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WELCOME

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, physician, or customer services representative. We are here to help you.

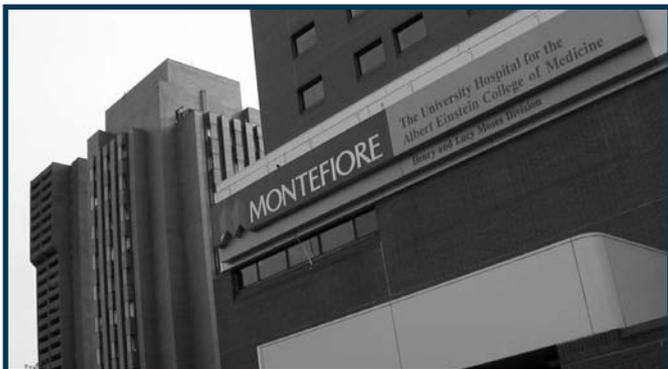
It is our privilege to be your healthcare provider.

Sincerely,

Jeffrey M. Lippman, M.D.
President and CEO

Susan Green-Lorenzen, R.N.
Senior Vice President-Operations

ABOUT MONTEFIORE



Montefiore Medical Center
Henry And Lucy Moses Division



The Jack D. Weiler Hospital of the
Albert Einstein College of Medicine



The Children's Hospital at Montefiore



Montefiore Medical Center
North Division

OUR HISTORY

Montefiore was established in 1884 and named for the renowned nineteenth-century philanthropist, Sir Moses Montefiore. Montefiore's founders sought to create a much-needed source of care for those with chronic illnesses such as tuberculosis, cancer and heart disease. Today Montefiore is one of the largest healthcare systems in the nation and, as the University Hospital for the Albert Einstein College of Medicine, a leading center for medical education and research. Our evolution has been marked by important advances in treating diseases, caring for people and improving community health and welfare.

HOSPITALS

At the center of Montefiore's healthcare system are four hospitals: the 726-bed Henry and Lucy Moses Division, the 396-bed Jack D. Weiler Division, the 369-bed North Division and The Children's Hospital at Montefiore, a spectacular center of pediatric care, which anchors an extensive network of community-based children's services.



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 West Campus and the Montefiore Medical Park on the East Campus. Montefiore's North Division offers a family health center and ambulatory mental health and substance abuse services, as well as multi-specialty private practices.

SPECIALTY CARE

There are more than 2,600 doctors and world-renowned specialists and internationally recognized Centers of Excellence in medicine, heart care, cancer care, children's health, women's health and surgery. Other specialty programs include Montefiore Home Health 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 the Weiler Division. A Palliative Care Service meets the special needs of patients with advanced and often incurable illnesses.

MONTEFIORE'S SERVICE STANDARDS

We aim to provide you with an exceptional patient experience that promotes health and healing where:

- Quality clinical outcomes are achieved with a high level of responsiveness to the patient's anxiety, 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 Standards of Montefiore Excellence:
 - ✧ 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 customer services 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 Services at ext. 4943 in Moses, ext. 2395 in Weiler, or ext. 19888 in the North Division.

As a patient in a hospital in New York State, you have the right, consistent with 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.

Customer Services is available to help patients, their families and visitors with complaints, concerns, questions, and special needs such as interpreters.

**Customer Services main number: 718-920-4943, Weiler campus: 718-904-2395,
North Division: 718-920-9888.**

You may call 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, NY 12180**

A PATIENT'S RESPONSIBILITIES

The medical center needs your cooperation to ensure that efficient, safe and considerate care is available to all.

Montefiore Medical Center requests you to:

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 Medical Center 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 Medical Center 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 Medical Center 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.

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 that the hospital cannot assume responsibility for any personal property that you could inadvertently misplace during your hospital stay.



PRIVACY

SAFEGUARDING YOUR INFORMATION

On April 14, 2003, the Federal government put into effect a set of laws to protect the privacy of your personal health information (HIPAA). HIPAA protects aspects of your privacy such as information in your medical records, your physical privacy during tests, treatments and discussions, and billing for the services you received. 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,” simply ask your nurse or call Customer Services.

