



Patient Information Guide



Dear Patient

OUR MISSION

Stony Brook Eastern Long Island Hospital delivers world-class, compassionate care to our patients, advances our understanding of the origins of human health and disease, and educates the healthcare professionals and biomedical investigators of the future, so they can bring the fruits of scientific discovery to our patients.

Welcome to Stony Brook Eastern Long Island Hospital (SBELIH). With 70 beds, Stony Brook Eastern Long Island Hospital (SBELIH) is a full-service, community hospital committed to delivering excellence in patient care and meeting all the health needs of the North Fork and Shelter Island. A campus of Stony Brook University Hospital, Suffolk County's only Academic Medical Center. SBELIH provides regional behavioral health programs serving the greater Suffolk County area. Centers of excellence include Medical-Surgical, Advanced Ambulatory Care, Behavioral Health, Emergency, Geriatric, Diagnostic Services, Physical Therapy and Gastrointestinal Services. To learn more, visit www.elih.stonybrookmedicine.edu.

SBELIH has served its community since 1906 and was built on the dream of the Woods Sisters when they donated their Victorian Mansion. The mansion remained a part of the Hospital campus through 1950. The only remaining structure from the estate, known as The Red House, was used first as a nurses' residence, and later housed departments including the Opportunity Shop, Laundry, and Community Relations Office.

We have a strong volunteer force and caring, dedicated employees who are committed to providing excellent service to every patient, every time.

Patients who come to SBELIH find excellent patient care in a highly professional environment.

If you have any questions concerning your care, I urge you to discuss it with your nurse, your physician, or a hospital representative. The nurse coordinator of your unit is an excellent resource for inquiries from you or your family. On behalf of the entire hospital family, I wish you a speedy recovery.

Paul Connor
Chief Administrative Officer

UPON YOUR ARRIVAL

Your Rights as a Patient

At Stony Brook Eastern Long Island Hospital, we respect your right as a patient and strive to provide considerate, respectful, healthcare based on your individual needs. When you are admitted to the hospital, you will receive information that outlines your rights under New York State Law. If you have a question about your rights or need more information, please speak to your nurse, doctor or case manager/social worker. For more information,

Positive Identification

To ensure patient safety and security while meeting standards of compliance, when you are being admitted to Stony Brook Eastern Long Island Hospital, you will be asked to provide positive identification. In general, a government picture ID, such as driver's license, state ID or passport serves to meet this standard.

Selecting a Caregiver:

The New York State CARE Act

During admission to the hospital, you will be asked if you would like to name a "caregiver" who can help you with tasks at home should you need assistance. This could be a family member, friend, neighbor, or anyone else who is significant in your life. This is not necessarily the family or friends who are helping you with your medical decisions and does not have to be your healthcare proxy or next of kin. Your caregiver will be included with you in any necessary teaching regarding your discharge plan, and any other instructions and demonstrations by hospital staff related to things that may need to be provided for you after discharge. This could include medication, dressing changes and physician follow up appointments. As your caregiver, your medical information may be shared with them as necessary.

Identification Bands

After being admitted to the hospital, you will be given a patient identification band, which will be placed around your wrist. The band contains important information about you to help us meet your individual needs. Please wear it throughout your stay. If your band is uncomfortable, is removed or falls off, let your nurse know immediately.

Personal Items and Valuables

We will supply hospital gowns, non-slip socks and personal toiletries, although you may be more comfortable having your own night clothes. Please do not keep personal items and valuables in your room since the hospital cannot be responsible for

their safe keeping. Ask a relative or friend to keep these items and any cash over \$25 for you. If you are unable to have someone take your items, we can have them placed in a secure location in Admitting until you leave. To retrieve your personal items and valuables, the Admitting Office hours are:

- Monday- Friday, 9 am to 5 pm

Emergency Department Registrar is available when Admitting is closed or unavailable. Personal medications and medical devices are permitted only with authorization of your attending physician and hospital pharmacy approval. Weapons are not permitted on hospital premises.

Dentures, Eyeglasses and Hearing Aids

We will provide denture cups and patient belonging bags for your dentures, eyeglasses and/or hearing aids during your stay. Be careful not to wrap them in tissue, store them in glass or leave them on a food tray, your bed or on table tops. Please keep these items in the drawer in your bedside table when you are not wearing them.

Cell Phones

To help promote a healing environment, please be courteous when using your cell phone. To protect patient confidentiality, the use of camera phones and/or visual/audio recording is strictly prohibited.

Hospital Directory Opt Out

As a parent, you have the right to opt out and not be listed in any Hospital Directory of patients. That means when someone asks for you by name, even family and close friends, no information will be provided, including your presence here.

Patients who do not opt out of the Hospital Directory may either limit the individuals who may visit, or indicate individuals who are not permitted to visit (whichever is fewer). For example, you can request that (name of person) may not visit.

A Tobacco-Free Environment

Because your health and the health of others is our concern and responsibility, the use of tobacco is not allowed anywhere on the Stony Brook Eastern Long Island Hospital campus — inside or out— Please note that this includes cigarettes, cigars, pipes, or the inhaling or exhaling of smoke or vapor from an electronic smoking device or any other matter or substance that contains tobacco or any other matter that can be smoked.

Smoking Cessation

It is the best interest of your health and the health of your family to stop smoking. We can help. If you are a smoker, ask your doctor or nurse about nicotine replacement. The New York State Smokers' Quitline offers free counseling and nicotine replacement. Call (866) 697-8487 (866-NY-Quits) or visitnysmokefree.com online. The Suffolk County Department of Health offers a six-week program to assist you with quitting. To find a class near you, call (631) 853-4017.

Cultural Sensitivity and Awareness

We understand that your beliefs and values can play a big role in your care and recovery, and we're sensitive to the ways in which your perceptions about healthcare may differ from another patient's or from the staff members who are here to help you. During your stay, please let us know what we can do to help respect and meet your needs and those of your family. This may include dietary considerations, language interpretation, and religious or other spiritual practice. We want to ensure the best care possible for you.

GENERAL INFORMATION

Keeping Us Informed

To assist in ensuring that your patient information is in order and up to date, please make sure that we know of any changes that may have occurred. These include:

- Your preferred name and pronoun
- New home address, phone number or email address
- New primary care doctor
- New pharmacy, including retail and mail order
- Changes within your family, including the birth of a baby or adoption of a child, a child moving in or out of the home, a death in the family or a change in legal marital status

Additionally, it is important to update us with the following information so that you are properly billed:

- Mailing address
- Preferred method of contact
- Primary and secondary phone numbers
- Email address
- Employer name/address/phone number
- Next of kin name/address/phone number

- Emergency contact name/address/phone number
- Insurance policy plan holder name/ID number
- Insurance policy plan holder date of birth/phone number
- Insurance policy ID number
- Insurance policy mailing address
- Insurance policy phone number
- Name of your primary care physician
- Name of your pharmacy, including retail or mail order

To complete or update your information, call the Admitting Office at 5187

Parking and Transportation

Hospital Parking available in surrounding lots.

Your Hospital Room

Our patient rooms are grouped by medical specialties, such as surgery, medicine and obstetrics. Every effort is made to place you in the unit corresponding to your diagnosis. Private rooms may be requested through the Admitting Office for an additional charge. Medical insurance does not usually cover the cost of a private room.

Call Button

A remote control button is available for you to call your nurse (known as a call button in the main hospital and pillow speaker in the Hospital Pavillion). When you press the button, the nursing staff is alerted, and a staff member will respond as soon as possible.

During the Night

For your safety, we ask that you stay in bed after you have been made comfortable for the night. Unfamiliar surroundings and medications may create a hazard if you get out of bed. For assistance during the night, use your call button and your nurse will help you.

Security/Information Desk

The Security/Information staff is available from 7 am to 8:30 pm to help should you have any questions, need directions or need any help beyond the routine of your medical care. To reach the Security/Information Desk call (631) 477-5678.

The Front Desk is also available if you have any questions. To reach the front desk, call (631) 477-5195.

Interpreter Services

Stony Brook Eastern Long Island Hospital offers free interpreter services to you and your family during your stay or when visiting our hospital. Interpretive services

include dual handset telephones, on-site Spanish interpreters, American Sign Language interpreters and video interpretation.

Additional Services for Patients with Hearing Impairments.

Stony Brook Eastern Long Island Hospital provides many resources for our patients with hearing impairments. Please contact your nurse for assistance.

Quiet Hours

To provide our patients and visitors with a quieter environment, we are actively working to reduce noise levels throughout the hospital. Studies show that noise levels directly affect physical and mental healing. So that our patients receive needed rest, Quiet Hours on the inpatient units begin at 2 pm for one hour and then again overnight from 9 pm to 6 am. As our staff makes every effort to keep noise levels to a minimum, we ask that you contribute by keeping conversations low, lowering TV and radio volumes, putting phones on silent or vibrate, and avoid congregation in hallways outside of patients rooms. Thank you for helping to make our hospital a better place for all.

Dining

Wholesome, nourishing and well balanced meals are important to your treatment and recovery. Your doctor has prescribed a diet suitable for your medical needs, and the hospital offers a variety of food choices within that framework. If you practice dietary restrictions for religious or personal reasons, be sure to tell your nurse. If at any time you have questions about your diet, meals or nutrition, your nurse will arrange for you to meet with one of our registered dietitians.

Dining Facilities Located in the Hospital

Greenhouse Grill Café

The Green House Grill Café is located in the lobby of our hospital and offers a variety of sandwiches, salads, snacks, and hot and cold beverages.

Monday to Friday 8 am-2 pm

The hospital offers vending machines located at the Emergency Room rear parking lot entrance.

Stony Brook Eastern Long Island Hospital discourages visitors from bringing in food from any external source. The hospital is responsible for

providing our patients with food that is safe, sanitary, and clinically appropriate. If you feel it necessary to bring in food, please discuss it with the patients nurse or doctor to make sure it conforms to patient's diet. The Hospital does not take responsibility for the wholesomeness, safety or nutritional content of foods supplied by visitors. The hospital will not accept foods to store or reheat. Food items may not be left in the patient's room.

Telephone Service

All rooms, except those in the intensive care, Substance Use Detoxification and psychiatric units, have bedside telephones that provide complimentary telephone service. If there is an issue with your telephone equipment or the service, please notify your nurse, nursing assistant or another staff member.

Television Service UPDATE

Each Medical/Surgical room is equipped with a television. The hospital's Patient Education channels provide health-related programming. Please talk to your health care provider to learn about the specific education that is right for you. Videos are available in English and Spanish. Additional complimentary television services include regularly scheduled programs in Cablevision's Family Cable package. If there is an issue with your television or the service, please notify your nurse, nursing assistant or another staff member. for listing of television channels.

Wireless Internet Access for Patients and Guests

Stony Brook Eastern Long Island Hospital operates a wireless (Wi-Fi) network for patients and guests, free of charge. Using your Wi-Fi enable device, you can access the internet throughout our medial campus.

To Set Up Your Connection

1. On your device, access the Wi-Fi connection, which is usually found within the device's settings.
2. Select our ELIHGUEST
3. Once connected, open a web browser on your device. The browser should automatically open a web page that will ask you to review the terms of use.

Be sure to secure all valuables, including laptops and smartphones at all times. The hospital cannot be responsible for loss or damage to such items.

Please note: The hospital reserves the right to monitor Wi-Fi activity, filter content and otherwise control or prohibit usage.

Mail and Flowers

Security Desk delivers flowers and mail sent to you while you are a patient. Latex balloons are not permitted in hospital rooms. Mail is delivered on weekends only.

Please ask family and friends to address any deliveries as follows "Your name, Stony Brook Eastern Long Island Hospital, your floor and room number, 222 Manor Place, Greenport NY 11944." Mail received after you return home will be sent to your returned address.

