

Bellevue Hospital Center Patient Guide



HHC NEW YORK CITY
HEALTH AND
HOSPITALS
CORPORATION  **Bellevue**
SOUTH MANHATTAN HEALTHCARE NETWORK

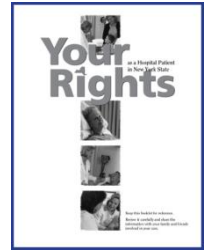
Table of Contents

Welcome to Bellevue Hospital! We hope that this Patient Guide will be useful in navigating your stay here, and give you and your family useful information about Bellevue Hospital.

Welcome to Bellevue Hospital.....	Page 3
Your Health Care Team.....	Page 4
Get Involved with Your Care!.....	Page 5
Need Help? Patient Advocacy Information.....	Page 6
Visitor Guidelines/Vistation Hours/Right to Privacy.....	Page 7
Personal Property Protection.....	Page 10
Smoking Guidelines and Help Services.....	Page 11
Preventing Infections.....	Page 11
Medication Safety.....	Page 13
Pain Management.....	Page 14
For Your Convenience.....	Page 14
Going Home: Helpful Information for Patient Discharge.....	Page 16
Your Hospital.....	Page 18
Patient Bill of Rights.....	Page 20
Map of the Hospital and Directions.....	Page 21
Important Phone Numbers.....	Page 23

You have the right to an interpreter free of charge.

- Bellevue Hospital Center serves all patients regardless of their immigration status or ability to pay. Your immigration status will be kept confidential.
- Make sure that you have received a packet explaining your rights as a hospital patient in New York State.



Welcome to Bellevue Hospital

To Our Guests:



Welcome to Bellevue Hospital Center. We extend our best wishes to you for a speedy recovery. We make every effort to provide you with the highest quality care and ensure that your stay is as comfortable and pleasant as possible.

As our nation's oldest public hospital, we have a deep commitment to providing the highest quality care to all New Yorkers, and to delivering healthcare to every patient with dignity, cultural sensitivity, and compassion.

Our medical nursing and support staff are available to answer any questions you may have regarding your care.

Your comments and recommendations are very important to us, and that is why we ask that you let us know how you feel about your stay at Bellevue. You may reach a Patient Representative at the Office of Patient Advocacy at (212) 562-6071.

One again, we wish you a speedy and full recovery, and thank you for choosing Bellevue.

Handwritten signature of Steven R. Alexander.

Steven R. Alexander
Executive Director
HHC Bellevue Hospital Center

Your Health Care Team

We have nearly 4,000 staff members. Here are some of the people who will help you get well at Bellevue:

Medical Staff

Attending Physician:

The Attending Physician directs your medical care or surgical procedure and plans your treatment.

House Staff:

Bellevue Hospital Center is a teaching hospital. Your care here will be followed by residents, interns and medical students under the supervision of the attending physician.

Mid-Level Medical Staff:

Physicians' Assistants, nurse practitioners, certified nurse midwives and other mid-level staff members work with the Attending Physician to help you get well.

Nursing Staff

Assistant Director (ADN) / Head Nurse (HN):

The ADN / HN is responsible for the day-to-day functioning of a patient care unit. The ADN or HN on your unit is also responsible for responding to emergency situations, and communicating with you, your family and friends and the other members of the team. If you have any concern or problem with your care, the ADN/HN will assist you.

Registered Nurses (RNs):

Registered nurses are responsible for your care. They carry out your doctor's instructions and monitor your condition.

Licensed Practical Nurses (LPNs):

LPNs are trained to assist with your care while you are in the hospital. LPNs are identifiable by their light blue uniform (can be light blue top and white bottom).

Patient Care Technicians (PCTs) / Nurse Aides (NAs) / Patient Care Associates (PCAs):

PCTs and NAs assist with various treatments, help transport you around the hospital, and help you with your daily activities. PCAs perform the above duties, and are responsible for drawing blood and performing heart tests. PCTs, PCAs and NAs are identifiable by their khaki brown shirts.

