

# **NewYork-Presbyterian** Weill Cornell Medical Center



## **Patient and Visitor Guide** During Your Stay



## Important Phone Numbers

Admitting Department	(212) 746-4250
General Information	(212) 746-5454
Medical Records/Health Information Management	(646) 697-4764
Patient Information	(212) 746-5000
Patient Services Administration	(212) 746-4293
Private Duty Nursing	(212) 746-4091

**[www.nyp.org](http://www.nyp.org)**

# Welcome



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

To help you and your loved ones 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 healthcare team and what you 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 loved ones might have.

NewYork-Presbyterian is one of the most comprehensive academic medical centers in the world, with leading specialists in every field of medicine. We are very proud of the outstanding care we provide. Most importantly, we are proud of our staff's commitment to taking great care of you and your loved ones.

At NewYork-Presbyterian, We Put Patients First. So, if you have any questions or if there is anything we can do to ease your stay, don't hesitate to talk to your doctor or any member of your care team.

Thank you for the privilege of caring for you.

Very truly yours,

A handwritten signature in black ink, appearing to be 'SJC', written over a light blue horizontal line.

Steven J. Corwin, MD  
President and Chief Executive Officer  
NewYork-Presbyterian





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# For Your Care

During your stay at NewYork-Presbyterian/  
Weill Cornell Medical Center, you will  
meet a team of healthcare professionals  
who work together to care for you.

## Your Care Team

During your stay at NewYork-Presbyterian/Weill Cornell Medical Center, you will meet a team of healthcare professionals who work together to care for you. You and your loved ones 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 teaching medical and health professional students. These individuals may participate in aspects of your care under close supervision by appropriate Hospital staff.

Members of your healthcare team may include, but are not limited to:

### Doctors

There may be many doctors involved in your care. In addition to your attending doctor, who is often your personal doctor or admitting doctor, 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.

### Nurses

Nurses are a very important part of your care. They work closely with the doctors and other members of the healthcare team. Our nursing team includes the Patient Care Director (PCD), Clinical Nurse Manager, nurse practitioners (NPs), and clinical registered nurses (RNs). The Patient Care Director is responsible for the supervision of all nursing care on a particular unit or units. A clinical registered nurse plans and coordinates your overall nursing care and assigns tasks as appropriate to other members of the nursing team.

### Care Managers

Care managers are clinical registered nurses who help you and your loved ones manage your Hospital stay and plan for your return home. Their role is to see that your doctors' orders are carried out in a timely manner. The care manager may ask you questions about your care and your medical insurance so that you can receive the appropriate benefits covered under your policy.

### Unit Clerks

Unit clerks greet patients and visitors as they arrive on the unit, answer phones, and respond to call bells. 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.





### **Nursing Support Staff**

Nursing support staff assist the nurses with your care. They perform tasks such as taking your blood pressure, assisting you when walking to the bathroom or in the hallway, providing personal hygiene care, and assisting you with your meals. They work directly with the nursing team to meet your healthcare needs.

### **Physician Assistants (PAs)**

Physician assistants are health professionals who may be members of your healthcare 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 healthcare, assist in surgery, and prescribe medications.

### **Social Workers**

Social workers 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.

### **Dietitians**

Registered dietitians are also professional members of the healthcare team. They plan for your dietary and nutritional needs during your Hospital stay according to your doctors' 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.

### **Dining Hosts**

Dining hosts take your daily meal orders and deliver your meals to your room.

### **Rehabilitation Services**

The Hospital's physical, occupational, speech-language, and recreation therapists are key members of the healthcare team, providing evaluation and treatment to improve physical, psychosocial, communication, and cognitive abilities of patients following surgery, illness, or injury.

**Physical therapists (PTs)** focus on functional abilities, helping you regain strength and restore your mobility.

**Occupational therapists (OTs)** assist patients with regaining physical, cognitive, and psychosocial skills, including managing activities of daily living such as dressing, bathing, and grooming.

**Speech-language pathologists** evaluate and treat speech, language, and cognitive impairments, address swallowing and feeding problems, and provide voice therapy as needed.

**Recreation therapists** identify the impact of illness or injury on leisure interests and lifestyle. They individualize treatment plans to help develop alternative leisure activities to help with stress management, pain management, emotional support, and self-esteem.



# For Your Care

## Respiratory Therapists

Respiratory therapists treat patients with healthcare issues that affect the heart or lungs, including asthma, emphysema, and pneumonia.

## Environmental Services Workers

Environmental services workers are responsible for providing a safe, clean, and comfortable environment for patients and staff, including sanitizing and disinfecting appropriate areas.

## 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.

## Chaplains

The multifaith chaplains in the Pastoral Care and Education Department are committed to meeting the spiritual, religious, and cultural needs of patients and their loved ones during hospitalization.

## Volunteers

Volunteers provide compassionate care to our patients and their loved ones and create a supportive atmosphere for healthcare professionals. They serve throughout the Hospital and lend a helping hand with a wide range of activities. If you feel a volunteer could help you in some way, please let your nurse know.

