

Patient Information Guide



Nassau University Medical Center

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IMPORTANT TELEPHONE NUMBERS

To make a call within Nassau University Medical Center, simply dial 2 or 6 followed by the appropriate four digit extension, (for example 2-0123 or 6-0123).

General Information.....	572-0123
Admitting.....	572-3113
Billing.....	572-6800
Blood Donor Center.....	572-6348
Case Management.....	572-8816
Cashier.....	572-6113
Coffee Shop.....	572-6229
Emergency Department.....	296-7492
HealthFirst (at NUMC).....	572-9362
Interpreters.....	296-2428/296-7451
Medicaid Office.....	572-3329/572-5263
Medical Records.....	572-8825/572-6446
Pastoral Care.....	572-3195
Patient Financial Assistance.....	572-6669
Patient Information.....	572-6411
Patient Representative.....	572-5714
Primary Care and Wellness Clinics.....	486-6862
Public Relations.....	572-6055
Public Safety.....	572-3131
Social Work.....	572-4912
Volunteers.....	572-6588

WELCOME

Welcome to Nassau University Medical Center. During your stay here, our team of over 2,500 physicians, nurses, technologists, therapists, pharmacists and others will be working to ensure your well-being. It is our goal to provide you with the finest medical care. A hospital stay can sometimes be a difficult or stressful experience for a patient and family. Our entire staff is dedicated to easing that stress. For every staff person you meet, there are many other highly-trained professionals to make you comfortable and restore you to good health.



This booklet has been compiled to answer your questions about Nassau University Medical Center and the many services we provide. If you have further questions, please feel free to speak to your nurse or physician.

After your discharge, you may receive a telephone survey asking about our hospital services. It is very important to us that we hear from you. Be assured that all surveys are confidential. Please take the time to complete the survey, so we may continue to make Nassau University Medical Center a better place for our patients.

If you have any questions or concerns, do not hesitate to ask for assistance. Best wishes for a full and speedy return to health.

Sincerely,

Victor F. Politi, MD, FACP, FACEP

President and Chief Executive Officer

OUR VISION

Health care in America is changing, and the Nassau Health Care Corporation is part of that change. We are committed to delivering excellent essential medical care, and disease and lifestyle management to everyone, at every stage of life. We want to make health care more accessible, affordable and patient-friendly for young families, hardworking singles, and seniors with growing health care needs, here on Long Island.

The Nassau Health Care Corporation is dedicated to an ongoing process of critical self-examination and clinical improvement to ensure we are providing the best possible care for our community. In the end, however, it is dedication to these core commitments that will determine our success:

- We will provide consistently sound and compassionate care to every person who enters our doors the kind of care we would want for ourselves and our loved ones.
- We will emphasize preventative care and disease management, helping patients learn how to keep themselves and their families healthy.
- We will ensure that patients have their own doctors in the community, and if they don't, we will help them establish a "medical home" at our hospital or Family Health Centers.
- We will help uninsured patients find coverage they can afford, and work to ensure that no person fails to seek medical help because they fear the cost.
- We will treat each person — patients, families, and each other — with respect and dignity, and do our best to listen carefully and communicate clearly.
- We will focus on delivering excellent essential medical care of the type most in demand, while expanding relationships with outside experts to ensure every patient has access to necessary specialized medicine.
- We will be good stewards of the funds that help sustain our operations, and do our best to balance the diverse needs of our stakeholders.

Above all, the Nassau Health Care Corporation intends to be a national model of what a state-of-the-art public hospital and community health care system should be. We will set standards in teaching and research, and become a respected and sought-out authority in public health care education. We are working hard to be a model of accessibility and cultural sensitivity. But, our highest priority is right here at home: to earn the public trust as a leader in patient care by meeting — and exceeding — the highest public standards.

OUR MISSION

To provide the best possible care to the residents of Long Island, particularly to its most vulnerable patients, and to offer the best possible education to the nation's next generation of medical professionals.

ABOUT NUMC

Nassau University Medical Center is a 530-bed tertiary care teaching hospital that has been the primary source of medical care for millions of Nassau County residents since 1935. It is also the heart of the Nassau Health Care Corporation – a Long Island-based health system committed to deliver coordinated medical care and disease and lifestyle management to everyone, at every stage of life.

In addition to its own extensive medical and surgical capabilities, NUMC is affiliated with the Northwell System. This relationship allows us to transfer or refer patients requiring highly specialized medicine. We have created an on-site partnerships with some of the region's top specialists, including the Northwell cardiology team, expanding our ability to bring highly specialized medicine to patients within our walls. No matter what the diagnosis, we will make sure every patient gets the care he or she needs.

Some Outstanding Features Include:

- ◆ 12 operating suites
- ◆ 80+ outpatient specialty clinics
- ◆ Helicopter pad adjacent to the Emergency Department Nassau County Firefighters Burn Center
- ◆ Designated Stroke Center
- ◆ Zaki Hossain Center for Hypertension, Diabetes, and Vascular Disease Extensive laboratory, imaging and research facilities
- ◆ 300-seat auditorium
- ◆ 140-seat acoustically-perfect teaching amphitheater
- ◆ Expansive two-level Health Sciences Library
- ◆ New state of the art emergency and psychiatric units
- ◆ Renovated physical medicine and rehabilitation unit
- ◆ Interfaith chapel

PATIENT AND HOSPITAL SERVICES

PATIENT CARE REPRESENTATIVE

The patient care representative serves as a liaison between patients and the hospital's departments and the services, by providing clear and open channels and communication so that the patient and the patient's family can seek solutions to problems, concerns and unmet needs. The patient representative brings the patient's perception of care and services to the attention of hospital staff and administration.

We encourage you to contact the Patient Care Representative and let us know how we can make your hospital stay with us as pleasant as possible. If you need assistance, please call (516) 572-5714. Please know that the Patient Care Representatives are here Monday through Friday from 8:30AM to 4:30PM, closed on weekends and holidays

If you are calling after 4:30PM or the weekend and need immediate assistance, please contact the Nursing Supervisor at: (516) 572-6244. Please share your suggestions, compliments or concerns about quality care and patient safety with the Nurse Manager on the unit.

If your concerns are not resolved by the Patient Care Representative or the Nursing Supervisor, you may contact The Joint Commission Office of Quality Monitoring at (800) 994-6610 or email The Joint Commission at complaint@jointcommission.org. You may also contact the New York State Department of Health at (800) 804-5447.

INTERPRETER SERVICES

The Nassau Health Care Corporation is committed to the full recognition of the rights of all its patients to provide them with medical and other types of information in a manner that they understand and prefer to receive their information. Effective communication allows patients to participate more fully in their care and increases likelihood of patients fulfilling critical health care responsibilities.

The Nassau Health Care Corporation provides an array of skilled medical interpreter services for non-English speaking and hearing impaired patients in order to provide reasonable accommodation for all patients who require language assistance. These services are available 24 hours a day, seven days a week, at no cost to the patient or their family. If you need interpreter service, ask any member of our staff for assistance.

PATIENT AND HOSPITAL SERVICES

PASTORAL CARE

The Pastoral Care Department is committed to providing spiritual and emotional support of our patients, their family, and the staff of NUMC. Staff chaplains represent the Catholic, Protestant and Jewish faith traditions. Upon request, clergy are also available from the Greek Orthodox, Jewish Orthodox, Islamic, Hindu, and Jehovah Witness religious traditions.

