



# Patient Guide

Answers to questions about your stay  
at Lenox Hill Hospital

LENOX HILL HOSPITAL **150** YEARS OF SERVICE 1857-2007

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# Before You Arrive

## **Preadmission Interview**

Most patients will have a preadmission interview. A Registrar may call you at least several days prior to your admission, or conduct the interview during pretesting. In emergency cases, patients are interviewed on the day of admission. You may also complete the preadmission process by filling out and returning the registration form provided to you in your doctor's office.

The Registrar will ask you a series of questions, for example, your address, telephone number, age and next of kin. You will also be asked to provide information on your type of insurance coverage and your advance directives. It is very important that you provide accurate insurance information during the interview. This will enable us to verify your coverage and benefits, inform you of any required payments and/or make special payment arrangements for you, if necessary. Everything you discuss during this interview is kept strictly confidential.

Please call 212-434-3279 with any preadmission/registration concerns you may have and a Registrar will be happy to assist you.

## **Admission Testing**

Some patients will require testing before checking into the hospital. Your physician will provide you with the required information.

## **Blood Transfusions and Donations**

If you are scheduled for elective surgery, you may be eligible to donate blood in advance for yourself through the hospital's Autologous Blood Program. You may also have someone donate blood on your behalf through our Designated Donor Blood Program. For more information, call 212-434-2500 weekdays from 9 a.m. to 5 p.m. and until 7 p.m. on Tuesday and Thursday. Dial Ext. 42500 when calling from within the hospital.

## **Private Duty Nurses**

In addition to the hospital's nursing staff who are here to meet your needs around the clock, you may request the services of a private duty practitioner - a registered professional nurse, licensed practical nurse or nursing attendant. Requests for private duty service must be authorized in writing by you or your designated representative.

Private duty practitioners are not employees of Lenox Hill Hospital. We suggest that you ask about fees and check with your insurance carrier about coverage with regard to these services. Please note that private duty care is not covered by most insurance companies. Private duty nurses can be arranged through the ACCESS

Private Duty Registry located on the seventh floor of the hospital, or by calling 212-434-2208 (if calling from inside the hospital, Ext. 42208) between 7 a.m. and 11 p.m. In order to ensure coverage, arrangements should be made as far in advance as possible. To prevent incurring a penalty charge, services should be cancelled four hours before the start of any shift.

### **Medications**

Please bring a list of medications and dosages (including over-the-counter drugs, vitamins and herbal supplements) you are currently taking for your physician to review. It is preferred that you do not bring your medications to the hospital since they could interfere with your care or be harmful if combined with other medications prescribed for your treatment during your hospitalization. If you do bring medications, please give them to your nurse when you arrive at your hospital room.

### **Valuables and Personal Property**

The hospital cannot guarantee the safety of your valuables, such as jewelry, cash and credit cards. Please leave these items at home. If this is not possible, you can deposit them with the hospital's Security Department. Arrangements can be made during your admission process or with a member of your nursing staff. Personal items which could be easily lost, such as dentures, eyeglasses and contact lenses, should be kept in appropriate containers in your bedside drawer when not being worn.

### **Home Care Services**

If you anticipate that you will require home care after you are discharged from the hospital, please discuss this with your physician. Later, when you are in the hospital, ask to speak to the home care nurse on your unit (see page 18).

### **Advance Directives**

An advance directive allows you to give written or oral instructions to physicians and other healthcare professionals regarding the type of medical care you desire if you become incapable of making such decisions.

One type of advance directive is the Health Care Proxy. The New York State Health Care Proxy law allows you to appoint a family member or friend over the age of 18 who can make treatment decisions on your behalf if you lose the ability to do so.

In addition to the Health Care Proxy, other advance directives include, but are not limited to, Living Wills and Do-Not-Resuscitate Orders. You should discuss your directives with the individual appointed to act on your behalf and/or your family. If you have already prepared an advance directive, bring it with you to the hospital.

At or prior to the time of admission, you or a family member or other adult designated to act on your behalf will receive a booklet entitled *Your Rights As a Hospital Patient in New York State*, prepared by the New York State Department of Health. It offers important information regarding advance directives including sections on "Planning in Advance for Your Medical Treatment," "Deciding on CPR: Do-Not-

Resuscitate (DNR) Orders," "Appointing Your Health Care Agent - New York State's Proxy Law" and a sample Health Care Proxy form.

Lenox Hill Hospital's Advance Directives Policy: Lenox Hill Hospital respects your right to make voluntary, informed choices to accept, reject or choose alternate courses of medical treatment, including life-sustaining treatment, and to execute advance directives.

