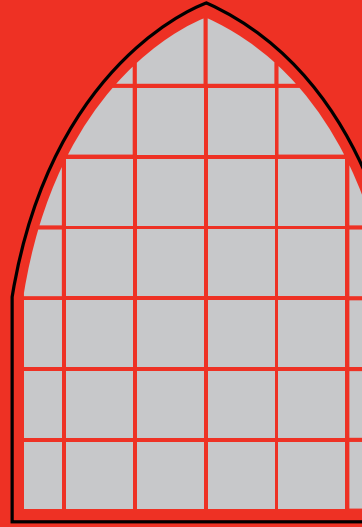


NewYork-Presbyterian Hospital  
**Patient and Visitor Guide**

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Preparing For Your Stay



┌ **NewYork-Presbyterian**  
└ Weill Cornell Medical Center

## Welcome

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

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

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

Thank you for the privilege of caring for you.

Very truly yours,



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





AMAZING  
CLINICS

rk-Presbyterian Hospital • Weill Cornell Medical Center

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## What to Bring to the Hospital



### **Important Paperwork Checklist**

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

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

### **For Your Comfort Checklist**

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

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

### What to Leave at Home

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

### Your Medications

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

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

### Allergies

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

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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. 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) 746-4293.

### **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](http://www.health.state.ny.us/professionals/patients/donation/organ).

## What to Expect



### **Admitting Process**

The Admitting Department is located in Payson 101, to the right of the Hospital's main entrance lobby. The Department's telephone number is (212) 746-4250.

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

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

### **Preparing for Surgery**

If you are having surgery, the evening before your scheduled surgery a nurse will call to tell you where to go and at what time you should arrive. The nurse will also tell you when you can no longer eat or drink, and ask you some general health questions. If you are not contacted, call the number given to you by your doctor's office or the pre-admission testing area.

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

### Voluntary Blood Donations

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

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

Please call the New York Blood Donor Center at (800) 933-2566, and they will direct you to the nearest donor center. The donated blood will be sent to NewYork-Presbyterian/Weill Cornell.



### **Important Patient Safety Information**

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

### **Be Actively Involved in Your Care**

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

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

- Actively participate in decisions about your treatment.
- Ask questions about your care and treatment.
- Ask questions about your discharge instructions.
- Tell us if you do not understand what we are saying to you.
- Ask for an interpreter if you do not understand English.

### **Keep Your Health Care Team Informed**

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

### **Know Your Medications**

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

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

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

### Help Prevent Falls

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

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

### Preventing Infections

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

### Practice Hand Hygiene

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

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



### **Follow Visitor Guidelines**

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

### **Interpreter Services**

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

### **Services for the Visually Impaired**

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

**Billing**

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

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

For information about charges for telephone and television services, see pages 22 and 23.

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

**Insurance****(866) 252-0101**

All insured patients should familiarize themselves with the terms of their insurance coverage, including commercial insurance carriers, HMOs, Medicare, and Medicaid. This will help you understand which Hospital services are covered and what your responsibilities are, if any. You should also bring copies of your insurance cards. The Hospital is responsible for submitting bills to your insurance company for Hospital services and will do everything it can to expedite your claim. You may receive a bill from the Hospital for any deductible/copay/coinsurance or non-covered items, as indicated on the explanation of benefits received from your insurance company. If you have any questions regarding your insurance coverage, please call (866) 252-0101 or the telephone number indicated on your billing statement.



**Notice to Uninsured or Underinsured Patients** (866) 252-0101

If you are uninsured, you will be responsible for payment of your Hospital bill unless you are eligible for and receive coverage from other payment sources. NewYork-Presbyterian Hospital offers assistance to patients who do not have insurance or are underinsured to determine whether there may be other sources of payment, such as Medicaid, Medicare 1011, Workers' Compensation, No-Fault, COBRA benefits, or Charity Care, available to cover Hospital services rendered here.

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

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

**No Smoking Policy**

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

# For Your Consideration



### **Private Accommodations**

NewYork-Presbyterian/Weill Cornell offers suites and private rooms for patients on most units for an additional cost. Private suites offer the look and feel of a fine hotel in a fully functional hospital room. Many suites have panoramic views of the East River. Private rooms have views of the East River, Manhattan skyline, or a restful interior courtyard. The Greenberg 14 South patient care unit features 20 luxurious single-bed patient rooms and offers personalized services. Contact the Admitting Department at (212) 746-4250 or let your physician know if you are interested in private accommodations.

Please be aware that if a semi-private room is not available, you may be assigned to a private room but will not be charged a private room rate. If a semi-private room becomes available, you will have the option of moving to that room or electing to stay in the private room for an additional private room charge.

### **Private Duty Nursing**

**(212) 746-4091**

Private duty nurses and attendants may be hired through the Private Duty Nursing Office, located in Whitney 131 on the first floor's central corridor between the main lobby and the Information Desk. The Private Duty Nursing Office is open from 9 am to 5 pm, Monday through Friday.