Lost and Found

If you misplace a personal item, please tell the nurse right away, and every effort will be made to locate it.

The Hospital's Security Office can be reached contacted to inquire about lost items. (631) 477-5678.

YOUR HEALTHCARE TEAM

Medical Staff

Your doctor, who is on the faculty of the Renaissance School of Medicine at Stony Brook Eastern Long Island Hospital manages your patient care team. Several doctors may be involved in your care, as well as other staff members:

- Attending physicians or hospitalists are responsible for patient care and oversee residents.
- House physicians are fellows, residents and interns, who have finished, medical school and are in training. They are directly involved in patient care.
- Fellows are fully credentialed physicians who have completed their residency and elect to complete further training in a subspecialty.
- Residents are physicians undergoing three to seven years training to become board certified in a specialty, such as pediatrics or oncology.
- Interns are new physicians in the first year residency.
- Nurse practitioners, licensed practical nurses, physician assistants, nurse midwives, other allied health practitioners and hospital clinical assistants also provide care.

Nursing Staff

There may be many nurses and nursing staff members involved in your care. The Nursing staff works closely with the medical staff and other members of the healthcare team. The nursing team includes the nurse manager, clinicians, nurse specialists, nurse educators, registered nurses, nursing assistants, technicians, and nursing stations clerks.

- Nursing Supervisors are responsible for the supervision of the nursing staff during a particular shift.
- Nurse Supervisors have advanced training in a specific nursing specialty and are responsible for assuring that quality care is received by patients.
- Nurse educators provide education and training to nursing staff.
- Clinicians are responsible for operational management of a unit during a particular shift.
- A registered nurse plans and coordinates your overall nursing care each shift and assigns tasks to other members of the nursing team such as clinical assistants, licensed practical nurses and technicians.

Care Management Staff

- Case managers work with your team to coordinate your care while you are in the hospital and assist with discharge planning for those patients who need care after their hospitalization.
- Social Workers help you and your family to manage the stress of illness, hospitalization and treatment, and help plan for your care after you leave the hospital.

Your team strives to provide comprehensive and coordinated care throughout your stay. As a major teaching resource, Stony Brook Eastern Long Island Hospital trains health professionals, including doctors, nurses and medical students, physical therapists and social workers. Should you wish to hire a private duty nurse, speak with your nurse or contact the Nursing Office for a list of approved agencies.

Please note that private duty nurses are not members of the hospital staff. You will be responsible for forwarding payment directly to the agency you select.

Volunteers

Volunteer assist with a variety of services throughout the hospital. You will be able to identify volunteers by their identification badges and their colored jackets.

Staff Identification

Each staff member, student-in-training and volunteer is required to wear a clearly visible identification badge bearing a photograph, name and job title. The ID badge confirms his or her status at the hospital and specialty area. Do not hesitate to ask staff members to identify themselves. If someone you do not know enters your room, it is your right to ask who he or she is. If you have any doubts about the identity or the intentions of any visitor, call a member of the nursing staff immediately.

Coordination of Your Care

Your health care team coordinates your care in many ways, including discussions with your referring physicians. You may also notice staff using mobile devices since this is also an important way that your care team communicates with each other.

FOR YOUR FAMILY AND FRIENDS

Guidelines for Visitors

Family, friends and other designated supported support persons are welcome to visit you and can be helpful to your recovery. Patient comfort, care and safety are our primary concerns.

We define family as any person who plays an important role in your life. Visitation privileges cannot be denied based on race, color, national origin, religion, sex, sexual orientation, gender identity or disability.

We ask that your family and friends abide by the following guidelines. It is recommended, however, that you check at the nursing station in specific units for information. For any concerns, please discuss them with your nurse.

- Guests must check-in at the Security/Information Desk in the main lobby before visiting patient floors.
- We ask that you limit visitation to two guests in a room at one time to allow for your rest and recovery. Please keep visits brief.
- Arrangements may be made for one family member to spend the night. Every effort will be made to try to accommodate this request. Please discuss with the unit nurse.

Please Remind Others:

- Everyone (including all clinical and nonclinical staff, visitors and all others) is required to wash their hands with soap and water or foam when entering and leaving a patient's room.
- People with colds, sore throats, fevers, etc., or any contagious diseases should not visit patients.
- People who might have been in contact with anyone with a contagious disease. (diagnosed or receiving treatment for) should check with the patients nurse prior to visiting.
- Visitors should maintain a quiet environment and avoid unnecessary noise.
- Visitors should refrain from sitting on the hospital bed, as well as eating in the room.
- Visitors may be asked to leave the room during tests or treatments, or when the doctor or nurse needs to see the patient.
- Visitors must refrain from taking pictures, videos and/or voice recordings of patient and staff.

Condition Reports

Any personal information about your diagnosis and treatment must come from your physician. Your condition, however, can be provided to anyone who asks for you by name, including the media, unless you opt out of the Hospital Directory.

Banking

For the convenience of patients and visitors, an ATM is located in the Emergency Room lobby.

Elevator System UPDATE

The Elevator system in the main hospital helps provide more efficient services to patients, visitors and hospital staff. Instead of the traditional "up or down" buttons each passenger enters his or her floor destination into the touch screen positioned just outside the elevators. The system directs the passenger to one of the elevators for the quickest route. The Hospital Pavilion uses a traditional elevator system. There is one elevator located in the main lobby.

All Gender Bathrooms

For health and safety reasons, visitors are not permitted to use the all gender bathrooms in patient rooms. All Gender Bathrooms are located on the main level of the hospital, and are gender neutral and handicap accessible. Wash your hands and turn the faucet with a dry paper towel.

Guest Lodging

Please visit our website at elih.stonybrookmedicine.edu/patientsvisitors/lodging

Gifts for Patients

All visitors should check with the nurse before bringing gifts to the patients.

PATIENT SAFETY

Your safe care is our primary concern.

Our Promise to You

At Stony Brook Eastern Long Island Hospital, we promise that we will:

- Wash our hands before seeing you
- Check your name, date of birth, identification band and chart/requisition before giving any medicine, performing a procedure, drawing blood or transporting you.
- Call you by your preferred name.
- Listen to your thoughts, questions, and concerns.
- Ask you to become our partner in your healthcare.
- Ask you or a family member for a complete list of medications and nutritional supplements that you are taking.
- Thoroughly explain to you or a family member the care and medications you will receive.
- Make sure that you or your family member understands the risks and benefits of all procedures or surgeries you are going to have.
- Stop any procedure at the request of you or a family member.
- Ask for your feedback and concerns.
- Support respect and leave with a positive lasting impression.

SpeakUP™

Everyone at Stony Brook Eastern Long Island Hospital has a role in making healthcare safe. As a patient, you can make your care safer by being an active, involved, and informed member of your care team. The SpeakUp program, sponsored by

The Joint Commission, emphasizes that patients should be involved in their own care. Research shows that patients who take part in decisions about their own care are more likely to get better faster. Ask your nurse for a copy of the SpeakUp brochure, which details specific things that you can do as a patient to help prevent errors and stay safe.

Rapid Response Team:

Calling *66 from a hospital phone

Stony Brook Eastern Long Island Hospital created a Rapid Response Team (RRT) – a group of critical care specialists or senior residents team of skilled personnel accompanied by respiratory therapists. This team is available to provide urgent, lifesaving intervention in the event a patient shows signs of a sudden change in his or her medical condition.

The bedside nurse is specifically trained to recognize signs of distress, but we realize that a patient's family member may be the first to witness symptoms. To dispatch the RRT, dial *66 from bedside phone. The team will respond promptly to the patient's bedside with the goal of providing care before a potential crisis occurs. Details are posted in patient rooms. For more information, ask a member of our staff and review our Rapid Response Team brochure.

Falls Prevention

Please use your call bell for help when getting out of bed. Our Staff is happy to assist you.

Pain Management

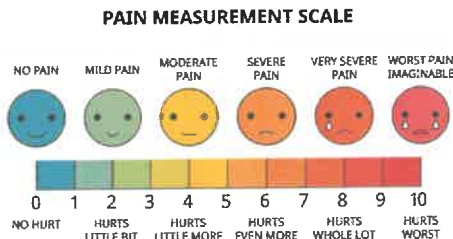
Pain relief is an important part of your healthcare, your recovery and your comfort. Controlling pain can help you get well faster. Less pain will help you regain your strength more quickly and allow you to resume normal function sooner.

Pain Management is a way to recognize and treat discomfort associated with a diagnosis, disease or treatment. Our healthcare team will work closely with you to achieve a functional level of comfort while keeping you safe. When evaluating your pain control, we will have regular conversations about your ability to rest, perform daily activities and whether your comfort level is improving. Your input in developing daily goals is valued. To learn more about your rights regarding your pain, please review the patient rights packet you received when admitted to the hospital.

We use a variety of techniques and medications in order to decrease the risk of opioid abuse and addiction. Please share any concerns regarding the risk of opioid abuse or addiction with your healthcare team.

Pain Scale

Please use a number from the scale to help describe your pain.



Things You Can Do to Ensure Medication Safety

- Share with your healthcare provider a list of all your current medicines, vitamins, herbs and supplements.
- Know what medications you are receiving in the hospital and why you are receiving them.
- Ask your healthcare provider how a new medicine will help. Ask about possible side effects. Ask for written information about the medicine, including its brand and generic names.
- Tell your healthcare provider if you don't feel well after receiving a medicine. If you think you are having a reaction or experiencing side effects, ask for help immediately.
- Don't be afraid to tell your healthcare provider if you think you are about to get the wrong medicine.
- Remind your healthcare provider about allergies that you have or negative reactions you have had to other medicines.
- Be aware that your healthcare providers will be checking your wristband and asking your name and date of birth prior to procedures or administering medications.
- Before you leave the hospital, make sure that you understand all of the instructions for the medicines you will need to keep taking and the medicines you will no longer need to take.
- Ask any questions you may have about any of your medications.
- Read the label on your prescription medicine.
- Make sure that it has your name on it and the correct medicine name and dosage. Some medicines have similar names and can be

easily confused with each other. Make sure that your medication looks the same as it normally does. If something doesn't match, ask your healthcare provider immediately.

- Take your medicine as prescribed, and do not stop taking it without first speaking with your healthcare provider.
- If you receive a prescription for antibiotics, use all the medication as prescribed until it is finished. Never use antibiotics prescribed for someone else or give someone else your medications.

Isolation Precautions

Infection Control: Hand Hygiene

We can't say it enough. Hand washing is one of the best ways to prevent the spread of infection. This is particularly important during hospitalization, when patients are at their most vulnerable and may have low immunity.

For the safety and the safety of your visitors, we request that you help spread the word to perform hand hygiene before and after: every patient contact; entering a patient's room/area; eating; and using the bathroom. This means either using antibacterial foam or washing hands thoroughly at the sink.

Here's how the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) recommend you wash your hands. Lather your hand with soap and water for as long as it takes to sing "Happy Birthday" twice. Use a paper towel when turning off the water. Then dry hand thoroughly.

Disease-Specific Precautions

In the hospital, certain infections may require isolation to keep them from spreading to other patients. If this is the case with you, do not be alarmed. It is a standard safety procedure that involves taking precautions. This may include changing your room and limiting visitors. During your hospitalization, one or more of your laboratory cultures may show that you are carrying or are infected with bacteria or an organism that is resistant to usual antibiotics.

When this occurs, you will be placed on disease-specific precautions. These protective measures are required for all healthcare workers to prevent or limit the spread to other patients. Your room may be changed. You will also be placed on disease-specific precautions at each of your subsequent admissions until it is proven that you are not carrying or infected with the identity bacteria.

