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Dear Patient:

Welcome to Montefiore.

For many people, a hospital stay is a new and different experience. This booklet has been prepared to answer many of the questions you may have, to provide you with important information such as your rights, and to acquaint you with the many services that are available to you at Montefiore.

While you are here, you can be assured your healthcare team is committed to providing you with the highest level of care and service that will help your recovery be as quick and as comfortable as possible.

If you have any questions or concerns about your health or about your stay with us, please do not hesitate to speak to your nurse or physician or a customer services representative. We are here to help you.

It is our privilege to be your healthcare provider.

Sincerely,

Steven M. Safyer, MD
President and CEO

Susan Green-Lorenzen, RN
Senior Vice President-Operations
ABOUT MONTEFIORE

Our History
From its founding in 1884 by Jewish philanthropists as a care facility for patients with chronic illnesses to its status today as one of the largest healthcare systems in the nation, Montefiore Medical Center has been at the forefront - translating scientific breakthroughs into diagnostic and treatments that save lives, educating the next generation of compassionate healthcare professionals, and combining our deep commitment to the community with nationally-renowned expertise.

Hospitals
At the center of Montefiore’s healthcare system are our four hospitals at three campuses: the 726-bed Montefiore Hospital at the Moses Campus; the 396-bed Weiler Hospital at the Einstein Campus; the 369-bed Wakefield Hospital at the Wakefield Campus; and also at the Moses Campus is the Children’s Hospital at Montefiore, a spectacular center of pediatric care, which anchors an extensive network of community-based children’s services.
**Ambulatory Care**
The Westchester Square Campus provides a full service emergency department, ambulatory surgery as well as ambulatory mental health and substance abuse services.

The Hutchinson Metro Center Tower II opening in the fall of 2014 at the Hutchinson campus will be a 12 floor patient-centered, multi-disciplinary outpatient diagnostic and treatment center located at 1250 Waters Place in the Bronx. It will be home to state-of-the-art operating rooms, as well as many clinical specialties.

**Primary Care Services**
The Montefiore Medical Group, an extensive network of physician offices and community health centers throughout the Bronx and southern Westchester, serves thousands of patients of all age groups. Healthcare services are also provided to children at 16 Montefiore school health programs. On its Bronx campuses, Montefiore offers primary and specialty care services at a beautiful Family Care Center and at two faculty practice centers: the Jerome L. and Dawn Greene Medical Arts Pavilion on the Moses Campus and Montefiore Medical Park on the Einstein Campus. Montefiore’s Wakefield Campus offers a family health center and ambulatory mental health and substance abuse services, as well as multi specialty private practices. For a referral to a Primary care Physician call 1800-636-6683

**Specialty Care**
There are more than 2,600 doctors and world-renowned specialists at Montefiore, as well as internationally recognized Centers of Excellence in heart care, cancer care, children’s health, women’s health and surgery. Other specialty programs include Montefiore Home Care, one of the largest hospital-based home health agencies in the nation. Rehabilitation and nursing care are provided at the newly renovated 20-bed Lubin Rehabilitation Center at Weiler Hospital. A Palliative Care Service meets the special needs of patients with advanced and often incurable illnesses. For a referral to a Specialist call 1800-636-6683.

**Montefiore’s Service Standards**
We aim to provide you with an exceptional patient experience that promotes health and healing and where:

- Quality clinical outcomes are achieved with a high level of responsiveness to the patient’s concern, pain, and personal needs.
- The physical and emotional environments are welcoming, professional, and confidence-inspiring.
- Services throughout the continuum are superior, coordinated and patient-centered.
- Patients and families are:
  - Valued as partners in the care process,
  - Listened to and educated,
  - Served by associates who demonstrate the Montefiore Service Standards.
    - Respect
    - Exceeding Expectations
    - Effective Communication
    - Courtesy
    - Sensitivity
    - Teamwork
    - Professionalism

We are constantly striving to improve our service, and we encourage you to tell us what we can do better. We intend to live up to our standards at all times, and we want you to expect the best from us. Please don’t hesitate to speak to your nurse, physician, or a customer service specialist about how we are doing.
YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT

Complete information can be found in the booklet “Your Rights as a Hospital Patient in New York State.” If you do not have one, simply ask your nurse or call Customer Service at the Moses Campus, X4943, Einstein Campus, X2395, or Wakefield Campus, X19888.

As a patient in a hospital in New York State, you have the right, consistent with the law, to:

1. Understand and use these rights. If for any reason you do not understand or you need help, the hospital MUST provide assistance, including an interpreter.

2. Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, source of payment, or age.

3. Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.

4. Receive emergency care if you need it.

5. Be informed of the name and position of the doctor who will be in charge of your care in the hospital.

6. Know the names, positions, and functions of any hospital staff involved in your care and refuse their treatment, examination, or observation.

7. A no-smoking room.

8. Receive complete information about your diagnosis, treatment and prognosis.

9. Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.

10. Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet “Do Not Resuscitate Orders – A Guide for Patients and Families.”

11. Refuse treatment and be told what effect this may have on your health.

12. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.

13. Privacy while in the hospital and confidentiality of all information and records regarding your care.

14. Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.

15. Review your medical record without charge. Obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.

16. Receive an itemized bill and explanation of all charges.

17. Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and if you request it, a written response. If you are not satisfied with the hospital’s response, you can complain to the New York State Health Department. The hospital must provide you with the State Health Department telephone number.
18. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.

19. Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the hospital.

To reach the Customer Service Department, please call: 718-920-4943 (Moses), 718-904-2395 (Weiler) and 718-920-9888 (Wakefield).

For more information about your rights and responsibilities as a patient, you can also contact the New York State Department of Health at 1-800-804-5447.

New York State Department of Health
Centralized Hospital Intake Program
433 River Street, 6th Floor
Troy, New York 12180

A PATIENT’S RESPONSIBILITIES

Montefiore needs your cooperation to ensure that efficient, safe and considerate care is available to all. You should:

1. Provide physicians and hospital personnel with accurate information related to your condition and care.

2. Follow your treatment plan. You are responsible for medical consequences, which result from refusing treatment or not following instructions of physicians and hospital personnel.