You are encouraged to furnish the hospital with copies of your advance directives. If made available to the hospital, a copy of each of your advance directives will be included in your medical record.

Lenox Hill Hospital does not condition the provision of care or otherwise discriminate against any patient based upon whether or not the patient has executed an advance directive. The hospital will comply with your wishes in accordance with New York State law and hospital policy. Circumstances may arise where a physician involved in patient care cannot honor the terms of your advance directive based on moral, ethical or religious grounds. Under those circumstances, the physician and/or the hospital will assist in transferring your care to another attending physician or hospital.

### **What To Bring**

We recommend that you bring very few personal items with you to the hospital. All that you will really need are:

- Pajamas or a nightgown, robe, slippers and

- Toiletry articles

- Comprehensive insurance information, including:

  - insurance cards

  - precertification

  - any other documentation required by your insurer

- Any important papers such as a Health Care Proxy or a Living Will (see "Advance Directives")

- A photo Identification and proof of your current home address

- A small amount of cash to purchase daily newspapers or sundry items and to pay any out-of-pocket expenses such as co-payments and deductibles.

If you have any questions, please contact your attending physician, the staff responsible for your care, or Patient Relations (Ext. 42095).

# About Your Stay

## **Consent to Medical Treatment**

At the time of admission, you will be asked to sign a general consent form in which you give permission to allow the hospital staff to perform examinations or non-invasive tests and procedures. If you require any invasive tests and treatments, your physician will inform you of the benefits, risks and alternatives and you will have the opportunity to ask questions. If you agree to undergo the procedures, your physician will ask you to sign a special consent form. Your informed consent is required before your physician can initiate medical treatment. You have the right to consent to or refuse treatment on your own behalf.

## **Same-Day Admissions**

### Adults

If you are scheduled for a procedure on the same day as your admission - known as "same-day admission" - please call the hospital between 1:30 p.m. and 4 p.m. one business day before admission to find out when and where you should report at the hospital. Surgical patients should call 212-434-3028. Patients being admitted for cardiac catheterization should call 212-434-4545. Patients being admitted for other non-surgical procedures will receive instructions from their physicians or from the hospital Admitting Department.

### Pediatrics

If your child is over the age of 13 and is scheduled for "same-day admission" you can call 212-434-3028 for admitting information. If your child is under 13, your pediatrician will advise you when to come in. If you have any hospital-related questions regarding your young child, call the Pediatric Unit at 212-434-2750.

All other patients will be called by the hospital's Admitting Office on the morning of their admission.

## **Your Healthcare Team**

Your skilled team of healthcare professionals is dedicated to providing you with the highest quality care.

### Medical Staff

Your personal physician - often referred to as the attending physician - is responsible for managing your overall care while you are here. Sometimes your physician may seek additional opinions regarding your diagnosis and treatment and call upon a consulting physician experienced in the appropriate medical specialty.

Your physician works closely with house staff, comprised of residents and fellows who are responsible for your day-to-day care. Residents have received their medical degrees from accredited medical schools and are acquiring additional expertise in their specialties. Fellows are physicians who have completed their residencies and are pursuing advanced studies.

Lenox Hill Hospital is a teaching hospital which offers a full medical education program for training physicians. The hospital is a major teaching affiliate of NYU Medical Center and also trains medical students from the State University of New York Health Science Center at Brooklyn. Medical students, who are under the close supervision of your attending physician and the house staff, may be assigned to participate in your care.

#### Nursing Staff

Members of the nursing staff are on duty around the clock. Our registered nurses (RNs) are dedicated to providing safe and effective patient care, guidance and instruction for you. They collaborate with your physicians and other healthcare professionals to develop, coordinate and continually evaluate your plan of care. Your unit's nurse manager has 24-hour responsibility overseeing patient care and supervising the nursing staff involved in your care. If you have any questions or comments about your nursing care, please speak to your nurse manager. A director of nursing is also available on the day shift, and assistant directors of nursing are available on the evening and night shifts. Directors and assistant directors may be reached by calling the page operator at Ext. 42468 at any time (see page 2 for "Private Duty Nurses").

Advanced practice nurses - clinical nurse specialists and nurse practitioners - may also participate in your care. Advanced practice nurses work within a specialty area in collaboration with physicians, and may perform patient assessments and write prescriptions and medical orders. They play an important role in patient and family education, discharge planning and psychosocial support. The hospital has advanced practice nurses in a variety of specialties such as cardiac surgery, cardiology, pediatrics, neonatal intensive care, oncology and psychiatry.