Other Caregivers

Patient Advocates:

Patient advocates help you communicate with hospital staff. If you are not satisfied about the resolution of a complaint you have made to your nurse and or doctor, call the Patient Advocacy Office at **(212) 562-6071**.

Registered Dietitians:

Dietitians at Bellevue help plan your diet and provide nutritional guidelines to follow when you go home.

Social Workers:

The social worker assigned to your unit can help you with concerns about your illness and post-discharge care. For more information, call **(212) 562-4166**.

Volunteers:

Volunteers provide emotional support to patients and comfort them in many helpful ways. To find out about volunteering at Bellevue, call **(212) 562-4858**.

Get Involved with Your Care!

It's Your Health, Don't Be Afraid to Ask Questions

- **Speak up** if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.
- **Pay attention** to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. Don't assume anything.
- **Educate yourself** about your diagnosis, the medical tests you are undergoing, and your treatment plan.
- **Ask** a trusted family member, friend, or another individual to be your advocate. This person can be here for emotional support during your hospital stay. However, they may be asked to leave if other patient's rights or safety are affected, or if it is not medically appropriate.
- Fill out a Health Care Proxy Form.
- **Know what medications you take** and why you take them. Medication errors are the most common health care mistakes.
- **Use** a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by Joint Commission.
- **Participate** in all decisions about your treatment. You are the center of the health care team.

Get involved in your health care!

This initiative has been sponsored by the Joint Commission.



Need Help?: Patient Advocacy Information

If you need any help, use the button by your bed to call for a staff member. You can also visit the nurses' station on your unit.

When you need us to listen...

**Call the Office of Patient Advocacy at (212) 562-6071
Monday - Friday: 8:30am – 5:30pm**

Extended service hours on Monday through Friday from 5:30pm to 8:00pm, and Saturday and Sunday from 12:00pm to 8:00pm are also available to patients by calling x4141

Patient Advocates

- **Assist you and your family with any questions or concerns about your care.**
- **Speak to the medical staff and other departments on your behalf.**
- **Give you more information about the hospital's policies and procedures.**
- **Help you understand and complete Health Care Proxy forms.**

We want to hear your compliments, concerns, suggestions, and complaints!

Our goal is to make your stay at Bellevue pleasant and safe. We welcome the opportunity to be the first to address your concerns, take your suggestions, and hear your compliments or complaints. Here are some steps you can take:

1. First, speak to your doctor, nurse or a hospital staff member.
2. You can also call the Bellevue Office of Patient Advocacy at (212) 562-6071.
3. After Hours, ask the Operator at (212) 562-4311 to connect you to the Hospital Administrator on Duty.
4. If your concern is not addressed, you can call the NYS Department of Health Hospital Complaint Unit at 1-800-804-5447.

5. You can also call the Joint Commission, 1-800-994-6610, email: complaint@jointcommission.org, or write to: Joint Commission, One Renaissance Blvd, Oakbrook Terrace, IL 60181.

Choose a Health Care Proxy!

1. Appoint someone you trust.
2. They will help make decisions if you lose the ability to make health care choices for yourself.



Call Patient Advocacy at 212-562-6071. We will help you fill out a Health Care Proxy form.

For more information, see pages 25-32 in *Your Rights as a Hospital Patient in New York State*.

Visitor Guidelines

- We encourage you to ask your loved ones to visit you. They can make you feel better during your hospital stay. You have the right to decide who can visit you and who cannot. They can be a husband or wife, domestic partner (including same-sex domestic partner), other family member, friend, or other individual. Let your nurse know if you want to stop individuals from visiting.
- People who are sick with a cough OR fever should not visit. They can make you and other patients sick/sicker.
- Most units restrict the number of visitors to 2 visitors at a time. Visiting hours are listed below.
- Talk to your nurse to request exceptions to the visiting rules (hours or number of visitors). Children can visit most patient units.
- Visitors must consult with unit staff before bringing any items for patients onto units.
- Visitors must carry a visitor pass and wear a sticker at all times.
- **Visitor passes must be returned to information desk in the 1st Avenue lobby.**

Visitor Passes

- Passes are available at the information desk in the First Avenue Lobby from 8:00am - 8:00pm.
- After 8:00pm, passes for units 8S, 9N, and 10 are available in the Admitting Office.



