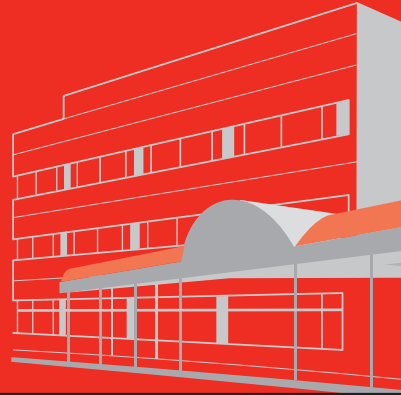


NewYork-Presbyterian Hospital
Patient and Visitor Guide

Preparing For Your Stay



└ **NewYork-Presbyterian**
└ The Allen Hospital

Important Phone Numbers

| | |
|---------------------------------|----------------|
| Admitting Department | (212) 932-5079 |
| General Information | (212) 932-4000 |
| Medical Records | (212) 932-4547 |
| Patient Information | (212) 932-4300 |
| Patient Services Administration | (212) 932-4321 |
| Private Duty Nursing | (212) 305-2525 |
| Telephone and Television | (212) 932-4048 |

Welcome

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

To help ease the stress of hospitalization for you and your family, we have developed this ***Preparing for Your Stay*** Guide. It includes information about what to bring to the Hospital, what to expect during your stay, and the services and amenities that will be available to make you as comfortable as possible. After reviewing the material, if you still have questions or concerns, please do not hesitate to call your doctor or ask any member of our staff for additional information.

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.


Thank you for the privilege of caring for you.

Very truly yours,



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





New York-Presbyterian
The Allen Hospital

The image shows the exterior of a modern hospital building. A large, curved canopy over the entrance features the hospital's name in white, bold, sans-serif font. Above the canopy, a brick wall is partially visible, topped with a large mural of a city skyline, including the Chrysler Building. To the left, a glass-walled section of the building is visible. In the foreground, a glass-paned revolving door is partially open, with a person standing inside. The sky is overcast with grey clouds.

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What to Bring to the Hospital



Important Paperwork Checklist

Please bring the following information with you to the Hospital on the day of your admission, on the day of your surgery, and for pre-admission testing. This will help the admission process go smoothly.

- Complete list of all the prescription and over-the-counter medications that you are currently taking
- Reports your doctor gave you to bring to the Hospital
- Medical insurance information, including insurance cards, pre-certification, and other documentation required by your insurer
- Government-issued photo ID, such as a driver's license or passport
- List of telephone numbers of immediate family members to call, if necessary

For Your Comfort Checklist

The Hospital provides pajamas, a bathrobe, socks and slippers, and basic toiletries, such as shampoo, soap, toothbrush, and toothpaste. You may also want to pack:

- Personal toiletries, such as a comb, brush, your own shampoo, soap, toothbrush, and toothpaste
- Your own pajamas or nightgown, bathrobe, and slippers
- Reading glasses
- Books and magazines
- Photographs

What to Leave at Home

- Do not bring any electrical appliances, such as hair dryers and other plug-in items, to the Hospital. They are not allowed except in special circumstances.
- Jewelry, expensive clothing, or other costly items should not be brought to the Hospital. Please leave all your valuables at home.
- The Hospital is not responsible for loss or damage to any personal property, including hearing aids, eyeglasses, and dentures, kept in your room.

Your Medications

When you come to the Hospital, bring a list of all the medications you currently take. This list should include all of your prescription and over-the-counter medications, vitamins, and herbal supplements. You may want to complete the chart below to keep track of your prescription and over-the-counter medications.

| Name of Medication | Dose/Amount | How Often/Time of Day Taken | Special Notes/Date Started or Stopped |
|--------------------|-------------|-----------------------------|---------------------------------------|
| | | | |
| | | | |
| | | | |
| | | | |

Allergies

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

Your Health Care Proxy and Living Will

Sometimes, because of illness or injury, patients may be unable to talk to their doctor and make decisions about their treatment. You may want to plan in advance so that your wishes about treatment will be followed if you become unable — for a short or long period — to decide for yourself. In New York State, individuals have the right to appoint someone they trust to decide about treatment for them if they become unable to do so. This appointed person is called a Health Care Agent.

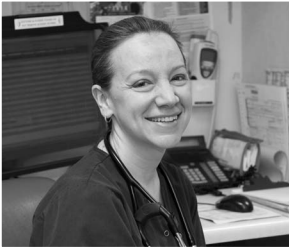
The best way to protect your treatment wishes and concerns is to appoint a Health Care Agent and complete the Health Care Proxy form. This form is included in *Your Rights as a Hospital Patient* booklet in the pocket of this Guide. If you do not have someone to appoint as your Health Care Agent, or you do not want to appoint someone, you can also give written instructions about your specific treatment desires in advance. These written instructions are called a Living Will.

The Patient Advance Directive Policy provides, among other things, that the Hospital will follow any advance directive, such as a Health Care Proxy or Living Will, which complies with New York State law provided that you give a signed copy of any such advance directive to the Hospital. If you have any problems, questions, or concerns regarding your stay, please notify Patient Services Administration at (212) 932-4321.