During all other times, the Nursing Administrator will assist with your private duty needs. You may contact your Nursing Administrator through the charge nurse or Patient Care Director on your unit. Private duty nurses and attendants are not employed by the Hospital. Their fees will be quoted to you when you call the office. Payment must be made in cash or by check directly to the nurse or attendant at the end of each shift.

## Guest Facility

NewYork-Presbyterian Guest Facility (212) 472-8400  
at the Helmsley Medical Tower

Located adjacent to the Hospital  
1320 York Avenue, between East 70th and 71st Streets  
New York, NY 10021  
[www.nypguestfacility.com](http://www.nypguestfacility.com)

The Helmsley Medical Tower at NewYork-Presbyterian/Weill Cornell offers modern, comfortable guest facilities for patients, family members, and others traveling to our Hospital from out of town.



## Online Personal Health Record: myNYP.org

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



## For Your Comfort and Convenience



### **Welcome Kit**

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

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

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

### **Telephone Service**

#### **Local Calls**

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

#### **Long Distance Calls**

Calls to area codes beyond those listed above are considered long distance. There is a small daily charge for having long distance telephone service within the continental United States. Once you arrive at the Hospital, you will receive further information about 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 13 (Channel 16), CNN (Channel 41), the Newborn Channel, and channels providing religious services, classical music, Hospital information, and patient education programming.

### **Extended Rental 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

In general, visiting hours are from 9 am to 9 pm. However, visiting hours can vary according to the location, condition, and needs of the patient. Please look for signs indicating special visiting hours on a particular unit, or ask the nursing staff on that unit. Our staff will work with families and patients, especially with those in a room with two beds, to allow patients time to rest and sleep.

### Information Desk

(212) 746-4690

Monday through Friday, 7:30 am to 8 pm

Saturday, Sunday, and Holidays, 8 am to 8 pm

The Information Desk is located just past the lobby of the Hospital's main entrance at 525 East 68th Street. You will see the symbol ⓘ indicating its location. The Information Desk provides directions and information to patients and visitors.

### Gift Shop

(212) 746-4230

Monday through Friday, 7:30 am to 9 pm

Saturday and Sunday, 9 am to 9 pm

The Gift Shop is located behind the Information Desk. It offers a wide selection of items, including flowers, toiletries, newspapers, magazines, cards, snacks, beverages, gifts, and Mylar balloons. In addition, breast pumps can be rented through the Gift Shop. 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, labor and delivery unit, and oncology and transplant units.

## Finding Your Way Around



The Hospital's official address and phone number are:

NewYork-Presbyterian Hospital/ (212) 746-5454  
Weill Cornell Medical Center  
525 East 68th Street  
New York, NY 10065

### **Directions**

#### **By Subway**

Take the #6 train to East 68th Street. Walk four blocks east to York Avenue or take the M66 bus eastbound to York Avenue.

#### **By Bus**

Take the M31 to the East 69th Street stop, directly in front of NewYork-Presbyterian/Weill Cornell. The M31 operates north and south on York Avenue, and crosstown on 57th Street.

Crosstown buses M66 and M72 allow you to transfer to the M31 at York Avenue.

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

#### **By Car**

Approaching the Hospital from the south, take the FDR Drive northbound to the 61st Street exit. Turn right onto York Avenue, go north to 68th Street, and turn right into the Hospital's main entrance circle.

Approaching the Hospital from the north, take the FDR Drive southbound to the 71st Street exit. Turn left onto York Avenue, go south to 68th Street, and turn left into the Hospital's main entrance circle.

## **Parking**

We strongly recommend parking at our licensed and insured Hospital parking garages listed below. Most major credit cards are accepted.

**The Greenberg Pavilion Garage** (212) 746-2015

525 East 68th Street

Open 24 hours. Handicapped accessible.

Valet parking is located in the circular driveway at the main Hospital entrance. Payment may be made to the Hospital Cashier, Monday through Friday, 8 am to 9 pm and Saturday, 9 am to 4 pm. At other times, payment may be made at the parking booth located in the center of the main entrance circle.

**Helmsley Medical Tower Garage** (212) 746-1974

507 East 70th Street, between York Avenue and the FDR Drive

Valet parking. Open 24 hours.

**Laurence G. Payson House Garage** (212) 746-1977

426 East 71st Street, between York and First Avenues (on left)

Valet parking. Open 24 hours.

**The Phipps House Garage** (212) 746-1979

1285 York Avenue, between 68th and 69th Streets

Valet parking. Open 7 am to midnight.

## **Map and Neighborhood Services**

In the pocket of this Guide, you will find a map that identifies locations important for you to know on the NewYork-Presbyterian/Weill Cornell campus and in the surrounding neighborhood. For your convenience, we have also included a list of restaurants, pharmacies, ATM machines, and other local resources.







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