In addition, your nursing team includes: licensed practical nurses (LPNs) who work under the direction of an RN and are able to provide such patient care as administering medications prescribed by your physician; nursing attendants who also work under the supervision of an RN and perform such services as bathing and changing bed linens; and unit clerks who provide clerical support on your nursing unit.

#### Physician Assistants

Physician assistants - sometimes referred to as "PAs" - may play a role in your care while you are at Lenox Hill Hospital. Physician assistants are qualified to provide certain healthcare services (e.g., writing prescriptions, assisting during surgery, ordering and interpreting tests, conducting physical exams) under the supervision, but not necessarily in the presence, of a physician. The hospital has physician assistants in a variety of specialties such as cardiac surgery, cardiology, orthopedic surgery and obstetrics/gynecology.

#### Other Members of Your Team

Many other healthcare professionals may play a role in your treatment and recovery such as social workers, case managers, physical therapists, nutritionists, pharmacists, respiratory therapists, radiology technologists, laboratory technologists, and speech therapists.

## **Volunteers**

Every year, hundreds of volunteers contribute their time and energy to Lenox Hill Hospital. You'll meet some of these special people who wear royal blue jackets as they perform numerous services to make your stay here more comfortable. The Volunteer Services Office is open Monday through Friday, 9 a.m. to 5 p.m. and Saturday, 9 a.m. to 3 p.m.

## **Rooms**

Lenox Hill Hospital offers three types of rooms: semi-private (two beds), private and luxury. Bed assignments are based upon availability. Most patients receive semi-private rooms unless a private room is medically justified. Private and luxury rooms are available for an additional fee. The fee is generally not covered by medical insurance and is payable in advance by cash, certified check or credit card. We cannot guarantee that your request will be met when you arrive. However, we will do everything possible to arrange your requested accommodation during your stay.

Your hospital bed is equipped with controls to regulate its height and to raise and lower the head and feet positions. Because your medical condition can affect your balance and mobility, side rails may be temporarily placed in the "up" position.

Please do not try to get out of bed by yourself if the rails are elevated or if your physician has requested you remain in bed. Once your physician has approved that you may leave your bed, please ask for help in getting in or out of bed if you are weak or unsteady on your feet.

A nurse call button is located at your bedside. Simply push this button when you need assistance and a member of your nursing team will come to your room or respond through the intercom at the nurses' station.

You may be transferred from one room to another or from one floor to another. This may occur because of your medical needs, to accommodate another patient's medical needs, or upon your personal request. Such moves will be handled as efficiently and conveniently as possible for you.

## **Patient Relations**

Please feel free to contact the Patient Relations Department if you would like the assistance of a patient representative, who is available to help you and your family resolve any concerns and problems related to your care, explain hospital policies and procedures, and answer questions you may have regarding Health Care Proxies (see page 4) or ethical issues (see below). The Department is open weekdays between 9 a.m. and 5 p.m. It is located in the main lobby of the hospital or you may reach it by calling Ext. 42095. If you require assistance at any other time, call Ext. 42468 and ask to have the hospital's nursing supervisor on duty paged.

## **Privacy**

Under Federal law, we are required to protect the privacy of information we gather about you while providing health-related services. Some examples of protected health information include information indicating that you are a patient at our Hospital or information about your health care benefits under an insurance plan. The Hospital has prepared a Notice of Privacy Practice which describes the health information privacy practices of our Hospital including physicians and physician groups who provide services at our Hospital. A copy of our current notice is posted at all registration/admission points. You

may also obtain your own copy by visiting our website at [www.lenoxhillhospital.org](http://www.lenoxhillhospital.org) or by calling Patient Relations at Ext. 42095.

### **Ethical Questions**

If you have any questions regarding your rights to obtain or refuse care or any other healthcare ethical issues that cannot be resolved by your healthcare provider, you can contact the Lenox Hill Hospital Ethics Committee by calling Ext. 42468 and asking to have the committee's chairman paged, or you can call the Patient Relations Department at Ext. 42095.

### **Organ Donation**

Under New York State law, the hospital is required to notify the Organ Donor Network at or before the time of death of all patients. The Organ Donor Network will determine the suitability of the patient for being a donor. If a patient is categorized as a medically suitable donor, a representative from the Organ Donor Network will contact the patient's next of kin to discuss the organ donation process and to request consent for organ or tissue donation.