Your family members and visitors do not have to follow special precautions unless instructed to do so by a healthcare provider. Before entering the room, they should ask your nurse for specific

instructions. They should wash their hands with soap and water or foam when entering and leaving the room, and should not go into other patient rooms and common areas in the unit. While in the room, if they need to sneeze or cough, they should do so into their elbow, not their hand. If they are using a tissue, they should discard it and wash their hands. Family members and visitors should take as few personal items as possible into the room and store them away from you. They should not touch items used for your care, including medical devices, tubes or dressings.

SUPPORT SERVICES

Care Management

In order to help ensure that your stay at Stony Brook Eastern Long Island Hospital goes smoothly, shortly after you are admitted, an RN Case manager or a social worker will meet with you and possibly with your family to coordinate your care and plan for your safe discharge. A stay in the hospital is much shorter than in the past. Improved treatments, the use of home care and rehabilitation services, and stricter insurance rules have all played a part in reducing the time you stay in the hospital. Although discharge times will vary, our goal is to have patients discharged by 11 am. We will work with you and/or your family to make sure that when you leave, your after-hospital care needs are addressed.

Depending on your needs, we can help to:

- Give your insurance company the information needed to access your covered benefits
- Facilitate admission to rehabilitation centers, adult homes, assisted living centers, skilled nursing facilities, psychiatric centers and group homes
- Arrange for home care, medical equipment, dialysis, and home IV therapy.
- Provide emotional support to help you deal with an illness, loss or a crisis while in the hospital.
- Refer you to community agencies and services

- Provide referrals to community agencies and services
- Provide assistance with advance directives
- Arrange hospice and palliative care services
- Provide information and support if you are involved in an abuse or maltreatment situation
- Provide you with information regarding treatment if you have substance abuse problems

Case managers and social workers are available seven days a week. If you need to speak to a case manager or social worker urgently, please ask your nurse to assist you.

The Blood Bank

Stony Brook Eastern Long Island Hospital has a fully equipped Blood Bank. Blood is a free gift from a community of donors; however, there are charges to the patient for processing and testing.

Our Blood Bank has a fully equipped Blood Bank. Blood is a free gift from a community of donors; however, there are charges to the patient for processing and testing.

Our Blood Bank collects many different types of blood donations. An autologous (self) donation is when a patient pre-deposits his or her own blood for scheduled surgery. Directed donations, where friends and family donate blood for a specific patient, can also be arranged. Voluntary blood donations are always welcome and help the Blood Bank to maintain an adequate blood supply. Please note that screening tests are performed on donated blood to ensure blood safety. It may take up to a week from the day of donation before it can be used for transfusion. For more information about transfusion and for anyone wishing to donate the precious, please refer to your nurse.

Medical Records

While you are patient at Stony Brook Eastern Long Island Hospital, you can have access to information contained in your medical records from a physician or a patient advocate. If you are transferred to another facility, a copy of your medical record accompanies you. All other requests for release of information need to include a signed authorization from the patient, or his or her legal guardian with the appropriate legal documentation, and are handled by the Health Information Management Department.

Patient Portal

Stony Brook Eastern Long Island Hospital's patient portal is:

MyCareCommunityEastern Long Island Hospital
Ask for a patient portal authorization form from Registrar.

Ethics Consultation Services

Ethics consultation is a service offered to patients, their families, and those who play a key role in decisions about patient care. Stony Brook Eastern Long Island Hospital is committed to shared decision-making and honoring patients' wishes concerning medical treatment. Ethics consultants are available 24 hours a day to offer supportive counsel to help clarify and resolve ethical problems that might arise. Dial "0" for the hospital switchboard to request a consultant.

Advance Directives

What is an advance directive?

Advance directives are written instructions about healthcare treatment made by adult patients before they lose their decision-making capacity. In New York State, the best way to protect your treatment wishes and concerns is to appoint someone you trust to decide about treatment if you become unable to decide for yourself. This person can be a family member, close friend or same sex partner. By filling out a form called a healthcare proxy, this person becomes your "healthcare agent." Before appointing a healthcare agent, make sure the person is willing to act as your agent. Discuss with your agent what types of treatments you would or would not want if you were in the hospital and had a life-threatening illness or injury.

Make sure your healthcare agent knows your wishes. Some patients also express specific instructions and choices about medical treatments in writing. A written statement can be included in a healthcare proxy, or it can be in a separate document such as living will.

If you are interested in completing a healthcare proxy or would like to have a discussion about healthcare proxies, please request to see a social worker or case manager.

Spiritual Care Services/Chaplaincy Services/ Chapel

To reach a chaplain, call the hospital operator or ask a member of your healthcare team to page the

chaplain. The team can also arrange a visit for you. The Interfaith Chapel is located on in the lobby near the main entrance, and all are welcome. A schedule of services can also be obtained from the hospital operator or the announcement board directly outside the Chapel.

Palliative Care Information Act

New York State requires that healthcare practitioners offer information and counseling to patients and their families with serious illness. This includes information about prognosis, the range of options appropriate to the treatment, the risks and benefits associated with those options, and comprehensive pain and symptom management related to a serious illness.

The Palliative Care Service

The Palliative Care Service is a supportive service that can help you and your family by assisting with pain management and other difficult symptoms and challenging decision-making related to serious illness, even when first diagnosed. The palliative care service team works closely with your primary care service team to address the specific palliative needs that can arise when being treated for a serious illness. A team of Specialists from medicine, social work, nursing, and chaplaincy services provide compassionate care and guidance for physical, emotional, and spiritual needs. The Palliative Care is available for inpatient consultation for patients facing serious illness. Patients and families can contact the Palliative care team through any member of the primary treatment team.

LEAVING THE HOSPITAL

Before You Leave

Please make sure that we have the most current information about your healthcare insurance so that your insurance is properly billed. Please contact our Admitting Office to provide this information by calling 5187.

Checkout Time

Your doctor will let you know when you are ready for discharge, but your medical team will be planning your discharge with you from the first day you are admitted. Discuss with the team what your possible date of discharge is. You may know the evening before or the morning of discharge. Please make arrangements with a family member or friend to help you when it's time to go home. Depending on your needs, the discharge time may vary. Our goal for you is to be discharged by 11 am if you need a ride home, please notify your nurse, social worker or care manager.

Discharge Procedure

Your healthcare team will visit you to review your discharge plan and make any changes to your medications. Your discharge nurse will go over all discharge information with you. We recommend that you have someone with you to also listen to those instructions. If you are wearing any devices during your stay, they will need to be removed before you leave. Please do not pack any hospital supplies, such as towels or linens. If you are in doubt about items that you can take home, please ask your nurse. You will need to be escorted by a staff member to main entrance of the hospital.

Discharge Instructions

After the discharge orders are written by your doctor, the discharge nurse will explain the aftercare needed and any instructions to follow, as well as review your medicines, including any signs and symptoms to look out for at home. The nurse will also verify that your prescriptions for medicines were sent to the correct pharmacy. If you have questions about your diet, activities, or other matters please ask.

If you are waiting for transportation home, we may ask you to wait in the visitor lounge on your unit until your ride arrives.

We want to make the transition from hospital to home a safe one for you. Please do not leave unless you have received your copies of the information.

Medications

New York State has mandated that all prescriptions be sent to pharmacists electronically. We will no longer give you a paper prescription for medications. Please be sure that your healthcare team has the correct information about your pharmacy.

Personal Belongings

On the day you know that you are going home, please collect all of your belongings and double check closets and drawers. The floor will call or go down to Admitting to retrieve valuables from the safe. If Admitting is not available, they proceed to the cashier.

Leaving the Hospital

When you are ready to leave, a member of the hospital team will escort you to the front entrance and help you into your car.

FINANCIAL CARE

Payment for your care

We realize that healthcare bills can be confusing. Patients should familiarize themselves with the terms and conditions of their insurance coverage. Those patients without insurance coverage are responsible for paying the full cost of their care. If you need help paying your bill, the hospital's Financial Assistance Program can help patients who are uninsured and those with limited insurance. Call the Customer Service/Patient Accounts Financial Aid Department for details at (631) 444-4331. A Medicaid representative is available to assist with the Medicaid application Monday through Friday, 8 am to 4 pm, and can be reached by calling (631) 477-5186

When you become a non-emergency hospital patient at Stony Brook Eastern Long Island Hospital, you are entitled to receive information about how you will be charged for the services you receive. This is particularly important if you receive care that is not in your health plans network, or if you are not covered by a health plan.

Inpatient Hospitalization: Stony Brook Eastern Long Island Hospital is a participating provider in many health plan networks. However, some health plans use smaller networks for certain services they offer, so it is important to check whether we participate in your specific plan.

<http://www.stonybrookmedicine.edu/patientcare/oon/plans>

Physician Services While You're in the Hospital: The physician services you receive while a patient in our hospital are not included in the hospital charges. Physicians who provide services at Stony Brook Eastern Long Island Hospital maybe independent voluntary physicians. If your physician does not participate in your specific plan, you may want to choose a different physician who does.

<http://www.stonybrookmedicine.edu/find-a-doctor>;
<http://www.stonybrookmedicine.edu/patientcare/oon/mid-charges>

Specialty or Other Services While You Are Hospitalized: Stony Brook Eastern Long Island Hospital has contracts with a number of physician groups such as anesthesiologists, radiologists and pathologists so that they can provide services at our hospital. You should contact these groups directly to find out which health plans they accept.

<http://stonybrookmedicine.edu/patientcare/oon/charges>

Understanding Your Hospital Charges: We created a sample list of charges for our most common hospital procedures. Please keep in mind that these charges are just examples. There are different factors that affect what a patient actually pays depending on specific contracts that a health plan, insurer or other third party payer (like Medicare) may have with us. Insured, in-network patients are usually only responsible for copayments, coinsurance and/or deductibles. <https://www.stonybrookmedicine.edu/patientcare/oon/charges>

If you Don't Have Health Insurance: Contact our Financial Assistance Office to see if you may be able to get help paying for your hospital bills at (631) 444-4331.

<http://www.stonybrookmedicine.edu/patientcare/oon/financial-assistance>

Financial Assistance Program

Stony Brook Eastern Long Island Hospital recognizes that there are times when patients in need of care will have difficulty paying for services provided. The hospital's financial assistance program provides discounts to qualifying individuals, based on income.

Who qualifies for a discount?

A financial aid application is offered to patients who have limited income, have no health insurance, are underinsured or would like to be screened for discount eligibility. You cannot be denied medically necessary care because you need financial assistance. You may apply for a discount regardless of immigration status.

Everyone in New York State who needs emergency services and non-emergency, medically necessary services at Stony Brook Eastern Long Island Hospital can receive care and may be eligible for assistance based on income limits that have been established by federal guidelines.

Can someone explain this discount? Can someone help me apply?

Yes. Free confidential help is available. Call our Financial Aid Unit at (631) 444-4331. If you do not speak English, someone will help you in your own language. The financial counselor can tell you if you qualify for free or low-cost insurance, such as Medicaid, Family Health Plus and Child Health Plus. If the counselor finds that you don't qualify for low-cost insurance, he or she will help you

apply for a discount. The counselor will help you fill out the forms and tell you what documents you need to bring.

How do I apply for a discount?

A financial assistance application is available online at stonybrookmedicine.edu/billing information. You may also pick up an application from the cashier in the Emergency Department.

A financial assistance application will be sent to you upon your request if you call our Financial Aid Unit at (631) 444-4331. You will need to supply copies of all requested documentation. If you cannot provide these, you may still be eligible to apply for financial assistance.

Additional Healthcare Insurance Options

For those who are under age 65 and who do not have disability, you may be eligible for coverage through NY State of Health, the state's official health plan marketplace. For information, call (855) 355-5777 or visit nystateofhealth.ny.gov.

