



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

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Preparing For Your Child's Stay



**NewYork-Presbyterian**  
Morgan Stanley Children's Hospital

## Important Phone Numbers

Admitting Department	(212) 305-3388
General Information	(212) 305-2500
Medical Records	(212) 305-3270
Patient Information	(212) 305-2500
Patient Services Administration	(212) 305-5904



**NewYork-Presbyterian**  
Morgan Stanley Children's Hospital

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

## Welcome

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Welcome to NewYork-Presbyterian/Morgan Stanley Children's 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 child, we have developed this ***Preparing for Your Child's Stay*** Guide. It includes information about what to bring to the Hospital, what to expect during your child's stay, and the services and amenities that will be available to make your child as comfortable as possible. After reviewing the material, if you still have questions or concerns, please do not hesitate to call your child's 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. Most importantly, we are proud of our staff's commitment to taking great care of your child.

Very truly yours,



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





## Table of Contents

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**A Family-Centered Philosophy** .....5

Family Advisory Council .....6

### **What to Bring to the Hospital**

Important Paperwork Checklist .....8

For Your Child's Comfort Checklist .....9

What to Leave at Home.....9

Your Child's Medications .....10

### **What to Expect**

Preparing for Your Child's Stay .....12

Admitting Process .....14

Preparing for Surgery .....15

Child Life Program.....20

School Program .....22

Important Patient Safety Information .....23

Preventing Infections .....26

Interpreter Services .....28

Services for the Visually Impaired .....28

Billing .....29

Insurance.....29

No Smoking Policy .....30

### **For Your Consideration**

Guest Facility and Hotels.....32

Online Personal Health Record: myNYP.org .....34

**For Your Family's Comfort and Convenience**

Telephone Service ..... 36  
Television Service..... 36  
Internet Access ..... 37  
Family Resource Center ..... 37  
Unit Amenities for Parents and Families ..... 38  
Welcome Desk ..... 39  
Visiting Hours..... 39  
Gift Shop ..... 40

**Finding Your Way Around**

Directions ..... 42  
Parking..... 43  
Map and Neighborhood Services ..... 44

**Notes** ..... 45

**Index**..... 47

## A Family-Centered Philosophy

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Family-centered care promotes the health and well-being of children and their families through a respectful family-professional partnership. This approach relies on families, physicians, staff, and administrators working together to care for children. Family-centered care honors the strengths, cultures, traditions, and expertise that everyone brings to this relationship. Family involvement in their child's health care can help foster better health outcomes and greater patient satisfaction.

To further promote family-centered care, family-centered rounds are conducted on many units. During family-centered rounds, parents are invited to listen to the health care team discuss their child's care plan, share any recent observations of their child that concern them, and ask questions about their child's care. Since there is limited time during rounds, parents can request a meeting with the doctors later in the day to discuss their child's care plan in more detail.

Parents and caregivers should always be a part of the care plan for their child. Even if you do not participate in family-centered rounds, you should ask your child's nurse about the care plan for the day. If you want to participate in family-centered rounds, let your child's nurse know each day.

## Family Advisory Council

The Family Advisory Council of Morgan Stanley Children's Hospital is a group of dedicated parents, Hospital staff, and faculty who work together to make the Hospital a better place for children and families and to help improve care. The primary goal of the Family Advisory Council is to promote family-centered care, an approach to health care that respects the central role the family plays in caring for a sick child, both in and out of the Hospital setting. With family-centered care, doctors, nurses, administrators, and families all collaborate in an environment of trust and respect.

Many Family Advisory Council members are parents and caregivers. They understand that hospitals can be overwhelming. That is why they work closely with Hospital staff to help other families get the information they need to care for their children with confidence and to help ease the stress of having a child in the Hospital.

If you would like to find out more about the Family Advisory Council, call (212) 305-0709, or visit [www.childrensnyp.org](http://www.childrensnyp.org) and click on Morgan Stanley Children's Hospital.