### **Social Work Services**

Professional social workers are available to assist you and your family with any practical and emotional concerns you may have related to your illness and hospitalization and your discharge from the hospital. You can reach the Social Work Department at Ext. 43060, weekdays, 8:30 a.m. to 5 p.m.

### **Case Managers**

Case managers are part of your health care team and will assist with the timely coordination of your care and treatment to meet your specific healthcare needs while in the hospital. Case managers can be reached at Ext. 44954.

### **Home Care Services**

If you are going to need skilled care at home after being discharged, make sure you have discussed this with the home care nurse on your unit or call the Home Care Department at 212-290-5970 (see page 27).

### **Physical Therapy**

Physical therapy is available for patients requiring intervention for muscle weakness, mobility deficits or rehabilitation following surgery. Physical therapists provide treatment on the nursing units or in the Physical Therapy Department on the second floor, depending on the severity or nature of the patient's problem. Classes are also provided on certain patient floors. If you have any questions regarding Physical Therapy, speak to a nurse on your unit.

### **Center for Communication Disorders**

The Center for Communication Disorders is staffed by speech-language pathologists and audiologists who are available for adult and pediatric patients requiring diagnostic and therapeutic services. The audiologists assess hearing and balance disorders and the speech-language pathologists evaluate and treat patients with speech, language, voice, oral-motor and swallowing disorders. To learn more about these services, speak to a nurse on your unit.

### **Foreign Language Services**

If you or your family members need a foreign language interpreter, please ask a member of your unit's staff to consult the language list for multilingual employees.

### **For Deaf or Hard-of-Hearing Patients**

Assisted listening devices (ALDs), including a pocket talker or a telephone device for the deaf (TDD), are available for deaf or hard-of-hearing patients. To request an ALD or a sign-language interpreter, contact a nurse on your unit.

### **Classes for New Parents**

Classes for new parents are offered Monday through Saturday. These include instructions on breastfeeding and infant care. Class schedules are available on the units to assist you in planning your day.

### **Birth Registrar**

Your physician should have provided you with the packet "Maternity Care at Lenox Hill Hospital" Please bring your completed Electronic Birth Certificate Worksheet included in the packet with you to the hospital, a Birth Registrar will collect it from you post delivery. If you did not receive the Maternity Care packet, a Birth Registrar will provide you with the worksheet to register the birth of your child. Once completed, the form will be collected by the Birth Registrar or can be left at the nurses' station. Two to three weeks later, the New York City Department of Health (212-788-4520) will send the birth certificate to the parents.

### **Identification Bracelet**

A hospital identification bracelet will be placed on your wrist as soon as you are admitted. In order to ensure safe patient care, the bracelet will be checked frequently by the healthcare team throughout your hospitalization. It must remain on your wrist throughout your hospital stay. If you are transferred to another room, you will be given a new bracelet with your new bed number on it. Should your bracelet be removed for any reason, please ask the nurse to replace it.

### **Staff Identification**

Every Lenox Hill Hospital staff member and volunteer is required to wear an identification badge - staff badges include the person's photograph, name and department; volunteer badges are green and include the person's name. If you are concerned about the identity of a visitor, immediately notify a member of your unit's staff.

### **Standard Precautions**

Lenox Hill Hospital practices standard precautions for the safety of patients by minimizing risk of infection. All healthcare workers are required to wash their hands before coming in contact with patients and to wear gloves when they are in contact with a patient's blood or body fluids, such as when drawing blood or changing a dressing. If necessary, staff members also wear masks, gowns and other protective items while performing certain procedures. Please ask your physician or nurse if you have any questions about these and other safety precautions.

### **Isolation Procedures**

Patients with infectious diseases may be required to stay in an isolation room to prevent the spread of infection or to protect the patient from contracting infections, if medically

warranted. Signs posted outside the rooms will alert visitors and staff to check with the nurses' station for proper precautions. Visitors must comply with the hospital's policy on isolation procedures.

### **Leaving Your Room**

The nursing staff must know where you are at all times. Do not leave your room without notifying a member of your unit's nursing staff. If you require tests or procedures that are administered in another location, you will be accompanied by a hospital staff member.

### **Wheelchairs**

You may be requested to use a wheelchair during your stay. Please avoid getting in and out of the wheelchair without assistance since it can roll or tip over. Likewise, never lean out of a wheelchair to reach for anything.

### **No Smoking**

Lenox Hill Hospital is a no smoking facility. Smoking is prohibited by staff, patients and visitors in all areas of the hospital including terraces, foyers and under canopies.

