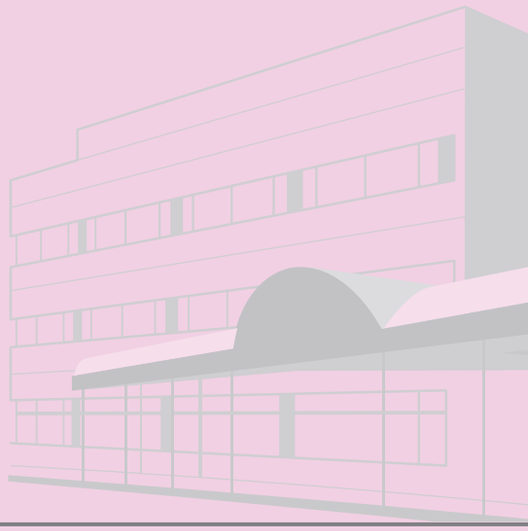


NewYork-Presbyterian Hospital
Maternity Services

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) 932-4545
Patient Information	(212) 932-4000
Patient Services Administration	(212) 932-4321

NewYork-Presbyterian
The Allen Hospital

www.nyp.org

WELCOME

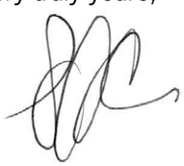
Welcome to NewYork-Presbyterian/The Allen Hospital. Here you will find a staff dedicated to always providing the highest quality, most compassionate obstetrical, maternal-fetal, and neonatal care and service to each and every one of our patients and their families in a warm and friendly environment.

To help ease the stress of hospitalization for you and your family members, 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 and your family as comfortable as possible. After reviewing the material, if you still have questions or concerns, do not hesitate to call your doctor or ask any member of our staff for additional information. Also, please complete the pre-registration forms in the back pocket of this Guide and send them back to the Hospital before your due date. This will help facilitate your admission when you are ready to deliver.

The birth of your child will be one of the most important experiences of your life, and we are delighted that you have selected our Hospital to care for you and your baby. We are 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, your baby, and your family.

Thank you for the privilege of caring for you.

Very truly yours,



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

NewYork-Presbyterian
The Allen Hospital

TABLE OF CONTENTS

Our Maternity Services
Fetal Assessment 4
Family-Centered Care 4
Nursing Care 5
Labor and Delivery Suite 6
High Risk Pregnancy 7

What to Bring to the Hospital
Important Paperwork Checklist 8
For Your Comfort Checklist 8
What to Leave at Home 8
Medications 9
Your Health Care Proxy and Living Will 10

Labor and Delivery
Admitting Process 11
Commonly Asked Questions 12
Pain Management 14

Postpartum Care
Rooming-In 15
Newborn Nursery 15
Mother and Newborn Care 16
Breastfeeding 17
Quiet Time 17
Hourly Rounding 17
Newborn Screening Tests 18
Birth Certificate 18

What to Expect
Infant Security 19
Important Patient Safety Information 19
Preventing Infections 20
Interpreter Services 21
Services for the Visually Impaired 21
No Smoking Policy 21
Billing 22
Insurance 22

For Your Consideration
Private Accommodations 23
Guest Facility and Hotels 23
Online Personal Health Record: myNYP.org 24

For Your Comfort and Convenience
Welcome Kit 25
Telephone Service 25
Television Service 25
Internet Access 26
Visiting Hours 26
Information Desk 26
Gift Shop 26

Preparing to Go Home
Infant Car Seat 27
Going Home Checklist 27

Finding Your Way Around
Directions 28
Parking 28

New York State Department of Health
Maternity Information Law 29
Breastfeeding Mothers' Bill of Rights 31

Notes 34

Index 36

OUR MATERNITY SERVICES

The Allen Hospital provides comprehensive maternity services throughout your pregnancy, from prenatal care through labor and delivery and the postpartum period. Our Obstetrics and Gynecology Department is staffed by board-certified obstetricians and midwives. All Allen Hospital obstetricians and gynecologists are on the staff of NewYork-Presbyterian Hospital/Columbia University Medical Center, one of the country's major medical centers, and are members of the faculty of Columbia University College of Physicians and Surgeons. This enables our patients to benefit from the expertise found in a leading academic medical center while receiving care in the intimate setting of a community hospital. At The Allen Hospital, patients also have access to a broad range of medical and surgical specialists and specialty care, if necessary.

If you are coming to us from one of our NewYork-Presbyterian practices or your private obstetrician, your medical records will be forwarded to us.

If you would like a tour of our maternity facilities, please call (212) 932-4850.