3. Be considerate of the hospital staff, who are committed to upholding the Montefiore tradition of excellence in patient care.

4. Use hospital equipment and facilities carefully so that they remain in good condition for use by others.

5. Respect the desires of roommates and others for privacy and quiet times. Televisions, radios, and telephones must be used with consideration.

6. Observe visiting hours and limit visitors to two at a time.

7. Per New York City law, Montefiore is a smoke-free environment. You and your visitors are expected to comply with this regulation.

8. Supply insurance information and pay bills promptly, so that Montefiore can continue to serve the community effectively.

9. If you wear dentures, eyeglasses or contact lenses, you are responsible for their safekeeping during your hospital stay. We urge you to keep them in protective containers when they are not in use. Items left on a meal tray, misplaced in your bedding, or placed under your pillow may be lost, and the hospital cannot assume responsibility to replace them.

10. Jewelry, cash and other valuables should be given to your relatives or friends to take home, or if that is not possible, you should deposit such items in the hospital safe. You will be given a written receipt for all items, which must be presented when you withdraw them.

Please note Montefiore Hospital cannot assume responsibility for any personal property, cash or electronics, that you inadvertently misplace during your hospital stay.
PRIVACY/HIPAA

SAFEGUARDING YOUR INFORMATION
Montefiore complies with the privacy and security requirements of the Health Insurance Portability and Accountability Act (HIPPA). We recognize our patient’s rights and have established a confidentiality policy information, whether contained in a written, printed or electronic record or conversation, will not be released or discussed without proper authorization.

The “Privacy Notice” you received when you were admitted explains your rights under HIPAA in greater detail. If you do not have a copy of the “Privacy Notice,” ask your nurse or call Customer Service.

Moses Campus: X4943 • Einstein Campus: X2395 • Wakefield Campus: X19888

ADVANCE DIRECTIVE

PLANNING FOR THE FUTURE
An advance directive is a document that allows you to state your wishes for medical treatment by designating a person (proxy) who will make healthcare decisions for you if you are ever unable to communicate your wishes yourself. Your advance directive may be used to accept or refuse any procedure or treatment, including life sustaining treatment. Appointing a healthcare proxy is an important part of planning for your future healthcare needs. Ideally, you should discuss your advance directive wishes and questions with your physician, family, clergy, and the person you select to be your proxy before you fill out and sign the document.

If you are 18 years or older, you can complete your own advance directive. You do not need an attorney to fill it out. Advance directive forms and information are contained in the booklet “Your Rights as a Hospital Patient in New York State.” If you do not have one, ask your nurse or call Customer Service:

Moses Campus: X4943 • Einstein Campus: X2395 • Wakefield Campus: X19888

BIOETHICS CONSULTATION SERVICE

HELP WITH DIFFICULT DECISIONS
In times of illness, some healthcare decisions can be difficult. If you are a patient, your nurse and other clinical staff can help you understand your choices and complete an advance directive, a document that allows you to record what kind of treatments and care you would want if you become unable to tell us.

If your loved one is ill, you may have to decide for them about issues of treatment, life and death. Often medical conditions are complex, choices are confusing, and decisions are troubling. You may need help making appropriate decisions.

The Bioethics Consultation Service meets with patients, caregivers, family members and healthcare proxy agents to help clarify issues and reach decisions. Consultations are free, and all discussions are confidential. The Consultation Service makes every effort to respond to consultations within 24 hours, and immediately in cases of emergency. You can reach the Bioethics Consultation Service:

Moses and Einstein Campuses: 718-920-4630 • Wakefield Campus: 718-920-9588
WHO TO CALL WITH CONCERNS, COMPLAINTS, NEED FOR INTERPRETERS, ETC

CUSTOMER SERVICE DEPARTMENT

Montefiore’s Customer Service Department exists to serve patients, their families, and significant others. A Customer Service Specialist is available to respond to complaints, grievances, questions, problems, special requests, or interpretive and communication needs.

Sign language interpreters, TTYs, amplified phones, closed captioning and other assistive and auxiliary devices are available free of charge to our deaf and/or hard of hearing patients, family members or companions. Foreign language interpreters are also available free of charge for our foreign speaking patients, family members or companions. Please ask your nurse for assistance or contact Customer Service directly.

Moses Campus 718-920-4943
Montefiore Hospital
Red Zone, 1st Floor, Room 124
or
3300 Rochambeau Avenue,
Bronx, New York
TTY 718-920-5027 or VP 866-213-6537

Einstein Campus 718-904-2395
Weiler Hospital, Room 260 A
TTY 718-904-2513

Wakefield Campus 718-920-9888
Wakefield Hospital, 1st Floor
TTY 718-920-6888

No concern is too small. Just Ask! Customer Service is “At Your Service!”

If you feel your concerns regarding patient care or safety have not been adequately addressed, you may contact The Joint Commission’s Office of Quality Monitoring to report any concerns or register complaints by calling 1-800-994-6610 or emailing to complaint@jointcommission.org.
YOUR HEALTHCARE TEAM

1. **Yourself:** You are a very important member of your healthcare team, and the other members of your team expect and need you to be an active team member. (Please read the section “HELP YOURSELF TO HAVE A COMFORTABLE, SAFE AND SECURE HOSPITAL STAY.”)

2. **Physicians:** Your own attending physician oversees the care you receive during your stay, and may call on other specialists to assist in your care. House officers (interns, residents and fellows) are medical doctors who are in postgraduate training in particular medical or surgical specialties. House officers work under the close guidance of your personal physician. Members of the house staff are on duty 24 hours a day, seven days a week.

3. **Physician Assistants:** A Physician Assistant (PA) is a health professional registered by the state and is certified nationally. The primary function of the PA is to assist the physician. Duties delegated by the supervising physician may include, but are not limited to, obtaining histories and performing physicals, prescribing medication, formulating a diagnosis, and developing and implementing a treatment plan.

4. **Nurses:** A registered professional nurse (RN) is assigned to your care at all times during your stay. This professional is responsible for planning your care, educating you about your illness and treatment plan, and ensuring you get the care your physicians have prescribed. Your nurse also collaborates with other healthcare team members to see that you receive any additional services you may need during your stay. Some nursing care may be provided by a nursing attendant or a licensed practical nurse (LPN) under the supervision of the RN. Home Care Liaisons are also part of your nursing team. They are trained to provide the services you may require when you return home.