### **Electrical Appliances**

Personal appliances, such as electric shavers or hair dryers, can be used in patient rooms only if they meet electrical code provisions for healthcare facilities by displaying Underwriters Laboratory (UL) or Factory Mutual (FM) stickers.

### **Fire Drills**

Fire drills are conducted regularly, in accordance with the New York City Fire Code and the Joint Commission on Accreditation of Healthcare Organizations, to promote a safe environment for patients and staff. Staff will advise you when a drill is taking place so that the fire bells will not alarm you. You will not have to leave your room during a fire drill.

### **Lost and Found**

If you have lost a personal item, please notify the hospital's Security Department as soon as possible. The Security office, which is located next to the 76th Street employees' entrance on the main floor, can be reached by calling Ext. 42470.

# For Your Convenience

## **Telephone and Television Service**

Telephone and television service is available by calling Ext. 43425. A daily rate of \$10.00 is charged for television service and unlimited outgoing calls to New York City telephone numbers with 212, 646, 917, 718 or 347 area codes. A one-time turn-on charge of \$5.50 will cover both telephone and television service.

Charges for telephone and television service can be charged to your credit card or billed to your home phone.

### Telephone Service

Once you have ordered telephone service, your family and friends can call you directly at the telephone number indicated on your room telephone. Incoming calls are automatically turned off between 10 p.m. and

7 a.m. to avoid disturbing patients. However, you may make outgoing calls whenever you wish.

The hospital operator cannot intercept incoming calls. If you do not want to be disturbed by incoming calls, turn off the telephone's ring by adjusting the volume control on the base of the telephone. Remember to turn the volume control up again when you are ready to receive calls or before you leave the hospital.

The hospital cannot accept collect calls. Any long distance calls you make must be placed collect or charged to your home, business telephone, credit card or third party. When the operator answers, please provide the appropriate information.

In the Intensive Care Unit, nurses take telephone messages and place calls for patients. Patients in the Cardiac Care Unit cannot receive incoming calls, but can place outgoing calls.

For telephone repair issues, call Ext. 46111. If you have any questions about telephone service, call Ext. 43425.

### To Place Calls:

- All calls outside the Hospital  
Dial 9 + 1 + area code + number
- All calls inside the Hospital  
Dial 4 + extension number

### Television Service

The hospital offers local and cable programming including A&E, BET, CNBC, ESPN, MSG, CNN, Discovery, TBS, TNT, MTV, USA, Lifetime, Weather Channel, Nickelodeon and the Cartoon Network. Whether or not you rent television service during your stay, free continuous educational programs are offered on channels 52-68 daily. For

new parents, free educational programs are available 24 hours a day on the "newborn" Channel 51.

### Public Telephones

Public telephones are located in the main lobby and the lobby of William Black Hall (130 East 77th Street) as well as on most hospital floors. A public telephone fitted with a telephone device for the deaf (TDD) is available in the main lobby for deaf or hard-of-hearing visitors.

### **Your Daily Meals**

The Nutrition Services Department offers menus based on your physician's diet order. You will be served three freshly prepared meals daily. We also provide vegetarian, Kosher and pediatric meals for our patients and guests. Our alternate menu selection list consists of additional items that you may choose for added variety. The alternate menu selection lists are available for our regular diets as well as for our special/restricted diets.

Each day throughout your stay, a Nutrition Services Representative will provide you with the appropriate menu based on your physician's order. Don't forget to ask for the alternate menu selection lists. Lunch and dinner items are printed on your breakfast menu. If you would prefer items from the alternate menu lists, please notify Nutrition Services at Ext. 45480.

If you have any questions regarding your special/restricted diet, or would simply like to speak with one of our dietitians, please ask a member of the nursing staff to notify your unit's dietitian.

Guest trays are available for your convenience at moderate rates. Please notify the diet office by 10:00 am to order lunch and by 3:00 pm to order dinner.

### **Cafeteria**

Your family and friends are welcome to visit the Lenox Hill Hospital cafeteria. Located on the second floor, the cafeteria is open from 6:30 a.m. to 6:30 p.m., Monday through Friday, and 9:30 a.m. to 4:30 p.m., Saturday, Sunday and holidays. The vending machine area, which is adjacent to the cafeteria, is open 24 hours a day. Since it is important that patients adhere to their physician-ordered diets, visitors are requested not to bring food from the cafeteria to patients.

