

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

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Preparing For Your Stay



— **NewYork-Presbyterian**  
— Westchester Division

## Important Phone Numbers

Admitting Department	(914) 997-5700
General/Patient Information	(914) 997-5700
Medical Records	(212) 997-5725
Patient Services Administration	(914) 997-5920
Referrals and Evaluation	(888) 694-5700

## Welcome

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Welcome to NewYork-Presbyterian Hospital/Westchester Division. The Westchester Division provides a wide array of outpatient and inpatient mental health and substance abuse services for pediatric, adolescent, adult, and geriatric patients. Our staff is dedicated to always providing the highest quality, most compassionate care and service to each and every one of our patients in a warm and friendly environment.

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

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

Thank you for the privilege of caring for you.

Very truly yours,



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





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# What to Expect





**Admitting Process/Evaluation****(888) 694-5700**

24 hours a day/7 days a week

Information about the Hospital or psychiatric treatment is available by calling the Hospital's toll-free number above. Questions regarding treatment may be made by a prospective patient or by others, including family members, friends, therapists, managed care companies, and guidance counselors. In an emergency, the patient can be seen immediately.

A thorough evaluation, which can take two to four hours, will be performed to assess the patient's condition. If treatment is recommended, the patient will be referred for the appropriate level of care — an inpatient unit, partial hospitalization program, day hospital, community residence, outpatient clinic, or other mental health service. An average length of stay for an adult at NewYork-Presbyterian/Westchester is approximately 17 days. For children, the average length of stay is approximately 13 days. Actual length of stay, however, can vary for each patient. Please feel free to ask your clinical team about length of stay expectations.

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

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

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

## **Inpatient Hospital Admissions**

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

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

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

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

## What to Bring to the Hospital



### **Important Paperwork Checklist**

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

- Complete list of prescription and over-the-counter medications that you are currently taking
- Reports from your physician(s)
- Medical insurance information, including insurance cards, pre-certification, and other documentation required by your insurer
- Government-issued photo ID, such as a driver's license or passport
- Telephone numbers of immediate family members to call, if necessary
- Copies of advance directives, such as a Health Care Proxy or Living Will

### **For Your Comfort Checklist**

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

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

Patients may also bring:

- \_\_\_ Phone card or a supply of quarters for making calls
- \_\_\_ Battery-operated radio
- \_\_\_ Contact lenses
- \_\_\_ Wristwatch
- \_\_\_ Cosmetics (packed in plastic containers when possible)

A hair dryer and disposable razors are available on each unit. Electrical appliances are permitted only with the approval of the treatment care coordinator or patient care director and must be checked by the Hospital's Plant Operations staff.

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



### **Items Not Allowed on Patient Units**

Not intended as a complete list, the following items are not allowed on patient units without staff permission:

- Cameras, film
- Medications of any type
- Drugs
- Recording devices, tapes
- Glass bottles, mirrors, compacts with mirrors
- Plastic bags
- Matches
- Wire hangers, rope, cord
- Electrical appliances with a cord, unless deemed a clinical need and ordered by a physician or a nurse practitioner
- Sharps (i.e., razors, tweezers, nail files, nail clippers, sewing needles, scissors, knitting and crocheting needles)
- Pins
- Toxic liquids

Most units do not allow cell phones, laptop computers, or other small electronic devices. Ask a member of your unit staff if these items are permitted on the unit.

### Your Medications

When you come to the Hospital, bring a list of all the medications you currently take. This list should include all of your prescription and over-the-counter medications, as well as any vitamins or herbal supplements.

You may want to use the chart below to keep track of your prescription and over-the-counter medications — especially since the medications you are taking before coming to the Hospital may change as a result of your admission.

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

### Allergies

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

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### **Your Health Care Proxy and Living Will**

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

The best way to protect your treatment wishes and concerns is to appoint a Health Care Agent and complete the Health Care Proxy form. 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 (914) 997-5920.

# For Your Consideration



### **Amenities Unit**

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

### **Services for International Patients** (212) 746-4455

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

### **Guest Accommodations**

Visitors to NewYork-Presbyterian/Westchester who wish to stay overnight can do so in a number of area hotels. The Hospital maintains a list of local hotels, some of which offer discounts for NewYork-Presbyterian visitors. You can obtain this list from the Welcome Desk in the main entrance lobby or from the unit clerk on each individual unit. You can also call the main Hospital number at (914) 682-9100 and ask the operator for information on guest accommodations.

# For Your Care



### **Your Care Team**

Treatment will be managed by a multidisciplinary team and begins on the day of admission. During the initial evaluation, a diagnosis is made and treatment is planned. Throughout the Hospital stay, your diagnosis is re-evaluated, and the treatment plan is changed as your condition changes. Laboratory tests and diagnostic procedures may be required at various times during your stay. In addition, if needed, consultants from NewYork-Presbyterian Hospital may help evaluate specialized problems. Family participation in treatment is encouraged and often vitally important for your progress.