5. **Nurse Practitioners:** A nurse practitioner (NP) is a registered nurse with advanced academic and clinical experience. He or she offers specialized care in health maintenance, disease prevention, counseling and patient education. NPs can prescribe medications, perform physical examinations, and diagnose and manage illness.

6. **Social Workers:** Should you have any non-medical needs or concerns about your illness, ask your physician or nurse to have a social worker visit you. Concerns about how you will manage when you leave the hospital, worries about finances, and school or job obligations, may cause stress which could aggravate your medical condition. Social workers are trained counselors who know how to help with everyday problems and find the best possible community resources for you.

7. **Other Healthcare Professionals:** According to your needs, you may meet with: dietitians, physical therapists, occupational therapists, speech therapists, phlebotomists, x-ray technologists, and other specialists. Each individual will explain their role to you.

8. **Private Duty Nurses:** If you would like to have a private duty nurse, you, a family member or friend can make arrangements through our nursing office. Private duty nurses must conform to the credentialing standards of the hospital, but are not employed by the hospital. Payment for this service is made by the patient or representative of the patient’s family directly to the private duty nurse. Please ask the secretary or nurse on the unit for the telephone number.

9. **Volunteers:** Montefiore's volunteers can provide many helpful services to you and your family. For example, they can bring reading materials, crossword puzzles, bring water/blankets upon request. Additionally, the serve as a liaison between you, your family and the staff.

For more information call: Moses Campus: X41918 • Einstein Campus: X2934 • Wakefield Campus: X19620
MATERNITY CARE

Montefiore's Einstein Campus, and Wakefield Campus take pride in their comprehensive services for expectant parents. The staff is dedicated to family-centered care, and together they work to make the childbearing experience satisfying and positive. Expert nurses assist mother and baby during their hospital stay, and state-of-the-art care is available for special needs.

During labor and delivery, a significant other, labor coach or support person may be present. The newborn is placed with his or her mother following delivery to foster bonding before being transferred to the nursery for the baby's admission procedure. The mother then transfers to the post-partum unit where there is visiting, teaching, and preparation for discharge. Our maternity service is flexible, and can be tailored to the needs of the individual mother and family.

SURGERY

SAME DAY ADMISSION FOR SURGERY

If you are scheduled for surgery on the day of admission, you will be admitted to the hospital through a special admission unit. From there you will go directly to the operating room. Depending on your surgery and recovery needs, you may require an overnight stay or longer. After you are awake and alert following anesthesia, you will be brought to your hospital room.

AMBULATORY SURGERY

Before your surgery, your surgeon or another member of the surgical staff will explain the procedure, its risks, benefits and alternatives. Be sure to ask any questions you have, and make sure you understand the answers. This is part of the “Informed Consent” process, and you need to feel confident that you understand what will be taking place.

When your surgery is scheduled, the operating room staff will note which procedure you are having, the exact part of your body that is being operated on, and what equipment your surgeon will need for your operation.

Before the start of your procedure, a pre-operative checklist will be used to ensure all of the necessary forms, radiology films and reports have been studied and are available for your surgery.

To prevent infections at your surgical site, your surgical team will perform careful hand hygiene, wear sterile gloves and a mask, use sterilized surgical instruments, use proper surgical dress and drapes. Apply sterile dressings and use antibiotics preventively and other techniques as needed.

Members of your operating room team will repeatedly verify what procedure you are having, and what part of your body will be operated on.

Before your surgery, a healthcare professional may mark the spot on your body to be operated on. Make sure they mark only the correct part and nowhere else. This helps avoid mistakes. Marking usually happens when you are awake, and with your participation.
Just before the start of your procedure, your entire operating room team will do a “Time Out” where they will stop to check and be sure of the procedure you are having and the part of your body they will be operating on.

Immediately after surgery, you will be taken from the operating room to the recovery room or postanesthesia care unit (PACU). Here you will be monitored until you are stable enough to return to your room. In certain cases, your room will not be assigned until after your surgery.

Your stay in PACU will depend upon the type of surgery. Visitors are not usually permitted in PACU, but each hospital has a lounge area where your family can receive information. (Please try to limit the number of family members or friends waiting for you in order to accommodate other patients’ families as well.)

Most patients do not require hospitalization following ambulatory surgery. The average length of stay from the time surgery begins until you are ready to leave the hospital is between two to six hours. Afterwards you will need an adult to escort you home. A nurse will call you the next day to see how you are feeling and to answer any questions.

**Blood Donations**

Montefiore maintains an active blood donor service. Appointments for donations are available upon request. If you, your family or friends are donating blood for your surgery, it must be donated at least five working days before the procedure in order for the blood to be processed for transfusion. Donated blood can be stored for no more than 35 days. Einstein and Wakefield patients can donate at Moses. Contact the Blood Donor Service. Monday through Friday, 8:30 a.m. to 3:00 p.m. at 718-920-4810.

**Pain Management**

During the course of your hospital stay at Montefiore, you may experience episodes of pain or discomfort. Treating pain is an important part of your care, and it is your right as a patient to receive information about pain and pain relief measures from staff and to be under the care of healthcare professionals who respond quickly to your reports of pain.

Pain relief can help you recover faster, and it is important to talk with your doctor or nurse as soon as pain begins. Tell them all the places it hurts, how strong the pain feels, what makes the pain worse, and what eases the pain. Ask them what medicines they can give you to relieve your pain, and what, if any, side effects you can expect.

Sometimes a patient is concerned about becoming dependent on pain medications. Whether you take pain medications for a short or long period of time, you will be following your doctor’s advice and be getting the treatment you need. Patients rarely become addicted when they take medications as prescribed. Other patients may feel they are complaining and are reluctant to tell their doctor or nurse about their pain. Please know it is your right to receive pain relief, and it is easier to manage your pain in its early stages, before it might become severe.

