

NewYork-Presbyterian Hospital  
**Patient and Visitor Guide**

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During Your Stay



## Important Phone Numbers

Admitting Department	(888) 694-5700
General/Patient Information	(914) 997-5700
Medical Records	(914) 997-5725
Patient Services Administration	(914) 997-5920
Referrals and Evaluation	(888) 694-5700

## Welcome

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Welcome to NewYork-Presbyterian/Westchester Division. NewYork-Presbyterian/Westchester provides a wide array of outpatient and inpatient mental health and substance abuse services. Our staff is 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 virtually every field of medicine. We are very proud of the outstanding care we provide to patients and families. Most importantly, we are proud of our staff's commitment to taking great care of you 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.  
*President and Chief Executive Officer*  
NewYork-Presbyterian





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## What to Bring to the Hospital

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### Important Paperwork Checklist

Please bring the following information with you on the day of your admission. This will help the admission process go smoothly.

- Complete list of prescription and over-the-counter medications that you are currently taking
- Reports from your physician
- Medical insurance information, including insurance cards, pre-certification, and other documentation required by your insurer
- Personal identification, such as a driver's license, passport, or other appropriate identification
- A written list of telephone numbers of people you may need to call
- Copies of advance directives, such as a Health Care Proxy or Living Will

### For Your Comfort Checklist

You will need a limited amount of casual, washable clothing. All clothing should be marked with your name. We recommend bringing:

- Pants, dresses or skirts, shirts, underwear
- Pajamas
- Sneakers
- Sweater or sweatshirt
- Raincoat or lightweight jacket
- Coat and boots (for winter)
- Bathing suit (for summer)

Patients may also bring:

- Battery-operated radio
- Contact lenses
- Wristwatch
- Cosmetics (packed in plastic containers when possible)

A hair dryer and disposable razors are available on each unit.

While every effort is made to safeguard clothing and other property, the Hospital cannot assume responsibility for lost or damaged personal items.

## Patient Property Guidelines

### Property Permitted on Inpatient Units

- Prosthesis
- Dentures
- Mechanical or battery-operated alarm clock
- Eyeglasses
- Battery-operated radio
- Non-recording MP3 player, non-recording iPod
- Contact lenses and solution
- Clothing appropriate to milieu in limited quantities
- Limited cash (suggested \$25 maximum)
- Toilet articles in non-aerosol, plastic containers (such as shampoo, deodorant, alcohol-free mouthwash, toothpaste, non-aerosol hairspray)

### Property Not Permitted on Inpatient Units

- Cameras, film
- Medications of any type (over-the-counter or prescription)
- All recording devices, any electronic that has the ability to record
- Food, unless permitted by unit policy
- Glass bottles, mirrors, compacts with mirrors
- Plastic bags
- CPAP machines and insulin pumps
- Pins, safety pins
- Keys
- Aerosol cans
- Weapons (for example, knife, gun, switchblade, brass knuckles)
- Clothing with cord (for example, hoodie with cord, sweatpants, or yoga pants with cord), rope, cord, straps
- Belts (temporary replacements are available)
- Electric items (for example, hair dryer, curling iron, computer, electronic reader, iPad, cell phone, electric razor), and electrical cords
- Cigarettes, matches, lighters, tobacco, and any other smoking material
- Wire hangers
- Sharps (for example, tweezers, nail files, nail clippers, sewing needles, scissors, knitting and crocheting needles)
- Razors
- Credit/debit cards, ID cards
- Shoelaces (temporary replacements are available)
- Contraband (for example, illicit drugs)
- Soda cans
- Toxic liquids

## 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.

### **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](http://www.health.ny.gov/professionals/patients/patient_rights/molst) or [www.compassionandsupport.org](http://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](http://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.



## What To Expect

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### Admitting Process/Evaluation

(888) 694-5700

24 hours a day/7 days a week

Information about the Hospital or psychiatric treatment is available by calling the Hospital's toll-free number above. Questions regarding treatment may be made by a prospective patient or by others, including family members, friends, therapists, managed care companies, and guidance counselors. In an emergency, the patient can be seen immediately. A thorough evaluation, which can take two to four hours, will be performed to assess the patient's condition. If treatment is recommended, the patient will be referred for the appropriate level of care — an inpatient unit, partial hospitalization program, day hospital, outpatient clinic, or other mental health service. An average length of stay for an adult at NewYork-Presbyterian/Westchester is approximately 12 days. Actual length of stay, however, can vary for each patient. Please feel free to ask your clinical team about length of stay expectations.

