

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

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Preparing For Your Stay



└ **NewYork-Presbyterian**  
└ Columbia University Medical Center

## Important Phone Numbers

Admitting Department	(212) 305-7091
General Information	(212) 305-2500
Medical Records	(212) 305-3270
Patient Information	(212) 305-3101
Patient Services Administration	(212) 305-5904
Pre-Admission Testing	(212) 305-2312
Private Duty Nursing	(212) 305-2525
Telephone and Television	(212) 305-6717

## Welcome

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

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

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

Thank you for the privilege of caring for you.

Very truly yours,



Herbert Pardes, MD  
President and Chief Executive Officer  
NewYork-Presbyterian Hospital



A black and white photograph of a modern building with a large banner. The banner is dark with white text that reads "AMAZING THINGS ARE HAPPENING". The building features a mix of brick and glass facades, with a prominent white steel truss structure. A tree is visible in the foreground, and a street lamp is partially visible on the left. The overall scene is an urban architectural setting.

AMAZING  
THINGS  
ARE  
HAPPENING

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# What to Bring to the Hospital



### **Important Paperwork Checklist**

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

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

### **For Your Comfort Checklist**

The Hospital provides pajamas, a bathrobe, socks and slippers, and basic toiletries, such as shampoo, soap, toothbrush, and toothpaste. Although there is a limited amount of space for personal items in patient rooms, you may also want to pack:

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



### Allergies

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

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### Your Health Care Proxy and Living Will

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

The best way to protect your treatment wishes and concerns is to appoint a Health Care Agent and complete the Health Care Proxy form. This form is included in *Your Rights as a Hospital Patient* booklet in the pocket of this Guide. If you do not plan ahead, family members or other people close to you may not be allowed to make these decisions for you. If you do not have someone to appoint as your Health Care Agent, or you do not want to appoint someone, you can also give written instructions about your specific treatment desires in advance. These written instructions are called a living will.

### Organ Donation

Should you wish to consider organ donation and enroll in the New York State Donate Life Registry, you may do so by calling the New York State Organ and Tissue Donor Registry at 1-866-NYDONOR or 1 (866) 693-6667. You may also enroll through the New York State Department of Health website at <http://www.health.state.ny.us/professionals/patients/donation/organ/>.

# What to Expect





### **Admitting Process**

The Admitting Department is located in the Milstein Hospital Building, First Floor, Room 124. The Department's telephone number is (212) 305-7091.

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

The night before your admission, a member of the Admitting staff will call you to tell you when to arrive and where to go when you arrive. On the day of admission, it is important that you arrive on time.

### **Preparing for Surgery**

If you are having surgery, the evening before your scheduled surgery, a nurse will call to tell you where to go and at what time you should arrive. The nurse will also tell you when you must no longer have food or drink, and ask you some general health questions.

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

### Voluntary Blood Donations

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

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



### **Important Patient Safety Information**

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

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

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

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

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

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

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

### **Know Your Medications**

While you are in the Hospital, ask about all medications you are given and why they have been prescribed for you. Remember to take home your written medication instructions.

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

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

### Help Prevent Falls

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

You can help prevent falls by:

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





### **Preventing Infections**

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

### **Practice Hand Hygiene**

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

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

### **Follow Visitor Guidelines**

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

### **Interpreter Services**

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

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

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



## **Billing**

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

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

For information about charges for telephone and television services, see page 24.

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

## **Insurance**

**(866) 652-7517**

All insured patients should familiarize themselves with the terms of their insurance coverage, including commercial insurance carriers, HMOs, Medicare, and Medicaid. This will help you understand which Hospital services are covered and what your responsibilities are, if any. You should also bring copies of your insurance cards. The Hospital is responsible for submitting bills to your insurance company for Hospital services and will do everything it can to expedite your claim. You may receive a bill from the Hospital for any deductible/copay/coinsurance or non-covered items, as indicated on the explanation of benefits received from your insurance company. If you have any questions regarding your insurance coverage, please call (866) 652-7517 or the telephone number indicated on your billing statement.

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

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

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

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

**No Smoking Policy**

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



## For Your Consideration



### **Private Accommodations**

NewYork-Presbyterian/Columbia has private suites and rooms available for patients at additional cost. The McKeen Pavilion, located on the ninth floor in the Milstein Hospital Building, is a private, hotel-like facility with Hudson River views. The suites include a visitor's sitting room with a sleeper sofa and bathroom. Private rooms are available on most units. Please contact the Admitting Department at (212) 305-7091, or let your physician know if you are interested in private accommodations.

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

### **Private Duty Nursing**

(212) 305-2525

Private duty nurses and attendants may be hired through the Private Duty Nursing Office, located on the sixth floor, South Knuckle, of the Milstein Hospital Building. The Private Duty Nursing Office is open from 9 am to 5 pm. After hours, call (212) 305-5181 and someone will assist you. Private duty nurses and attendants are not employed by the Hospital. Their fees will be quoted to you when you call the office. Payment must be made in cash or by check directly to the nurse or attendant at the end of each shift.

