



South Brooklyn Health

SOUTH BROOKLYN HEALTH

Patient Guide

**EXPECT
EXCELLENCE
FOR ALL**





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| South Brooklyn Health

WELCOME

**TO NYC HEALTH + HOSPITALS/
SOUTH BROOKLYN HEALTH**



MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER

On behalf of NYC Health + Hospitals/South Brooklyn Health staff, welcome to the Ruth Bader Ginsburg Hospital. During your hospital stay, our dedicated team will work together to ensure that you receive the care that meets your needs. We know that a hospital stay can be very stressful, and we will do everything we can to make sure that your stay with us is comfortable.

We hope this patient guide will be a helpful resource during and after your time with us. It provides important information on your rights as a patient, what to expect when you're in the hospital, how to access services, and who to contact if you need additional support.

At South Brooklyn Health, we aspire to uphold our mission with each patient interaction -- to provide high-quality, patient-centered care with compassion, dignity and respect.

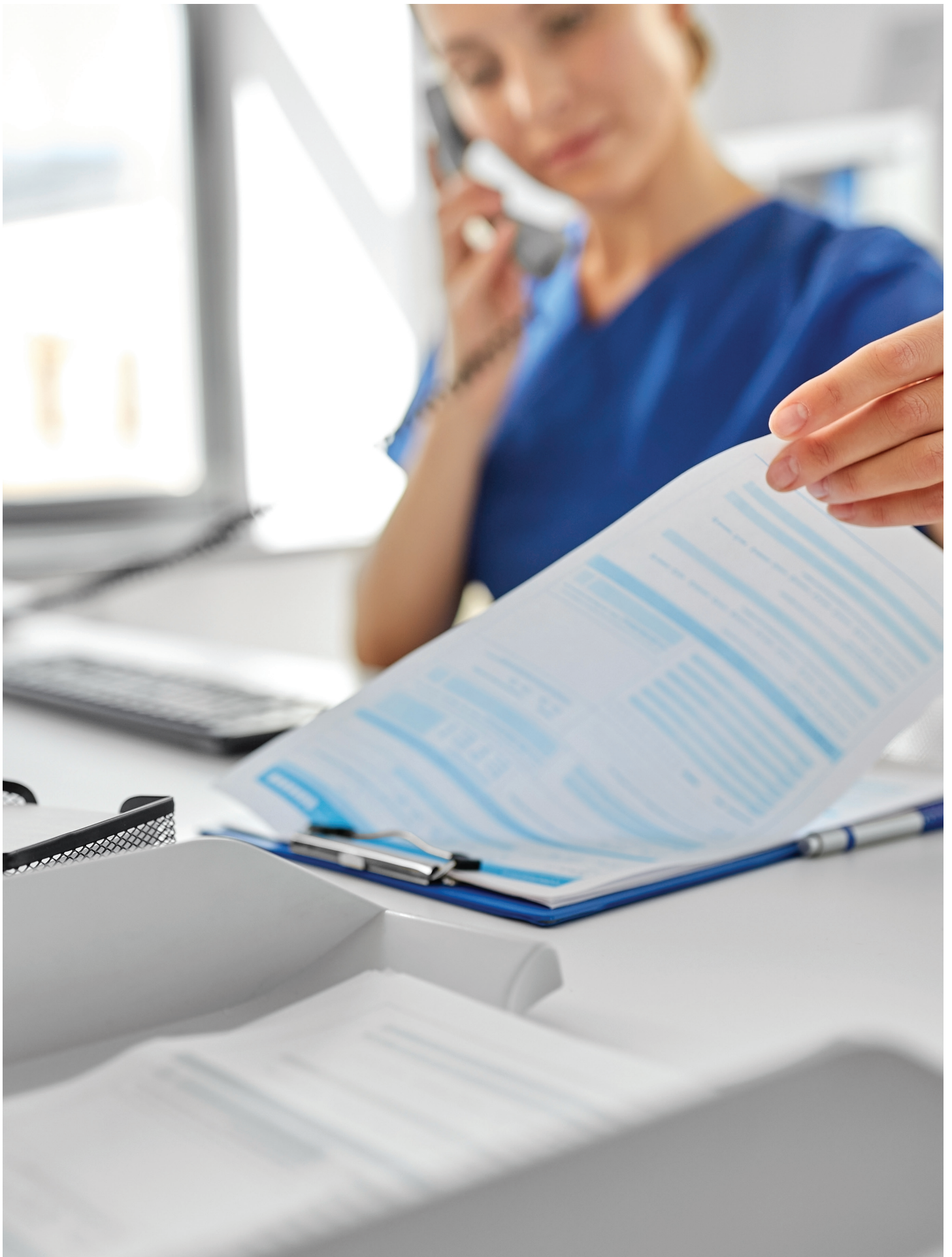
As you progress through your stay, you will see that our staff members are guided by our values of Integrity, Compassion, Accountability, Respect, and Excellence. These guiding principles are the backbone of our efforts to care for you and to help each and every patient live their healthiest life.

When you return home, you may receive a Press Ganey Survey asking you to rate your experience at South Brooklyn Health. We kindly request your feedback to help us continue to improve the services provided to our patients.

It is my privilege to lead this essential community hospital and to take care of you. Thank you for considering South Brooklyn Health where you can Expect Excellence for All!