In order to apply for coverage, you may need to have proof of the following:

- Citizenship
- Immigration Status
- Social Security Number
- Residency
- Income

Individuals who are age 65 or older, or who have a disability, are blind and/or are in need of long-term care coverage, may be eligible for Medicaid.

The New York State Department of Social Services requires a paper application to be submitted to your local center. Call (631) 477-5186 to make appointment to apply for Medicaid.

For information regarding:

- Medicaid call (631) 477-5186
- Extended Time Payments Call (631) 686-4377
- Financial Assistance Program (sliding scale fee reduction based on income) Call (631) 444-4331 stonybrookmedicine.edu/billinginformation

HELPFUL PHONE NUMBERS

Departments & Services	
Stony Brook Eastern Long Island Hospital	
Main (Information)	(631) 477-1000
Administration	(631) 477-5100
Breast Health Services	
Mammography Appointments	(631) 477-5121
Behavioral Health Services	
Inpatient Intake	(631) 477-8877 Fax (631) 477-5029
Detoxification	(631) 477-5234 Fax (631) 477-5843
Rehabilitation	(631) 477-5325 Fax (631) 477-5843
Quannacut Outpatient Services	
Outpatient Intake- Greenport	(631) 369-8966 Fax (631) 369-8516
Outpatient Intake- Riverhead	(631) 369-8966 Fax (631) 369-8516
Outpatient Intake- Southampton	(631) 369-8966 Fax (631) 369-8516
Psychiatry, Inpatient	(631) 477-5265 Fax (631) 477-5365
Laboratory Services- Greenport	
Appointments	(631) 477-5422 Fax (631) 477-5845
Medical Records	(631) 477-5232 Fax (631) 477-8316
Musculoskeletal Health Center	(631) 631-638-BONE (2663)
Nutritional Services	(631) 477-5210 Fax (631) 477-8324
Pharmacy	(631) 477-5192 Fax (631) 477-8834
Physical Therapy & Rehabilitation	
Physical Therapy & Fitness- Peconic Landing, Greenport	(631) 477-4217, ext. 287
Physical Therapy & Rehabilitation- Shelter Island	(631) 749-0978
Physical Therapy & Rehabilitation- Southold	(631) 765-9389 Fax (631) 659-9369
Physician Referral	(631) 477-5273 Fax (631) 477-1670
Pulmonary Function Testing	(631) 477-5158 Fax (631) 477-1670
Radiology & Imaging	
Appointments	(631) 477-5137 Fax (631) 477-0304

SUPPORTING THE EASTERN LONG ISLAND HOSPITAL FOUNDATION (LOGO)

The Eastern Long Island Hospital Foundation (ELIHF) is the fundraising and communications arm of Stony Brook Eastern Long Island Hospital. A separate, not-for-profit corporation, the Foundation seeks to heighten awareness, promote goodwill and maximize private philanthropy to advance and strengthen the mission and vision of Stony Brook Eastern Long Island Hospital. Contributions of all amounts are valued and appreciated by our entire hospital family who are committed to providing compassionate, high quality care to residents of and visitors to the East End of Long Island. Philanthropy is vital to Stony Brook Eastern Long Island Hospital and there are a number of ways for interested individuals to give:

Gifts of Cash may be made to the Foundation by cash, check or credit card. Checks should be made payable to Eastern Long Island Hospital Foundation and mailed to 201 Manor Place, Greenport, NY 11944, while credit card contributions can be made by calling the Foundation Office at (631) 477.5164 or on our website. VISA, MasterCard, American Express, and Discover are accepted. Cash should be hand delivered to the Foundation Office at 222 Manor Place, located in the building across the street from the hospital, second door from the left.

Gifts of Securities may be reassigned directly to ELIHF or they may be transferred through your broker. Gifts of appreciated stocks, bonds, or mutual funds may be an excellent choice for funding charitable gifts and may offer significant tax benefits for the donor without impacting cash flow. Please call (631) 477-5164 for transfer instructions.

Pledges can be paid over a period of time.

Matching Gifts enable donors to double or even triple their contributions. Many employers offer opportunities to match charitable gifts of their employees and retirees, including spouses. Matching gift forms, which are usually available from a business or organization's Human Resources Department, should be completed by the donor and mailed to the ELIH Foundation Office at 201 Manor Place, Greenport, NY 11944.

Gifts in Memory or in Honor of loved ones, family members or friends are a special way to acknowledge someone in your life while making a difference. Gifts may be made in remembrance of loved ones or friends, or to recognize a special occasion, i.e. the outstanding care provided by a physician or nurse, a birthday, an anniversary or a holiday. When the Foundation receives such gifts, a special letter of recognition is sent to the person or family of the donor's choosing. The donor will also receive a letter acknowledging the tax-deductible contribution.

The Breakwater Club was established to honor especially generous donors who make a gift of \$2,500 annually for five years. Membership benefits include exclusive recognition and event reservations. For more information, please call the ELIH Foundation Office at (631) 477-5164.

Community Cares Campaign & Businesses Giving Back Incentive Program

The ELIH Foundation has partnered with local businesses to offer select services for customers and donate a percentage of the monetary value of a select service to the ELIH Foundation. For more details on how your business can join the Community Cares Campaign or details on individual specials, please call the ELIH Foundation Office at (631) 477-5164.

Planned Giving allows donors to give a bequest gift, beneficiary designation, charitable gift annuity, charitable remainder trust, charitable lead trust, gifts of real estate, or a gift of retained life estate. For more information or to inform us of your planned gift, please contact the ELIH Foundation Office at (631) 477-5164.

Major Gifts allow donors to provide major support and to make a particularly significant contribution to our efforts. Please contact the ELIH Foundation Office at (631) 477-5164 for more information.

The Eastern Long Island Hospital Foundation Opportunity Shop carries gently used items such as clothes, shoes, accessories, household items and more. Located on Main Street in Greenport, the shop is mainly run by our own Auxiliaries. All sales benefit various services and causes at the hospital. Donations are accepted during all open hours, Tuesday through Saturday, 10am-3pm. Please call the Shop at (631) 477-1120 prior to donating furniture and other large items or for more information.

NOTES

ABOUT STONY BROOK EASTERN LONG ISLAND HOSPITAL

Mission: Stony Brook Eastern Long Island Hospital delivers world-class, compassionate care to our patients, advances our understanding of the origins of human health and disease, and educates the healthcare professionals and biomedical investigators of the future, so they can bring the fruits of scientific discovery to our patients.

Values:

Integrity – We are honest and ethical in all our interactions.

Compassion – We provide empathic care with attentive listening and affirmation.

Accountability – We hold ourselves accountable to our community, to our organization and to each other for our performance and behaviors.

Respect – We foster an environment of mutual respect and trust, embracing diversity in people and thinking.

Excellence – We set the highest standards for safety, clinical outcomes and service.

In 2019, Eastern Long Island Hospital joined with Stony Brook Medicine to preserve the mission of our founders to better serve our community. SBELIH welcomed General Surgeons of Stony Brook Medicine Meeting House Lane Medical Practice to our Surgical Center of Excellence. A new Mastery in General Surgery Fellowship program provides surgical fellows with four months of rural surgery experience and improves surgical physician staffing in the SBELIH Operating Rooms and Emergency Department. SBELIH has also joined forces with the Mollie Biggane Melanoma Foundation to provide all inpatients with skin cancer assessment and education, evaluating the skin of all patients for lesions and cancers while educating them on skin cancer and protective behaviors.

At SBELIH, inpatients are under the care of world-renowned hospitalists, physicians who specialize in inpatient medicine and taking care of hospitalized patients in place of a primary care provider. SBELIH is fully accredited by the Joint Commission and has been awarded the Gold Seal of Approval.

elihelih.stonybrookmedicine.edu



Stony Brook Eastern Long Island Hospital

PATIENTS' BILL OF RIGHTS IN A HOSPITAL

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

- (1) Understand and use these rights. If for any reason you do not understand or you need help, the hospital **MUST** provide assistance, including an interpreter.
- (2) Receive treatment without discrimination as to race, color, religion, sex, gender identity, national origin, disability, sexual orientation, age or source of payment.
- (3) Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
- (4) Receive emergency care if you need it.
- (5) Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
- (6) Know the names, positions and functions of any hospital staff involved in your care and refuse their treatment, examination or observation.
- (7) Identify a caregiver who will be included in your discharge planning and sharing of post-discharge care information or instruction.
- (8) Receive complete information about your diagnosis, treatment and prognosis.
- (9) Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
- (10) Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet "Deciding About Health Care — A Guide for Patients and Families."
- (11) Refuse treatment and be told what effect this may have on your health.
- (12) Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
- (13) Privacy while in the hospital and confidentiality of all information and records regarding your care.
- (14) Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
- (15) Review your medical record without charge and, obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
- (16) Receive an itemized bill and explanation of all charges.
- (17) View a list of the hospital's standard charges for items and services and the health plans the hospital participates with.
- (18) Challenge an unexpected bill through the Independent Dispute Resolution process.
- (19) Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and if you request it, a written response. If you are not satisfied with the hospital's response, you can complain to the New York State Health Department. The hospital must provide you with the State Health Department telephone number.
- (20) Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
- (21) Make known your wishes in regard to anatomical gifts. Persons sixteen years of age or older may document their consent to donate their organs, eyes and/or tissues, upon their death, by enrolling in the NYS Donate Life Registry or by documenting their authorization for organ and/or tissue donation in writing in a number of ways (such as a health care proxy, will, donor card, or other signed paper). The health care proxy is available from the hospital.

Public Health Law (PHL) 2803 (1)(g) Patient's Rights, 10 NYCRR, 405.7, 405.7(a)(1), 405.7(c)

PARENTS' BILL OF RIGHTS

As a parent, legal guardian or person with decision-making authority for a pediatric patient receiving care in this hospital, you have the right, consistent with the law, to the following:

- 1) To inform the hospital of the name of your child's primary care provider, if known, and have this information documented in your child's medical record.
- 2) To be assured our hospital will only admit pediatric patients to the extent consistent with our hospital's ability to provide qualified staff, space and size appropriate equipment necessary for the unique needs of pediatric patients.
- 3) To allow at least one parent or guardian to remain with your child at all times, to the extent possible given your child's health and safety needs.
- 4) That all test results completed during your child's admission or emergency room visit be reviewed by a physician, physician assistant, or nurse practitioner who is familiar with your child's presenting condition.
- 5) For your child not to be discharged from our hospital or emergency room until any tests that could reasonably be expected to yield critical value results are reviewed by a physician, physician assistant, and/or nurse practitioner and communicated to you or other decision makers, and your child, if appropriate. Critical value results are results that suggest a life-threatening or otherwise significant condition that requires immediate medical attention.
- 6) For your child not to be discharged from our hospital or emergency room until you or your child, if appropriate, receives a written discharge plan, which will also be verbally communicated to you and your child or other medical decision makers. The written discharge plan will specifically identify any critical results of laboratory or other diagnostic tests ordered during your child's stay and will identify any other tests that have not yet been concluded.
- 7) To be provided critical value results and the discharge plan for your child in a manner that reasonably ensures that you, your child (if appropriate), or other medical decision makers understand the health information provided in order to make appropriate health decisions.
- 8) For your child's primary care provider, if known, to be provided all laboratory results of this hospitalization or emergency room visit.
- 9) To request information about the diagnosis or possible diagnoses that were considered during this episode of care and complications that could develop as well as information about any contact that was made with your child's primary care provider.
- 10) To be provided, upon discharge of your child from the hospital or emergency department, with a phone number that you can call for advice in the event that complications or questions arise concerning your child's condition.

