



# Guide for Patients & Visitors **2019**



**Stony Brook**  
**Eastern Long Island Hospital**

## TABLE OF CONTENTS

Welcome .....	2
Hospital Phone Directory .....	3
About Stony Brook Eastern Long Island Hospital .....	4
Fast Facts About Your Stay .....	5
Patients' Bill of Rights .....	6
Parents' Bill of Rights .....	8
Patient Wishes .....	10
Pain Management .....	11
Requesting Your Medical Record .....	12
Patient Portal .....	13
Your Safety .....	14
Your Hospital Bill .....	19
Financial Assistance .....	22
Financial Assistance FAQs .....	23
Discharge Planning .....	24
Hospital Services .....	27
Hospital Resources .....	30
Supporting the Eastern Long Island Hospital Foundation .....	33
Volunteer Opportunities .....	35
Veterans Administration (VA) Facilities in NYS .....	36

## WELCOME

Thank you for trusting us. Welcome to Stony Brook Eastern Long Island Hospital.

Thank you for choosing to receive your medical care at your community hospital. This handbook will familiarize you with hospital services, routines and some amenities available during your stay.

The SBELIH Family is dedicated to providing each patient with the highest standard of medical care. We proudly boast a reputation for combining advanced technology and medical expertise with “compassionate caring” and extraordinary personal attention. *You* are our focus— your comfort, healing and restoration to good health.

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 J. Connor III  
Chief Administrative Officer

## HOSPITAL PHONE DIRECTORY

Main Number .....	631.477.1000
Administration .....	631.477.5100
Admitting .....	631.477.5187
Ambulatory Surgery .....	631.477.5350
Business Office .....	631.477.5555
Detoxification Unit .....	631.477.5234
Diagnostic Imaging .....	631.477.5121
(Bone Density, CAT Scan, Mammography, MRI, Ultrasound, X-Ray, Appointments)	
Discharge Planning .....	631.477.5177
Foundation/Community Relations .....	631.477.5164
Human Resources .....	631.477.5180
Laboratory (Appointments) .....	631.477.5121
Medical Records .....	631.477.5232
Medical Suites: General Surgery .....	631.477.5386
Nursing Administration .....	631.477.5132
Nutritional Counseling .....	631.477.5211
Opportunity Shop, Greenport .....	631.477.1120
Physical Therapy & Fitness, Southold .....	631.765.9389
Physical Therapy & Fitness, Greenport .....	631.477.4217, ext 287
Physician Referral .....	631.477.5273
Preadmission Testing: Ambulatory Surgery .....	631.477.5350
Preadmission Testing: Inpatient .....	631.477.5187
Primary Care .....	631.765.4150
East End Physician Services, Jarid Pachter, DO .....	631.734.8742
Psychiatry: Inpatient .....	631.477.5265/5268
Pulmonary Function Lab .....	631.477.5158
Quannacut Addiction Services: Inpatient .....	631.477.8877
Quannacut Addiction Services: Outpatient .....	631.369.8966
Senior Options & Solutions .....	631.477.5425
Volunteer Office .....	631.477.5196

## 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.

**Vision:** The vision of Stony Brook Eastern Long Island Hospital is to meet the evolving healthcare needs of its Eastern Long Island communities by providing access to a broad range of high quality clinical services. To achieve this, the hospital will focus resources on continuously improving clinical outcomes, patient safety, service excellence, and promoting educational outreach and professional development of its staff.

### 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.

## FAST FACTS ABOUT YOUR STAY

**ATM** | Located on the first floor of the hospital by the Emergency Department walk-in entrance.

**Cafeteria** | The Greenhouse Grill is located off Main Lobby behind Corner Shop. Hours: Monday-Friday, 7:30am-2:30pm.

**Calling Your Nurse** | Your room is connected to the nursing station via an intercom system. To call for your nurse, press the NURSE call button located next to your bed. You may also dial 0 from your room's telephone to call the operator in an emergency.

**CyraCom Phone & Video Interpretation/Translation** | Available at SBELIH

**Gift Shop** | The "Corner Shop" Gift Shop is located in the Main Lobby. Hours: Monday-Friday, 9am-4pm.

**General Visiting Hours** | To promote healing, safety, and to limit infection, some units may limit the number of visitors it can receive at one time.

**Hearing Impaired** | Interpreters and special telephone devices for the hearing and speech impaired are available as needed. Please contact your nurse who will make arrangements for you to have a TeleTYpewriter (TTY).

**Television** | Televisions are provided in each patient room. The hospital provides access to cable television 24 hours a day. The fee for cable television access is \$10 per day.

### Visiting Hours

**Behavioral Health Psychiatric Services** | Daily, 1-2pm, 6-7pm

**Intensive Care Unit** | Immediate family only with two (2) visitors per hour, 15 minutes per each visit. Additional visitors are allowed only at the discretion of the Nursing Supervisor. Hours: 9-9:30am; 1-1:30pm; 5-5:30pm; 8-8:30pm.

**Medical/Surgical Unit** | Visitors must be at least 14 years of age. Patients are allowed no more than two (2) visitors at one time. Additional visitors are allowed only at the discretion of the Nursing Supervisor. Hours: 10am-8:30pm.

**Quannacut Rehabilitation/Addiction Services** | Sundays only; Family program, 12:45-3:30pm; Individual visitation, call 631.477.8877.