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.

What to Expect





Admitting Process

The Admitting Department is located on the first floor of The Allen Hospital, room 1FE-150. The Department's number is (212) 932-5079.

Please talk to your doctor about any special steps that you must take before your admission to the Hospital or prior to surgery.

The night before your admission, you will call a telephone number given to you by your doctor. You will be told when to arrive and where to go when you arrive. On the day of admission, it is important that you arrive on time.

Preparing for Surgery

The evening before your scheduled surgery, you will need to call the Hospital between 4 pm and 7 pm. Your doctor's office or the pre-admission testing area will provide the number. If your surgery is scheduled for a Monday, you will be asked to call the Friday before. If your surgery is scheduled after a holiday, you will be asked to call the evening before the holiday.

During this call, a nurse will tell you where to go and at what time you should arrive for surgery. The nurse will also tell you when you can no longer eat or drink, and ask you some general health questions. In some cases, a member of the nursing staff may call you the morning or day of surgery to let you know exactly what time you should arrive at the Hospital.

If you have developed any symptoms, particularly respiratory symptoms, such as a cough, sneezing, or runny nose, please notify the nurse during the phone call. You should also let your doctor's office know. If necessary, your surgery may have to be postponed.

Voluntary Blood Donations

NewYork-Presbyterian Hospital relies largely on voluntary blood donations from carefully screened donors. Donated blood undergoes extensive testing for safety. Whenever possible, we encourage autologous blood donation, which means that you donate your own blood for transfusion that you may need at a later date. If this procedure is not possible because of your medical status, family members may donate blood for your use if they have the same blood type. This is called a directed blood donation.

Your doctor will tell you if and when you may need a transfusion and will discuss the criteria for blood donation with you. Donated blood must be used within a short time period. There is no fee for directed donation. There is a fee for processing, testing, and handling autologous blood donation.

Please call the New York Blood Donor Center at (800) 933-2566, and they will direct you to the nearest donor center. The donated blood will then be sent to The Allen Hospital.

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

When you are in the Hospital, ask about all medications you are given and why they have been prescribed for you.

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

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



Preventing Infections

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



Practice Hand Hygiene

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

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

Follow Visitor Guidelines

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

Interpreter Services

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

Services for the Visually Impaired

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



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 doctor orders for you, such as X-rays or laboratory tests

For information about charges for telephone and television services, see pages 24 and 25.

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, Medicare 1011, Workers' Compensation, No-Fault, COBRA benefits, or Charity Care, available to cover Hospital services rendered here.

Charity Care/Financial Aid Policy**(866) 252-0101**

NewYork-Presbyterian Hospital has a long-standing policy to assist patients who 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 Office or by calling toll-free (866) 252-0101.

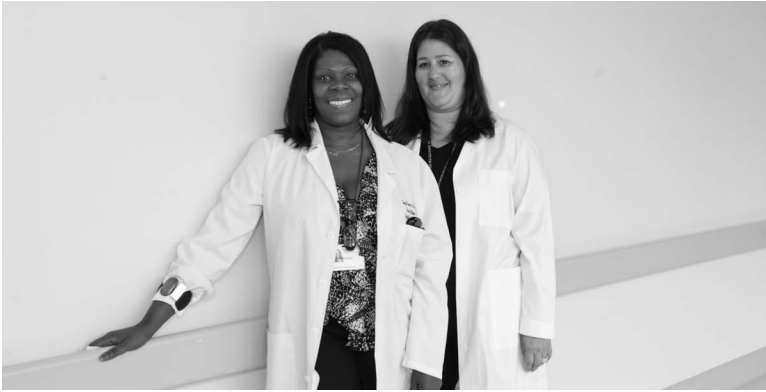
No Smoking Policy

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>.



For Your Consideration





Private Accommodations

The Allen Hospital has private rooms available for patients for an additional cost. Please contact the Admitting Department at (212) 932-5079 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 for patients at The Allen Hospital may be hired through NewYork-Presbyterian/Columbia's Private Duty Nursing Office. The Private Duty Nursing Office is open from 9 am to 5 pm. After hours, please call (212) 305-5181 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 must be made in cash or by check directly to the nurse or attendant at the end of each shift.

Guest Facility and Hotels

The Allen Hospital is not far from the NewYork-Presbyterian/Columbia campus. Families and friends of patients at The Allen Hospital may find the following guest facility and hotels useful.

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 on 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 via both public transportation and by car.

Crowne Plaza Englewood (800) 972-3160 or (201) 871-2020

401 South Van Brunt Street
Englewood, NJ 07631

The Crowne Plaza Englewood is located just north of Route 4 and Interstate 80.

