



## A Message From The President

At Mount Sinai South Nassau, we're focused on the health and well-being of you and your family. Our people, our facilities and our programs make Mount Sinai South Nassau a destination for those who seek quality health care in a caring environment.

Every day, we're at the forefront of medical advances that are changing the very foundation of health care. But one thing remains the same — and that's our unwavering commitment to our patients, their families and this community.

Our community ties are strong, as is our dedication to being the high-quality health care resource you know and trust — one that you and your family can turn to for leading-edge technology and lifesaving techniques — right here in the community you call home.

So, I invite you to get to know Mount Sinai South Nassau. Once you see all we have to offer, I'm sure you'll agree that we bring you and your family the very best in medical care available anywhere.

We wish you a complete and speedy recovery.

Regards,

A handwritten signature in black ink that reads "Adhi Sharma". The signature is written in a cursive, flowing style.

Adhi Sharma, MD

President

P.S. After you leave the hospital, you may receive a mail or telephone survey to check on your health and your satisfaction with the hospital's services. We encourage you to complete the survey since it will help us provide better service to others.

### Patients' Bill of Rights and Advance Directives

Your Patients' Bill of Rights and information on Advance Directives are included in the pocket at the back of this guide.



# Welcome to Mount Sinai's Flagship Hospital on Long Island

We encourage you to review this Patient Information Guide. It provides answers to questions you may have about Mount Sinai South Nassau's services and amenities. You will also find a booklet titled "Your Rights as a Hospital Patient", and other useful documents.

It is your right as a patient to speak your language of preference. Clear communication is absolutely necessary when discussing your health. Free interpreter services are available 24 hours a day.

We acknowledge and encourage your cultural needs. If you need language assistance, please call 516-632-3484, Monday to Friday from 9 am – 5 pm.

If you have spiritual needs please call 516-632-4586, Monday to Friday from 8:30 am – 4:30 pm.

Our goal is to make your stay with us the best it can possibly be.

## Useful Telephone Numbers\*

<b>General Information</b>	<b>632-3000</b>
<b>Admitting Department</b>	<b>632-3990</b>
<b>Case Management</b>	<b>632-3927</b>
<b>Chaplain</b>	<b>632-4586</b>
<b>Compliance and Privacy Officer (HIPAA Privacy)</b>	<b>632-3040</b>
<b>Community Education</b>	<b>377-5333</b>
<b>Food and Nutrition</b>	<b>632-4455</b>
<b>Home Care Department</b>	<b>377-5000</b>
<b>Language Services</b>	<b>632-3484</b>
<b>Medical Records</b>	<b>632-3907</b>
<b>Mental Health Counseling Center</b>	
2277 Grand Avenue, Baldwin, New York	<b>377-5400</b>
250 Fulton Avenue, Hempstead, New York	<b>485-5710</b>
<b>Nursing Administration</b>	<b>632-3910</b>
<b>Palliative Care &amp; Geriatric Services</b>	<b>632-4200</b>
<b>Patient Care Services</b>	<b>632-3910</b>
<b>Patient Financial Services</b>	
<b>Financial Assistance</b>	<b>632-4015</b>
<b>Insurance Information</b>	<b>632-3901</b>
<b>Self-Pay Billing (Outpatient &amp; Inpatient)</b>	<b>255-1680</b>
<b>Inpatient Billing</b>	<b>255-1550</b>
<b>Outpatient Billing</b>	<b>255-1500</b>
<b>Mental Health Billing (Outpatient)</b>	<b>255-1556</b>
<b>Patient Relations Representative</b>	<b>632-3414</b>
<b>Pre-Surgical Evaluation Center</b>	<b>632-4834</b>
<b>Rabbi</b>	<b>632-4586</b>
<b>Security</b>	<b>632-3974</b>
<b>Social Work</b>	<b>632-3925</b>
<b>Spiritual Care Services</b>	<b>632-4586</b>
<b>Telephone and Television Rental</b>	<b>632-4552</b>
<b>Transitional Care Unit</b>	<b>632-3500</b>
<b>Volunteer Services</b>	<b>632-3928</b>

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\* When using a hospital telephone to call any other phone in the hospital, it is only necessary to dial the last four digits of the phone number.

# Interpretation Services Notification

**This facility provides interpretation services free of charge for Limited English Proficient patients.**

Mount Sinai South Nassau complies with applicable federal civil rights laws and does not discriminate and does not exclude people or treat them differently based on race, color, national origin, language, religion, sex, age, disability, citizenship, marital status, creed, sexual orientation, gender expression or gender identity (the patient's preferred gender will be respected, and the patient will be referred to by their name and pronoun of choice) or other non-medically relevant factor or any other characteristic protected by federal or state law.

Mount Sinai South Nassau provides appropriate free auxiliary aids and services to people with disabilities to communicate effectively with us and in a timely manner, such as:

- Qualified interpreters; and
- Written information in other formats (large print, audio, accessible electronic formats and other formats).

Mount Sinai South Nassau provides free language services to people whose primary language is not English to provide meaningful and equal access to healthcare, such as:

- Qualified interpreters; and
- Information written in other languages.

If you or your companion need these free services please inform the Mount Sinai South Nassau staff.



**English:** Please notify your caregiver if you speak [language]. Interpretation services are provided at this facility free of charge.

**Albanian** Shqip

Lutemi njoftoni personin që kujdeset për ju se flisni shqip. Në këtë institucion sigurohen shërbime përkthimi falas.

**Arabic** العربية

إن كنت تتكلم العربية، نرجو إبلاغ القائمين بخدمتك. تُقدّم خدمات الترجمة الكلامية في هذه المنشأة مجاناً.

**Bengali** বাংলা

আপনি যদি বাংলায় কথা বলেন তবে তা আপনার সেবাদাতাকে জানান। দোভাষী পরিষেবা এই হাসপাতালে বিনামূল্যে দেওয়া হয়।

**Bosnian** Bosanski

Obavijestite svog njegovatelja ako govorite bosanski jezik. Prevodilačke usluge se u ovoj ustanovi pružaju besplatno.

**Cambodian** ខ្មែរ

ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សូមជូនដំណឹងដល់មន្ត្រីដែលជួយអ្នក ។  
 ការបំពេញការងារប្រតិបត្តិការសេវាបំប្លែងភាសាសេរី គេឲ្យបានឥតគិតថ្លៃ ។

**Cantonese** 广东话

如果您讲广东话，请告诉您的护理人员。我们免费为您提供口译服务。

**Chinese** 中文

如果您讲中文，请告诉您的照顾人员。我们免费为您提供口译服务。

**Farsi** فارسی

لطفاً اگر فارسی صحبت میکنید، به مراقبت کننده خود اطلاع بدهید.  
 خدمات مترجمین در این تسهیلات بطور مجانی فراهم میشود.

**French** Français

Si le français est votre langue maternelle, veuillez en informer votre prestataire de soin. Un interprète sera mis à votre disposition gratuitement.

**French Creole** Kreyòl Fransè

Tanpri avize pwofesyonèl k ap ba w swen an si w pale Kreyòl Fransè. Nou ofri sèvis entèprèt gratis nan sant isit la.

**German** Deutsch

Falls Sie Deutsch sprechen, teilen Sie dies bitte Ihrem Pfleger mit. In dieser Einrichtung steht ein Dolmetscherservice kostenlos für Sie zur Verfügung.

**Greek** Ελληνικά

Παρακαλούμε να ειδοποιήσετε τον υπεύθυνο φροντίδας σας εάν μιλάτε Ελληνικά. Το ίδρυμα αυτό παρέχει δωρεάν μεταφραστικές υπηρεσίες.

**Haitian Creole** Kreyòl Ayisyen

Tanpri, fè moun k ap ba w swen an konnen w pale Kreyòl Ayisyen. Nan Sant isit la, nou ofri sèvis entèprèt gratis.

**Hindi** हिन्दी

अगर आप हिन्दी बोलते हैं तो कृपया अपनी देखभाल करने वाले को सूचित करें। इस अस्पताल में दुभाषिये (इंटरप्रेटर) की सेवा मुफ्त दी जाती है।

**Hmong** Hmoob

Thov qhia rau koj tus neeg muab kev pab yog hais tias koj hais lus Hmoob. Muaj kev pab txhais lus pub dawb ntawm qhov chaw no.

### Italian Italiano

Se parlate italiano, comunicatelo alla persona che vi assiste.  
Presso questa sede sono disponibili servizi di interpretazione gratuiti.

### Japanese 日本語

日本語をお話になる方がいらっしゃいましたら、介護の方までお申し出ください。  
この施設では、無料の通訳サービスを提供しています。

### Korean 한국어

한국어를 사용하시는 경우 담당자에게 알려주십시오.  
본 시설에서 통역 서비스는 무료로 제공되고 있습니다.

### Mandarin 普通话

如果您讲普通话，请告诉您的护理人员。我们免费为您提供口译服务。

### Polish Polski

Prosimy o poinformowanie personelu sprawującego opiekę, czy mówi Pan/i po polsku.  
W obiekcie tym zapewniamy bezpłatne usługi tłumaczeniowe.

### Portuguese Português

Por favor, informe à pessoa que o está atendendo se você fala português.  
Temos interpretes disponíveis para ajudá-lo gratuitamente caso seja necessário.

### Punjabi ਪੰਜਾਬੀ

ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਦੇਖਭਾਲ ਦਾ ਪ੍ਰਬੰਧ ਕਰਨ ਵਾਲੇ ਨੂੰ ਦੱਸੋ।  
ਇਸ ਹਸਪਤਾਲ ਵਿੱਚ ਦੁਆਬੀਆ (ਇੰਟਰਪ੍ਰੀਟਰ) ਸੇਵਾਵਾਂ ਮੁਫਤ ਮੁਹੱਈਆ ਕੀਤੀਆਂ ਜਾਂਦੀਆਂ ਹਨ।

### Russian Русский

Если вы говорите по-русски, пожалуйста, скажите об этом работнику, осуществляющему уход за вами. Мы предоставляем бесплатные услуги переводчика.

### Somali Soomaali

Fadlan u sheeg daryeel-bixiyahaaga haddii aad ku hadasho Af-Soomaali.  
Adeeg turjubaan oo bilaash ah (lacag la'aan ah) ayaa laga bixiyaa goobtan caafimaadka.