Staff chaplains are in-house seven days a week, from 9:00am to 5:00pm, to offer spiritual and pastoral care to you and your family. You can request the services of a chaplain by calling the Pastoral Care Office at (516) 572-3195, the Page Operator at (516) 572-6233, or by speaking to a member of your health care team.

The hospital also has an Interfaith Chapel, located on the main floor, which celebrates daily Catholic Mass at 12:00 noon on weekdays, and Muslim worship services at 1:15 p.m. on Fridays. Catholic Mass is also offered in NUMC's auditorium every Saturday at 4:00 p.m., and every Sunday and holy day at 12:00 noon. Every Monday through Thursday during the winter months, a Minyan is held at 1 p.m. in the Radiology Conference Room on the 2nd floor of DCB. Please contact the Jewish chaplain for any other services.

NUMC understands that it is important for you and your family to fulfill your religious and cultural responsibilities during your hospital stay. For this reason, in addition to chaplaincy and religious services, the Medical Center also offers patients Glatt Kosher meals upon request.

MEALS

The Department of Food and Nutrition prepares meals in according to various diet orders i.e. regular, sodium controlled, soft consistency,, low cholesterol and calorie controlled. Each meal is planned to meet specific medical needs and restrictions of the diet ordered by your physician. A representative from the Food and Nutrition department will visit you daily to take your menu selections, except on Behavioral Health units where patients may fill out a patient preference menu. Kosher, Halal and vegetarian meals are available on request. Our team of Clinical Dietitians are available to provide nutrition counseling, monitor your response to nutritional care and to develop a nutritional plan consistent to your needs. Please let us know if we can assist you in any way. Storage of perishable food items at the bedside is discouraged.

- Breakfast: 7:00 A.M.- 10:00 A.M.
- Lunch: 11:00 A.M.- 3:00 P.M.
- Dinner: 4:00 P.M.- 7:00 P.M.

PATIENT AND HOSPITAL SERVICES

CASE MANAGEMENT AND SOCIAL WORK

The Case Management/ Social Work Department is staffed by Social Workers and R.N. Case Managers. Their goal is to make sure quality care is provided, both during your hospital stay and after discharge. Case Managers and Social Workers can help you and your clinical team plan for services you may need after you leave the hospital. Case Managers can arrange visiting nurse services with the home health agency of your choice. Social Workers coordinate placement for skilled nursing facilities and acute rehabilitation facilities, obtain durable medical equipment and provide information about substance abuse treatment or other community resources. Social workers are available to meet with patients and families to provide emotional support in coping with hospitalization and illness. Case Managers communicate clinical information to your insurance company.

If you or a family member would like to talk to a Social Worker, please call extension 2-4912 or 2-8816 for a Case Manager, Monday through Friday, from 8am to 4pm. We also have staff available on weekends. Ask your doctor or nurse to help you get in touch with the Case Management/Social Work Department. You can call the Information Desk at 2-6411 and request to have a Social Worker or Case Manager paged during off-hours.

MEDICAL RECORDS

If you need copies of your medical record, lab results, X-rays, etc. please contact the Health Information Management Department at 516-572-6446 between 8:30am to 4:30pm Monday to Friday. Prior to releasing any information, you will need to present a valid government issued ID, and complete an "Authorization for the Release of Information" form. If you are requesting on behalf of someone, we suggest you call to establish which documents you may be required to present.

For physician follow up, please encourage your primary care physician to request the records, with a signed authorization directly by fax to 516-572-6217. Please note that the average wait time to honor the request for your records is 7-10 days and can take up to 30 days to receive your record with a fee of \$0.16 per page.

GENERAL AND VISITOR INFORMATION

PATIENT VISITATION

General Visiting Hours:

- Noon to 8PM
- Check with your nurse for unit specific visiting hours

Visitation rights include the right to receive the visitors designated by the patients, including, but not limited to, a spouse, a domestic partner, a same sex domestic partner, another family member, or a friend.

<p>Burn Center 6th Floor 12:00 Noon—1:00 p.m. 4:30 p.m.—5:30 p.m. 7:00 p.m.—8:00 p.m.</p>	<p>Intensive Care Units 2nd Floor 11:30 a.m.—12:30 p.m. 4:00 p.m.—6:00 p.m. 8:00 p.m.—10:00 p.m.</p>	<p>Maternity 3rd Floor 6:00 p.m.—8:00 p.m. Fathers - 9:00 a.m. —10:00 p.m.</p>
<p>Medical and Surgical 7th, 9th, 11th 12:00 Noon—8:00 p.m.</p>	<p>Pediatrics 18th Floor 12:00 Noon—8:00 p.m.</p>	<p>Pediatric Intensive Care 18th Floor Parents may come at any time</p>
<p>Child Psychiatry Monday-Friday 5:00 p.m.-7:00 p.m. Saturday, Sunday & Holidays 12:00 Noon—2:00 p.m.</p>	<p>Pediatric Sleep Over Policy If your child is a patient at NUMC, one parent may spend the night. Please let your nurse know if you want to stay. Parents should be aware that nursing care, which may interrupt their sleep, is our first priority.</p>	

Dining Options

For your convenience, the coffee and gift shop is located in the main lobby of the hospital.

HOURS OF OPERATIONS

Monday to Friday: 6:30am - 8:00pm

Saturday: 9:00am - 6:00pm

Sunday: 10:00am - 5:00p

YOUR SAFETY AND SECURITY

GENERAL SAFETY

NUMC is committed to providing you with a safe and healing environment. We ask that you and your visitors help us observe the following health and safety guidelines:

PERSONAL BELONGINGS

Please do not store valuable items – such as money, jewelry, or other personal belongings – in your room at the hospital. While we strive to maintain the highest possible standards of security, the Medical Center cannot be responsible for the loss of or damage to personal property. Please talk with your nurse about storing valuable personal items. In addition, if you wear dentures or eyeglasses, please pay special attention to where you place them after removing them.

FIRE SAFETY

Our Fire Safety Program includes preventive maintenance of the building's fire protection system and the training of staff so they are well prepared in the event of a fire emergency. A staff member will tell you any information you may need to know in the event of a fire emergency.

SMOKING POLICY

Smoking is not permitted anywhere on Nassau University Medical Center campus. Please help us make your stay and that of your fellow patients as comfortable as possible.

ELECTRICAL EQUIPMENT

Please leave electrical equipment at home. For the safety of all patients and visitors, only hospital-inspected electrical equipment can be used.

CELLULAR PHONE POLICY

Cellular phones are permitted within the hospital. However, due to potential hazard, usage may be restricted to certain areas. Cellular telephones and devices should be turned off or set to “vibrate” in all patient care areas and should only be used in public areas of the hospital, i.e. lobbies, cafeteria, waiting rooms.

PATIENT INFORMATION AND EDUCATION

FALLS PREVENTION

Falls can happen to anyone, at any time, and in almost any place. It can be accidental, or may result from a physical condition caused by illness, medications and/or other risk factors. The best way to prevent falls from happening is to always be aware that they can happen, and to take appropriate prevention measures.

Certain factors increase your risk of falling:

- Medications
- The need for frequent toileting (ask for a bedside commode)
- Footwear (wear non-slip slippers)
- Vision Problems
- Assistive Devices (like a cane)
- Drops and Spills
- Illness
- Unfamiliar Environment

You can reduce your risk of falls by doing the following:

- Remain in bed until it's safe to get up. Call for help before getting up.
- Have the nursing staff lower your bed.
- Keep personal items close and within reach, don't stretch! Ask staff to move items closer when needed.
- Be aware of equipment electrical cords and other possible tripping hazards in your room – be sure you have a clear path.
- Sit on the side of the bed for a few minutes before you stand. Walk close to the wall and use the handrail for safety.
- Avoid leaning on equipment with wheels, such as an IV pole or bedside tables. The staff is here to help you! You are not “bothering us” when you call for help!