Online Personal Health Record: myNYP.org

NewYork-Presbyterian Hospital is pleased to offer myNYP.org, a free online service for management of personal and family health records that puts you in charge of your health information and offers you the ability to consolidate and organize significant amounts of health information in a private account. You can access your information wherever and whenever needed and can easily share information with clinicians, trusted family members, and other caregivers. With myNYP.org, you can create your own electronic health record and store as much or as little of your health information as you wish in one convenient place online. This includes medical conditions and history, medications, surgery reports, lab results and test reports, immunization records, Hospital discharge instructions, doctor and insurance information, and emergency contacts. NewYork-Presbyterian cares about patient privacy. Therefore, myNYP.org was developed in collaboration with Microsoft® and uses Microsoft® HealthVault™ — a privacy and security-enhanced online service — to store patient information. Once stored, information can only be accessed and shared by you or with your permission.

myNYP.org

My Health Explained | My Health Tools | My Doctors | Request an Appointment | Pay Hospital Bill

myNYP.org YOUR PERSONAL HEALTH CONNECTION WITH NewYork-Presbyterian SIGN IN

Welcome

This web site is a free service that lets you safely:

- Store all of your health information online.
- Share it with trusted family members and clinicians.
- Learn about important health issues that affect you and your family.

REGISTER NOW Already have an account? Sign In

Watch our introduction video
Learn how myNYP.org and Microsoft® HealthVault™ are working together to help you take charge of your health.
View the video

Learn about cardiac health
Find out more about the tests, treatments, and instructions that affect you and your cardiac health.
Read more

Access medical records
See your medical visit details from NewYork-Presbyterian, stored in security-enhanced HealthVault.
Register now

STORING | HealthVault myNYP.org uses Microsoft® HealthVault™ to store your data. Learn more

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Columbia University College of Physicians and Surgeons Weill Cornell Medical College

For Your Comfort and Convenience



Welcome Kit

To provide you with a warm reception to our Hospital, you will receive a welcome kit upon your admission. This kit contains toiletries and grooming products from Crabtree & Evelyn, including:

- shampoo and conditioner
- body wash
- body lotion
- toothbrush and toothpaste
- hair brush
- facial soap (shea butter)
- mouthwash

The kit also contains earplugs, lip moisturizer, and a sleep mask. This patient amenity kit will help meet your personal needs until you are either discharged or can obtain grooming items from home.

Telephone Service

Local Calls

Local calls are free to the following area codes: 212, 201, 347, 516, 551, 631, 646, 718, 914, 917, and 973, and may be dialed directly from your Hospital room.

Long Distance Calls

Calls to area codes beyond those listed above are considered long distance. There is a small daily charge for having long distance telephone service within the continental United States. Once you arrive at the Hospital, you will receive further information on how to activate and pay for long distance service.

Television Service

Basic Free Service

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

Extended Television Service

Extended television service, which includes 24-hour access to television programming and movie channels, is available for a small daily charge. Once you arrive at the Hospital, you will receive further information about how to access extended service should you desire it.

Internet Access

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

Guest-Net Wi-Fi connection is an open and unencrypted wireless network with Internet-only access. No connectivity to the Hospital’s intranet resources is available.

Visiting Hours

NewYork-Presbyterian has open visiting hours. To provide patients with more support from their loved ones, there are no set visiting times. Patients or a support person, selected by the patient when 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 patients and visitors, especially those in semi-private rooms, to allow patients time to rest and sleep.

Information Desk

(212) 932-4000

The Information Desk, located in the main lobby of the The Allen Hospital, provides directions and information to patients and visitors. The Information Desk is open 24 hours a day, 7 days a week.

Gift Shop

(212) 932-5050

Monday through Sunday, 9 am to 8:30 pm

The Gift Shop is located in the first floor lobby of The Allen Hospital. 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 suite, and oncology and transplant units.

Finding Your Way Around



The Allen Hospital's official address and phone number are:

NewYork-Presbyterian/The Allen Hospital (212) 932-4000
5141 Broadway
New York, NY 10034

Directions

By Subway

The #1 train provides service to the 215th Street station and 225th Street station at Broadway. Walk along Broadway for five blocks to 220th Street.

The A train provides express service from midtown Manhattan to 207th Street. At 207th Street, take the Bx7 bus to 219th Street and Broadway.

The entrance to The Allen Hospital is on the west side of the street.

By Bus

City buses that serve The Allen Hospital include: Bx7, Bx20, and Liberty Lines Express.

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

By Metro-North Rail

The Marble Hill station at 225th Street is located directly across the river from the Hospital. Walk over the 220th Street bridge to reach The Allen Hospital's main entrance.

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) north. Exit at Dyckman Street, then turn left on Broadway. The Allen Hospital will be on your left.

From the Major Deegan Expressway

From either north or south on the Major Deegan take Exit 10, the 230th Street exit. If approaching from the south, turn left at the light onto Broadway. If approaching from the north, turn right at the light onto Broadway.

From the Cross Bronx Expressway

Travel toward the George Washington Bridge and take the last exit before the bridge. Then follow signs for the Henry Hudson Parkway North. Exit at Dyckman Street, then turn left on Broadway. The Allen Hospital will be on your left.

Parking

Valet Service

Valet parking is available at the main entrance of The Allen Hospital at 5141 Broadway, Monday through Friday, 6 am to 10 pm, and weekends and holidays, 8 am to 8 pm. Fees are posted at the main entrance. Most major credit cards are accepted.

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