Public Health Law (PHL) 2803(i)(g) Patients' Rights 10NYCRR, Section 405.7



**Department
of Health**

Patients' Bill of Rights for Diagnostic & Treatment Centers (Clinics)

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

- (1) Receive service(s) without regard to age, race, color, sexual orientation, religion, marital status, sex, gender identity, national origin or sponsor;
- (2) Be treated with consideration, respect and dignity including privacy in treatment;
- (3) Be informed of the services available at the center;
- (4) Be informed of the provisions for off-hour emergency coverage;
- (5) Be informed of and receive an estimate of the charges for services, view a list of the health plans and the hospitals that the center participates with; eligibility for third-party reimbursements and, when applicable, the availability of free or reduced cost care;
- (6) Receive an itemized copy of his/her account statement, upon request;
- (7) Obtain from his/her health care practitioner, or the health care practitioner's delegate, complete and current information concerning his/her diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand;
- (8) Receive from his/her physician information necessary to give informed consent prior to the start of any nonemergency procedure or treatment or both. An informed consent shall include, as a minimum, the provision of information concerning the specific procedure or treatment or both, the reasonably foreseeable risks involved, and alternatives for care or treatment, if any, as a reasonable medical practitioner under similar circumstances would disclose in a manner permitting the patient to make a knowledgeable decision;
- (9) Refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of his/her action;
- (10) Refuse to participate in experimental research;
- (11) Voice grievances and recommend changes in policies and services to the center's staff, the operator and the New York State Department of Health without fear of reprisal;
- (12) Express complaints about the care and services provided and to have the center investigate such complaints. The center is responsible for providing the patient or his/her designee with a written response within 30 days if requested by the patient indicating the findings of the investigation. The center is also responsible for notifying the patient or his/her designee that if the patient is not satisfied by the center response, the patient may complain to the New York State Department of Health;
- (13) Privacy and confidentiality of all information and records pertaining to the patient's treatment;
- (14) Approve or refuse the release or disclosure of the contents of his/her medical record to any health-care practitioner and/or health-care facility except as required by law or third-party payment contract;
- (15) Access to his/her medical record per Section 18 of the Public Health Law, and Subpart 50-3. For additional information link to: [http://www.health.ny.gov/publications/1449/section_1.htm#access](http://www.health.ny.gov/publications/1449/section_1.htm#access;);
- (16) Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors;
- (17) When applicable, make known your wishes in regard to anatomical gifts. Persons sixteen years of age or older may document their consent to donate their organs, eyes and/or tissues, upon their death, by enrolling in the NYS Donate Life Registry or by documenting their authorization for organ and/or tissue donation in writing in a number of ways (such as health care proxy, will, donor card, or other signed paper). The health care proxy is available from the center;
- (18) View a list of the health plans and the hospitals that the center participates with; and
- (19) Receive an estimate of the amount that you will be billed after services are rendered.



**Department
of Health**

Patient Bill of Rights Under New York State Mental Hygiene Law

All patients of Stony Brook University Hospital have a right to the posted Patient's Bill of Rights. Additionally, all patients in New York State psychiatric centers in New York State psychiatric centers have the rights listed below, unless there is a specific provision of another law — such as the Criminal Procedure Law or Correction Law for individuals admitted under these laws — which provides otherwise.

- Appropriate personal clothing.
- A safe and sanitary environment.
- A balanced and nutritious diet.
- Practice the religion of your choice, or no religion.
- Freedom from abuse and mistreatment by employees or other residents.
- Adequate grooming and personal hygiene supplies.
- A reasonable amount of safe storage space for clothing and other personal property.
- Reasonable privacy in sleeping, bathing and toileting areas.
- Receive visitors at reasonable times, have privacy when visited and communicate freely with people inside or outside the psychiatric center.
- Appropriate medical and dental care.
- An individualized plan for treatment and active participation in developing that plan.
- Contact the facility director, the Mental Hygiene Legal Service, Stony Brook Medicine's Department of Patient Advocacy or the New York State Office of Mental Health or the Justice Center about any questions or complaints.

If you have any questions regarding your rights or if you need help resolving a problem please contact Stony Brook University Hospital's Department of Patient Advocacy at **631-444-2880**. A Patient Advocate is here to help answer your questions about your hospitalization and provide a channel through which you can voice your concerns. You may also contact the New York State Department of Health at **800-804-5447** or The Joint Commission at **800-994-6610** or via email at **complaint@jointcommission.org**.

Breastfeeding Mothers' Bill of Rights

Choosing how to feed her new baby is one of the important decisions a mother can make in preparing for her infant's arrival. Doctors agree that for most women, breastfeeding is the safest and healthiest choice. It is your right to be informed about the benefits of breastfeeding, and to have your health care provider, maternal health care facility, and child day care facility encourage and support breastfeeding. You have the right to make your own choice about breastfeeding. Whether you choose to breastfeed or not, you have the rights listed below, regardless of your race, creed, national origin, sexual orientation, gender identity or expression, or source of payment for your health care. Maternal health care facilities have a responsibility to ensure that you understand these rights. They must provide this information clearly for you, and must provide an interpreter, if necessary. These rights may be limited only in cases where your health or the health of your baby requires it. If any of the following things are not medically right for you or your baby, you should be fully informed of the facts and be consulted.

(1) Before You Deliver:

If you attend prenatal childbirth education classes (those provided by the maternal health care facility and by all hospital clinics and diagnostic and treatment centers providing prenatal services in accordance with Article 28 of the Public Health Law), then you must receive the Breastfeeding Mothers' Bill of Rights. Each maternal health care facility shall provide the maternity information leaflet, including the Breastfeeding Mothers' Bill of Rights, to each patient or to the appointed personal representative at the time of prebooking or time of admission to a maternal health care facility.

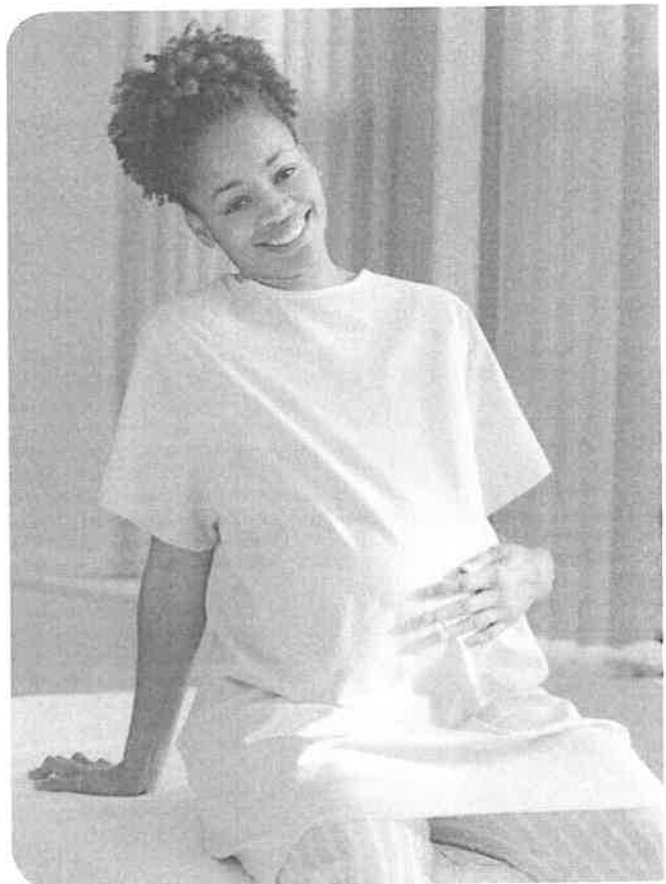
You have the right to receive complete information about the benefits of breastfeeding for yourself and your baby. This will help you make an informed choice on how to feed your baby.

You have the right to receive information that is free of commercial interests and includes:

- How breastfeeding benefits you and your baby nutritionally, medically and emotionally;
- How to prepare yourself for breastfeeding;
- How to understand some of the problems you may face and how to solve them.

(2) In The Maternal Health Care Facility:

- You have the right to have your baby stay with you right after birth, whether you deliver vaginally or by cesarean section.
- You have the right to begin breastfeeding within one hour after birth.
- You have the right to get help from someone who is trained in breastfeeding.
- You have the right to have your baby not receive any bottle feeding or pacifiers.
- You have the right to know about and refuse any drugs that may dry up your milk.
- You have the right to have your baby in your room with you 24 hours a day.
- You have the right to breastfeed your baby at any time day or night.



- You have the right to know if your doctor or your baby's pediatrician is advising against breastfeeding before any feeding decisions are made.
- You have the right to have a sign on your baby's crib clearly stating that your baby is breastfeeding and that no bottle feeding of any type is to be offered.
- You have the right to receive full information about how you are doing with breastfeeding, and to get help on how to improve.
- You have the right to breastfeed your baby in the neonatal intensive care unit. If nursing is not possible, every attempt will be made to have your baby receive your pumped or expressed milk.
- If you – or your baby – are re-hospitalized in a maternal health care facility after the initial delivery stay, the hospital will make every effort to continue to support breastfeeding, and to provide hospital-grade electric pumps and rooming-in facilities.
- You have the right to get help from someone specially trained in breastfeeding support, if your baby has special needs.
- You have the right to have a family member or friend receive breastfeeding information from a staff member, if you request it.



(3) When You Leave The Maternal Health Care Facility:

- You have the right to printed breastfeeding information free of commercial material.
- You have the right, unless specifically requested by you, and available at the facility, to be discharged from the facility without discharge packs containing infant formula, or formula coupons unless ordered by your baby's health care provider.
- You have the right to get information about breastfeeding resources in your community, including information on availability of breastfeeding consultants, support groups, and breast pumps.
- You have the right to have the facility give you information to help you choose a medical provider for your baby, and to help you understand the importance of a follow-up appointment.
- You have the right to receive information about safely collecting and storing your breast milk.
- You have the right to breastfeed your baby in any location, public or private, where you are otherwise authorized to be. Complaints can be directed to the New York State Division of Human Rights.
- You have a right to breastfeed your baby at your place of employment or child day care center in an environment that does not discourage breastfeeding or the provision of breast milk.
- Under section 206-c of the Labor Law, for up to three years following childbirth, you have the right to take reasonable unpaid break time or to use paid break time or meal time each day, so that you can express breast milk at work. Your employer must make reasonable efforts to provide a room or another location, in close proximity to your work area, where you can express breast milk in private. Your employer may not discriminate against you based on your decision to express breast milk at work. Complaints can be directed to the New York State Department of Labor.

These are your rights. If the maternal health care facility does not honor these rights, you can seek help by contacting the New York State Department of Health, or by contacting the hospital complaint hotline at **1-800-804-5447**; or via email at hospinfo@health.ny.gov.



New York State & Federal Benefits for Qualified Veterans & Their Families



Division of
Veterans' Affairs

New York State
Division of Veterans' Affairs
2 Empire State Plaza, 17th Floor
Albany, NY 12223-1551

1-888-VETS NYS
(1-888-838-7697)
www.veterans.ny.gov



iOS



Google

Aid and Attendance

Wartime Veterans, regardless of combat, and non-remarried surviving spouses may be eligible for significant financial assistance to pay for help with activities of daily living provided by a long term care facility, nursing home, or in home care provided by a family member, friend, or an entity. Eligibility is based on income, assets, and need for assistance.

Blindness

Federal: Veterans receiving compensation for service-connected disability and are blind in both eyes or are in receipt of Aid and Attendance may qualify. Blindness need not be service-connected. Guide Dogs, electronic and mechanical aids are available.

State: A New York State Blind Annuity is available to legally blind wartime Veterans or their unremarried surviving spouses, who reside and are domiciled in New York State. Blindness does not need to be service-connected.