Moses: X4943 • Weiler: X2395 • North: 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, simply ask your nurse or call Customer Services:

Moses: X4943 • Weiler: X2395 • North: 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 Weiler Divisions: 718-920-4630 • North Division: 718-920-9588

WHO TO CALL WITH CONCERNS, COMPLAINTS, NEED FOR INTERPRETERS, ETC. CUSTOMER SERVICES DEPARTMENT

Montefiore Medical Center's Customer Services Department exists to serve patients, their families, and significant others. A Customer Services 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 Services directly.

Moses Division (718) 920-4943
3300 Rochambeau Avenue, Bronx, NY

TTY 718-920-5027

Weiler Division 718-904-2395
Weiler Hospital, Room 260 A

TTY 718-904-2513

North Division 718-920-9888
Main Hospital, 1st Floor

TTY 718-920-6888

Moses: X4943 • Weiler: X2395 • North: X19888

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 either calling 1-800-994-6610 or sending an email to complaint@jointcommission.org.



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 (hairdryers, 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 Medical Center cannot be 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, and assistive devices, such as canes or walkers, are included in the inventory your nurse 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 nursing station. A nurse will answer your call as soon as possible either in person or through your intercom. 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 have trouble adjusting your bed.

TELEVISION AND TELEPHONE SERVICES

Montefiore Medical Center 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: X3020 • Weiler: X8200 • North: X19851

TeleHealth representatives are in the hospital seven days a week between the hours of 10:00 a.m. to 8:00 p.m. to assist you with your TV and phone needs.

To speak to a TeleHealth representative or for TV and telephone repair:

Moses: X8400. • Weiler: X2017 • North: X19705

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 and 67 at Weiler for relaxing, comforting music and images.

North Division: Check with your Nurse for TeleHealth Services phone number and Channel guide information.



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 identified with your name and room number. (Flowers are not permitted on oncology or intensive care units.)

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 ext:

Moses Division: X4253 • Weiler Division: X3219 • North Division: X19816

Meals served at Montefiore’s Weiler Division are prepared under rabbinical supervision in accordance with Jewish dietary laws (KASHRUTH). 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 aim to serve very good, appetizing, healthy, quality meals. Please feel free to contact the Food Service Department with your concerns or special needs at ext:

Moses Division: X2772 • Weiler Division: X2364 • North Division: X18668

Your guests are welcome to dine in either the hospital cafeterias and/or the coffee shops.

Moses Division: Food Pavilion is located on the second floor; there is a coffee shop just inside the E. 210th Street entrance, coffee kiosk in the lower level of the children’s hospital, and a seasonal Garden café, located off the northwest lobby.

Weiler Division: Cafeteria is located on the 4th floor of the hospital and is operated under rabbinical supervision in accordance with Jewish dietary laws. Additionally, there is a coffee kiosk located next to the gift shop in the hospital lobby.

North Division: The cafeteria is located on the main floor; in addition, there is a coffee shop located off the main lobby.

All hospitals have 24-hour vending machines located throughout the buildings.

HOUSEKEEPING

Your room is cleaned by staff on your unit. Please let your nurse know whether you have any concerns or special needs.

ROOM TEMPERATURE, LIGHTS, PLUMBING, AND EQUIPMENT

We know each patient may have their own comfort temperature range, and sometimes equipment needs repair. Speak with your nurse or contact your facilities team:

Moses: Dial X4433 • Weiler: Dial X4000 • North: Dial X19684

MATERNITY CARE

Montefiore's Weiler Division, and North Division 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 husband or another adult 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. 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

Most patients do not require hospitalization following ambulatory surgery. You will remain in the PACU (Post Anesthesia Care Unit) and/or patient holding area until you have recovered from anesthesia. The average length of stay from the time surgery begins until you are ready to leave the hospital varies from two to six hours, and you will need an adult to escort you home again. A nurse will call you the next day to see how you are feeling and to answer any questions.