We want to know how you feel! We want to provide you with pain relief. It is your right to have your complaints and concerns about pain taken seriously.
AT MONTEFIORE - RIGHTS AND RESPONSIBILITIES OF A PATIENT IN PAIN

When I am experiencing pain, I have the right to:

• Be believed when I describe my pain
• Be treated by staff committed to manage my pain
• Have my pain assessed and reassessed regularly and responded to quickly
• Get clear and prompt answers to my questions
• Have time to make decisions including refusal of treatment
• Set goals with my caregivers for my pain relief
• Be referred to a pain specialist

When I am experiencing pain, I have the responsibility to:

• Share my history and experience with pain relief, with or without medication
• Report my pain and any related information clearly so I can take an active role in my care
• Participate in making decisions about managing my pain
• Work closely with my healthcare team to plan and set goals for relief from my pain
• Ask questions about the plan
• Ask questions about medication side effects, risk of addiction, and any other concern I may have
HELP YOURSELF TO HAVE A COMFORTABLE, SAFE AND SECURE HOSPITAL STAY

No Smoking
Montefiore has a Tobacco-Free Campus policy.
Smoking and the use of tobacco products is prohibited in, on, or around its hospital campuses, public areas of residences, clinics, buildings, offices, entrance ramps, loading docks, parking lots and garages, outdoor gardens, and courtyards.

Please ask your caregiver or contact the New York Smokers Quit Line (866-697-8487) if you are interested in quitting.

Getting Out of Bed
Follow your caregivers’ instructions about getting out of bed and moving around your room.

Cellular Phones
Cellular phones may interfere with vital medical equipment. For that reason, please check with your caregivers before using your cell phone. Cell Phone Camera features are strictly prohibited.

Fire Safety
In accordance with the rules of the City of New York Fire Department and the National Fire Protection Association (NFPA), 101 Life Safety Code fire drills are conducted quarterly, at least one per shift in hospitals to ensure that the staff are aware of their responsibilities in the event of fire or smoke. During fire drills, the fire alarm pull boxes are activated and will transmit a coded audible alarm signal throughout the facility. Your cooperation with the nursing staff during fire drills is greatly appreciated.

Patient Care Safety:
Be Active, Involved and Informed
1. Make sure you use the call bell if your condition changes and you need help.
2. Make sure your doctor knows about all medicines you are taking – prescriptions or over-the-counter.
3. Make sure your doctor knows about any allergies and adverse reactions you have had to medicines.
4. Make sure you share all your health information with your doctor.
5. If you must take a walk, please consult with your nurse beforehand. We encourage you to remain on your unit at all times. If your whereabouts are unknown, you may be discharged from the hospital.
“SPEAK UP” FOR SAFETY SAKE

Ask questions, state your concerns, and if you don’t understand, ask again. It’s your body, and you have the right to know. Don’t ever be afraid to SPEAK UP, whether you are concerned about getting the right medications, having the right test, or having surgery on the correct place. SPEAK UP.

Pay attention to the care you are receiving. Make sure you are getting the right treatments and medications from the right healthcare professionals. SPEAK UP. Tell your nurse or doctor if something doesn’t seem right. Expect your caregivers to introduce themselves and always wear their identification badges. Make sure your caregivers check your identification band before they administer any test or medication. SPEAK UP if you haven’t received a medicine you normally receive at a certain time. SPEAK UP to remind your caregivers to wash their hands.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan. Ask your doctors about their specialized training that qualifies them to treat your illness. Gather information about your condition from your doctors and nurses. Write down important information.

Read all forms carefully before you sign them, and SPEAK UP to make sure all your questions are answered. SPEAK UP if your first language isn’t English and you want to read the forms in your primary language.

Ask a trusted family member or friend to be your advocate. Your advocate can ask questions you may not think of, and can help you remember answers to questions. Ask this person to stay with you as much as possible, so he or she can SPEAK UP for you if you cannot. Make sure your advocate understands what is important to you.

Know what medications you take and why you take them. Also ask about their side effects. If you don’t recognize a medication, make sure it is for you. Ask about medicines by mouth before you swallow, and read the bags of IV (intravenous) fluids, or ask your advocate to do this for you. Find out how long the IV fluid should drip, and SPEAK UP and tell your nurse if the drip seems too slow or fast. It’s always a good idea to ask how well different medications work together.

Before you leave the hospital, ask about follow-up care, and make sure you understand all of the instructions.

**SPEAK UP if you have any concerns about your care after leaving the hospital.**

Participate in all decisions about your treatment. You are the center of the healthcare team. You and your doctor should agree on exactly what will be done during each step of your care. Ask what new medications or tests are likely to achieve. Keep copies of your medical records from other hospitalizations, and share them with your caregivers. Don’t be afraid to ask for a second opinion. Your doctor will support your request. Doctors really do prefer patients who SPEAK UP.
INFECTION CONTROL

Certain germs have become resistant to the medications (antibiotics) commonly used to treat them. Germs that resist treatment with more than one antibiotic are called multidrug-resistant organisms (MDROs for short). MDROs are found mainly in hospitals and long-term care facilities. They often affect people who are older or very ill, and can cause severe and even fatal infections.

MDRO infections are hard to treat because they don’t respond to many common antibiotics, even the most powerful ones. But certain antibiotics can still help control MDROs in most people. The doctor will try to find the type of MDRO causing the illness and determine the best treatment.

Montefiore is committed to preventing infections. Infection control for each patient is determined by the patient’s condition, and may include:

- **Handwashing:**
  This is the single most important way to prevent the spread of germs. Healthcare workers wash their hands with soap and water or use an alcohol-based hand cleaner before and after treating each patient. “SPEAK UP” to remind your team and protect yourself.

- **Protective clothing:**
  Healthcare workers and visitors wear gloves, a gown, and sometimes a mask when entering the room of a patient with an MDRO infection. The protective clothing is removed before leaving the room.

- **Private rooms:**
  Patients with an MDRO infection are placed in a private room or share a room with others who have the same infection.

- **Daily cleaning:**
  All patient care items, equipment, and room surfaces are properly cleaned and disinfected every day.