## **Guest Facilities and Hotels**

### **The McKeen Pavilion (212) 305-4820**

Milstein Hospital Building  
NewYork-Presbyterian/Columbia  
177 Fort Washington Avenue, between 165th and 168th Streets  
New York, New York

Guest rooms are available in the McKeen Pavilion in the Milstein Hospital Building to enable friends and family to be close to loved ones during their hospitalization. Rates are available on request. Call for information or reservations, Monday through Friday, 7 am to 5 pm; Saturday and Sunday, 8 am to 4 pm; Holidays, 7 am to 3 pm. After hours, ask a nurse to page the Administrator-on-Call who will check on room availability.

### **The Econo Lodge-Fort Lee (201) 944-5332**

2143 Hudson Terrace  
Fort Lee, New Jersey

The Econo Lodge is located not far from the George Washington Bridge in Fort Lee, New Jersey, with convenient access to the Bridge, the Hospital and New York City via both public transportation and by car. The Econo Lodge also offers shuttle bus service to and from NewYork-Presbyterian/Columbia.

### **The Crowne Plaza Englewood (800) 972-3160**

401 S. Van Brunt Street  
Englewood, New Jersey

Located just north of Route 4 and Interstate 80, the Crowne Plaza Englewood offers shuttle bus service to and from NewYork-Presbyterian/Columbia.

## Online Personal Health Record: myNYP.org

NewYork-Presbyterian Hospital is pleased to offer patients myNYP.org, a free online service for management of personal and family health records. myNYP.org puts you in charge of your health information and offers you the ability to consolidate and organize significant amounts of health information in a private account. You can access your information wherever and whenever needed and can easily share information with clinicians, trusted family members, and other caregivers.

With myNYP.org, you can create your own electronic health record and store as much or as little of your health record as you wish in one convenient place online. This includes medical conditions and history, medications, surgery reports, lab results and test reports, immunization records, Hospital discharge instructions, doctor and insurance information, and emergency contacts.

NewYork-Presbyterian cares about patient privacy. Therefore, myNYP.org was developed in collaboration with Microsoft and uses Microsoft® HealthVault™ — a privacy and security-enhanced online service — to store patient information. Once stored, information can only be accessed and shared by you or with your permission.

myNYP.org My Health Explained | My Health Tools | My Doctors | Request an Appointment | Pay Hospital Bill

# myNYP.org

YOUR PERSONAL HEALTH CONNECTION WITH NewYork-Presbyterian

**Welcome**  
This web site is a free service that lets you safely:  
Store all of your health information online.  
Share it with trusted family members and clinicians.  
Learn about important health issues that affect you and your family.

**REGISTER NOW** Already have an account? **SIGN IN**

**Watch our introduction video**  
Learn how myNYP.org and Microsoft® HealthVault™ are working together to help you take charge of your health.  
[View the video](#)

**Learn about cardiac health**  
Find out more about the tests, treatments, and instructions that affect you and your cardiac health.  
[Read more](#)

**Access medical records**  
Save your medical visit details from NewYork-Presbyterian, stored in security-enhanced HealthVault.  
[Register now](#)

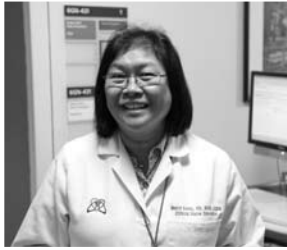
Dr. Mohamed Ghannouchi  
Noted heart surgeon

Microsoft | HealthVault | myNYP.org uses Microsoft® HealthVault™ to store your data. [Learn more](#)

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Columbia University | Weill Cornell  
College of Physicians and Surgeons | Medical College

## For Your Comfort and Convenience



## Telephone Service

### Local Calls

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

### Long Distance Calls

Calls to area codes beyond those listed above are considered long distance. There is a small daily charge for having long distance telephone service within the continental United States. Once you arrive at the Hospital, you will receive further information on how to activate and pay for long distance service.

## Television Service

### Basic Free Service

All patients have 24-hour access to basic television service, which includes the following complimentary channels: CBS (Channel 6), PBS (Channel 16), and CNN (Channel 41), as well as the Newborn Channel, and channels providing religious services, classical music, Hospital information, and patient education programming.

### Extended Television Service

Extended television service, which includes 24-hour access to television programming and movie channels, is available for a small daily charge. Once you arrive at the Hospital, you will receive further information about how to access extended service should you desire it.

### **Internet Access for Laptops**

Patients and families can use their personal laptop computer in the Hospital. You can connect your computer to our Wireless Guest Network, which is designed for guests and patients of the Hospital, by selecting “Guest-Net” from the list of networks that appear when you click on the wireless icon. Once connected to the Hospital’s wireless network, you can launch your web browser. Your web browser will automatically present a disclaimer page listing the Terms and Conditions and Acceptable Use for the Wireless Guest Network. After you read the disclaimer page and you accept its terms, you can use Guest-Net. You can select “I agree” at the bottom of the page.