Sincerely,

Svetlana Lipyanskaya
Chief Executive Officer



IMPORTANT PHONE NUMBERS

| | |
|------------------------------------|---|
| Admitting | (718) 616-4327 |
| Patient Information | (718) 616-4326 |
| Chaplaincy | (718) 616-4164 or - 5189 |
| Emergency Department | Adult ED (718) 616-4400 Pediatric ED (718) 616-4345 Psychiatric ED (718) 616-4375 |
| General Information | (718) 616-3000 |
| Food and Nutrition | (718) 616-4183 |
| Lost and Found | (718) 616-4326 |
| Medical Records | (718) 616-4196 |
| MyChart | (844) 920-1227 |
| Nursing Office | (718) 616-3991 |
| Outpatient Appointment Line | (844) 692-4692 |
| Outpatient Pharmacy | (718) 616-4078 |
| Palliative Care | (718) 616-0126 |
| Patient Accounts Inpatient | (718) 616-4288 |
| Billing Customer Service | (844) 692-4692 |
| Patient Valuables | (718) 616-4327 |
| Patient Relations | (718) 616-4164 |
| Social Work Services | (718) 616-4209 |
| Labor & Delivery Tours | (718) 616-3250 |
| Volunteer Services | (718) 616-3161 |



VISITOR INFORMATION

Unless restricted by your physician, South Brooklyn Health offers open visitation as often as possible in most areas of the hospital. Visitors must show identification to obtain a visitor's pass to ensure patient safety.

South Brooklyn Health allows a family member, friend, or other individual to be present with the patient for emotional support during the stay. Patients rights include the right to receive the visitors designated by the patient, including but not limited to; a spouse, a domestic partner (including same-sex domestic partner), another family member or friend.

A patient is also allowed to restrict visitor(s) by advising the Patient Representative or Administrator-on-Duty who will notify the necessary departments about the patient's request. Also included is the right to withdraw or deny such consent at any time.

Contact your Patient Representative at Ext. 4164 or Dial "0" (Operator) after 5pm to facilitate this request.

VISITING HOURS

- **Children under 12** may visit as long as they are accompanied by an adult at all times.
- **Medical Floors and Surgical Floors** - 24/7
- **Labor & Delivery** - 24/7; two support persons with an additional Doula if applicable.
- **Mother Baby Unit** - One support person may stay overnight.
- **NICU** - Due to space constraints we request one visitor at a time in the NICU.
- **Behavioral Health Inpatient:**
2:00pm - 3:30pm, 6:30pm - 8:00pm
- **Parents** will be allowed to visit 24 hours per day with proper ID.
- **Exceptions to visiting** are welcome with the permission of the Nurse.

PATIENT INFORMATION

Information regarding a patient's medical condition is strictly confidential. However, friends and family may contact the **Admitting Office at (718) 616-4326 / 4327** to obtain a patient's admission status, as well as the patient's telephone number.

Patient Advocates

In the Department of Patient Relations, our goal is to ensure that you and your family are provided with safe, respectful, and compassionate care and service by:

- Assisting you and your family with any questions or concerns about your care.
- Speaking to the medical staff and other departments on your behalf.
- Giving you more information about the hospital's policies and procedures.
- Helping you understand and complete Health Care Proxy forms.

For information regarding your rights as a hospital patient, or the parent of a minor patient, and information regarding completing advance directives, please refer to the booklet within your admission folder.

PATIENT RELATIONS

We want to hear your compliments, concerns, suggestions, and complaints. If at any point you wish to speak with someone; please discuss this with your care team. Here are some steps you can take to do this:

- Speak to your doctor, nurse, or a hospital staff member.
- **Call (718) 616-4164**, Room 1N21 in the Health & Wellness Institute or call **(718) 616-3000**. For the operator to connect you with an advocate.
Hours: 8 am - 5 pm, 7 days a week
- **After hours, dial the operator by pressing '0'** and ask that they connect you to the Patient Representative or the Administrator on Duty.

To access the Chaplains and arrange a visit from a Chaplain please speak with any staff member or call
(718) 616-4164



At South Brooklyn Health there is a multitude of volunteer opportunities.

Join the team as one of our loyal volunteers.

Everyone can find great satisfaction in many interesting and important assignments.

If you are interested in becoming a volunteer, please call Volunteer Services at (718) 616-3161

Interpreter Services

We speak your language! To ensure excellent care and communication for all, South Brooklyn Health provides language interpreter services 24 hours a day, 7 days a week and live Video Remote Interpretation for American Sign Language.

For translation services available for all languages spoken by our patients, caregivers, and visitors:

**Dial x25000 from any hospital phone or
Call Patient Relations (718) 616-4164**

Pastoral Care and Spiritual Considerations

The Pastoral Care Department at South Brooklyn Health provides for the spiritual needs of our patients during their stay. We recognize the patient as a whole person with spiritual, social, physical, and psychological needs. The team can identify the spiritual needs of the patients and provide access to spiritual support.

When to call a Chaplain:

- When a patient or family member expresses need for spiritual or religious services of any kind and within any religious tradition.
- If a family member expresses feelings of guilt, shame, despair or great anxiety and could use support.
- When a patient or family member needs help in dealing with ethical decision making.
- At end of life when religious or spiritual care is needed.
- Whenever you as a care giver need spiritual support in dealing with a difficult patient/family situation.

Volunteer Services

Volunteer Services can supply magazines, puzzle books, and other light recreational items to enhance your stay. Please ask your patient representative about these items.

Hospital Police

The mission of Hospital Police at South Brooklyn Health is to provide security, safety, loss prevention, and maintenance of order by:

- Assisting patients and visitors with any questions or concerns regarding safety and security.
- Providing a safe and secure environment for all visitors and patients.
- Directing patients and visitors to their destinations.

To reach Hospital Police, please dial (718) 616-4422.

Room Changes

Due to your needs or those of another patient, it may be necessary to change rooms during your time in the hospital. Your visitors will be provided the new location when they visit the lobby for a Visitor's Pass.

Hand Hygiene

We know that clean hands prevent infections and save lives. At South Brooklyn Health, you can ask any of our staff if their hands are clean. Staff and visitors should also wash their hands before entering and exiting the patient's room.