PLEASE CALL – DON'T FALL!

PATIENT INFORMATION AND EDUCATION

RAPID RESPONSE TEAM (RRT)

Immediately notify the nursing staff if you, or your family, notice any of the following changes in the patient:

- Changes in pulse or sudden changes in breathing(slower or faster)
- Confusion or other mental status changes
- Something just does not seem right

They will determine if a RAPID RESPONSE TEAM should be activated. The Rapid Response Team is made up of specialized clinicians. The purpose of this team is to ensure that the patient's medical needs are addressed before they become critical.

INFECTION PREVENTION AND CONTROL

Infection Prevention and Control means preventing the spread of disease and multi-drug resistant strains of organisms. The Infection Prevention and Control Program at NUMC is geared towards developing, implementing, monitoring and evaluating prevention and control processes essential for maintaining a safe care and healthy environment for everyone.

HAND HYGIENE

Hand-washing is the single most important way to prevent the spread of infection. You should request and expect that all health care providers wash his or her hands before touching you. It is also very important that visitors follow proper hand washing techniques using either soap and water or an alcohol-based hand rub.

PROPER HAND-WASHING TECHNIQUES

Use soap and plenty of running water if your hands are visibly dirty.

- Wet hands with warm water and work soap into lather
- Rub your hands vigorously for at least 20 seconds, including the palms of your hands and in between fingers.
- Rinse your hands with warm running water and dry with a clean paper towel
- Use another dry clean paper towel to turn off the water faucet, and discard it in a trash can

PATIENT INFORMATION AND EDUCATION

RESPIRATORY HYGIENE / COUGHING ETIQUETTE

Stop the spread of germs that make you and others sick.

- Cover your mouth and nose when you cough or sneeze with tissue followed by hand hygiene
- Dispose used tissue paper in an appropriate garbage bin.
- Cough or sneeze into your elbow.

HOW CAN VISITORS PREVENT THE SPREAD OF INFECTION?

It is important to ask the healthcare staff for guidance when visiting specific units at NUMC. Avoid visiting the hospital if you are ill or exposed to illness. For further information, please contact the Infection Control Office at 516-296-3374.

FLU VACCINE

The Centers for Disease Control and Prevention (CDC) says the single best way to protect against the flu is to get vaccinated each year. Yearly flu vaccination should begin in September and continue throughout the flu season which can last as late as May.

It's especially important that the following groups get vaccinated either because they are at high risk of having serious flu-related complications or because they live with or care for people at high risk for developing flu-related complications such as pregnant women, young children under the age of 5, those over 50, and certain chronic conditions like asthma, lung disease, heart disease, stroke, diabetes, cancer, HIV, AIDS.

Before being discharged from the hospital, ask your nurse about receiving the flu shot. The flu vaccine is paid for by Medicare.

PATIENT INFORMATION AND EDUCATION

PAIN MANAGEMENT

Help us help you manage your pain!

No one should have to live with pain. There are treatments and medicines that really work. Your doctor or nurse cannot help you unless you tell them about the pain.

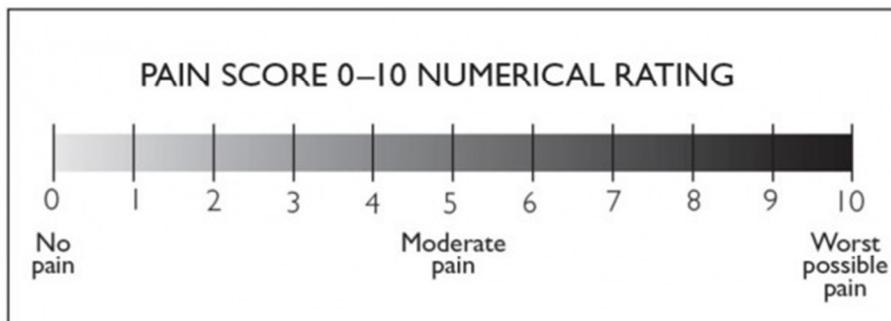
You should expect:

- Your doctor and nurse to ask if you are having pain;
- Healthcare providers to respond quickly to reports of pain;
- Healthcare providers to ask you about the severity of your pain based on the 0-10 numeric pain rating scale below; and
- The most effective and appropriate pain relief treatments.

As a patient, your responsibilities include:

- Asking your doctor or nurse what to expect regarding pain;
- Discussing different kinds of pain relief with your doctor or nurse;
- Helping doctors and nurses measure your pain;
- Telling your doctor or nurse about pain that is not relieved;
- Asking for pain medication before you get out of bed, have a dressing change, or have physical therapy; and
- Asking for pain relief as soon as your pain begins.

It is up to you to tell us you have discomfort or pain. Our goal is for you to be as comfortable as possible.



PATIENTS' RIGHTS

Nassau University Medical Center respects, protects and promotes patients' rights. The hospital allows a family member, friend, or other individual to be present with the patient for emotional support during the course of stay. The hospital allows for the presence of a support individual of the patient's choice (a spouse, a domestic partner a same sex domestic partner, another family member, or a friend) unless the individual's presence infringes on other's (i.e. roommate, staff) rights, safety, or is medically or therapeutically contraindicated. The individual may or may not be the patient's surrogate decision-maker or legally authorized representative.

The hospital also prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

The Nassau Health Care Corporation also protects, promotes and respect the following rights:

- Right to dignity
- Right to effective communication
- Right to respect the cultural and personal values, beliefs and preferences
- Right to access protective and advocacy services

PATIENT'S RESPONSIBILITIES

In addition to your rights as a patient, you also have responsibility to:

- Provide your medical history, to the best of your ability. You may be asked for information about past illnesses, hospitalizations, medications and other matters relating to your health.
- Not demand medically inappropriate treatments, services or care.
- Cooperate and communicate appropriately with your health care team. This enables each care team member to work with you to achieve your medically appropriate treatment goals.
- Be considerate of other patients. Assure that your visitors are considerate as well.
- Keep appointments. Call the appropriate hospital department when you cannot keep a scheduled appointment.
- Be respectful of hospital property and the property of others.

If you believe that any of your rights have been, or may be, violated you may contact the patient care representative at 516-572-5714.

PATIENTS' RIGHTS

ADMISSION NOTIFICATION

You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to the Hospital.

HONORING PATIENT ADVANCE DIRECTIVES

Nassau University Medical Center acknowledges a patient's right to create an advance directive. Every patient admitted to the hospital is afforded the opportunity to create an advance directive (i.e. Health Care Proxy, etc). Patients will be provided with access to assistance and information about the development of such a document, if they request it. The execution of an advance directive is strictly voluntary and the provision of care will not be contingent upon the presence of an advance directive.

Nassau University Medical Center respects the right of the patient or the patient's legally designated representative to make any and all decisions affecting the care and treatment of the patient within the boundaries of applicable State and Federal laws and regulations.

The Hospital honors the following advance directives:

- Health Care Proxy properly executed in accordance with New York State law.
- Do Not Resuscitate (DNR) decisions made in accordance with New York State law.
- Oral wishes that are expressed by a patient in a clear and convincing manner.
- Living Wills as recognized by New York State law.