## What to Bring to the Hospital



### **Important Paperwork Checklist**

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

- Complete list of prescription and over-the-counter medications that your child is currently taking
- Reports your child's doctor gave you to bring to the Hospital
- Medical insurance information, including insurance cards, pre-certification, and any other documentation required by your insurer
- Referrals
- Physician names, addresses, phone and fax numbers, and email addresses
- Government-issued photo identification card for parents, such as a driver's license, passport, or other official ID
- Custody, divorce, adoption, or other legal papers, when needed, to verify who can sign for your child's medical tests and treatments
- Employer ID for parents or guardians
- Emergency contact numbers



### **For Your Child's Comfort Checklist**

Children often feel more comfortable in the Hospital when they have their own personal things from home. Therefore, we encourage you to bring personal items to be used during your child's stay such as:

- Favorite pillow or blanket
- Easily cleaned toy, doll, or stuffed animal
- Favorite video game or music
- Pictures of family and friends

Morgan Stanley Children's Hospital provides gowns, diapers, and basic toiletries. Please bring shower shoes and slippers, as well as your child's own toothbrush, toothpaste, comb/brush, shampoo, and other personal bathroom items. Many children prefer to wear their own clothing during their Hospital stay, so you may want to bring a few favorite clothing items. In addition, please bring glasses, hearing aids, braces, crutches, or corrective shoes, if used by your child. We ask that you mark any items from home with your child's name. For health reasons, children will not be permitted to share personal belongings.

### **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, such as eyeglasses or hearing aids, kept in your child's room.

### Your Child's Medications

When you come to the Hospital, bring a list of all the medications your child currently takes. This list should include all prescription and over-the-counter medications, vitamins, and herbal supplements. You may want to complete the chart below to keep track of your child's 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 child's doctor and nurse know if he or she has any allergies, especially to medications and food, and/or to other substances. Please list any allergies here.

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# What to Expect



## Preparing for Your Child's Stay

### Talking With Your Child

Before talking to your child about an upcoming Hospital stay, familiarize yourself with his or her condition or illness by discussing it with your child's physician. The better acquainted you are with the tests and treatments associated with your child's condition and the Hospital's programs and procedures before your child is admitted, the more you can focus on supporting your child during his or her Hospital stay.

It is important to let your child know what to expect from an upcoming Hospital stay. It is just as important to reassure your child that he or she will not be alone. Your child should know that you and other family members will be on hand as much as possible and that the nurses and doctors will be available at all times.

Encourage your child to ask questions, no matter how silly they may seem, or write them down. It can also be helpful for your child to start a journal about his or her Hospital experience. If your child is too young to write, have him or her draw, paint, or color instead. If you don't know the answers to some questions, be direct and tell your child you do not know and that you will try to get answers as quickly as possible.

The following are some general guidelines by age group on how to prepare your child for a stay at the Hospital. Please keep in mind that each child is different, and your child's capacity for understanding a Hospital stay will be affected by many factors, such as developmental stage, personality, and intelligence.

**Ages 0-2** It is difficult to prepare infants and toddlers for a Hospital visit. Talk with your toddler the day before the visit. Children at this age like to see their parents nearby, and they want to be held. The Hospital will give you every opportunity possible to be with your child. You can make your child feel more secure by bringing along a favorite stuffed animal, pacifier, or blanket.

**Ages 3-6** Three- to six-year-olds need more time to absorb information. Speak with your child a few days before the Hospital stay. Children at this age are very concerned about being separated from their parents, so it is important for you to reassure your child that you will be available to help as much as possible.

**Ages 7-12** Elementary school-age children love to ask questions, so encourage them to do so. Begin discussing the Hospital stay a week or so before the admission, and be honest with your child about what to expect. Try to engage your child in the planning process as much as possible.

**Ages 13-17** Teenagers must be treated with respect. They don't like to be kept in the dark and should be part of the conversation about a Hospital stay from the beginning. Of all children, teenagers are best able to understand what will happen in the Hospital and express their concerns. Encourage your teenager to ask questions and talk with his or her doctors and nurses, but keep in mind that he or she may want some privacy.



### **Admitting Process**

The Admitting Department can be reached by calling (212) 342-1759.

Your child's doctor will tell you on what day your child will be admitted to the Hospital. Please discuss with your child's doctor any special steps that must be taken before admission. A nurse will call you the night before to let you know what time to arrive at the Hospital.

On the day of surgery, you and your child will go directly to one of the following locations:

Surgical Admissions/Outpatient	4 Central
Endoscopy Suite	3 North
Cardiac Catheterization/Radiology	3 Tower

For all other admissions, you will be called by the Admitting Department on the day of admission. They will let you know when a bed is available and direct you to the appropriate unit.