In some areas of the hospital, you will notice a new device we are using to make sure you understand our commitment to your safety. These badges help to remind us to wash our hands at every opportunity. We want you to feel safe and involved in your care. If you see a green hand on a badge, it shows you that the staff member has clean hands and they are ready to care for you. If you see anything other than a green hand, please ask us about it.

Valuables

Cash, jewelry, and other valuables should not be kept in patient rooms. Patients are strongly encouraged to send all valuables home with a family member or designated support person. In the event a patient chooses not to send valuables home with a family member or designated support person, they will be given the option to secure their valuables in the Admitting Department safe. If a patient declines all recommendations above for securing valuables, they will be asked to complete a Valuables Waiver. Patients who are unable to secure their property will have their property and valuables secured by hospital staff.

Medical Response Team

At South Brooklyn Health, we take the safety and health of all of our patients, staff and visitors seriously. You may hear some of the overhead announcements requesting urgent help for those in need. Everyone is able to activate a medical response team if they see a medical emergency in any of our buildings.

Call 55555 (five 5's) from any hospital phone.

TV CHANNEL GUIDE



| | | | |
|----|---------------------|----|--------------------|
| 2 | CBS | 29 | Free Form |
| 3 | NBC 4 | 30 | TBS |
| 4 | FOX 5 | 31 | TLC |
| 5 | ABC 7 | 32 | Hallmark |
| 6 | MNT | 33 | TNT |
| 7 | CW | 34 | USA |
| 8 | PBS | 35 | Bravo |
| 9 | PBS (WLIV) | 36 | Disney |
| 10 | Entertainment | 37 | Food Network |
| 11 | ION | 38 | Life Time |
| 12 | IND WJLP | 39 | National Geography |
| 13 | UNIVISION (Spanish) | 40 | History Channel |
| 14 | TELEMUNDO (Spanish) | 41 | Paramount |
| 15 | IND WZME | 42 | TCM |
| 16 | PBS 50 | 43 | SCI FI |
| 17 | WLNY 55 | 44 | NICK |
| 18 | WRNN 62 | 45 | TV LAND |
| 19 | WMBC | 46 | EWNT |
| 20 | CNN | 47 | TBN |
| 21 | FOX News | 48 | Patient Education |
| 22 | CNN Headline News | 49 | Patient Education |
| 23 | Bloomberg | 64 | Patient Education |
| 24 | AMC | 65 | Patient Education |
| 25 | Animal Planet | 66 | Patient Education |
| 26 | Comedy Central | 67 | Patient Education |
| 27 | CN | 68 | Patient Education |
| 28 | Discovery | 69 | Patient Education |

SEC.01

During Your Stay



FOOD AND NUTRITION SERVICES

You will be screened for nutritional risks and may be referred to a Dietitian, if needed. Nutrition Services include, but are not limited to education, counseling, and specific recommendations to improve health and nutrition.

You will be offered a choice of meals that are designed to meet both your therapeutic and nutritional needs as well as any dietary restrictions you may have.

We offer vegetarian, Kosher and Halal meals at the patient's request, and will honor food preferences whenever possible, in accordance with the recommended diet ordered by your doctor or provider.

Meals are served on the following schedule:

| | |
|------------------|-------------------------|
| Breakfast | 7:00am - 8:30am |
| Lunch | 11:30am - 1:00pm |
| Dinner | 4:30pm - 6:00pm |

Andy's Cafe is available on the first floor of the Health & Wellness Institute near the Ocean Parkway Entrance.

Monday - Friday
7am - 8pm
Saturday & Sunday
7am - 3pm

Vending machines are available in various locations throughout the facility.

Wi-Fi

Free wireless internet is available throughout the hospital for patients and visitors. Connect to "Guest Wi-Fi" on your device. Television and Telephone Service are free of charge to our patients, guests and visitors.

Cell Phone Charging Stations

Complimentary cell phone charging stations are available throughout the facility. Upon request, we can also provide cell phone chargers to patients and families. Please ask a team member for assistance.

ATM

For your convenience, an ATM is located near the 1st Floor, Tower Lobby Elevator Bank and outside the Kane Auditorium on the 2nd Floor of the Health & Wellness Institute.

SEC.02

Your Healthcare Team

The Case Management and Social Work teams are available on every Inpatient Unit.

Available Monday - Friday from **8:00 AM to 12:00 AM**, and weekends/holidays from **8:00 AM to 4:00 PM**

**Case Management
Department:
(718) 616-5369**

**Social Work
Department:
(718) 616-4209**

Case Management & Social Work Services

As part of your healthcare experience at NYC Health + Hospitals/ South Brooklyn Health, you will be visited by the Case Management and Social Work team during your hospital admission.

As discharge planning begins on the day of admission, our team will visit with you during your stay, and assist you with resources needed to ensure a safe discharge plan. These resources may include a referral to a Shelter, Home Care Services, or a Nursing Rehab Facility, to name a few.

Your Case Manager and Social Worker, will be in communication with you and your appointed caregiver, to ensure that your questions or concerns are addressed and lead to a safe discharge plan.

Caregivers

- A caregiver is the person in your life who is closely involved in your healthcare and can help care for you as you move from one healthcare setting to another.
- It is important to identify your caregiver to our staff as soon as possible, so they can be included in discussions about your care and receive the necessary information and training.
- Please note that you, your caregiver and/or private doctor have the right to request an after-visit summary from your healthcare team, with your permission.

Ethical Issues

You (the patient), your caregiver, your family member, or your significant other may direct questions regarding ethical issues to the Attending Physician, Nursing Supervisor, or a Patient Representative. Ethical issues may include Advance Directives, withdrawal of life support, questions regarding Do Not Resuscitate (DNR), assessment and management of pain, refusal of the use of banked blood products, and/or any issues that affect patient care.