## Mobile Phones for Clinical Communication

Across NewYork-Presbyterian, staff use the latest mobile phone technology to promote clinical collaboration and enhance patient care. These phones – which are labeled as Patient Care Devices – allow staff to quickly access up-to-date patient data and communicate with other members of the care team anywhere in the Hospital.

## Your Meals (646) 697-3663 or (646) NYP-FOOD

Through our patient-centered dining program, you are able to order meals at your convenience. A dining host will give you a room service menu tailored to your diet needs. You can order your meal by calling (646) 697-3663 between the hours of 6:30 am and 10 pm, or you can give your order to a dining host at your bedside. All meals are freshly prepared to order and delivered within 60 minutes of the order being placed.

For patients who are unable to make selections, a meal will be selected for them based on their diet order, taking into consideration food preferences and allergies. Family members and caregivers will be able to participate in the selection process.

## Your Medications

While you are in the Hospital, ask about all medications you receive and why you are taking those medications. The medications you were taking before you came to the Hospital may change as a result of your admission. NewYork-Presbyterian has a list of medications used at the Hospital. Because of this, some of the medications ordered for you in the Hospital may not be the exact same medications you take at home, but they would be similar. When you are preparing for discharge, we will help get you back on your home medications when it is appropriate for your condition. Any required prescriptions will be sent electronically to your pharmacy or provided to you before you go home. You will also receive a list of the medications that you will need to take at home. A nurse will review your medications with you before your discharge. Remember to take your written medication instructions 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 check on your care and comfort needs. If you are awake, the care team member may ask you about your pain level, provide assistance with toileting, check that your room is organized and free of clutter, and answer any questions you or your loved ones may have.

## Quiet Time

Many inpatient units of the Hospital observe daily designated quiet times to provide you with a quiet, restful environment. During this time, everyone on the unit is asked to keep noise levels to a minimum.

## Pain Management

Managing your pain is important and may help with healing. Walking, deep breathing, and physical therapy are easier when your pain is controlled. You should always let your healthcare team and clinical registered nurse know if you are feeling pain. Your healthcare 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 healthcare team determine if your treatment or medication should be changed. If you feel your pain relief is not acceptable, tell your nurse immediately.

## Patient Blood Management

NewYork-Presbyterian has a robust blood management program designed to prevent unnecessary transfusions and safely administer those that are needed. Still, there are risks associated with transfusions. During your inpatient stay, various blood management initiatives are in place to help conserve your blood, prevent anemia, and reduce the likelihood that a blood transfusion will be required.

Feel free to speak to your physician about transfusion indications or alternatives to transfusion. If a blood transfusion is not an option for you for religious or other reasons, please alert your physician or nurse and note this on your consent form.

## Therapy Dog Program – NYP Paws for Patients

NewYork-Presbyterian/Weill Cornell has a therapy dog program through which qualified dogs visit patients who have received permission from their doctors. Therapy dog visits have been shown to provide a number of benefits to patients, including reducing stress, relieving depression, lowering blood pressure, and helping with pain management through distraction. This program is available only in clinically approved areas. If you would like to arrange a special visit with a therapy dog, please let your nurse know. This service is complimentary.



# For Your Care

## Important Patient Safety Information

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

### Be Actively Involved in Your Care

Your healthcare team will keep you informed about your care. They will listen to your concerns, answer your questions, and explain your treatment plan. If English is not your primary language, we can provide an interpreter for you free of charge. Upon discharge, you will receive written instructions about how to care for yourself at home.

### Ask Questions and Speak Up

- Actively participate in decisions about your treatment.
- Ask questions about your care and treatment.
- Ask questions about your discharge instructions.
- Tell us if you do not understand what we are saying to you.
- Ask for an interpreter if you prefer to communicate in a language other than English.

### Keep Your Healthcare Team Informed

- Share your medical history, including medications taken, with your healthcare team.
- Tell us about your medical problems and prior surgeries.
- Tell us if you have any allergies.
- Tell us who your support person is.

### Expect Healthcare Team Members 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 delivering your food tray. If your ID band comes off or is unreadable, ask us to replace it.

## Know Your Medications

While you are in the Hospital, ask about all medications you are given and why they have been prescribed for you. A clinical registered nurse will review your medication(s) with you. Remember to take your written medication instructions home.

## 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.

## Falls Prevention

Your safety is our top priority. 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 unit. If you are at risk for falling, we will take extra precautions. You will receive additional education on preventing falls that is important for you to follow.

You are at higher risk for a fall in the Hospital due to the new, unfamiliar environment and medications that may be newly prescribed for you. Many patient falls occur when a patient attempts to walk to the bathroom without assistance. Do not attempt to walk to the bathroom alone. Please call for assistance.

## Help Prevent Falls

- Call for help before getting out of bed or a chair.
- Keep your call button close to you. Let us know if you cannot reach it.
- Wear Hospital-provided non-skid socks or your shoes when you walk around.
- Check that the brakes are locked before getting in or out of a wheelchair.
- If you wear eyeglasses, make sure they are on before you get out of bed.
- Follow instructions to help prevent falls.



## Preventing Infections

Preventing infections is very important. There are steps you and your care team can take to prevent infections while you are in the Hospital.