In order to maintain patient safety in the Hospital, patients are not permitted to engage in:

- violence against patients or staff
- use of alcohol or illicit/illegal drugs
- sexual contact with patients or staff
- gambling

If any of these occur, the patient's continued treatment on the unit or in a program will be evaluated, and the outcome could be transfer to another unit or facility or discharge from the Hospital.

### Inpatient Hospital Admissions

**Informal admission** occurs when a prospective patient requests treatment on our alcohol and substance abuse rehabilitation inpatient unit. Although no formal, written admission papers are signed, the individual agrees to accept Hospital rules.

**Voluntary admission** occurs when the individual, the family, a psychiatrist, or other behavioral health professional decides that hospitalization is needed, and the individual agrees in writing to a Hospital admission.

**Involuntary admission** occurs when two doctors examine the patient and certify in writing that a psychiatric illness presents a danger to the patient or to others, that the patient does not recognize or accept the need for treatment, and that there is no other safe form of treatment available. Application may be made by any person with whom the patient lives, a relative, or a director of community services or his or her designee. This type of admission is called commitment or a 2PC (2-physician certificate).

**Minor voluntary admission** pertains to minors under the age of 16 who may not legally sign an application to be admitted to the Hospital. Parents or legal guardians are required to act on the patient's behalf. Minors between the ages of 16 and 18 may sign an application themselves, or their parents or guardians may do so. In either case, all rights granted to other voluntary patients apply to patients under the age of 18.

## For Your Care

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### Your Care Team

Treatment begins on the day of your admission. During the initial evaluation, a diagnosis is made and treatment is planned. Throughout your Hospital stay, your diagnosis is re-evaluated, and the treatment plan is changed as your condition changes. Laboratory tests and diagnostic procedures may be required at various times during your stay. In addition, consultants from NewYork-Presbyterian Hospital may help evaluate specialized problems when needed.

After an individual treatment plan is developed, you, your family members, and the unit treatment team work together to carry out the plan. Family participation in treatment is encouraged and often vitally important for your progress. Family members who understand an illness, its treatment, and the process of recovery provide essential support. With the permission of you and your family, referring professionals are kept informed of your progress during hospitalization, including treatment and discharge plans. Members of the treatment team include:

### Psychiatrist

An attending psychiatrist is assigned to each patient to make a diagnosis, oversee treatment, and prescribe necessary medications. In addition to your attending psychiatrist, you may be seen by 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.

My Psychiatrist is: \_\_\_\_\_

### Treatment Care Coordinator

The treatment care coordinator is a mental health professional who shares responsibility with the psychiatrist for the patient's ongoing evaluation and treatment and is available to develop and discuss the treatment plan with the patient and family.

My Treatment Care Coordinator is: \_\_\_\_\_

### Nurses

Our nursing staff is on duty 24 hours a day, 7 days a week. Nurses are responsible for patient care on the unit. Along with other members of the treatment team, they record and share observations of each patient. Nurses educate patients about psychiatric illness and dispense medications. Nurses with advanced training may prescribe medications and perform physical exams. Each patient has a primary nurse who will be responsible for your nursing care throughout your stay.

My Primary Nurse is: \_\_\_\_\_



### Social Worker

The social worker provides a link to family members and assists with discharge and aftercare arrangements. Many of our treatment care coordinators are social workers.

My Social Worker is: \_\_\_\_\_

### Mental Health Workers

Mental health workers work with our nursing staff to provide care and support to patients on the unit.

### Psychologist

The psychologist may administer verbal or written diagnostic tests, which are used to help clarify a diagnosis and develop a treatment plan.

### Psychosocial Rehabilitation Staff

The psychosocial rehabilitation staff (occupational and recreational therapists) provide skills training and rehabilitation to help patients develop socialization, leisure, vocational, and independent living skills for returning to the community.

### Unit Clerk

The unit clerk is available on weekdays to assist patients with various transactions, such as withdrawing money from Hospital accounts, scheduling off-grounds health care appointments, arranging taxis, and retrieving property from the property room.

## Treatment Methods

Each patient's treatment program is individualized and may include:

### Individual Therapy

The patient and the treatment care coordinator work together to identify and resolve problems related to the patient's psychiatric illness.