Fetal Assessment

The Allen Hospital provides a comprehensive fetal assessment which includes:

- ultrasound scans — using sound waves to create an image of the fetus, ultrasound can measure the baby's size, identify certain abnormalities, and, in some cases, determine whether the baby will be a boy or girl

- first trimester prenatal screening — this test can predict risk for Down syndrome and other chromosomal abnormalities by combining ultrasound measurement of the fluid that builds behind a fetus's neck with maternal markers in the blood

- amniocentesis — this test examines a small sample of amniotic fluid for signs of chromosomal abnormalities

Family-Centered Care

NewYork-Presbyterian Hospital strongly supports the active participation of family in the care of the newborn. We encourage you to keep your baby at your bedside throughout the day and night. If you feel the need to rest, we can care for your infant in the nursery. We are committed to keeping you well-informed and educated about your baby's care and needs, and offer many resources and support groups for families.

Nursing Care

Nursing staff is constantly present on all of our obstetrics units, including the Labor and Delivery Unit, the Antepartum and Postpartum Units, the Nursery, and the Neonatal Intensive Care Unit (NICU). Each of the nurses caring for you and your baby has received extensive, specialized education in the birthing process, including high risk and routine pregnancies and deliveries, as well as postpartum and newborn care. If you are hospitalized prior to delivery, these nurses will monitor you and your unborn baby using the latest maternal and fetal monitoring technologies. The nurses strive to provide a sensitive, safe, and healing environment that promotes comfort, respect, and privacy for you and your baby.

Before you go home, the nurses will teach you how to care for your newborn, assist you in adjusting to parenthood, and provide information about your baby's physical needs and developmental changes.

Labor and Delivery Suite

Your comfort and privacy are top priorities for us. The Labor and Delivery Suite offers a comfortable, family-friendly, and private setting decorated with soothing colors and large windows, most overlooking either the Columbia University athletic fields or the Hudson River. There are 11 labor and delivery rooms and two surgical suites for Cesarean sections. Seven of the labor and delivery rooms are used for labor and childbirth, while the other four are used for triage, antepartum, and postoperative care. There is also a kitchen area with a microwave, a refrigerator, and an ice machine.

The Labor and Delivery Suite provides:

- obstetrical services for low and high risk pregnancies
- specialized medical and nursing staff with high nurse-to-patient staffing levels
- advanced technology to support labor and delivery
- 24-hour obstetrical anesthesiology for pain management
- proximity to a state-of-the-art Neonatal Intensive Care Unit (NICU)

In most cases, babies are delivered by physicians with assistance from certified nurse-midwives, anesthesiologists, and neonatologists who are available on a 24-hour basis, if needed. Women at low risk of complications may have their babies delivered by midwives.

Triage Observation Area

If your visit to the Hospital is the result of an early pregnancy concern, or you are unsure if you are in labor, your obstetrician may recommend that you be evaluated in our triage area. He or she will determine your activity level, whether you can eat or drink, whether fetal monitoring is necessary, and if there is a need for intravenous fluids and/or medications.

Birthing Rooms

Our seven spacious and light-filled birthing rooms combine comfort with leading-edge technology. All suites are private and equipped with a special multi-positioned birthing bed, as well as state-of-the-art equipment for monitoring and delivering your baby. Your progress will be monitored regularly throughout labor, and your nurses will help you explore which comfort measures work best for you. In-room amenities include a television, telephone, and full bathroom with shower, as well as a pullout sofa bed for the birth partner.

Operating Rooms

Two state-of-the-art operating rooms are designated for Cesarean births. In the case of most Cesarean deliveries, your birth partner can accompany you into the operating room.

High Risk Pregnancy

Antepartum Unit

Most women will have a healthy, normal pregnancy and will not require admission to the Hospital prior to their delivery. However, some may experience a pregnancy complication requiring them to be hospitalized for closer monitoring. For these expectant mothers, The Allen Hospital's Antepartum Unit provides comprehensive medical and nursing care in comfortable and supportive surroundings. Our antepartum health care team includes maternal-fetal medicine specialists, obstetricians, and nurses. Other medical or surgical experts are consulted as needed.

Neonatal Intensive Care Unit

A Level 2 Neonatal Intensive Care Unit is available to provide immediate on-site care for at-risk newborns. Additionally, specialists at NewYork-Presbyterian/Morgan Stanley Children's Hospital are available around-the-clock to consult on high risk cases. If clinically necessary, your newborn can be transferred to Morgan Stanley Children's Hospital through our well-established infant transport system.

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
___ Personal identification, such as a driver's license, passport, or other appropriate identification
___ List of telephone numbers of immediate family members to call, if necessary

For Your Comfort Checklist

To make your stay more comfortable, you may want to pack:

___ Nightwear
___ Supportive nursing bra
___ Nursing gown (open front)
___ Toiletries – toothbrush, toothpaste, body lotion, comb, brush, soap, or shower gel
___ Wristwatch or portable clock (battery operated)

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 the loss of or damage to any personal property, including hearing aids and eyeglasses, kept in your room.