Burial

Federal: Financial assistance for burial and plot expenses available for eligible survivors of qualified Veterans. Burial in National Cemeteries available to certain Veterans and family members. Claim must be filed within two years after permanent interment. The VA provides headstones or grave markers for unmarked burial sites. An American flag is available to drape the casket and be given to next of kin.

State: Payments authorized by counties for indigent NYS Veterans and certain family members; purchase of headstone also authorized.

State: A supplemental burial allowance of up to \$6,000 is authorized for certain military personnel killed in combat or dying from combat wounds.

Civil Service

Federal: Ten-point preference for eligible disabled Veterans in competitive exams only. Certain requirements waived and special priority given in certain job categories. Unremarried widow(er)s, certain spouses and mothers of disabled Veterans also are eligible for preference. Five-point preference for wartime Veterans honorably discharged.

State: Qualified disabled Veterans eligible for appointment to non-competitive State employment positions under Sections 55-c of the New York State Civil Service Law. Information on jobs with New York State agencies is

available at www.cs.ny.gov or by email at pio@cs.ny.gov or by calling 1-877-NYS-JOBS (1-877-697-5627)

State and Local: Ten-point additional credit preference toward original and future appointment for disabled wartime Veterans; five-points for wartime service; and two and a half points for competitive promotional exams. Job retention rights applicable to Veterans.

Disability Benefits

VA Compensation: Veterans with a disability or disease incurred or exacerbated during active service are entitled to monthly compensation payments determined by the severity of the condition or loss of earning power. Application may be made for the benefit anytime during the Veteran's lifetime. Additional monetary allowances for dependents of Veterans with 30 percent or greater disability rating.

Education

Federal: The VA administers basic education programs for Veterans and service persons seeking assistance for education or training, which may be non-contributory, contributory, or training for unemployed Veterans.

Children of Veterans (Federal): If Veteran's death or total disability is service-connected or if the disability is granted to certain service members still on active duty, the children may pursue approved courses in schools and colleges under the Dependents Education Assistance program. Orphans generally ages 18-26, receive a financial stipend for up to 45 months schooling. Certain children beginning at age 14, may be eligible for special restorative training.

Widow(er)s and Spouses (Federal):

Educational benefits and financial stipends are also available to widow(er)s and spouses of certain Veterans who died of service-connected disability or who are disabled 100% from service-connected causes or for certain service members who are granted the disability while still on active duty.

State: G.I. Bill Veterans who are not New York State residents can attend State University of New York or City University of New York colleges on the G.I. Bill and still receive the in-state tuition rate.

State: Veterans Tuition Award Under Education Law Section 669-a, NY residents who are "combat Veterans" of the Vietnam, Persian Gulf, and Afghanistan conflicts, or who have received an Expeditionary Medal, may be eligible to receive the NYS Veterans' award per

semester will equal to the amount of undergraduate tuition charged by SUNY to NYS residents or actual tuition, whichever is less.

State: Child of a Veteran Award provides eligible children of deceased Veterans, or those service-connected disabled of 40% or greater, or those classified as former prisoners of war, or as missing in action, a non-competitive award of \$450 a year.

State: Military Service Recognition Scholarship (MSRS) Available to certain dependents of military personnel killed, severely disabled or missing in action while serving in combat or a combat zone of operation since Aug. 2, 1990.

Employment & Training

As guaranteed by the New York State Veterans Bill of Rights for Employment Services, Veterans are entitled to priority service at all New York State Department as for employment counseling, vocational testing and other services. Veterans receive special priority for all services and training funded by the Workforce Investment Act. For more information call 1-800-342-3358 or contact your nearest State Labor office.

Gold Star Parents Annuity

New York State provides an annuity payment of \$500 per parent, up to \$1000 per deceased Veteran for Gold Star Parents (as defined in 10 USC 1126) who reside and are domiciled in New York State.

Health Care

Hospitalization: VA facilities give the highest priority for medical care to those Veterans who are: rated service-connected disabled; retired by disability from active duty; were awarded the Purple Heart; in receipt of VA pension; are eligible for Medicaid; are former POW's; in need of care for a condition related to exposure to dioxin or other toxic substance (Agent Orange) or Gulf War diseases, or exposure to ionizing radiation while on active duty. Non-service connected Veterans may be treated if facility resources allow, and may be subject to a test of financial means and a co-payment.

Veterans who served in combat locations since Nov. 11, 1998 are eligible for free health care for five years following discharge for conditions potentially related to combat service.

Outpatient Medical Treatment: VA provides medical services to eligible Veterans on an outpatient basis within the limits of the facilities.

Homes (state) for Veterans

The Homes for Veterans Program offers low interest rate mortgage programs and additional benefits to qualified Veterans making homeownership more attainable for Veterans by relaxing eligibility requirements, eliminating fees, and providing closing cost assistance. Co-Op's eligible.

Home Loan Guaranty

Federal: Certain Veterans and spouses are eligible for GI loans for homes, condominiums and manufactured

homes. Participating financial institutions receive a guarantee from the VA covering part of the loan in the event of default on repayment. Applicants must apply for a certificate of eligibility.

Insurance

Holders of USGLI, NSLI and VSLI policies can obtain information concerning conversion, beneficiary changes, loans and disability riders from their local State Veteran Counseling Center. Service-members with SGLI have 120 days following separation from service to convert to a permanent insurance plan.

Licenses & Permits

Veterans with a 40% or greater disability rating are eligible for low-cost hunting and fishing licenses, and free use of state parks, historic sites and recreation sites.

Nursing Home Care

Nursing Home (Domiciliary) Care (Federal): Admission limited to eligible Veterans who are disabled, unable to earn a living and in need of medical treatment and full care other than hospitalization. Nursing home care can be authorized for a limited period on referral from VA medical centers.

State Veterans Homes: The New York State Department of Health operates four state Veterans homes for Veterans, spouses and certain parents: a 242-bed Veterans home at Oxford, Chenango County, a 250-bed Home at St. Albans, Queens; a 126-bed Home in Batavia, Genesee County; and a 250-bed home at Montrose, Westchester County. A 350-bed Veterans Home on the campus of SUNY at Stony Brook, Long Island is operated by the University's Health Sciences Center. Health care and skilled nursing services are available at all facilities.

Pension Benefits

VA Disability Pension (Non-Service Connected): A monthly pension is payable to eligible wartime Veterans, or surviving spouses, with limited income and nonservice-connected disabilities that are permanent and totally disabling. Veterans must be determined to be permanently and totally disabled for pension purposes. Payments based on annual income.

Property Tax Exemption

Partial exemption from real property taxes is based on wartime or "Cold War era" service, combat and expeditionary duty, and degree of service-connected disability. Applications must be filed before the local Taxable Status Day. Qualifying surviving spouses may file for benefit based on their spouse's military service. Gold Star parents may be eligible, subject to local statute. Exemption applies to local and county property taxes and may apply to school taxes.

Re-Employment

Application to former employer for restoration to pre-military position, other than temporary employment, should be made within 90 days of separation. Job reinstatement is for like seniority, status and pay. Reservists after initial training must seek reinstatement within 31 days.

Review of Discharge

Military Boards of Review have authority to correct and upgrade most discharges based on facts presented for consideration. Specially Adapted Homes

Federal: Certain seriously disabled or blinded Veterans may be eligible for a grant to build or adapt their home to meet the wheelchair needs or other adaptations for the Veteran's disability.

State: Seriously disabled Veterans who are eligible to receive federal funds to adapt their homes are exempt from local property taxes, including school taxes and special charges.

Survivors' Benefits

VA Dependency and Indemnity

Compensation (DIC): DIC payments are payable to eligible spouses, unmarried children under 18, certain children pursuing higher education, certain helpless children, and dependent parents of Veterans whose death was service-connected. Benefits are discontinued upon

remarriage. Annual income of parents is an eligibility factor for parental DIC.

VA Surviving Spouse Pension (Non-Service-Connected Death): Certain surviving spouses and children of a deceased wartime Veteran may be eligible for a death pension. Amount depends on monthly income and, in some instances, net worth. Minor children may be eligible even though spouse remarries.

Vocational Rehabilitation

Federal: Entitlement to vocational rehabilitation benefits — including institutions of higher education, trade schools, apprenticeship programs and on-the-job training are available for eligible Veterans with service-connected disabilities.

State: The Adult Career and Continuing Education Services office provides qualified disabled Veterans a program of vocational evaluation, consultation and training.

Facilities in New York

Facility

VISN 2: NY/NJ VA Health Care Network

Address

130 W. Kingsbridge Road, Building 16 Bronx, NY 10468
Mailing Address: 130 W. Kingsbridge Road,
Building 16 Bronx, NY 10468

Phone

718-741-4134

Veterans Health Administration - VISN 2: NY/NJ VA Health Care Network

Facility

VA Hudson Valley Health Care System
VA NY Harbor Healthcare System
VA Western New York Healthcare System
Albany VA Medical Center: Samuel S. Stratton Bath
VA Medical Center
Brooklyn Campus of the VA NY Harbor Healthcare
Canandaigua VA Medical Center
Castle Point Campus of the VA Hudson Valley Health
Franklin Delano Roosevelt Campus of the VA
Hudson James J. Peters VA Medical Center (Bronx,
NY) Manhattan Campus of the VA NY Harbor
Healthcare Northport VA Medical Center
Syracuse VA Medical Center
VA Western New York Healthcare System at Batavia
VA Western New York Healthcare System at Buffalo
St. Albans Community Living Center
Behavioral Health Facility
Auburn VA Outpatient Clinic
Bainbridge VA Outpatient Clinic
Bay Shore Clinic
Binghamton VA Outpatient Clinic
CANI
Carmel Community Clinic/Putnam County

Catskill VA Outpatient Clinic

Clifton Park VA Outpatient Clinic
Dunkirk VA Outpatient Clinic
East Meadow Clinic

Eastern Dutchess Pine Plains Community Clinic
Elmira VA Outpatient Clinic
Fonda VA Outpatient Clinic
Glens Falls VA Outpatient Clinic
Goshen Community Clinic
Harlem Community Clinic

Address

2094 Albany Post Rd. Montrose, NY 10548
423 East 23rd Street New York, NY 10010
3495 Bailey Avenue Buffalo, NY 14215
113 Holland Avenue Albany, NY 12208
76 Veterans Avenue Bath, NY 14810
800 Poly Place Brooklyn, NY 11209
400 Fort Hill Avenue Canandaigua, NY 14424
41 Castle Point Road Wappingers Falls, NY 12590
2094 Albany Post Rd. Montrose, NY 10548
130 West Kingsbridge Road Bronx, NY 10468
423 East 23rd Street New York, NY 10010
79 Middleville Road Northport, NY 11768
800 Irving Avenue Syracuse, NY 13210
222 Richmond Avenue Batavia, NY 14020
3495 Bailey Avenue Buffalo, NY 14215
179-00 Linden Blvd. & 179 Street Jamaica, NY 11425
620 Erie Blvd West Syracuse, NY 13204
17 Lansing Street Auburn, NY 13021
109 North Main Street Bainbridge, NY 13733
132 East Main Street Bay Shore, NY 11706
Garvin Building, 425 Robinson St. Binghamton, NY 13901
Watertown Center Watertown, NY 13601
1875 Route 6, Provident Bank, (2nd Floor)
Carmel, NY 10512
Columbia Greene Medical Arts Building, Suite D305, 159
Jefferson Hgts Catskill, NY 12414
963 Route 146 Clifton Park, NY 12065
166 East 4th Street Dunkirk, NY 14048
2201 Hempstead Turnpike,
Building Q East Meadow, NY 11554
2881 Church St, Rt 199 Pine Plains, NY 12567
1316 College Avenue Elmira, NY 14901
2623 State Highway 30A Fonda, NY 12068
84 Broad St. Glens Falls, NY 12801
30 Hatfield Lane, Suite 204 Goshen, NY 10924
55 West 125th Street New York, NY 10027