Visiting Hours

Floor and Unit	Visiting Hours
6W/6S	11:00am-8:00pm
8N	11:00am-8:00pm 4:00pm-8:00pm for children 16 & under must be accompanied by an adult
7W/8N/8E/9E	11:00am-8:00pm
8S/8N(ICU)/9S/10	24 Hours
12S/18/20N/20W/20E	2:30pm-4:30pm and 7:00pm-8:00pm
15N/15W/16/17	11:00am-8:00pm
15S (Ambulatory Surgery)	Call for an appointment
19N/19S/19W	Tuesday, Thursday, and Saturday: 2:00pm-7:00pm
20S	No Visitation

Floor and Unit	Visiting Hours
21S	Monday, Tuesday, Friday: 4:00pm-5:00pm Thursday (Family Day) 6:00pm-7:00pm Regular scheduled visits 7:00pm-8:00pm Weekends & Holidays: 10:00am-11:00am and 3:00pm-5:00pm
21N/21W	12:15pm-1:15pm and 7:00pm-8:00pm
21	Call (212)562-7696
Adult CPEP	2:00pm to 3:00pm or 7:00pm-8:00pm <i>Subject to change or cancellation</i>
Child CPEP	9:30am-11:30am or 7:00pm-8:00pm

Your Privacy



Your medical care and records are confidential. We will not release any medical information without your signed consent.

Visitor Restrictions

Let us know if you only want to let certain people visit you at the hospital.

The Bellevue Patient Directory

Most patients in the hospital are listed in the Bellevue Patient Directory. You have the right to remove your name from this list. Psychiatry patients are not automatically included in the directory, but in some cases can be added.

If you ask to remove your name from the directory: We will not release any information about you to the public. We will not confirm that you are a patient here.

If you do not ask to remove your name: We will confirm that you are a patient here (if asked) and give a one word description of your medical condition.

If you would like your name to be removed from the Patient Directory, call the Bellevue Admitting Office at (212) 562-4353 or speak to your nurse.

Personal Property Protection

Bellevue is not responsible for items lost or stolen during your stay at the hospital.

Valuables:

Please give your valuables to a loved one for safekeeping, or secure them in our property office.



We can help you fill out a voucher form to secure your items. When you leave the hospital you can pick up your property at our property office on the ground floor of the A-Building.

Dentures, Glasses, Contact Lenses, and other Personal Items:

Please ask staff members to help you secure and label your personal items so that they are not misplaced during your stay.



Lost and Found: If you have lost any items please call the Property Office at (212) 562-4707.

No Smoking



Bellevue Hospital is a SMOKE-FREE hospital.

If you are a smoker, the day you were admitted became your 'quit day', even if you didn't plan on this.

If you smoke anywhere within 15 feet of hospital property you will be fined and receive a court summons.

We Can Help You Quit! For Free Help, Call (212) 562-4748

For more information, speak to your nurse or visit Bellevue's walk-in Stop Smoking Clinic located in the Ambulatory Care Building, 2nd Floor, desk 2-C

Your smoke-free stay at Bellevue is a chance for you to get better and begin living a smoke-free life!

Prevent Infections

Six easy steps to stop infections:



1. Wash Your Hands

- Always wash your hands before and after all tasks
- If hands are not visibly soiled, an alcohol based hand rub can be used.
- **Ask your healthcare providers if they have cleaned their hands. Remember, it's okay to ask!!!**



2. Cover Your Cough

- Always cover your coughs and sneezes!
- Cover your mouth and nose.
- Keep tissues handy. If tissues are not available, cough or sneeze into your sleeve.
- If your visitors are sick, tell them to stay home to avoid infecting others.