### Spanish Español

Por favor avise a su proveedor de atención de salud si usted habla español.  
En estas dependencias se proporcionan servicios de interpretación libres de costo.

### Turkish Türkçe

Şayet Türkçe konuşuyorsanız bunu lütfen hastabakıcınıza bildirin.  
Kuruluşumuzda ücretsiz olarak tercümanlık hizmeti sunulmaktadır.

### Ukrainian Українська

Будь ласка, повідомте медичного працівника, якщо ви розмовляєте українською мовою.  
Послуги перекладача у нас надаються безкоштовно.

### Urdu اردو

اگر آپ اردو بولتے ہیں تو براہ کرم اپنی نگہداشت کے فراہم کار کو اطلاع دیں۔  
اس اسپتال میں ترجمانی کی خدمات بلا معاوضہ فراہم کی جاتی ہیں۔

### Vietnamese Tiếng Việt

Xin báo cho người chăm sóc cho quý vị biết là quý vị nói tiếng Việt.  
Các dịch vụ thông dịch được cung cấp tại cơ sở này miễn phí.

American Sign Language (ASL)



Do you need an ASL interpreter?

## Admissions

### What to Bring

Personal Items: pack lightly, you will need only essential clothing and toiletries. You may wear your own pajamas, or a patient gown provided by the hospital. Below is a checklist of essential items you may require.

- A robe and slippers, shoes or sneakers with non-skid soles
- Toothbrush and toothpaste
- Comb and brush; (non-electric) shaving equipment and cosmetics
- Eyeglasses, contact lenses, dentures, or hearing aids, should be clearly labeled, and kept in proper containers when not in use
- A list of your medications (prescription and over-the-counter drugs, including herbal supplements), including dosage and frequency information
- A small amount of cash for newspapers or incidentals

Co-pays, coinsurance, deductibles and any other patient responsibilities are to be paid prior to your scheduled surgery. If your hospitalization is unscheduled, payment will be expected at discharge unless any other financial arrangements have been made.

Please send your checkbook, credit cards, jewelry and other valuables home with a family member after admission.

**Mount Sinai South Nassau cannot assume responsibility for the loss and/or breakage of personal items.**

### Please Do Not Bring:

- Valuables (jewelry, expensive clothing, etc.)
- Large sums of cash
- Electrical devices such as a hair dryer, portable TV, etc.
- Your own medications - we will provide and administer all medications needed

### Cellphone Policy

Please respect the rights of fellow patients to a quiet stay. Although cellphones are permitted within the hospital, patients and visitors alike are expected to respect the quiet of the hospital's care environment and limit the length, frequency and volume of cellphone conversation. Your phone's ringtone should be set to the lowest volume possible, or to vibrate mode. Your phone may not receive a signal in all areas of the hospital. Please note, we are not responsible for the loss or breakage of personal items.



## Admissions, *continued*

### Smoke Free Campus Policy

Mount Sinai South Nassau is committed to a tobacco-free environment. Tobacco sale or use is prohibited in the hospital's facilities or on its properties.

Tobacco includes cigarettes, e-cigarettes, cigars, pipes, smokeless or chewing tobacco products. Properties or facilities include all of Mount Sinai South Nassau's facilities, its off-site locations, and the surrounding areas including grounds, company vehicles and parking lots. Please advise your family and visitors of this policy.

### Recording and Photography Policy

The Hospital restricts the use of any device for recording or photography. **Audio recording, video recording, or picture taking is not permitted by patients or visitors unless permission from hospital staff has been obtained.**

**If you need to record or videotape a conversation with a staff member for treatment purposes, our staff, if agreeable, will take appropriate precautions to safeguard the safety and privacy of other visitors and patients.**

For situations in which recording, or photographing is allowed, verbal consent must be given by the individuals (including patients, visitors, or staff) who are being recorded/photographed and safeguards must be put in place to prevent other patients or staff from being inadvertently included in the recording/photograph. Recording can interfere with patient care, may inadvertently capture protected health information (PHI) and/or may inadvertently capture patients and visitors that did not provide consent.

### Cash and Valuables Policy

The hospital is not responsible for any cash, personal and/or valuable items you or your visitors bring, unless you personally place them on deposit with the Security Department.

### Donating Blood for Others

Nearly 2,000 men, women, and children in our community need blood transfusions every day. It takes a special person who understands that making a blood donation is an important life-saving deed. Blood donors must be at least 17 years old, weigh at least 110 pounds and must not have donated blood within the last 56 days. People age 76 and older can donate blood if they meet all criteria and present a physician's letter. For more information on donating blood for others, please call 516-632-4080 or the New York Blood Center at 1-800-933-2566 and use group number 6295 as reference.

### Banking Your Own Blood

In selected instances, you may be able to donate your own blood in advance of your planned surgery (e.g., hip

replacement). This predeposited blood can then be utilized if you need it. You may wish to discuss this with your physician and call New York Blood Services at 516-255-2068.

### Organ Donation

Perhaps the greatest gift a patient can give is the gift of organ donation. A form for enrollment in the NYS Donate Life Organ and Tissue Donor registry is available on page 31 of this guide.

### Check-in/Considerations

Our Admitting Department is located in the South Lobby (near the Washington Avenue entrance) and is open 24 hours a day, 7 days a week. Please be advised that all patients under 18 years of age must be accompanied by a parent or legal guardian, unless they are legally emancipated minors.

### Admission Forms

An admitting representative will ask you to complete and sign an Authorization form to:

- Complete your hospital admission and medical treatment.
- Allow the hospital and its employees, Medical Staff and other practitioners who have been granted clinical privileges to bill your insurance carrier directly.
- Authorize payment to the Hospital and its related providers.
- Complete all other forms that may be required by payors, state and federal agencies.
- Release information to third-party payers, state and federal agencies, as required.

### Patient Information

Your privacy regarding your health information is important to us. If you choose, please designate one (1) person who you would permit us to provide occasional updates on your care and progress. That person can work with you to keep other family and friends informed at your discretion. We appreciate your cooperation so that our dedicated care team can provide uninterrupted, high quality care to you and others.

### Discrimination is Against the Law

Consistent with federal, state and city law, it is the policy of the Mount Sinai Health system that the hospitals, ancillary areas, medical practices, and the Icahn school of Medicine will not tolerate hateful, discriminatory, racist, bigoted, or abusive speech or behavior of any kind on the basis of age, color, disability, gender, gender identity, immigration status, marital or partnership status, military service, national origin, pregnancy, race, religion/creed, sexual orientation or any other status protected by law.

## Medical Records Request

Your medical records document the medical history of your treatment, care, and services provided at Mount Sinai South Nassau. You may view or receive copies of your medical records upon written request. All records are maintained in a strict confidential manner consistent with state and federal regulations, and will not be released without your written authorization. Copies of your medical records are available for follow up care and personal use by completing and signing an "authorization for the release of information." Return the authorization to the HIM (Health Information Management) Department. There is a nominal per-page fee and records will be available within 10 business days. For more information on your health records, please call 516-632-3907 or email us at [medicalrecordrequests@snch.org](mailto:medicalrecordrequests@snch.org).

## Health Insurance Portability and Accountability ACT (HIPAA), Patient Privacy Rights

As of April 14, 2003, all patients receive Mount Sinai South Nassau's Notice of Privacy Practices (NPP), which explains your privacy rights under HIPAA Regulations. The NPP outlines how Mount Sinai South Nassau may utilize your protected health information and provides you with contact information if you have a complaint.

A copy of Mount Sinai's current Notice will always be posted in the reception area where you receive care. You will also be able to obtain your own copy by accessing our website at [mountsinai.org/HIPAA](http://mountsinai.org/HIPAA), calling our office, or asking for one at the time of your next visit. If you have any questions about this Notice or would like additional information, please contact our Privacy Office at 212-241-3211.

## Health Information Exchange (Healthix™)

Mount Sinai South Nassau participates with other hospitals in the Health Information Exchange, or Healthix, a medical information network designed to enhance patient safety and streamline diagnosis and care by sharing information electronically among participating downstate New York health care providers. This information includes, but is not limited to, diagnoses, treatments and recommendations of each participating provider so that the most complete patient history is available to all participating health care providers.

You will be asked to sign an information release for your records to be shared. While your participation is optional, it is strongly recommended. Your personal health care information is always held in complete confidentiality as per The Health Insurance Portability and Accountability Act (HIPAA).

## FollowMyHealth Connects to Your Mount Sinai South Nassau Health Record Online for Free!

Now you can access select information from your medical record information online - welcome to FollowMyHealth, the all-in-one personal health record and patient portal that lets you access your health information online and on the go!

By registering for the free FollowMyHealth portal, you can view a portion of your medical record and set up proxy accounts for your children or dependent adults in one easy place.

By creating your free portal account using your smartphone, you can even access your medical records before you leave the hospital!

Just follow the FollowMyHealth link on the [mountsinai.org/southnassau](http://mountsinai.org/southnassau) website to get started. It takes only minutes. If you're using an iPhone® or Android® phone, you can also download the FollowMyHealth portal app from the iTunes® or Android store.

If you have additional questions, you can e-mail [followmyhealth@snch.org](mailto:followmyhealth@snch.org), or call 516-632-4531.

## Enhance your FollowMyHealth Experience with MyLinks!

MyLinks is a free application that allows you to electronically gather your medical records from all of your doctors and store them in one place, instead of having your information split among multiple portals.

To use MyLinks, you must first be signed up for FollowMyHealth or other patient portals. Set up your MyLinks account at [MyLinks.com](http://MyLinks.com) by clicking "Sign Up." Once you've filled out your information, a confirmation will be sent to your email to complete your registration.

You'll need your user name and password for each patient portal you want to collect health data from. If you don't have this information, speak with your healthcare provider about gaining access to their patient portal.

Once you're logged in, click "Gather Health Records." Search for your healthcare organization, click "Get Health Record."

You'll then be routed to the login page for your patient portal. Log in with your username and password for that portal, then click "Import" to transfer the data into your MyLinks account. Repeat to add health data from other clinics or healthcare providers.

Visit [MyLinks.com](http://MyLinks.com) for more information or contact [Support@MyLinks.com](mailto:Support@MyLinks.com) for user support.

## While You are Here

### Meals and Nutrition

Our menu was developed to provide a variety of appetizing food choices. If your doctor has ordered a special diet, some of your food choices may be limited.

Delicious meals are cooked and served daily from our kitchen. A menu is available in the pocket of this brochure. A member of the Food & Nutrition Department will visit you and assist you with your menu selections.

