

**PATIENT INFORMATION GUIDE**  
**NASSAU UNIVERSITY MEDICAL CENTER**



*Together through life*

**2201 HEMPSTEAD TURNPIKE**  
**EAST MEADOW, NY 11554**  
**WWW.NUHEALTH.NET**  
**WWW.NUMC.EDU**  
**(516) 572-0123**

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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.....	572-6411
Blood Donor Center.....	572-6348
Coffee Shop.....	572-6229
Emergency Department.....	296-7492
Pastoral Care.....	572-3195
Medicaid Office.....	572-3329/572-5263
Patient Financial Assistance.....	572-6669
Insurance.....	572-3356
Billing.....	572-6800
Volunteers.....	572-6588
Gift Shop.....	572-6189
Admitting.....	572-3113
Public Safety.....	572-3131
Cashier.....	572-6113
Television and Telephone Service.....	572-6000
Patient Representative.....	572-5714
Social Work.....	572-4912
Outpatient Clinics.....	572-0123/486-6862
Medical Records.....	572-8825
Public Affairs.....	572-6055

# 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 survey in the mail 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

## **MISSION STATEMENT**

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

## **VISION STATEMENT**

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.

## About NuHealth

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 NuHealth – 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 North Shore/LIJ Health 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 North Shore-LIJ 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
- ◆ Steerable satellite teleconference system
- ◆ Expansive two-level Health Sciences Library
- ◆ New state of the art emergency and psychiatric unit
- ◆ Renovated physical medicine and rehabilitation unit
- ◆ Interfaith chapel

## Patient 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 therefore 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. The Patient Care Representative is here Monday through Friday from 8:30AM to 4:30PM. If you need assistance, please call (516) 572-5714.

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

You may email the Joint Commission at [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

or contact

the New York State Department of Health at (800) 804-5447

## Patient Services

### INTERPRETER SERVICES

This service is provided to non-English speaking and hearing-impaired patients at no cost to ensure proper communication between you, your doctor and the hospital staff.

### 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.

**Hours of Operation:** 9:00am to 5:00pm

**Catholic :** Monday to Friday      12 pm Interfaith Chapel (ground floor)  
Saturday                              4 pm Auditorium  
Sunday/Holy Days      12 pm Auditorium

**Muslim:** Friday                      1:15 pm Interfaith chapel (ground floor)

**Minyan:** Monday to Thursday      1:15pm 2nd floor Radiology Conference  
Room (winter months)

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.

Office Number: (516)-572-3195

Chaplains are available 24/7 for emergencies. Please call the page operator

@ (516)-572-6233

## Patient Services

### **CASE MANAGEMENT**

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. They can arrange visiting nurse services with the home health agency of your choice, 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 24912 or 28816 for a Case Manger 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 26411 and request to have a Social Worker or Case Manager paged during off-hours.

## Patient Services

### MEALS

The Department of Nutritional Service prepares meals in accordance with various dietary restrictions, i.e. regular, sodium controlled, soft/bland, fat 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 and vegetarian meal are available on request. Our team of Clinical Dietitians are available to provide dietary 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 food 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.

### MEDICAL RECORDS

If you need copies of your medical record, lab results, X-rays, disability and/or insurance forms, etc. please contact the Medical Records Department at 516-572-6446 between 8:00am to 4:30pm Monday to Friday. Prior to releasing any information you will need to carry a valid 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 show. For physician follow up, please encourage your primary care physician to request the records directly. Please note that the average wait time for your records will be 7-10 business days with a fee of 75c per page.

## Hospital and Medical Services

### YOUR HEALTH CARE TEAM

During your stay at Nassau University Medical Center, you may encounter many types of caregivers which include:

#### MEDICAL STAFF

- ◆ Attending Physicians
- ◆ Resident Physicians
- ◆ Medical Students
- ◆ Physician Assistants
- ◆ Nurse Practitioners
- ◆ Anesthesiologist

#### NURSING STAFF

- ◆ The Nurse Manager (Head Nurse)
- ◆ Assistant Nurse Managers
- ◆ Registered Nurses
- ◆ Licensed Practical Nurses
- ◆ Patient Care Assistants
- ◆ Nursing Students

#### OTHER HEALTH CARE TEAM MEMBERS

- ◆ Case Managers
- ◆ Environmental Services
- ◆ Social Workers
- ◆ Radiology Technologist
- ◆ Phlebotomist

#### SPECIALTY SERVICES

- ◆ Brain and Nerves
- ◆ Internal Medicine
- ◆ Orthopedics
- ◆ Hypertension, Diabetes & Vascular Disease
- ◆ Cardiac Care
- ◆ Physical Medicine & Rehabilitation
- ◆ Bariatric Surgery & Weight Reduction