### Group Therapy

Group therapy provides patients with an opportunity to share common concerns, learn from one another, and practice new skills. Patients meet together on their units in small groups with members of the staff. Special group sessions may also be scheduled for couples, parents, or families. Many groups are educational in nature.

### Medications

Treatment plans may include medications, which are prescribed only by doctors or nurse practitioners on staff. The medications and dosages prescribed, as well as the purpose for taking the medications, are explained to each patient. Physicians, nurses, pharmacists, and nutritionists are involved in this process. Patients and families are encouraged to attend classes about medications, which are conducted by nurses and pharmacists.

### Psychosocial Rehabilitation

Our psychosocial rehabilitation services help patients improve daily functioning at home or work, in school, and during leisure time. These programs include:

- **Self-Management and Wellness Activities:** physical fitness, relaxation, stress and anger management, communication and problem-solving skills, personal hygiene and grooming, nutrition and meal preparation, time and money management, relapse prevention, substance abuse prevention, and pet therapy
- **Activities Focused on Work and School:** vocational assessment, counseling and rehabilitation, job or school readiness, transitional work placements on campus, and volunteer job placements on and off campus
- **Leisure Activities:** sports, creative arts, and other leisure activities, including special programs on holidays, evenings, and weekends
- **Social/Family Relationships:** social, assertiveness, and parenting skills; staff may conduct a safety assessment

### Special Forms of Therapy

Electroconvulsive treatment (ECT) or other therapeutic procedures may be recommended to certain patients. In such cases, the procedures are explained in detail and the treatment given with the patient's written consent.

### **Psychiatric Emergencies**

Every attempt is made to prevent violence and self-harm in the Hospital, but occasionally symptoms overwhelm a patient and a psychiatric emergency results. In these emergencies, a patient may need to be physically restrained or restricted to an unfurnished room with a mattress, called a Quiet Room, to prevent harm to himself/herself and others. A staff member remains with the patient to enhance patient safety, to provide reassurance, and to reduce stress and stimulation until the patient regains control.

### **Family Involvement and Family Therapy**

With the patient's permission, families are provided with opportunities to be engaged in the patient's care throughout the hospitalization. Families may attend a number of activities with the patient throughout the course of the hospital stay. Speak to the staff about which activities are open to families. Your treatment care coordinator or social worker can provide information on and schedules of family group meetings or family sessions. In addition, with patient and family member consent, one person may be designated the "Care Partner," making him or her an active member of the treatment team. Your social worker can also provide information on and linkage to support services to meet the families' own emotional, spiritual, and psychosocial needs.

### **Clinical Research**

Some units participate in research projects studying psychiatric treatment. No patient or family member takes part in a research project without his or her knowledge and permission. If the staff requests a patient's participation in a study, the research is explained. Participation is entirely voluntary. Consent may be withdrawn at any time, and refusal to participate in a study in no way affects the quality of treatment.

### **Management of Medical Care**

The assigned psychiatrist is responsible for management of medical care during your hospitalization. Nurse practitioners and doctors from the Hospital's Division of Medicine are on call at all times for urgent medical situations, medical emergencies, or consultations at the request of the unit treatment team. The medical and surgical facilities of NewYork-Presbyterian/Weill Cornell Medical Center at 525 East 68th Street and NewYork-Presbyterian/Columbia University Medical Center at West 168th Street in Manhattan, as well as services of local affiliated hospitals, are available to patients as appropriate.

### **Pain Management**

You should let your health care team 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 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, please tell your nurse immediately.

**Nursing Station Phone Numbers**

Units can be reached by going through the Hospital's phone system and/or operator at (914) 682-9100, or by direct dial.

Unit	Nursing Station Extension	Direct Dial
The Outlook - 2 South	2504 / 2796	(914) 997-5751
3 South	2316 / 2794	(914) 997-5752
4 South	2346 / 2787	(914) 997-5902
The Haven - 5 South	5826	(914) 997-5826
6 South	5850 / 2026	(914) 997-5850
2 North	2349 / 2790	(914) 997-5774
3 North	2350 / 2500 / 2585	(914) 997-5917
The Horizon - 4 North	2351 / 2613	(914) 997-5744
5 North	2352 / 2663	(914) 997-5922
6 North	2314 / 2793	(914) 997-5869
8 North	2315 / 5854	(914) 997-5857
Nichols Cottage	2354	(914) 997-5949
Evaluation Center	5980	(914) 997-5980

**School Programs**

Education, Inc. provides fully accredited school programs, including an elementary program for inpatient students on the grounds of the Hospital. Tutoring is arranged for children or adolescents who are unable to attend the Education, Inc. program.