### Practice Hand Hygiene

Keeping hands clean is the best way to prevent infections in the Hospital and at home. All members of your care team are required to clean their hands before and after each time they have contact with you. The care team can use either hand sanitizer or soap and water.

If you are not sure whether a member of your care team has cleaned his or her hands, please ask. They will be glad that you reminded them.



### Follow Visitor Guidelines

We want you to help prevent the spread of infection, too. Visitors should clean their hands when they arrive and before they leave the Hospital for the day. Ask your visitors to clean their hands before they enter and after they leave your room. If your family members, loved ones, or friends have a cold, cough, fever, or rash, please ask them not to visit until they are better.

### Know About Infections You Can Get in the Hospital and How to Prevent Them

These are some of the types of infections that can happen while in the Hospital:

- Central line-associated blood stream infections sometimes happen when you have a special IV in order to undergo medical tests or receive certain medications. The care team should remove the central line as soon as medically advisable to help prevent this type of infection.
- Catheter-associated urinary tract infections sometimes happen when you have a urinary catheter. The care team should remove the catheter as soon as medically advisable to help prevent this type of infection.
- Surgical site infections can happen after surgery. Most patients who have surgery do not get an infection. If you do get an infection, it can usually be treated with antibiotics. Your surgical team will take many steps to prevent this type of infection from developing.
- Multi-drug resistant organism (MDRO) infection is a type of infection that can affect any part of the body. MDRO is caused by bacteria that are hard to treat with most antibiotics. Sometimes MDRO infections happen because of treatment with antibiotics. If you have an MDRO infection, you may be placed in a single room on isolation to prevent the spread of bacteria to others.

# For Your Care

## Rapid Response Team

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

## Patient Services Administration (212) 746-4293

Patient Services Administration provides a central location for patients and their loved ones to voice their opinions — both positive and negative — about any aspect of Hospital care or services. Our Patient Services team can help you and your loved ones with questions, requests, complaints, or grievances. They also can explain Hospital policy and procedures, and take appropriate steps to see that your rights as a patient are respected.

Patient Services staff are trained in managing the issues that can have an impact on the quality of the patient experience. Patient Services staff are also available to educate patients and their loved ones about advance directives and address any ethical concerns that may arise during a patient's stay.

## Ethics Consultation

The Hospital has an Ethics Committee, and its representatives are available to you, your loved ones, 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

**Office Hours:** Monday through Friday, 9 am to 5 pm  
An on-call chaplain is available seven days a week, 24 hours a day.

The multifaith chaplains in the Pastoral Care and Education Department are committed to meeting the spiritual, religious, and cultural needs of patients and their loved ones during hospitalization. If you would like to speak with a chaplain during your Hospital stay, please let a member of the staff know or call the Department directly.

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 24 hours daily for prayer and meditation for people of all faiths. Current worship schedules are available from the Pastoral Care and Education Department.





# Helpful Telephone Numbers

## Nursing Units

Greenberg 2 North	(212) 746-0335	Greenberg 7 South	(212) 746-0306
Greenberg 2 North Dialysis	(212) 746-5333	Greenberg 7 West Labor and Delivery	(212) 746-0315
Greenberg 2 South Intensive Care Unit (ICU)	(212) 746-0334	Greenberg 8 Central	(212) 746-0325
Greenberg 2 South West Neuroscience Step-Down Unit	(212) 746-0344	Greenberg 8 North	(212) 746-0326
Greenberg 2 West	(212) 746-0317	Greenberg 8 South Intensive Care Unit (ICU)	(212) 746-0327
Greenberg 4 Central	(212) 746-0322	Greenberg 8 West Burn Unit Intensive Care Unit (ICU)	(212) 746-0328
Greenberg 4 North	(212) 746-0320	Greenberg 10 Central	(212) 746-0329
Greenberg 4 South Intensive Care Unit (ICU)	(212) 746-0323	Greenberg 10 North	(212) 746-3625
Greenberg 4 West Intensive Care Unit (ICU)	(212) 746-0399	Greenberg 10 South	(212) 746-0330
Greenberg 5 Central	(212) 746-0313	Greenberg 10 West	(212) 746-0573
Greenberg 5 North	(212) 746-0314	Greenberg 11 North	(212) 746-0331
Greenberg 5 South Intensive Care Unit (ICU)	(212) 746-0311	Greenberg 11 South A	(212) 746-0332
Greenberg 5 West	(212) 746-0312	Greenberg 11 South B	(212) 746-0379
Greenberg 7 Central	(212) 746-0303	Greenberg 14 North	(212) 746-9814
Greenberg 7 North	(212) 746-0301	Greenberg 14 South	(212) 746-9815
		Baker 15	(212) 746-7884
		Baker 17	(212) 746-1411

## Services and Resources

Admitting Department	(212) 746-4250	Lost and Found	(646) NYP-9111
Billing Inquiries	(866) 252-0101	Medical Records/ Health Information Management	(646) 697-4764
Cashier	(212) 746-4311	Pastoral Care	(212) 746-6971
General Information	(212) 746-5454	Patient Information	(212) 746-5000
Gift Shop	(212) 746-4230	Patient Meal Service	(646) 697-3663
Global Services	(212) 746-9100	Patient Services Administration	(212) 746-4293
Guest Facility – Helmsley Medical Tower	(212) 472-8400	Private Duty Nursing	(212) 746-4091
Information Desk	(212) 746-4690	Security	(646) NYP-9111
Insurance	(866) 252-0101		

For additional information, please call the main Hospital number at **(212) 746-5454**.