Phone

914-737-4400

716-834-9200
518-626-5000
607-664-4000
718-836-6600
585-394-2000
845-831-2000
914-737-4400
718-584-9000
212-686-7500
631-261-4400
315-425-4400
585-297-1000
716-834-9200
718-526-1000
315-425-4400 X 53463
315-255-7002
607-967-8590
631-754-7978
607-772-9100
315-782-0067

845-228-5291
518-943-7515

518-383-8506
716-203-6474
631-754-7978

518-398-9240
877-845-3247
518-853-1247
518-798-6066
845-294-6927
646-273-8125

Jamestown VA Outpatient Clinic	608 West 3rd Street Jamestown, NY 14701	716-338-1511
Kingston VA Outpatient Clinic	324 Plaza Road Kingston, NY 12401	845-331-8322
Lackawanna VA Outpatient Clinic	1234 Abbott Road Lackawanna, NY 14218	716-821-7815
Lockport VA Outpatient Clinic	5883 Snyder Drive Lockport, NY 14094	716-438-3890
Malone VA Outpatient Clinic	3372 State Route 11, Main Street Malone, NY 12953	518-483-1529
Massena VA Outpatient Clinic	6100 St. Lawrence Centre Massena, NY 13662	315-705-6666
Monticello Community Clinic	55 Sturgis Road Monticello, NY 12701	845-791-4936
New City Community Clinic	345 North Main Street, Upper Level New City, NY 10956	845-634-8942
Niagara Falls VA Outpatient Clinic	2201 Pine Avenue Niagara Falls, NY 14301-2300	716-862-8580
Olean VA Outpatient Clinic	VA Outpatient Clinic, 465 North Union Street Olean, NY 14760-2658	716-373-7709
Oswego VA Outpatient Clinic	437 State Route 104 E Oswego, NY 13126	315-207-0120
Patchogue Community Clinic	4 Phyllis Drive Patchogue, NY 11772	631-754-7978
Plattsburgh VA Outpatient Clinic	80 Sharron Avenue Plattsburgh, NY 12901	518-561-6247
Port Jervis Community Clinic	150 Pike St. Port Jervis, NY 12771	845-856-5396
Poughkeepsie Community Clinic	488 Freedom Plains Rd., Suite 120 Poughkeepsie, NY 12603	845-452-5151
Riverhead Clinic	300 Center Drive Riverhead, NY 11901	631-754-7978
Rochester VA Outpatient Clinic	465 Westfall Road Rochester, NY 14620	585-463-2600
Rome - Donald J. Mitchell VA Outpatient Clinic	125 Brookley Road, Building 510 Rome, NY 13441	315-334-7100
Saranac Lake	33 Depot St. Saranac Lake, NY 12983	518-626-5237
Schenectady VA Outpatient Clinic	1346 Gerling Street, Sheridan Plaza Schenectady, NY 12308	518-346-3334
Springville	15 Commerce Drive Springville, NY 14141	716-592-2409
Staten Island Community Clinic	1150 South Ave, 3rd Floor – Suite 301 Staten Island, NY 10314	718-761-2973
Thomas B. Noonan Community Clinic (Queens)	47-01 Queens Blvd, Room 301 Sunnyside, NY 11104	718-741-4800
Tompkins/Cortland County	1451 Dryden Road Freeville, NY 13068	607-347-4101
Troy VA Outpatient Clinic	295 River Street Troy, NY 12180	518-274-7707
Valley Stream Clinic	99 South Central Avenue Valley Stream, NY 11580	631-754-7978
	144 Eastern Blvd. Watertown, NY 13601	
	3458 Riverside Drive, Route 19 Wellsville, NY 14895 7426	
Watertown VA Outpatient Clinic	NYS Route 9N Westport, NY 12993	315-221-7026 Or 315-221-7026
Wellsville VA Outpatient Clinic	23 South Broadway White Plains, NY 10601	607-664-4660 Or 607-664-4660
Westport	124 New Main St. Yonkers, NY 10701	518-626-5236
White Plains Community Clinic	17 Computer Drive West Albany, NY 12205	914-421-1951 X 4300
Yonkers Community Clinic	100 West Main Street Babylon, NY 11702	914-375-8055 X 4400
Albany Vet Center	53 Chenango Street Binghamton, NY 13901	518-626-5130 Or 877-927-8387
Babylon Vet Center	2471 Morris Ave., Suite 1A Bronx, NY 10468	631-661-3930 Or 877-927-8387
Binghamton Vet Center	25 Chapel St. Suite 604 Brooklyn, NY 11201	607-722-2393
Bronx Vet Center	2372 Sweet Home Road, Suite 1 Buffalo, NY 14228	718-367-3500
Brooklyn Vet Center	2279 - 3rd Avenue, 2nd Floor New York, NY 10035	718-630-2830 Or 877-927-8387
Buffalo Vet Center	32 Broadway 2nd Floor - Suite 200 New York, NY 10004	716-862-7350
Harlem Vet Center	726 East Main Street, Suite 203 Middletown, NY 10940 970	646-273-8139 Or 877-927-8387
Manhattan Vet Center	South Broadway Hicksville, NY 11801	212-951-6866
Middletown Vet Center	75-10B 91 Avenue Woodhaven, NY 11421	845-342-9917
Nassau Vet Center	2000 S. Winton Road, Bldg 5, Ste. 201 Rochester, NY 14618	516-348-0088
Queens Vet Center	60 Bay Street Staten Island, NY 10301	718-296-2871 Or 877-927-8387
Rochester Vet Center	109 Pine Street, Suite 101 Syracuse, NY 13210	585-232-5040 Or 585-232-5040
Staten Island Vet Center	210 Court Street, Suite 20 Watertown, NY 13601	718-816-4499
Syracuse Vet Center	300 Hamilton Ave. Suite C White Plains, NY 10601	315-478-7127 Or 877-927-8387
Watertown Vet Center		315-782-5479
White Plains Vet Center		914-682-6250

Veterans Benefits Administration - North Atlantic District

Facility

New York Regional Benefit Office
Buffalo Regional Benefit Office
Intake Site At Fort Drum
Albany Rural Cemetery Soldiers' Lot
Bath National Cemetery
Calverton National Cemetery
Cypress Hills National Cemetery
Gerald B. H. Solomon Saratoga National Cemetery
Long Island National Cemetery
Woodlawn National Cemetery

Address

245 W Houston St. New York, NY 10014
130 S. Elmwood Avenue Buffalo, NY 14202-2478
Fort Drum Outbased Office/ Dept of VA Fort Drum, NY 13602
Cemetery Avenue Albany, NY 12204
VA Medical Center, San Juan Avenue Bath, NY 14810
210 Princeton Boulevard Calverton, NY 11933
625 Jamaica Avenue Brooklyn, NY 11208
200 Duell Road Schuylerville, NY 12871-1721
2040 Wellwood Avenue Farmingdale, NY 11735-1211
1825 Davis Street Elmira, NY 14901

Phone

800-827-1000
800-827-1000
518-581-9128

607-664-4853
631-727-5410
631-454-4949
518-581-9128
631-454-4949
607-732-5411

New York State Department of Health - New York State Nursing Homes

Facility

The New York State Veterans' Home at Oxford
The New York State Veterans' Home at St. Albans
The New York State Veterans' Home at Batavia
The New York State Veterans' Home at Montrose
Long Island State Veterans Home

Address

4211 State Highway 220 Oxford, NY 13830
178-50 Linden Boulevard Jamaica, NY 11434-1467
220 Richmond Avenue Batavia, NY 14020
Route 9A P.O. Box 188 Montrose, NY 10548
100 Patriots Road Stony Brook, NY 11790-3300

Phone

607-843-3121
718-990-0353
585-345-2049
914-788-6000
631-444-8387

Pain Management

Pain relief is an important part of your healthcare, your recovery and your comfort. Controlling pain can help you heal faster. Less pain will help you regain your strength more quickly and allow you to resume normal function sooner.

Pain Management is a way to recognize and treat discomfort that comes with diagnosis, disease or treatment. Our healthcare team will work closely with you to achieve a good level of comfort for you.

Here are some things you can do to help manage your pain while you are in the hospital.

- Ask the team about level of pain or discomfort that you may experience.
- It is easier to prevent serious pain than to lessen it after it has taken hold.
- Ask about a plan for pain control.
- Request pain relief medicine when the discomfort first begins.
- If you know your pain will worsen when beginning activity or breathing exercises, take pain medication first.
- Discuss with your nurse or health care provider any concerns you may have about the use of pain medications.

Here are some other things to do to relieve pain that do not involve pain medicine.

- Change your position often
- Apply ice/heat as prescribed by your doctor
- Use relaxation techniques, such as abdominal breathing and progressive muscle tension/relaxation; ask your nurse if you need help doing these
- Distraction techniques such as music, television, relaxation CDs, counting backwards, hand crafts, crossword puzzles, Sudoku, exercises and socializing via the phone and internet
- Schedule activities and rest periods
- Spiritual/pastoral care
- Counseling
- Tune into Channel 19 for the free relaxation television channel

Please alert the staff of pain that is not relieved by the above techniques, or if you are having breathing problems or other reactions that may be medicine related.

In order to stay on top of the pain, the staff will often ask what your level of pain is, even when you are resting, to make sure we know your response to the pain medicines we have given you.

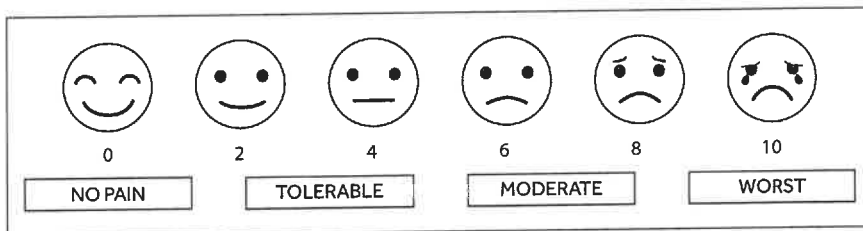
Patient Pain Bill of Rights

As a patient at Stony Brook University Hospital, you can expect:

- To receive information regarding pain and the management of pain.
- A concerned staff committed to pain prevention.
- Dedicated healthcare professionals who respond quickly to reports of pain.
- State-of-the-art pain management
- Your expression of pain to be accepted and managed accordingly.

Pain Scale

Please use a number from the scale to help describe your pain.



Things You Can Do to Ensure Medication Safety

- Share with your healthcare provider a list of all your current medicines, vitamins, herbs and supplements.
- Know what medications you are receiving in the hospital and why you are receiving them.
- Ask your healthcare provider how a new medicine will help. Ask about possible side effects. Ask for written information about the medicine, including its brand and generic names.
- Tell your healthcare provider if you don't feel well after receiving a medicine. If you think you are having a reaction or experiencing side effects, ask for help immediately.
- Don't be afraid to tell your healthcare provider if you think you are about to get the wrong medicine.
- Remind your healthcare provider about allergies that you have or negative reactions you have had to other medicines.
- Be aware that your healthcare providers will be checking your wristband and asking your name and date of birth prior to procedures or administering medications.
- Before you leave the hospital, make sure that you understand all of the instructions for the medicines you will need to keep taking and the medicines you will no longer need to take.
- Ask any questions you may have about any of your medications.
- Read the label on your prescription medicine. Make sure that it has your name on it and the correct medicine name and dosage. Some medicines have similar names and can be easily confused with each other. Make sure that your medication looks the same as it normally does. If something doesn't match, ask your healthcare provider immediately.
- Take your medicine as prescribed, and do not stop taking it without first speaking with your healthcare provider.
- If you receive a prescription for antibiotics, use all the medication as prescribed until it is finished. Never use antibiotics prescribed for someone else or give someone else your medications.

Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED, AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

THE STONY BROOK ORGANIZED HEALTH CARE ARRANGEMENT

The Stony Brook Organized Health Care Arrangement (SBOHCA) is formed for the sole purpose of facilitating compliance with the Health Insurance Portability and Accountability Act (HIPAA) and creates no legal representations, warranties, obligations or responsibilities beyond HIPAA compliance. The covered entities participating in the Organized Health Care Arrangement (OHCA) agree to abide by the terms of this notice with respect to protected health information (PHI) created or received by the covered entity as part of its participation in the OHCA. The covered entities of the SBOHCA include Stony Brook University Hospitals (SBUHs); the University Faculty Practice Corporations (UFPCs); SB Community Medical, P.C. (SBCM); Meeting House Lane Medical, P.C.; the Long Island State Veterans Home (LISVH); and several academic health professional schools including the School of Medicine, School of Dental Medicine, School of Nursing, School of Health Technology & Management, School of Social Welfare and the School of Pharmacy & Pharmaceutical Sciences and their employees, contracted professionals and students. The covered entities, which comprise the SBOHCA, are in numerous locations throughout the greater New York area. This notice applies to all these sites. The covered entities participating in the SBOHCA will share protected health information with each other, as necessary to carry out treatment, payment or healthcare operations relating to the OHCA. The covered entities that make up SBOHCA may have different policies and procedures regarding the use and disclosure of health information created and maintained in each of their facilities. Additionally, while all of the entities that make up SBOHCA will use this notice, voluntary members of the Medical Staff will use a Notice specific to their practice when they are providing services at their private practice sites. If you have questions about any part of this Notice or if you want more information about the SBOHCA covered entities, please contact the Privacy Officer at **631-444-5796**.

STONY BROOK ORGANIZED HEALTH CARE ARRANGEMENT (SBOHCA) MAY USE AND DISCLOSE YOUR HEALTH INFORMATION FOR:

Treatment: Your health information can be used and disclosed to provide you with medical treatment or services. We will disclose PHI about you to doctors, nurses, technicians, students in training programs or other personnel, volunteers, contracted individuals who are involved in your care and other healthcare providers such as your Primary Care Physician for continuity of your healthcare.

Payment: The covered entities of the SBOHCA will use and disclose your health information to other healthcare providers to assist in the payment of your bills. Your health information will also be used to send bills and collect payment from you, your insurance company or other payers, such as Medicare for the care, treatment and other related services you receive. We may inform your health insurer about a treatment your doctor has recommended to obtain prior approval to determine whether your plan will cover the cost of the treatment.

Operations: Your health information can be used and disclosed for healthcare operational purposes. For example, information from medical records is used to achieve and maintain accreditation and certification.

Consent: In New York State your general consent is required for treatment and payment. Once you sign the general consent, it will be in effect indefinitely until you withdraw/revoke your general consent. To withdraw/ revoke your general consent at any time, you must submit your request in writing to the Privacy Office. Please contact the Privacy Officer at **631-444-5796** for instructions/options for submitting your written request to withdraw/revoke your consent. Once you withdraw/ revoke your consent, the individual entity or entities of the SBOHCA will no longer be able to provide you treatment, and use and disclose your health information, except to the extent that the individual entity or entities of the SBOHCA have already relied on your consent. For example, if a SBOHCA entity provided you treatment before you withdraw/revoke your general consent, the SBOHCA entity may still share your health information with your insurance company in order to obtain payment for that treatment.

SBOHCA entities will obtain your authorization for the following uses and disclosure of your health information:

Psychotherapy Notes: Any use and disclosure of psychotherapy notes other than to provide treatment, obtain payment and perform healthcare operations requires your authorization.

Sale of PHI: The individual entity or entities of the SBOHCA are required to obtain your authorization for any use and disclosure of your PHI for which the individual entity or entities of the SBOHCA is receiving any form of incentive or payment. **SBOHCA entities will provide you with an opportunity to agree or object to the following use and disclosure of your health information (unless you are incapacitated, otherwise unable to reply or in the case of an emergency):**

Patient Directory: For hospitalized patients, your name, the unit where you are located, general medical status and religious affiliation may be listed in the patient directory. Information such as your location or condition may be provided as appropriate to members of the clergy, your family members, visitors and members of the press who ask for you by name. If you do not want us to list this information in the patient directory or provide it to clergy or others, you must request to speak to the Assistant Director of Nursing (ADN) on duty at any time during your hospitalization.

Communication With Those Involved in Your Care: The individual entities of the SBOHCA may use and disclose your health information to notify or assist in notifying a family member, other relative or a close personal friend about your general condition, other information as needed to participate in the provisions of your healthcare or in the event of your death. If you are unable or unavailable to agree or object to these communication(s), our health professionals will use their best judgment in communicating with your family and others.

Emergencies, Disaster Relief: The individual entities of the SBOHCA may use and disclose your health information to a public or private entity authorized to assist in an emergency or disaster relief effort.

Deceased Individuals: The individual entities of the SBOHCA may use and disclose a decedent's health information to family members, other relatives or a close personal friend who were involved in providing and/or paying for healthcare received by the decedent and is relevant to such person's involvement in the decedent's healthcare; unless in doing so would be inconsistent with any prior expressed preference made by the decedent to the SBOHCA entity.

SBOHCA entities are not required to provide you with an opportunity to agree or object to the following use and disclosure of your health information:

Required by Law: The individual entities of the SBOHCA may use and disclose your health information to comply with state and federal law(s). For example, a public health authority that is authorized by law to collect or receive such information for the purpose of preventing or controlling disease, injury or disability, or to an employer about an employee relating to medical surveillance or work-related illness or injury.

Health Oversight Activities/Judicial Matters: The individual entities of the SBOHCA may disclose your health information for audits, investigations, inspections, licensure, certification, the identification of individual(s) involved in a law enforcement investigation or related activities, or to reply to a subpoena or summons.

Deceased Person/Organ Donation Information or Personal Health and Safety: The individual entities of the SBOHCA may disclose your health information to coroners, medical examiners and funeral directors; organizations involved in procuring, banking or transplanting organs and tissues; and in order to prevent or lessen a threat to the health and safety of a person or the public.

Specialized Government Functions or Worker's Compensation: The individual entities of the SBOHCA may disclose your information for: military and veterans activities; national security and intelligence activities; and correctional or other law enforcement custodial situations. We may also disclose your health information as necessary to comply with worker's compensation laws.

Research: The individual entities of the SBOHCA may use and disclose your health information for research, regardless of the source of funding, for research as approved by the appropriate Institutional Review Board (IRB) or any applicable waivers.

Marketing and Fundraising: The individual entities of the SBOHCA may contact you to give information about other treatment or health-related benefits and services that may be of interest to you. Additionally, SBOHCA entities may contact you to participate in marketing or fundraising activities. You have the choice of opting out of receiving marketing and fundraising information. The SBOHCA entities will not sell your health information to a third party for the purposes of marketing or fundraising or accept payment from a third party to use your health information to market a product or service or for fundraising activities. To opt out of fundraising or marketing you may either call the Privacy Officer at **631-444-5796** or email your request including your name and date of birth to **HIPAA@stonybrookmedicine.edu**.

Change of Ownership: In the event that an individual entity (or entities) of the SBOHCA is sold or divested, your health information will become the property of the new owner/entity and will be subject to their policies on health information as well as federal and state laws.

Incidental Disclosures: The individual entities of the SBOHCA will take reasonable steps to protect the privacy of your health information; however, certain incidental uses and disclosures of your health information may occur as a result of permitted uses and disclosures that are otherwise limited in nature and cannot be reasonably prevented. For example, discussions about your health information may be overheard by another person.

YOUR HEALTH INFORMATION RIGHTS

Receive Confidential Communications: You have the right to request that you receive your health information through a reasonable alternative means or at an alternative location. For example, you can provide us with your cell phone number as your primary number instead of home phone number or use a P.O. Box instead of home mailing address as your primary address.

Restrict Use/Disclosure: You have the right to submit a written request to restrict certain uses and disclosures of your health information. Although we will attempt to accommodate your request, the individual entities of the SBOHCA are not required to agree to or fulfill the restriction requested; except a request to restrict disclosure of your health information to your health plan/ insurance if the disclosure is for payment or healthcare operations and pertains to a healthcare item or service for which out-of-pocket payment in full has been obtained at the time the service is provided.

Inspect and Copy: You have the right to submit a written, original signed request to inspect or to receive a copy of your health information. The individual entities of the SBOHCA have policies and procedures to provide you proper access to inspect or receive a copy of your health information. If your health information is maintained in electronic format, you may request an electronic copy of your health information instead of a paper copy. A CD containing your requested electronic health information will be provided to you. If you request a copy of your health information, we may charge you a reasonable fee for the copies.

Amend/Correct Information: You have the right to submit a written request to amend/correct your health information. The individual entities of the SBOHCA are not required to make the requested change to your health information. A written response to your request will be provided to you, and if your request is denied, the response will include the reason for the denial and information about how you can appeal the denial.

Receive an Accounting of Disclosures: You have the right to submit a written request to receive an accounting of disclosures of your health information made by the individual entities of the SBOHCA. We do not have to account for all disclosures of your health information. For example, an accounting of disclosures is not required for disclosures related to treatment, payment, healthcare operations, information that was provided to you, information that was disclosed with your written authorization/permission and disclosures required by state or federal law.

Detailed Explanation of Rights: You have the right to receive a paper copy of this Notice of Privacy Practices. If you would like a more detailed explanation of these rights or if you would like to exercise one or more of the rights, contact the Privacy Office at **631-444-5796** or visit the website at: **stonybrookmedicine.edu/patientcare/patientprivacy**.

SBOHCA Duties: The individual entities of the SBOHCA will notify you, as required by law, following a breach of your protected health information.

CHANGES TO THIS JOINT NOTICE OF PRIVACY PRACTICES

The individual entities of the SBOHCA are required by law to comply with this Notice of Privacy Practices. This notice can be revised and will be made available upon verbal or written request at any individual SBOHCA entity site or by contacting the Privacy Officer at **631-444-5796**, via email at **HIPAA@stonybrookmedicine.edu** or you can access it online at: **stonybrookmedicine.edu/patientcare/patientprivacy**.

COMPLAINTS

Complaints about this Notice or how the individual entities of the SBOHCA handle your health information should be directed to the Privacy Officer at **631-444-5796** or via email at **HIPAA@stonybrookmedicine.edu**. No one will retaliate or take action against you for filing a complaint. If you think any of the individual entities of the SBOHCA may have violated your privacy rights, you may file a complaint with the Department of Health and Human Services, Office for Civil Rights at:

<http://www.hhs.gov/ocr/privacy/hipaa/complaints/> or by calling **800-368-1019**.

Effective date of Original Notice: April 14, 2003

Effective date of Amended Notice: September 23, 2013

Effective date of Amended Notice: August 22, 2016

Effective date of Amended Notice: August 1, 2017

Stony Brook University/SUNY is an affirmative action, equal opportunity educator and employer. For accessibility-related accommodations, please call **631-444-4000**.

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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. This includes services you may get after you're in a stable condition, unless you give written consent and give up your protections not to be 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 not to be balance billed. 12/17/21

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 on the Department of Financial Services’ website) 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 wrongly billed 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**. Visit <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 <http://www.cms.gov/nosurprises/consumers> for information about your rights under federal law.

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