

Patient Information Guide



Nassau University Medical Center

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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 packet 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.

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) 296-3221**. 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 in the following ways:

- Submit patient safety event or concern online: www.patientsafetyreport@jointcommission.org
- By mail to Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181

You may also contact the New York State Department of Health at (800) 804-5447.

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.

PATIENTS' RIGHTS AND RESPONSIBILITIES

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 unless the individual's presence infringes on other's (i.e. roommate, staff) rights, safety, or is medically or therapeutically contraindicated.

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 New York State Department of Health has prepared a booklet, "Your Rights as a Hospital Patient," which is included in your Patient Information Packet.

PARENT'S RIGHTS

As a parent, legal guardian or person with decision-making authority for a pediatric patient receiving care in this hospital, you have certain rights, consistent with the law. These rights are listed in the New York State Department of Health booklet, "Your Rights as a Hospital Patient." This booklet is included in your Patient Information Packet.

PATIENT'S RESPONSIBILITIES

The care you receive as a patient depends, in part, on your active participation. As your healthcare providers, we believe that you and your family can help us promote the safe delivery of care. **These responsibilities include at least the following:**

- **Providing information.** You and your family are responsible for providing accurate and complete information including present complaints, past illnesses, hospitalizations, medications, previous surgeries, allergies, noticed risks in care, unforeseen changes in patient's condition and other matters relating to your health.
- **Asking questions.** You and your family are responsible for asking questions when you do not understand what you have been told about your care.
- **Following instructions.** You and your family are responsible for following the care, service, or treatment plan developed. You should express any concerns you have about your ability to follow and comply with the proposed plan or course of treatment.
- **Accepting results.** You and your family are responsible for the outcomes if you do not follow the care, service or treatment plan.
- **Following facility rules and regulations.** You and your family are responsible for following the facility's rules and regulations concerning patient care and conduct.
- **Showing respect and thoughtfulness.** You and your family are responsible for being thoughtful of the facility's personnel and property.
- **Meeting financial commitments.** You and your family are responsible for promptly meeting any financial commitment agreed to with the facility.

In addition, you and your family are responsible for being considerate of other patients, helping control noise and disturbances, following tobacco free policies and respecting other property

PATIENTS' RIGHTS AND RESPONSIBILITIES

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 (HIPAA)

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.

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.

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.

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 with over 80 specialty clinics.

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

Freeport - South Ocean Care Family Health Center

101 Bergen Place, Freeport NY 11520
516.623.3600 * Dental – 516.546.9077
Pediatrics – 516.546.4095

Freeport High School School Based Health Center

50 S. Brookside Ave., Freeport, NY 11520
516.867.8551

Hempstead Family Health Center

135 Main St., Hempstead, NY 11550
516.572.1300

Central Nassau & Guidance (satellite)

950 S. Oyster Bay Rd, Hicksville, NY 11801
516.822.6111

BEST

Backstretch Employee Service Team

2150 Hempstead Tpke, Elmont, NY 11003
516.724.1497

Roosevelt Family Health Center

380 Nassau Road, Roosevelt, NY 11575
516.571.8600
Dental – 516.546.4261

Roosevelt High School School Based Health Clinic

One Wagner Ave., Roosevelt, NY 11575
516.867.8551

Westbury-New Cassel Health Center

682 Union Ave., Westbury, NY 11590
516.571.9500

Oceanside Internal Medicine & Podiatry Services (satellite)

3227 Long Beach Rd, Oceanside, NY 11572
Suite 2 * 516.678.0900 / 516.431.1600

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-NRBTV
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		



Nassau University Medical Center
A. Holly Patterson Extended Care Facility
Family Health Centers*