# Patient Rights and Responsibilities

Consistent with NewYork-Presbyterian's mission,  
We Put Patients First, the Hospital is committed  
to providing our patients and their loved ones  
with their 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 are designed to 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 with their rights and responsibilities. Please review *Your Rights as a Hospital Patient in New York State*, prepared by the New York State Department of Health, and *Patient Rights and Responsibilities*, which can be found in the pocket of this guide. Share this material with loved ones 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. Questions and concerns about rights and responsibilities may be addressed to Patient Services Administration at:

**NewYork-Presbyterian/Weill Cornell Medical Center**  
525 East 68th Street  
New York, NY 10065  
(212) 746-4293

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

### 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

### The Joint Commission

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

### 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

### Interpreter Services and Services for the Hearing and Visually Impaired

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

### Servicios de intérprete y servicios para personas con discapacidad visual o del habla

NewYork-Presbyterian Hospital 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 para comunicarse, informe a un miembro del personal de NewYork-Presbyterian Hospital.

### 口譯服務及視障和聽障人士服務

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 Hospital 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 Hospital 員工。

### توفر خدمات الترجمة الفورية والخدمات لذوي الإعاقة السمعية والبصرية

يطيب لنا أن نعلم أي مريض لدى مستشفى (NewYork-Presbyterian Hospital, NYP)

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 NYP إذا كنت تحتاج إلى مساعدة للتواصل.

### Услуги переводчика и услуги для лиц с нарушениями слуха и зрения

Для всех пациентов NewYork-Presbyterian Hospital 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 Hospital.

### Service d'interprétariat et services pour le malentendants et les malvoyants

NewYork-Presbyterian Hospital 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 Hospital si vous avez besoin de faire appel à ce service.

### 통역 서비스 및 청각과 시각 장애인을 위한 서비스

모든 NewYork-Presbyterian Hospital 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 Hospital 직원에게 문의하시기 바랍니다.

### Servizi di Interpretariato e Servizi per i non-udenti e non-vedenti

A tutti i pazienti del NewYork-Presbyterian Hospital 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 del NewYork-Presbyterian Hospital se avete bisogno di assistenza per comunicare con noi.



# Patient Rights and Responsibilities

## Serviços de interpretação e serviços para deficientes auditivos e visuais

Para todos os pacientes do NewYork-Presbyterian Hospital 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 comunicação. Avise um membro da equipe do NewYork-Presbyterian Hospital caso necessite de assistência para comunicação.

## दुभाषिये की सेवाएं और सुनने में कठिनाई वाले और नेत्रहीन लोगों के लिए सेवाएं

अंग्रेज़ी भाषा का सीमित ज्ञान (Limited English Proficiency, LEP) रखने वाले बोलने या सुनने में असमर्थ या फिर बहरे अथवा कम सुनने वाले न्यूयॉर्क प्रेस्बिटेरियन NewYork-Presbyterian Hospital 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 Hospital स्टाफ़ के सदस्य से परामर्श करें।

## Υπηρεσίες διερμηνείας για άτομα με προβλήματα ακοής και όρασης

Για οποιονδήποτε ασθενή ή συγγενή ασθενούς του NewYork-Presbyterian Hospital 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 Hospital εάν χρειάζεστε βοήθεια με την επικοινωνία.

## Shërbime përkthimi dhe shërbime për personat me vështirësi në dëgjim dhe shikim

Për pacientët e NewYork-Presbyterian Hospital 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 kërkon ndihmë komunikimi, ju lutemi lajmëroni një anëtar të stafit të NewYork-Presbyterian Hospital.

## 通訳サービスおよび視覚・聴覚障害者支援サービス

NewYork-Presbyterian Hospital 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 Hospital スタッフまでお申し出ください。

## Dolmetscherdienste und Services für hör- und sehbehinderte Personen

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

## Usługi tłumacza ustnego oraz dla osób niesłyszących i niewidzących

Dla wszystkich pacjentów NewYork-Presbyterian Hospital 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 Hospital 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 healthcare 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, whether 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 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, is readily available, and provides different guidance.

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 for themselves. This appointed person is called a Health Care Agent. The best way to authorize another person to protect your treatment wishes and concerns is to complete

the Health Care Proxy form. This allows you to appoint a Health Care Agent with whom you can discuss your wishes 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 an order regarding whether their patient wishes to be resuscitated or not be resuscitated (see DNR below). 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 healthcare 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](http://www.health.ny.gov/professionals/patients/patient_rights/molst) or [www.compassionandsupport.org](http://www.compassionandsupport.org).

### Do Not Resuscitate (DNR)

A DNR order is entered by a physician to indicate cardiopulmonary resuscitation (CPR) must not be initiated as per the wishes of the patient (or the patient's legal representatives if the patient can no longer make healthcare decisions) in the event of a cardiac or respiratory arrest.