Here are some of the people who will help you get well at NYC Health + Hospitals/South Brooklyn Health.

Medical Staff - Attending Physicians direct your medical care or surgical procedure and plan your treatment.

House Staff - Resident Physicians are graduates of an approved medical school who are now training to become specialists in one or more of the various fields of medicine.

Physician Assistants & Nurse Practitioners - Under physician supervision, Physician Assistants (PA) and Nurse Practitioners (NP) may conduct your interview and exam, as well as participate in all aspects of your care.

Nursing Supervisor/ Head Nurse (RN) - A licensed professional who is responsible for the daily management of the nursing unit; serves as a resource to staff, patients, and family members. Each Head Nurse is responsible for managing their nursing unit. You may express any concerns, feedback, or suggestions to the Head Nurse.

Registered Nurse (RN) - A licensed professional who has responsibility for providing nursing care.

Licensed Practical Nurse (LPN) - A licensed professional who works with the Registered Nurse and other team members to provide nursing care.

Nurse Aide (NA) - Assistants who support the nurse in providing nursing care.

Patient Care Associate (PCA) - Associate who support the nurse in providing nursing care.

Behavioral Health Associate (BHA) - Associates who support the nurse in providing nursing care for Behavioral Health.

Phlebotomists - Health care professionals who collect blood samples for tests and transfusions.

Midwives - Certified Midwives work in consultation with an Attending Obstetrical Physician to provide care for maternity patients.

Clinical Laboratory Technology Practitioners - specially trained in processing and analyzing specimens (blood, urine, etc.) collected from you by your care team.

Dietitians - specially trained in nutrition. They are available to counsel you on your nutritional needs and to explain any special diet your doctor may have ordered.

Pharmacists and Technicians/Aides - Pharmacists, assisted by pharmacy technicians and aides, address your inpatient and outpatient medication needs.

Radiology Technicians - X-Ray, Nuclear Medicine, Respiratory Therapy, Echocardiogram and Electrocardiogram Technicians are trained to complete radiology examinations requested by your doctor (like x-rays, sonograms, etc). These examinations use special equipment to take images of the body that help doctors make a diagnosis and decide on the best treatments.

SEC.03

Get Involved In Your Care

If you have any concerns about your care, first speak to your nurse or doctor. If you still feel that your needs are not being met, **contact Patient Relations at (718) 616-4164.**

For assistance overnight, please call (718) 616-3000 to reach the operator and ask to speak with the Administrator on Duty.

If you still have concerns, you can report them to The Joint Commission:

**Office of Quality Monitoring
The Joint Commission**

One Renaissance Blvd., Oakbrook Terrace, IL 60181

1-800-994-6610

complaint@jointcommission.org

Your Role In Your Health Care

- You should be active in your health care.
- You should ask questions.
- You should pay attention to the instructions given to you by your caregivers. Follow these instructions.
- You should share as much information as possible about your health with your caregivers. For example, give them an up-to-date list of your medicines. Don't forget to remind them about your allergies.
- You should give truthful information regarding your identity and your health history, as this can impact your care.

Things You Can Do to Help with Your Care

- You can name your personal representative, called an advocate, who can get information and ask questions for you when you can't.
- Your advocate cannot make decisions for you, unless he/she is your legal guardian or you have given them that responsibility by signing a legal document, such as a healthcare power of attorney (called a Health Care Proxy).
- If you want your healthcare providers to share information with your advocate or others, you will need to sign a form giving permission.
- Your health care providers will talk to you about your treatment and its risks, options to treatment and what can happen if you aren't treated. You will be asked to sign an informed consent after this discussion.
- Refer to the New York State Department of Health Booklet, "Your Rights as an Inpatient in the State of New York," for information regarding Healthcare Proxies and Advanced Directives. If you have signed one or more of these documents, be sure copies are placed in your chart.
- Your feedback helps us provide the very best care for your patients. If you would like to recognize individual staff members or have comments about your stay, please **contact the Patient Relations Department at (718) 616-4164.**

Know Your Rights

You have rights and a role regarding your treatment and care. Knowing your rights and role can help you make better decisions about your care.

You have the right:

- to be informed about the care you will receive.
- to get information about your care in your language.
- to make decisions about your care, including refusing care.
- to know the names of the caregivers who treat you.
- to safe care.
- to have your pain treated.
- to know when something goes wrong with your care.
- to get an up-to-date list of all of your current medicines.
- to be listened to.
- to be treated with courtesy and respect.

Contact:

For assistance
completing a
Health Care Proxy,
Call Patient Relations
(718) 616-4164

Health Care Proxy

A Health Care Proxy is a legal document completed by a patient, which allows someone they trust to make medical decisions on their behalf in the event they become incapacitated or unable to make medical decisions for themselves. We strongly encourage all patients to complete a Health Care Proxy so we know who should make decisions for you if a situation arises during your hospital stay when you are unable to make decisions for yourself.

Contact:

Palliative Care team
Call **(718) 616-0126**

Palliative Care

Palliative Care is medical care focused on individuals with a serious, advanced disease, which cannot be cured. Palliative medicine concentrates on pain and symptom management. The desired goal is to help patients live comfortably with the best quality of life, both for the patient and their loved ones.

How does Palliative Care fit in with other services?

The Palliative Care team maintains close communication with the Attending Physician, and the patient's family, ensuring unified agreement on treatment methods and goals of care.