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.

Moses Division:

YOUR NAME

Montefiore Medical Center

111 East 210th Street

Bronx, NY 10467

YOUR ROOM NUMBER

Weiler Division:

YOUR NAME

Montefiore Medical Center

Jack D. Weiler Hospital

1825 Eastchester Road

Bronx, NY 10461

YOUR ROOM NUMBER

Moses Division:

YOUR NAME

Montefiore Medical Center

North Division

600 East 233rd Street

Bronx, NY 10466

YOUR ROOM NUMBER

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 post-anesthesia care unit (PACU). Here you will be monitored until you are stable enough to return to your room. At times 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.)

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 done at least five working days before the procedure in order for the blood to be processed for transfusion. Donated blood can be saved for no more than 35 days. Weiler and North 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

YOUR HEALTHCARE TEAM

1. **Youself:** 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 a Safe and Comfortable 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, 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, providing education to you about your illness/treatment plan, and determining that 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 expert in 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. NP’s 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, 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 finding the best possible community resources for you.
7. **Other Healthcare Professionals:** According to your needs, you may meet members of the following professions: dietitians, physical therapists, occupational therapists, speech therapists, phlebotomists, x-ray technologists, and others. Each individual will explain their role to you.



8. Private Duty Nurses: If your physician recommends 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.

Moses: X4703 • Weiler: X2951 • North: X19621

9. Volunteers: Montefiore's volunteers can provide many helpful services to you and your family. Volunteers are available to bring a library book cart to patient units. Volunteers are also available to assist with patient transport and other hospital support services. For more information call:

Moses: X41918 • Weiler: X2934 • North: X19620

PASTORAL/SPIRITUAL CARE

The Office of Religious Affairs at Montefiore Medical Center 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/religious 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. Spiritual support is available upon request. Please call:

Moses: X4997 • Weiler: 0 (Operator) • North: X19086

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

HELP YOURSELF TO HAVE A COMFORTABLE, SAFE, SECURE HOSPITAL STAY

No SMOKING

Montefiore Medical Center is smoke-free. Smoking is prohibited in all areas of the hospital.

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.

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. Make sure, if you must take a walk, that you have consulted with your nurse. We encourage you to remain on your unit at all times. If your whereabouts are unknown, you may be discharged and might have to return via the emergency room.

“SPEAK UP” FOR SAFETY SAKE

State your questions, mention 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 right spot. 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 you want to understand the forms in your primary language if it is not English.

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.

Use a clinic, surgery center or other healthcare organizations that have undergone rigorous on-site evaluations such as Montefiore Medical Center. Ask your doctor which facility offers the best care for your condition. 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.

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 concerned 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 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 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.

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 Medical Center does many things to prevent infections, including MDRO infections.

Infection control for each patient is selected 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 clothing is removed before leaving the room.
- **Private rooms:** Patients with 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 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 3 feet from other persons, if possible
- **Monitoring:** Montefiore Medical Center 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 Medical Center's medical staff use many precautions to minimize the risk of infection including:

- Handwashing: Medical staff wash 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 drawn often. 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 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 certain 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 Medical Center has a program to prevent falls that includes maintaining a safe, clutter free environment, patient education around fall prevention, and hourly rounding for those patients at risk for falling.

Things that you can do to prevent falls include:

- Keeping the things you use often within easy reach like 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.



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 or smoking causes harm to nearly every organ in your body, and second-hand smoke is harmful to the people you love. Your caregivers can help you be more comfortable without smoking while you are here by offering 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 more frequently 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 stay out. 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 Medical Center 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: Channel 58 (59 Spanish)

Weiler: 3rd Complimentary Channel

North: 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 15-24 years old, suicide is the third leading cause of death.

Suicide can be prevented, and your caregivers understand that a person may want to be confidential when there is a need to discuss feelings of suicide. Call this number for yourself or someone you care about:

1-800-273-TALK



FOR YOUR VISITORS

We ask your visitors to follow a few guidelines to ensure your environment remains safe, calm, and one for healing. As patient care is our first priority, there may be times we will ask all visitors to temporarily leave or change location while we attend to our duties. We are grateful for your and your visitors' understanding in these circumstances.