# Visitor Information

## Visiting Guidelines

NewYork-Presbyterian Hospital is committed to providing all patients full and equal visitation privileges consistent with a patient's preference, and does not restrict, limit, or otherwise deny visitation privileges based on 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.

Patients may designate a support person, an adult family member or friend, to provide emotional support during their Hospital stay. Unless otherwise indicated, the support person has access to the patient 24 hours a day.

The following visiting guidelines apply to inpatient areas, with the exception of behavioral health and pediatric units.

## General Visiting Hours

7 am to 9 pm

## Age of Visitors

Children are permitted to visit with adult supervision. Some units may have additional guidelines for children.



## Number of Visitors

In order to promote rest, healing, and privacy, loved ones and friends are encouraged to schedule their visits. From 7 am to 9 pm, we limit visitors at the bedside to two at a time. Many units have visitor waiting areas or lounges. Special requests for visiting should be discussed with the patient's nurse.

## Overnight Visiting/Quiet Hours

9 pm to 7 am

From 9 pm to 7 am, we observe quiet hours and encourage visitors to leave the Hospital for the night. Everyone on the unit is asked to speak softly and place cell phones on vibrate.

During this time, at the request of the patient, one support person selected by the patient is welcome to stay. For patients in semi-private rooms, the support person may stay in the unit's visitor lounge and visit intermittently, as long as the patient in the other bed is not disturbed. In some instances, the support person may be given permission to remain at the bedside throughout the night if the other patient does not object. For patients in private rooms, a support person may remain in the room overnight. Unique situations should be discussed with the staff.

## Visitor Belongings

Visitors are responsible for keeping cell phones, computers, and other belongings in their presence at all times. For infection control or safety reasons, some units may have special considerations as to which items may be brought into a patient's room. Please check with the nurse.



## **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. 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. 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, as well as in oncology and transplant units.

## **Guest Facility** (212) 472-8400

### **NewYork-Presbyterian Guest Facility at the Helmsley Medical Tower**

Located adjacent to the Hospital  
1320 York Avenue, between East 70th and 71st Streets  
New York, NY 10021  
[www.nypguestfacility.com](http://www.nypguestfacility.com)

The Helmsley Medical Tower, located next door to NewYork-Presbyterian/Weill Cornell, offers modern, comfortable guest facilities for patients, loved ones, and others traveling to our Hospital from out of town.



# Visitor Information

## Places to Eat

There are several places to have a meal or snack within the Hospital.

### Garden Café

Monday through Friday, 6 am to 9 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 cafeteria-style Garden Café is open for breakfast, lunch, and dinner. Dinner offerings include hot food, pizza, and a salad bar.

### Au Bon Pain

Seven days a week, 24 hours a day

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, and salads.

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 Institute 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

Gender neutral 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.

## ATMs

ATMs are located in the Garden Café on the “B” level and in the atrium on the main floor of the Greenberg Pavilion.

# For Your Comfort and Convenience

## Welcome Kit

To provide you with a warm reception to our Hospital, you will receive a welcome kit upon your admission. Featuring products from Gilchrist & Soames, the kit includes an array of toiletries and grooming items, ear plugs, a sleep mask, and lip moisturizer. This patient amenity kit will help meet your personal needs until you are either discharged or can obtain grooming items from home. If you have not received a welcome kit, please request one from a staff member.

## Telephone Service

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

## Television Service

NewYork-Presbyterian is pleased to offer complimentary television service. Programming includes network and local stations, as well as a variety of sports, lifestyle, and movie channels, all free of charge. If you have any questions, please speak with a member of your care team.

Please be considerate of other patients by playing your TV softly or using the Closed Captioning (CC) option where available. We also encourage you to turn off your TV at bedtime. You can also request earphones at the nurses' station. If you have any questions, please ask a member of your care team.

## 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 a 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 loved ones can use a personal laptop computer and most other mobile wireless devices in the Hospital. To access the Internet:

- Open wireless networks
- Click on the "Guest-Net" wireless address
- Accept the terms/conditions to continue to the Internet



# For Your Safety and Security

## 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 NewYork-Presbyterian Security from an internal Hospital phone, dial 911 or (646) NYP-9111 from an external phone or cell phone.

## Security

**911 from an internal Hospital phone**  
**(646) NYP-9111 from an external phone or cell phone**

The Security Department monitors the Hospital premises seven days a week, 24 hours a day. 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 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 loved one for safekeeping. If this is not possible, contact the Patient Care Director or Security to have the valuables secured.

**Lost and Found** If you lose something, please notify your nurse right away and we will make every effort to find it. Unclaimed articles are turned in to the Hospital's Security Department.



## 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, as well as in oncology and transplant units.

## Electrical Appliances

For the safety of all patients and employees, the use of non-hospital electrical appliances, such as hairdryers, is restricted to battery-operated devices only. Please note these devices may not be recharged in the Hospital. If you have any questions, please speak with your nurse.