3. Get Your Shots

- Get your annual Flu Shot!
- Ask your doctor if you are up to date on all other important vaccines (tetanus, pneumococcal and others).



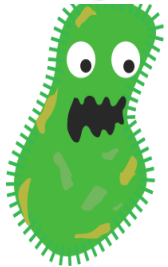
4. Cover and Protect Wounds

- Your bandages protect you. Wear them as directed.
- If you have any pain, redness or swelling, tell hospital staff right away.



5. Be Careful With Catheters

- Catheters are plastic tubes that go into your body. They keep you healthy, but germs can live in them.
- Ask your Doctor every day if your catheter can be removed.



6. Learn About Germs

- **Drug Resistance** - *Some germs have become resistant to antibiotics that killed them in the past.*
- **C. difficile** - *This germ is a common cause of infectious diarrhea in hospitals.*
- **Contact Precautions** - *If you become infected with certain drug resistant germs or C. difficile, health care workers wear gloves and gowns when they come into your room to avoid spreading the infection.*

• **Ask for information sheets on preventing infections.**

• **Remind doctors, nurses, and visitors to clean their hands before touching you.**

Medication Safety

1. Do not take any medicines from home (*including dietary supplements, home remedies, vitamins, and herbs*) that have not been approved by your doctor at Bellevue.

2. Tell your doctors and nurses about all medicines that you normally take.

3. Your doctors and nurses will give you instructions on what medicines to take once you get home.



Before you go home, you should know:

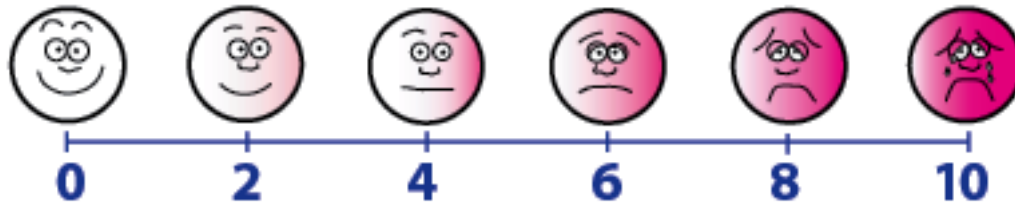
- What drugs your doctor prescribed for you.
- What time of day to take your drugs.
- How many times a day to take your drugs.
- How to take your medicine (with food, with water etc.).
- Why you are taking each drug.

4. Make sure that you take all of your medicines exactly as prescribed, **even if you feel better**

5. If your medication is causing a problem, please call the phone number listed on your discharge form.

Pain Management

How do you feel?



What You Can Do:

- **Be a partner in your care. Tell you doctor and nurse if you feel pain, and talk to them about it!**
- Ask for help when pain first begins, don't wait!
- Each person feels pain differently. Let your doctors and nurses know how you are feeling.
- Tell your doctor or nurse if your pain is not relieved.
- Talk with your doctor and nurse to make a plan that will help you manage and reduce pain.

For Your Convenience...

Using the Telephone and Television in your room

Follow the directions on your TV screen or pick up your bedside phone for automated instructions on purchasing telephone and/or television services.

Deliveries

All deliveries must include your full name, floor and room number.

If mail arrives after you have left, it will be forwarded to the address on your admission card.

If your stay at the hospital will be short, please have your mail sent to a friend who can bring it directly to you.

Gift Shop

Lori's Gift Shop, (212) 562-4246 offers free deliveries.

Hours are M - Th: 6am-12am, Fri 6am - 9:30pm, Sat/Sun 9am - 8pm.

ATMs

Bank machines are located in the F-Link hallway and the 1st Avenue Atrium lobby.

Fire Safety

Most fire drills are for staff only. If a real emergency occurs, follow staff instructions.