Breakfast is served between the hours of 7 and 9 am. Lunch follows between the hours of 11 am and 1 pm, with dinner between 4 and 6 pm, based on your assigned floor. (In some cases, certain medical treatments may require that your meals be delayed, or that you not receive any nutrition by mouth.) Kosher meals are available upon request.

Our staff is available 6 am – 7 pm to assist you with any concerns you may have, at extension 4455. We value your comments and sincerely want to know how we may serve your needs.

### Entertainment Services

Entertainment and phone services are available in all patient rooms through one, all-inclusive package, for a daily fee. The package known as PCare, includes TV, HDTV Cablevision channels, as well as a selection of on-demand movies and phone service. A channel guide and movie selections are available through the main menu of the PCare system.

Each bedside is equipped with an ADA-compliant telephone. The flat daily rental fee includes use of the phone and unlimited local (Nassau) and regional (Suffolk, NYC) calls. The daily fee for entertainment services, including television and phone, is not covered by insurance companies.

To arrange for the entertainment service, please dial extension 4552.

**Important note: Private TV sets are not permitted in the hospital.**



We would like all of our patients to rest undisturbed. To accomplish this, we suggest that you advise friends and family to refrain from calling during the hours of 9 pm to 7 am. Assistive devices for the hearing-impaired are available at no additional charge.

### About Your Room

Your room at Mount Sinai South Nassau has been designed for optimum comfort. Each room has a small closet for your clothing and a bedside cabinet to store personal items. Towels and linens are provided by the hospital.

The hospital will provide most things you need during your stay. Please do not keep valuables in your room.

### Internet Availability

You may access the Internet in most areas of the hospital. WiFi is provided free throughout Mount Sinai South Nassau.

## If You Are Concerned About Issues of an Ethical Nature...

If you have a sensitive ethical issue associated with the provision of your health care or concerns in regard to resolving issues concerning treatment decisions, you may refer these issues to the Interdisciplinary Ethics Committee by calling the Nursing Office at 516-632-3910.





## Visits from Family and Friends

### Calls to Your Room

If family and friends wish to reach you on your bedside phone and do not know your extension, they should call Patient Information at 516-632-3000. Family and friends will not be able to reach you by telephone in the Intensive Care, Critical Care and Behavioral Health Units, as well as in some Special Care Units.

### Outside Food from Family and Friends

The Food Service Department at Mount Sinai South Nassau makes every effort to provide you with healthy food selections and nourishing meals. We recognize that some home comforts may be beneficial for patients, however, should family or friends wish to bring outside food, please recognize the following:

- All food must conform to the diet your doctor has ordered for you
- You must check with the nurse on the unit before asking visitors to bring food from home since you may be put on a restricted diet
- If you do not know what foods your doctor permits you to have, ask your nurse to contact the hospital dietician, who will discuss food choices with you
- Food that requires refrigeration must be labeled by the nursing staff with your name, room number, and the date it was brought to the hospital
- Unlabeled food will be discarded
- Keep your food safe: cold food should be kept in the refrigerator and hot food should be reheated thoroughly
- All uneaten food will be discarded within three days

People preparing food at home must maintain the highest level of hygiene and observe safe food handling practices to prevent food-borne illness. Visitors preparing food at home to bring to the hospital should pay particular attention to the following:

- Ensure good hygiene during preparation by washing hands thoroughly
- Cook food at the correct temperature for the correct length of time
- Store cooked food separately from raw food, and hot foods separately from cold foods
- Visitors should not visit nor bring food into the hospital if anyone in their home is experiencing sickness, diarrhea or vomiting





## Visits from Family and Friends, *continued*

### Visiting Hours and Policies

Mount Sinai South Nassau promotes Patient and Family Centered Care and understands what a challenging situation this can be for our patients. The staff respects the rights of patients to choose who may visit them and understands the importance of having a family member, friend or other loved one be present with them throughout their hospital stay. Visitors or support persons are viewed as having a positive impact on the healing process and quality of care. We will accommodate visitors to the best of our ability throughout the day, but urge you to keep in mind that patients often need a great deal of rest to recuperate.

Processes surrounding Visiting Hours include the following guidelines:

- Patients can choose who can and cannot visit them while they are in our healthcare facility without regard to legal relationship, race, color, age, national origin, religion, sex, sexual orientation, gender identity or disability.
- We also ask that visitors respect the rights of the other patient who may be present in the semiprivate room.
- We ask that TVs, cell phone use and conversation be kept low and be considerate of other patients in the room or surrounding area.

- All visitors will adhere to proper hand hygiene and isolation precautions. The staff is available to assist if you have any questions regarding either. In order to minimize the risk of infection being introduced into the hospital, visitors who are ill should not visit patients.
- Hospital staff may request or require that visitors leave a patient room temporarily in order for treatment to be provided or to afford the patient's privacy and/or rest.
- If young children or infants are permitted to visit after careful consideration, they must be supervised by an adult visitor and behave properly or the supervising adult will be asked to leave the unit with the child.
- The hospital reserves the right to have any disruptive visitor removed for the safety of all involved.

The staff of Mount Sinai South Nassau would like to thank you in advance for partnering with us to promote an environment that is both respectful and conducive to healing.

Patient safety is our number one priority at Mount Sinai South Nassau. Visiting hours and policies may be adjusted on an as needed basis to reflect changes in visiting hours, visiting requirements, the age of visitors and the quantity of visitors. We urge all visitors to check the current visiting policy before making a trip to the hospital.



## Visiting Hours and Policies



Scan the QR code to the left with your phone camera or visit [southnassau.org/visiting](https://southnassau.org/visiting) for up to date information and specific policies.

## Information for Patients and Visitors



### Spread of Infection

Infections can be spread through the air and by contact with clothing, hands, personal items or health care equipment.

The most important step to stop the spread of infection is hand hygiene. Clean your hands often and well after using the bathroom, touching something that is soiled, or if you are assisting the patient in any manner with their care.

Use soap and water for at least 15 seconds.

Use alcohol hand sanitizer (located on the wall either in your room or on the wall outside). Take the hand gel into your hands and rub your hands together until dry.



### If a patient is placed on Isolation Precautions, visitors need to follow these safety measures:

- Before visitors enter your room, they need to check in at the nurses station.
- Visitors should read the Precautions sign posted outside your room. If required, the staff will provide all personal protective equipment (PPE) that must be worn before entering the room, when needed. In some instances, no personal protective equipment (PPE) will be required to enter the room.
- Visitors should wash their hands with soap and water or use the alcohol hand sanitizer as they enter and leave your room.
- If visitors are feeling ill, they should not visit a patient in the hospital.
- Visitors should bring as few things as possible into your room.



### While in Isolation

It is very important to protect everyone from infection. To do so, we sometimes need to use special safety measures, or what are referred to as "Isolation Precautions." Isolation precautions are a system of barriers and practices designed to isolate each patient's body substances from all other patients, visitors, and health care workers. Health care personnel and visitors may need to wear gowns, gloves, or masks. The nursing staff will guide you as to when this is necessary. In some instances, a patient may be placed in a private room.

### If You Have Questions

Ask your doctor or nurse if you have questions. If necessary, your nurse will tell you about special precautions you can use at home. By following the safety measures, you will help stop the spread of infection.

## Other Services

### Free and Valet Parking

Mount Sinai South Nassau offers free visitor parking at Lot #2, just north of the hospital building. Valet parking is also available Monday through Friday 6 am to 8 pm and Saturday through Sunday 8 am to 8 pm. This service has a fee and is provided at the main entrance of the hospital.

### Patient Library

Our patient library offers a collection of books and magazine, and is dependent upon the community for donations. Some foreign language and large print books may be available. Items from our library are available upon request by calling the Volunteer Office at extension 3928. We will be happy to oblige any other reasonable request, such as getting you a newspaper or a deck of cards.

### Interpreter

We provide patients who are limited-English-proficient, deaf, late-deafened, or hard of hearing with an interpreter at no cost, to ensure proper communication between the patient, the doctor, and the hospital staff when needed. Mount Sinai South Nassau has a Language Coordinator, a comprehensive language bank and a telephone or video remote interpreting system. Arrangements for a face-to-face sign language interpreter are available by calling the Language Coordinator at extension 3484. If possible, it is helpful to pre-plan for this service.

### Volunteers

We have many volunteers in both inpatient and outpatient areas such as the Emergency Department, Information Desk, Lobby, Endoscopy, Lab, Human Resources, Nursing Education, Admitting, Maternity, Physical Therapy, and Wound Care, to name a few. You may recognize our volunteers by their ID Badges and their branded jackets. Volunteers serve in many of our patient care areas running errands for the nursing staff, providing clerical aide, companionship to patients, or distributing books and magazines from our mobile cart. If you would like to volunteer at Mount Sinai South Nassau or know of someone who would, please call Volunteer Services at 516-632-3928

### Gift and Snack Shop

Our gift shop is located in the front lobby. It carries a wide variety of items for sale, such as food and candy, greeting cards, magazines, newspapers, paperback books and flowers. Our shop also offers personal and gift items, such as sleepwear, slippers, infant wear and toiletries. A volunteer can bring you a newspaper, if you wish. To have a newspaper purchased and delivered to your room, dial the messenger desk at 4519. To contact the Gift Shop, please dial extension 4012. Gift Shop hours are Monday to Friday, 7 am to 8 pm, and Saturday and Sunday, 8 am to 8 pm.

### Flowers, Balloons, and Mail

Mail and packages are delivered to your patient unit every morning Monday through Friday. On weekends and holidays, only packages are delivered. Flowers are not permitted in the Critical Care or Special Care units. In all areas of the hospital, only mylar balloons are permitted, to protect patients who may have latex allergies. Your nurse can take care of your outgoing mail (you provide the stamps). If you receive mail after your discharge, the hospital will forward it to the address on your admission form.

### Flu and Pneumonia Vaccine

The Centers for Disease Control and Prevention (CDC) strongly recommend that all persons age 65 and older (and any younger persons with high-risk conditions) get the influenza vaccine before being discharged from the hospital. Please ask your nurse about receiving the flu shot, which is generally available September 1 through April 1, subject to availability. Flu vaccine is covered by Medicare.

The CDC also recommends that the same group of people receive the pneumococcal vaccine before leaving the hospital. This vaccine is available year-round and is paid for by Medicare.