**Quannacut Detoxification** | By appointment, call 631.477.5148.

## PATIENTS' BILL OF RIGHTS

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

1. Understand and use these rights. If for any reason you do not understand or you need help, the hospital MUST provide assistance, including an interpreter.
2. Receive treatment without discrimination as to race, color, religion, sex, 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.

## **PATIENTS' BILL OF RIGHTS CONT.**

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

14. Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
15. Review your medical record without charge and, obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
16. Receive an itemized bill and explanation of all charges.
17. View a list of the hospital's standard charges for items and services and the health plans the hospital participates with.
18. Challenge an unexpected bill through the Independent Dispute Resolution process.
19. Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and if you request it, a written response. If you are not satisfied with the hospital's response, you can complain to the New York State Health Department. The hospital must provide you with the State Health Department telephone number.
20. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
21. Make known your wishes in regard to anatomical gifts. Persons sixteen years of age or older may document their consent to donate their organs, eyes and/or tissues, upon their death, by enrolling in the NYS Donate Life Registry or by documenting their authorization for organ and/or tissue donation in writing in a number of ways (such as a health care proxy, will, donor card, or other signed paper). The health care proxy is available from the hospital.



## PARENTS' BILL OF RIGHTS

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

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

## **PARENTS' BILL OF RIGHTS CONT.**

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:

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.

## PATIENT WISHES

All patients checking into a hospital for more than 23 hours in New York State are asked to provide the hospital with certain documents that explain their wishes in case of emergency. Preparing these documents when you are in good health and keeping them on hand, ready for any emergency, is a smart choice and easy to accomplish. Learn more at [www.health.ny.gov](http://www.health.ny.gov).

**Healthcare Proxy** | We'll ask you to appoint someone you trust to make health decisions for you in case you are unable to make those decisions yourself. A healthcare proxy lets you appoint a healthcare agent and clearly define the decisions you would prefer your agent to make in the event you become incapacitated and unable to direct your own care. The healthcare proxy also offers you the option of defining any organ or other anatomical donation you may wish to make. Psychiatric Healthcare Proxy information can be provided at your request.

**Living Will** | A living will allows you to leave written instructions that explain your healthcare wishes about end-of-life care. If you do not wish to consult an attorney, you can fill out a standard living will form which, when properly witnessed, is legally binding in New York State.

**Do Not Resuscitate (DNR) Order** | At your request, a DNR order may be included in your medical record. It instructs the medical staff not to try to revive you if your breathing or heartbeat has stopped. This means that doctors, nurses and other healthcare practitioners will not initiate such emergency procedures as mouth-to-mouth resuscitation, external chest compression, electric shock, insertion of a tube to open your airway, injection of medication into your heart, or open your chest.

**Do Not Intubate (DNI)** | If you and your physician have decided to order DNR, medical orders for life-sustaining treatment may also govern the decision to insert a breathing tube under situations that require artificial mechanical support of breathing (ventilation). Placing a tube into the windpipe is a therapeutic maneuver that may be performed before breathing and circulation has ceased. Please discuss with your physician if you wish an order to be written not to perform endotracheal intubation (DNI).

**Medical Orders For Life-Sustaining Treatment (MOLST)** | The MOLST form is one way of documenting a patient's treatment preferences concerning life-sustaining treatment. Under New York State law, the MOLST form is the only authorized form in New York State for documenting both hospital and nonhospital DNR and DNI orders. In addition, the form is beneficial to patients and providers as it provides specific medical orders and is recognized and used in a variety of health care settings. For more information, please visit [www.health.ny.gov](http://www.health.ny.gov).

## 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 desirable level of comfort.

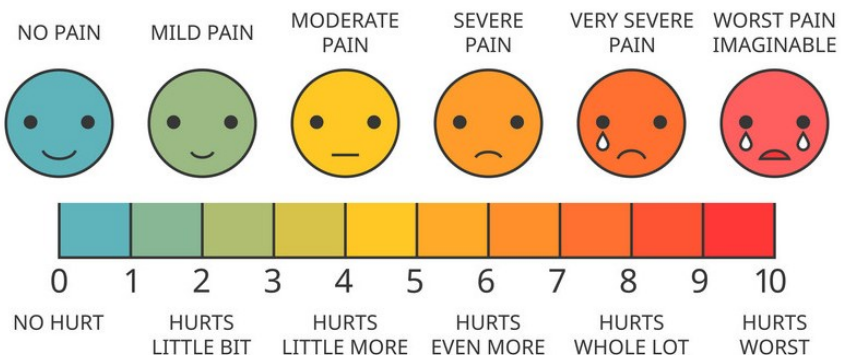
### Patients' Pain Bill of Rights

As a patient of SBELIH, you can expect:

- To receive information regarding pain and the management of pain.
- A concerned staff committed to pain management and control.
- 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.

*Please use a number from the scale to describe your pain:*

### PAIN MEASUREMENT SCALE



## REQUESTING YOUR MEDICAL RECORD

You will be assigned a medical record number that will be used for any future medical care you have as either an inpatient or outpatient at Stony Brook Eastern Long Island Hospital. The contents of your medical record are confidential and will not be released without your written authorization, with the exception of your primary care physician on record for follow up care.

New York State law requires all healthcare practitioners and facilities to grant patients access to their own medical records (there are a few exceptions). Patients may request information, as may parents or guardians who have authorized their child's care.