**PATIENT BILL
OF RIGHTS
IN A HOSPITAL**

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, gender identity, national origin, disability, sexual orientation, age or source of payment.
- 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** Identify a caregiver who will be included in your discharge planning and sharing of post-discharge care information or instruction.
- 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** Review your medical record without charge and, 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** View a list of the hospital's standard charges for items and services and the health plans the hospital participates with.
- 18** Challenge an unexpected bill through the Independent Dispute Resolution process.
- 19** 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.
- 20** Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
- 21** Make known your wishes in regard to anatomical gifts. Persons sixteen years of age or older may document their consent to donate their organs, eyes and/or tissues, upon their death, by enrolling in the NYS Donate Life Registry or by documenting their authorization for organ and/or tissue donation in writing in a number of ways (such as a health care proxy, will, donor card, or other signed paper). The health care proxy is available from the hospital.

**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.

5 THINGS YOU CAN DO TO PREVENT INFECTION

Avoiding contagious diseases like the common cold, strep throat, and the flu is important to everyone. Here are five easy things you can do to fight the spread of infection.

1 CLEAN YOUR HANDS

Use soap and warm water. Rub your hands well for 20 seconds. Rub your palms, fingernails, thumbs, between your fingers, and the backs of your hands. Sing the “ABC” song while you wash your hands. Rinse thoroughly under running water.

If your hands do not look dirty or you do not have access to soap, water and a sink, clean them with alcohol-based hand sanitizers. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.

Clean your hands before touching or eating food. Clean them after you use the bathroom, take out the trash, change a diaper, visit someone who is ill, or play with a pet.

If you have diarrhea, soap and water should be used.

2 MAKE SURE ALL HEALTH CARE PROVIDERS CLEAN THEIR HANDS AND WEAR GLOVES WHEN NECESSARY.

It is important that all health care providers clean their hands before caring for you. Visitors are also encouraged to clean their hands when visiting patients. Ask them if they have cleaned their hands.

In some situations, health care providers may use additional protective equipment such as: gloves, gowns and/or masks. In these cases, visitors may be asked to use personal protective equipment such as: gloves, gowns and/or masks when visiting patients in the hospital.

3 COVER YOUR MOUTH AND NOSE

Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel 3 feet or more! Cover your mouth and nose to prevent the spread of infection to others.

Use a tissue! Keep tissues handy at home, at work and in your pocket. Be sure to throw away used tissues and clean your hands after coughing or sneezing.

If you don't have a tissue, cover your mouth and nose with the bend of your elbow.

If you use your hands, clean them right away.

4 IF YOU ARE SICK, AVOID CLOSE CONTACT WITH OTHERS.

If you are sick, stay away from other people or stay home. Don't shake hands or touch others.

When you go for medical treatment, call ahead and ask if there's anything you can do to avoid infecting people in the waiting room.

5 GET SHOTS TO AVOID DISEASE AND FIGHT THE SPREAD OF INFECTION.

Make sure that your vaccinations are current - even for adults. Check with your doctor about shots you may need. Be sure to get the flu shot every year.

Vaccinations are available to prevent these diseases.

Ask your doctor if you need to be vaccinated to prevent Tetanus, Diphtheria, Pertussis (whooping cough), Pneumonia, Shingles and/ or Meningitis.

**WAYS TO KEEP
YOU SAFE****Questions to ask the health care workers who give the test or take your blood:**

Have you washed your hands?

Do you need to wear gloves while you take my blood or sample?

When will the results be ready? How will my doctor and I be informed of the results?

Will you quickly notify my doctor if the test shows a problem that needs immediate action?

**Your healthcare workers take certain safety measures when you are having a test done.**

They will wash their hands.

They will check your ID bracelet and the test that is ordered.

They will label the tube while at your bedside.

If you are having a blood test, the phlebotomist will label the tube while at your bedside.

Make sure you understand the tests that your doctor has ordered.

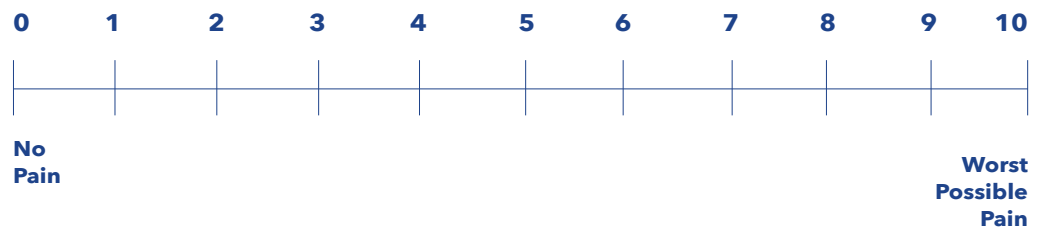
PAIN MANAGEMENT

Our clinical teams will partner with you on a plan for your medical treatment, including pain management. They will help you understand how to manage your pain and determine the effectiveness of treatments for pain.

We want to ensure your stay here with us is as comfortable as possible. If you feel pain, please inform your nurse immediately. Inform them of where the pain is and refer to the chart noted below to help describe your level of discomfort (1 through 10): 1 being a level of minor pain to 10 being extremely uncomfortable and intruding on your quality of care.

How do you feel?
Wong-Baker FACES® Pain
Rating Scale

| 0 | 2 | 4 | 6 | 8 | 10 |
|---|---|---|---|---|---|
|  |  |  |  |  |  |
| No Hurt | Hurts Little Bit | Hurts Little More | Hurts Even More | Hurts Whole Lot | Hurts Worst |
| No Duele | Duele Un Poquito | Duele Un Poco Más | Duele Mucho | Duele Mucho Más | Duele Demasiado |



CALL DON'T FALL

Your safety is important! Please be careful getting in and out of your bed, using the bathroom, and walking in or out of your room. Please use the call bell to ask for help when getting out of bed or using the toilet to prevent falls that can result in injury, especially if advised to do so by the nursing team. Medical conditions you are being treated for, medical equipment in the room, or medications given to you in the hospital can make it difficult to walk safely and may increase the chance of tripping and falling, even if you do not usually need help at home.