### **Newspapers**

Newspapers are delivered to the units every morning by an outside vendor. Newspaper vending machines are located in the Cafeteria on the 2nd Floor. Please call the Volunteer Services Office at Ext. 42600 if you need assistance obtaining a newspaper.

### **Patients' Library**

A Patients' Library, Ext. 42629, is located on the fourth floor of the Wollman Wing of the Hospital. For individuals who are visually handicapped, large-print books are available. The library hours are Tuesday through Thursday 9:30 a.m. to 12:30 p.m. In addition, volunteers bring a book cart containing a wide selection of reading material to the patient units several times a week and books are available from the Volunteer Office which can be reached at Ext. 42600.

### **Chaplain Services**

Hospital chaplains representing the Catholic, Protestant, Jewish and Muslim faiths are available to visit you and your family upon request through the Pastoral Care and Education Department. Chaplains offer pastoral counseling to patients and families needing support. They can also assist you in arranging visits with religious leaders of other faiths.

Holiday services for various faiths are held. Roman Catholic Mass is held each Sunday at 11:15 a.m. Sacraments and Eucharistic ministers are available daily.

Members of the Lenox Hill Bikur Cholim, Inc. (LHBC) comfort Orthodox Jewish patients, ensuring that their religious needs are met. The LHBC also provides refrigerators for keeping Kosher foods and offers free accommodations in nearby apartments with kosher kitchens for relatives who wish to spend Sabbath and other holidays near their hospitalized loved ones. To reach the LHBC, call 212-744-4748.

For more information, or for assistance with spiritual matters, call the Pastoral Care and Education Department, Ext. 42545.

### **Parking**

Parking garages are available within walking distance to the hospital. Rapid Park, which is located at 165 East 77th Street (between Lexington and Third avenues), offers Lenox Hill Hospital patients and their families special rates for parking up to five hours. To take advantage of these rates, parking stubs must be validated at the Patient Information Desk in the Main Lobby. Please check with a parking attendant for specific details.

### **Automatic Teller Machine**

Two automatic teller machines (ATMs) are available 24 hours a day on the main floor of the hospital near the 76th Street employees' entrance.

### **Salon Services**

Although Lenox Hill Hospital does not employ a hairdresser, barber or manicurist, their services are available by calling 212-988-9523. Fees are handled directly with these individuals.

# Visitor Information

## Visiting Hours

Visiting hours in most patient areas are 11 a.m. to 8:30 p.m.

To help patients get the rest they need, the hospital requests that patients have only two visitors at a time. Children under 12 years of age are not allowed to visit, with the exception of sibling visitation in the maternity and pediatric units. All visitors must check in at the Information Desk at the 77th Street entrance.

The following units have specific visiting hours:

Cardiac Care Unit (CCU) and Stepdown Unit  
Schapiro Medical Intensive Care Unit (MICU) and Stepdown Unit  
Surgical Intensive Care Unit (SICU) and Stepdown Unit  
Cardiovascular Surgery Recovery Unit and Stepdown Unit  
Maternity Unit  
Neonatal Critical Care Unit (NCCU)  
Pediatric Unit  
Psychiatry Inpatient Unit

Visiting hours and length of visit are based on patient needs and staff discretion.

Support Person: 7 a.m. - midnight

Family members only: 3 p.m. - 7 p.m.

General visiting hours: 12 noon - 1:30 p.m., 7 p.m. - 8 p.m.

Parents may visit at any time except

7 a.m. - 9 a.m. and 7 p.m. - 9 p.m. and during physician rounds.

General visiting hours: 8 a.m. - 8:30 p.m.

Visitors must be at least 12 years old.

Siblings: 3 p.m. - 5 p.m.

Siblings under 12 years of age must be accompanied by an adult.

Daily: 6:30 p.m. - 8 p.m.

Wednesday and Friday: 2 p.m. - 3:30 p.m.

Saturday, Sunday and holidays: 2 p.m. - 4 p.m.

Two visitors at a time may visit with each patient according to patient needs and staff discretion.

One visitor at a time may visit each patient in the Cardiovascular Recovery Unit.

If the mother has a private room, the support person can spend the night on a special pull-out chair, or cot where available.

All visitors must be accompanied by a parent and only two visitors (including the parent) are permitted at a time. Visitors must be at least 16 years old. Parents are encouraged to remain with their child as much as possible. One parent may stay overnight. Cots or

loungers are provided on a first-come basis. Two visitors at a time may visit with each patient.