## Suicide Prevention Lifeline

If you or someone you know are in suicidal crisis or emotional distress please call the National Suicide Prevention Lifeline at 1-800-273-TALK (8255). This is a free, confidential, 24-hour hotline available to anyone in suicidal crisis or emotional distress. Your call will be routed to the nearest crisis center to your location.



# Patient Bill of Rights/ Patient's Responsibilities

## Your Rights as a Patient

The New York State Department of Health has prepared a booklet, "Your Rights as a Hospital Patient," which is included in the rear pocket of this Guide. Please review the information included in the booklet. Patient rights are also available in other languages, please ask your nurse who can assist you.

## Your Responsibilities as a Patient

While the law has given you many rights as a patient, we would like you to understand that you have a few responsibilities as a patient, too. Please read through the following seven provisions in order to make your stay more medically productive and more pleasant.

### A Patient is Responsible:

1. to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to health. He/she has the responsibility to report unexpected changes in his/her condition to the responsible practitioner. Patients and families must report perceived risks in their care. They can help the hospital understand their environment by providing feedback about service needs and expectations.
2. to ask questions. Patients and families, as appropriate, must ask questions when they do not understand their care, treatment, and service or what they are expected to do.
3. for following the treatment plan recommended by the practitioner primarily responsible for his/her care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and as they enforce the applicable hospital rules and regulations. The patient is responsible for keeping appointments and, when unable to do so for any reason, for notifying the responsible practitioner or the hospital.
4. for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.
5. for assuring that the financial obligations of health care are fulfilled as promptly as possible.
6. for following the hospital rules and regulations affecting patient care and conduct.
7. for being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise and the number of visitors. The patient is responsible for being respectful of the property of other persons and of the hospital.



## Your Role in Patient Safety

**SPEAK UP!** Be an educated and active member of your treatment team by asking questions about your treatment, paying attention to your care and sharing any concerns or issues you may have with our health care professionals. Please **SPEAK UP** when you have questions or concerns!

Remind staff and visitors to wash their hands before and after any contact with you.

Show your identification bracelet to all staff to assist them in verifying you are the intended recipient, **BEFORE** any proposed test, treatment or procedure is performed on you. This includes medications.

Do not take your own medications while in the hospital unless you are directed to do so by the nurse or physician, and then, only under their direct supervision. Taking your own medication, without the knowledge of the health care team, could lead to a serious adverse drug event. Please inform the nurse if you have medications with you.

To prevent falls, use your call bell to request assistance **BEFORE** getting out of bed, and while out of bed, always wear appropriate non-slip footwear.

We want to partner with you and your family to provide you with a safe stay. Please immediately notify your Nurse or the Nurse Manager / Supervisor or Patient Representative if you identify a situation or practice you feel may be unsafe! We welcome your input.



## Patient Responsibilities, *continued*

### Honoring Patient Advance Directives

Mount Sinai South Nassau 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, Living Will, etc.) to the extent they desire such a directive. Patients will be provided with access to, assistance with, 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.

The philosophy of Mount Sinai South Nassau regarding the withholding/withdrawing of treatment is to respect 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 regulation.

An individual physician may refuse to honor a patient's advance directive if the request is contrary to the physician's moral or religious beliefs. The physician will assist the patient in obtaining a new physician if unable to comply with the patient's wishes.

The Hospital will not withhold artificial nutrition and/or hydration from a patient unless the patient's wishes concerning the withholding of artificial nutrition/hydration are reasonably known. It is recommended that the patient express his or her views on this issue in writing.

Any concerns a patient, or legally designated representative, may have with the implementation of an advance directive may be referred to a member of the Hospital's Ethics Committee. Additional information, or how to create an advance directive may be obtained by calling the Social Work Department at extension 3925 or a member of our Palliative Care Team at extension 4200.



### The Hospital Honors Six Types of Advance Directives:

1. Health Care Proxy properly executed in accordance with New York State law.
2. Do Not Resuscitate (DNR) decisions made in accordance with New York State law.
3. Oral wishes that are expressed by a patient in a clear and convincing manner.
4. Living Wills as recognized by New York State law.
5. An advance directive executed in another State or jurisdiction which is in compliance with the law of that State or jurisdiction.
6. Medical Orders of Life-Sustaining Treatment (MOLST).



## Pain Care Bill of Rights

As a person with pain, you have the right to:

- have your report of pain taken seriously and to be treated with dignity and respect by doctors, nurses, pharmacists, and other health care professionals.
- have your pain thoroughly assessed and promptly addressed.
- be informed by your health care provider about what may be causing your pain, possible treatments, and the benefits, risks and costs of each.
- participate actively in decisions about how to manage your pain and set realistic pain goals.
- have your pain reassessed regularly and your treatment adjusted if your pain has not been eased.
- be referred to a pain specialist if your pain persists.
- get clear and prompt answers to your questions, take time to make decisions, and refuse a particular type of treatment if you choose.

Although not always required by law, these are the rights you should expect from our health care team.

### How do I talk with my health care provider about pain?

- Speak up! Tell your doctor, nurse or social worker that you're in pain.
- Tell your doctor, nurse or social worker where it hurts. Do you have pain in one place or several places? Does the pain seem to move around?
- Describe how much your pain hurts. On a scale from 0 to 10, zero means no pain at all and 10 means the worst pain you can imagine.
- Describe what makes your pain better or worse. Is the pain always there, or does it go away sometimes? Does the pain get worse when you move in certain ways? Do other things make it better or worse?
- Describe what your pain feels like. Use specific words like sharp, stabbing, dull, aching, burning, shock-like, tingling, throbbing, deep or pressing.
- Explain how the pain affects your daily life. Can you sleep? Work? Exercise? Participate in social activities? Concentrate? How is your mood?
- Tell your doctor, nurse or social worker about past treatments for pain. Have you taken medication or had surgery? Tried massage or meditation? Applied heat or cold? Exercised? Explain what worked and what didn't.



# Your Satisfaction is our Priority

It is our goal to ensure your stay with us exceeds your expectations. To that end, we want you to know that patients and their families have the right to have their inquiries or complaints resolved in a timely fashion. If an issue is not being resolved to your satisfaction, please contact the nurse manager on your unit. If an issue persists, please speak with a director or administrative nursing supervisor. We encourage you to make inquiries during your stay so that we may have an opportunity to resolve your matter at the time it will be of greatest benefit to you.

However, if the matter is not resolved to your satisfaction, the hospital's patient relations team is here to help you. A patient advocate is particularly helpful for situations that are not easily resolved at the point of contact. Please be assured that we take all concerns very seriously and will conduct a thorough review of any issue brought to our attention. When this review is complete, we will respond

promptly. Our goal is always to meet the needs of our patients in a caring, compassionate and collaborative manner.

You may call the Patient Relations team directly at ext. 3414, Monday through Friday, 8 am – 4 pm. At any other time, including evenings and weekends, the Administrative Nursing Supervisor can be called to assist you.

## Recognizing our Staff

If a member of the Mount Sinai South Nassau staff has gone out of their way to make your hospital stay more enjoyable, please take a moment to recognize that special someone by notifying your nurse manager or by calling the Patient Relations team at ext. 3414.

You can also drop us a note using the "Contact Us" link on our home page at [mountsinai.org/southnassau](http://mountsinai.org/southnassau).

## Outside Contacts

**Our aim is to make your stay with us the best it can possibly be. If, after contacting the hospital, your issue or concern cannot be resolved for any reason, you may contact the New York State Department of Health toll-free at 800-804-5447, or you may address your complaint in writing to:**

**New York State Department of Health  
Centralized Hospital Intake Program  
433 River Street 6th Floor  
Troy, New York 12180**

**You can also report an issue to The Joint Commission on the website [jcrinc.com](http://jcrinc.com), at the fax number (630) 792-5636 or file a complaint in writing to:**

**Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181**

**If your benefits are covered under Medicare and you have a quality of care concern, you may also contact the Beneficiary and Family Centered Care (BFCC) Quality Improvement Organization (QIO) Livanta at:**  
**1-866-815-5440**  
**1-866-868-2289 – TTY**  
**1-844-420-6671 – Fax for Quality**

**Mount Sinai South Nassau complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, language, religion, sex, age, disability, citizenship, marital status, creed, sexual orientation, gender expression or gender identity (the patient's preferred gender will be respected, and the patient will be referred to by their name and pronoun of choice) or other non-medically relevant factor or any other characteristic protected by federal or state law. If you feel you have been discriminated against you can file a Civil Rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf) or by mail or phone at:**

**U.S. Department of Health  
and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, DC 20201  
1-800-368-1019  
1-800-537-7697 (TDD)**

**Complaint forms are available at [hhs.gov/ocr/office/file/index.html](http://hhs.gov/ocr/office/file/index.html)**



## Your Health Care Team

### MEDICAL STAFF

#### Physicians

Your attending physician will supervise your care and treatment while you are staying at Mount Sinai South Nassau.

#### House Staff

Health care professionals may be accompanied by residents, interns, and medical students, under the supervision of your attending physician.

#### Hospitalists

Hospitalists are physicians who specialize in hospital-based medicine. They work in association with private office-based physicians and provide the hospitalized patient with 24-hour accessibility to an expert level of care. A hospitalist may be assigned to oversee your care by your community provider who will be informed directly of your admission, findings and discharge. A hospitalist's practice is devoted solely to caring for conditions affecting the hospitalized patient.

#### Rapid Response Team

When you're concerned, we're concerned. If you sense a noticeable change in your loved one or in your medical condition, please call your nurse immediately.

If you remain concerned:

- Call 727 from any hospital phone
- Ask for the Rapid Response Team
- Give the operator the patient's name and room number

A Rapid Response Team member will be sent to assess the situation and will call for additional help as needed. The Rapid Response Team is a team of expert clinicians able to assess you or your loved one's condition and assist with care.

### NURSING STAFF

#### Nurse Manager

The nurse manager is responsible for the total day-to-day functioning of a patient care unit, the coordination of responsibilities with the evening and night staff, and the organization of interdisciplinary patient care planning. The nurse manager is also responsible for responding to emergency situations, communicating with you, your family and friends, and other members of the health care team. If you have any problems or concerns regarding your care, the nurse manager will assist you.

#### Registered Nurses

A professional Registered Nurse (RN) is responsible for your care. The RN will carry out the physician's instructions, monitor your condition and respond to your needs. Do not hesitate to ask your RN any questions you may have.

