C train at the Jay Street/MetroTech station

Transfers are available to and from the G train from:

- the R train at the Ninth Street/Fourth Avenue station
- the A or C train at the Hoyt Street/Schermerhorn Street station

By Bus

The following buses stop near the Hospital:

- B61 Ninth Street bus
- B63 Fifth Avenue bus
- B67 Seventh Avenue bus
- B69 Vanderbilt/Seventh Avenue/McDonald Avenue bus

For additional subway and bus information, call the Metropolitan Transportation Authority at (718) 330-1234 or go to www.mta.info/nyct.

By Car

From Queens and Long Island

Take the Jackie Robinson Parkway (formerly known as the Interboro Parkway) westbound to Exit 1, Bushwick Ave. Follow the exit ramp and bear right at the traffic light onto Bushwick Avenue for two more traffic lights. Turn left onto Eastern Parkway. Remain on Eastern Parkway all the way to the end (approximately seven miles) to Grand Army Plaza. Enter and go around the traffic circle, in the extreme left lane, following the signs to Prospect Park West. Proceed into the right two lanes and onto Prospect Park West, continuing for nine blocks to Sixth Street. Turn right onto Sixth Street – the Hospital is two blocks, directly ahead, with the parking garage on the right hand side, just before you get to Seventh Avenue.

From Northern New Jersey

Take the George Washington Bridge over the Hudson River into Manhattan. Get off at Exit 2, Harlem River Drive. Merge onto the Harlem River Drive, which becomes the FDR Drive. Continue on the FDR Drive to the Brooklyn Bridge (Exit 2). Follow the directions for the Brooklyn Bridge below.

or

Take the Lincoln Tunnel or the Holland Tunnel to the West Side Highway in Manhattan. Take the West Side Highway to the Brooklyn Battery Tunnel and then follow the directions for the Brooklyn Battery Tunnel below.

From Manhattan

Via the Brooklyn Bridge After crossing the bridge, continue straight ahead down Adams Street to Atlantic Avenue. Turn left on Atlantic Avenue and proceed to Third Avenue. Turn right on Third Avenue and drive about a mile to Ninth Street. Turn left on Ninth Street and drive five blocks to Eighth Avenue. Turn left on Eighth Avenue and make another left onto Sixth Street.

Via the Brooklyn Battery Tunnel After leaving the tunnel, take the Brooklyn-Queens Expressway south, exiting left onto the Prospect Expressway. Then follow the directions for Staten Island given below. Please note, however, that the exit from the southbound BQE onto the Prospect Expressway is closed before 11 am on weekdays due to the northbound HOV lane. Before 11 am on weekdays, leave the BQE at the Hamilton Avenue exit (Exit 26). Continue along Hamilton Avenue, and cross over the Hamilton Avenue Bridge. Take the first left (14th Street) after going over the bridge. Follow 14th Street about seven blocks to Eighth Avenue. Turn left and proceed down Eighth Avenue for eight blocks to Sixth Street. Make a left on Sixth Street.

From Southern New Jersey and Staten Island

Via the Verrazano Bridge or Coney Island via the Belt Parkway Take the Brooklyn-Queens Expressway north, exiting right onto the Prospect Expressway. From the Prospect Expressway, exit at Tenth/Eleventh Avenue. At the top of the ramp, make a right turn and drive one block to the traffic light. Turn right onto Twentieth Street and continue two blocks to Eighth Avenue. Turn right again and proceed down Eighth Avenue for fourteen blocks to Sixth Street. Turn left on Sixth Street.

Parking

Parking is available in the garage directly across from the main Hospital buildings on Sixth Street, on the right hand side, just before you reach Seventh Avenue.

Parking is available 24 hours per day, seven days per week. Parking rates range from \$11 for one hour to \$42 for 24 hours. A \$10 additional charge is added for oversize vehicles such as vans and SUVs.

Patient Drop-Off

The Hospital's emergency entrance (for walk-in patients) is located on the southeast corner of Seventh Avenue at Sixth Street. Clinic and emergency room patients can be dropped off there and can proceed to the emergency room or clinics using the wheelchair accessible ramp or the stairs.