**Flower Deliveries**

All flower deliveries should be directed to the Security Office, where they will be picked up and delivered by a Hospital Volunteer. Only balloons made out of Mylar are permitted in patient rooms. Neither flowers nor Mylar balloons are permitted in the Intensive Care Unit, Cardiac Care Units, Cardiovascular Surgery Recovery Unit and designated rooms in the Progressive Coronary Care Unit.

**Patient Information**

The Information Desk, located in the main lobby, is staffed Monday through Friday from 7 a.m. to 11 p.m. and on Saturdays, Sundays and holidays from 8 a.m. to 11 p.m. Family and friends can call the desk during those hours to find out a patient's general condition and room and telephone number. To reach the Information Desk, call 212-434-2424 from outside the hospital or from inside, Ext. 42424.

# Checking Out

## **Check-Out Time and Checklist**

Hospital check-out time is 9 a.m. Before you leave the hospital, we remind you to:

- Talk with your physician and nurse regarding medications, follow-up appointments and other guidelines related to your recovery
- Obtain any written instructions or prescriptions you will need
- Check closets, drawers and other storage areas for your belongings
- In addition:
  - If special discharge arrangements were made with a home care nurse and/or a social worker, confirm all those arrangements with them
  - If you have any valuables or personal property that were deposited with the Security Department, ask your nurse for your valuables/property voucher which you, a family member or a friend can take to the Security Office (main floor next to the 76th Street employees' entrance) to retrieve your items
- You may receive a Patient Satisfaction Survey in the mail after you leave the hospital. We care about you and value your opinions - please fill out the survey, to help us serve you better

## **Discharge Planning**

Members of your healthcare team will plan for services you may need after you are discharged from the hospital. Advance planning is essential to make sure these services are in place by the time you are discharged. If you have any questions regarding your discharge plans, please call the Social Work Department, Ext. 43060.

## **Home Care Services**

If you require skilled care at home after being discharged from the hospital, the home care nurse on your unit is available to help you assess your needs and make all necessary arrangements for certified home health services ordered by your physician, including a registered nurse, physical therapist, occupational therapist, social worker or home health aide.

You have the right to choose your home care provider. The federal Balanced Budget Act (BBA) 1997 requires hospitals to provide information about home health services including a list of those certified home health agencies which serve the area where you live and have requested to be listed by the hospital. You may obtain the list from a nurse on your unit or from the Social Work Department. For more information, call Home Care Services at 212-434-4999 or 212-434-6094, weekdays, 9 a.m. to 5 p.m.

### **Medical Records**

Under Federal law, your medical record is confidential and cannot be released to another party without your written consent (see Privacy, page 11). You have the right to inspect and obtain a copy of your health information that may be used to make decisions about you and your treatment for as long as we maintain this information in our records, including medical and billing records. To inspect or obtain a copy of your health information for a nominal fee, please submit your request in writing to the Health Information Management Department of Lenox Hill Hospital, or call Ext. 42444. You also have the right to have their record released to an outside facility as long as they include the name and address of the outside requestor. All requests must be in writing and submitted via mail or fax (212 434 4896 if an emergency). We DO NOT accept requests via email. Remember to print your name on the request and remember to sign their letter. Include identifying info such as birth date, treatment date and social security #.

### **Gratuities**

Members of the hospital staff are not permitted to accept money, gifts or any other gratuities from patients or visitors. However, contributions to the hospital are always welcome and can be made through the Development Department, Ext. 42410.

## **Health Insurance**

Your insurance company may require certification before you are admitted to the hospital. It is also possible that your insurer may require notification within 24 hours after an emergency admission.

The insurance company may limit the number of days you can stay in the hospital depending on your illness and require that you pay a deductible and/or cover only a percentage of the cost of your hospital stay. If you are not sure about these requirements, we suggest you contact your employer or insurance carrier directly and inform your physician.

## **Financial Counselors**

Based on information provided during your preadmission interview, our financial counselors will notify you of any estimated charges for which you are responsible, i.e., co-payments, deductibles or extra cost for a private or luxury room.

## **Prior to Admission**

The hospital's staff may contact you before your admission date to obtain necessary information such as current insurance subscriber name, certificate number, effective date of plan, policy number and company name. The staff may also notify you about any of the estimated charges for which you are responsible.

You will be informed of any payment you should bring with you to the hospital to cover such costs as co-payments, deductibles or the extra fee for a private room. These out-of-pocket costs to you are usually collected at the time of service. The amount of your payment will depend upon the type of health insurance you have. It is also imperative that you bring your insurance cards or any other medical insurance papers with you when you are admitted.