## No Smoking Policy

NewYork-Presbyterian Hospital is a completely smoke-free environment – indoors and outdoors. Smoking, including the use of electronic or other similar vapor producing devices, is prohibited in Hospital buildings, at entrances, on all outside grounds, and in gardens, courtyards, and parking facilities. For information on programs that can help you stop smoking, ask your doctor or visit the Hospital's website at <http://nyp.org/services/smoking-cessation.html>.

# For Your Consideration

## Private Accommodations

NewYork-Presbyterian/Weill Cornell offers suites and private rooms for patients on most units for an additional cost. Private suites offer the look and feel of a fine hotel in a fully functional hospital room. Greenberg 14 South features 20 luxurious single-bed patient rooms and offers personalized services, including a business center and chef-prepared meals.

Please contact the Admitting Department at (212) 746-4250 or let your physician know if you are interested in private accommodations. You will be billed for the difference in cost between a semi-private and private room. Normally, insurance plans do not cover the additional charge.

If a semi-private room is not available, you may be assigned to a private room but will not be charged a private room rate. If a semi-private room becomes available, you will have the option of moving to a semi-private room or electing to stay in the private room for an additional private room charge.

## Private Duty Nursing (212) 746-4091

Private duty nurses and companions may be hired through the Private Duty Nursing Office, located in K-02 on the “B” level of the main Hospital building. The Private Duty Nursing Office is open seven days a week from 7 am to 9 pm. After hours, please call the Private Duty Nursing Office and the On-Call Coordinator will assist you.

Private duty nurses and companions are not employed by the Hospital. Their fees will be quoted to you when you call the office. Payment can be made by credit card at the Private Duty Nursing Office.

## Global Services (212) 746-9100

If your primary residence is in a country other than the United States, please contact Global Services. Our Global Services staff speak many languages and are available to assist international patients and loved ones with medical and non-medical services, including scheduling

doctor appointments, escorting patients to procedures, requesting second medical opinions, and providing information about lodging. The Global Services office is located in the lobby of the Greenberg Pavilion.

## Myra Mahon Patient Resource Center

Weill Greenberg Center  
1305 York Avenue at East 70th Street, Second Floor  
Monday through Friday, 9 am to 5 pm

**General Information (646) 962-5303**

**Oncology Consumer Health (646) 962-5727**

The Myra Mahon Patient Resource Center of Weill Cornell Medicine is open to patients, their loved ones, friends, and caregivers. The Center provides medical education pamphlets and comfortable reading space, lounge areas, computers with Internet access, and wireless Internet connectivity. Two medical librarians – including an oncology specialist – are 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 reference material. The Center also maintains a schedule of health and wellness events where one can learn from expert speakers about the latest advances in healthcare.

## 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-organ-eye-or-tissue-donor>
- LiveOn NY website at [liveonny.org](http://liveonny.org) or 1 (800) GIFT-4-NY

# Preparing to Go Home

## Discharge Information

Start thinking about plans for your discharge early in your Hospital stay. Your care manager and social worker will help you and your loved ones arrange an appropriate discharge plan. Each patient has different needs, so we approach the development of all plans 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 or your support person. If any prescriptions are required, they will be sent electronically to a pharmacy for you or provided 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 the Hospital determines they are reasonably available. You also have the right to appeal your discharge plan. An envelope for your discharge information is provided in the pocket of this guide so you will be able to easily keep track of the material, including discharge plans, medication prescriptions, and any other follow-up information.



As you make arrangements to leave the Hospital, please note that the target discharge time is before 10 am.

## Your Checklist for Discharge

Your care team wants everything to be in place when you are ready to leave the Hospital. Use this checklist to make sure you have all the information you need before you go home.

- I have my doctor's phone number.
- 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 already.
- 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, asking 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 home care services been arranged?
- What else should I ask my doctor, nurse, or therapist?

Parking is complimentary on the day of discharge when you show your discharge papers.



## Discharge Phone Call

After you are discharged, you will 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 help make your transition home as easy as possible. Before you are discharged, please tell your nurse the most convenient telephone number we should use to call you.

## Patient Satisfaction Survey

After your discharge, you may receive a Patient Satisfaction Survey. The Survey will ask about your stay in the Hospital. Please take a moment to complete and return this Survey, which is very important to us. Your participation will help us take steps to improve the Hospital experience for our patients and their loved ones.

## 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, or most major credit cards.

## Billing

### Hospital Charges

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

- A basic daily rate, which includes your room, meals, nursing care, and housekeeping
- Charges for special services or procedures, which include the operating room, recovery room, and/or items your physician orders for you, such as X-rays or laboratory tests

Additionally, physician charges for services provided in the NewYork-Presbyterian Ambulatory Care Network (ACN or clinic) are included in the Hospital bill and are not billed separately.

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

## Physician Billing and Services

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

It is also important for you to know that you will be billed separately for physician services you receive while in the Hospital, including those services from physicians who do not see you in person, but who provide professional services related to diagnosing and interpreting test results while you are a patient. These include pathologists, radiologists, and other specialists.

Contact information for the physician groups with which the Hospital has contracted is available online. You may also visit <http://nyp.org/payingforcare> and contact these groups directly to find out whether they participate in your health plan, or if you have questions about their bills, please call the number printed on the statement you receive from them.