For Your Consideration

Private Accommodations

NewYork-Presbyterian Brooklyn Methodist offers patients the opportunity to request a private room. Private rooms are not covered by insurance companies and are coordinated through our private room coordinator. The number of private rooms is limited and assignment of private rooms is based on availability. If you would like to request a private room or cover the cost of a private room for a patient, please contact us by calling (718) 780-5071.

Private Companion Service

We encourage your family and friends to be with you and support you as often as they can. However, additional companionship may be needed. If you or your family would like to arrange for a private companion or need information regarding fees, please contact the Nursing Office in the Miner Pavilion lobby between 9 am and 8:45 pm, or call extension 3556.

Baby Pictures

If you are on the Mother/Baby Unit, a representative from Mom365 may stop by your room to offer to take a free, professional in-hospital portrait of your baby. This is a free, optional service. Should you choose to participate, your family will receive a free online baby portrait webpage, so family and friends can meet the baby and you can order portraits, announcements, and keepsakes. Only representatives from Mom365 are authorized to approach you about photography, and no money should be requested at the time of the visit. If you are approached by anyone else regarding photographs of your baby, please notify your nurse immediately. If you order from Mom365, you will be contacted by the company when your child is about three months old, unless you ask not to receive this call.

No other photographer or studio will be given your name by the Hospital. If you receive a call from any other studio or individual claiming that the Hospital provided your name, it is not true. We urge you not to let these people into your home or give them money.

Online Personal Health Record: Patient Portal

NewYork-Presbyterian Brooklyn Methodist is pleased to offer its patient portal, a free service that allows you and your family to view and manage your medical records online. The patient portal puts you in charge of your health information and offers you the ability to consolidate and organize health information in a private account. You can easily share information with clinicians, trusted family members, and other caregivers. Information can only be accessed and shared by you or with your permission. The patient portal is conveniently accessible from any computer, tablet, or mobile device. To establish a patient portal account, contact your nurse manager or call (718) 499-3669.

For Your Comfort and Convenience

Telephones

Public telephones are located near the elevators in all patient units, public corridors, and in various lobby areas of the Hospital. For the hearing-impaired, a text telephone is located in the Carrington Pavilion lobby and the Emergency Department waiting room.

Telephone service in your room is available and free for all local calls. To make a local call, dial 9 + 1 + Area Code + Number.

All long distance calls are processed through the Hospital operator. Long distance rates may vary.

Please give your friends and relatives the number on the telephone in your room so they can call you directly.

TTY telephones for the hearing-impaired are available by calling Patient Relations at extension 3375 between the hours of 9 am and 5 pm.

Television Rental

Television service can be ordered directly from your bedside television. To order services:

- Push the TV on button. The television will turn on to the main menu.
- Choose rental services.
- Select TV package.
- Choose payment method: credit card or cash.

If you want to activate television service from outside the Hospital, please call (718) 780-7198.

Please note that television service is on a per calendar day basis from midnight to midnight.

Patient Education Videos

Patient education videos are available on your bedside television. This free service is offered even if you do not rent television service. There are several ways to access free education videos from the main menu page:

- Health Video Library – includes entire library of videos on a wide range of health subjects
- What You Need to Know – education videos specific to your stay at the Hospital
- Watch Relaxation – videos that promote soothing and relaxation

In addition to the Health Video Library, the Newborn Channel is located on channel 82 in English and channel 83 in Spanish. The schedules to view the videos are displayed on these channels.

Television or Telephone Repairs

Patients can call extension 3020 for television or telephone repairs for their room.

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 “NYM-Guest” 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 Network. You must select “I Agree” at the bottom of the page in order to use NYM-Guest. Most web browsers are compatible with this process. Guest-net Wi-Fi connection is an open and unencrypted wireless network with Internet-only access.

Visiting Hours

In general, visiting hours are from 9 am to 9 pm. However, visiting hours can vary according to the location, condition, and needs of the patient. Please look for signs indicating special visiting hours on a particular unit, or ask the nursing staff on that unit.