- **Respiratory Hygiene:**
  All coughing or sneezing persons should take the following steps to prevent the spread of infection:
  - Cover your mouth and nose with a tissue and dispose of used tissue in waste containers;
  - Use a mask if coughing (when a mask can be tolerated);
  - Stand or sit at least three feet from other persons, if possible
  - Monitoring: Montefiore always monitors the spread of MDROs and infections, and educates caregivers on the best ways to prevent them.
CENTRAL LINES

Central lines are often used when patients need medications or nutrition over a period of weeks or months, or when it is difficult to put an IV (intravenous) catheter in the arm. Central lines can cause certain problems, including infections.

Montefiore’s medical staff uses many precautions to minimize the risk of infection, including:

- **Handwashing:** Staff washes their hands before and after touching your line. They use soap and water or an alcohol-based hand cleaner. Patients and family members should do the same.

- **Sterile clothing and drapes:** The healthcare worker who places your line wears sterile clothing. This includes a long-sleeved gown, mask, gloves, and hair covering. You are covered with a sterile drape (a large, sterile sheet) except for the spot where the line is to be inserted.

- **Sterile skin:** Before the line is placed, your skin is cleaned with an antiseptic solution.

- **Vein choice:** Whenever possible, the line is placed in a vein that has a lower risk of infection.

Call your doctor right away if you have a central line and develop any of the following:

- Redness, swelling, warmth, or pain at the tubing site.
- Drainage, pus, or bleeding from the tubing site.
- Swelling under the skin at the tubing site.

PATIENTS TAKING THE BLOOD THINNER COUMADIN®/WARFARIN

Patients who are on Coumadin®/Warfarin must be watched closely. You will need to have a blood test called an INR, which is repeated as required. You will need to be careful that you do not do something to hurt yourself and cause bleeding. You will need to watch closely for any signs of bleeding, including dark urine, black stool and heavy menstrual periods. If you see any signs of bleeding, you should call your nurse or doctor immediately. It is very important to know that you can be bleeding and not see any blood. For example, you could fall and hit your head, and bleeding could occur under your skull. Or you could fall and hurt your arm and notice a large purple bruise. This would be bleeding under the skin. Call your nurse or doctor immediately if you have taken a bad fall, even if you are not bleeding.

When Coumadin®/Warfarin is taken with other medicines it can change the way other medicines work. Other medicines can also change the way Coumadin®/Warfarin works. It is very important to talk with your doctor about all of the other medicines that you are taking, including pain relievers, stomach remedies, and some herbal products and vitamins.
The foods you eat can also affect how well Coumadin®/Warfarin works for you. High amounts of vitamin K might work against Coumadin®/Warfarin. Foods that contain vitamin K include certain fruits and vegetables such as kiwi, broccoli, spinach, lettuce and other green leafy vegetables, meats such as beef and pork liver, and other foods such as cashews and soybeans. Talk to your doctor about the foods and amount of vitamin K that are right for you.

Become an expert on Coumadin®/Warfarin. Ask for a handout about Coumadin®/Warfarin that you can take home with you.

Get more information on Coumadin®/Warfarin at www.ahrq.gov/consumer/coumadin.htm.

FALL PREVENTION

Montefiore has a program to prevent falls that includes maintaining a safe, clutter free environment, patient education around fall prevention, and hourly rounding for patients at risk for falling.

Steps you can take to prevent falls include:

• Keeping personal items you use often within easy reach, such as tissues, water, and your glasses.

• With the nurse present, practice using the call button before you really need it. Keep it within reach, and don’t be afraid to use it when you need to.

• Know how to turn the light on and off from your bed.

• Know how to use the bed control.

• Don’t get up on your own, even to use the bathroom. Call someone to help.

• Sit up slowly and with help.

• Don’t try to move IV poles or other equipment on your own.

• Use your walking aid as instructed by the staff.

• Be sure to use handrails in bathrooms or in hallways.

If you wish to visit a chapel, ask your nurse for assistance.
GETTING SETTLED

YOUR ROOM, BELONGINGS AND VALUABLES
Patient units are organized according to medical specialties, such as surgery, medicine, obstetrics, oncology, gynecology, intensive care, cardiology, and rehabilitation. All hospital rooms are equipped for your medical care, comfort and safety. There are two types of rooms available to patients: semi-private and private. If you would like a private room (there is a separate charge not covered by insurance), discuss this preference with the Admitting Office. Private rooms are also designated isolation rooms. On rare occasions we will need to move you if the room is needed for isolation.

You will have an identification bracelet placed on your wrist, and it is important that you keep this bracelet on at all times because it is an important part of our procedures to protect your safety.

We suggest that you don’t keep your street clothes or valuables with you in the hospital. Ask a friend or family member to take them home. The hospital has a safe for your valuables, and if you have not sent them home, we urge you to let us put them in our safe. Just ask your nurse for assistance.

Electrical appliances (shavers, televisions, radios, etc.) are not permitted in the hospital because their use may interfere with the medical equipment. Battery powered items are permitted.

Montefiore cannot be held responsible for your personal items. To prevent possible loss, please be sure to put your eyeglasses, dentures or hearing aids in a container clearly marked with your name and room number when you are not using them. DO NOT wrap them in tissues or leave them on your meal tray as they may be inadvertently discarded. Also, make sure your eyeglasses, dentures, hearing aids, electronic devices and assistive devices, such as canes or walkers, are included in the inventory your nurse/nurse aid will fill out when you are admitted.

If you should misplace something during your stay, please let a staff member know so they can initiate a search. Remember to take care of your belongings!

CALL BELL AND INTERCOM SYSTEM
Your call bell is located at your bedside. By pressing the button a buzzer will sound at the patient unit work station and your call will be answered immediately in person. Make sure you use the call bell if your condition changes and you need help.

BED CONTROLS
Your bed is operated electrically and can be adjusted to several positions. Ask for assistance if you need assistance adjusting your bed.
TELEVISION AND TELEPHONE SERVICES
Montefiore in association with TeleHealth Services offers an instant and easy method for the rental of your bedside television and telephone services.

Rental Information:
Combined rental TV/PHONE.......................................................... $10.00 / day
Television rental ................................................................. $6.00 / day
Telephone rental............................................................. $4.00 / day

The television rental includes an expanded variety of DIRECTV channels and local channels. The telephone rental includes unlimited local usage of your telephone.

