

NewYork-Presbyterian Hospital
Patient and Visitor Guide
During Your Stay



Welcome

Welcome to NewYork-Presbyterian Hospital/Columbia University Medical Center. 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.

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

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

Thank you for the privilege of caring for you.

Very truly yours,



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





AMAZING
THINGS
ARE
HAPPENING

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For Your Care

Your Care Team

During your stay at NewYork-Presbyterian Hospital/Columbia University Medical Center, 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 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 doctor, 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 housestaff and work under the careful supervision of attending doctors.

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 Patient Care Director, nurse practitioners, staff nurses, nursing assistants, and ICU technicians. 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:

Care Coordinators

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

My Care Coordinator is: _____

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.

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: _____



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 teaches you how to follow the diet before you go home.

My Dietitian is: _____

Nutrition Hosts

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

My Nutrition Host 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 do 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: _____



Respiratory Therapists

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

My Respiratory Therapist is: _____

Environmental Services Workers (Housekeepers)

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

My Environmental Services Worker is: _____

Patient Escorts

Patient escorts 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.

Breakfast: 8 am to 9 am
Lunch: 11:45 am to 1:30 pm
Dinner: 5 pm to 6:30 pm

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

Your Medications

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 and food, and/or to other substances.

Hourly Rounding

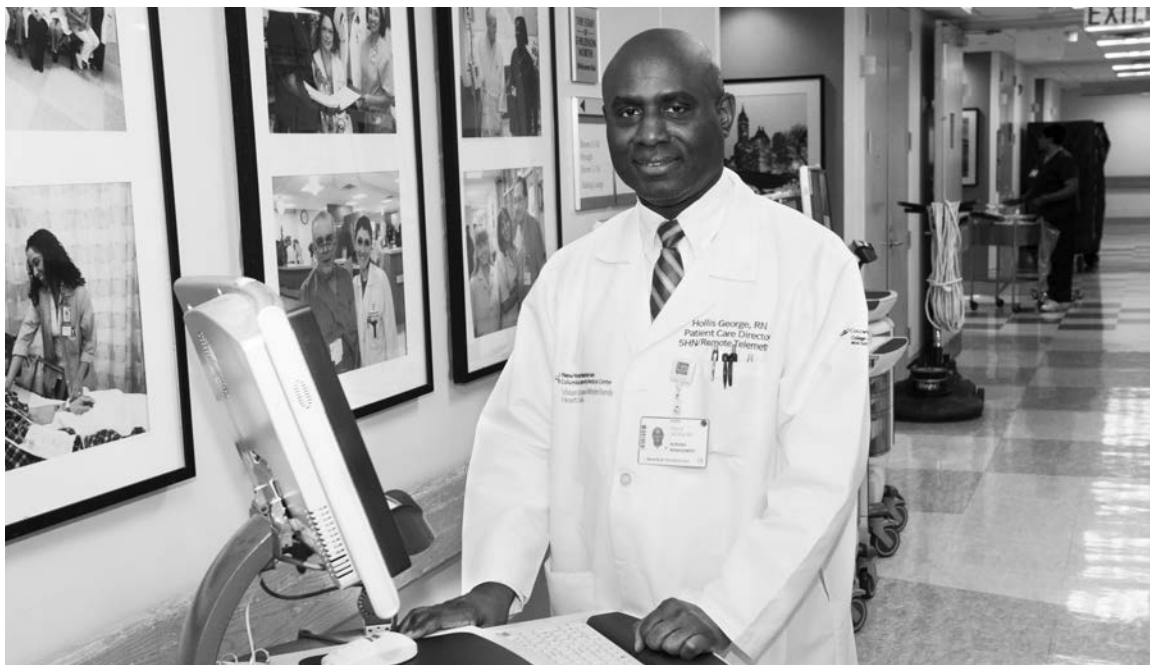
A member of your care team will come to your bedside approximately every hour during the day and every two hours at night to make sure that your care and comfort needs are met. If you are awake, the staff member will ask you about your pain level, whether you need to use the bathroom, ensure your room 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 determine if your treatment or medication should be changed. If you feel your 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.