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 Medicine is 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 such as latex. 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 — whether for a short or long period of time — 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. Under certain circumstances, New York State law allows a spouse, domestic partner, or a family member to make a health care decision that is in your best interest.

The best way to have your treatment wishes met and concerns addressed 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.

LABOR AND DELIVERY

Admitting Process

Pre-Admission Testing

If you are having a scheduled Cesarean section, you will need to have the following blood tests performed at The Allen Hospital within 72 hours of surgery: a CBC (complete blood count) — a broad screening test to check for anemia, infection, and a number of diseases; RPR (rapid plasma reagin) — a screening test for syphilis; and a blood type confirmation. All other blood tests completed during the antenatal period remain valid and do not need to be repeated. A sonogram may or may not be performed on the day of admission.

Day of Delivery

If you've spoken to your obstetrician and you were instructed to come to the Hospital, you will be admitted directly to the Labor and Delivery Suite.

Scheduled Cesarean Delivery

If you are scheduled for a Cesarean delivery, you will be called by a member of the operating room staff 24 to 48 hours prior to your delivery to review what you need to know. Please make sure your most current contact information is on file with your physician.

Commonly Asked Questions

The following are some commonly asked questions about Labor and Delivery:

What happens when I arrive in the Labor and Delivery Suite with labor complaints but haven't been evaluated by my doctor?

If you arrive in the Labor and Delivery Suite with labor complaints but haven't been evaluated by your doctor, you will be admitted and taken to the triage room. Your doctor or another health care provider will examine you to determine your progress in labor. An external fetal monitor may be applied to your abdomen to assess your pattern of contractions and fetal heart rate. Depending upon the findings at the time of your evaluation, you may be released to return home, asked to walk around until your labor progresses, or admitted to a birthing room.

What happens once I am in a delivery room?

In the delivery room, your nurse will assess your blood pressure, pulse, and temperature, and place you on a fetal monitor. The nurse will monitor you throughout your labor and help you explore which comfort measures work best for you. An intravenous line may be placed to give you medication and fluids. You may also receive ice chips to help quench your thirst. Do not eat any food without your physician's permission.

Who can stay with me during labor?

You can have up to two people, who are older than 16 years of age, with you at any given time. Your other visitors may wait in the visitors' lounge adjacent to the Labor and Delivery Suite.

How long is the typical postpartum stay for vaginal deliveries? For Cesarean deliveries?

Typically, maternity patients will be hospitalized for up to two days postpartum for vaginal deliveries and three to four days for Cesarean deliveries.

If I am having a Cesarean delivery, who can stay with me?

If you have a Cesarean delivery, your birth partner can be with you as long as you receive an epidural or spinal anesthesia. If you require general anesthesia, your birth partner will be taken to the recovery room to wait for you and your baby. You will be monitored in the recovery room until the effects of anesthesia wear off. When you are ready, you will be transported to the mother-baby unit.

Can my family take pictures while I'm delivering?

Pictures may be taken during delivery. Only still photography is allowed in the labor room and birthing/delivery room for vaginal delivery, or operating room for Cesarean delivery. Photographs are permitted to be taken behind the anesthesia screen and in the operating room at the discretion of your obstetrician.

Videotaping is not permitted in the birthing/delivery or operating rooms, regardless of type of delivery.

Videotaping and still photography of the mother and baby are permitted in the mother's room on the postpartum unit. Any videotaping or photographing of staff may only be done with that staff member's permission.

Will I be given anything for pain relief when I go to the postpartum floor?

After delivery, your obstetrician or anesthesiologist may prescribe pain relief medications for use during your postpartum stay, as appropriate. Your nurse will inquire regularly about your comfort and pain level in order to assess what medication will help to keep you pain free. You will be given medication as needed and agreed upon by you and your nurse consistent with your doctor's orders.

Pain Management

The intensity of discomfort during labor and delivery varies from person to person. Some women may manage well with relaxation and breathing techniques. However, most women choose some type of pain relief.

The majority of women receive analgesia (relief from pain without losing consciousness) from an anesthesiologist. There is at least one attending obstetric anesthesiologist available whose sole responsibility is the Labor and Delivery Suite.

The most effective methods for relief of labor pain are regional anesthetics in which medications are placed near the nerves that carry the painful impulses from the uterus and cervix, lessening pain and facilitating your participation in your delivery. Our anesthesiologists commonly use an epidural, spinal, or combined spinal-epidural to minimize pain.

Patients may be offered patient-controlled epidural analgesia, which gives partial control over how much medication is received via the epidural catheter using a computer-controlled pump.