**Patient and Family Education**

Educational classes related to psychiatric illness management are available to patients and family members during daytime and evening hours. Monthly schedules are available on each unit.

**Resource Center for Emotional Health**

(914) 997-5888

Located just inside the Hospital's main entrance, the Resource Center for Emotional Health helps patients and their family members gather information about mental illness and its treatment. The volunteer staff on duty can help access information from a wide range of sources, including books, pamphlets, CDs, DVDs, videos, and the Internet. You can request information by calling (914) 997-5888.

**Patient Services Administration****(914) 997-5920**

Patient Services Administration provides a central location for patients and family members to voice their opinions — both positive and negative — about any aspect of the Hospital's 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 the 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, as well as 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 members, and Hospital staff for help when ethical issues relating to care arise. Please speak with your nurse, doctor, social worker, chaplain, or a representative from Patient Services Administration for more information.

### **Pastoral Care**

(914) 997-5999

Office Hours: Monday through Friday, 9 am to 5 pm

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. Chaplains are trained to work with people of all faiths and those who have no religious affiliation. 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 Stubenbord Memorial Chapel is located by the main entrance and is open every day. Our chaplains offer spirituality groups on most units.

### **Integrative Modalities**

Integrative modalities such as meditation, aromatherapy, and yoga can help strengthen recovery. During your stay, you will be introduced to a number of options from which to choose.

### **Therapy Dog Program – NYP Paws for Patients**

NewYork-Presbyterian/Westchester Division has a therapy dog program through which specially trained therapy dogs may visit you. There is no charge for this service. The decision to participate in this program is made individually with the treatment team. Visits by therapy dogs have been shown to provide a number of different benefits to patients, including reducing stress and lowering blood pressure. If you would like to arrange a special visit with a therapy dog, please let your nurse know.



## For Your Consideration

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### Amenities Unit

The Haven at Westchester offers a secure, hotel-like setting with private rooms and concierge services. There is a daily amenities surcharge to stay in The Haven. For additional information, please contact the referral development coordinator at (914) 997-5788.

### Global Services

(212) 746-9200

If your primary residence is in a country other than the United States, please contact Global Services. NewYork-Presbyterian's Global Services staff speak many languages and are available to assist patients and families with medical and non-medical services, including scheduling doctor appointments, requesting second medical opinions, and providing information about lodging.



**Online Personal Health Record: myNYP.org**

NewYork-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

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### Your Meals

Each unit has a comfortable dining room where patients eat together. Snacks are available several times throughout the day. Special diets are provided when necessary as part of a patient's medical treatment or to meet religious requirements. Patients at certain privilege levels may have lunch and dinner in the Hospital cafeteria. For a discussion of privilege levels, see page 21, under Safety Precautions.

### Laundry

The Hospital provides bed linens, bath towels, and pool towels. Washing machines and dryers for patients' personal laundry are available at no charge on the units. Detergent is supplied.

### The Comfort Zone

Monday through Friday, 11 am to 1 pm

The Comfort Zone offers a unique array of healing and soothing products derived from traditional ethnic beliefs and practices. These include handcrafted items, affordable educational materials in multiple forms and languages, and meditation music. The Comfort Zone is located next to the cafeteria.

### Television

Each unit has a television that can be used day and evening during free time. Most units have a sign-up sheet to reserve the television for special programs or brief periods of private listening.

### Telephones

You may use unit courtesy phones to make and receive calls within the New York metropolitan area between 8:30 am and 10 pm daily unless otherwise directed by unit staff. For calls outside the area, a phone card may be used. Phone numbers for each unit are listed on a unit fact sheet given to patients and family members at admission.

### Mail

Outgoing mail must be stamped and given to the unit clerk for mailing. Stamp books may be purchased in the Gift Shop.

### Quiet Time

All inpatient units of the Hospital observe a daily quiet time to help provide 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.