If you want to have a copy of your medical records, you must complete a Patient Request for Disclosure Form and submit to the Department of Health Information Management (HIM) at Stony Brook Eastern Long Island Hospital, 201 Manor Place, Greenport, NY 11944. For questions, call 631.477.5232.

New York State law guarantees you the opportunity to inspect your medical records. All patient requests for access to their health information will be received and processed by the Health Information Management (HIM) Department. SBELIH will respond to a patient's request and provide the patient with access to their health information, or written notice of denial, within ten (10) days of receipt of the request.

If Stony Brook Eastern Long Island Hospital fails to acknowledge or act on your request, you may complain to your local New York State Department of Health office. If you would like more information, please contact the New York State Department of Health at 300 Motor Parkway, Hauppauge, NY 11788 or (631) 231-1880. You may also call the Bureau of Hospital Services at (518) 402-1003.

## **PATIENT PORTAL | YourCareCommunity**

### **View Your Hospital Medical Record Online**

Be sure to ask your nurse about the YourCareCommunity Patient Information Portal. The YourCareCommunity website (<https://elih.yourcarecommunity.com>) makes accessing your personal health information easy, secure, and convenient. You can view your health records any time of day and from any location with an internet connection.

### **How do I get started?**

All you need is a signed consent form and to provide us with an email address. After submitting your consent form to your admission clerk or nurse, you will receive an invitation via email. Click on the link and follow the prompts to get started. Please note, this email may go to your spam or junk folder; if you do not see it in your inbox, be sure to check elsewhere.

Using a secure username and password, you can view important health information related to your inpatient hospital stay, such as lab results, diagnoses, medications, allergies, procedures, immunizations, vital signs or discharge instructions.

### **What are the Privacy and Risks of using YourCareCommunity Patient Portal?**

- All transmissions use a secure method to sign into the patient portal
- It is important that you keep your login credentials secure. Leaving passwords around where others can see them can lead to someone (without your permission) to access your account.
- You will have the ability to grant a representative of your choice access to your patient portal.
- You will have the ability to download health information to your computer. Anyone with access to that computer can possibly access your downloaded health information. You must be careful about forwarding downloaded documents through email. Without encrypting the email, you cannot be assured of a secure transmission to the targeted recipient.
- This list is not a complete list of all possible risks, but covers some of the most common concerns.

For more information and to gain access to the Patient Portal, please contact 631.477.5711, Monday through Friday, 8am-4pm or email [support@elih.org](mailto:support@elih.org).

## YOUR SAFETY

**The patient care team at SBELIH is committed to pursuing excellence, 24 hours a day, 7 days a week.**

Safe patient care requires constant dedication and a commitment to excellence. Continued performance improvement processes help the CARE Team set goals and establish “evidence based practices” to promote a culture of safety.

**Evidence Based Practices** are established protocols and procedures that ensure optimal care for every patient. These protocols and procedures have resulted in SBELIH lowering their incidence of hospital-acquired conditions such as urinary tract infections and central line associated bacteremias.

**I.D. Bracelets/Wristbands** | Wear your hospital I.D. bracelet at all times. If your bracelet comes off, ask your nurse to get you a new one. Check the information on your hospital I.D. bracelet to make sure that your name and date of birth are on it. Make sure staff members check your I.D. bracelet before any procedure, test, or medication is given.

**The Colors of Safety** | Along with many other hospitals in the United States, SBELIH participates in an initiative called The Colors of Safety. A patient may be given a colored wrist band that identifies a medical condition so that staff can quickly and accurately assist a patient if necessary. At SBELIH, the following colored bands are used:

- Red Bands: Allergies
- Purple Bands: Do Not Resuscitate (DNR)
- Yellow Bands: High Risk for Fall
- Pink Bands: Restricted Extremity for Blood Pressure/Draw

**Safe Patient Handling** | Safe patient handling involves the use of assistive devices to ensure that patients can be mobilized safely and that care providers avoid performing high-risk manual patient handling tasks. Using the devices reduces a care provider’s risk of injury and improves the safety and quality of patient care. The Safe Patient Handling Program at SBELIH utilizes proven methods and the latest specialized devices and equipment to keep patients and staff safe when they need to be moved and lifted. The most important assistive devices are the patient transfer devices that help care providers transfer patients from beds to stretchers or wheelchairs and can even help them walk. The lifting equipment uses slings or belts to hold patients securely.

## YOUR SAFETY CONT.

**Electronic Medication Administration Record (EMAR)** | Where available, computerized technology is incorporated into daily care to prevent one of the most common medical mistakes: medication errors. With a scanning device that reads the bar code on the patient's ID band and the dispensed medication, information is recorded at the bedside, reinforcing the "seven rights" of medication administration:

1. The right medication
2. To the right person
3. The right dose
4. At the right time
5. The right route
6. For the right reason
7. With the right documentation

**Questions/Concerns** | Feel free to talk to your doctor and nurse about any concerns you may have. We welcome your questions. If you do not understand something, ask for a better explanation. You have the right to know. If you think of questions when your doctor or nurse is not present, write down your questions so that you can ask them at a later time.