You may have two visitors at a time. Children under the age of 14 may visit only with the permission of the nurse manager or nursing supervisor. However, siblings of newborn babies, age 2 and above, are permitted to visit the Mother/Baby Unit from 10 am to 8 pm. Please note, for the well-being of our patients, members of the care team may limit visiting. Our staff will work with visitors and patients, especially those in semi-private rooms, to allow patients time to rest and sleep.

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

Parents of Hospitalized Children

Hospitalization is never an easy time for families, and childhood hospitalizations can be especially difficult. We encourage parents to be involved in their children’s care whenever possible. Parents may visit at any time, and we are happy to arrange rooming-in for parents who want to remain overnight. Parents may remain with their children during procedures and also are encouraged to help with daily care. Our staff also can offer suggestions to help siblings cope with the hospitalization.

Information Desk

The Information Desk hours are:

Monday through Friday, 7:30 am to 8 pm

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

The Information Desks are located in the Carrington Pavilion lobby and the Miner Pavilion lobby and can provide directions and information to patients and visitors.

Gift Shop

Located in the lobby of the Carrington Pavilion, the Gift Shop is open from 10 am to 7:30 pm, five days a week, and from 10 am to 5 pm on the weekends. For more information about the Gift Shop, please call extension 3366.

Cafeteria

The Cafeteria, located in the lobby of the Carrington Pavilion, serves breakfast from 7 am to 11 am and lunch from 11:15 am to 5 pm. On Saturday and Sunday, breakfast is served from 8 am to 10 am, with lunch service from 11 am to 2:30 pm.

There is a snack kiosk located at the Hospital entrance at Seventh Avenue and Sixth Street. The kiosk is open from 7:30 am to 6 pm.

Visitors can arrange to have guest trays sent up to a patient's room by calling extension 3401. Guest trays cost \$8 (\$9 on holidays).

Vending Machines

Vending machines are available 24 hours a day and are located beneath the stairway in the Carrington Pavilion atrium.



For Your Safety and Security

Important Patient Safety Information

At NewYork-Presbyterian Brooklyn Methodist Hospital, we want to work closely with you to make your care safe. By getting involved in your care, asking questions, actively participating in decisions about your treatment, and speaking up, you will help us achieve optimum outcomes.

Ask Questions and Speak Up

- Ask questions about your care and treatment.
- Ask questions about your discharge instructions.
- Tell us if you do not understand what we are saying to you.
- Ask for an interpreter if you do not understand English.

Keep Your Health Care Team Informed

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

Know Your Medications

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

Expect Staff to Check and Recheck Your Identification Band

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

Use Your Call Button

A call button, which may be used to call for help whenever it is needed, is located on a device that is connected to the bed. Call buttons are also located in all bathrooms.

Fire Drills

The Hospital holds periodic fire drills. Please do not be alarmed if you hear fire bells or drills over the public address system or if your door closes. In a real emergency, you would be told what to do.



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 will receive additional directions about preventing falls that are important for you to follow. Your safety is our top priority.

Many patient falls in hospitals occur when a patient attempts to walk to the bathroom without assistance. If you are at risk for falling, do not attempt to walk to the bathroom alone. Please call for assistance.

You also can help prevent falls by:

- calling a staff member for 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 members' instructions to prevent falls.

Pressure Ulcers

NewYork-Presbyterian Brooklyn Methodist works with the New York Pressure Ulcer Collaborative to coordinate care for patients who either have or are at risk for developing pressure ulcers (bed sores). For more information about pressure ulcer prevention and treatment, talk to your physician or healthcare professional.

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 to use hand hygiene. Hand hygiene refers to cleaning hands with soap and water or with an alcohol-based hand sanitizer. Alcohol-based products provide an easy way to perform hand hygiene. Throughout the Hospital, you will see hand sanitizer dispensers and bottles in hallways and patient rooms.

Your health care team will clean their hands before and after providing care to prevent the spread of infection. They are required to use an alcohol-based sanitizer or wash their hands with soap and water. If you're not sure that your health care provider cleaned his or her hands, please ask the provider to do so before examining you or performing a procedure. He or she will be glad for the reminder.

Follow Visitor Guidelines

We want you to help prevent the spread of infection, too. Ask your visitors to clean their hands with an alcohol-based hand sanitizer before they come into your room. If your family members or friends have a cold, cough, fever, or rash, please ask them not to visit until they are better.