A psychiatrist is available to you 24 hours a day, 7 days a week. He or she will oversee treatment, prescribe necessary medications, and be responsible for management of medical care. A treatment care coordinator shares responsibility with the psychiatrist for ongoing evaluation and treatment and is available to you and your family to discuss your treatment plan. Nurses are responsible for patient care on the unit 24 hours a day, 7 days a week. They dispense medications and provide education to patients and families about psychiatric illness.

In addition, the patient care team includes a psychologist who may administer verbal or written diagnostic tests; psychosocial rehabilitation staff who provide skills training and rehabilitation to help patients develop socialization, leisure, vocational, and independent living skills for returning to the community; and a social worker who provides a link to family members and assists with discharge and aftercare arrangements.

### **Treatment Methods**

Each patient's treatment program is individualized and may include individual therapy, group therapy, and/or medications; family meetings; psychosocial rehabilitation to help improve daily functioning at home or work, in school, and during leisure time; and activities to promote well-being. In addition, patients will benefit from vocational assessment, counseling, and rehabilitation. Other therapy or therapeutic procedures may be recommended. In such cases, these will be explained in detail and the treatment given with the patient's written consent.

### **School Programs**

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



### **Resource Center for Emotional Health**

Located just inside the Hospital's main entrance, the Resource Center for Emotional Health helps patients and their family members gather information about mental illness and its treatment. You can request information by calling (914) 997-5888.

### **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 during your Hospital stay, 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.

### **Pastoral Care**

The Hospital's Department of Pastoral Care and Education can provide spiritual support to you and your loved ones while you are in the Hospital.

### **Patient Services Administration**

**(914) 997-5920**

Our Patient Services Administration personnel can help you and your family with questions and concerns, explain Hospital policy and procedures, and take the appropriate steps to see that your rights as a patient are respected.

**For Your Comfort and Convenience**



### **Your Meals**

Each unit has a comfortable dining room where patients eat together. Snacks are available several times throughout the day. Special diets are provided when necessary as part of a patient's medical treatment or to meet religious requirements.

### **Laundry**

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

### **Television and CD/DVD Players**

Each unit has a television, and most units have a CD and/or DVD player that can be used day and evening during free time. CDs and DVDs are available to be borrowed. DVDs brought onto the unit from outside the Hospital must be approved before viewing.

### **Telephones**

You may use unit pay phones to make and receive calls between 8:30 am and 10 pm daily unless otherwise directed by unit staff. Phone numbers for each unit are listed on a unit fact sheet given to patients and family members at admission. It is helpful to have a phone card or a supply of quarters for making calls.

### **Mail**

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

## Visiting Information

### Visiting Hours

Although each unit has specific visiting hours, these can be changed for family members if they are not convenient. If more flexible visiting hours are needed, please speak with the patient care director or treatment care coordinator, who will assist you with the necessary arrangements. At times, there may be therapeutic reasons for limiting visits to a patient.

### Visitor Verification and ID Badges

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

For the safety of patients on the unit, all packages or other items brought into the Hospital must be checked thoroughly by a staff member on the unit before being given to the patient.

Visitors should check with the unit staff before bringing food to the patient, as some foods may be restricted for clinical reasons.

**Welcome Desk**

(914) 997-5802

Monday through Friday, 8:30 am to 5 pm

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

**Gift Shop**

Monday through Friday, 10 am to 4 pm

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

**ATM**

A Chase ATM is located in the Center Building lobby across from the Gift Shop.

## For Your Safety and Security



### **Safety Precautions**

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

### **Personal Accounts and Valuables**

#### **Cashier**

Monday to Friday, 9 am to 11:30 am and 12 noon to 3 pm

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

### **No Smoking Policy**

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

# Financial Information





## **Billing**

Your Hospital bill will reflect all of the Hospital services you received during your stay. Charges fall into two categories:

- a basic daily rate, which includes your room, meals, nursing care, and housekeeping
- charges for special services or procedures, which include the operating room, recovery room, and/or items your physician orders for you, such as X-rays or laboratory tests

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

## **Insurance**

**(866) 652-7517**

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

If you have any questions regarding your insurance coverage, please call (866) 652-7517 or the telephone number indicated on your billing statement.

**Notice to Uninsured or Underinsured Patients (914) 997-5959**

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. We are able to prepare Medicaid applications for New York City and Westchester County residents.

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

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

# Finding Your Way Around



The Hospital's official address and phone number are:

NewYork-Presbyterian Hospital/ (914) 682-9100  
Westchester Division  
21 Bloomingdale Road  
White Plains, NY 10605

### **Directions**

The Westchester Division is about 25 miles from midtown Manhattan.

#### **By Car**

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

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

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

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

**Parking**

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

**Train, Bus, and Airline Service**

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

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

Taxi service is available at the train station for those arriving by train or bus. The current cost to NewYork-Presbyterian/Westchester is \$5 to \$6. A free Hospital shuttle bus service is also available. (See information below.)

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

**Shuttle Bus Service**

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

Shuttle pick-up times at the train station/bus depot are 8:10 am, 12 noon, 3:45 pm, 4:50 pm, and 5:25 pm. Passengers are picked up across the street from the Metro-North platform on the corner of Ferris Avenue and Water Street by the bus depot. The shuttle is a white bus with NewYork-Presbyterian in red lettering.



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