# Preparing to Go Home

## Insurance and Related Information

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

All insured patients should familiarize themselves with the terms of their insurance coverage, including commercial insurance carriers, HMOs, Medicare, and Medicaid. This will help you understand which Hospital services are covered and what your responsibilities for payment are, if any. You should also bring copies of your insurance cards with you to the Hospital. The Hospital is responsible for submitting bills to your insurance company for Hospital services and will assist you to expedite your claim. You may receive a bill from the Hospital for any deductible/copay/coinsurance or non-covered items 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.

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

With regard to Charity Care, NewYork-Presbyterian Hospital has a long-standing policy to assist patients who receive healthcare services at our Hospital and are in need of financial aid, regardless 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. If you have a financial obligation to NewYork-Presbyterian Hospital and believe you cannot afford to pay, the Hospital has a Charity Care policy that can assist qualified patients. Information regarding eligibility for Charity Care/financial aid and the application process are available from the Admitting Department, by calling toll-free (866) 252-0101, or can be obtained online at <http://nyp.org/payingforcare>.

Various physicians and other service providers (providers) may provide care to patients at a Hospital facility. NewYork-Presbyterian's Ambulatory Care Network (ACN or clinic) providers are covered by the Hospital's Charity Care policy; other providers are not. Such providers are described by category of service, or department, and the ACN (clinic) at <http://nyp.org/payingforcare>, if applicable. For more specific information about a particular provider, you may inquire with that provider.

## Contact Information

Billing Inquiries:	(866) 252-0101
Charity Care Inquiries:	(866) 252-0101
Website:	<a href="http://www.nyp.org">www.nyp.org</a>

For Hospital charges and physician participation in insurance plans: <http://nyp.org/payingforcare>.



**Medical Records/  
Health Information Management  
(646) 697-4764**

**Mailing Address**

Medical Correspondence Unit  
NewYork-Presbyterian/  
Weill Cornell Medical Center  
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

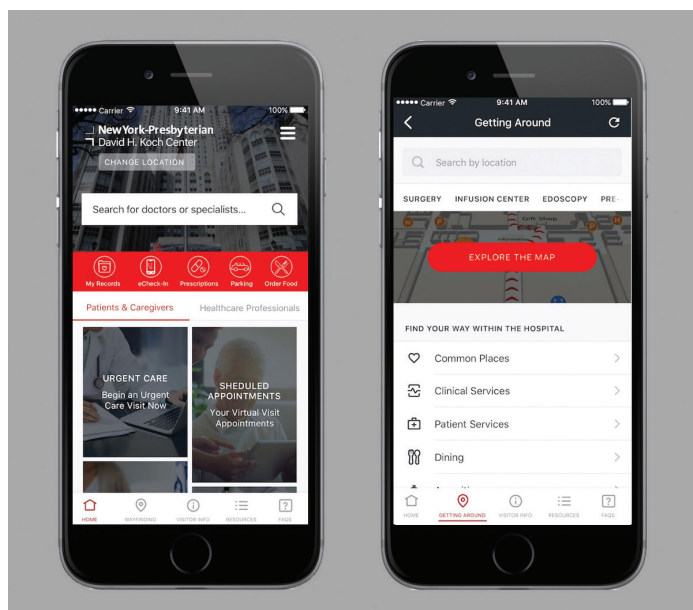
To request Hospital medical records, patients should complete the Authorization to Disclose Protected Health Information/Medical Records form. This form is available in English, Spanish, and Chinese on the Hospital's web-site at <http://nyp.org/him>, or the form can be picked up from the Medical Correspondence Unit in the main Hospital building, Payson Corridor, Basement Level, P-04.

Please read the form carefully and check the appropriate box for the information you need. Completed forms may be placed in the Drop Box located by the Medical Correspondence Unit or sent to the mailing address indicated to the left.

For assistance in completing the form, please call (646) 697-4764, Monday through Friday, 8 am to 6 pm.



# Online Resources



## NewYork-Presbyterian Mobile Application

The NewYork-Presbyterian mobile application (NYP App) is a free mobile guide to patient care. The app centralizes resources for all of NewYork-Presbyterian, making them easy to find.

Download the NYP App from the App Store or Google Play; text “NYP” to 69697; or visit [nyp.org/app](http://nyp.org/app).

The NewYork-Presbyterian mobile app features:

### Wayfinding

The NewYork-Presbyterian mobile application offers detailed navigation within NewYork-Presbyterian/Weill Cornell. The app will display your current location on the Hospital map and provides directions to clinical departments, Hospital amenities, patient services, and other onsite resources. The app also provides information on neighborhood restaurants, hotels, and pharmacies, as well as transportation and parking.

### Patient Guide

The Hospital’s patient and visitor guide, *During Your Stay*, can also be found on the NYP App.

### NYP OnDemand

NewYork-Presbyterian OnDemand is a confidential and secure suite of digital health services for patients and providers. Through our telehealth services, you can quickly and easily communicate with NewYork-Presbyterian doctors from your mobile phone, tablet, computer, or kiosks at select Duane Reade locations. Services include:

**Virtual Urgent Care** For non-life-threatening illnesses and injuries, video chat with one of our board-certified emergency medicine physicians to get a quick diagnosis and treatment plan where and when you need it.