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 occur 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.
- Catheter-associated urinary tract infections, which can occur in patients who have a urinary catheter. Urinary catheters are placed to facilitate urination or to measure urine output in patients who are undergoing surgery or are critically ill. Catheters should be removed as soon as possible.
- 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. At times, patients will be asked to shower or bathe with a special soap prior to surgery.

In some cases, to help prevent health care-associated infections, we place patients on “isolation precautions” in a single-bedded 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 multi-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 units.

Electrical Appliances

Electrical appliances from home, such as hair dryers and other plug-in items, are not permitted on the patient care 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. To be connected to Security from an internal Hospital phone, dial extension 3550.





Security

(718) 780-3550

The Security Department monitors the Hospital and its properties 24 hours a day, 7 days a week. Special security measures in the maternity and pediatric areas provide further security for newborns and children during their stay in the Hospital. Please note that anyone entering the Hospital may 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 Security to have the valuables locked in a safe.

Lost and Found

The Lost and Found is located in the Security Department in the Miner Pavilion lobby.

No Smoking Policy

NewYork-Presbyterian Brooklyn Methodist is a completely smoke-free environment — indoors and outdoors. Smoking is prohibited in Hospital buildings, at entrances, on all outside grounds, and in parking facilities.

Preparing to Go Home

Discharge Information

Start thinking about plans for your discharge early in your Hospital stay. If you will need follow-up medical care after you leave the Hospital, a discharge planner will help to put the discharge plan into place.

Care Coordination

A social worker can also help you and your family arrange an appropriate discharge plan. Each patient has different needs, and every plan is carefully made with those needs in mind.

When your doctor tells you that you are ready to go home, your nurses will discuss ongoing care with you. If any prescriptions are required, they will be sent to a pharmacy for you or given to you before you go home. You will also receive a written discharge plan that describes the arrangements for any future care that your doctor may order after discharge and a list of the medications that you will need to take at home. 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 your discharge plan.

As you make arrangements to leave the Hospital, please note that discharge time is before 11 am.

Vaccinations

At discharge, you will have the opportunity to be vaccinated against two common vaccine-preventable diseases: pneumococcal disease and influenza.

A pneumococcal vaccine is recommended for patients ages 65 and over, and for those between ages six and 64 with medical conditions that make them susceptible to serious infections caused by a type of bacteria called streptococcus pneumoniae (pneumococcus).

Everyone over the age of six months should get a flu vaccine each year during the flu season (September through April). Influenza (flu) is an acute, contagious, viral infection of the nose, throat, and lungs caused by influenza viruses.

Your Checklist for Discharge

Your care team wants to make sure you have everything in place when you are ready to be discharged from the Hospital.

- My doctor's phone number is _____
- I have an updated list of all my medications.
- I have all the equipment and supplies I need to go home.
- I have reviewed and understand all discharge instructions.
- I know who to call to set up my follow-up appointments or I have all my follow-up appointments set up.
- I have the name and phone number of the person to call if I have any questions during my first week home.
- I have transportation home from the Hospital.

In addition, the following list of questions will help you have a smooth transition home.

- Do I have clean, comfortable clothes to wear?
 - Do I have keys to my home?
 - Is there food for me to eat at home?
 - Is it the right food for my diet?
 - Do I need someone to help me at home?
 - If needed, have these arrangements been made?
 - Will I need home care services after I leave?
 - If needed, have these services been arranged?
 - What else should I ask my doctor, nurse, or therapist?
-
-

Discharge Services

Upon discharge, a representative from the Hospital's Department of Care Coordination will provide you with information regarding the next steps in your care. You may be discharged home, discharged home with the need for home care, or discharged to a nursing home.

Skilled Nursing Facilities

If you are being discharged to a nursing home, you will be provided with information about Medicare-approved facilities in Kings County or in a specific county where you are seeking placement. We encourage you to have a relative or friend visit the facilities to determine which they would want you to be transferred to for continuing care. Your insurer may have specific facilities with whom it has contracted; this may limit choices for nursing home placement. Your case manager or social worker can provide you with the names of these facilities. For additional information, please visit the New York State Department of Health's Nursing Home Profile at www.nursinghomes.nyhealth.gov.