Nursing Station Phone Numbers

Cardiac Catheterization Lab	Milstein Hospital Building - 2nd Floor	(646) 317-4370
Cardiac Catheterization Lab (Overnight Patients)	Milstein Hospital Building - 2nd Floor	(212) 342-4260
Post Anesthesia Care Unit (Recovery Room)	Milstein Hospital Building - 3rd Floor	(212) 305-7007
Post Anesthesia Care Unit (Recovery Room)	Milstein Hospital Building - 4th Floor	(212) 305-2573
4 Hudson South - Medical Intensive Care Unit A	Milstein Hospital Building - 4th Floor	(212) 305-6345
4 Hudson South - Medical Intensive Care Unit B	Milstein Hospital Building - 4th Floor	(212) 305-4141
4 Hudson South - Surgical Intensive Care Unit	Milstein Hospital Building - 4th Floor	(212) 305-6382
5 Garden North	Milstein Hospital Building - 5th Floor	(212) 305-4171
5 Garden South	Milstein Hospital Building - 5th Floor	(212) 305-2825
5 Hudson North	Milstein Hospital Building - 5th Floor	(212) 305-6705
Cardiothoracic Intensive Care Unit	Heart Center - 5th Floor	(646) 317-4570
Cardiac Care Unit	Heart Center - 5th Floor	(646) 317-4270
5 Hudson South – Cardiac Care Unit	Milstein Hospital Building - 5th Floor	(212) 305-8970
5 Hudson South Cardiothoracic Intensive Care Unit	Milstein Hospital Building - 5th Floor	(212) 305-2662
6 Garden North	Milstein Hospital Building - 6th Floor	(212) 305-5691
6 Garden South	Milstein Hospital Building - 6th Floor	(212) 305-7100
6 Hudson North	Milstein Hospital Building - 6th Floor	(212) 305-6635
6 Hudson South	Milstein Hospital Building - 6th Floor	(212) 305-2331
7 Garden North	Milstein Hospital Building - 7th Floor	(212) 305-4585
7 Garden South	Milstein Hospital Building - 7th Floor	(212) 305-2738
7 Hudson North	Milstein Hospital Building - 7th Floor	(212) 305-8078
7 Hudson South	Milstein Hospital Building - 7th Floor	(212) 305-2332
8 Garden North	Milstein Hospital Building - 8th Floor	(212) 305-4559
8 Garden South – Neuro Intensive Care Unit	Milstein Hospital Building - 8th Floor	(212) 305-4550
8 Hudson North	Milstein Hospital Building - 8th Floor	(212) 305-4557
8 Hudson South	Milstein Hospital Building - 8th Floor	(212) 305-4686
9 Garden North	Milstein Hospital Building - 9th Floor	(212) 305-3090
9 Garden South	Milstein Hospital Building - 9th Floor	(212) 305-2449
9 Hudson North - McKeen	Milstein Hospital Building - 9th Floor	(212) 305-2731
9 Hudson South - McKeen	Milstein Hospital Building - 9th Floor	(212) 305-2831
Irving Institute for Clinical and Translational Research	Presbyterian Hospital - 10th Floor	(212) 305-6632
Blood and Bone Marrow Transplant (BMT) Unit	Harkness Pavilion - 11th Floor	(646) 317-6200

Patient Services Administration**(212) 305-5904**

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

Interpreter Services

Communication access for patients/families with limited English proficiency (LEP), speech or visual impairment, or who are deaf or hard of hearing can be arranged by a member of our staff, free of charge. Indicate to a member of our staff if you will need this service, and it will be arranged for you.

Services for the Visually Impaired

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

Ethics Consultation

The Hospital has an Ethics Committee, and its representatives are available to you, your family, 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) 305-5817**

Office Hours: Monday through Friday, 9 am to 5 pm
 In-House On Call: 9 am to 11 pm
 Out-of-House On Call: 11 pm to 9 am
 Page Operator: (212) 305-2323; On-call Pager 81111

The chaplains in the Pastoral Care and Education Department are committed to meeting the religious, spiritual, 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. Two interfaith chapels are available for prayer and meditation. The Milstein Chapel, located on the fifth floor, is open from 6 am to 10 pm. The Pauline A. Hartford Chapel, located on the first floor of the Presbyterian Hospital Building, is open 24 hours daily. Current worship schedules are available from the Pastoral Care and Education Department.

24-hour Emergency On-Call Chaplain: To page the on-call chaplain, contact the page operator at (212) 305-2323 and ask the attendant to page 81111. Chaplains will respond to emergency calls at night within 30 minutes.