**Your Treatment Plan** | Ask your doctor and nurse about your treatment plan. Make sure that you understand and agree with that plan. Ask a family member or friend to listen with you or take notes when a diagnosis, treatment plan, test result, or discharge plan is explained. This will help you remember the information later. Be informed about your treatments. Ask when the treatments will be given and what they are for. If equipment is used for your care, know what it is used for and what to expect. Question anything that seems unusual or different from what you were told.

**Your Medication** | Ask your nurse about your medicines– what they are, what they look like, what they do, when they are given, and what side effects they might have. If you do not recognize a medicine, verify that it is for you. Let your doctor or nurse know if you have any allergies or have had previous reactions to any drugs, foods, or latex. Tell your doctor and nurse about all medicines you are taking, including vitamins, herbal remedies, and over-the-counter medicines. Do not take medicines that you brought into the hospital from home, unless told to do so by your doctor or hospital staff.



## YOUR SAFETY CONT.

**Limiting Fall Risks** | Your hospital room is an unfamiliar environment, so please press the nurse call button for assistance with:

- Getting out of bed, especially at night
- Making your way to and from the bathroom
- Reaching objects placed on the bedside table

**Please also use the following tips to reduce your risk for fall:**

- Ask your nurse to show you how to use the call button.
- Never allow visitors to assist you in getting out of bed or a chair.
- Always wear non-slip footwear with rubber treads when walking around.
- Learn how to adjust lighting and be sure the room is bright enough.
- If you wear glasses, keep them within reach.
- Use a cane or walker if needed.
- Make sure brakes are locked when standing from a wheelchair.
- Use the bathroom before bed to avoid getting up at night.
- Notify the nurse if a spill occurs on the floor.

**Always use the nurse call button to request assistance if:**

- Your bed rails are up (do not attempt to put them down or climb over them).
- You feel weak, dizzy, or lightheaded.
- You cannot reach your cane or walker.

Please notify the nursing staff of any information that you feel may help contribute to making every patient's stay as safe as possible.

**At Home** | Make sure you are clear about discharge instructions including medicines you need and information about a follow-up visit. Be sure you are given a phone number to call if you have questions. Talk with your doctors and pharmacist. Ask questions, and write down what they say.

**Infection Prevention** | The most important step to help stop the spread of infections is to wash your hands frequently for 15 seconds, especially after sneezing, coughing, using the bathroom and before eating. You can also use hand sanitizer as an effective method of killing germs on your hands. Staff will welcome your reminder to wash their hands or wear gloves before examining you or giving you your medicine. Practice good personal hygiene. Let your nurse know if your gown or linens are soiled. Get vaccinated, if it is recommended by your physician. Flu and pneumonia vaccines can help prevent illnesses in elderly and high-risk patients.

## YOUR SAFETY CONT.

**Oral Hygiene & Proper Brushing** | More than 90% of all systemic diseases have oral manifestations. Proper brushing is essential for cleaning teeth and gums effectively, and it is critical to overall health and wellbeing. Oral health and general health are inseparable. To properly brush:

1. Place bristles along the gumline at a 45-degree angle. Bristles should contact both the tooth surface and the gumline.
2. Gently brush the outer tooth surfaces of 2-3 teeth using a back and forth rolling motion. Move brush to the next group of 2-3 teeth and repeat.
3. Maintain a 45-degree angle with bristles contacting the tooth surface and gumline. Gently brush using back, forth, and rolling motion along all of the inner tooth surfaces.
4. Tilt brush vertically behind teeth. Make several up and down strokes using the front half of the brush.
5. Place the brush against the biting surface of the teeth and use a gentle back and forth scrubbing motion.

Use a toothbrush with soft, nylon round-ended bristles that will not scratch or irritate teeth or damage gums. Treat yourself to a new toothbrush every three to four months, or sooner if the bristles become worn or frayed. A hard, brittle brush can injure your gums. Remember, don't share your toothbrush with others, it can spread germs.

## YOUR SAFETY CONT.

**Guide to Isolation** | “Isolation” means using special protective actions to prevent the spread of infectious agents (germs) in the hospital. The type of isolation you are on depends upon how the germs spread from person to person. The sign on the patient’s door indicates if isolation is in use for that patient. If you have any other questions or concerns about isolation, please ask your nurse.

- *Contact Isolation:* Patients who are on contact isolation have infections that can be spread through direct person-to-person contact or from items in that patient’s environment, because the patient has touched items in the environment. Staff members and visitors must clean hands and wear gloves and a cover gown at the patient’s bedside, remove gown and gloves and wash hands or use the alcohol-based sanitizer when they leave the room.
- *Droplet Isolation:* Patients who need this isolation have infections that can be spread by coughing and sneezing droplets that carry infectious agents (germs). Everyone who enters the room must clean their hands prior to entering and as they leave the room. Everyone must wear a mask when they are in the room and remove the mask as they exit the room.
- *Respiratory/Airborne Isolation:* Patients who need this isolation have infections that can be spread through the air. They must stay in rooms with special air circulation and the door and windows must be kept closed. All persons who enter the room must clean their hands before entering and exiting the room and they must wear a mask when they are in the room. Patients may be asked to wear a mask if they need to leave the room for a test or procedure.

## YOUR HOSPITAL BILL

Your hospital bill includes a basic daily charge that covers your room, meals, routine nursing care and services for ancillary care such as x-rays, laboratory tests and medications, as well as operating fees. If you have insurance coverage, the hospital will bill your insurance company directly for covered services. However, those services not covered by insurance are the patient's responsibility, as well as any co-pays, co-insurance, or deductibles.