You do not need to come through the Admitting Department. We will have already spoken with your doctor's office and your insurance payer. All required paperwork, such as consent forms, will be processed directly at the point of admission. If you have any questions, call (212) 342-1759.

## Preparing for Surgery

If your child has been scheduled for surgery, we want you to understand the process, and we also want your child to be as prepared for the experience as possible. We want to share with you what pediatric health care professionals have learned over the years on what you can do to prepare your child for surgery. This will also help you better understand many of the natural concerns all parents experience. You will learn about what part of surgery may be most stressful for your child, the various ways to prepare your child and his or her siblings for the upcoming surgery, and the possible emotional reactions your child may express.

## Visit the Hospital Beforehand

If your child has been scheduled for surgery, you might want some professional help in explaining what will happen in the Hospital. We offer both online and in-person tours to make it easier for you and for your child.

- **Online Pre-Surgical Tour: Just for Kids!**

This online tour will prepare you and your child for surgery. The online preoperative tour enables your child — and you — to see and learn all about the Hospital in a friendly, non-threatening way. You can access the tour at <http://childrensnyp.org/mschony/pediatric-surgery.html>.



- **On-Site Hospital Tour** (212) 342-0688

If your child is three years or older, Child Life Specialists recommend that you and your child come to the Hospital for a preoperative tour. If your child is younger than three, you may call and speak to a Child Life Specialist. These preoperative tours enable children — and their parents — to see and learn all about the Hospital in a friendly, non-threatening way.

For younger children, the tour may include “medical play” during which a Child Life Specialist will encourage the children to see and play with some of the medical equipment they will experience, such as an oxygen mask or surgical mask. They may even role-play with this equipment, using dolls as “patients.”

Children and parents are given a tour of the Hospital, and each step of the process is explained in an age-appropriate manner. Although the children do not visit an operating room, they may have a chance to visit other areas they will experience. Both you and your child will have the opportunity to ask questions throughout the tour.

Preoperative tours are also helpful for teenagers and are designed differently to meet the needs of their age group.

Appointments for these tours are required. To arrange a preoperative tour, please call (212) 342-0688. Once you have registered, you will be sent a letter reminding you when and where to meet for the tour, a parking valet voucher (valet parking is available in front of the Hospital), and a bibliography of books that are appropriate for your child's age group and the kind of surgery he or she will be having.

### The Night Before Surgery

A nurse will call you the night before surgery. During the call, he or she will tell you what time to arrive, review what you need to bring, and answer any last minute questions you may have. The nurse will also let you know at what time your child must no longer eat or drink. During the call your nurse will do an assessment, asking you general health questions about your child, his or her immunization status, and other routine questions.

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

### The Day of Surgery

We request that you do not bring any of your other children to the Hospital on the day of surgery. We suggest you bring your child's favorite blanket, stuffed animal, or perhaps a CD or MP3 player with music your child enjoys.

When you arrive at the Hospital, please go directly to the fourth floor. When you get off the elevator, you will see the receptionist who will review registration information with you. You will then go to the waiting area where there are toys and games. A nurse will meet you and take you and your child to an exam room. There, your child will change into a Hospital gown and receive an identification bracelet that will be worn until he or she is discharged from the Hospital. The nurse will conduct a brief examination, including taking your child's temperature and blood pressure, measuring height and weight, and listening to his or her heart through a stethoscope. You and your child will then return to the play/waiting area. At some point, your surgeon will come and take you to a private area to speak with you and your child.

### Same Day Surgery

If your child is going home the same day of surgery, you will be able to stay with your child in the recovery room until he or she has recovered. Your child will then be moved to a short-stay recovery area. Once your child has recovered sufficiently from the anesthesia and can drink some liquids, he or she will be able to go home. You will be given instructions about your child's diet, activities, and medications and will be told to call for a follow-up appointment.

### Pediatric Anesthesiology

Children require special care when it comes to anesthesia. Our pediatric anesthesiologists are board-certified in anesthesiology and pediatrics. They care for patients having elective surgery, emergency surgery, and anesthesia or sedation required for imaging (MRI and CT scans), interventional radiology, and cardiology procedures. They also work with patients needing postoperative and chronic pain control. Our team works to ensure that anesthesia is administered in the safest manner possible using advanced technologies to carefully monitor our young patients during the operation or procedure, as well as throughout the recovery period.