For Your Consideration

Private Accommodations

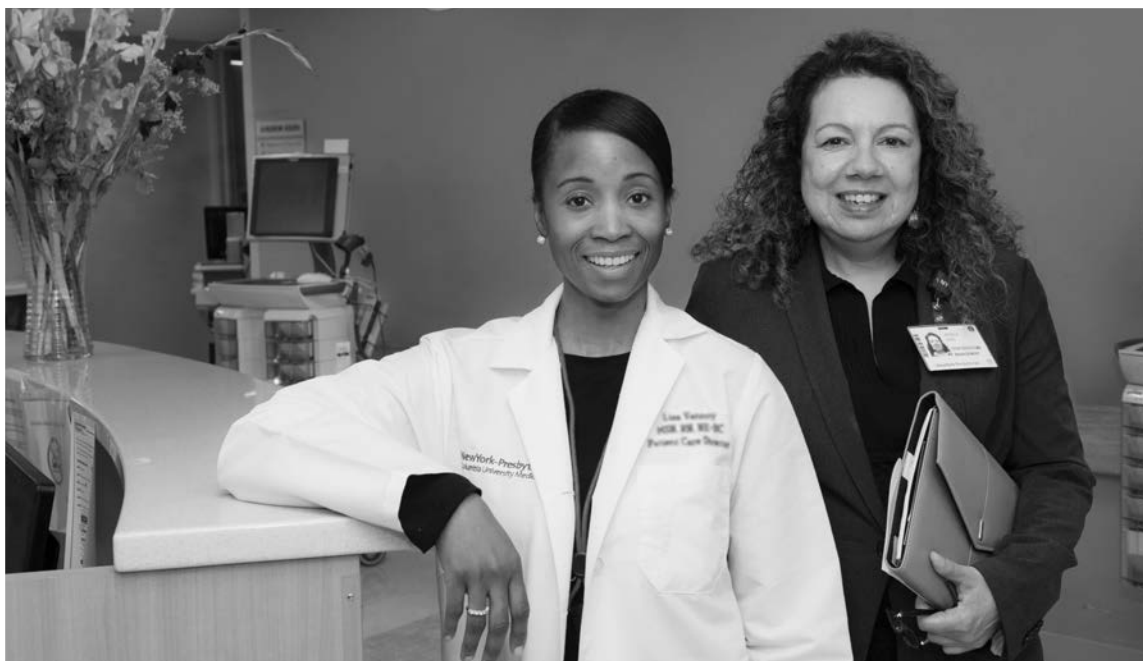
NewYork-Presbyterian/Columbia offers private suites and rooms for patients on most units for an additional cost. The McKeen Pavilion, located on the ninth floor in the Milstein Hospital Building, is a private nursing unit with a hotel-like environment. All rooms are private and many include beautiful Hudson River views. Suites are also available that include a visitors' sitting room with a sleeper sofa and bathroom. Please contact the Admitting Department at (212) 305-7091 or let your physician know if you are interested in private accommodations.

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

Private Duty Nursing

(212) 305-2525

Private duty nurses and attendants may be hired through the Private Duty Nursing Office, located in 8 South Knuckle of the Milstein Hospital Building. The Private Duty Nursing Office is open seven days a week from 6:30 am to 9 pm. After hours, please call the Private Duty Nursing Office and someone will assist you. Private duty nurses and attendants are not employed by the Hospital. Their fees will be quoted to you when you call the office. Payment can be made by check or credit card at the Private Duty Nursing Office.



Guest Facility and Hotels

McKeen Pavilion

(212) 305-5951

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

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

Econo Lodge Fort Lee

(201) 944-5332

2143 Hudson Terrace
Fort Lee, NJ 07024

The Econo Lodge is located not far from the George Washington Bridge in Fort Lee, New Jersey, with convenient access to the Bridge, the Hospital, and New York City by public transportation and car. The Econo Lodge offers shuttle bus service to and from NewYork-Presbyterian/Columbia.

Crowne Plaza Englewood

(201) 871-2020

401 South Van Brunt Street
Englewood, NJ 07631

Located just north of Route 4 and Interstate 80, the Crowne Plaza offers shuttle bus service to and from NewYork-Presbyterian/Columbia.

Global Services

(212) 305-4900

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 patients and families with a variety of medical and non-medical services, including scheduling doctor appointments, escorting patients to procedures, requesting second medical opinions, and providing information about lodging. The Global Services office is located in the Milstein Hospital Building, ninth floor central.