Home Care

If you are discharged home with a need for home care, following is a list of home health care providers.

NewYork-Presbyterian Brooklyn Methodist Preferred Home Care Providers

Visiting Nurse Service (718) 780-3578 and CenterLight (718) 780-5582	<i>Located at:</i> NewYork-Presbyterian Brooklyn Methodist 501 Sixth Street Wesley House, 3rd Floor Brooklyn, NY 11215	Metropolitan Jewish Health System Home Care 6323 Seventh Avenue Brooklyn, NY 11220 (718) 921-8800
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Additional Agencies

Provision of a list of homecare providers is a Medicare program requirement and is not a recommendation or endorsement by NewYork-Presbyterian Brooklyn Methodist of any particular provider or their services. The following providers have requested to be included on this list.

Americare Certified Special Services 171 Kings Highway Brooklyn, NY 11223 (718) 259-9300	First To Care Home Care 6323 Seventh Avenue Brooklyn, NY 11209 (718) 630-2500	The Hospice of Greater New York 6323 7th Avenue Brooklyn, NY 11220 (718) 921-7900
CNR Health Care Network, Inc. Licensed Long-Term Home Health Care Provider 520 Prospect Place Brooklyn, NY 11238 (718) 362-1450	Girling Health Care Inc. 111 Dahlen Place Brooklyn, NY 11228 (718) 748-7447	Personal Touch Home Aides, Inc. 813 Quentin Road Brooklyn, NY 11223 (718) 375-6111

Additional Agencies (continued)

Revival Home Health Care 3609 Thirteenth Avenue Brooklyn, NY 11218 (718) 437-6816	Village Center For Care Certified Home Health Agency 740 Christopher Street New York, NY 10014 (212) 366-5310	Visiting Nurse Association of Staten Island 400 Lake Avenue Staten Island, NY 10303 (718) 720-2245
Self Help Community Services, Inc. 440 Ninth Avenue New York, NY 10001 (212) 971-5496	VIP Certified Home Health Services 116-06 Myrtle Avenue Richmond Hill, NY 11418 (718) 847-5100	Visiting Nurse Service of New York Home Care 1250 Broadway New York, NY 10001 (212) 290-4625
St. Mary's Home Care Programs 29-01 216th Street Bayside, NY 11360 (718) 281-8600	Visiting Nurse Association of Brooklyn, Inc. 111 Livingston Street Brooklyn, NY 11201 (718) 923-7100	

Discharge Phone Call

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.

Patient Satisfaction Survey

After your discharge, you may receive a Patient Satisfaction Survey either in the mail or via email. 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

Monday through Friday, 9 am to 1 pm; 2 to 3 pm

The Cashier is located in the main Hospital on the first floor off the Carrington Pavilion. Payment for Hospital charges and other services can be made by cash, personal check, and most major credit cards.

No Tipping Policy

Every employee is here to serve you and to contribute to your comfort and recovery. Employees are not permitted to accept tips. However, a simple thank you or a letter of appreciation is always welcome.

Physician Services Billing

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

You may also receive bills from physicians whom you did not see 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

NewYork-Presbyterian Brooklyn Methodist accepts most forms of insurance such as Medicare, Blue Cross, Medicaid, Worker's Compensation, no-fault auto, commercial, managed care and union insurance. Please bring your insurance identification cards when you come to the Hospital.

You will be expected to pay any remaining portion of the bill that your insurance does not cover. Typical examples of items not covered by hospital insurance include deductibles, co-insurance, limited benefits, private rooms (unless not requested or necessitated by your medical condition), telephones, and televisions.

If you are without coverage or if your insurance is not sufficient to cover your estimated Hospital bill, you may be asked to make a deposit at the time of admission, with the balance due at the time of discharge.