POSTPARTUM CARE

After giving birth, you and your baby will be given a room on our postpartum unit, which includes a bathroom with shower facilities. A nursing attendant will greet you and provide you with our welcome toiletries kit in the event you do not have your own personal grooming items.

Rooming-In

Our family-centered care approach encourages keeping your baby with you at your bedside. This is referred to as rooming-in or mother-baby couplet care and provides you with an opportunity to bond with your baby. Rooming-in allows you to get to know your baby's behaviors and help meet his or her feeding needs, whether you have chosen bottle feeding or breastfeeding. However, if you feel the need to rest or you are not feeling well, your baby can be cared for in our Newborn Nursery.

Newborn Nursery

Healthy newborns are cared for in the Newborn Nursery by attending pediatricians, pediatric nurse practitioners, mother-baby nurses, and lactation consultants. Complete care of the term and near-term newborn from delivery through discharge, including guidance for the parent, is the focus of the nursery team. This care includes:

- complete physical examination of infants upon admission to the nursery and again on the day of discharge
- assessment and management of breastfeeding mothers and their infants
- daily assessment of infants by the attending pediatrician and nursery health care team
- management of infants with common problems such as weight loss, jaundice, and breastfeeding issues
- performance of mandated New York State screening tests for all infants
- administration of the Centers for Disease Control recommended birth dose of hepatitis B vaccine

Mother and Newborn Care

During your stay, our registered nurses will care for you and your baby at your bedside. Our nurses have significant training and experience in obstetrics and postpartum care and are on-call to help you learn to care for yourself and your baby. Your baby will be bathed upon admission to the Newborn Nursery. Should your newborn require immediate specialized care, a transitional nursery equipped to handle any emergency is located within the Labor and Delivery Suite.

As nurse educators, our registered nurses provide instructions for taking care of yourself after a normal vaginal delivery or Cesarean birth. Before going home with your newborn, they will instruct you on baby care basics, including:

- feeding
- cord care
- bathing
- diapering
- circumcision care
- shaken baby syndrome
- safety

The New York State Department of Health requires you to view a video on shaken baby syndrome, which explains the dangers of shaking a newborn. You will be able to view this video on the Newborn Channel on your Hospital television.

Breastfeeding

NewYork-Presbyterian Hospital recognizes and fully supports a new mother's choice of feeding for her newborn – breastfeeding, formula, or a combination of both. However, we are a breastfeeding- friendly Hospital that acknowledges and complies with the New York State Department of Health's Breastfeeding Mothers' Bill of Rights (see page 31). Because we encourage our new mothers to exclusively breastfeed their babies, all of our nurses are thoroughly trained in breastfeeding basics, including techniques and positioning. In addition, our International Board Certified Lactation Consultants are registered nurses and can help breastfeeding mothers who are experiencing difficulty. Lactation Consultants are available weekdays and most weekends to support and educate new mothers in order to help them have a successful breastfeeding experience.

Quiet Time

To help new mothers get their rest, we have implemented Quiet Time in the afternoons from 2 pm to 5 pm. During this time, we ask that all staff, patients, family members, and visitors speak softly and keep any electronic devices in silent mode.

Hourly Rounding

A member of your care team will come to your bedside every hour or so to make sure that you are comfortable and to see if you have everything you need. The staff member will ask you about your pain level, whether you need to use the bathroom, and answer any questions you or your family members may have.

Newborn Screening Tests

Apgar Score

Virginia Apgar, M.D., who was a member of the NewYork-Presbyterian/Columbia medical staff, created this simple scoring system in 1952 that is used to evaluate the physical status of newborns. After the umbilical cord clamp is placed and the cord is cut (by your birth partner if you wish), your baby is then dried and wrapped warmly. The Apgar score is obtained at 1 minute and 5 minutes after birth to assess the baby's color, pulse, muscle tone, respiratory status, and reflexes.

Blood Tests

Your newborn will undergo blood tests to check for various conditions and diseases that cannot be seen but may cause health problems. If identified and treated early, serious problems can often be prevented. In New York State, all babies are required to be tested for more than 40 metabolic and genetic disorders, even if the baby seems healthy and has no symptoms or health problems. A tiny amount of blood is taken from the baby's heel, collected on a special paper, and sent to the Department of Health for analysis. The baby's heel may have some redness at the puncture site and may have some bruising that usually goes away in a few days. Most screening tests cannot be performed until a baby is at least 24 hours old. But there are times when the sample may be collected before 24 hours of age, requiring the baby to have a second specimen collected four to five days later. All babies must have the newborn screening specimen collected before leaving the Hospital.