For your convenience, charges for these services may be billed to your credit card or you can pay by cash. To activate your television or telephone service, dial the number listed below and follow the voice prompts. If a credit card payment is selected, enter your credit card number and expiration date. Charges will be submitted when you are discharged from the hospital. If a cash payment is selected, services will be turned on and a representative will visit your room to collect cash payment that day.

Please allow a few minutes for the services to begin. Once you have activated the television service, turn the TV to any local channel to begin enjoying your service.

For Activation and Cancellation:
Moses Campus: X3020 • Einstein Campus: X8200 • Wakefield Campus: X19851

TeleHealth representatives are in the hospital seven days a week to assist you with your TV and telephone needs.

Moses: 10:00 a.m. to 8:00 p.m.
Einstein: 10:00 a.m. to 8:00 p.m.
Wakefield: 12:00 p.m. to 7:00 p.m.

To speak to a TeleHealth representative or for TV and telephone repair:
Moses Campus: X8400 • Einstein Campus: X2017 • Wakefield Campus: X19851

In Touch™ Network on your TV
Turn to Channel 75 for hour-long readings from national newspapers and magazines and to keep current with world events. This free radio broadcast has been developed for blind, visually impaired and physically disabled listeners. However, anyone can enjoy the readings.

The Care Network™
Tune to Channel 70 at Moses, 67 at Einstein, or 53-56 at Wakefield for relaxing, comforting music and images.

The Newborn Channel
On maternity units you can view educational selections about caring for yourself and your baby. Ask a nursing associate for a program guide.
WiFi Service
Montefiore is pleased to provide free WiFi Internet access to our patients, their visitors, and family.

Montefiore WiFi is available for laptop computers and other personal WiFi capable devices. This service is available in the inpatient areas and lounges at the Moses Campus, The Children's Hospital at Montefiore, Wakefield Campus and Einstein Campus.

This service is provided by an outside vendor: Inspire. If you have a question about the service or cannot gain access, please call vendor directly at 1-877-APT-WIFI (278-9434), Option 2, at any time, or email support@inspirewifi.com

Food Services and Clinical Nutrition
Your physician will prescribe a “regular” or “special” therapeutic diet for you. A registered dietitian is available to meet with you and discuss your diet. Call the Clinical Nutrition Department at:
Moses Campus: X4253 • Einstein Campus: X2115 • Wakefield Campus: X19816

Meals served at Montefiore’s Einstein Campus are prepared in accordance with Jewish dietary laws (Kosher), and under the supervision of the Orthodox Union. For this reason, we ask that you and your visitors do not bring food, other than fresh fruit, into the hospital.

We understand how important meals are and we serve healthy, quality meals. Please feel free to contact the Food Service Department with your concerns or special needs at:
Moses Campus: X2772 • Einstein Campus: X2364 • Wakefield Campus: X18668

Your guests are welcome to dine in either the hospital cafeterias and/or the coffee shops. Our Cafeterias and Vending machines meet the Gold Standard for the NYC Healthy Hospital Food Initiative, to provide you with healthier dining options.

Moses Campus: The food pavilion is located on the second floor of Montefiore Hospital; there is a coffee shop just inside the East 210th Street entrance (open daily until 11pm) and a coffee kiosk in the lower level of The Children’s Hospital at Montefiore, and a seasonal Garden café, located off the Northwest lobby.

Einstein Campus: The Kosher Cafeteria is located on the fourth floor of the Weiler Hospital.

Wakefield Campus: The cafeteria is located on the first floor; and a coffee kiosk located in the lobby.

All our hospitals have 24-hour vending machines located throughout the buildings.
MAIL, FLOWERS AND OTHER DELIVERIES
Mail is delivered to patients daily except Saturday, Sunday and holidays. Special delivery items will be delivered promptly.

Messages and flowers should be labeled with your name and room number. (Flowers are not permitted on oncology or intensive care units.)

Moses Campus:
PATIENT’S NAME
Montefiore Hospital
111 East 210th Street
Bronx, New York 10467
PATIENT’S ROOM NUMBER

Einstein Campus:
PATIENT’S NAME
Weiler Hospital
1825 Eastchester Road
Bronx, New York 10461
PATIENT’S ROOM NUMBER

Wakefield Campus:
PATIENT’S NAME
Wakefield Campus
600 East 233rd Street
Bronx, New York 10466
PATIENT’S ROOM NUMBER

HOUSEKEEPING
For your comfort, your room is cleaned daily by staff on your unit. Contact your environmental services team or speak with your nurse should you require any additional housekeeping service.

Moses Campus: X7901 • Einstein Campus: X4000 • Wakefield Campus: X19679

ROOM EQUIPMENT
Temperature, Lights, Plumbing, and Equipment
We know each patient may have their own comfort temperature range, and sometimes equipment needs repair. Contact your facilities team or speak with your nurse:

Moses Campus: X4433 • Einstein Campus: X2599 • Wakefield Campus: X19684
## IMPORTANT PHONE NUMBERS

### Moses Campus

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For more information about services available at Montefiore Medical Center please visit www.montifiore.org.
PASTORAL/SPIRITUAL CARE

The Office of Religious Affairs at Montefiore recognizes each patient as an individual with personal values and belief systems. As such, we support the rights of the patient to express their values and beliefs by providing chaplaincy services through which the spiritual needs of the patients, caregivers and family members can be met.

The Chapels and Synagogue at Montefiore are available for prayer, meditation and serenity seven days a week. A Jewish Hospitality Room is available at the Moses and Einstein Campuses.

Spiritual support is available upon request. Please call:
Moses Campus: X2408 • Einstein Campus: 0 (Operator) • Wakefield Campus: X19086

If no one is available, please call the operator for the Chaplain on duty or ask your nurse for assistance.

THE ARTHUR D. EMIL CARE GIVERS SUPPORT CENTER

CARING FOR YOUR FAMILY OR FRIEND?

WE CARE ABOUT CAREGIVERS

As the first medical center in New York City to offer families a Caregiver Support Center (CSC), we realize that the role of a caregiver can be demanding, lonely and stressful. At the CSC, we offer friends and families of patients a private, safe, soothing and confidential environment to reflect, talk and hold family meetings.