Patients have the right to file a complaint concerning NY State Advance Directive requirements with the State's Survey and Certification Agency.

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPPA)

Nassau University Medical Center is committed to ensuring the privacy and confidentiality of patient health information in accordance with the HIPAA Privacy Rule and other applicable state and federal privacy law. As of April 14, 2003 the Nassau University Medical Center ensures that all patients receive the Notice of Privacy Practices (NPP). This document explains our legal duty to protect patient health information, its possible uses and disclosures, patients' rights with respect to their health information, how to file complaints for privacy violations, and who to contact with questions.

PATIENTS' BILL OF RIGHTS

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 environment.
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 "Deciding About Health Care — 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. Identify a caregiver who will be included in your discharge planning and sharing of post-discharge care information or instruction.
16. 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.
17. Receive an itemized bill and explanation of all charges.
18. View a list of the hospital's standard charges for items and services and the health plans the hospital participates with.
19. You have a right to challenge an unexpected bill through the Independent Dispute Resolution process.
20. 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.
21. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
22. 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.

Public Health Law(PHL)2803 (1)(g)Patient's Rights, 10NYCRR, 405.7,405.7(a)(1),405.7(c) (revised 12/16)

PARENTS' BILL OF RIGHTS

As a parent, legal guardian or person with decision-making authority for a pediatric patient receiving care in this hospital, you have the right, consistent with the law, to the following:

1. To inform the hospital of the name of your child's primary care provider, if known, and have this information documented in your child's medical record.
2. To be assured our hospital will only admit pediatric patients to the extent consistent with our hospital's ability to provide qualified staff, space and size appropriate equipment necessary for the unique needs of pediatric patients.
3. To allow at least one parent or guardian to remain with your child at all times, to the extent possible given your child's health and safety needs.
4. That all test results completed during your child's admission or emergency room visit be reviewed by a physician, physician assistant, or nurse practitioner who is familiar with your child's presenting condition.
5. For your child not to be discharged from our hospital or emergency room until any tests that could reasonably be expected to yield critical value results are reviewed by a physician, physician assistant, and/or nurse practitioner and communicated to you or other decision makers, and your child, if appropriate. Critical value results are results that suggest a life-threatening or otherwise significant condition that requires immediate medical attention.
6. For your child not to be discharged from our hospital or emergency room until you or your child, if appropriate, receives a written discharge plan, which will also be verbally communicated to you and your child or other medical decision makers. The written discharge plan will specifically identify any critical results of laboratory or other diagnostic tests ordered during your child's stay and will identify any other tests that have not yet been concluded.
7. To be provided critical value results and the discharge plan for your child in a manner that reasonably ensures that you, your child (if appropriate), or other medical decision makers understand the health information provided in order to make appropriate health decisions.
8. For your child's primary care provider, if known, to be provided all laboratory results of this hospitalization or emergency room visit.
9. To request information about the diagnosis or possible diagnoses that were considered during this episode of care and complications that could develop as well as information about any contact that was made with your child's primary care provider.
10. To be provided, upon discharge of your child from the hospital or emergency department, with a phone number that you can call for advice in the event that complications or questions arise concerning your child's condition.

Public Health Law (PHL) 2803(i)(g) Patients' Rights | ONYCR, Section 405.7

SPEAK UP

Everyone has a role in making healthcare safe – physicians, health care executives, nurses and technicians. You, as a patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your health care team. To prevent health care errors, patients are urged to SPEAK UP:

Speak up if you have questions or concerns. If you still don't understand ask again. It's your body and you have a right to know.

Pay attention to the care you get. Always make sure you are getting the right treatments and medicines by the right health care professionals. Don't assume anything.

Educate yourself about your illness. Learn about medical test you get, and your treatment plan.

Ask a trusted family member or friend to be your advocate(advisor or supporter)

Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

Use the hospital, clinics, surgery center, or other type of health care organization that has been carefully checked out. For example, the joint commission visits hospitals to see if they are meeting the joint commission's quality standards.

Participate in all decisions about your treatment. You are the center of the health care team.

BE INVOLVED IN YOUR CARE

Did my caregivers...

- Involve me in my plan of care in a way I can understand?
- Wash their hands before and after care, services or treatment?
- Check my ID band every time I was given treatment, care or services? Ask me about Advanced Directives?
- Educate me about Falls, Pain and Medications?
- Discuss with me: any proposed procedure; the potential benefits, risk or side effects, including potential problems that might occur during recuperation; the likelihood of achieving goals; reasonable alternatives with their relevant risks, benefits and side effects, and the possible results of not receiving the procedure?

GOING HOME

DISCHARGE PLANNING

Discharge planning is the process by which your healthcare team helps you plan for your care after you leave the hospital. It is coordinated by your physicians, nurses, case managers and social workers.

It is our goal to encourage patients and families to participate in the discharge planning process. This can include, (but is not limited to): home care, assisted living facilities, sub-acute facilities, rehabilitation facilities, traumatic brain injury facilities, adult homes, community agencies and skilled nursing facilities.

We pride ourselves in ensuring that communication is essential between the patients, families and members of our health care team.

DAY OF DISCHARGE

On the day of your discharge your nurse will help you prepare to leave once your doctor has indicated you are ready. The discharge instructions will be reviewed with you and/or your caregiver. If you do not agree with the discharge decision, you have the right to appeal (please see Patient's Bill of Rights within this booklet).

WHAT TO EXPECT ON THE DAY YOU ARE DISCHARGED FROM THE HOSPITAL

1. Doctors have to make rounds (evaluate all of their patients).
2. Doctor has to write the order for you to be discharged.
3. Doctor has to start your discharge instructions on the computer.
4. Doctor has to electronically send any prescriptions needed to the pharmacy of your choice.
5. Nurse has to complete your discharge instructions on the computer.
6. You will be given the following:
 - 1) Printed copy of your discharge instructions including a list of prescribed medications.
 - 2) Follow up appointments (with your own private doctor or a clinic appointment).
 - 3) If you will have a nurse at home, the name and number of the home care agency.
 - 4) If any equipment was ordered for you, the name and number of the equipment company.
 - 5) If any appointments with community agencies were made, the name, address, telephone number and date /time of appointment.
7. You will need to arrange for your transportation home.
8. If you require assistance with transportation (Ambulance or Ambulette), there may be a time delay as we are not in control of these companies and they have emergencies to deal with.

We appreciate your patience. We will do our best to keep you informed during the discharge process.

FINANCIAL SERVICES

BILLING

After you leave the hospital, you will receive a medical bill from Nassau University Medical Center. You may also receive a bill for physician and/or any ancillary services performed here at the hospital. Please be aware that these charges are separate from the charges incurred during your hospital stay and/or treatment and are thus not included on any other bill you may have received from the hospital.

Our Patient Accounts Department (572-6669) provides a number of services to help alleviate the financial burden of health care for patients. NUMC has an on-site Medicaid office to assist in completing applications for state assistance, as well as a counseling service to assess family finances and determine any applicable adjustment to charges for those patients without insurance.

PAYMENT FOR YOUR CARE

For those patients whose income exceeds the ability rating guidelines, we offer a variety of payment options, including a 24-month, no-interest installment plan.

WHAT ARE THE GENERAL REQUIREMENTS TO QUALIFY FOR THE PATIENT FINANCIAL ASSISTANCE PROGRAM?