Hearing Screening

In New York State, all babies are required to have their hearing checked before going home. The purpose of the screening is to check your newborn's ability to hear and to help identify babies who might require further testing. Since good hearing is so essential for the development of speech and language skills, it is important that the identification and management of a hearing impairment be done as early as possible. A hearing screening is non-invasive and painless. The screening methods used are otoacoustic emissions and/or auditory brainstem responses. Both procedures take only a few minutes and can be performed while the infant is resting. A trained specialist measures your baby's hearing while soft sounds are played.

Birth Certificate

Following delivery, you will be given a form that needs to be completed in order to issue your baby a birth certificate and Social Security number. If you are naming a co-parent on your baby's birth certificate, he or she must be present and provide a copy of the marriage certificate. You should receive your baby's birth certificate and Social Security card approximately four to six weeks following delivery.

WHAT TO EXPECT

Infant Security

To protect the safety of your newborn, we have a comprehensive infant security program. Immediately following birth, infants and their parents receive matching identification bands with a bar code. It is the policy to scan and verify these bands whenever any staff member interacts with your newborn — whether in your room or in the nursery. A photograph and high quality, readable footprints of the infant are also taken.

Another important layer of security is a state-of-the-art electronic monitoring system. A lightweight sensor is attached to the newborn's ankle. Any attempt to move an infant out of the monitored area toward an exit or elevator activates the security system, automatically setting off an alarm and locking all exit points leading from the maternity unit. In addition, any unauthorized attempt to remove the sensor activates this alarm.

Important Patient Safety Information

At NewYork-Presbyterian Hospital, we want to work closely with you to make your care and your baby's care safe. By getting involved in your care and the care of your baby, 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 and the care of your baby. They will listen to your concerns, answer your questions, and explain your care 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 treatment decisions for you and your baby.
- Ask questions about the care and treatment of yourself and of your baby.
- 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 Identification Bands

You and your baby must wear your Hospital identification (ID) bands at all times while you are in the Hospital. Our staff is expected to review the information on your Hospital ID bands before giving you or your baby any medications, before tests, procedures, and X-rays, or when giving you your food tray. If the ID band comes off you or your baby 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 can help prevent falls by:

- calling a staff member if you need help getting out of bed or a chair
- letting us know if you cannot reach your call button and keeping it close to you
- 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 is expected to 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 your baby 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 well. 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. 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.

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.

Billing

Your Hospital bill will reflect all of the Hospital services you and your baby 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 operating room, recovery room, and/or items your doctor orders for you or your baby, such as X-rays or laboratory tests

For information about charges for telephone and television services, see page 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 or your baby in person, but who provided professional services related to diagnosing and interpreting test results while you were in the Hospital. 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 health coverage, including, but not limited to, commercial insurance carriers, HMOs, Medicare, and Medicaid. This will help you understand which Hospital services are covered and your responsibilities, 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 strives to take the appropriate action 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 seek or 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 (866) 252-0101.

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.

Guest Facility and Hotels

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

McKeen Pavilion (212) 305-4820
Milstein Hospital Building
NewYork-Presbyterian/Columbia
177 Fort Washington Avenue, between 165th and 168th Streets
New York, NY 10032

Guest rooms are available in the Milstein Hospital Building — McKeen Pavilion Guest Accommodations area. These guest rooms enable friends and family to be close to loved ones during their hospitalization. Rates are available on request.

Call for information or reservations, Monday through Friday, 7 am to 5 pm; Saturday, Sunday, and holidays, 8 am to 4 pm. After hours, ask a nurse to page the Administrator-on-Call who will check room availability.

Econo Lodge — Fort Lee (201) 944-5332
2143 Hudson Terrace
Fort Lee, NJ 07024

The Econo Lodge is located not far from the George Washington Bridge in Fort Lee, New Jersey, with convenient access to the Bridge, the Hospital, and New York City via both public transportation and by car.