So while your loved one is being cared for in the hospital, feel free to stop by the CSC (across from the Food Pavilion) where our specially trained staff will ensure you find the warm, welcoming and supportive atmosphere that you deserve.

Come to the CSC to receive comfort and support, and use our quiet areas for privacy, relaxation and personal conversations.
We also offer access to:
• Telephones, computers and Wi-Fi
• Copy and fax machines
• Library of caregiver resources

Please visit us at:
111 East 210th Street, Bronx, New York 10467
(The CSC is at the Gun Hill Road entrance, across from the Food Pavilion)

Services are provided free of charge to caregivers of Montefiore patients. For more information, visit: www.montefiore.org/caregiversupport or contact Randi Kaplan, LMSW, Director, Caregiver Support Center or Lynette Olmo, Program Assistant at 718-920-8080.

FOR YOUR VISITORS

Montefiore encourages and promotes patients’ families and/or significant others participation in the patients’ care, and respects patients’ right to receive visitors and decide who may or may not visit.

As an inpatient, you may have a family member, friend, or individual of your choosing be present with you for emotional support during your stay, unless the individual’s presence interferes with other patient’s rights, and safety, or is medically or therapeutically inadvisable. This individual may or may not be your surrogate decision maker or legally authorized representative.

There may be times when special circumstances necessitate the restriction or curtailment of visiting; however, visitation will never be denied based on race, color, national origin, religion, sex, sexual orientation, gender identity, or disability.

If you have any questions or concerns about your visitors, please speak to your nurse.

VISITOR GUIDELINES
1. Plan to visit during regular visiting hours.
2. No more than two visitors at each bedside.
3. No smoking.
4. Children under 10 years of age must be given special permission by the nurse in charge to visit the particular unit.
5. Children, for their safety, need to:
   • Be always under adult supervision and exhibit quiet, calm behavior.
   • Be well and healthy.
   • Limit their visiting time.
   • Visit in a designated area, if asked.
6. Protect and respect privacy of all patients.
7. Safeguard your valuables.
8. Be sensitive to the patient’s condition (and their roommate’s) and limit your visit accordingly.
10. Do not bring any electrical appliances into the hospital.
11. Check whether cell phone use is permitted in your area. Cell phone cameras are strictly prohibited in the hospital.
12. Follow staff instructions in times of emergency or special alert.
13. Be aware Montefiore reserves the right to inspect bags and packages being brought in or removed from the hospital.

**Visiting Hours: Montefiore Medical Center**

**Moses Campus, Einstein Campus and Wakefield Campus:** No more than two visitors at each bedside. (We understand there may be unusual circumstances for you or your loved ones. Feel free to ask your nurses for special visiting consideration.)

**General:** 12:00 p.m. to 8:30 p.m.

**MOSES CAMPUS:**

**Intensive Care Units**

Only immediate family members or other persons with a close relationship with the patient may visit in intensive care units. Visitors may be asked to leave by the nursing staff in certain patient care situations. Thank you for your cooperation.

**Hours:**
- 9:00 a.m. to 10:00 a.m. (5 minutes only)
- 1:00 p.m. to 4:00 p.m.
- 6:00 p.m. to 7:00 p.m.
- 8:30 p.m. to 9:30 p.m. (5 minutes only)

**Please use special phones outside each unit to call for clearance to enter.**

- Coronary Care Unit (CCU): Foreman 2
- Medical Intensive Care Unit (MICU): Foreman 2
- Cardiac Surgical Intensive Care Unit (CSICU): Foreman 3
- Neurosurgical/Surgical Intensive Care Unit (NS/SICU): Foreman 3
- Post Anesthesia Care Unit (PACU/Surgery Center): Foreman 3 (with approval of charge nurse)

**Klau 2:**
- Monday: 10:00 a.m. to 11:00 a.m.
- Tuesday: 9:15 a.m. to 10:15 a.m.
- Wednesday: 2:45 p.m. to 3:45 p.m.
- Thursday: 9:15 a.m. to 10:15 a.m.
- Friday: 2:45 p.m. to 3:45 p.m.
- Weekends/Holidays: 1:00 p.m. to 2:00 p.m. and 6:00 p.m. to 7:00 p.m.
EINSTEIN CAMPUS:

Intensive/Special Care Units

Only immediate family members or other persons with a close relationship with the patient may visit in intensive care units. Visitors may be asked to leave by the nursing staff in certain patient care situations. Thank you for your cooperation.

Hours:
- 9:00 a.m. to 10:00 a.m. (5 minutes only)
- 1:00 p.m. to 4:00 p.m.
- 6:00 p.m. to 7:00 p.m.
- 8:30 p.m. to 9:30 p.m. (5 minutes only)

*Please use special phones outside each unit to call for clearance to enter.

Medical Surgical Intensive Care Unit (MSICU): 4 West
Coronary Intensive Care Unit (CICU): 4 East
Post Anesthesia Care Unit (PACU): 3rd Floor (with approval of charge nurse)

WAKEFIELD CAMPUS:

ICU: 12:00 p.m. to 11:00 p.m.

Psychiatry: 1:00 p.m. to 2:00 p.m.
- 6:00 p.m. to 7:00 p.m.

Maternity: Einstein Campus and Wakefield Campus
- Labor and Delivery Open hours (two visitors at a time)
- Mother’s partner/significant other 10:00 a.m. to 10:00 p.m.
- Other visitors 12:00 p.m. to 8:30 p.m.

NICU: Open parenting hours (two at a time)

Emergency Departments
- Moses All Hours
- Einstein All Hours
- Wakefield All Hours

The Children’s Hospital at Montefiore
- 12:00 p.m. to 8:30 p.m.

Yehuda Memorial Center: The Yehuda Memorial Center, a hospitality room for Jewish visitors and families, has been established at the Moses Campus. This special room will provide a place for quiet contemplation, prayer and rest.

Parking: For a fee there are self-parking facilities at all campuses. At the Moses Campus we have valet parking, in addition to two self-parking facilities. Valet parking is located at the East 210th Street entrance, and is available Monday through Friday from 9:00 a.m. to 5:00 p.m. There is a nominal fee to use the valet service in addition to the parking fee. Valet parking is available at the Wakefield Campus in front of the main entrance from 6:00 a.m. – 6:00 p.m.
SAY THANK YOU.
HONOR A LOVED ONE. GIVE HOPE.