## Visiting Information

### Visiting Hours

Nichols Cottage and 2 North: 11 am to 7 pm      All Other Units: 11 am to 8 pm

Visiting hours can be changed for family members if they are not convenient. If more flexible visiting hours are needed, please speak with the patient care director, nurse in charge, or treatment care coordinator, who will assist you to make the necessary arrangements. At times, there may be therapeutic reasons for limiting visits to a patient. NewYork-Presbyterian Hospital does not restrict, limit, or otherwise deny visitation privileges based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

### Visitor Verification and ID Badges

Visitors should announce themselves at the Security Desk just inside the main entrance to the Hospital. Visitors will be given a visitor ID badge, which is to be worn in a visible spot, and directions to the patient's unit. Upon arrival on the unit, visitors should ring the doorbell to notify staff of their arrival. Staff on the unit will ask visitors for photo identification as a safety measure. Upon leaving, a photo ID must be shown to staff, and the visitor ID returned.

For the safety of patients on the unit, all packages or other items brought into the Hospital must be checked thoroughly by a staff member on the unit before being given to the patient. Visitors should check with the unit staff before bringing food to the patient as some foods may be restricted for clinical reasons.

### Welcome Desk

(914) 997-5802 or Extension 2260

Monday through Friday, 8:30 am to 5 pm

### Security Desk

Daily, 7 am to 10 pm

Located on the first floor in the Center Building, the Welcome Desk and Security Desk provide directions and information to patients and visitors.

### Gift Shop

Monday, Wednesday, and Friday, 10 am to 4 pm

Tuesday and Thursday, 12 noon to 3 pm

Gift items, greeting cards, stationery, magazines, puzzle books, candy, snacks, and toiletry articles may be purchased in the Hospital's Volunteer Gift Shop, which is located on the first floor of the Center Building. Stamps may also be purchased. All proceeds from the Volunteer Gift Shop benefit The Volunteer Philanthropy Fund.

## For Your Safety and Security

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### 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 the treatment plan. If English is not your preferred language and you need assistance, we will provide an interpreter for you. When you or your loved one is discharged, written instructions will be provided 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 discharge instructions.
- Tell us if you do not understand what we are saying to you.
- Ask for an interpreter if you prefer one.

### Keep the Health Care Team Informed

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

### Know Your Medications

Medications may only be taken if prescribed by a Hospital doctor or nurse practitioner. You are not allowed to bring any other medications into the Hospital. In order to avoid possible adverse interactions with drug therapy, you must inform a treatment team member if you are taking nutritional supplements or herbal products. In rare instances, when the doctor or nurse practitioner agrees to the herbal and/or nutritional supplements, you must supply the products in a labeled, unopened manufacturer's container.

While in the Hospital:

- Ask about all medications that are given and why they have been prescribed for you.
- Remember to take home written medication instructions.

### Expect Staff to Check and Recheck Your Identification Band

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

### 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 for a staff member if you need help getting out of bed or a chair
- 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 getting out of bed
- following the staff's instructions to prevent falls

### Preventing Infections

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

#### Practice Hand Hygiene

One of the best ways to prevent infections is hand hygiene. Hand hygiene refers to cleaning hands with soap and water or hand sanitizer. Hand sanitizer dispensers are conveniently located on the unit.

Your health care team will clean their hands before and after providing care. They are required to use a 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. He or she 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 a hand sanitizer before they come into your room. If your family or friends have a cold, cough, fever, or rash, please ask them not to visit until they are better.

### Security

The Security Department monitors the Hospital and its properties 24 hours a day, 7 days a week. In order to provide a secure environment, all visitors, patients, and staff are screened by Security at the main entrance of the Hospital property.

### 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.

### Safety Precautions

To protect the safety of patients in the Hospital, routine precautions are taken. Most inpatient units are locked so that no one can enter or leave without the staff's knowledge. Based on the severity of symptoms, each patient is assigned to an observational level ranging from Maximum Observation (a staff member is with the patient at all times) to Routine Checks (a staff member checks in with the patient every 30 minutes). Similarly, patients are each assigned a privilege level, which ranges from restriction to the unit (Level 1) to allowing unaccompanied passes in the Hospital and outside (Level 5). Both observational level and privilege level become less restrictive as a patient's symptoms improve.

The staff may inspect individual patient rooms if there is reason to suspect the presence of dangerous objects or non-prescribed drugs or medications. Whenever possible, before a search is done, the patient is informed and asked if he/she prefers to be present.

### Alcohol and Illegal Drugs

No alcohol or illicit or illegal drugs may be brought to the Hospital or used on the Hospital's grounds.

### Social Boundaries

Patients are not allowed to visit in one another's rooms. Sexual activity is not permitted. Other forms of physical contact, including hugging, kissing, or hitting, are not permitted.