**Why falls can happen:**

- Medicines for blood pressure, pain, water pills, sleeping pills or laxatives can make you dizzy when you stand or sit up.
- You may be weak or unsteady because of your illness.
- Your hospital room may be unfamiliar to you, especially when you wake up at night.

How you can prevent falls:

- Use your call bell if you need assistance.
- Keep your call bell, bedside table and phone, within reach.
- If the nurse has instructed you to ask for help before getting out of bed, please do so.
- Sit on the side of the bed for one minute before getting up to walk.
- Ask for help right away if you should feel weak or dizzy.
- If you use eyeglasses, a hearing aid, cane or walker, please use them while you're here.
- Wear non-skid slippers when walking.
- Do not lean on rolling carts, IV poles or bedside tables.
- Tell us right away if a spill occurs so we can clean it up.
- If you had a fall before coming to the hospital, let your nurse or doctor know.

MEDICATION SAFETY



At discharge, you will be given a list of all your medications.

Review this list carefully and if you have any questions, ask your nurse and/or doctor.

Use this list every time you go to your doctor or if you need to come back to the hospital. Make sure you update the list to keep it current. Make sure you don't list a medication twice by listing both its brand name and generic name. (You could take too much of the medicine if you mistakenly list it twice).

To help keep you safe, take the following steps:

- Tell your nurses, doctors, pharmacists and other caregivers all of the medicines that you take every day, including vitamins, over-the-counter medicines, recreational drugs (alcohol, marijuana), and allergy medicines.
- We take steps to help avoid mistakes with your medications. Your nurses, doctors and other caregivers will check your wristband and ask your name before giving you medicine.
- Don't be afraid to tell a caregiver if you think you are about to get the wrong medicine.
- Know what time you should get a medicine. If you do not get it at that time, then ask.
- Tell your caregiver if you don't feel well after taking a medicine.
- Ask for help immediately if you think you are having a side effect or reaction.
- Get a list of your medicines—including your new ones. Make sure it lists everything you are taking. If you're not well enough to do this, ask a friend or relative to help.
- Ask your nurse for printed material about the medicines.
- Know the brand name and generic name of your medicine.
- Know how long you should continue taking the medicine.

Whether you are getting medicine by IV or in a pill form, always ask:

- What is the medicine?
- What is it supposed to do?
- What are the side effects?
- Who can I call if I have side effects?
- Can you take this specific medicine if I have a certain allergy?
- Is it safe to take this medicine with my other medicines and vitamins or supplements?
- Are there specific instructions for my medicines? For example, are there any foods or drinks I should avoid while taking it?
- Is it safe to drink alcohol with the medicine?

PREPARING FOR SURGERY

Ask your doctor:

- Are there any prescriptions or over-the-counter medicines that I should not take before or after my surgery?
- Can I eat or drink before or after my surgery?
- Should I trim my nails and remove any nail polish?
- If you have other questions, write them down. Take your list of questions with you when you see your doctor.

Ask someone you trust to:

- Be with you at the hospital or surgery facility. This person can make sure you get the care you need to feel comfortable and safe.
- Check information that Pre-Admission Testing asks for.

Before you arrive at the hospital:

- Shower and wash your hair. Do not wear make-up.
- Leave your jewelry, money and other valuables in a safe place at home.



Before your surgery, the staff will ask you to sign an informed consent form. Read it carefully. It lists:

- Your name.
- The kind of surgery you will have.
- The risks of your surgery.
- You will be asked to sign that you talked to your doctor about the surgery and your questions were answered.
- Your agreement to have the surgery. Make sure everything on the form is correct.

Make sure all your questions have been answered.

If you do not understand something, ask again.

For your safety, the staff may ask you the same question many times. They will ask:

- Who you are.
- What kind of surgery you are having.
- The part of your body to be operated on. They will also double check the records from your doctor's office.

Before your surgery:

- Your doctor will mark the spot on your body to be operated on.
- Make sure your doctor marks only the correct part and nowhere else. This helps avoid mistakes.
- Marking usually happens when you are awake. Sometimes you cannot be awake for the marking. If this happens, a family member or friend or another health care worker can watch the marking. They can make sure that your correct body part is marked.
- The surgeon will check the exact place in the operating room after you are asleep.
- Your surgical team will take a "TIME OUT" just before your surgery.
- This is done to make sure they are doing the right surgery on the right body part on the right person.
- Depending on your surgery, you may be required to take an antibiotic at a certain time to avoid an infection.

After your surgery:

- Tell your doctor or nurse about your pain. Hospitals must help relieve your pain.
- Ask questions about medicines that you need to take, especially new medicines.
- Ask your doctor if you will need therapy or medicines after you leave the hospital.
- Ask when you can resume activities like work, exercise and travel.

SEC.04

Discharge Process & Follow Up Care

HELPFUL INFORMATION FOR GOING HOME

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



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, medications to take and to stop taking, and follow-up care and appointments.

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. Ask your doctor or nurse if you need assistance getting your medication.

Follow - up appointments - We will also set up follow-up appointments for you if they are needed. If you have an issue with this or any appointments, please call **844-NYC-4NYC (844-692-4692)**.

Social Work - South Brooklyn Health Social Workers can help set up home care, long-term care, nursing home, or shelter placement for you. They can also assist with crime victims' services, addiction services, and other programs.

Signing Out

Patients who understand the consequences of their actions, are not incapacitated and are legally permitted to make decisions for themselves have the right to sign out at any time. However, if you sign out of the hospital against medical advice, all services provided to you by the hospital will cease. These forfeited services include transportation arrangements, home care, and placement assistance for any other health facility. Before you decide to sign out against medical advice, please contact your nurse or physician.

PLANNING YOUR FOLLOW UP CARE

Before leaving the hospital, you will be provided with an **after-visit summary**. This will include what medicine you need to take, your activity level, your diet, and follow up doctor's appointments, etc.