Prior to surgery, a pediatric nurse practitioner who specializes in anesthesia spends time with your child and you explaining what to expect. When it is deemed medically appropriate, parents may accompany their child into the operating room and stay until the child falls asleep. Parents may also be present in the recovery area before their child wakes up. These transitions help to provide a more secure and less anxiety-provoking experience for your child, as well as for the family.

### Voluntary Blood Donation

Morgan Stanley Children's 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 a patient donates his or her own blood for transfusion that might be needed at a later date. If this is not possible because of a patient's medical status, family members may donate blood for patient use if they have the same blood type. This is called a directed blood donation.

Your doctor will tell you if and when your child may need a transfusion and 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 blood in autologous donation.

### New York Blood Center

(800) 439-6876

Friends and family can also contact the New York Blood Center at (800) 439-6876 for directed blood donation. The New York Blood Center has donor centers throughout New York City, Long Island, the Hudson Valley, and New Jersey, allowing friends and family members to donate closer to home. The donor center will provide all the information needed to set up an appointment. Because directed blood donations require special handling, the donor center requires a physician's order or prescription and charges a fee for each unit drawn.

### **Child Life Program**

A child's needs in the Hospital are similar to those at home — to feel secure, comforted, and accepted, and to be able to engage in age-appropriate activities. These needs are often magnified by the stress of illness and hospitalization. Recognizing that being hospitalized can be frightening to children, the Hospital's Child Life Program creates an environment to help ease children's fears and provide the important emotional and psychosocial care to make the Hospital experience as manageable as possible for children and their families.

Our Child Life staff consists of accredited professionals who apply their child development expertise to help children understand, cope with, and master their medical experience. Their knowledge of children's reactions to the stresses of illness and medical procedures allows them to assess a child's and family's needs, and provide appropriate interventions. These interventions include, but are not limited to, preparations for tests and procedures, coping strategies, and diversional activities that help to normalize the environment. These activities provide a respite from the medical setting and take place either at the bedside or in Child Life Centers filled with toys, video games, and computers.

If you would like your child to have a visit from a Child Life Specialist, ask your nurse to contact the Child Life Program.

### Charna's Kids' Club

(212) 305-7420

Charna's Kids' Club, located in the Tower 4 Child Life Center, was established by the Charna Radbell Foundation's Gift of Sunshine Fund. It is a free recreational program designed for school-age children five and older whose siblings are patients at the Hospital. Charna's Kids' Club addresses the needs of these children within a nurturing and fun environment. Multidisciplinary recreational activities will help them to better understand their surroundings, express their feelings, and meet peers who are experiencing similar circumstances.

The Club meets in a warm and inviting environment designed to minimize the anxiety and stress associated with having a brother or sister who is ill. Children enjoy arts and crafts, music, drama, special events, group games and activities, and also receive help with homework. Snacks are also provided. For more information on Charna's Kids' Club, please call (212) 305-7420.



### **School Program**

Hospitalized children in grades K through 12 can keep up with their studies through the Hospital's school program, which provides a teacher certified through the New York City Department of Education. Please speak to the Hospital's school teacher for more information. In addition to providing classroom or bedside instruction on-site, the program maintains a close liaison with your child's home school and facilitates the provision of remedial help or tutoring as needed. Teachers also help prepare and administer city- and state-required tests, including Regents exams, the SAT, and the GED exam.



### **Important Patient Safety Information**

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

### **Be Actively Involved in Your Child's Care**

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

### **Ask Questions and Speak Up**

- Actively participate in decisions about your child's treatment.
- Ask questions about your child's care and treatment.
- Ask questions about your child's 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 Child's Health Care Team Informed**

- Share your child's medical history with the health care team.
- Tell us about your child's medical problems and prior surgeries.
- Tell us if your child has any allergies.

### **Know Your Child's Medications**

When your child is in the Hospital, ask about all medications he or she is given and why they have been prescribed.

### Expect Staff to Check and Recheck Your Child's Identification Band

Your child must wear his or her Hospital identification band at all times while in the Hospital. Our staff will review the information on your child's Hospital ID band before giving any medications, performing tests or procedures, taking X-rays, or providing a food tray. Even though we already know your child, we will check your child's ID band to ensure that he or she receives the right care. If your child's ID band falls off or is unreadable, ask us to replace it.