### Passes

Passes for patient visits outside the Hospital are granted only if they are an essential part of treatment. Passes must be approved by the treatment team. Families may discuss arrangements regarding a patient's pass with the psychiatrist, treatment care coordinator, or social worker.

### Off-Site Appointments

Patients may need to leave the Hospital for dental appointments, interviews at day hospitals or community residence programs, or to apply for benefits at the Social Security Office. Family members or significant others are requested to accompany patients. If therapeutically indicated, a staff member may provide escort. The cost of transportation to appointments outside of the Hospital is the patient's responsibility. Patients may not keep private cars on Hospital grounds without written permission from their treatment care coordinator, patient care director, or unit chief.



### **Personal Accounts and Valuables**

#### **Cashier**

Monday through Friday, 9 am to 1:30 pm

Patients should not keep more than \$25 on their person or in their rooms. Larger amounts of money may be deposited in personal accounts with the Cashier and withdrawn as necessary. At discharge, any money left in a patient's personal account will be refunded. Jewelry, credit cards, and other valuables brought into the Hospital will be stored temporarily under lock and key by Security, extension 2424. Under no circumstances should valuables be kept on the unit. The Hospital does not assume responsibility for money and valuables kept on the unit.

#### **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>.

#### **Fire Drills**

Fire drills are scheduled regularly and can occur at any time of the day or night. During fire drills, staff will evacuate the unit, leading patients safely to an adjacent building or outdoors. When the all-clear is sounded, staff and patients return to the unit.



## Preparing to Go Home

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### Discharge Information

Hospital stays are limited to the acute phase of illness. Discharge from the Hospital usually occurs when the treatment team and the patient agree that treatment goals have been met. A patient may, however, wish to leave the Hospital before an agreement is reached.

**Voluntary admission patients** must first discuss their desire to leave the Hospital with the treatment care coordinator or unit chief. If staff agree that the patient no longer needs hospitalization, he or she will be discharged promptly. If, however, staff determine that it is unsafe for the patient to leave the Hospital, the patient may pursue the request for discharge in writing to the medical director.

At the time of admission, patients sign a paper stating that without the medical director's approval for discharge, a patient may be kept in the Hospital for up to 72 hours after a written request for discharge. The Hospital is required by law to take steps within 72 hours to retain a patient if the staff feel the patient is in imminent danger or a danger to others. In such cases, the Hospital's medical director may seek a court order to have the patient remain in the Hospital. Patients may be represented in such a court procedure by their own attorney or without cost by the Mental Hygiene Legal Service (MHLS), which can be reached at (914) 824-5066. The MHLS is a court agency, independent of the Hospital, which provides patients and others acting on their behalf with protective services, help, and information regarding their hospitalization.

**Involuntary admission patients** or their relatives or friends may request a court hearing to determine whether the patient should be discharged. At such a hearing, the patient is entitled to be represented by a lawyer. Copies of a written request for a court hearing will be forwarded by the medical director to the appropriate court and to the MHLS or the patient's attorney. Patients or someone acting on their behalf may call or write directly to the MHLS or request that the Hospital staff contact the service.

**Informal admission patients** may verbally request to leave the Hospital at any time, and the request will be honored.

### Discharge Planning

Discharge planning for your return to the community is an important part of every treatment plan. A discharge plan includes services that are recommended by the treatment team for your ongoing care. Patients may return to their previous therapists or choose from the Hospital's broad range of outpatient services and community outreach programs. These include day treatment programs, partial hospitalization programs, outpatient services, or other community and psychosocial rehabilitation services. During the Hospital stay, each patient is given a copy of the *Community Resources Handbook*, which describes housing, funding, treatment, and other resources available in Westchester County.

Should an alternative living arrangement be recommended, the treatment team will initiate the necessary applications. However, long waiting lists and a shortage of appropriate housing in the community may require that a patient return home or to the residential setting from which he or she was admitted. The social worker and other staff will work with the patient and relatives to make the interim living arrangements as comfortable as possible until an opening becomes available.