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

Access myNYP.org

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

Already have an account?

[Sign in](#)

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

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

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

FindNYP

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

Click link below to download the Free App.

[Download on the App Store](#) [GET IT ON Google play](#)

Access medical records

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

View your appointments

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

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

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

Online Personal Health Record: myNYP.org

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

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

For Your Comfort and Convenience

Welcome Kit

To provide you with a warm reception to our Hospital, you will receive a welcome kit upon your admission. Featuring products from Gilchrist & Soames, the kit includes an array of toiletries and grooming items, ear plugs, a sleep mask, and lip moisturizer. This patient amenity kit will help meet your personal needs until you are either discharged or can obtain grooming items from home.

Telephone Service

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

Television Service

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

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) 305-6593. You will hear several commands.

Step 2: Choose a language.

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

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

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

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

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

Step 6: You will hear:

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

Internet Access

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

Visiting Hours

NewYork-Presbyterian has open visiting hours. To provide patients with more support from their loved ones, there are no set visiting times. Patients or a support person, selected by the patient when he/she is admitted, may decide who visits and when. 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.

Quiet Time

All inpatient units of the Hospital observe a daily quiet time to help provide you and your family with a calming health care environment and to enable patients to rest. Designated quiet time hours are posted on each unit and announced when they begin. During this time, everyone on the unit is asked to keep noise levels to a minimum.



Massage Therapy

(212) 342-0002

With the approval of your doctor, a massage therapist can provide services in your Hospital room. There is a charge for this service. To make an appointment, call (212) 342-0002.

Information Desk

(212) 305-2897

The Information Desk, located in the lobby of the Milstein Hospital Building, provides directions and information to patients and visitors. The Information Desk is open 24 hours a day, 7 days a week. There is also a Welcome Desk located in the first floor lobby of the Vivian and Seymour Milstein Family Heart Center. The Welcome Desk is open 5 am to 9 pm, 7 days a week, and can be reached at (646) 317-4040.

Gift Shop

(212) 305-7008

Monday through Friday, 8 am to 9 pm
Saturday, Sunday, and Holidays, 10 am to 9 pm

The Gift Shop is located in the lobby of the Milstein Hospital Building. 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, and oncology and transplant units.

Places to Eat

The map in the pocket of this Guide includes a list of neighborhood restaurants. In addition, there are several places to have a meal or snack on the NewYork-Presbyterian/Columbia campus as follows:

Heights Café

(212) 305-4527

Monday through Friday, 7 am to 9 pm
Saturday and Sunday, 7 am to 9 pm

This buffet-style cafeteria is located on the second floor of the Milstein Hospital Building, 177 Fort Washington Avenue at 168th Street.

Milstein Lobby Kiosk

Monday through Friday for breakfast, 6 am to 12 pm

The breakfast kiosk is located in the main lobby of the Milstein Hospital Building, 177 Fort Washington Avenue at 168th Street.

Windows on the Hudson

(212) 305-4242

Monday through Friday

Lunch: 11:30 am to 3 pm

Dinner: 5:30 pm to 7 pm (call for reservations)

This full-service restaurant is located in the McKeen Pavilion on the ninth floor of the Milstein Hospital Building, 177 Fort Washington Avenue at 168th Street.

Jou Jou Café

(212) 342-8489

Monday through Friday, 6:30 am to 7:30 pm

Saturday and Sunday, 8 am to 3:30 pm

Jou Jou Café is located in the main lobby of NewYork-Presbyterian/Morgan Stanley Children's Hospital at 3959 Broadway. The café offers grab-and-go service of gourmet sandwiches, soups and salads, fresh baked goods, kosher meals, specialty beverages, and coffees, lattes, and teas.

Energy Court Café

Monday through Friday, 7:30 am to 2 pm

The Energy Court Café is located on the first floor of the Presbyterian Hospital Building at 167th Street and Broadway. The café offers gourmet salads and sandwiches, soups, beverages, and desserts to go.

Vending Machines

Vending machines are available 24 hours a day in the Milstein Hospital Building on floors 2, 3, 4, 6, 7, and 8, and in various locations throughout the NewYork-Presbyterian/Columbia campus.

Public Restrooms

Public restrooms are located throughout the Hospital and on every floor, usually near the elevators. For infection control purposes, bathrooms in patient rooms are for patient use only.