### Understand Medical Bracelets

Your child may wear a special color-coded bracelet to alert medical staff to food, medication, or other allergies as follows:

- If your child has a latex allergy, he or she will wear a purple bracelet.
- If your child has any food or drug allergies, he or she will wear a red bracelet.

Please make sure to tell your child's attending physician or nurse about any condition unique to your child upon your arrival at the Hospital.

### Practice Crib and Bed Safety

All crib side rails must be fully raised and in the locked position every time your child is in the crib. If you need instruction on how to operate the crib, please ask a staff member for assistance.

For older children, bed controls are located on the upper side rails. The bed must be kept in the lowest position to enable children to move in and out of bed easily.

### Use the 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 child's protection, we strive to make every effort to prevent falls during his or her Hospital stay. This includes placing his or her call button within reach, helping your child get out of bed, and taking your child for walks on the nursing unit. If your child is at risk for falling, we will take extra precautions. You can help prevent falls by:

- helping your child get out of bed or a chair or, if you are not available, telling your child to call for help before he or she gets out of bed or a chair
- keeping the call button close to your child so he or she can reach it at all times
- having your child wear Hospital-provided non-skid socks or shoes when he or she walks around
- making sure the brakes are locked before your child gets in or out of a wheelchair
- if your child wears glasses, making sure he or she has 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 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 Purell® dispensers and bottles in hallways and patient rooms.

Your child's 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 child's health care provider cleaned his or her hands, please ask the provider to do so before examining your child or performing a procedure. He or she will be glad you reminded them.

### Follow Infection Control Precautions

When a child is sick with a contagious illness or infection, certain infection control precautions may be required. A separate room and/or protective gowns, gloves, and masks may be necessary. There will be a sign on the child's door or bed with a picture that will detail what your family and members of the health care team will need to wear to prevent the spread of contagious germs to others.

If your child requires infection control precautions, he or she will not be able to go to the playroom. Toys can be brought to your child's room by the Child Life Specialist, who will disinfect the toys once your child is done playing with them. Additional precautions may be necessary for the welfare of your child. Please feel free to discuss these with your child's health care team at any time.



### Follow Visitor Guidelines

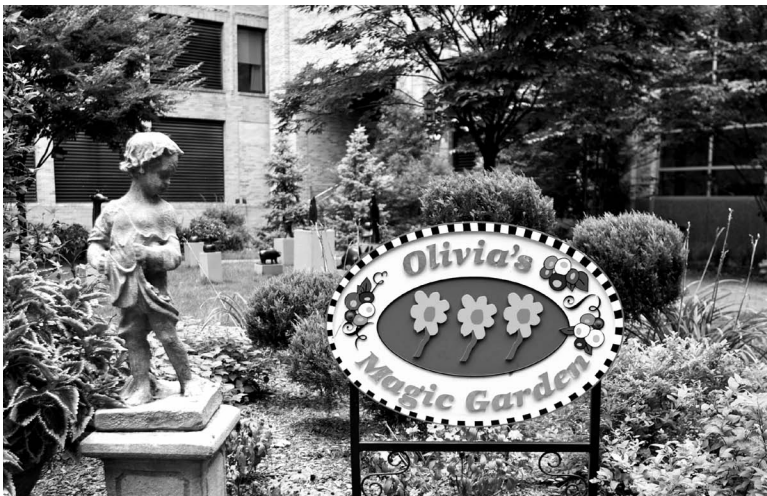
We want you to help prevent the spread of infection too. If any of your child's family members and friends have a cold, cough, fever, or rash, please ask them not to visit until they are better. Ask your child's visitors to clean their hands with Purell® before they come into your child's room.

### Interpreter Services

Interpreters for both foreign languages and sign language 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 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 your child received during his or her stay. Charges fall into two categories:

- a basic daily rate, which includes your child's room, meals, nursing care, and housekeeping
- charges for special services or procedures, which include the operating room, recovery room, and/or items your child's doctor orders, 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 your child did not see in person, but who provided professional services related to diagnosing and interpreting test results while your child was 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 families 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 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 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 child's Hospital bill unless you are eligible for and receive coverage from other payment sources. NewYork-Presbyterian Hospital offers assistance to families 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 are 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, visit the Hospital's website at <http://nyp.org/services/smoking-cessation.html>.