VISITOR GUIDELINES

1. Plan to visit during regular visiting hours
2. Two (2) visitors per 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
9. Speak quietly and help limit noise
10. Do not bring any electrical appliances into the hospital
11. Check whether cell phone use is permitted in your area
12. Follow staff instructions in times of emergency or special alert
13. Be aware Montefiore Medical Center reserves the right to inspect bags and packages being brought in or removed from the hospital

VISITING HOURS: MONTEFIORE MEDICAL CENTER

Moses Division, Weiler Division and North Division: 2 visitors per bedside. (We understand there may be unusual circumstances for you or your loved ones. Feel free to ask your nurses for special visiting consideration.)

Moses Division:

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 will be asked to leave by the nursing staff in certain patient care situations, and we are grateful 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: North 2 Silver Zone**

Medical Intensive Care Unit **MICU: North 2 Silver Zone**

Cardiac Surgical Intensive Care Unit **CSICU: North 3 Silver Zone**

Neurosurgical/Surgical Intensive Care Unit **NS/SICU: North 3 Silver Zone**

Pulmonary Care Unit **R1/PICU: R1 Red Zone**

Post Anesthesia Care Unit **PACU/Surgery Center: North 3 Silver Zone (with approval of charge nurse)**

Klau 2: Monday: 10:00 a.m. - 12:00 noon
Tuesday: 9:15 a.m. - 10:30 a.m.
Wednesday: 2:45 p.m. - 3:45 p.m.
Thursday: 9:15 a.m. - 10:30 a.m.
Friday: 2:45 p.m. - 3:45 p.m.
Weekends/Holidays: 1:00 p.m. - 8:00 p.m.

Weiler Division:

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 will be asked to leave by the nursing staff in certain patient care situations, and we are grateful 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)**

Psychiatry: Klau 2

Monday, Tuesday, Thursday	10:00 a.m. – 12:00 Noon 7:00 p.m. – 8:30 p.m.
Wednesday, Friday	2:30 p.m. – 3:30 p.m. 7:00 p.m. – 8:30 p.m.
Saturday, Sunday, Holidays	1:00 p.m. – 8:30 p.m.

North Division:

ICU	12:00 p.m. – 11:00 p.m.
Psychiatry	1:00 p.m. – 2:00 p.m. 6:00 p.m. – 7:00 p.m.

Maternity: Weiler Division and North Division

Labor and Delivery	Open hours (2 at a time)
Fathers	10:00 a.m. – 10:00 p.m.
Other visitors	12 noon – 8:30 p.m.
NICU	Open parenting hours (2 at a time)

Emergency Departments

Moses ED	All Hours
Weiler ED	All Hours
North ED	All Hours

The Children’s Hospital at Montefiore 12 noon – 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 Division. This special room will provide a place for quiet contemplation, prayer and rest or offer a place to stay overnight during the Sabbath or a holiday.

Parking: For a fee there are self-parking facilities at all divisions. At the Moses Division we have Valet parking, in addition to 2 self-parking facilities. Valet Parking is located at the E. 210th Street entrance, and is available Monday through Friday from 9:00 am to 5:00 pm. There is a nominal fee to use the valet service in addition to the parking fee.

GETTING READY TO GO HOME

DISCHARGE PLANNING

It's a good idea to start thinking about your discharge from 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 a.m. It is very likely there is another patient waiting. If you foresee any difficulties, your social worker can help arrange transportation or resolve any other problems that concern you. It is important for you to feel confident about what to expect when you get home, and your caregivers want you to ask all your questions. They want you to understand your medications and any follow up appointments you need.

Make sure you take all your belongings and 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! Any questions about the survey, call Customer Services at 718-920-4943.