For Your Safety and Security

Important Patient Safety Information

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

Be Actively Involved in Your Care

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

Ask Questions and Speak Up

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

Keep Your Health Care Team Informed

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



Know Your Medications

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

Expect Staff to Check and Recheck Your Identification Band

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

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

Help Prevent Falls

For your protection, we strive to make every effort to prevent falls during your Hospital stay. This includes placing your call button within reach, helping you get out of bed, and taking you for walks on the nursing unit. If you are at risk for falling, we will take extra precautions. You will receive additional education on preventing falls that is important for you to follow. Your safety is our top priority.

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

You also can help prevent falls by:

- calling 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's instructions to prevent falls



Preventing Infections

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

Practice Hand Hygiene

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

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

Follow Visitor Guidelines

We want you to help prevent the spread of infection too. Ask your visitors to clean their hands with an alcohol-based hand sanitizer before they come into your room. If your family members or friends have 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 happen after surgery at the area on the body where surgery was performed.
- Central line-associated blood stream infections, which can occur in patients who have a central line catheter in their vein. These catheters are placed so that the patient can receive medications and blood transfusions.
- Catheter-associated urinary tract infections, which can occur in patients who have a urinary catheter. Urinary catheters are placed 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 room. Patients who have been diagnosed with a multi-drug resistant organism infection may also be placed on contact isolation. If you are on contact isolation, health care team members may wear a mask, gown, or gloves when coming to see you — although you may still remain in a two-bedded room. Please check with your nurse about precautions you should take.

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

Balloons/Flowers

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

Electrical Appliances

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

Staff ID Badges

Every staff member and volunteer is required to wear a Hospital identification badge that includes a photograph, name, and role in the Hospital. Do not hesitate to ask employees or visitors to identify themselves. If you have any concerns about the identity of any person entering your room, contact a member of the nursing staff immediately. Report any suspicious behavior immediately to the Security Department. 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 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 will be asked to show identification.

Valuables

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

Lost and Found

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

For Lost and Found, contact the Security Department.

No Smoking Policy

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

Preparing to Go Home

Discharge Information

Start thinking about plans for your discharge early in your Hospital stay. A social worker can 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. 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.

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



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. The discharge envelope, which you received with this Guide, was provided for your discharge plans, medication prescriptions, and any other follow-up information you will need when you leave 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 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. Before you are discharged, please tell your nurse the most convenient telephone number and time for this call.

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

(212) 305-2090

Monday through Friday, 8 am to 6 pm

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

Billing

Your Hospital bill will reflect all of the Hospital services you 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

You may receive separate bills from physicians who bill independently for their services. You may also receive bills from physicians who did not see you in person, but who provided professional services related to diagnosing and interpreting test results while you were a patient. These include pathologists, radiologists, and other specialists. If you have questions about their bills, please call the number printed on the statement you receive from them.

Insurance

(212) 632-7440

All insured patients should familiarize themselves with the terms of their insurance coverage, including commercial insurance carriers, HMOs, Medicare, and Medicaid. This will help you understand which Hospital services are covered and what your responsibilities are, if any. You should also bring copies of your insurance cards. The Hospital is responsible for submitting bills to your insurance company for Hospital services and will do everything it can to expedite your claim. You may receive a bill from the Hospital for any deductible/copay/coinsurance or non-covered items, as indicated on the explanation of benefits received from your insurance company. If you have any questions regarding your insurance coverage, please call (212) 632-7440 or the telephone number indicated on your billing statement.

Notice to Uninsured or Underinsured Patients

(866) 252-0101

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

Charity Care/Financial Aid Policy

(866) 252-0101

NewYork-Presbyterian Hospital has a long-standing policy to assist patients who receive health care services at our Hospital and are in need of financial aid, regardless of age, gender, race, national origin, socioeconomic or immigrant status, sexual orientation, or religious affiliation. If you have a financial obligation to NewYork-Presbyterian and believe you cannot afford to pay, the Hospital has a charity care/financial aid policy that can assist qualified patients. Information regarding eligibility for charity care/financial aid and the application process is available from the Admitting Department or by calling toll-free (866) 252-0101.