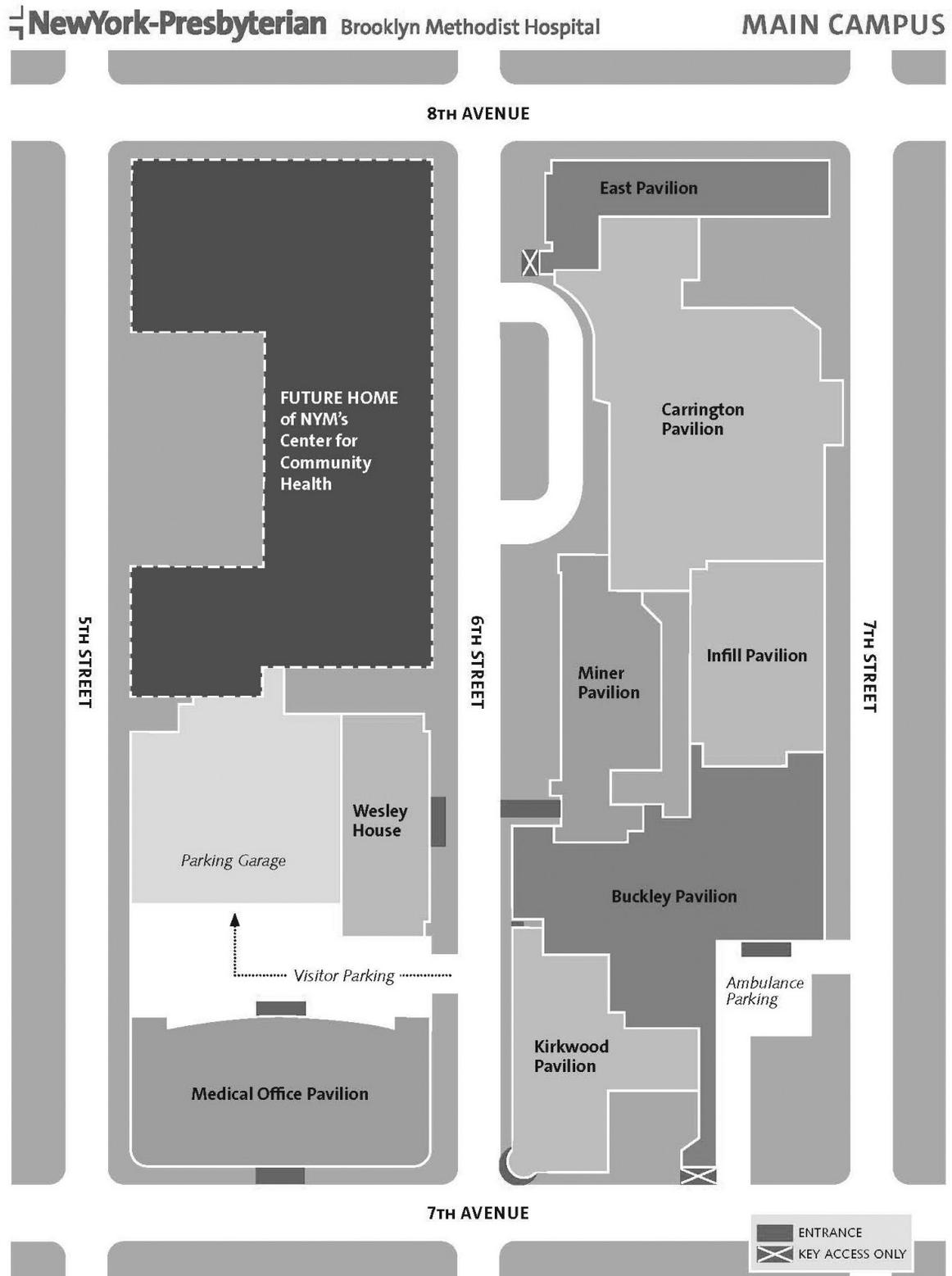
During your Hospital stay, your medical record will be reviewed by the Hospital's Department of Care Coordination to make sure that your insurance will continue to cover your medical needs. The Department of Care Coordination will assist you and your physician in securing necessary authorizations from managed care and insurance companies. The purpose of Care Coordination is to ensure that care is carried out efficiently and meets the accepted standards of quality.