Photography

Photography is not allowed in the hospital or on hospital grounds.

Meals at the Hospital

Talk to your doctor to request kosher, halal, vegetarian, vegan, or other options. Visitors may dine at the Towers Cafe or Au Bon Pain restaurants located on the ground floor.

Spiritual Services

Chaplains of various faiths are available at your request. For more information or a detailed schedule of services, contact the Interfaith Chaplaincy Office at (212) 562-7203.

Protestant, Catholic, Jewish, and Muslim chapels are located on the first floor of the A-Building. Catholic Services are held daily at 12:10pm. Juma prayer is held on Fridays from 12pm-2pm.

Patient Library

With the permission of the nursing staff, you may use the library in room 6-East-27. Hours are M - F 10am - 4pm. A library cart is also brought to each floor. For more information, call the library at (212) 562-2110.

Going Home

Make sure that you understand your discharge plan.

- **Discharge Plan** - *Your doctor will give you a written plan to follow when you leave the hospital. Make sure to follow all of the instructions you are given on diet, physical activity, and follow-up care.*
- **Medication Information** - *You will be given a list of all of the medicines that you will take after you leave the hospital. Make sure you know how and when to take each drug, and where to get them.*
- **Follow-up appointments** - *We will also set up follow-up appointments for you if they are needed.*
- **Social Work** - *Bellevue Social workers can help set up home care, long term care, nursing home, or shelter placement for you. They can also sign you up for crime victims' services, addiction services and other programs.*

Please arrange to be picked up by 11:00am on the day that you are discharged from the hospital.

Your Property

Visit the property office on the first floor of the A - Building to re-claim any items that were secured there.

Your Medical Records

To get a copy of your medical records, visit the Medical Correspondence Office, M - F 8:30 am-4:00 pm in room AE-7 on the ground floor of the hospital building, (212) 562-3101.

Billing

If you have questions about your bill, or are in need of financial counseling, call (212) 562-3191

We accept the following insurance plans:

- **Medicaid/FHP/CHP:** MetroPlus, Healthfirst, Fidelis (specialty care only), HIP, Americhoice (no dental services)
- **Medicare:** MetroPlus, Healthfirst, Fidelis (specialty care only), GHI, HIP, Americhoice (no dental or behavioral services), Aetna, Empire, Oxford, United (Secure Horizons)

- **Commercial Insurance:** MetroPlus Gold, Aetna, Empire, GHI, Oxford (no dental services), United (no dental services)

The above list is frequently updated, for current information please call (212) 562-3191.

Come Back for Check-Ups!

To Make an Appointment, call (212) 562-5555

Stay healthy once you leave the hospital!

Bellevue's First Avenue clinics offer over 600 services including:

- Primary Care
- Women's Wellness
- Pediatrics (Children's health)
- Weight Loss Surgery
- Psychiatry and depression services
- Alcohol & Substance Abuse programs
- Asthma Clinics

And Hundreds More!

On the day of your appointment, please bring:

- Your appointment slip (if your appointment was set up while you were a patient in the hospital)
- Your insurance card (if you have one)
- Any instructions that you were given while you were in the hospital
- All of the medicines that you take
- Your clinic card (red card)

If you do not have a clinic card:



You must register at the Bellevue Business Office at least one hour before your appointment. The Business Office is located next to the clinic elevators in Bellevue's First Avenue Lobby.

Hours are M - Th 7:30am - 6pm,

Fri: 7:30am - 5pm.

For more information, call (212) 562-1444.

Your Hospital

Our mission is to provide the highest quality of care to the people of New York with dignity, cultural sensitivity and compassion, regardless of their ability to pay.



Bellevue, America's first public hospital was established in 1736 as a six bed infirmary in the New York Alms House on the current site of New York City Hall. Today Bellevue is a national leader in primary, specialty and tertiary services.

Bellevue is the official hospital to the United Nations and any visiting dignitaries from around the world (including the President of the United States).