#### SURGICAL & EMERGENCY CARE

- ◆ Family Medicine
- ◆ Adult Medicine
- ◆ Community Services
- ◆ Dental Medicine
- ◆ Pediatrics
- ◆ Eye Care
- ◆ Women's Health
- ◆ Mental Health & ADD

#### RADIOLOGY & LABORATORY

- ◆ Radiology
- ◆ Blood Bank
- ◆ Pathology
- ◆ Shared Laboratory Services
- ◆ Diagnostic Imaging

#### SENIOR SERVICES

- ◆ Primary & Preventive Care
- ◆ Specialty Services

## Admissions

### WHAT TO BRING

- ◆ Valid driver's license, passport or other valid form of identification
- ◆ A list of medications you are taking, including dosages and directions
- ◆ Personal hygiene items: toothbrush, toothpaste, comb and brush
- ◆ Comfortable clothing for your arrival and discharge
- ◆ Eyeglasses, hearing aids or dentures. Keep eyeglasses and hearing aids in a case when you are not wearing them. Keep dentures in the denture cup provided in the top drawer of your bedside table
- ◆ Credit card number and expiration date, NOT the card itself
- ◆ Your health insurance card, or your spouse's, if applicable
- ◆ All insurance forms and pre-authorization paperwork
- ◆ Advanced Directive document, if you have completed one

### WHAT NOT TO BRING

Credit cards, jewelry, valuables, cash, laptop computers, portable TV's

The safety of your personal property is best maintained by you; therefore, Nassau University Medical Center encourages our patients to refrain from bringing personal property with them while they stay in our hospital. Nassau University Medical Center cannot assume responsibility for damage or loss of any personal property.

## General & Visitor Information

### PATIENT VISITATION

#### General Visiting Hours:

- ◆ Noon to 8AM
- ◆ 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.

<b>Burn Center 5th Floor</b>	<b>Intensive Care Units 2nd Floor</b>	<b>Medical and Surgical</b>
12:00 Noon—1:00 p.m. 4:30 p.m.—5:30 p.m. 7:00 p.m.—8:00 p.m.	11:30 a.m.—12:30 p.m. 4:00 p.m.—6:00 p.m. 8:00 p.m.—10:00 p.m.	Various floors 12:00 Noon—8:00 p.m.
<b>Maternity 3rd Floor</b>	<b>Medical and Surgical Various Floors</b>	<b>Pediatric Intensive Care 18th Floor</b>
6:00 p.m.—8:00 p.m. Fathers 9:00 a.m. - 10:00 p.m.	12:00 Noon—8:00 p.m.	Parents may come at any time
<b>Pediatrics 18th Floor</b>	<b>Pediatric Sleep Over Policy</b>	<b>Child Psychiatry</b>
12:00 Noon—8:00 p.m.	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.	Monday—Friday 5:00 p.m.—7:00 p.m. Saturday, Sunday & Holidays 12:00 Noon—2:00 p.m. 5:00 p.m.—7:00 p.m.
<b>Psychiatric 14th Floor</b>		<b>Psychiatric Intensive Care</b>
11:00 a.m.—1:00 p.m. 5:00 p.m.—8:00 p.m.		Monday—Friday 10:00 a.m.—11:00 a.m. 6:00 p.m.—7:00 p.m. Saturday, Sunday & Holidays 10:00 a.m.—11:00 a.m. 4:00 p.m.—6:00 p.m.

### DINING OPTIONS

For your convenience, the coffee and gift shop is located in the main lobby of the hospital. Visitors can find that special something in the gift shop.

### HOURS OF OPERATIONS

- ◆ **Monday to Friday:** 6:30am - 8:00pm
- ◆ **Saturday:** 9:00am - 6:00pm
- ◆ **Sunday:** 10:00 - 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:

### **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 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
- ◆ Disease
- ◆ 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.
- ◆ 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

### **INFECTION CONTROL**

Infection Control means preventing the spread of illness or disease. The Infection Control Program at NUMC includes many prevention and control procedures which are essential for maintaining a safe and healthy environment for everyone .

### **HAND HYGIENE**

Hand-washing is the single most important way to prevent the spread of infection. You should expect and insist that all health care workers or caregivers 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 sanitizer.

### **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 a lather
- ◆ Rub your hands vigorously for 20 seconds
- ◆ Rinse your hands with warm running water and dry with a clean paper towel
- ◆ Use a clean paper towel to turn off the water faucet, and discard it in a trash can

### **RESPIRATORY HYGIENE / COUGH ETIQUETTE**

Stop the spread of germs that make you and others sick. Cover your mouth and nose when you cough or sneeze followed by hand washing.