YOUR HOSPITAL BILL

Your hospital bill consists of all the care and treatments you received on a daily basis. Physicians who have cared for you, have interpreted tests or read x-rays, or have administered anesthesia will bill you separately. Your bills are first sent to your insurance company, Medicare, Medicaid, HIP, GHI, etc. You will receive an Explanation of Benefits (EOB) from your insurer, and information or balances from Montefiore or your doctors. It is very important we have all your correct insurance information. If you want to speak to someone about your insurance or your bill call:

718-326-8691 for Medical Group Services

718-405-4000 for Hospital Services

718-405-4151 for Professional Services (physicians who have cared for you, have interpreted tests or read x-rays or have administered anesthesia)

You may also speak to someone in person by visiting us at 111 E. 210th Street, 1st floor, cashier's office. Or email us at billingsolutions@montefiore.org

SAYING THANK YOU

Montefiore's associates take great pride in their commitment to providing excellent care, and we certainly hope your experience has been a positive one. Sometimes our patients would like to do more than just say "thank you," by making a donation to the medical center in honor of their physician, nurses or others. Please call the Development Office at 718-920-6656 if you would like to discuss this possibility, or send a donation to:

Development Office
Montefiore Medical Center
111 East 210th Street
Bronx, NY 10467

Montefiore's Customer Service "SALUTES"

If you would like to acknowledge one or more of your caregivers for their exceptional service to you, you can salute them in a weekly newsletter sent across the medical center. Call Customer Services:

Moses: X4943 • Weiler: X2935 • North: X19888

IMPORTANT PHONE NUMBERS

MOSES DIVISION

Admitting	5001
Administration Offices	6400
Bioethics Consultation	4630
Chaplain	4997
Customer Services Department	4943
Dietitian/Clinical Nutrition.	4253
Food Services	2772
Gift Shop (at Children's Hospital)	718-741-2294
Home Health Agency.	718-405-4400
Operator0
Patient Information.	4141
Patient Accounts.	718-405-4000
Security	5668
Social Services	4545
TV/Telephone.	8400
Volunteer Services	4191

WEILER DIVISION

Admitting	2928
Administration Offices	2951
Bioethics Consultation	718-920-4630
Chaplain0
Customer Services Department	2395
Dietitian/Clinical Nutrition.	3219
Food Service	2364
Gift Shop	2742
Home Health Agency.	718-405-4400
Operator0
Patient Information.	4151
Patient Accounts.	718-405-4000
Security	2800
Social Services	2707
TV/Telephone.	2017
Volunteer Services	4191



NORTH DIVISION

Admitting	19664
Administration Offices	19501
Bioethics Consultation	718-920-4630
Chaplain	19086
Customer Services Department	19888
Dietitian/Clinical Nutrition	19670
Food Service	19668
Gift Shop	19659
Home Health Agency	718-405-4400
Operator	0
Patient Information	19651
Patient Accounts	718-405-4000
Security	19500
Social Services	19950
TV/Telephone	19851
Volunteer Services	19620

For more information about services available at Montefiore Medical Center please visit our website www.montefiore.org.

WOULD YOU LIKE TO RECEIVE HEALTHCARE NEWS, INFORMATION AND SPECIAL OFFERS FROM MONTEFIORE MEDICAL CENTER?

SUBSCRIBE TO OUR NEWSLETTER

Montefiore's newsletter, Keeping You Healthy, is a free publication offering information on important healthcare topics, treatments and procedures, as well as useful tips and activities designed to keep all members of your family healthy and informed.

Sign up to receive Keeping You Healthy by mail or email by calling 1-800-MD-MONTE or visit www.montefiore.org/newsletters to subscribe online.

JOIN THE MONTEFIORE PLUS CLUB

If you are 55 years of age or older, you may be eligible to join the Montefiore PLUS Club. This free program offers special benefits, discounts and information to help older adults stay healthy and active, and makes it easy to receive healthcare services at Montefiore's hospitals and outpatient offices.

Just call 1-800-MD-MONTE to enroll or visit www.montefiore.org/plusclub to learn more.