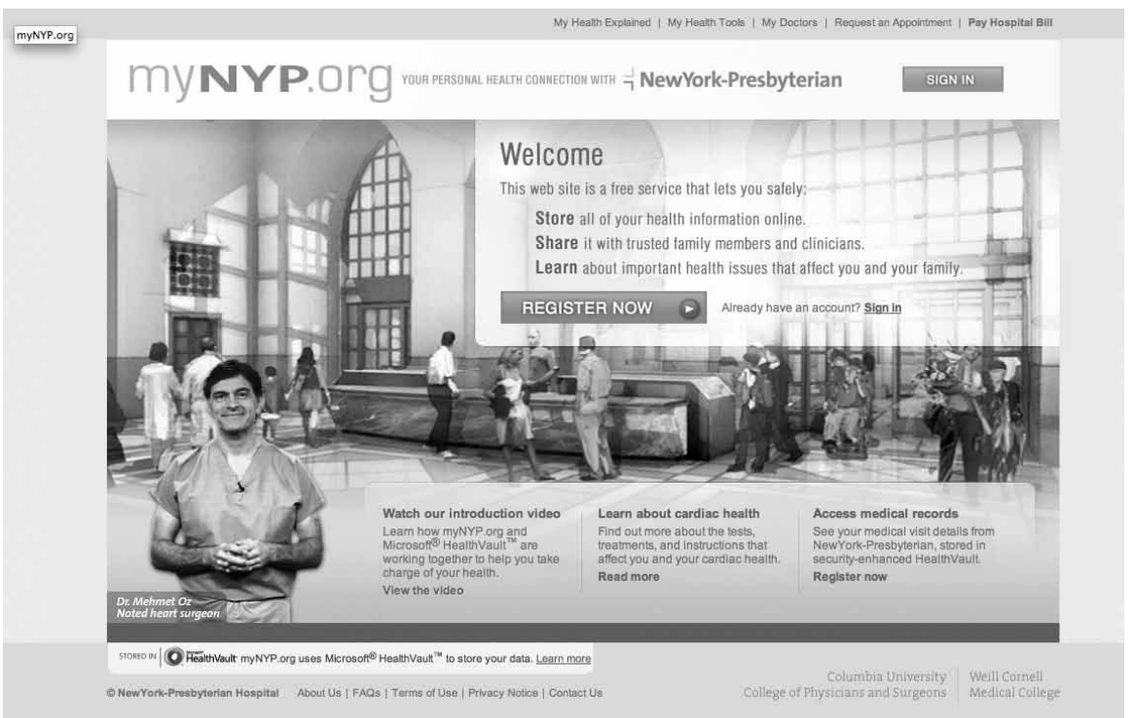
Crowne Plaza Englewood (800) 972- 3160
401 South Van Brunt Street
Englewood, NJ 07631

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

Online Personal Health Record: myNYP.org

NewYork-Presbyterian Hospital is pleased to offer patients 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 this information wherever and whenever needed and can easily share information with clinicians, trusted family members, and other caregivers. With myNYP.org, you can create an electronic health record for yourself and for your child 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.

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. In addition, online tools offered by myNYP.org can help you manage health and wellness. “My Health Explained” helps you better understand treatments, tests, and procedures used to diagnose and treat medical conditions. “My Health Tools” includes useful tools to help you manage chronic conditions such as high blood pressure and diabetes; keep track of weight, monitor diet, and chart progress; and prepare for emergencies.



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, hair conditioner, body wash, body lotion, a toothbrush and toothpaste, a hair brush, facial soap (shea butter), and 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.

The Newborn Channel provides many informative programs about basic newborn care, newborn safety, and feeding your infant. This is a free service available in both English and Spanish. For more information about Newborn Channel programming, please talk to your nurse.

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 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. Your significant other may stay overnight with you in private rooms only.

All visitors must receive a pass from the Information Desk at the main entrance. Family and visitor waiting areas are located on each patient floor. Visitors who have colds or other infections should not visit until they are well. Visiting children should be free of colds and infections, and their immunizations should be up-to-date.

Information Desk (212) 932-4000

The Information Desk, located in the main lobby of 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 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.

PREPARING TO GO HOME

Generally, you will be discharged two days after a vaginal delivery and three to four days following a Cesarean birth. Both your obstetrician and pediatrician must authorize discharge for you and your baby. You will receive additional discharge information while you are in the Hospital.

Infant Car Seat

New York State requires that you have an infant car seat properly installed for the car ride home with your newborn. Be sure you know how to buckle your baby in correctly. Car seats are not required for taxis and buses.

Going Home Checklist

The following list of questions will help you prepare for a smooth transition home.

___ Do I have clean, comfortable clothes to wear?

___ Do I have clothes for my baby?

___ Do I have keys to my home?

___ Is there food to eat at home?

___ Who is coming to pick us up? _____

___ Do I need someone to help me at home?

___ Have these arrangements been made?

___ Do I have all the prescriptions/medications I will need?

___ Have I received my discharge instructions to care for myself and my baby at home?

___ What else should I ask my doctor or nurse? _____ .

___ Who can I call if I have concerns or questions after I get home? _____

___ The date of my follow-up appointment is: _____

___ The date of my baby's pediatrician appointment is:_____

___ My doctor's phone number is: _____

___ My baby's pediatrician's phone number is: _____

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 and 225th Street stations at Broadway. Walk along Broadway for 5 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 onto 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 onto Broadway. The Allen Hospital will be on your left.

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

NEW YORK STATE DEPARTMENT OF HEALTH

Maternity Information Law

New York State's Maternity Information Law requires each hospital to provide the information listed below about its childbirth practices and procedures at the time of pre-booking. This information can help you to better understand what you can expect, learn more about your childbirth choices, and plan for your baby's birth. Data shown are for 2009 — the most recent statistics available.