In order to receive Patient Financial Assistance you cannot be eligible for any other health coverage such as Medicaid, Medicare, Child Health Plus, Catastrophic Healthcare Expense Program, Workers' Compensation Insurance, No-fault Automobile Insurance or any other private or employer sponsored insurance. You must complete an application and provide proof of income, family size, residence, and other resources.

You must apply for Patient Financial Assistance within ninety (90) days of receiving treatment or the date you were discharged, and complete your application, including all necessary documentation, within 30 days thereafter. The Patient Financial Assistance Program's financial screening office is located on the First Floor, in the Patient Financial Services office, at Nassau University Medical Center. Please call 516-572-6669 for more information.

HEALTHFIRST

Nassau University Medical Center has its own HMO (Health Maintenance Organization), known as HealthFirst. Healthfirst members receive health insurance coverage for pediatric and adult medical care, as well as maternity, women's health, mental health and alcohol and substance abuse services.

For more information about HealthFirst services, and to apply for health insurance coverage, call 1-800-404-8778 (English) or 1-800-408-8778 (Spanish). To reach the HealthFirst office on the NUMC campus, call 1-516-572-9362.

FINANCIAL SERVICES

Paying for Care – Out of Network Information

Nassau University Medical Center is a participating provider in the networks of many health plans. A list of those health plans is available on the Nassau University Medical Center website, www.numc.edu. However, some health plans use smaller networks for some of their benefit programs, so it is important to check whether we are a participating provider for your specific benefit program. If a health plan does not appear on the list, we do not participate with any of its benefit programs. You should always check with your insurance plan by logging on to its website, or by calling the member services number located on your card to verify if your physician is participating in your plan.

It is also important for you to know that the physician services you receive in the hospital are not included in the hospital's charges. Physicians who provide services at the hospital may be independent voluntary physicians, or they may be employed or contracted by the hospital. Physicians bill for their services separately and may not participate in the same benefit programs as the hospital. You should check with the physician arranging your hospital services to determine which benefit programs that physician participates in. Plan participation information for physicians affiliated with the hospital can be found on the Nassau University Medical Center website. Click on the "Find a Doctor" button at the top of the webpage, and enter the physician's name; this will provide a list of the insurance plans the physician participates in. Nassau University Medical Center also contracts with a number of physician groups, such as anesthesiologists, orthopedists and plastic surgeons, to provide services at the hospital. Contact information for those physician groups is available on our website in the section titled "Paying for Care". You should contact these groups directly to find out which benefit programs they participate in.

You should also check with the physician arranging for your hospital services to determine whether the services of any other physicians will be required for your care. Your physician can provide you with the name, practice name, mailing address and telephone number of any physicians whose services may be needed. Your physician will also be able to tell you whether the services of any physicians employed or contracted by Nassau University Medical Center are likely to be needed, such as anesthesiologists, orthopedists and plastic surgeons. A listing of the Nassau University Medical Center-employed physicians, as well as contact information for our contracted physician groups, is available on our website in the section titled "Paying for Care." You should contact these groups directly to find out which benefit programs they participate in.

Hospitals are required by law to make available information about their standard charges for the items and services they provide. This information is available by contacting our Financial Assistance Office at (516)572-6669.

If you do not have health insurance, you may be eligible for assistance in paying your hospital bills. Information about financial assistance is available [here](#), or you may contact our Financial Assistance Office at (516) 572-6669.

OUTPATIENT SPECIALTY SERVICES



Nassau University
Medical Center

Primary Care Center



PRIMARY CARE CENTER

The state-of-the-art, comprehensive medical facility at the Nassau University Medical Center Primary Care Center connects patients with board-certified physicians and easy access to laboratory and radiological testing. We are proud to offer a private office model with three key divisions:

- **Women's Health**

For all the health services you need, all in one location, our new modern obstetrics and gynecological practice offers comprehensive health care through all stages of a woman's life – from adolescence through child bearing, menopause, and post-menopausal years. We promote optimal health and wellness with a multidisciplinary approach designed with your unique needs in mind.

- **Pediatric and Adolescent Health**

Discover a full range of pediatric subspecialty care, all in one location. Our primary mission is keeping your child and family healthy by connecting you with complementary medical care and non-medical resources – from pediatricians, nurses and medical assistants, to care managers and coordinators. Our team-based approach aims to improve the health and wellness of every child and adolescent at every stage – from birth to age 21.

- **Adult Medicine and Wellness**

Our adult medicine team works with other providers, including mental health professionals, specialists and hospitals, to coordinate your care. We use the latest medical research and evidence to guide our decisions and, together, we discuss the available treatment options.

Our Facilities

With proximity to NUMC's renowned emergency department, our new Primary Care Center accommodates your primary, specialty and urgent care needs. Discover the most convenient access to health care with amenities ranging from same-day appointments to scheduled visits to after-hours access and more.

Make an Appointment Today

Need a same-day or next-day appointment? No problem. Call NUMC's Appointment Line at 516-486-NUMC (6862). If you need to cancel or reschedule, please call within 24 hours. We gladly accept walk-in visits for urgent care – but we recommend making an appointment to avoid waiting.

OUTPATIENT SPECIALTY SERVICES

In addition to our Primary Care Center, Nassau University Medical Center has numerous outpatient clinics to assist you in all facets of your medical needs. Among the over 80 specialty clinics are:

- Audiology
- Allergy
- Bariatric Surgery and Weight Reduction
- Cardiology
- Dental and Oral Surgery
- Endocrinology
- Ear, Nose, and Throat
- Family Medicine
- Gastroenterology
- Ophthalmology (Eye Care)
- Oncology and Radiation Therapy
- Orthopedics
- Neurology
- Plastics
- Physical Medicine and Rehabilitation
- Podiatry
- Pulmonary
- Renal
- Travel Medicine Service
- Urology

OUR LOCAL FAMILY HEALTH CENTERS

Our Family Health Centers are all about great care delivered by compassionate doctors and nurses right in your own neighborhood. You'll get your own doctor who will work to keep you and your family healthy as well as consultations with specialists in areas like diabetes, OB-GYN and pediatrics. And as part of the Nassau Health Care Corporation, we will make it easy to get necessary treatment from our outpatient specialty services. We can even help you obtain low or no-cost insurance coverage, if eligible.

The goal of the health center is to ensure that every Long Islander has a "medical home" —a place where people you know provide the kind of primary and preventative care that safeguards the health of you and your family.



*In partnership with the LI Federally Qualified Health Center, Inc.



**Quality health care
for everyone in
the neighborhood.**

LOCATIONS

Elmont Health Center

161 Hempstead Tpke, Elmont, NY 11003
516.571.8200

Roosevelt Health Center

380 Nassau Road, Roosevelt, NY 11575
516.571.8600

Roosevelt High School

One Wagner Ave., Roosevelt, NY 11575
516.867.8551

Hempstead Health Center

135 Main St., Hempstead, NY 11550
516.572.1300

Westbury-New Cassel Health Center

682 Union Ave., Westbury, NY 11590
516.571.9500

Freeport-South Ocean Care Health Center

101 Bergen Place, Freeport NY 11520
516.623.9191

AFTER-HOSPITAL CARE

A. HOLLY PATTERSON EXTENDED CARE FACILITY

Recognized nationally as a model for skilled nursing facilities, the 589-bed skilled nursing facility offers innovative care in an environment that treats the “whole” person. The skilled and caring medical staff responds to the physical, social and emotional needs of each resident.