A member of the New York City Health and Hospitals Corporation, the nation's largest public hospital system, Bellevue is a leader in public health. Its many contributions to medical science and education make it an enduring presence as a place for quality health care for all.

How You Can Help Bellevue

Become a Volunteer

To find out about volunteering at Bellevue, call **(212) 562-4858**.

Make a Donation

There are three different organizations that help us raise funds for essential services:

Children of Bellevue

helps to fund special programs for children at the Hospital.
(212) 562-4130 www.childrenofbellevue.org

The Auxiliary to Bellevue

helps patients with aspects of care not covered by the hospital.
(212) 562-5255 www.bellevuehospitalauxiliary.org

The Bellevue Association

sponsors projects and programs that help us to better serve our patients.
(212) 562-2546 www.bellevue-association.org

How You Can Save the Lives of Others

Become an Organ Donor

Call **1-800-GIFT-4-NY** or visit www.donatelifeny.org to learn about the New York State Donate Life Registry.

Become a Blood Donor

Look for posters on our ground floor announcing Bellevue blood drives, or ask staff members about other blood donation opportunities at the hospital.



Patient Bill of Rights

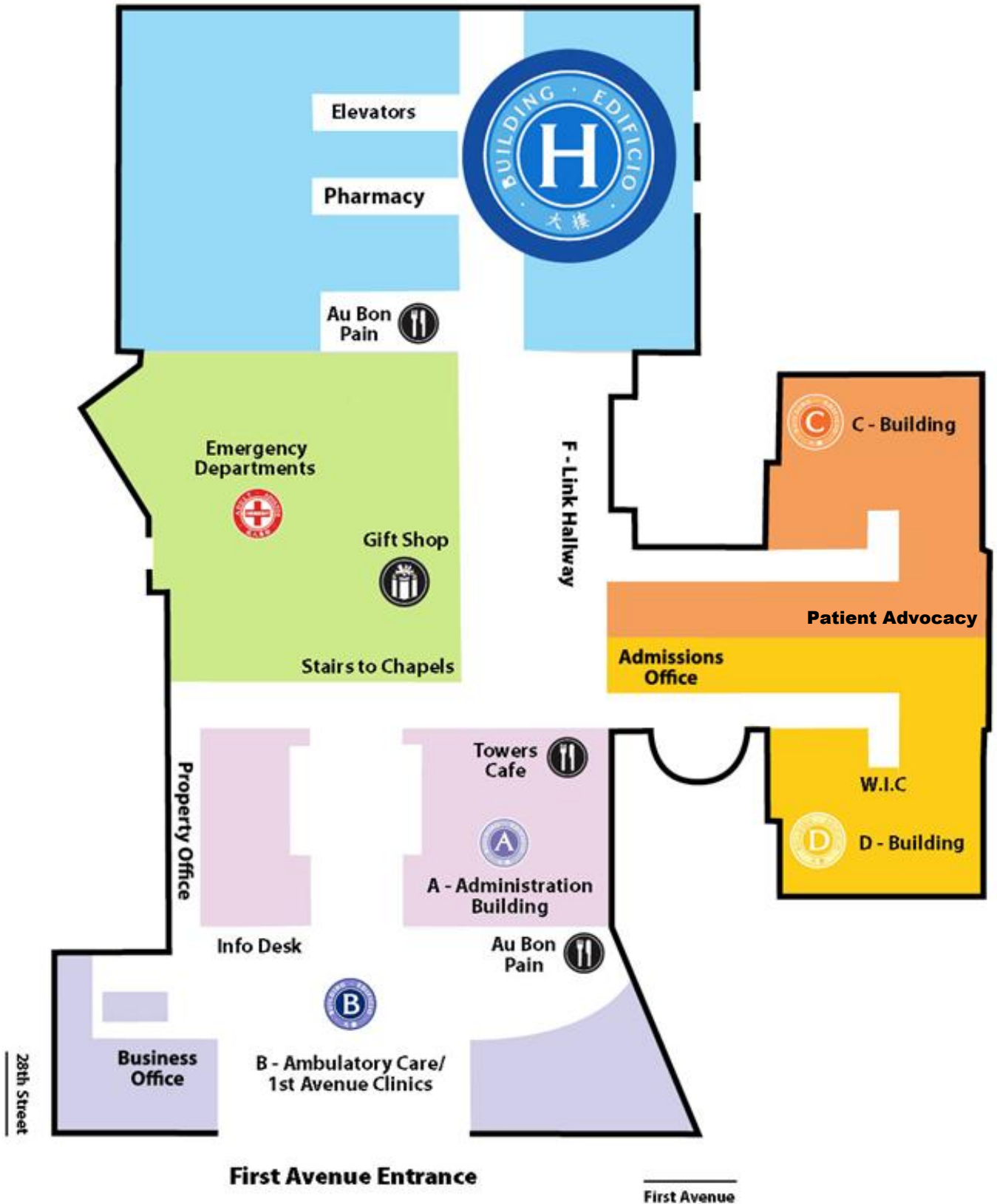
As a patient in a hospital in New York State, you have the right, consistent with law, to:

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 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, please ask for a copy of the pamphlet "Do Not Resuscitate Orders -- 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. 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.
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.

**Additionally Bellevue Hospital Center does not discriminate as to a patient's gender identity or expression.*

If you have any questions or concerns about your rights, please contact the Department of Patient Advocacy between the hours of 9:00 a.m. and 5:00 p.m. Monday through Friday at (212) 562-6071. For more information, see pages 13-15 in Your Rights as a Hospital Patient in New York State.

Map of the Hospital





Getting to Bellevue

Bellevue is located at 462 First Avenue (at 27th Street) New York, NY 10016.

Directions by Train:

From the 28th Street 6 train station, walk east to First Avenue and south to 27th Street.

From the 14th Street L train station, walk or take the M15 bus north on 1st Avenue to 27th Street.

Directions by Bus:

M15 Northbound (First Avenue) exit at 27th Street.

M15 Southbound (Second Avenue) exit at 28th Street and walk 1 block east to 1st Avenue.

Driving Directions

From Southbound FDR: Take FDR to 34th Street exit. Follow service road (parallel to FDR).

For Pay Parking: Continue on service road across 34th Street. Bellevue parking lot is on your right. **For Pick up/drop off:** Turn right at 34th. Turn left on 2nd Avenue and continue to 26th Street. Turn left on 26th Street to First Avenue. The hospital entrance will be on your right at 27th Street.

From Northbound FDR: Take 23rd Street exit. Follow service road and turn left onto 26th Street. Turn right onto First Avenue. The hospital entrance will be on your right at 27th Street. **For Pay Parking:** Continue past Bellevue and turn right on 30th Street. At the end of 30th Street turn right onto the service road (parallel to FDR). Bellevue parking lot is on your right.

Important Phone Numbers

Bellevue Information Line	(212) 562-4141
Operator	(212) 562-4311
Patient Advocacy	(212) 562-6071
Admissions Office	(212) 562-4353
Administrator On Duty	(212) 562-4311
Billing Questions/Business Office	(212) 562-6264
Clinic Appointments and Information	(212) 562-5555
Gift Shop	(212) 562-4246
Hospital Police	(212) 562-6191
Medical Records / Correspondence	(212) 562-3101
Mental Health Information Services	(212) 562-4961
Visiting Hours / Patient Directory	(212) 562-5571
Patient Library	(212) 562-2110
Pharmacy	(212) 562-2289
Property Office / Lost and Found	(212) 562-4707
Smoking Cessation Program	(212) 562-4748
Social Work Department	(212) 562-4166
Spiritual Services	(212) 562-7203
Surgical Coordinating Center	(212) 562-1090
Volunteer Office	(212) 562-4858