Medical Records (Health Information Management)

(212) 305-3270

Medical Correspondence Unit
NewYork-Presbyterian/Columbia
622 West 168th Street, Room PH1-040B
New York, NY 10032

If you would like to request a copy of your Hospital medical records, please carefully review and complete the Hospital Release of Information Authorization form in full, and either mail or bring it to the Medical Correspondence Unit. The form is available in English and Spanish on the Hospital's website or you may pick it up from the Medical Correspondence Unit. To access the form online, type the following in your browser: <http://nyp.org/patients/medical-records.html>. Please read the form carefully and check the appropriate box for the information you need. The office is open 9 am to 4 pm.



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. 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.

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

- 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.
- Have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, source of payment, or age.
- Be free from all forms of abuse or harassment.
- Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
- Receive emergency care if you need it.
- Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
- Know the names, positions, and functions of any hospital staff involved in your care, as well as the right to refuse their treatment, examination, or observation.
- A no smoking room.
- Receive complete information about your diagnosis, treatment, and prognosis.
- Receive all the information that you need to give informed consent for any proposed procedure or treatment, including the possible risks and benefits of the proposed procedure or treatment.
- 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*.
- Refuse treatment and be told what effect this may have on your health.
- Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
- Privacy while in the hospital and confidentiality of all information and records regarding your care.
- Participate in the development and implementation of your Plan of Care and 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.

- Review your medical record without charge. Obtain a copy of your medical record for which the hospital can charge a reasonable fee, with the understanding that you cannot be denied a copy solely because you cannot afford to pay.
- Receive an itemized bill and explanation of all charges.
- Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and provide a prompt written response to any grievance, and to be provided by the hospital with the number of the New York State Department of Health and/or The Joint Commission if you wish to lodge your complaint with them.
- Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
- 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.

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 for you from the outside. 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 the applicable hospital rules and regulations.
- Be responsible for your actions if you refuse treatment or do not follow your medical care provider's instructions.
- Follow hospital rules and regulations affecting patient care and conduct.
- Be considerate of the rights of other patients and hospital personnel, especially with regard to minimizing noise, refraining from smoking, and assuring the appropriate conduct of your visitors.
- Be respectful of the property of others.
- Assure that the financial obligations for your health care are fulfilled as promptly as possible.

Advance Directives

Sometimes, because of illness or injury, patients may be unable to talk to their doctor and make decisions about their treatment. You may want to plan in advance so that your wishes about treatment will be followed if you become unable — for a short or long period — to decide for yourself. Following is information on three types of Advance Directives: Health Care Proxy, Living Will, and Medical Orders for Life-Sustaining Treatment (MOLST).

Health Care Proxy and Living Will

In New York State, individuals have the right to appoint someone they trust to decide about treatment for them if they become unable to do so. This appointed person is called a Health Care Agent. The best way to protect your treatment wishes and concerns is to appoint a Health Care Agent by completing the Health Care Proxy form. This form is included in the booklet, *Your Rights as a Hospital Patient in New York State*, found in the pocket of this Guide. If you do not have someone to appoint as your Health Care Agent, or you do not want to appoint someone, you can also give written instructions about your specific treatment desires in advance. These written instructions are called a Living Will.

Medical Orders for Life-Sustaining Treatment

Medical Orders for Life-Sustaining Treatment (MOLST) is a program designed to improve the quality of care patients receive at the end of life by translating patient goals for care and preferences into medical orders. MOLST is based on communication among the patient, his or her Health Care Agent or another designated surrogate decision-maker, and health care professionals to promote shared, informed medical decision-making. MOLST forms can be downloaded from the New York State Department of Health website at www.health.ny.gov/professionals/patients/patient_rights/molst or www.compassionandsupport.org. For more information about the MOLST program, visit the Department of Health's website at www.health.ny.gov/professionals/patients/patient_rights/molst.

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

Organ Donation

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

If You Have Concerns

If you have any questions or concerns regarding your rights and/or responsibilities as a patient at NewYork-Presbyterian Hospital, please call Patient Services Administration at (212) 305-5904. You may also call:

- New York State Department of Health (800) 804-5447
- The Joint Commission, a hospital accreditation organization (800) 994-6610

Finding Your Way Around

The Hospital's official address and phone number are:

NewYork-Presbyterian Hospital/Columbia University Medical Center (212) 305-2500
 622 West 168th Street
 New York, NY 10032

Directions

By Subway

Take the A, C, or #1 subway to the 168th Street station. From midtown Manhattan, the A train provides express service.

By Bus

A number of city buses serve the Hospital: M2, M3, M4, M5, M100, Bx36, Bx11, and Bx3.