#### Licensed Practical Nurses

In addition to the RN, the Licensed Practical Nurse (LPN) provides nursing care under the supervision of the professional Registered Nurse.

#### Nurse's Aides and Patient Care Techs (PCT)

These trained individuals will assist you with basic care such as bathing, walking, and eating, if necessary, and assist the nurse in providing care.



## Your Health Care Team, *continued*

### OTHER HEALTH CARE TEAM MEMBERS

#### R.N. Case/Care Manager

A Care Manager is assigned to each patient. They help coordinate every aspect of each patient's treatment and work to improve continuity and efficiency of care. If you wish to contact a Care Manager, inform your nurse, or call the Department of Care Coordination at 516-632-3925.

#### Social Workers

Social Workers provide comprehensive professional services seven days a week for patients and families coping with the impact of illness, adjustment to hospitalization, bereavement, substance abuse and family violence. In addition, social workers are available to facilitate discharge plans including transfer to nursing and rehabilitation facilities and mental health counseling. Social Workers are also instrumental in coordinating end-of-life care and arranging referrals to hospice programs.

Patients in need of crisis intervention are encouraged to contact a Social Worker at 516-632-3925 if they have sustained physical or emotional injury and require protection and/or emergency shelter.

#### Service Excellence / Patient Relations Representative

Our Service Excellence and Patient Relations teams are here to support you. To contact a Patient Advocate, call 516-632-3414.

#### Transport Services

These individuals transport you to various areas of the hospital, either by wheelchair or stretcher, and are trained to ensure your comfort.

#### Environmental/Building Services

If anything needs to be cleaned or repaired in your room, please call 516-632-4613 or dial extension 4613.

### SPIRITUAL CARE SERVICES

Mount Sinai South Nassau is committed to meeting the spiritual needs of our patients, families and staff. Spiritual care is an integral part of the patient's healing process. We respect the diversity of patient beliefs and stand by your right to religious freedom and privacy. We provide culturally appropriate emotional, pastoral and spiritual support while facilitating the continuation of spiritual and religious practice. At your request, we will notify your pastor, priest, rabbi or spiritual leader upon your admission.

For the quiet meditation and relaxation needs of families and staff, the Meditation Room is located on the main floor in the "C" corridor. For the quiet meditation and relaxation needs of patients and families, the C.A.R.E. Channel plays soothing music with images of nature and is available free of charge on hospital channel 12.

Spiritual Care Services provides spiritual/pastoral care, guidance, counseling and support to patients, visitors and staff. Staff provide spiritual presence; active listening, companionship, blessings/prayers, religious and spiritual rituals/services. They offer policy guidance and education about spirituality, spiritual/religious practices and ethics.

#### Catholic Spirituality

The Sacraments of the Church are available. To arrange for a visit from a Catholic priest, please contact Spiritual Care Services at 516-632-4586.

Eucharistic ministers distribute Holy Communion throughout the week.

For staff and visitors, Catholic Holy Mass is celebrated Sundays and Thursdays at 1 pm in the Meditation Room.

Rosaries, Bibles (English and Spanish), prayer cards and spiritual pamphlets are available as requested.

If no one is available, contact the Information Desk at 516-632-3940.

## Jewish Spirituality, Jewish Communities Program

To arrange for a visit from a Rabbi, please contact Spiritual Care Services at 516-632-4586. Jewish Spiritual Care volunteers visit throughout the week to provide other Jewish spiritual/religious needs. If no one is available, contact Patient Information at 516-632-3000.

## Kosher Dietary Plan

For Kosher patients, Glatt Kosher meals may be ordered by contacting the Food and Nutrition Department at extension 4455. Family members may request kosher meals for themselves as necessary for a fee.

## Kosher Pantry/Respite Room

The Kosher Pantry/Respite Room, a joint sponsorship with Achiezer Community Resource Center, is located on the ground floor, "G" corridor. It is available 24/7. This reading and respite room is for the religious needs of our visitors and staff including fresh and heatable kosher food, books, religious items and recliners. Prayer books, Siddurim, Tehillim and Chumashim, are available.

## Shabbat and Holy Day Preparations

Bikur Cholim of Young Israel, under the direction of Rabbi Morris Gottesman and Rebbetzin Sondra Gottesman provide challah, grape juice and battery operated candles for Shabbat and the Holy Days.

## Hospitality House

The Hospital's Hospitality House for Shabbat and the Holy Days is within the Oceanside Community Eruv\*. Beds and linen are provided. Food and drink are located in the Kosher Pantry/Respite Room. Access to the hospitality house is arranged through Spiritual Care Services at 516-632-4586. If no one is available, contact Patient Information at 516-632-3000. After hours, contact the Hospital Security Office at 516-632-3974. Keys are picked up and are returned immediately after Shabbat or the Holy Day to the Information Desk. A picture ID, such as a driver's license, must be left in order to receive keys for the Hospitality House. The ID will be returned when keys are returned.

**\*NOTE: Eruv runs along utility lines on the opposite side of Washington Ave (walk on Hospital side of the street only), and on One Healthy Way (front entrance of Hospital, on the Hospital side, inside the utility poles. For Eruv information, please call Mr. Ben Lipschitz: 516-536-0154 or 516-763-3053.**



## Inter-Spirituality

Chaplains and spiritual care ministers visit patients and families, providing spiritual support, prayer and care within the patient, visitor and staff's spiritual traditions. If you need assistance contacting your spiritual leader or a spiritual leader of your spirituality or would welcome a visit, please call Spiritual Care Services at 516-632-4586. If Spiritual Care Services is unavailable, please contact Patient Information at 516-632-3000.

## Muslim Spirituality

Our multi-faith Meditation Room is available on the ground floor in the "E" wing as a place of quiet and prayer. The Meditation Room has a privacy curtain and a Qibla indicator for prayer.

Prayer Times and Qurans, English translation by Abdullah Yusuf Ali, are available by calling Spiritual Care Services 516-632-4586; if Spiritual Care Services is unavailable, please contact Patient Information at 516-632-3000. Muslim clerics, including a Mufti, are on-call, and are available to see patients/families. Please contact Spiritual Care Services from 8:30 am to 4:30 pm Monday through Friday at 516-632-4586 to arrange a visit.

## Clinical Pastoral Education/Training (CPE/T)

This experiential learning program of spiritual care allows chaplain interns and residents to provide spiritual care in preparation to become board certified health care chaplains.

## No One Journeys Alone (NOJA)

This program of Spiritual Care Services provides compassionate companions to those patients who are in the hospital without friends or family or who have no family involved or present and have been identified as having a life-limiting illness, terminal diagnosis or who are actively dying.



## Transitional Care Unit (TCU)

The TCU is for patients whose acute care is complete but who continue to need specialized medical, nursing and rehab services because they are not yet ready for independent living.

### Our TCU Team

The TCU is staffed by a team of dedicated, highly skilled and experienced certified doctors and health professionals who work collaboratively for the management of each patient, to provide optimal care. Rapid transition from the hospital to our on-site TCU is facilitated by our professional case management team.

### Restorative Comfort to Foster Independent Living

Our 20-bed care unit is located within Mount Sinai South Nassau, offering a seamless transition from the hospital to the care unit. The multidisciplinary therapy room, coupled with the cozy and welcoming recreational/dining space, provide our patients and their families with a space that encourages healing and fosters independence.

### The Benefit of Active Rehabilitation

Mount Sinai South Nassau TCU's guiding principle is that active participation in rehabilitative therapies can speed transition from the hospital to home. Our services include:

- Skilled Nursing
- Rehabilitation Services
  - Physical Therapy
  - Occupational Therapy
  - Speech Therapy
- Recreation
- Patient Education
  - Food/Nutrition Counseling
  - Diabetes Education
  - Wound/Ostomy Care
- Discharge Planning

Patients considered (but not limited to) for TCU:

- Recent stroke sufferers
- Completing treatment for osteomyelitis
- Post-surgical with respiratory care needs
- Undergoing therapy for systemic infections
- Newly diagnosed with diabetes and requiring patient/caregiver education
- New ostomy patients



# Palliative Care Services

## What Is Palliative Care?

Palliative care includes interdisciplinary end-of-life care and consultation with patients and family members to prevent or relieve pain and suffering and to enhance patients' quality of life, including hospice care under article forty (New York State Public Health Law). Palliative care is provided by a team of professionals with specific expertise and certification who work in conjunction with your primary doctor. Palliative care is appropriate at any point in a serious illness and can be provided at the same time as treatment that is meant to cure or control a disease or illness.

## Does Mount Sinai South Nassau offer Palliative Care?

The Palliative Care program is staffed by a Palliative Care Director, and three other Palliative Care Physicians who all work collaboratively with Social Workers, Spiritual Care, as well as all medical team members. This team approach helps the patient and family members better understand their diagnosis and comfort options, which may be available.

## The Palliative Care Team

The Palliative Care team works collaboratively to enable patients and families to make informed decisions about patient care by educating them on the process of disease, prognosis, and the benefits and burdens of potential interventions and course of treatment. Interventions include symptom assessment and management, as well as family meetings and goals of care discussions to address complex decision making. Collaboration with spiritual care provides patients and families with hope and fosters healing at the physical and psychosocial levels.

## What is Advance Care Planning?

All of us, age 18 years and older, whether we have an illness or not, should appoint a health care agent and discuss our wishes for medical care with that person. A health care proxy form may be found in the booklet "Your Rights as a Hospital Patient in New York State" found in your patient admission packet. Forms are also available to download by visiting [health.ny.gov/professionals/patients/health\\_care\\_proxy](http://health.ny.gov/professionals/patients/health_care_proxy). An adult who has serious injury or illness may become unable to make his or her own medical decisions. To prepare for this possibility, you can appoint a health care proxy to make medical decisions on your behalf if you cannot do so yourself.

## Palliative Care Information

In 2011, New York State passed a law called the Palliative Care Information Act requiring nurse practitioners and physicians to offer counseling and palliative care information to patients with advanced illness. This law is intended to ensure that patients are fully informed about diagnosis, prognosis, and treatment choices consistent with their values while optimizing their quality of life.