**Virtual Visit** Video chat with participating doctors conveniently, without traveling to their offices. Your doctor can let you know if he or she participates.

**Express Care** If you are already in a NewYork-Presbyterian emergency room, you can visit virtually with a clinician and significantly reduce your wait time.

Please note, fees for these services may or may not be covered by insurance. Please check with your insurance provider. For more information, visit <https://www.nyp.org/ondemand>.

### Additional Tools and Services

- View your health records.
- Refill prescriptions with and/or transfer prescriptions to Walgreens.
- Find more information about Hospital departments, including contact information.
- Pay your bill online.
- Find physician information quickly for any specialty at the NewYork-Presbyterian location of your choice and save it to one centralized list.

## Personal Health Records

**myNYP.org** This interactive personal health record allows patients to control and access their medical information wherever and whenever they need it. With myNYP, you can access your medical records online, review your prescribed medications, and keep track of your medication history. You also can view surgery reports, hospital discharge instructions, and laboratory and radiology results. MyNYP is conveniently accessible from any computer, tablet, or mobile device. For a full list of myNYP features and content, or to connect to myNYP, go to <https://mynyp.org>.

**Weill Cornell CONNECT** With Weill Cornell CONNECT, a 24/7 secure online connection to your doctor's practice, you can easily schedule appointments, view test results, pay medical bills, and review your health history – all from the privacy of your personal computer or phone.

## Thank an NYP Employee

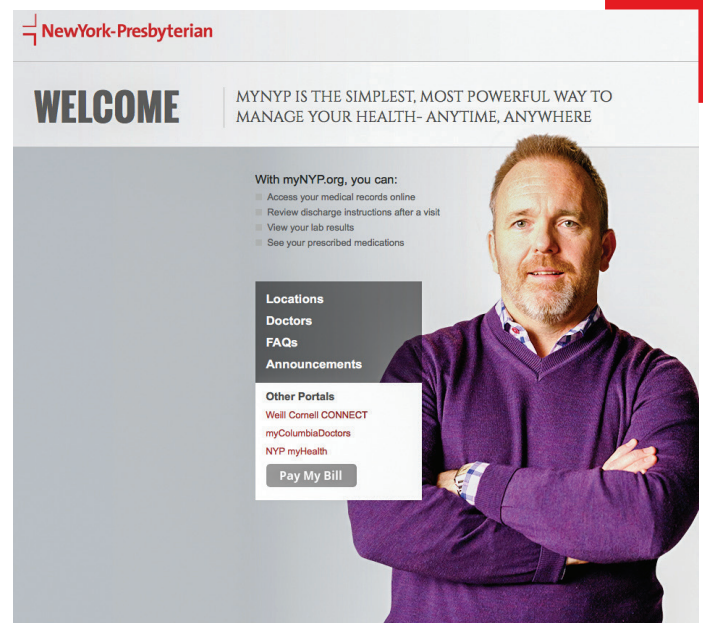
This online, Hospital-wide program allows patients and their loved ones to easily recognize employees and teams with an eCard. You can access Thank an NYP Employee at <https://myapps.nyp.org/Ecard/>. Select the location and department or unit where you received care. Identify your favorite employee(s), select an eCard, add a personal note if you'd like, and send it along.

For more information on how to share your thanks with your favorite employees, you can also scan this code on your smartphone camera.



## For More Information

For more information about NewYork-Presbyterian, visit us at [www.nyp.org](http://www.nyp.org) and HealthMatters at [healthmatters.nyp.org](http://healthmatters.nyp.org), and find us on Facebook, Twitter, and YouTube.



# Finding Your Way Around

The Hospital's official address and phone number are:

**NewYork-Presbyterian/  
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.

Take the Q train to East 72nd Street/Second Avenue. Walk two blocks east to York Avenue and four blocks south to East 68th Street.

### 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 or visit [www.mta.info](http://www.mta.info).

### 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 Hospital's 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 Hospital's main entrance circle.

## Parking

We strongly recommend parking at the following licensed and insured Hospital parking garages. Most major credit cards are accepted.

**Greenberg Pavilion Garage** (212) 746-2015

525 East 68th Street  
Open 24 hours. 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 on weekends, 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  
Valet parking. Open 24 hours.

**NewYork-Presbyterian  
David H. Koch Center Garage** (646) 697-0287


1283 York Avenue, between 68th and 69th Streets  
The entrance to the garage is located on East 68th Street, between York and First Avenues  
Valet parking.  
Open Monday through Friday, 6 am to 10 pm.  
Closed on weekends and holidays.

Please note that the NewYork-Presbyterian David H. Koch Center is a cashless building. Patients and visitors can make payments for parking at either the kiosk located in the lobby or via the NewYork-Presbyterian mobile application (NYP App).



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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 Vagelos College of Physicians and Surgeons, 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](http://www.nyp.org) and **HealthMatters** at [healthmatters.nyp.org](http://healthmatters.nyp.org), and find us on Facebook, Twitter, and YouTube.



**YouTube**