**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. A discharge envelope will be 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?
  - Have these arrangements been made?
  - Will I need home care services after I leave?
  - Have these services been arranged?
  - What else should I ask my doctor, nurse, or therapist?
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### **Discharge Phone Call**

After you are discharged, you will receive a discharge phone call from the Hospital. The purpose of this call is to inquire about your experience during 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**

Prior to discharge, you will be asked to complete a Patient Satisfaction Survey. The Survey will ask about your stay in the Hospital. Please take a moment to complete and return this Survey. The Survey may be given to the unit clerk or you can complete the Survey after discharge and mail it back in the pre-stamped envelope provided. This Survey is very important to us. Your participation will help us take steps to improve the Hospital experience for our patients and families.

### **Cashier**

Monday through Friday, 9 am to 1:30 pm

The Cashier is located in the Center Building, Room C114. Payment for Hospital charges and other services can be made by cash, personal checks, 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

### Physician Services

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

You may also receive bills from physicians 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. NewYork-Presbyterian Hospital contracts with a number of physician groups, such as anesthesiologists, radiologists and pathologists, to provide services at the Hospital. Contact information for the physician groups the Hospital has contracted with is available at <http://nyp.org/payingforcare>. You should contact these groups directly to find out which health plans they participate in, or if you have questions about their bills, please call the number printed on the statement you receive from them.

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

Your physician will also be able to tell you whether the services of any physicians contracted by the Hospital are likely to be needed, such as anesthesiologists, radiologists and pathologists. Contact information for these physicians is available at <http://nyp.org/payingforcare>. You should contact these groups directly to find out which health plans they participate in.

### Hospital Charges

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>.

### Insurance

(866) 252-0101

NewYork-Presbyterian Hospital is a participating provider in many health plan networks. You can find a list of the plans in which we participate at <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 you are covered by. 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 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 (866) 252-0101 or the telephone number indicated on your billing statement.

#### Notice to Uninsured or Underinsured Patients

(866) 252-0101

If you are uninsured, you will be responsible for payment of your Hospital bill unless you are eligible for and receive coverage from other payment sources. NewYork-Presbyterian Hospital offers assistance to patients who do not have insurance or are underinsured to determine whether there may be other sources of payment, such as Medicaid, 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)

(914) 997-5725

NewYork-Presbyterian/Westchester Division  
21 Bloomingdale Road  
North Basement Level, Room 006  
White Plains, NY 10605  
9 am to 5 pm

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 drop it off in the Health Information Management Department. The form is available in English and Spanish and can be picked up in the office or downloaded from the Hospital's website. To access the form, 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. After hours, completed request forms may be placed in the mail slot located on the full door.

## Patient Rights and Responsibilities

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### Your Rights as a Hospital Patient

At the time of admission, patients are presented with a Notice of Status and Rights. At all times, NewYork-Presbyterian Hospital staff are expected to support and protect human, civil, constitutional, and statutory rights. At any time, the patient has the right to contact the Mental Hygiene Legal Service, (914) 592-4275, for assistance and information regarding legal aspects of hospitalization or rights. Patients may receive legal advice from this agency, which is part of the court in each judicial district. 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 the 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, gender identity, 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 Medical Orders for Life-Sustaining Treatment (MOLST). 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.

### **Your Responsibilities**

The Statement of Patient Responsibilities was designed to reflect that mutual respect and cooperation are basic to the delivery of quality health care. Patients shall, unless physical, psychological, or developmental disability prevents it, be expected to:

- Function within the rules and regulations of the Hospital and units.
- Respect the rights and property of other patients and staff.
- Participate in treatment and discharge planning, so far as individual abilities permit.
- Maintain adequate personal physical care, such as grooming, bathing, and dressing, so far as individual abilities permit.
- Carry out ordinary housekeeping tasks, such as bed making and maintenance of clothing and rooms, so far as individual abilities permit.
- Abide by the Hospital rules prohibiting the use of alcohol and drugs or medications not prescribed by the staff of this Hospital.
- Abide by the Hospital's no smoking policy, which prohibits smoking anywhere on Hospital grounds, both indoors and outdoors, in Hospital buildings, entrances, grounds, gardens, courtyards, and parking facilities.

### **If You Have Concerns**

If you have any questions or concerns regarding your rights and/or responsibilities as a patient, please call Patient Services Administration at (914) 997-5920.

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

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The Hospital's official address and phone number are:

NewYork-Presbyterian/Westchester Division

(914) 682-9100

21 Bloomingdale Road  
White Plains, NY 10605

### Directions

NewYork-Presbyterian/Westchester Division is about 25 miles from midtown Manhattan.