Self-paying patients will be asked for a deposit equal to the estimated charges of similar procedures and diagnoses.

## **Billing**

A final hospital bill is mailed approximately 10 days after discharge. Any charges posted to your hospital account after that time will be reflected in your next monthly statement. Your hospital bill includes basic daily fees including your room, meals, house staff services, general nursing care, basic medical supplies and procedures such as routine X-rays, laboratory tests and EKGs.

Your bill does not include fees from your anesthesiologist, radiologist, pathologist or private duty nurses. These bills are mailed to you separately and are payable directly to these professionals, not to the hospital. Please direct any questions you may have to the individual physician or professional concerned.

Lenox Hill is committed to serving patients whether or not they can pay for part or all of the essential care they receive regardless of ability to pay.

Lenox Hill Hospital conveys to prospective patients and local community agencies that the hospital has created financial aid policies consistent with its mission and values and takes into account each patient's ability to contribute to the cost of his or her care and the Hospital's financial ability to provide care.

Lenox Hill Hospital has implemented a financial aid policy for patients in need of financial assistance. It is therefore necessary that financial aid applicants provide the Hospital with accurate and complete information, including necessary documents and any and all financial and other information needed to enroll in a publicly sponsored insurance program if required.

Lenox Hill Hospital has determined sliding scale discounts for uninsured patients and has applied these discounts to the fixed Medicare rate for inpatients and a percentage of charges for outpatient services. The discounted rate applies to patients who have been approved by the Hospital's financial assistance office. The discounted rate may incorporate a flexible payment plan and, in certain cases, will require a minimum payment. In addition, financial assessment is also done to determine whether or not a patient is qualified for assistance under the federal Medical Assistance Program (Medicaid). For information please call 212-434-3280.

### **Payment**

Lenox Hill Hospital is a voluntary not-for-profit hospital, which means that our expenses must be covered by the money we receive from patients and/or their insurance carriers. In order to carry out the mission of Lenox Hill Hospital to provide quality healthcare services to persons in need, the hospital depends upon your prompt payment to meet its financial obligations.

Lenox Hill Hospital is committed to providing the highest level of quality and care to all patients seeking treatment without regard to ability to pay. All patients who seek assistance will be given a financial assessment to determine their ability to pay for the services they receive. This will include assistance in completing an application for coverage under the federal Medical Assistance Program (Medicaid). The Hospital will also conduct a financial screening assessment to determine the patient's eligibility for coverage under the Hospital's charity care program or at reduced fee for patients with limited means. For information, please call 212-434-6538.

### **Method of Payment**

The hospital accepts cash or certified checks for payment of hospital bills as well as American Express, Visa and MasterCard up to your approved credit line. The patient is responsible for any difference between the limit of credit and the amount owed the hospital. If you have any questions before your admission, call 212-434-3280. During your stay, call Ext. 43005. After your discharge, call 212-434-4400.

# Important Telephone Numbers

<b>Department</b>	<b><u>Outside LHH</u></b>	<b><u>Inside LHH</u></b>
Admission - Same-Day		
Adult Surgical	212-434-3028	Ext. 43028
Cardiac Catheterization	212-434-4545	Ext. 44545
Pediatric (over age 13)*	212-434-3028	Ext. 43028
Blood Transfusion and Donations	212-434-2500	Ext. 42500
Chaplain Services	212-434-2545	Ext. 42545
Development	212-434-2410	Ext. 42410
Discharge Planning	212-434-3060	Ext. 43060
Financial		
Before Admission	212-434-3280	Ext. 43280
During Stay	212-434-3005	Ext. 43005
After Discharge	212-434-4400	Ext. 44400
Home Care Services	212-434-4999	Ext. 44999
	212-434-6094	Ext. 46094
Medical Records	212-434-2420	Ext. 42420
Nutrition Services	212-434-5480	Ext. 45480
Patient Information	212-434-2424	Ext. 42424
Patients' Library	212-434-2629	Ext. 42629
Patient Relations	212-434-2095	Ext. 42095
Private Duty Nurses	212-434-2208	Ext. 42208
Salon Services	212-988-9523	Same
Security/Lost and Found	212-434-2470	Ext. 42470
Social Work Services	212-434-3060	Ext. 43060
Telephone and Television Services	212-434-3425	Ext. 43425

\* Families of pediatric patients under the age of 13 receive instructions from their physicians. Should families have any hospital-related questions, they may call the Pediatric Unit at 212-434-2750 (or Ext. 42750 from inside the hospital).