In accordance with federal, state, or private insurance regulations, you may receive letters from your insurance company or the Hospital regarding your continuing hospital coverage. If you have any questions about these letters, please call the Department of Care Coordination at (718) 780-3453/3454. In some instances, the Hospital receives denial of payment letters from your insurance company after your discharge from the Hospital. The Hospital may appeal these decisions through written appeal to the insurance company, or in some cases, to an external appeal agent. In order to process an external appeal, your written consent will be necessary to release your medical record and medical information and it will therefore be requested at the time of your admission to the Hospital. If your record is sent for external appeal you will be notified at that time.

Telephone Numbers

When calling within the Hospital, only the last four digits of 780 numbers should be dialed. All numbers are in area code 718.

Administration	780-3301	Patient Financial Services	369-0159
Admitting	780-3215	Patient Information	780-3010
Ambulatory Care Services	780-5500	Patient Services Administration	780-3375
Care Coordination	780-3583	Patients' Library	780-5397
Cashier	780-3450	Physician Referral Service	499-CARE
Chaplain	780-3393	Physical Therapy (Inpatient)	780-5228
Dental Medicine	780-5410	Pre-Admissions Office	780-5188
Development	780-5342	Private Room Coordinator	780-5071
Dialysis	780-5104	Radiation Oncology	780-3677
Dietitian	780-3345	Radiology	780-5870
Facilities	780-3309	Rehabilitation Therapy (Outpatient)	369-8000
Faculty Practice	246-8600	Security	780-3350
Financial Counselor (Medicaid)	780-3453/3454	Social Work	780-5533
General Information	780-3000	Speech Pathology/Swallowing Therapy	780-5231
Gift Shop	780-3366	Spine and Arthritis Center	246-8700
Life Begins Program	855-543-3696	Telephone Rental	780-7890
Medical Records	780-3381	Television Rental	780-7890
Notary Public	780-3375	TTY Telephone Service (Hearing Impaired)	780-7280
Nursing	780-3556	Volunteer Resources	780-5397
Occupational Therapy (Inpatient)	780-5229	Women's Health Associates	246-8500
Pathology and Laboratory Medicine	780-3634		



NewYork-Presbyterian Brooklyn Methodist Hospital

nyp.org/brooklyn

NewYork-Presbyterian Brooklyn Methodist Hospital, a member of the NewYork-Presbyterian Regional Hospital Network, has a 135-year history of providing outstanding health care in a compassionate manner to the people who live and work in Brooklyn and its surrounding areas. In collaboration with NewYork-Presbyterian and Weill Cornell Medicine, NewYork-Presbyterian Brooklyn Methodist Hospital is a major teaching hospital, offering advanced diagnostic and treatment expertise in a broad range of specialties to meet the needs of the community. These include cardiology, cancer, diabetes and endocrinology, neurology, orthopedics, women's health, and many other services. The 651-bed acute care hospital provides emergency care to more than 100,000 individuals annually. Nearly 5,000 babies are delivered here each year.

NewYork-Presbyterian

nyp.org

NewYork-Presbyterian is one of the nation's most comprehensive, integrated academic healthcare delivery systems, whose organizations are dedicated to providing the highest quality, most compassionate care and service to patients in the New York metropolitan area, nationally, and throughout the globe. In collaboration with two renowned medical schools, Weill Cornell Medicine and Columbia University Irving Medical Center, NewYork-Presbyterian is consistently recognized as a leader in medical education, groundbreaking research and innovative, patient-centered clinical care.

NewYork-Presbyterian has four major divisions:

- NewYork-Presbyterian Hospital is ranked #1 in the New York metropolitan area by *U.S. News and World Report* and repeatedly named to the Honor Roll of "America's Best Hospitals."
- NewYork-Presbyterian Regional Hospital Network comprises hospitals and other facilities in the New York metropolitan region.
- NewYork-Presbyterian Physician Services connects medical experts with patients in their communities.
- NewYork-Presbyterian Community and Population Health encompasses ambulatory care network sites and community healthcare initiatives, including NewYork Quality Care, the Accountable Care Organization jointly established by NewYork-Presbyterian Hospital, Weill Cornell Medicine and Columbia.

For more information, visit www.nyp.org and find us on Facebook, Twitter and YouTube.