SBELIH is a participating provider with many health plan networks. Some health plans use smaller networks for certain products they offer, so it is important to check with your insurance provider to verify they have a contract with SBELIH that includes your specific plan.

You will receive a bill for any services not paid by your insurance company. The hospital depends upon your prompt payment to meet its financial obligations. Payment of these bills can be made at the Cashier's Office located near the ER entrance. Stony Brook Eastern Long Island Hospital accepts cash, checks, money orders, and the following credit cards: VISA, MasterCard, Discover, and American Express.

**Standard Charges** | Hospitals are required by law to make available information about their standard charges for the items and services they provide. More information about standard charges is available online at [elih.stonybrookmedicine.edu](http://elih.stonybrookmedicine.edu).

**Physician Bills** | It is important for you to know that the physician services you receive in the hospital are not included in the hospital's charges. Physicians who provide services at the hospital may be independent voluntary physicians or they may be employed by the hospital. Physicians bill for their services separately and may or may not participate in the same health plans as the hospital. You should check with the physician arranging your hospital services to determine which plans that physician participates in. Please check with your insurance provider to verify your physician participates with your specific plan.

You should also check with the physician arranging for your hospital services to determine whether the services of any other physicians will be required for your care. Your physician can provide you with the name, practice name, mailing address and telephone number of any physicians whose services may be needed. Your physician will also be able to tell you whether the services of any physicians employed or contracted by SBELIH are likely to be needed, such as anesthesiologists, radiologists and pathologists. You should contact these groups directly to find out which health plans they participate in.

## YOUR HOSPITAL BILL CONT.

**Out of Network Notice** | SBELIH is a participating provider in many health plan networks. Some health plans use smaller networks for certain products they offer, so it is important to check whether we participate in the specific plan you are covered by.

It is also important for you to know that the physician services you receive in the hospital are not included in the hospital's charges. Physicians who provide services at the hospital may be independent voluntary physicians or they may be employed by the hospital. Physicians bill for their services separately and may or may not participate in the same health plans as the hospital. You should check with the physician arranging your hospital services to determine which plans that physician participates in. For plan participation information for physicians employed by the hospital, click [here](#).

You should also check with the physician arranging for your hospital services to determine whether the services of any other physicians will be required for your care. Your physician can provide you with the name, practice name, mailing address and telephone number of any physicians whose services may be needed. Your physician will also be able to tell you whether the services of any physicians employed or contracted by Eastern Long Island Hospital are likely to be needed, such as anesthesiologists, radiologists and pathologists. Contact information for these physicians is available through our website's "Find A Doctor" search feature. You should contact these groups directly to find out which health plans they participate in. Hospitals are required by law to make available information about their standard charges for the items and services they provide. This information is available by contacting the Director of Revenue Cycle at 631.477.5711.

**Payment Arrangements** | SBELIH offers short-term financing options to those patients who are unable to pay balances in full. All patients qualify by agreeing to accept the terms of the hospital's payment program. Contact the Extended Business Office at 800.955.7121 to set up a payment arrangement. Sending a partial payment does not establish a formal payment plan.

## YOUR HOSPITAL BILL CONT.

**Billing Questions** | We are here to help. If you have any questions concerning a bill you have received for the services we provided to you, please give us a call.

*Hospital Bills: 800.955.7121*

*Emergency Room Physician Bills: 631.444.4800*

*Anesthesia Bills: 631.477.5353*

*Radiology Bills: 631.444.4800*

*Hospitalist and CRNA Billing: 631.477.5555*

Our billing department can answer any questions you have about hospital services covered by your insurance:

*Inpatient and Outpatient Billing: 631.477.5555*

*Inpatient and Outpatient Service Assistance: 631.477.5555*

## FINANCIAL ASSISTANCE

SBELIH recognizes that there are times when patients in need of care will have difficulty paying for the services provided. If you do not have health insurance, you may be eligible for assistance in paying your hospital bills. SBELIH's Charity Care/Financial Aid Program provides discounts to qualifying individuals based on your income. In addition, we can help you apply for free or low-cost insurance if you qualify.

If you need assistance with your hospital bill, contact the Hospital Financial Counselor. It is your responsibility to apply for all available help and to be honest about your financial situation.

We will do everything we can to help you pay for care received at our hospital. Further information about financial assistance is available on our website, or you may contact the Financial Assistance Office at 631.444.4331.

## FINANCIAL ASSISTANCE FAQs

### **Who qualifies for a discount?**

Financial assistance is available to patients who have limited income, have no health insurance, or are underinsured. 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 SBELIH can receive care and may be eligible for assistance based on income limits that have been established by federal guidelines.

### **Can someone explain the 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 [elih.stonybrookmedicine.edu](http://elih.stonybrookmedicine.edu), or a financial assistance application will be sent to you upon your request. To request your financial assistance application, 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.



## DISCHARGE PLANNING

We at SBELIH are concerned about all aspects of our patients' well-being, including their care following hospitalization. Discharge planning is a service available to you, at no charge, while you are in the hospital to answer any questions you may have regarding post hospital care. Professional discharge planning staff will describe the alternatives available to you based on your medical condition, lifestyle, and financial situation. We will assist you and your family in exploring options and making the necessary arrangements for ongoing care.