## How do I request a Palliative Care Consult?

You may request a consult or you can ask any staff member or your physician to request this service for you. **A consultation request can be made by calling 516-632-4200. Hours of consultation are Monday through Friday, 9 am to 5 pm.**

## What does the Palliative Care team do for me and my family?

Recommendations for your treatment plan will be made after the team assesses you and your specific needs including your goals, values, cultural, spiritual, religious beliefs, and the care preferences for you and your family. All of these needs are included in your plan of care. The team may use medication, non-medication, and supportive therapies in the treatment of your physical, psychological, social, and spiritual symptoms or needs. They will speak and work with your doctor and health care team to ensure coordination of care while you are in the hospital and will assist the team in determining the best location of continued care (home or to another setting of care).

The team works to help older adults with complex medical problems, emphasizing on overall functional status and quality of life. Within a patient and family centered care model, the interdisciplinary team focuses to improve the management and treatment of the older adult through reduction of functional and cognitive decline as defined by their abilities and needs. Palliative Care management provides a holistic approach to aging. There is no set age at which patients may receive an evaluation; rather, this decision is determined by the individual patient's needs.

## Referral Criteria for Palliative Care Consultation includes:

- Dementia, memory problems or cognitive changes
- Issues affecting functional status / independence (i.e., falls, decline in ability to perform self-care tasks)
- Polypharmacy (Greater than 8 medications)
- Feeding difficulties / weight loss
- Symptom support (pain, agitation, breathlessness)
- Recent re-hospitalization (within the last 30 days)
- Family or caregiver concerns
- Advance directive concerns, questions and end-of-life issues

## How do I request a Palliative Medicine Consult?

You may ask your physician to request a consult. A consultation request can be made by calling 516-632-4200. Hours of consultation are Monday through Friday, 9 am to 5 pm.





## Hospice Information

### What kind of services are provided by Hospice?

Hospice services generally include:

- Basic medical care with a focus on pain and symptom control.
- Medical supplies and equipment as needed.
- Counseling and social support to help you and your family with psychological, emotional, and spiritual issues.
- Guidance with the difficult, but normal, issues of life completion and closure.
- A break (respite care) for caregivers, family, and others who regularly care for you.
- Grief and bereavement services for family and loved ones.

### How will I know if it is time for me to request Hospice Services?

Hospice care is for patients approaching the last stages of their life. Your doctor and the health care team will discuss all aspects of this decision with you. A meeting with your team can be arranged for you and your family to discuss your individual concerns and plans.

## Will I receive Hospice care in the hospital?

Most of the time, hospice care is provided in your home. A family member or loved one will generally look after you much of the time. You will have a specially trained medical team and support staff available to help you and your family cope with the physical and emotional changes that accompany the final stage of your life. Although the hospice doctor is part of the medical team, your regular doctor can continue to care for you. Your loved ones will work with the hospice team to give you the best care possible.

The hospice care providers also have agreements with care facilities that provide specialized hospice services. The hospital and hospice staff will assist you in transitioning your care to one of these facilities. While you are waiting to go home or to the facility of your choice, the Hospice team that you have selected will continue to support your care at the hospital.

Mount Sinai South Nassau Social Work Department and Palliative Care Team is here to assist you with any questions or concerns regarding palliative care or hospice services and can be contacted at 516-632-3925 or 516-632-4200, respectively.

### Who provides Hospice Care?

Four (4) hospice care providers work with the Mount Sinai South Nassau team. They are:

Metropolitan Jewish Hospice	855-692-5058
Hospice Care Network	516-832-7100
Hospice of New York	718-472-1999
Good Shepherd	631-465-6300

You have the ability to select the hospice care provider that best meets your needs.

# Financial Information

## About Your Hospital Bill (Technical Component)

Your hospital bill will show three types of charges, which will all be apportioned between you and your insurance carrier:

**Daily Room Charge:** Represents a portion of the costs for the day-to-day operation of the hospital. It includes nursing care, food, linen service, hospital administration, housekeeping, admitting, medical records and other departments.

**Individual Charges:** These are for services ordered specifically for you. Examples include tests, treatments, medications, various supplies, and the use of the operating room, recovery room, delivery room, anesthesia supplies, X-ray procedures and physical therapy.

**Optional Personal Charges:** These charges include items such as special food orders and the private room differential, and are not covered by your insurance.

## Important Information about Paying for Your Care at Mount Sinai South Nassau

Mount Sinai South Nassau is a participating provider in many health plan networks. You can find a list of the plans we participate in at [mountsinai.org/southnassau](http://mountsinai.org/southnassau). Some health plans use smaller networks for certain products they offer, so it is important to check whether we participate in the specific plan you are covered by. Our list will tell you if we do not participate in all of a health plan's products.

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 by the hospital. Physicians bill for their services separately and may or may not participate in the same health plans as the hospital. You should check with the physician arranging your hospital services to determine which plans that physician participates in. Plan participation information for physicians employed by the hospital can be found through [mountsinai.org/southnassau](http://mountsinai.org/southnassau). Mount Sinai South Nassau contracts with a number of physician groups such as anesthesiologists, radiologists, orthopedists, and emergency physicians, to provide services at the hospital. Contact information for the physician groups the hospital has contracted with is available through [mountsinai.org/southnassau](http://mountsinai.org/southnassau) and listed above. You should contact these groups directly to find out which health plans 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 Mount Sinai South Nassau are likely to be needed, such as anesthesiologists, radiologists and pathologists. Contact information for these physicians is available at [mountsinai.org/southnassau](http://mountsinai.org/southnassau) or you should contact these groups directly to find out which health plans they participate in.

## Your Rights and Protections Against Surprise Medical Bills

When you get emergency care or are treated by an out-of-network provider at an in-network hospital or ambulatory surgical center, you are protected from balance billing. In these cases, you shouldn't be charged more than your plan's copayments, coinsurance, and/or deductible.

### What is "balance billing" (sometimes called "surprise billing")?

When you see a doctor or other health care provider, you may owe certain out-of-pocket costs, like a copayment, coinsurance, or deductible. You may have additional costs or have to pay the entire bill if you see a provider or visit a health care facility that isn't in your health plan's network.

"Out-of-network" means providers and facilities that haven't signed a contract with your health plan to provide services. Out-of-network providers may be allowed to bill you for the difference between what your plan pays and the full amount charged for a service. This is called "balance billing." This amount is likely more than in-network costs for the same service and might not count toward your plan's deductible or annual out-of-pocket limit.

"Surprise billing" is an unexpected balance bill. This can happen when you can't control who is involved in your care—like when you have an emergency or when you schedule a visit at an in-network facility but are unexpectedly treated by an out-of-network provider. Surprise medical bills could cost thousands of dollars depending on the procedure or service.

### You're protected from balance billing for:

- **Emergency Services**
  - If you have an emergency medical condition and get emergency services from an out-of-network provider or hospital, the most they can bill you is your plan's in-network cost-sharing amount (such as copayments, coinsurance, and deductibles). You can't be balance billed for these emergency services.

## Financial Information, *continued*

This includes services you may get after you're in a stable condition, unless you give written consent and give up your protections against being balance billed for these post-stabilization services. If your insurance ID card says "fully insured coverage," you can't give written consent and give up your protections not to be balance billed for post-stabilization services.

- **Certain services at an In-Network Hospital or Ambulatory Surgical Center**

- When you get services from an in-network hospital or ambulatory surgical center, certain providers there may be out-of-network. In these cases, the most those providers can bill you is your plan's in-network cost-sharing amount. This applies to emergency medicine, anesthesia, pathology, radiology, laboratory, neonatology, assistant surgeon, hospitalist, and intensivist services. These providers can't balance bill you and may not ask you to give up your protections against being balance billed. When you get emergency care or are treated by an out-of-network provider at an in-network hospital or ambulatory surgical center, you are protected from balance billing.
- In these cases, you shouldn't be charged more than your plan's copayments, coinsurance, and/or deductible. If you get other types of services at these in-network facilities, out-of-network providers can't balance bill you, unless you give written consent and give up your protections.
- If your insurance ID card says "fully insured coverage," you can't give up your protections for these other services if they are a surprise bill. Surprise bills are when you're at an in-network hospital or ambulatory surgical facility and a participating doctor was not available, a non-participating doctor provided services without your knowledge, or unforeseen medical services were provided.

- **Services Referred by Your In-Network Doctor**

- If your insurance ID card says "fully insured coverage," surprise bills include when your in-network doctor refers you to an out-of-network provider without your consent (including lab and pathology services). These providers can't balance bill you and may not ask you to give up your protections not to be balance billed. You may need to sign a form (available at [www.dfs.ny.gov](http://www.dfs.ny.gov)) for the full balance billing protection to apply.
- You're never required to give up your protections from balance billing. You also aren't required to get out-of-network care. You can choose a provider or facility in your plan's network.

### When balance billing isn't allowed, you also have these protections:

- You're only responsible for paying your share of the cost (like the copayments, coinsurance, and deductibles that you would pay if the provider or facility was in-network). Your health plan will pay any additional costs to out-of-network providers and facilities directly.
- **Generally, your health plan must:**
  - Cover emergency services without requiring you to get approval for services in advance (also known as "prior authorization").
  - Cover emergency services by out-of-network providers.
  - Base what you owe the provider or facility (cost-sharing) on what it would pay an in-network provider or facility and show that amount in your explanation of benefits.
  - Count any amount you pay for emergency services or out-of-network services toward your in-network deductible and out-of-pocket limit.

If you think you've been billed in error and your coverage is subject to New York law ("fully insured coverage"), contact the New York State Department of Financial Services at 800-342-3736 or [surprisemedicalbills@dfs.ny.gov](mailto:surprisemedicalbills@dfs.ny.gov). Visit [www.dfs.ny.gov](http://www.dfs.ny.gov) for information about your rights under state law.

Contact CMS at 1-800-985-3059 for self-funded coverage or coverage bought outside New York.

Visit [www.cms.gov/nosurprises/consumers](http://www.cms.gov/nosurprises/consumers) for information about your rights under federal law.