Extensive medical care is provided by the Facility’s physician staff in such diverse areas as rehabilitation services, diagnostic and radiology services, psychiatric and psychological care, dental and ophthalmology care, podiatry services, cardiology evaluations and treatment, and neurological testing. On-site ambulatory clinics provide residents the convenience of accessible specialty medical care. Should inpatient hospital care be necessary, residents are transferred to the nearby Nassau University Medical Center, one of the finest teaching hospitals in the region, affiliated with the Northwell System, or to the hospital of choice.

For post-hospital care, A. Holly Patterson offers a continuum of services, including the following specialty units:

- Sub-Acute Rehabilitation for post-stroke, post-fracture, neuro-muscular disease, accident recovery, generalized debility, and more
- Long-Term Rehabilitation
- Wound Care
- I.V. Therapy
- Dementia Services
- Ventilator and Respiratory Care
- HIV / AIDS
- Hospice Care
- Korean Long-Term Care
- On-Site Hemodialysis



Admissions and Tour Information

The Admissions Office will gladly arrange a tour of the facility for family members. For appointments and information, please call the Admissions Office at (516) 572-1510. Weekday tours are always available. Weekend or evening tours can be arranged by calling the Admissions Office in advance.

SERVICES FOR VETERANS

If you or your immediate family member have served in the military, Nassau University Medical Center would like to make you aware of the services you may be eligible to receive. The Veterans Benefits Administration (VBA) – a division of the Department of Veterans Affairs – provides a variety of benefits and services to Service members, Veterans, and their families. Below are some of the benefits for which a veteran or a veteran's family member might be eligible to receive. If you desire any of these services, let the Social Worker assigned to you know and they will contact the VBA. You may also contact the VBA directly. Phone numbers and locations of VBA offices are provided on the following pages.

- **Disability Compensation:** A tax-free monthly payment from the federal government for disabilities incurred or aggravated in military service.
- **VA Pension:** A tax-free monthly payment from the federal government for low-income veterans who have a disability (the disability does not have to be linked to military service).
- **Aid & Attendance:** An increased VA pension for veterans who require regular assistance from another person in two or more activities of daily living.
- **Blind Annuity:** Monthly payment from New York State for legally blind veterans who served during a wartime period (blindness does not have to be linked to military service).
- **Property Tax Exemption:** Partial exemption on property taxes for veterans who served during a period of war. Additional exemption may be available for combat veterans and for veterans who have a service-connected disability rating from the U.S. Department of Veterans Affairs.
- **Specially Adapted Homes:** Veterans confronting certain substantial disabilities may be eligible to build or adapt their homes to accommodate the veteran's disability.
- **State Veterans Nursing Homes:** New York State operates five State Veterans' Homes providing skilled nursing care and short term rehabilitation for veterans and their spouses. Veterans with a service-connected disability rating of 70% or higher receive this skilled nursing care at a State Veterans' Home free of charge. Qualifying veterans in a state Veterans' Home may be eligible for a federal VA aid and attendance per diem benefit, which may assist in offsetting the out-of-pocket costs for skilled nursing care.
- **Healthcare:** The VHA provides an integrated health system with more than 1,700 sites of care nationwide. This includes, but is not limited to, primary care, specialty care, mental health counseling at Vet Centers and VA Medical Centers, Women Veteran Program Managers focusing on the health needs of female veterans at every VA Medical Center, audiology services, dental care, and a telehealth program for veterans who are otherwise unable to receive a consultation with a specialist. Some veterans are eligible to receive free medical care from the VHA on the basis of their level of service-connected disability or low income; others pay a small co-pay for these services.
- **Education:** Multiple federal and state education benefits exist for veterans, and for their dependents and survivors, including the G.I. Bill, the New York State Veterans Tuition Award, the New York State Military Service Recognition Scholarship, and the U.S. Department of Veterans Affairs' Vocational Rehabilitation program.

VETERAN BENEFITS AND HEALTH ADMINISTRATION CONTACTS

Facilities in New York

Veterans Health Administration - VISN Offices

Station	Facility	Address	Phone
10N2	VISN 2: NY/NJ VA Health Care Network	130 W. Kingsbridge Road, Building 16, Bronx, NY 10468	718-741-4134

Veterans Health Administration - VISN 2: NY/NJ VA Health Care Network (877-927-8387)

Station	Facility	Address	Phone
620	VA Hudson Valley Health Care System	2094 Albany Post Rd., Montrose, NY 10548	914-737-4400
630	VA NY Harbor Healthcare System	423 East 23rd Street, New York, NY 10010	
528	VA Western New York Healthcare System	3495 Bailey Avenue, Buffalo, NY 14215	716-834-9200
528A8	Albany VA Medical Center: Samuel S. Stratton	113 Holland Avenue, Albany, NY 12208	518-626-5000
528A6	Bath VA Medical Center	76 Veterans Avenue, Bath, NY 14810	607-664-4000
630A4	Brooklyn Campus of the VA NY Harbor Healthcare	800 Poly Place, Brooklyn, NY 11209	718-836-6600
528A5	Canandaigua VA Medical Center	400 Fort Hill Avenue, Canandaigua, NY 14424	585-394-2000
620A4	Castle Point Campus of the VA Hudson Valley Health	41 Castle Point Road, Wappingers Falls, NY 12590	845-831-2000
620	Franklin Delano Roosevelt Campus of the VA	2094 Albany Post Rd., Montrose, NY 10548	914-737-4400
526	James J. Peters VA Medical Center (Bronx, NY)	130 West Kingsbridge Road, Bronx, NY 10468	718-584-9000
630	Manhattan Campus of the VA NY Harbor Healthcare	423 East 23rd Street, New York, NY 10010	212-686-7500
632	Northport VA Medical Center	79 Middleville Road, Northport, NY 11768	631-261-4400
528A7	Syracuse VA Medical Center	800 Irving Avenue, Syracuse, NY 13210	315-425-4400
528A4	VA Western New York Healthcare System at Batavia	222 Richmond Avenue, Batavia, NY 14020	585-297-1000
528	VA Western New York Healthcare System at Buffalo	3495 Bailey Avenue, Buffalo, NY 14215	716-834-9200
630A5	St. Albans Community Living Center	179-00 Linden Blvd. & 179 Street, Jamaica, NY 11425	718-526-1000
528	Behavioral Health Facility	620 Erie Blvd West, Syracuse, NY 13204	315-425-4400
528G5	Auburn VA Outpatient Clinic	17 Lansing Street, Auburn, NY 13021	315-255-7002
528G3	Bainbridge VA Outpatient Clinic	109 North Main Street, Bainbridge, NY 13733	607-967-8590
632HC	Bay Shore Clinic	132 East Main Street, Bay Shore, NY 11706	631-754-7978
528GN	Binghamton VA Outpatient Clinic	Garvin Building, 425 Robinson St., Binghamton, NY 13901	607-772-9100
528	CANI	Watertown Center, Watertown, NY 13601	315-782-0067
620GB	Carmel Community Clinic/Putnam County	1875 Route 6, Provident Bank, (2nd Floor), Carmel, NY 10512	845-228-5291
528G7	Catskill VA Outpatient Clinic	Columbia Greene Medical Arts Building, Suite D305, 159 Jefferson	518-943-7515
528GY	Clifton Park VA Outpatient Clinic	963 Route 146, Clifton Park, NY 12065	518-383-8506
528GC	Dunkirk VA Outpatient Clinic	166 East 4th Street, Dunkirk, NY 14048	716-203-6474
632GA	East Meadow Clinic	2201 Hempstead Turnpike, Building Q, East Meadow, NY 11554	631-754-7978
620GH	Eastern Dutchess Pine Plains Community Clinic	2881 Church St, Rt 199, Pine Plains, NY 12567	518-398-9240
528G4	Elmira VA Outpatient Clinic	1316 College Avenue, Elmira, NY 14901	877-845-3247
528G6	Fonda VA Outpatient Clinic	2623 State Highway 30A, Fonda, NY 12068	518-853-1247
528GT	Glens Falls VA Outpatient Clinic	84 Broad St., Glens Falls, NY 12801	518-798-6066
620GD	Goshen Community Clinic	30 Hatfield Lane, Suite 204, Goshen, NY 10924	845-294-6927
630GA	Harlem Community Clinic	55 West 125th Street, New York, NY 10027	646-273-8125
528GB	Jamestown VA Outpatient Clinic	608 West 3rd Street, Jamestown, NY 14701	716-338-1511
528GZ	Kingston VA Outpatient Clinic	324 Plaza Road, Kingston, NY 12401	845-331-8322
528GQ	Lackawanna VA Outpatient Clinic	1234 Abbott Road, Lackawanna, NY 14218	716-821-7815
528GK	Lockport VA Outpatient Clinic	5883 Snyder Drive, Lockport, NY 14094	716-438-3890
528G1	Malone VA Outpatient Clinic	3372 State Route 11, Main Street, Malone, NY 12953	518-483-1529
528GL	Massena VA Outpatient Clinic	6100 St. Lawrence Centre, Massena, NY 13662	315-705-6666
620GF	Monticello Community Clinic	55 Sturgis Road, Monticello, NY 12701	845-791-4936
620GA	New City Community Clinic	345 North Main Street, Upper Level, New City, NY 10956	845-634-8942
528GD	Niagara Falls VA Outpatient Clinic	2201 Pine Avenue, Niagara Falls, NY 14301-2300	716-862-8580
528GR	Olean VA Outpatient Clinic	465 North Union Street, Olean, NY 14760-2658	716-373-7709
528GP	Oswego VA Outpatient Clinic	437 State Route 104 E, Oswego, NY 13126	315-207-0120
632HD	Patchogue Community Clinic	4 Phyllis Drive, Patchogue, NY 11772	631-754-7978
528GV	Plattsburgh VA Outpatient Clinic	80 Sharron Avenue, Plattsburgh, NY 12901	518-561-6247