Most of the information is given in percentages of all the deliveries occurring in the hospital during a given year. For example, if 20 births out of 100 are by Cesarean section, the Cesarean rate will be 20 percent. If external fetal monitoring is used in 50 out of 100 births, or one-half of all births, the rate will be 50 percent. This information, alone, doesn't tell you that one hospital is better for you than another. If a hospital has fewer than 200 births a year, the use of special procedures in just a few births could change its rates.

The types of births could affect the rates as well. Some hospitals offer specialized services to women who are expected to have complicated or high risk births, or whose babies are not expected to develop normally. These hospitals typically perform more of the special procedures than hospitals that do not offer these services.

This information also does not tell you about your doctor's or nurse-midwife's practice. However, the information can be used when discussing your choices and wishes with your doctor or nurse-midwife, and to find out if his or her use of special procedures is similar to or different from that of the hospital.

All Births*— The Allen Hospital — 2009

Intervention	The Allen Hospital		Statewide Percent
	Number	Percent	
Total births	2,260	100.0%	n/a
Forceps delivery	4	0.2%	0.6%
Internal fetal monitoring	208	9.2%	9.4%
External fetal monitoring	1,444	63.9%	83.3%
Induction by artificial rupture of membranes	153	6.8%	10.9%
Induction by medicine	288	12.7%	16.0%
Augmented labor	343	15.2%	20.4%
Attended by midwife	58	2.6%	9.6%

**Percent based on totals, excluding cases with missing information*

Vaginal Births*— The Allen Hospital — 2009

Intervention	The Allen Hospital		Statewide Percent
	Number	Percent	
Vaginal births‡	1,528	67.9%	65.2%
Vaginal birth after prior Cesarean†	22	12.9%	10.0%
Breech births delivered vaginally‡	1	0.0%	0.2%
Episiotomy	93	6.1%	19.1%
General anesthesia	18	1.2%	0.6%
Spinal anesthesia	33	2.2%	3.7%
Epidural anesthesia	932	61.0%	56.2%
Local/other anesthesia	234	15.3%	14.2%
Paracervical anesthesia	0	0.0%	0.0%
Pudendal anesthesia	0	0.0%	0.1%

** Percent based on total vaginal births, excluding cases with missing information*

‡ Percentage of total births

† Percentage of prior Cesareans

Cesarean Births*— The Allen Hospital — 2009

Intervention	The Allen Hospital		Statewide Percent
	Number	Percent	
Cesarean births‡	722	32.1%	34.8%
Primary Cesarean‡	574	25.5%	23.6%
Repeat Cesarean‡	148	6.6%	11.2%
General anesthesia	35	4.8%	4.4%
Spinal anesthesia	396	54.8%	67.4%
Epidural/local anesthesia	284	39.3%	27.2%

** Percent based on total Cesarean births, excluding cases with missing information*

‡ Percentage of total births

Breastfeeding — The Allen Hospital — 2009

Infant Feeding Method[1]	The Allen Hospital		Statewide
	Number	Percent	Percent
Fed any breast milk	2,193	99.9%	76.4%
Fed exclusively breast milk	27	1.2%	42.0%
Breastfed infants supplemented with formula[2]	2,166	98.8%	45.1%

[1]Based on liveborn infants, excluding infants who were admitted to the Neonatal Intensive Care Unit or transferred to or from another hospital

[2]Percentage is based only on infants who were fed any breast milk

You should play an active role in making your childbirth the kind of experience you want. To do so, you need information. Take part in childbirth preparation classes and read books about childbirth. Ask questions and discuss your wishes with your doctor or nurse-midwife.

A free booklet, *Your Guide to a Healthy Birth*, is available from the New York State Department of Health. For your copy, write to:

Healthy Babies
New York State Department of Health
Box 2000
Albany, NY 12220

Breastfeeding Mothers' Bill of Rights

In accordance with Article 28 of the public health law, you must receive the Breastfeeding Mothers' Bill of Rights if you attend prenatal childbirth education classes provided by the maternal health care facility, all hospital clinics, and diagnostic and treatment centers providing prenatal services. Choosing the way you will feed your new baby is one of the important decisions you will make in preparing for your infant's arrival. Doctors agree that for most women breastfeeding is the safest and most healthy choice. It is your right to be informed about the benefits of breastfeeding and have your health care provider and maternal health care facility encourage and support breastfeeding.

You have the right to make your own choice about breastfeeding. Whether you choose to breastfeed or not you have the following basic rights regardless of your race, creed, national origin, sexual orientation, gender identity or expression, or source of payment for your health care. Maternal health care facilities have a responsibility to ensure that you understand these rights. They must provide this information clearly for you and must provide an interpreter if necessary. These rights may only be limited in cases where your health or the health of your baby requires it. If any of the following things are not medically right for you or your baby, you should be fully informed of the facts and be consulted.