### **How will discharge planning help me?**

The first step involved in making the best possible decision regarding your post hospital care is asking the right questions. Listed below are answers to questions which may help guide you in making an informed decision.

### **Why is it important to plan for post discharge care?**

We know what will happen from the time of hospital admission through convalescence. You and your family will feel reassured knowing how your needs will be met as you move from one level of care to another.

### **How will I know what will be needed?**

In collaboration with your physician, professional discharge planning staff will assess your condition and recommend an individualized plan of care after your hospitalization.

### **When should I begin to plan?**

Advanced planning can allow discharge planning staff to take the most effective steps for dealing with your needs. It is never too early to begin discharge planning. Discharge plans can be modified as your care needs change. Often it may take time to work out specific details of your specialized plan. The sooner you start to plan, the less you will feel under pressure. Planning early will enable you to make sound decisions and to involve those people closest to you.

### **Why should I utilize Discharge Planning Services?**

If you are unsure which post hospital service you may require, it is best to confer with the professional discharge planning staff. Even if you believe that you know all of the options, be advised that service availability can change and may require extensive research and coordination on the part of the hospital staff.

## DISCHARGE PLANNING CONT.

### What type of post hospital services are available?

**Services in the Home** | One of the hallmarks of a home care program is the ability to tailor specific services matched to an individual's needs. Home care services can comprise all or part of a comprehensive plan for managing healthcare needs at home.

**Long Term Home Health Care Program** | Also known as "Nursing Home Without Walls," offers an alternative to those requiring placement in a residential healthcare facility.

**Certified Hospice** | Hospice is a philosophy of care for terminally ill patients and their families. Patients eligible for care under a federally certified hospice program must be receptive to a palliative care program and have a limited life expectancy.

**Licensed Home Care Agencies** | State licensed home care agencies generally offer ongoing skilled or paraprofessional services, i.e. nurse's aides and homemaker services, to provide shifts for continuous home care services.

**Residential Health Care Facilities** | Primarily designed to provide long-term medical attention and supervision for persons who cannot be maintained in the hospital or home.

**Adult Homes** | Adult homes provide a supervised environment for persons who do not require continual medical care. They also offer meals in a group setting, personal care and housekeeping services, as well as activities and socialization.

**Inpatient Rehabilitation Centers** | Rehabilitation facilities offer a comprehensive range of services aimed at restoring function for persons who have physically disabling conditions. Some of the therapeutic services offered are activities of daily living, prosthetic/orthotic services, and occupational, physical, and recreational therapy.

## DISCHARGE PLANNING CONT.

**Additional Services** | The following programs may be considered for persons who require limited assistance in the home environment:

- **Emergency Response Systems** are an electronic device which enables high-risk individuals to secure immediate help through a central emergency station.
- **Home Delivered Meals** may be provided to relieve family members temporarily from caregiving responsibilities.
- **Respite Care** is short-term care provided to relieve family members temporarily from caregiving responsibilities.
- **Friendly Visiting/Daily Phone Calling** is a volunteer program in which an individual visits or calls a homebound person on a regular basis.
- **Chore Services** include shopping, marketing, transportation and heavy cleaning performed by competent persons.

**Services in the Community** | Each community has a network of health and social services available for people of all ages. Examples of these programs are adult day care, support/self-help groups, senior citizen programs, housing, and drug and alcohol treatment programs.

### **How are post hospital services paid for?**

Financing post hospital care can be complex. We urge that you seek professional guidance from discharge planning staff on this subject to address your particular situation. Private financial resources may need to be utilized to pay for services not covered by insurance. Common payment sources are Medicare, private insurance, and Medicaid.

We trust that this information has given you an introduction to the broad range of services available after discharge. Our goal is to help you maintain the highest level of independence and quality of life. We stand ready to assist you in formulating a plan of care which is adapted to your unique needs.

## HOSPITAL SERVICES

### **Medical-Surgical Services**

The 32-bed Medical-Surgical Unit and 5-bed Intensive Care Unit provide streamlined patient care in a beautifully designed contemporary environment. The team of healthcare professionals includes certified operating room nurses, certified registered nurse anesthetists, operating room technicians, and board certified specialists in anesthesiology, gastroenterology, general surgery, neurosurgery, ophthalmology, orthopedics, plastic and reconstructive surgery, and urology.

An award-winning professional nursing staff closely monitors patients every step of the way, from admission to discharge. SBELIH nurses and physicians take great pride in delivering an extra measure of "caring" to our patients.

Some of the most common surgical procedures performed at SBELIH include minimally invasive procedures, appendectomy, gallbladder procedures, hernia, colon resection, other gastrointestinal procedures, wound care, venous ulcers, complex wounds, and wound VAC.

### **Advanced Ambulatory Surgical Services | 631.477.5350**

*At Stony Brook Eastern Long Island Hospital*

Due to less invasive procedures and quicker healing times, 85% of today's surgeries are performed in the Advanced Ambulatory Care Center. Ambulatory surgery patients are educated prior to their scheduled surgery to ensure that they fully understand the procedure.

### **General Surgery | 631.477.5386**

*Stony Brook Medicine Meeting House Lane Medical Practice*

With state-of-the-art laparoscopic instrumentation, minimally invasive surgery can be performed with maximum results. Enhanced ancillary services including pathology, histology, cytology, microbiology and pre-surgical diagnostics support positive outcomes. In 2018, ELIH was the first hospital on Long Island to acquire and operate with the Olympus VISERA 4K Ultra High Definition Surgical Camera System, a state-of-the-art piece of surgical equipment.