620GE	Port Jervis Community Clinic	150 Pike St., Port Jervis, NY 12771	845-856-5396
620GG	Poughkeepsie Community Clinic	488 Freedom Plains Rd., Suite 120, Poughkeepsie, NY 12603	845-452-5151
632HX	Riverhead Clinic	300 Center Drive, Riverhead, NY 11901	631-754-7978
528GE	Rochester VA Outpatient Clinic	465 Westfall Road, Rochester, NY 14620	585-463-2600
528GM	Rome - Donald J. Mitchell VA Outpatient Clinic	125 Brookley Road, Building 510, Rome, NY 13441	315-334-7100
528G2	Saranac Lake	33 Depot St., Saranac Lake, NY 12983	518-626-5237
528GW	Schenectady VA Outpatient Clinic	1346 Gerling Street, Sheridan Plaza, Schenectady, NY 12308	518-346-3334
528GQ	Springville	15 Commerce Drive, Springville, NY 14141	716-592-2409
132V	Staten Island Community Clinic	1150 South Ave, 3rd Floor – Suite 301, Staten Island, NY 10314	718-761-2973
526GD	Thomas B. Noonan Community Clinic (Queens)	47-01 Queens Blvd, Room 301, Sunnyside, NY 11104	718-741-4800
528G9	Tompkins/Cortland County	1451 Dryden Road, Freeville, NY 13068	607-347-4101
528GX	Troy VA Outpatient Clinic	295 River Street, Troy, NY 12180	518-274-7707
632HA	Valley Stream Clinic	99 South Central Avenue, Valley Stream, NY 11580	631-754-7978
528	Watertown VA Outpatient Clinic	144 Eastern Blvd., Watertown, NY 13601	315-221-7026
528	Wellsville VA Outpatient Clinic	3458 Riverside Drive, Route 19, Wellsville, NY 14895	607-664-4660
528G2	Westport	7426 NYS Route 9N, Westport, NY 12993	518-626-5236
526GA	White Plains Community Clinic	23 South Broadway, White Plains, NY 10601	914-421-1951
526GB	Yonkers Community Clinic	124 New Main St., Yonkers, NY 10701	914-375-8055
111	Albany Vet Center	17 Computer Drive West, Albany, NY 12205	518-626-5130
120	Babylon Vet Center	100 West Main Street, Babylon, NY 11702	631-661-3930
137	Binghamton Vet Center	53 Chenango Street, Binghamton, NY 13901	607-722-2393
110	Bronx Vet Center	2471 Morris Ave., Suite 1A, Bronx, NY 10468	718-367-3500
0105V	Brooklyn Vet Center	25 Chapel St. Suite 604, Brooklyn, NY 11201	718-630-2830
0107V	Buffalo Vet Center	2372 Sweet Home Road, Suite 1, Buffalo, NY 14228	716-862-7350
133	Harlem Vet Center	2279 - 3rd Avenue, 2nd Floor, New York, NY 10035	646-273-8139
106	Manhattan Vet Center	32 Broadway 2nd Floor - Suite 200, New York, NY 10004	212-951-6866
139	Middletown Vet Center	726 East Main Street, Suite 203, Middletown, NY 10940	845-342-9917
0138V	Nassau Vet Center	970 South Broadway, Hicksville, NY 11801	516-348-0088
109	Queens Vet Center	75-10B 91 Avenue, Woodhaven, NY 11421	718-296-2871
124	Rochester Vet Center	2000 S. Winton Road, Bldg 5, Ste. 201, Rochester, NY 14618	585-232-5040
132	Staten Island Vet Center	60 Bay Street, Staten Island, NY 10301	718-816-4499
131	Syracuse Vet Center	109 Pine Street, Suite 101, Syracuse, NY 13210	315-478-7127
135	Watertown Vet Center	210 Court Street, Suite 20, Watertown, NY 13601	315-782-5479
123	White Plains Vet Center	300 Hamilton Ave. Suite C, White Plains, NY 10601	914-682-6250

Veterans Benefits Administration - North Atlantic District

Station	Facility	Address	Phone
306	New York Regional Benefit Office	245 W Houston St., New York, NY 10014	800-827-1000
307	Buffalo Regional Benefit Office	130 S. Elmwood Avenue, Buffalo, NY 14202-2478	800-827-1000
307	Intake Site At Fort Drum	Fort Drum Outbased Office/ Dept of VA, Fort Drum, NY 13602	
88	Albany Rural Cemetery Soldiers' Lot	Cemetery Avenue, Albany, NY 12204	518-581-9128
803	Bath National Cemetery	VA Medical Center, San Juan Avenue, Bath, NY 14810	607-664-4853
805	Calverton National Cemetery	210 Princeton Boulevard, Calverton, NY 11933	631-727-5410
808	Cypress Hills National Cemetery	625 Jamaica Avenue, Brooklyn, NY 11208	631-454-4949
917	Gerald B. H. Solomon Saratoga National Cemetery	200 Duell Road, Schuylerville, NY 12871-1721	518-581-9128
815	Long Island National Cemetery	2040 Wellwood Avenue, Farmingdale, NY 11735-1211	631-454-4949
824	Woodlawn National Cemetery	1825 Davis Street, Elmira, NY 14901	607-732-5411

New York State Division of Veterans Affairs
2 Empire State Plaza, 17th Floor
Albany, NY 12223-1551
1-888-VETS NYS (1-888-838-7697)
www.veterans.ny.gov

GIVING BACK

GIVE THE GIFT OF LIFE



Nassau University Medical Center is affiliated with the New York Organ Donor Network. We urge everyone to consider making the commitment to become an organ and tissue donor.