Guest-Net Wi-Fi connection is an open and unencrypted wireless network with Internet-Only access. No connectivity to the Hospital’s intranet resources is available.

### **Concierge Service: Errand Solutions**

NewYork-Presbyterian Hospital is pleased to provide our patients and their families with access to Errand Solutions, a concierge service to help make hospitalization less stressful. This service can assist you with travel and transportation arrangements, accommodations for visitors, gifts and flower orders, finding restaurants and food delivery services, pet sitting, and other errands. When you are in the Hospital, you will be able to contact Errand Solutions from your Hospital room phone by dialing \*99.

### Visiting Hours

You may have visitors around the clock. However, our staff will work with patients and families, especially if you are in a room with two beds, to allow patients time to rest and sleep. In some cases, visiting hours vary according to the location and condition of the patient. Please look for signs indicating special visiting hours on a particular unit, or ask the Patient Care Director on that unit.

### Information Desk

(212) 305-2897

The Information Desk located in the lobby of the Milstein Hospital Building provides patient and visitor information and directions. The Information Desk is open 24 hours a day, 7 days a week. There is also a Welcome Desk located in the first floor lobby of the Vivian and Seymour Milstein Family Heart Center. The Welcome Desk is open 24 hours a day and can be reached at (646) 317-4040

### Gift Shop

(212) 305-7008

Monday through Friday, 8 am to 9 pm  
Saturday, Sunday, and Holidays, 10 am to 9 pm

The Gift Shop is located in the lobby of the Milstein Hospital Building. It offers a wide selection of items, including flowers, toiletries, newspapers, magazines, cards, snacks, beverages, gifts, and Mylar balloons. Latex balloons are prohibited in the Hospital.

For the health and safety of our patients, balloons and flowers (fresh cut, artificial, and dried arrangements) are prohibited in all intensive care units, recovery rooms, operating rooms, nurseries, labor and delivery suites, and oncology and transplant units.



## Finding Your Way Around



The Hospital's official address and phone number are:

NewYork-Presbyterian Hospital/  
Columbia University Medical Center  
630 West 168th Street  
New York, NY 10032  
(212) 305-2500

### **Directions**

#### **By Subway**

Take the A, C, or #1 subway to the 168th Street station.  
From midtown Manhattan, the A train provides express service.

#### **By Bus**

A number of city buses serve the medical center: M2, M3, M4, M5, M100, Bx36, Bx11, and Bx3.

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

#### **By Car**

The most direct way to NewYork-Presbyterian/Columbia from most locations is to follow directions leading to the George Washington Bridge, then exit onto the Henry Hudson Parkway, and then onto Riverside Drive (south). From there, continue south and turn left onto 165th Street (the first left south of the Bridge). Take 165th Street one block to Fort Washington Avenue. Turn left on Fort Washington Avenue for valet parking, which is available in the driveway of the Milstein Hospital Building. Turn right on Fort Washington Avenue for visitor parking.

**From Upstate New York and New Jersey:** After crossing the George Washington Bridge, follow signs to the Henry Hudson Parkway, (also called the West Side Highway), and then to Riverside Drive. Follow directions above from Riverside Drive.

**From Riverdale and Westchester via the Saw Mill River Parkway:** Exit the Henry Hudson Parkway at the Riverside Drive exit, immediately past the George Washington Bridge. Follow directions above from Riverside Drive.

**From Westchester, Connecticut, and the East Side of Manhattan via the Major Deegan, Cross Bronx Expressway, or Harlem River Drive:** Approaching the George Washington Bridge, take the Henry Hudson Parkway exit; on the approach to the Henry Hudson Parkway, stay to the left and follow signs to Riverside Drive. Follow directions above from Riverside Drive.

**From the West Side of Manhattan:** Take the Henry Hudson Parkway to Exit 15-Riverside Drive South. Follow directions above from Riverside Drive.



## **Parking**

### **Valet Service**

Valet parking is available at the main entrance of the Milstein Hospital Building at 177 Fort Washington Avenue as follows:

Monday through Friday, 5:45 am to 10 pm

Saturday, Sunday, and Holidays, 7 am to 10 pm

If you anticipate picking up your car after the valet is closed, please park in the Hospital visitor parking garage at 115 Fort Washington Avenue, which is open 24 hours a day.

### **Visitor Parking Garage**

The visitor parking garage is located at 115 Fort Washington Avenue, between 164th and 165th Streets.

Reduced rate parking is available for family members of patients who expect to be at the Hospital for an extended length of time. A prepaid debit card can be purchased from the Parking Coordinator's Office, which is located on the Main/Entry Level of the Fort Washington Parking Garage. To be eligible for a prepaid debit card, you must purchase a minimum of 5 parking days.

Monthly parking passes are also available. Monthly passes are valid for 30 consecutive days, including weekends.

If you have any questions, please call (212) 305-4903. In order to receive any discounted rates, a letter from the doctor's office or social worker verifying date of admission and expected length of stay is required. On the date of discharge, parking fees are waived for the patient with validated discharge instructions.

### **Map and Neighborhood Services**

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

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