## **HOSPITAL SERVICES CONT.**

### **Behavioral Health Services**

Behavioral Health services provides treatment for substance use and/or mental health disorders from a medical and psycho-therapeutic approach. Often the treatment specializes in co-occurring disorders. Treatment is provided by an interdisciplinary team of psychiatric nurses, clinical social workers, recreation therapists and board certified physicians.

**Inpatient Psychiatry | 631.477.5265 / 477.477.5268**

**Inpatient Quannacut Addiction Intake/Rehab/Detox/Outpatient**

**Quannacut Intake | 631.477.8877**

- Intake assessments completed Monday-Friday, 7am-7pm

**Quannacut Rehabilitation | 631.477.5325**

**Quannacut Detoxification | 631.477.5234**

- Detoxification assessments available 24 hours per day, 7 days per week through the Emergency Department

**Quannacut Outpatient Program | 631.369.8966**

- Located at 905 E Main Street, Riverhead, NY 11901
- Intake assessments by appointment, Monday-Friday
- Walk-in intake assessments Mondays and Fridays, 9am-12pm
- Sober Housing: 18 male beds
- Primary Care Medical Services available on-site

**Diagnostic Services | 631.477.5121**

### **Laboratory Services**

Open 24 hours per day, seven days per week. Services include:

- General Chemistry Blood Tests (electrolyte levels, glucose levels, liver enzymes, cardiac markers, thyroid testing, hematology including CBC panel, etc.)
- Tick-Borne Disease Panel
- Micro-Biological Testing, made possible by our affiliation with Stony Brook Southampton Hospital

### **Radiology & Advanced Diagnostic Imaging**

Radiology and diagnostic imaging services include Bone Mineral Densitometry (BMD), 3D Tomosynthesis Mammography, Ultrasound/Sonography, 128-Slice Computerized Axial Tomography (CAT) Scanner, 1.5 Tesla Magnetic Resonance Imaging (MRI), Nuclear Medicine, and Digital Radiography (x-ray).

## HOSPITAL SERVICES CONT.

### **Emergency Department | 631.477.5574**

Accessible by land, sea, and air, our Emergency Department is open 24 hours per day, 7 days per week. Our credentialed team of physicians, nurses, and staff exceed New York State standards and are committed to treating your emergency with urgency. All ER nursing staff is Trauma Nursing Core Course (TNCC) certified.

For most patients, our ER has one of the shortest wait times in Suffolk County. Specialty-trained staff are available 365 days of the year to treat a full spectrum of patient experiences — from minor cuts to traumatic injuries, and illnesses from the common cold to heart and stroke incidents.

Every person who comes to the Emergency Department is given appropriate treatment regardless of their ability to pay. Please have your insurance plan's identification card(s) with you and available so that the hospital may bill your insurance plan directly for you. Please be knowledgeable about your insurance plan's co-pay amount, deductibles, and other important information when going to the Emergency Department.

### **Physical Therapy & Fitness at the Gladys Brooks Fitness Center, Southold | 631.765.9389**

The comprehensive physical therapy and fitness center in Southold offers outpatient physical therapy, personal fitness training, and athletic injury-screening. State-of-the-art equipment is extremely popular with community members of every age – from students to senior citizens. SBELIH Physical Therapy & Fitness is a SilverSneakers participating location. Eligible Medicare members can join the gym as a benefit of their healthcare plan.

## HOSPITAL RESOURCES

### Addiction Counseling

SBELIH Inpatient Quannacut Addiction Services, Greenport,  
NY | 631.477.8877

Alcoholics Anonymous (24 hours per day) | 631.699.1124

Long Island Council on Alcoholism & Drug (LICADD), Westbury, NY |  
631.979.1700

### American Red Cross

Shelter Island | 631.749.1308

Southampton | 516.747.3500

### Bereavement Groups

East End Hospice | 631.288.8400

### Burn Care

Stony Brook University Hospital Burn Care | 631.689.8333

Weill Cornell Medicine Burn Center, New York, NY | 646.962.2580

### Child Abuse Services

Suffolk County Child Abuse and Domestic Violence Hotline | 631.853.4104

Child Abuse Prevention Services, Patchogue, NY | 631.289.3240

Coalition Against Child Abuse, Bethpage, NY | 516.747.2966

### Chronic Disease

AIDS Hotline (LIAC) | 631.385.2437

Diabetes Resource Coalition of LI | 631.727.7850

Fighting Chance Cancer Patient Support | 631.725.4646

### Clergy

St. Agnes Church, Greenport, NY | 631.477.0048

St. Patrick's Church, Southold, NY | 631.765.3442

Congregation Tifereth Israel, Greenport, NY | 631.477.0232

### Community Based Organizations

C.A.S.T. Inc. (Community Action Southold Town) | 631.477.1717

Dominican Sisters | 631.728.0937

Sunshine Society Southold (Gently Used Medical Equipment) | 631.765.3598

## **HOSPITAL RESOURCES CONT.**

### **Crisis Intervention and Suicide Prevention**

Smithtown Crisis Intervention, Smithtown, NY | 631.360.7581

Suicide Prevention Hotline | 800.273.TALK (8255)