**The following are the physician groups the hospital contracts with to provide services. You may receive bills from physicians associated with care provided from these groups:**

<b>Mount Sinai Doctors Faculty Practice</b> PO Box 21085, New York, NY 10087-1085	<b>212-987-3100</b>
<b>Mount Sinai Marathon Medical</b> One Healthy Way, Oceanside, New York 11572 PO Box 24353, Belfast, ME 04915	<b>516-255-1600</b>
<b>Mount Sinai Marathon Medical Maternal Fetal Medicine</b> 8 Oceanside Rd, Rockville Centre, New York 11570 PO Box 11560, Newark, NJ 07101	<b>516-336-4030</b>
<b>Mount Sinai Marathon Medical Radiation Oncology</b> One Healthy Way, Oceanside, New York 11572 PO Box 67060, Newark, NJ 07101	<b>866-353-0360</b>
<b>Mount Sinai South Nassau Hospital Physicians</b> One Healthy Way, Oceanside, New York 11572 185 Merrick Road, Oceanside, New York 11572 485 Merrick Road, Rockville Centre, NY 11570 PO Box 67078, Newark, NJ 07101	<b>844-857-1341</b>
<b>Mount Sinai South Nassau, Neonatal Services PC</b> One Healthy Way, Oceanside, New York 11572	<b>516-255-1600</b>
<b>Mount Sinai South Nassau Physician Group PC</b> PO Box 67006, Newark, NJ 07101 (Emergency Departments for both Oceanside and Long Beach)	<b>866-898-7139</b>
<b>North American Partners in Anesthesia, LLP</b> 68 South Service Road, Suite 350, Melville, New York 11747	<b>516-945-3000</b>

## Financial Information, *continued*

Effective January 1, 2019, The Centers for Medicare & Medicaid Services (CMS) requires hospitals to publish on their websites in a machine readable format, standard charges for the items and services provided by the hospital and average charges and payments by Diagnosis-Related Group (DRG) and payer specific negotiated charges for the range of items and services provided by Mount Sinai South Nassau.

The charges do not include physician or other professional provider charges. The information can be accessed by going to [southnassau.org/sn/hospital-charges](http://southnassau.org/sn/hospital-charges). If you have questions or need an estimate for services, please call our Account Services Department at 516-497-7295.

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 [mountsinai.org/southnassau](http://mountsinai.org/southnassau) or you may contact our Financial Assistance Office at 516-632-3979.

In order for patients to be eligible for insurance benefits, some plans require:

- Pre-admission notification and approval
- Second opinions for elective surgery; and/or
- Concurrent utilization review
- Adding a newborn onto your insurance policy

Please check with your employer or insurance carrier to determine the requirements of your particular insurance plan. For your own protection, please ask your insurance company if your admission requires pre-certification. If you need assistance, please contact our Account Services Dept. at 516-632-3901.

Compliance with these requirements will result in more complete coverage of your hospital and physician bills, and will minimize the balance that you may be required to pay.

### Billing

Prior to discharge, you will be asked to pay for any charges not covered by your insurance that have occurred up to midnight of the preceding day. A statement with any balance due will be mailed to you according to the terms of your insurance coverage.

### Payment Method

Mount Sinai South Nassau accepts cash, personal checks, and all major credit cards, up to your approved limit, for payment of hospital bills. Credit card payments may be made by phone by calling 516-632-4487. Payments may be made online by visiting [mountsinai.org/southnassau](http://mountsinai.org/southnassau) and clicking on the "Pay Your Bill" at the top right side of the website.

If you have any questions during your stay, please contact Accounts Service at 516-632-3901, 8 am to 5 pm, Monday through Friday.



## Financial Information

### Personal Information

Unless you have been pre-admitted, you should bring the following:

- Social Security number
- Proof of address; utility bill, etc.
- Insurance information (name of your carrier, policy number, insurance ID card)
- Pre-certification from your health insurance carrier, indicating that you are covered for hospitalization.

Failure to obtain pre-certification may result in complete or partial denial of payment of your hospital bill by your insurance carrier.





## Financial Assistance

At Mount Sinai South Nassau, we provide care without regard to source of payment. If you do not have insurance or another way to pay, please call our Financial Assistance counselors at 516-632-3979. Fully staffed with bilingual employees, these caring professionals can help determine if you qualify for:

- Medicaid
- Subsidized health insurance through NY State of Health
- Unsubsidized health insurance through NY State of Health
- Free care based on the hospital's Financial Assistance Program
- A fee reduction based on the hospital's Financial Assistance Program

### Self-Pay Discount

If you are uninsured and do not qualify for any of the financial aid programs mentioned above, you may qualify for a self-pay discount. For more information, please call Financial Assistance at 516-632-3979.

### Prompt Payment Discount

You may be entitled to a 10% prompt payment discount if your self-pay balances are paid within ten (10) business days of receipt of a hospital bill. Cosmetic surgery and services already discounted under the self-pay discount program are not eligible for the 10% prompt payment discount.

### Patient Financial Counseling

You may meet with a Patient Financial Counselor to discuss any financial responsibilities not covered by insurance; however, at this time your bill may not be available for review.

UPON DISCHARGE:	
Insurance Information	516-632-3901
Financial Assistance	516-632-3979



## Discharge Planning

Discharge planning is used to provide for a patient's continuing care needs upon discharge. The process encompasses coordination of care between your physicians, your needs for care at home, if any, or services that you may need at another facility. Discharge planning is initiated on admission, or sooner and throughout your hospital stay, with input from members of the health care team. Your physician, in conjunction with a social worker, case manager, nurse, and others will assist in identifying your needs in the preparation of a safe discharge. Patients and families are encouraged to participate in the discharge planning process, including the selection of vendors and other service providers/ facilities, if necessary. Post-hospital care includes, but is not limited to, home care, assisted living facilities, sub-acute facilities, rehabilitation facilities, traumatic brain injury facilities, adult homes, community agencies, and nursing facilities. Every patient has the right to appoint a friend or relative as a designated caregiver. This person agrees to share responsibility for assisting you after you return home from the hospital.

The caregiver is someone you may rely on to shop for food, cook meals, fill prescriptions, provide transportation to doctor's appointments, and help you manage.

If you choose to appoint a caregiver, please provide their name and best telephone number to reach them at to the Care Manager or Nurse taking care of you.

This will allow us to review important instructions regarding your care with them so they can support your care needs.

To facilitate planning, good communication is essential between the patient, family, physician and members of the health care team. Your cost for after-hospital services is dependent on your insurance coverage; we will do our best to advise you of any financial responsibility and provide you with a list of possible vendors as well as disclose our relationship with any of the vendors.

### AFTER DISCHARGE:

Please direct all hospital billing inquiries to:

<b>Self-Pay Billing (Inpatient and Outpatient)</b>	<b>516-255-1680</b>
<b>Inpatient Billing Information</b>	<b>516-255-1550</b>
<b>Outpatient Billing Information</b>	<b>516-255-1500</b>
<b>Mental Health Billing (Outpatient)</b>	<b>516-255-1556</b>



## Home Health Care

Our award-winning short-term home health care services are provided by Mount Sinai at Home.

Mount Sinai at Home delivers care to individuals with conditions that do not require hospitalization but still require medical care.

Our compassionate and skilled team provides a comprehensive range of personalized services to ensure patients have the resources they need to recover in the comfort of their homes and in the company of their loved ones. Patients have access to a registered nurse around-the-clock who is available to answer questions, address concerns and provide emergency management, if needed.

We are licensed by the New York State Department of Health and certified to participate in Medicare, Medicaid and Blue Cross programs, as well as accredited by The Joint Commission. For information about or to schedule a home care consult, please call the Home Care Office at (516) 377-5000 and ask to speak with an Intake Coordinator.

## Discharge

Discharge time from the hospital is typically between the hours of 7 and 10 am. Your physician and/or a member of the health care team will inform you about your discharge. Your physician or primary care nurse will review the discharge instructions with you and/or your caregiver. If you do not agree with the discharge decision, you have the right to appeal (please refer to An Important Message Regarding Your Rights and Patients' Bill of Rights in the back pocket).

## If You are Covered by Medicare

You have the following rights under the New York State law:

- Before you are discharged, you must receive a written Discharge Plan. You or your representative have the right to be involved in your discharge planning.
- Your written Discharge Plan must describe the arrangements for any future health care that you may need after discharge. You may not be discharged until the services required in your written Discharge Plan are secured or determined to be reasonably available.
- If you do not agree with the Discharge Plan or believe that the services are not reasonably available, you may call the New York State Health Department to investigate your complaint and the safety of your discharge. For the toll-free number of the Department of Health, please see page 14.

For important information about your rights as a Medicare Patient, see the Important Message from Medicare in the back pocket of this patient guide.

Please be advised that no Medicare patient will receive benefits for days spent in the hospital that are not medically necessary.

Arrangements for any post-hospital care should be made as early as possible so as to avoid extra days of hospitalization that may not be covered by Medicare. The Social Work Department can be reached by dialing extension 3925. Our staff will be pleased to help facilitate these matters for you.

If you believe you are not medically ready for discharge, please refer to the discharge notice for Medicare and non-Medicare patients in the back pocket of this booklet, where you will find information that outlines your options.

If you receive a hospital notice of non-coverage or an HMO notice of non-coverage, you will be notified as to the date you become responsible for hospital charges incurred. You may appeal these notices to **Livanta, 1-866-815-5440**, and they will notify you of their binding decision. If you are contesting your discharge as a non-Medicare or HMO patient, please call the Independent Professional Review Agent (IPRA) at 1-800-648-4776 or 516-326-7767. For Empire Blue Cross/Blue Shield patients, please call 212-897-6000.

The Department of Health and Human Services, which administers Title 18 of the Social Security Act, has ruled that any days spent by a Medicare patient requiring custodial care and awaiting either transfer to home or placement in a nursing home or health related facility, will not be covered by Medicare and all charges incurred during this period will be the patient's responsibility.

## FollowMyHealth™ and MyLinks Patient Portals

You will receive an email shortly after you return home inviting you to sign up for Mount Sinai South Nassau's patient portal, FollowMyHealth, so you can get connected to your medical information. Simply click the registration link to get started. Once your free portal account is set up you will be able to access select information from your medical record information anytime using a computer, smartphone or tablet. View your recent discharge instructions, lab results, prescribed medications and more. You can also share your health information at follow-up doctor visits all from your personal patient portal.

MyLinks is a free application that allows you to electronically gather your medical records from all of your doctors and store them in one place, instead of having your information split among multiple portals.

See page five for more details about both patient portals.