Before You Deliver

The Allen Hospital is required to provide the maternity information leaflet, including the Breastfeeding Mothers' Bill of Rights, in accordance with section 2803-j of this chapter, to each patient or to the appointed personal representative at the time of pre-booking or time of admission to a maternal health care facility. Each maternal health care provider shall give a copy of the Breastfeeding Mothers' Bill of Rights to each patient at or prior to the medically appropriate time.

You have the right to complete information about the benefits of breastfeeding for yourself and your baby. This will help you make an informed choice on how to feed your baby.

You have the right to receive information that is free of commercial interests and includes:

- how breastfeeding benefits you and your baby nutritionally, medically, and emotionally
- how to prepare yourself for breastfeeding
- how to understand some of the problems you may face and how to solve them

In the Maternal Health Care Facility

- You have the right to have your baby stay with you right after birth whether you deliver vaginally or by Cesarean section.
- You have the right to begin breastfeeding within one hour after birth.
- You have the right to have someone trained to help you in breastfeeding give you information and help you when you need it.
- You have the right to have your baby not receive any bottle feeding or pacifiers.
- You have the right to know about and refuse any drugs that may dry up your milk.
- You have the right to have your baby in your room with you 24 hours a day.
- You have the right to breastfeed your baby at any time day or night.
- You have the right to breastfeed your baby in the neonatal intensive care unit. If nursing is not possible, every attempt will be made to have your baby receive your pumped or expressed milk.
- If you or your baby are re-hospitalized in a maternal care facility after the initial delivery stay, the hospital will make every effort to continue to support breastfeeding, and to provide hospital grade electric pumps and rooming-in facilities.
- You have the right to have help from someone specially trained in breastfeeding support and expressing breast milk if your baby has special needs.
- You have the right to have a family member or friend receive breastfeeding information from a staff member if you request it.

When You Leave the Maternal Health Care Facility

- You have the right to printed breastfeeding information free of commercial material.
- You have the right to be discharged from the facility without discharge packs containing infant formula, or formula coupons, unless specifically requested by you. The packs are available at the facility.
- You have the right to get information about breastfeeding resources in your community, including information on availability of breastfeeding consultants, support groups, and breast pumps.
- You have the right to have the facility give you information to help choose a medical provider for your baby and understand the importance of a follow-up appointment.
- You have the right to receive information about safely collecting and storing your breast milk.
- You have the right to breastfeed your baby in any location, public or private, where you are otherwise authorized to be. Complaints can be directed to the New York State Division of Human Rights.

All the above are your rights. If the maternal health care facility does not honor these rights, you can seek help by contacting the New York State Department of Health or by contacting the hospital complaint hotline at (800) 804-5447 or via email at hospinfo@health.state.ny.us.

NOTES

NOTES

INDEX

Accommodations....23
Admitting....11
Allergies....9
Antepartum Unit....7
Apgar Score....18
Balloons....26
Billing....22
Birth Certificate....18
Birthing Rooms....6
Breastfeeding....17, 31
Call Button....20
Cesarean Birth....11, 13
Checklist – For Your Comfort....8
Checklist – Going Home....27
Checklist – Important Paperwork....8
Directions....28
Discharge....27
Electrical Appliances....8
Falls Prevention....20
Family-Centered Care....4
Fetal Assessment....4
Financial Aid Policy....22
Flowers....26
Gift Shop....26
Guest Facility....23
Hand Hygiene....20
Hearing Impaired....21
Hearing Screening (newborns)....18
Health Care Proxy....10
High Risk Pregnancy....7
Hotels....23
Identification Bands (newborns)....19, 20
Identification Bands (parents)....19, 20
Infant Car Seat....27
Infection Control....20
Information Desk....26
Insurance Information....22
Internet Access....26
Interpreter Services....21
Labor and Delivery Suite....6
Laptops....26
Living Will....10
Maternity Information Law....29
Maternity Services....4
Medications....9
Neonatal Intensive Care Unit....7
Newborn Care....16
Newborn Nursery....15
Newborn Screening Tests....18
New York State Department of Health....29
Nursing Care....5
Online Personal Health Record....24
Operating Rooms....6
Organ Donation....10
Pain Management....14
Parking....28
Patient Safety....19
Patient Services Administration....10
Photography....13
Postpartum Care....15
Rooming-In....15
Security (infants)....19
Shower/Bathroom Facilities....15
Smoke-Free Campus....21
Telephone Service....25
Television Service....25
Valuables....8
Visiting Hours....26
Visually Impaired....21
Wireless Network....26