### **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.

## Patient Information and Education

### 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.

### 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.

Information about pain and pain relief measures

You should expect:

- ◆ Your doctor and nurse to ask if you are having pain
- ◆ Healthcare providers to respond quickly to reports of pain
- ◆ The most effective and appropriate pain relief treatments

As a patient, your responsibility includes:

- ◆ 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
- ◆ 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

### **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.

### **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.

## HOSPITAL INFORMATION

### **HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT**

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.

### **PATIENT 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.

## Patients Rights and Responsibilities

### **PATIENT'S RIGHTS**

NuHealth 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**

You have the 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 the patient care representative at 516-572-5714.

## Patients Bill of Rights

As a patient in a hospital in New York State, you have the right 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, ethnicity, religion, culture, language, gender, socioeconomic status, 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 non smoking room.
8. Receive complete information about your diagnosis, treatment and prognosis.
9. Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
10. Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, the pamphlet “Deciding About Health Care — A Guide for Patients and Families” is available at <https://www.health.ny.gov/publications/1503.pdf>.
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.

## Patients Bill of Rights (continued)

14. Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
15. Review your medical record without charge. Obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
16. Receive an itemized bill and explanation of all charges.
17. Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and if you request it, a written response. If you are not satisfied with the hospital's response, you can complain to the New York State Health Department. The hospital must provide you with the State Health Department telephone number (see page 7).
18. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
19. Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the hospital.

## SPEAK UP

To prevent Health care errors, patients are urged to :

- ◆ 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?

### 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.

## 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

### **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).

As you leave your room, please ensure that you carry all your personal belongings with you.

## 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.

## Financial Services

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 Ground Floor, Room H857, at Nassau University Medical Center. Please call 1-888-571-7949 or 516-572-6669 for more information.



## Financial Services

### **HEALTHFIRST**

Nassau University Medical Center has its own HMO (Health Maintenance Organization), known as HealthFirst. Those who join it receive pediatric and adult medical care, as well as maternity, women's health, mental health and alcohol and substance abuse services.

Member benefits include:

- ◆ Access to the fully staffed doctors between 7:00 p.m. to 7:00 a.m. Monday through Saturday and 2:00 p.m. to 7:00 a.m. on Sunday for non-emergency cases
- ◆ 24-hour a day telephone contact with health care providers who can address concerns
- ◆ Multi-lingual clerical and clinical staff, speaking English, Spanish and Haitian-Creole
- ◆ Health centers that are open mornings, afternoons and evenings at convenient sites location throughout Nassau County
- ◆ Reimbursement for transportation to and from covered medical services when approved by Health First

For more information about HealthFirst services and eligibility requirements, call 1-800-404-8778 (English) or 1-800-408-8778 (Spanish). To reach the HealthFirst office on the NUMC campus, call 1-516-572-6376.

## NuHealth Aftercare and Outpatient Services

Nassau University Medical Center firmly believes in the transition of care after our patients leave the hospital. We are proud to be a community resource for long term care, preventative care and education. As a public benefit corporation, NuHealth manages the operation of Nassau University Medical Center, A Holly Patterson Extended Care, South Ocean Care and a network of Federally Qualified Family Health Centers.



The A. Holly Patterson 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 staff physicians and overseen by a full-time Medical Director.

On-Site Services include rehabilitation, diagnostic and radiology services; psychiatric care, psychotherapy, dental, ophthalmology, podiatry, cardiology evaluations and treatment and neurological testing. Today, this 589-bed skilled nursing facility, which has won national recognition for the excellence of its medical, nursing and rehabilitation programs, is part of the health care system administered by the NuHealth System, also known as the Nassau Health Care Corporation.

## NuHealth Aftercare and Outpatient Services

### OUR LOCAL 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. Consultations with specialists in areas like diabetes, OB-GYN and pediatrics. And as part of NuHealth, 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.

**Elmont Health Center**

161 Hempstead Tpke., Elmont, NY 11003  
516.571.8200

**Hempstead Health Center**

135 Main St., Hempstead, NY 11550  
516.572.1300

**Roosevelt/Freeport Family Center**

380 Nassau Road, Roosevelt, NY 11575  
516.571.8600

**Westbury Health Center**

682 Union Ave., Westbury, NY 11590  
516.571..9500

**Roosevelt High School**

One Wagner Ave., Roosevelt, NY 11575  
516.867.8551

**South Ocean Care**

101 Bergen Place, Freeport NY 11520  
516-623-9191

Flexible appointments available. Appointments can be made by calling the center directly or by electronic request on our corporate website: <http://www.nuhealth.net> under the "make an appointment tab."

## 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 501c 3 non-profit designed exclusively to raise funds to improve the quality of care. From buying new technologies, to expanding our physical space, donations of all sizes, from grateful patients, courageous survivors, medical students and caring others help NuHealth fulfill its mission.

We gratefully welcome inquiries about giving options: 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.