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

By Car

From Upstate New York and New Jersey

After crossing the George Washington Bridge, follow signs to the Henry Hudson Parkway (also called the West Side Highway) and then to Riverside Drive. Continue south and turn left onto 165th Street. Take 165th Street one block to Fort Washington Avenue. For valet parking, turn left onto Fort Washington Avenue and go to the driveway of the Milstein Hospital Building. For visitor parking, turn right onto Fort Washington Avenue. The visitor parking garage will be on your right.

From Riverdale and Westchester via the Saw Mill River Parkway

Exit the Henry Hudson Parkway at the Riverside Drive exit, immediately past the George Washington Bridge. Continue south and turn left onto 165th Street. Take 165th Street one block to Fort Washington Avenue. For valet parking, turn left onto Fort Washington Avenue and go to the driveway of the Milstein Hospital Building. For visitor parking, turn right onto Fort Washington Avenue. The visitor parking garage will be on your right.

From Westchester, Connecticut, and the East Side of Manhattan via the Major Deegan, Cross Bronx Expressway, or Harlem River Drive

Approaching the George Washington Bridge, take the Henry Hudson Parkway exit. On the approach to the Henry Hudson Parkway, stay to the left and follow signs to Riverside Drive. Continue south and turn left onto 165th Street. Take 165th Street one block to Fort Washington Avenue. For valet parking, turn left onto Fort Washington Avenue and go to the driveway of the Milstein Hospital Building, which will be on your left. For visitor parking, turn right onto Fort Washington Avenue. The visitor parking garage will be on your right.

From the West Side of Manhattan

Take the Henry Hudson Parkway to Exit 15, Riverside Drive South. Continue south and turn left onto 165th Street. Take 165th Street one block to Fort Washington Avenue. For valet parking, turn left onto Fort Washington Avenue and go to the driveway of the Milstein Hospital Building. For visitor parking, turn right onto Fort Washington Avenue. The visitor parking garage will be on your right.

Parking

Valet Service

177 Fort Washington Avenue, between 166th and 168th Streets

Monday through Friday, 5 am to 10 pm

Saturday, Sunday, and Holidays, 7 am to 10 pm

Valet parking service is available at the main entrance of the Milstein Hospital Building at 177 Fort Washington Avenue and at the main entrance to NewYork-Presbyterian/Morgan Stanley Children's Hospital on Broadway at the corner of 165th Street. If you anticipate picking up your car after the valet is closed, park in the Hospital's visitor parking garage at 115 Fort Washington Avenue, between 164th and 165th Streets.

Visitor Parking Garage

115 Fort Washington Avenue, between 164th and 165th Streets

Open 24 hours a day.

Reduced rate parking is available for family members of patients who expect to be at the Hospital for an extended length of time. A prepaid debit card can be purchased from the Parking Office, which is located on the main/entry level of the visitor parking garage. To be eligible for a prepaid debit card, you must purchase a minimum of five parking days.

In order to receive any discounted rates, you will need an approval form from your doctor's office verifying date of admission and expected length of stay. On the date of discharge, the parking fee is waived for patients with validated discharge instructions. If you have any questions, please call the Parking Office at (212) 305-4903, 9 am to 5 pm.

Map and Neighborhood Services

In the pocket of this Guide, you will find a map that identifies locations important for you to know on the NewYork-Presbyterian/Columbia campus and in the surrounding neighborhood. For your convenience, we have also included a list of restaurants, pharmacies, ATM machines, and banks.

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About NewYork-Presbyterian Hospital

www.nyp.org

NewYork-Presbyterian Hospital, based in New York City, is one of the nation's largest and most comprehensive hospitals, with some 2,600 beds. In 2013, there were more than 2 million inpatient and outpatient visits to the Hospital, including close to 15,000 deliveries and more than 310,000 emergency department visits.

More than 6,500 affiliated physicians and 20,000 staff provide state-of-the-art inpatient, ambulatory, and preventive care in all areas of medicine at six campuses: NewYork-Presbyterian/Weill Cornell Medical Center, NewYork-Presbyterian/Columbia University Medical Center, NewYork-Presbyterian/Morgan Stanley Children's Hospital, NewYork-Presbyterian/The Allen Hospital, NewYork-Presbyterian/Westchester Division, and NewYork-Presbyterian/Lower Manhattan Hospital.

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



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