# For Your Consideration



### **Guest Facility and Hotels**

Morgan Stanley Children's Hospital is located on the NewYork-Presbyterian/Columbia campus. Family members and friends of patients at Morgan Stanley Children's 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. The Econo Lodge also offers shuttle bus service to and from NewYork-Presbyterian/Columbia.

**Crowne Plaza Englewood**

**(800) 972-3160**

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.



## 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 child's health information and offers you the ability to consolidate and organize significant amounts of health information in a private account. You can access your child's 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 child's own electronic health record and store as much or as little 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. 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

**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.  
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**For Your Family's Comfort  
and Convenience**



## Telephone Service

### Local Calls

Local calls to the following area codes: 212, 201, 347, 516, 551, 631, 646, 718, 914, 917, and 973, are free and may be dialed directly from your child's room. For long distance and out-of-state calls, we recommend using a calling card or phone card. Cell phone use is allowed in the Hospital unless a sign is posted prohibiting this use.

If you need a TDD (telephone device for the hearing impaired), please ask your child's social worker. In-house phones are located at the main entrance Welcome Desk, in the Admitting Office, and on every floor.

### Television Service

Complimentary television service is available at the bedside of each of our pediatric patients, enabling them to watch their favorite programs. Television programming includes network and local stations, as well as the Disney Channel, Nickelodeon, and movies-on-demand.

A comprehensive channel listing will be in the nightstand next to your child's bed. Through the Hospital's closed circuit television system, you and your child will be able to watch any performances taking place in the Wintergarden, or your child may attend the show if your doctor or nurse provides permission. Movies-on-demand and Internet-based video games are also available through your child's television, on kiosks in the lobby, and in the Child Life Centers on Tower 4, 5, and 6. For safety reasons, families are not allowed to bring televisions from home.

### **Internet Access**

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 Hospital intranet resources is available.

### **Family Resource Center**

(212) 305-7442

Conveniently located on the first floor, the Family Resource Center provides a comfortable, quiet, and inviting environment for reading, relaxing, and research. The Center is staffed by a full-time health librarian, who manages the Center and assists families with research requests on diagnoses and other health- and hospital-related issues. The Family Resource Center offers:

- a complimentary Wi-Fi spot for parents to access the Internet either on the Center’s computers or on personal laptops and other portable devices
- faxing, copying, and printing from the Center’s computers
- information on Hospital amenities and services
- information on community services
- access to a health librarian to assist in research and health information

## **Unit Amenities for Parents and Families**

### **Parent Accommodations**

Parents are encouraged to stay with their children. Pullout beds are available on many patient floors, and sleeper chairs are available for parents with babies in the Neonatal Intensive Care Unit.

### **Shower/Bathroom Facilities**

Shower facilities are available for parents and family members. Patient floors will either have a shower in the room for parent use or a common shower facility. Common shower facilities are single bathroom/shower rooms and are available to everyone on the floor. Soap and towels are provided. Parents and family members should feel free to take a shower at any time of day.

### **Laundry**

A laundry room with two washers and dryers is available 24 hours a day for parent and family use on the sixth floor of the Tower building. You will need to bring laundry detergent.

### **Family Lounges**

Family lounges are located on each unit. They provide a comfortable, welcoming space that includes a living room with a plasma screen TV and a dining area with a refrigerator and microwave. On floors 4, 5, and 6, family lounges are located near the Child Life Centers so that parents can remain near their children but still have a place to go for a respite. Family alcoves with comfortable seating, a small refrigerator, and an ice machine are also available on these floors.

### **Welcome Desk**

(212) 342-1000

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

### **Visiting Hours**

Parents/Guardians: Any time of day or night

Family Members and Friends: 12 noon to 8 pm

We understand the presence of family and friends is important to your child's well-being. Parents are encouraged to stay 24 hours. One parent may stay at all times; the other parent may remain at the child's bedside until 10 pm. In general, visiting hours for family members and friends are from 12 noon to 8 pm. Visiting hours may be limited in critical care areas and may also be modified on any patient care unit to best meet the needs of the child. All visitors must show valid photo identification, such as a driver's license or passport. If you have any questions about our visiting policies or hours, please ask your child's nurse.

All visitors must receive a pass from the Welcome Desk at the main entrance. Visitor waiting areas are located on each patient floor.

Visitors who have colds or other infections should not visit until they are well.