What should you do before leaving the hospital?

- Every patient is given a Case Manager who will work with you to plan your transition of care to your home or another facility.
- Ask a family member or friend to help plan your follow-up care.
- Write down any questions you may have for your Case Manager and refer to this when you have a discussion.
- All patients have a right to receive information in their own language. You have a right to have a translator. South Brooklyn Health uses a special interpreter telephone system for persons whose primary language is other than English.
- Talk to your Case Manager about all your needs after discharge.
- Ask about referrals for home care services or a skilled nursing facility. Find out about payment options, including whether financial assistance is available. Find out if the service or organization is licensed or accredited.

Make sure you understand what your caregiver is saying. If you do not understand, ask.

- If you don't understand, tell them you do not understand. Ask lots of questions. Caregivers have a duty to help you understand. You should not leave until you understand what to do and what is happening to you.
- If you speak another language, ask for someone who speaks your language. This person can help you talk to caregivers.
- You have the right to get free help from someone who speaks your language. South Brooklyn Health uses an interpreter phone if there is not a medical person who speaks your language. We may also have written material in your language.

What can you do if you have trouble reading? Or if you cannot read?

- Don't be embarrassed. Tell your caregivers. They can help you. They can explain paperwork to you. They may even have paperwork that is easier to read and understand.



MYCHART

MyChart is South Brooklyn Health's secure patient portal that gives you better access to your healthcare information.

Medical history, allergies, medications, procedures performed, lab test results, radiology results and vital signs are all available on the patient portal.

Manage your health online, 24/7!

Use a free, convenient, and secure tool called MyChart to view and manage your health information online at any time. You can also designate a proxy to access your records.

With MyChart, you can:

- View your lab results
- Review your medical history, medications, immunizations, and other information
- See your appointment information
- View your after-visit summaries
- Request medication refills
- Send a message to your doctor's office

For assistance and technical support with MyChart please dial the Helpline at:
(844) 920-1227

If you would like paper copies of your medical records, please contact our Medical Records Department at
(718) 616-4196 or (718) 616-4222

During your admission, you can use most of these features along with the ability to leave a message for your care team using the MyChart Bedside functionality. No need to download any additional tools, it works through the same MyChart application.

How to Sign Up:

To start using MyChart today, you will need a MyChart activation code. You will find the code on your after-visit summary.

Go to mychart.nychealthandhospitals.org and click on Sign Up Now.

Enter your activation code and complete the sign-up form to access your MyChart account.

(Children between the ages of 10 - 18 will only have limited information available in MyChart.)

SEC.06

Your Hospital Bill

PAYING FOR YOUR CARE AT SOUTH BROOKLYN HEALTH

If you do not have health insurance, you may be eligible for assistance in paying your hospital bills. Information about financial assistance is available at our Financial Assistance Office by contacting **(718) 616-5024**.

South Brooklyn Health is a participating provider in many health plan networks. Find a list of the plans in which we participate in at nychealthandhospitals.org/paying-for-your-health-care/

Contact your health plan directly to confirm that you are covered for the services that you will be receiving, and that South Brooklyn Health is in the network for your health plan. It is important to check whether we participate in the specific insurance product under which you are covered. The contact number for your health plan is listed on your insurance card.

It is also important for you to know that the professional services you receive in the hospital may not be included in the hospital's charges. Professionals who provide services at the hospital may be independent voluntary physicians or they may be employed by a physician group. South Brooklyn Health does contract with a physician group, listed below, to provide services at the hospital.

The physician group can provide information on the participating plans for your providers, as well as any other physicians who will be required for your care, such as anesthesiologists, radiologists and pathologists. You should contact the group directly to find out about their participating health plans.

For South Brooklyn Health, the group to contact is:

Coney Island Medical Practice Plan, P.C. Coney Island Hospital
2601 Ocean Parkway Brooklyn, NY 11235

(718) 616-4554 or (718) 616-4555
CIMPP.org



Hospitals are required by law to make available information about their standard charges for the items and services they provide. At South Brooklyn Health, this information is available by contacting:

- Customer Service: **(844) 692-4692**

FINANCIAL ASSISTANCE FOR THOSE IN NEED

Please see Health + Hospitals Financial Assistance insert in your Admission Folder for Further Information Regarding Options for Affordable Insurance.

If you are not eligible for any public insurance program a Hospital Care Investigator will visit you during your stay and discuss with you the possibility of reducing your bill to an amount you can afford and/or making payments over an extended period of time.

As a member facility of NYC Health + Hospitals, South Brooklyn Health has long set an example of how all people - regardless of their ability to pay or their immigration status - should be served.

Our financial assistance program far exceeds NYS requirements for providing charity care, reduces disparities to access by assisting eligible patients to obtain public health insurance, and provides discounted services to uninsured patients.

HOPE. RECOVERY. RESILIENCE.

How can I find help after I leave the hospital?

Planning ahead can help people living with mental illness avoid a crisis situation. By talking with your doctor and treatment team, you can develop a plan that will help you if you feel your symptoms are returning. **Be sure to have the number of a contact person to call before you leave the hospital.**

The first thing to do if you feel your health worsening is to call your contact person or your mental health professional. If you don't currently have a mental health professional, make an urgent appointment with a primary care physician just as you would for the flu or an infection, so that you can begin finding support quickly. You can also make an appointment with a mental health professional through OMH's "Find a Mental Health Program" or in New York City by calling NYCWell at **1-888-NYC-WELL** or texting **"WELL" to 65173**.

Find a Mental Health Program.

You can use the OMH **"Find a Mental Health Program"** guide (<https://my.omh.ny.gov/bi/pd/>) to find clinic, outpatient, crisis, and emergency services in your area. The Program Directory provides a list of all programs in New York State that are operated, licensed, or funded by the Office of Mental Health. The directory provides information on all types of mental health services.