#### By Car

##### From New York City

Take the Major Deegan Expressway North (I-87 North) to Cross County Parkway East. Take the Hutchinson River Parkway North to Exit 23 (Mamaroneck Avenue) towards White Plains. Go approximately 3 miles to the right fork (Bloomingdale Road). Turn right at the fourth traffic light into the Hospital entrance.

##### From Long Island

Take the Whitestone Bridge to the Hutchinson River Parkway. Take Exit 23 (Mamaroneck Avenue) towards White Plains. Go approximately 3 miles to the right fork (Bloomingdale Road). Turn right at the fourth traffic light into the Hospital entrance.

##### From Upstate New York and New Jersey

Take the New York State Thruway (I-87) across the Tappan Zee Bridge. Go 1 mile to Exit 8 onto I-287 East. Take I-287 to Exit 8W - White Plains. Turn left at the end of the ramp onto Bloomingdale Road. Continue to the traffic light at the corner of Maple Avenue. Turn left at the light into the Hospital grounds.

##### From New England or Northern Westchester

Take I-95 or the Merritt Parkway South or I-684 South to I-287 West. From I-287 take Exit 8 to White Plains. Follow Route 119 (Westchester Avenue). Turn left at Bloomingdale Road. Continue to the traffic light at the corner of Maple Avenue. Turn left at the light into the Hospital grounds.

### Parking

Parking areas for patients and visitors are available free of charge. Visitors may park either in designated spaces near the entrance to the main building or in the large north and south parking lots.



**Train, Bus, and Airline Service**

White Plains is served by the Metro-North Railroad Harlem line. Express and local trains stop at White Plains. Schedule and fare information can be found at <http://mta.info/mnr/>.

White Plains is also served by the Westchester Bee-Line Bus Service. Route maps, schedules, and fare information can be found at <http://transportation.westchestergov.com/>.

Taxi service is available at the train station for those arriving by train or bus. The current cost to NewYork-Presbyterian/Westchester is \$7. A free Hospital shuttle bus service is also available. (See information below.)

The Westchester County Airport is just a few miles from NewYork-Presbyterian/Westchester. Information about the airport, including airlines that operate flights at the airport can be found at: <http://airport.westchestergov.com/>.

**Shuttle Bus Service**

The Hospital provides a free shuttle bus service to and from the White Plains train station and bus depot. The shuttle departs from the main building of the Hospital at 7:55 am, 11:45 am, 3:30 pm, 4:30 pm, and 5:10 pm.

Shuttle pick-up times at the train station/bus depot are 8:10 am, 12 noon, 3:45 pm, 4:45 pm, and 5:25 pm. Passengers are picked up across the street from the Metro-North platform on the corner of Ferris Avenue and Water Street by the bus depot. The shuttle is a white bus with NewYork-Presbyterian in red lettering.





## About NewYork-Presbyterian

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

NewYork-Presbyterian is one of the nation's most comprehensive academic health care delivery systems, dedicated to providing the highest quality, most compassionate care to patients in the New York metropolitan area and throughout the globe. In collaboration with two renowned medical schools, Weill Cornell Medicine and Columbia University College of Physicians & 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**, a world class academic medical center ranked #1 in the New York metropolitan area by *U.S. News and World Report* and repeatedly named to the Honor Roll of Best Hospitals in the nation;
- **NewYork-Presbyterian Regional Hospital Network**, comprised of leading regional hospitals in the New York metropolitan region, including NewYork-Presbyterian/Lawrence Hospital in Bronxville and NewYork-Presbyterian/Hudson Valley Hospital in Cortlandt Manor, both in Westchester; and NewYork-Presbyterian/Queens in Flushing, Queens;
- **NewYork-Presbyterian Physician Services**, which connects medical experts with patients in their communities to expand coordinated health care delivery across the region. It includes the NewYork-Presbyterian Medical Groups in Westchester, Queens, and Brooklyn, which increase access to primary care in collaboration with Weill Cornell Physicians and ColumbiaDoctors, which deliver specialty care;
- **NewYork-Presbyterian Community and Population Health**, encompassing ambulatory care network sites and community health care initiatives, including NewYork Quality Care, the Accountable Care Organization jointly established by NewYork-Presbyterian, Weill Cornell Medicine and Columbia University College of Physicians & Surgeons.

NewYork-Presbyterian is one of the largest health care providers in the U.S. Each year, nearly 29,000 NewYork-Presbyterian professionals deliver exceptional care to more than 2 million patients.



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