## Beyond Your Stay

### Behavioral Health Services

If you or a loved one needs care for mental health, psychiatric or behavioral health issues, Mount Sinai South Nassau offers a range of options. For over 30 years, our team of experts has offered care for people with a sudden, short-term crisis as well as ongoing mental health conditions and substance abuse disorders on both an inpatient and outpatient basis. Our dedicated team of behavioral health specialists includes psychiatrists, psychologists, licensed clinical social workers and art and activity therapists

### Partial Hospitalization

For patients who need intensive treatment for psychiatric illness but do not need the 24-hour care of an overnight hospital stay, the Mount Sinai South Nassau Mental Health Counseling Center offers an alternative: the Partial Hospitalization Program. “Partial” refers to the fact that we provide treatment in a highly structured environment, but only during the day.

This short-term program based in Baldwin, NY, can help shorten or even eliminate an inpatient hospital stay. Experts here offer ongoing intensive support while you continue to live at home, where you can maintain independence and ties to your community and loved ones.

### Intensive Outpatient Program

Mount Sinai South Nassau’s Intensive Outpatient Program (IOP) is another level of care for those who need treatment for mental health conditions. This three-day-a-week program serves those who either:

- Complete the Partial Hospitalization Program and who can benefit from the cognitive behavioral treatment
- Require more than the once-a-week treatment available as part of our other behavioral health services

Goals of this program are to better manage symptoms, process life events, learn appropriate methods of communication, and enhance the ability to function in social, occupational, educational, and interpersonal settings.

IOP, PHP, and the outpatient counseling center accept most commercial insurance plans, as well as Medicare and most NY Medicaid plans. For information on our Intensive Outpatient Programs, contact the



Mount Sinai South Nassau Mental Health Counseling Center at 516-377-5400, or visit our new location at Mount Sinai South Nassau—Primary Care, Pediatrics and Behavioral Health located at 250 Fulton Avenue, Hempstead, New York 11550, or call 516-485-5710.

### Inpatient Behavioral Health Unit

Our experienced staff offers expert care in the beautiful Inpatient Behavioral Health unit at Mount Sinai South Nassau. Here, we offer short-term inpatient care and provide rapid stabilization for a wide range of acute psychiatric conditions. Patients receive psychiatric and psychological consultation during their hospital stay to alleviate distress and pain. The unit has 36 beds, an indoor activity area, plus comfortable spaces designed to enhance communications among patients, their loved ones and staff. To learn more about the Inpatient Behavioral Health Unit, call 516-632-3000.

### Mental Health Counseling Center

The Mount Sinai South Nassau Mental Health Counseling Center has an interdisciplinary team of psychiatrists, social workers and psychologists. They offer a variety of specialty programs and therapy groups to help deal with the following issues:

- Anxiety
- Bereavement and mourning



- Depression and mood disorders
- Geriatric counseling
- Marital and family problems
- Medical patients with accompanying emotional distress
- Psychological trauma as a result of victimization, violence and disasters
- Stress management
- Women's health
- Child and family therapy
- Child and adolescent psychiatry
- Workplace stress
- Serious mental illness
- Substance abuse and dependence

### **Crisis Care and Evaluation**

Help for a person in crisis is available 24 hours a day/ seven days a week in Mount Sinai South Nassau's Emergency Services department. A team of dedicated psychiatrists and nurse practitioners will assess whether the person poses a danger to himself/herself and/or others. They then determine next steps for effective care, which may include referrals to the Mount Sinai South Nassau Mental Health Counseling Center.

For more information on these programs or support groups, call the Mental Health Counseling Center/ Department of Community Outreach at 516-377-5400.

### **Substance Abuse and Addiction**

For you or loved ones with addiction to alcohol or drugs, Mount Sinai South Nassau is affiliated with the Oceanside Counseling Center. This non-profit organization specializes in addictions. Treatment includes chemical education, and group and individual psychotherapy, as well as psychiatric consultation and treatment for people with co-occurring addiction and mental health conditions. Call the Oceanside Counseling Center at 516-766-6283 for more details.

### **Mount Sinai South Nassau—Primary Care, Pediatrics, and Behavioral Health**

Our integrated practice utilizes a multidisciplinary team of physicians and nurses, psychiatrists, social work therapists, and psychologists to provide the

highest quality care to our community. We offer comprehensive family-oriented medical and psychiatric care to all ages, from children and adolescents to adult and geriatric patients. Preventive care, wellness exams, immunizations, child and adult psychiatry, and child, family, and adult therapy are offered.

To learn more about Mount Sinai South Nassau—Primary Care, Pediatrics, and Behavioral Health, 250 Fulton Avenue, Hempstead, New York 11550, call 516-485-5710.

### **Community Outreach**

Mount Sinai South Nassau offers a variety of free support groups during the year for:

- Bariatric Surgery
- Breastfeeding
- Bereavement, such as the death of a loved one
- Cancer (Breast; Cervical/Colorectal; Lung; General; Late Stage)
- Caregivers
- Diabetes
- Dialysis
- Family Mental Illness
- Postpartum
- SIBSPPlace for well children with a sibling or parent suffering with cancer and other devastating illnesses
- Stroke

See our website for the full list of support groups and schedule.

Our Department of Community Education offers year-round health education lectures and classes focusing on a variety of health topics including:

- CPR classes
- Screening programs for depression and anxiety
- Screening programs for cancer, blood pressure, BMI and more

See our website, [mountsinai.org/southnassau](http://mountsinai.org/southnassau) for schedule and full details or call our Department of Community Education at 516-377-5333.



## Supporting a Healthier Tomorrow

### Serving the Needs of the Community

Mount Sinai South Nassau has been serving the health care needs of Long Island's south shore. With more than 900,000 people who live in our catchment area and rely on us for care, Mount Sinai South Nassau strives to improve the health of the communities we serve by providing the highest quality clinical-care; educating current and future health care professionals; promoting health education; and caring for the entire community regardless of ability to pay.

### Expert Team and Compassionate Care

With more than 3,500 employees, and almost 1,000 physicians and allied health staff representing most medical specialties, the hospital provides state-of-the-art care in cardiac, oncologic, orthopedic, bariatric, pain management, mental health and emergency services. The American Society for Metabolic and Bariatric Surgery (ASMBS) has named Mount Sinai South Nassau's weight loss program a MBSAQIP Accredited-Comprehensive Center. Also, the Center for Cardiovascular Health was the first NYS-approved catheterization lab to perform angioplasty on an elective basis on the south shore.

### State-of-the-Art Technologies

Mount Sinai South Nassau is committed to providing the communities we serve with health care that is of the highest quality, using the most advanced technology available. Mount Sinai South Nassau is equipped with the latest cancer fighting leading edge medical technologies: the Novalis Tx™, Gamma Knife® Perfexion™ and the da Vinci SI Surgical System®.

Life-saving treatment advances increasingly rely on costly technology, costs that no hospital can meet by relying solely on operating revenue. In order to ensure that the benefits of these treatment advances are available equally to all members of the community, we must reach out to our community, people like you, for support. With your help, we can ensure that the benefits of program and treatment advances are available equally to all members of the community.

### Community Philanthropy

Mount Sinai South Nassau is growing and building for the future. The cornerstone of the hospital's ongoing \$400 million capital expansion project is the J Wing. The new building, expected to be completed in Spring 2024, will help position the hospital to improve and expand services in the community for decades to come and transform healthcare on the South Shore of Long Island. Now more than ever, we rely on philanthropic support. We trust that we can count on you to set the example of giving and help us to continue caring for the thousands of patients we serve each year. There are numerous ways that your benevolence can impact health care for future generations. Generous naming gifts can fund major projects, purchase the latest state-of-the-art technology, and expand programs and services. Gifts of all sizes are welcomed. For additional information please contact the Development Department at 516-377-5360.

# NYS “Donate Life” Organ And Tissue Donor Registry Enrollment Form

PLEASE PRINT (\* = REQUIRED)

PREFIX (DR., FR., ETC.) \_\_\_\_\_

\*FIRST NAME: \_\_\_\_\_ MIDDLE INIT: \_\_\_\_\_ LAST NAME: (JR., SR. II, ETC.) \_\_\_\_\_

\*ADDRESS: \_\_\_\_\_

\*CITY: \_\_\_\_\_ \* STATE: \_\_\_\_\_ \*ZIP: \_\_\_\_\_

PHONE: \_\_\_\_\_ \*DATE OF BIRTH: \_\_\_\_\_ \*GENDER: \_\_\_\_\_ MALE \_\_\_\_\_ FEMALE

\*HEIGHT: \_\_\_\_\_ FEET \_\_\_\_\_ INCHES \*EYE COLOR: \_\_\_\_\_

\*9-DIGIT MOTOR VEHICLE LICENSE NUMBER OR NON-DRIVER LICENSE DMV ISSUED ID NUMBER: \_\_\_\_\_

\*I OFFER THE DONATION OF:

ALL ORGANS, TISSUES AND EYES

LIMITED ORGANS, TISSUES AND EYES AS CHECKED BELOW:

**PLEASE CHECK THE BOX OF THE ORGANS AND TISSUES THAT YOU WISH TO DONATE:**

BONE AND CONNECTIVE TISSUE

LIVER/ILIAC VESSELS

CORNEAS

LUNGS

EYES

PANCREAS (WITH ILIAC VESSEL)

HEART (FOR VALVES)

SKIN

HEART WITH CONNECTIVE TISSUE

SMALL INTESTINE

KIDNEYS

VEINS

\*I WISH TO DONATE THE ORGANS AND OR TISSUES SPECIFIED ABOVE FOR:

TRANSPLANTATION AND RESEARCH

TRANSPLANTATION ONLY

RESEARCH ONLY

I WISH TO ENROLL IN THE NEW YORK STATE DONATE LIFE ORGAN AND TISSUE DONOR REGISTRY MAINTAINED BY THE STATE DEPARTMENT OF HEALTH. I UNDERSTAND THAT BY ENROLLING IN THE REGISTRY, I AM GIVING LEGAL CONSENT TO THE DONATION OF MY ORGANS TISSUES AND EYES (AS SPECIFIED ABOVE) IN THE EVENT OF MY DEATH. I AUTHORIZE THE STATE DEPARTMENT OF HEALTH TO ACCESS THIS INFORMATION AS NEEDED IN ADMINISTRATION OF THE REGISTRY, AND TO SHARE THIS INFORMATION AT OR NEAR THE TIME OF MY DEATH WITH FEDERALLY REGULATED ORGAN PROCUREMENT ORGANIZATIONS, NEW YORK STATE LICENSED TISSUE AND EYE BANKS, AND ENTITIES FORMALLY APPROVED BY THE COMMISSIONER.

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

MAIL TO:

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