Are you experiencing a crisis?

Don't have a mental health provider or can't reach them?

Fortunately, there are many organizations that offer help for people going through a difficult time. They can be an important first step in getting the help you need. Some hotlines that can help you find support and services include:

National Suicide Prevention Lifeline

If your life or someone else's is in imminent danger, **please call 911**. If you are in crisis and need immediate help, please call: **1-800-273-TALK (8255)**.

Crisis Text Line

New York State has partnered with Crisis Text Line, an anonymous texting service available 24/7. Starting a conversation is easy. Text **GOT5 to 741741**.

Domestic Violence

If you or someone else is in a relationship is being controlled by another individual through verbal, physical, or sexual abuse, or other tactics, please call: **1-800-942-6906**.

National Empowerment Center

An advocacy and peer-support organization run by consumers and ex-patients in recovery. Call: **800-power2u (800-769-3728)**

National Alliance on Mental Illness

NAMI offers a hotline (**1-800-950-NAMI (6264)**) and email address (info@nami.org) to help answer your questions about local support groups, services and treatment options.

The Trevor Project

Provides crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender and questioning youth. Call: **1-866-488-7386**

The New York State Office of Mental Health

operates psychiatric centers across the state, and also regulates, certifies and oversees more than 4,500 programs, which are operated by local governments and nonprofit agencies. To contact OMH or one of its Field Offices located across the state:

New York State Office of Mental Health:
Albany (800) 597-8481,
www.omh.ny.gov

Western New York Field Office:
Buffalo (716) 533-4075

Central New York Field Office:
Syracuse (315) 426-3930

Hudson River Field Office:
Poughkeepsie
(845) 454-8229

New York City Field Office:
Manhattan
(212) 330-1650

Long Island Field Office:
West Brentwood
(631) 761-2886

If you still cannot get the help you need and are experiencing a crisis, you should:

- **Call 911** – Tell the operator that it is a “mental health emergency” and ask for emergency responders with Crisis Intervention Team (CIT) training. Many first responders will approach a mental health situation differently if they know what to expect.
- **In New York City**, you can call NYC Well for help in a crisis at **1-888-NYC-WELL** or texting **“WELL” to 65173**.
- **Go to the emergency room at your local hospital.** If you are in crisis and it’s not possible to get in touch with a mental health or crisis specialist, a visit to an emergency room is your best option

Know your rights for insurance coverage.

New York State has a new program to help people access their insurance coverage for substance use disorders and mental health services.

The new Ombudsman Program, called **Community Health Access to Addiction and Mental Healthcare Project (CHAMP)** can help you better understand your legal rights to behavioral health insurance coverage and help you to access treatment and services. The Ombudsman’s Office can also help with health insurance coverage. A general mailbox (Ombuds@oasas.ny.gov) and a hotline number **(888-614-5400)** have been established for questions.

Remember, it’s OKAY to seek support.

Far too many people who have behavioral health concerns for themselves or their family members are reluctant to seek advice or treatment because of the stigma surrounding mental illness. Fortunately, that is changing.

People are realizing that mental illness is not a weakness or personal failing. There is no shame in seeking out mental health services, just as there’s no shame in seeking medical treatment for high blood pressure, diabetes, or physical rehabilitation.



Office of
Mental Health

SEC.07

Health Resources And Information

SMOKING CESSATION



YOU CAN

QUIT

NICOTINE ADDICTION

Let Us Help

For over 20 years, the New York State Smokers' Quitline has helped NY residents quit tobacco. Today, we help New Yorkers quit smoking and vaping by offering one-on-one, tailored phone, online, and text support, as well as a FREE supply of patches and more!

Get Started

Thinking about quitting smoking, vaping, or other forms of tobacco?

“

You *never* gave up on me—and I've finally been able to quit!

-Quitline Caller



Call: **1-866-697-8487**

Visit: **nysmokefree.com**

Or Scan QR Code:

1-866-NY-QUITS (1-866-697-8487)

TALK. GET SUPPORT. GET MEDICATIONS.

Developed by Roswell Park Cessation Services for the New York State Smokers' Quitline, located in Roswell Park Comprehensive Cancer Center.



PRESS GANEY
SURVEY

OUR PATIENTS ARE IMPORTANT

We want to improve, and you can help.

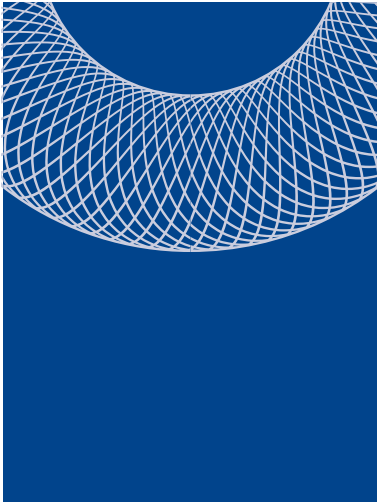
You may receive a survey asking you about your visit. Please complete the survey. We will use your feedback to make improvements.



You may receive a survey by phone, mail, email or text.

Surveys are administered by Press Ganey Associates, Inc. All responses are confidential.





RUTH BADER GINSBURG HOSPITAL

What's in a name? **U.S. Supreme Court Justice Ruth Bader Ginsburg** was a legend, a trailblazer, and a champion of equity. Named after this Brooklyn icon, the new hospital will be the visual anchor of a transformed health care campus where you can truly expect excellence for all.





**EXPECT
EXCELLENCE
FOR ALL**



South Brooklyn Health

ENGLISH

2601 Ocean Parkway, Brooklyn, NY 11235
844-NYC-4NYC (844-692-4692)



SouthBrooklynHealth.nyc