## Gift Shop

(212) 342-8487

Monday through Friday, 9 am to 9 pm

Saturday and Sunday, 10 am to 9 pm

The Gift Shop is located between the main entrance to Morgan Stanley Children's Hospital and the Welcome Desk. It offers a wide selection of items, including flowers, toiletries, newspapers, magazines, cards, snacks, beverages, and gifts. You may call the Gift Shop to have deliveries made to your child's room.

No balloons are allowed in the Hospital.

For the health and safety of our patients, flowers (fresh cut, artificial and dried arrangements) are prohibited in all intensive care units, recovery rooms, operating rooms, nurseries, labor and delivery suites, and oncology and transplant units.



# Finding Your Way Around



The Hospital's official address and phone number are:

**NewYork-Presbyterian/Morgan Stanley Children's Hospital**

3959 Broadway at 165th Street  
New York, NY 10032  
(212) 305-KIDS or (212) 305-5437

**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). Take the Riverside Drive exit and proceed south to 165th Street (the first left south of the Bridge). Take 165th Street one block to Fort Washington Avenue. Turn left at Fort Washington Avenue to 168th Street. At 168th Street, turn right and proceed to Broadway. Turn right on Broadway. The Hospital will be on your right. Valet parking is available at the 165th entrance.

### From Riverdale and Westchester via the Saw Mill River Parkway

Exit the Henry Hudson Parkway at Riverside Drive immediately past the George Washington Bridge. Follow previous directions from Riverside Drive.

### From Westchester, Connecticut, or 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. Follow previous directions from Riverside Drive.

### From the West Side of Manhattan

Take the Henry Hudson Parkway to Exit 15, Riverside Drive South. Follow previous directions from Riverside Drive.

## Parking

As street parking is extremely limited, valet parking or parking in the Hospital's visitor parking garage is recommended. Most major credit cards are accepted.

### Valet Parking

Monday through Friday, 5:45 am to 10 pm  
Saturday, Sunday, and Holidays, 7 am to 10 pm

Enter the circular driveway of Morgan Stanley Children's Hospital at 3959 Broadway between 165th and 166th Streets. This is the main entrance to Morgan Stanley Children's Hospital.

In case of emergency, you can leave your car with the valet at the main entrance. If the valet service is closed, leave your car and inform the security personnel at the Welcome Desk inside the lobby.

If you anticipate picking up your car after the valet is closed, please park in the Hospital's visitor parking garage.

### 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 Fort Washington 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 a letter or approval form from your child's doctor's office verifying date of admission and expected length of stay.

If you have any additional 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 that may be important for you to know on the Hospital campus and in the surrounding neighborhood. For your convenience, we have also included a list of restaurants, pharmacies, ATM machines, and other local resources.





## Index

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Accommodations (parents).....	38
Admitting .....	14
Allergies .....	10
Amenities.....	38
Anesthesiology.....	18
Balloons .....	40
Billing .....	29
Blood Donation.....	19
Call Button.....	25
Charna's Kids' Club .....	21
Checklist – For Your Child's Comfort.....	9
Checklist – Important Paperwork .....	8
Child Life Program.....	20
Crib and Bed Safety.....	24
Directions .....	42
Educational Resources.....	37
Electrical Appliances.....	9
Falls Prevention .....	25
Family Advisory Council.....	6
Family-Centered Care.....	5
Financial Aid Policy .....	30
Flowers .....	40
Gift Shop .....	40
Guest Facility .....	32
Hand Hygiene.....	26
Hearing Impaired .....	28
Hotels .....	32
Identification Bands .....	24
Infection Prevention .....	26
Insurance Information .....	29

Internet Access .....	37
Interpreter Services .....	28
Laptops .....	37
Laundry .....	38
Lounges .....	38
Map .....	Cover Pocket, 44
Medical Bracelets .....	24
Medications .....	10
Neighborhood Services .....	Cover Pocket, 44
Online Personal Health Record .....	34
Parking .....	43
Patient Safety .....	23
School Program .....	22
Shower/Bathroom Facilities .....	38
Smoke-Free Campus .....	30
Surgery .....	15
Telephone Service .....	36
Television Service .....	36
Tours .....	15
Valuables .....	9
Visiting Hours .....	39
Visually Impaired .....	28
Welcome Desk .....	39
Wireless Network .....	37