Make a commitment to organ donation by signing an organ donor card or the back of your driver's license. Tell your family about your decision and have them witness your signature.

Hospital personnel will only proceed with organ donation after consent has been obtained by a patient's next of kin. Talk about your wishes now so they can carry out your decision later.

NUHEALTH FOUNDATION

The NuHealth Foundation is our health system's charitable arm. It is a 501(c)(3) non-profit designed exclusively to raise funds to improve the quality of care of the patients we serve. From buying state of the art technologies, to expanding our physical space, donations of all sizes, from grateful patients, courageous survivors, medical students, graduating residents, dedicated staff and caring others help NuHealth fulfill its mission as Nassau County's only public hospital.



We gratefully welcome inquiries about giving options: grateful for your treatment; honor the memory of a loved one; celebrate a birth; or include NuHealth Foundation in final arrangements. All are perfect ways to help us ensure quality care for years to come.

Please contact us at 516-296-4934 or email NuHealthFoundation@numc.edu to discuss how you can help us continue to grow and provide excellent service to our patients.

NUMC Menu for all diets

	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
B R K F S T	-Orange Juice -Cream of Wheat -Hard Boiled Egg/Puree Egg -Blueberry Muffin -Margarine Diab: mini Kaiser roll Diab, ↓Chol: Yogurt	-Cranberry Juice -Oatmeal -Fresh Bagel (Cinn & Rais / Plain) -Cream cheese -Scrambled eggs/ Puree Egg Diab: mini bagel Mech Soft: Corn Muffin	-Apple Juice -Grits -French Toast w/Syrup -Puree Egg -Margarine	-Orange Juice -Cream of wheat -Scrambled Eggs/ Puree Egg -Roll -Margarine Diab: mini Kaiser roll Mech Soft: Blueberry Muffin	-Cranberry Juice -Oatmeal -French Toast w/Syrup -Puree Egg -Margarine	-Apple Juice -Grits -Scrambled eggs/ Puree Egg -Blueberry Muffin -Margarine Diab: mini Kaiser roll	-Orange Juice -Oatmeal -Scrambled eggs/ Puree Egg -Mini Kaiser Roll -Margarine Diab, ↓Chol: Swiss Slice Mech Soft: Corn Muffin
L U N C H	-Beef Noodle Soup -Grilled Chix w/ Gravy -Orzo -Vanilla pudding -California Vegetables Diab: Diet pudding Soft: Minced Chicken Salad Sandwich, Green Beans Veg: Pizza	-Chicken Noodle Soup -Chili Con Carne -Cilantro Lime Rice -Dinner Roll -Green Beans -Chocolate IC ↓Na ↓Chol, Diab, Renal: Turkey Burger, diet IC Soft: Zucchini Veg: Mac & Cheese	-Chicken & Rice Soup -Ziti w/Cheese & Turkey Meat Sauce -Italian Bread -Spinach -Carrot Cake ↓Chol, Diab: Pineapple (Diab-no bread) ↓chol, Renal: Fish with lemon-sauce, Parslied Rice Renal: carrots	-Spinach Tortellini Soup -Healthy Meatballs with gravy over -Noodles -Peas & Carrots -Orange Sherbet Diab: diet IC Veg: Cottage Cheese & Fruit Plate	-Minestrone Soup -Roast turkey & gravy -Sweet Potato Soufflé -Green beans -Chocolate Chip Cookie Diab, ↓Na ↓Chol: applesauce Renal: Cauliflower Soft: Minced Turkey Veg: Veggie Burger	-Turkey Rice Soup -Baked Breaded Fish -Garlic Mashed Potatoes -Spinach -Dinner Roll -Mandarin Oranges Soft: Baked Ziti Renal: rice, green beans (Diab: no bread)	-Chicken Noodle Soup -Turkey Tetrazzini -Vegetable Medley -Chocolate cake Diab/Renal/Low chol: Sliced Turkey, Rice Pineapple tidbits Soft: Minced turkey Veg: Veggie Burger
D I N N E R	-Navy Bean Soup -Pot Roast w/gravy -Mashed Potatoes w/gravy -Italian mixed Vegetables -Sugar Cookie Diab, ↓Chol: Peaches Soft & Veg: Manicotti Renal: Cauliflower	-Vegetable Soup -Oven fried Chix -Mashed potato w/Gravy -Collard Greens - Pound cake Low Na Low Chol, Low Fat Diab: Jerk Chicken, Strawberry applesauce Soft & Veg: Pasta with grilled veg & beans	-Split Pea Soup -Swiss Steak w/gravy -Rice Pilaf -Broccoli -Diced Peaches Veg, soft: Mac & Cheese Soft: Soft Broccoli	-Tomato Soup -Apricot Lemon Chicken -Mashed Potatoes w/Gravy -Zucchini -Choc Pudding Diab: Diet Choc Pudding Soft & Veg: Egg Salad Sand	-Lentil Soup -Italian Sausage w/ peppers & onions over Rice -Dill Carrots -Fruit Cocktail Diab, ↓ Na ↓ Chol, Renal: Grilled Chix Sandwich w/ Italian dressing veg/soft: Pasta with grilled veg & beans	-Beef Barley Soup -Chicken Chow Mein -Rice -Oriental Mix - Rice Pudding Soft/Veg: Mac & Cheese Diab: Diet Rice Pudding	-Tuscan Vegetable soup -Beef Stew w/ Noodles - Mixed Vegetables -Tropical Fruit -Dinner Roll Renal, Veg, Soft: Baked Fish with lemon sauce Renal: Green Beans
	Cottage cheese and fruit Hamburger/cheeseburger Chicken patty on a bun	Mac & cheese Baked chicken; Baked fish Pasta with marinara/meat sauce Spanish Rice & Beans	Veggie burger Assorted sandwiches Grilled chicken 3 oz				

TV CHANNELS LISTING

Channel	Network	Channel	Network
2	CBS-2	31	CNN
3	FX	32	FOX NEWS
4	NBC-4	33	C-SPAN
5	FOX-5	34	HEADLINE NEWS
6	FAMILCY CH	35	BLOOMBERG TV
7	ABC-7	36	PAX-31-NRBTB
8	TBS	37	A&E
9	UPN-9	38	AMC
10	WEATHER CH	39	HEALTH NETWORK(Discovery Life)
11	WB-11	40	ANIMAL PLANET
12	TNT	41	FOX SPORTS
13	PBS-13	42	FOX SPORTS NET
14	USA	43	CARTOON CH
15	UNI-41	44	DISNEY - Peds Only
16	TMO-47	45	NICKELODEON - Peds Only
17	PBS-50	45	<i>Direct Cinema</i>
18	IND-55/10-WLNY	46	TRINITY
23	IND-62-WHT	49	TIGR Education
24	IND-63-CNC	51	Hospital Video
25	TFT-68-MAS	52	TIGR Education
26	PBS-21-2LIW	53	TIGR Education
27	HISTORY	54	TIGR Education
28	DISCOVERY	56	Tips-staff
29	LEARNING-TLC	58	Newborn - Maternity Only
30	PBS-25 NY LIFE		