Often times patients or families wish to make a gift to express gratitude for the fantastic care they or their loved ones received at Montefiore. Making a gift to Montefiore is an exceptional way to help others receive our excellent care and benefits. Montefiore's work - including scientific research, medical education and community outreach - costs much more than the revenue generated by patient visits. Individual gifts - of any size - are a vital means of support to Montefiore. Your charitable contribution will benefit the patient care, research, outreach or medical program of your choice such as:

- Montefiore Einstein Center for Cancer Care
- The Children's Hospital at Montefiore
- Montefiore Einstein Center for Heart and Vascular Care
- Montefiore Einstein Center for Transplantation

To make a gift to Montefiore Medical Center, please call the Office of Development at 718-920-6656, visit www.glvetomonteflore.org or mail your gift to:

Montefiore Medical Center
Office of Development
111 East 21 Oth Street
Bronx, New York 10467
phone: 718-920-6656
fax: 718-547-9274
www.glvetomonteflore.org

Thank you for your support.
GETTING READY TO GO HOME

Discharge Planning
It's a good idea to start thinking about your discharge during the first day of your stay. Your doctor may have given you an idea of how long you may be in the hospital, but even if it is unclear, you'll want to be planning for a safe, comfortable departure, with all arrangements made for whatever you may need.

Discharge from the hospital may not mean you are fully recovered, but you no longer need a hospital's acute care services. You may need assistance at home (Montefiore is proud to have the first Home Health Agency in the United States), or a short stay at a rehabilitation or skilled nursing facility. Your social worker, along with your nurses and doctors and other caregivers, will help make your “Discharge Plan.”

Your social worker will also be able to answer questions about what your health insurance will cover. You can call Montefiore’s Home Health Agency directly at 718-405-4400. Montefiore’s Home Health Agency provides expertise in all aspects of home care, for patients at all stages of life. You can also speak to a home health liaison while you are in the hospital. Tell your nurse you would like to speak to your liaison.

On the day you are going home, please arrange to leave before 11:00 am. It is very likely there is another patient waiting for your bed. If you foresee any difficulties, your social worker can help arrange transportation or resolve any other problems that concern you. It is important that you feel confident about what to expect when you get home, and your caregivers want and expect you to ask questions. They want you to understand your medications and any follow up appointments you need. Make sure you take all your belongings with you along with any valuables you left in our safe or the safe in your room.

Your Opinion Counts
You may receive a patient opinion survey in the mail shortly after you have returned home. It is very important for you to share your feelings with us about your experience in Montefiore. We want to know what we do well and where we need to improve. Your honest feedback will help us be our best!

If you have any questions about the survey, call Customer Service at 718-920-4943.

Your Hospital Bill
Your hospital bill consists of all charges related to your care and treatment for any outpatient facility services or inpatient admissions. Primary care physicians or specialists who have cared for you, interpreted test results, read X-rays, or administered anesthesia in the above settings may bill you separately. It is very important we have your correct insurance information as the bills are first sent to your insurance company for consideration of payment. You will receive an Explanation of Benefits (EOB) from your insurance company outlining any balances you may be responsible for. Please call the telephone number listed on your statement for any billing related questions or feel free to call:

718-320-8691 for Medical Group Billing (Primary Care Physician)
718-405-4000 for Hospital or Outpatient Facility Billing
718-405-4151 for Professional Services Billing (Specialty Physician)

You may also speak to someone in person by visiting us at the Moses Campus at 111 East 210th Street, (1st floor cashier’s office) or email billingsolutions@montefiore.org
HELPING YOU STAY HEALTHY

1. Avoid smoking Quitting smoking is one of the most important things you can do to protect your health. Using tobacco products causes harm to nearly every organ in your body, and second-hand smoke is harmful to the people you love. Your caregivers can provide you with nicotine patches, medications and information on programs to help you quit. Once you leave the hospital, you can get free help and support by calling:

   The New York State Smokers’ Quitline
   1-866-NY-QUITS (697-8487)

   “It’s never too late to quit! Quit for yourself and for your loved ones!”

2. Control your weight Keeping your weight in control will help prevent many health problems. If you are gaining or losing weight without trying to, you should let your doctor know. Your weight will be checked when you first arrive and again during your stay, depending upon your medical condition. Your caregivers can help by giving you information on how to control your weight and answer your questions. Just ask!

   “You will notice the difference when you control your weight!”

3. Get routine vaccinations Just like children, adults need vaccinations too! For those who get sick easily, especially seniors, getting influenza and pneumococcal vaccines regularly will help protect you from certain types of flu and pneumonia. Just ask your healthcare provider whether a vaccination is right for you!

   “One dose of vaccine today may keep flu and pneumonia away!”

4. Keep your medical appointments Your healthcare providers can’t help you if they don’t hear from you or if they don’t see you. Stay in touch by keeping your appointments, or rescheduling if you miss them. Your Montefiore caregivers are happy to care for you while you are in the hospital, but would rather help you to remain at home. Be sure to keep your appointments.

   “Montefiore Medical Center is not just about illness, but wellness too!”

Materials: More than 1,000 pamphlets are available, free of charge, on a wide variety of subjects ranging from arthritis, heart disease, diabetes, and high blood pressure to explanations on X-ray and nuclear medicine tests, nutrition and how to take your medications.

For further information about educational materials, ask your nurse or doctor.
More About Your Safety
Watch a special TV channel with a video made just for Montefiore patients. The video provides important information about your role in your own medical safety. Every patient should know how to keep themselves safe, and your caregivers want you to always put your own safety first.

Moses Campus:
Channel 58 (59 Spanish)

Einstein Campus:
3rd Complimentary Channel

Wakefield Campus:
Check with your Nurse or TeleHealth representative for channel guide information.

A Difficult Topic
Did you know more people die from suicide than from homicide, and for young people age 15-24 years old, suicide is the third leading cause of death.

Suicide can be prevented, and your caregivers understand that you (or someone you care about) may want to talk to a trained counselor about your feelings and concerns. Call 1-800-273-TALK. All calls are confidential.