Long Island Crisis Center, Bellmore, NY | 516.826.0244

### **Department of Social Services**

Suffolk County Social Services Department, Riverhead, NY | 631.852.3500

### **Domestic Violence**

LI Against Domestic Violence 24-Hour Hotline | 631.666.8833

Domestic Violence 24/7 Hotline | 631.329.2200

Retreat Inc. | 631.329.4398

Suffolk County Government 24-Hour Hotline | 631.360.3606/631.360.3607  
(7 days per week; ask for HOPE)

Suffolk County Child Abuse and Domestic Violence Hotline | 631.853.4104

### **Fire Departments**

Cutchogue FD | 631.734.6907

Suffolk County Fire Rescue | 631.852.4855

Greenport FD | 631.477.1943

Southold Fire Department | 631.765.3385

Orient FD | 631.323.2445

East Marion FD | 631.477.0539

Mattituck FD | 631.298.8833

### **Health Department**

Suffolk County Department of Health Services, Riverhead, NY | 631.852.7608

**Joint Commission Toll Free Hotline** | 630.792.5800

### **Organ Transplant Services**

Kidney Transplant, Stony Brook | 631.444.2209

Transplant Medicine & Organ Transplant Services, Mount Sinai

The Recanati/Miller Transplantation Institution | 212.731.7684

Mount Sinai Heart | 212.427.1540

Bone Marrow and Stem Cell Transplantation | 212.241.6021



## HOSPITAL RESOURCES CONT.

### Other Support Resources

American Cancer Society Breast Cancer Support | 800.ACS.2345

Heart Connection (For Heart Disease Patients & Families) | 631.727.2100

North Fork Visually Impaired Persons (VIPs) | 631.765.5182

Southold Town Caregivers' Support Group | 631.298.4460

### Poison Control

Poison Control | 800.222.1222

### Police Departments

Shelter Island | 631.749.0600

Southold | 631.765.2600

Riverhead | 631.727.4500

### Rape Victims Information Bureau Suffolk (VIBS)

VIBS Hotline | 631.360.3606

### Substance Abuse Services

SBELIH Inpatient Quannacut Addiction Intake/Rehab/Detox/Outpatient

- Quannacut Intake | 631.477.8877
- Quannacut Rehabilitation | 631.477.5325
- Quannacut Detoxification | 631.477.5234

Stony Brook Medicine Quannacut Outpatient Addiction Services,  
Riverhead, NY | 631.369.8966

Long Island Council on Alcoholism & Drug (LICADD), Westbury, NY |  
631.979.1700

### Women's Health Resources

Planned Parenthood, Riverhead, NY | 800.230.7526

Prenatal Care Center at Greenport | 631.477.1871

Women's Choice, Services Through Suffolk and Nassau Counties |  
631.435.4300

## SUPPORTING THE EASTERN LONG ISLAND HOSPITAL FOUNDATION

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.

## SUPPORTING THE EASTERN LONG ISLAND HOSPITAL FOUNDATION

**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 Auxilians. 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.

*The Opportunity Shop is located at:*

321 Main Street, Greenport, NY 11944  
Open Tuesday-Saturday, 10am-3pm  
Closed Mondays and Sundays

## VOLUNTEER OPPORTUNITIES

Stony Brook Eastern Long Island Hospital is thankful for the generosity of our volunteers – community members, former patients, and thoughtful friends who contribute their valuable time to help support our important work.

Volunteers serve in most hospital departments, the Corner Gift Shop and at the Opportunity Shop. Volunteers with computer experience are in high demand. Work one shift per week, or as many as four days per week. Shifts run Monday through Friday and are three and a half to four hours in duration.

To learn more about volunteering at Stony Brook Eastern Long Island Hospital, contact the ELIH Foundation Office at 631.477.5164.

We look forward to meeting you and finding a rewarding position for you.

### **Junior Volunteers**

Teens ages 15-18 are welcome to join our Junior Volunteer Program. To learn more about becoming a junior volunteer at Stony Brook Eastern Long Island Hospital, contact the ELIH Foundation Office at 631.477.5164.

## VETERANS ADMINISTRATION (VA) FACILITIES IN NEW YORK STATE

### Veterans Health Administration—VISN Offices

Station ID	Facility	Address	Phone
10N2	VISN 2: New York/New Jersey VA Health Care Network	130 W. Kingsbridge Road, Building 16 Bronx, NY 10468 Mailing Address: 130 W. Kingsbridge Road, Building	718-741-4134

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

Station ID	Facility	Address	Phone
620	VA Hudson Valley Health Care System	2094 Albany Post Road Montrose, NY 10548	914-737-4400
630	VA NY Harbor Healthcare System	423 East 23rd Street New York, NY 10010	
528	VA Western New York Healthcare System	3495 Bailey Avenue Buffalo, NY 14215	716-834-9200 or 800-532-8387
528A8	Albany VA Medical Center: Samuel S. Stratton	113 Holland Avenue Albany, NY 12208	518-626-5000 or 518-626-5000
528A6	Bath VA Medical Center	76 Veterans Avenue Bath, NY 14810	607-664-4000 or 607-664-4000
630A4	Brooklyn Campus of the VA NY Harbor Healthcare System	800 Poly Place Brooklyn, NY 11209	718-836-6600
528A5	Canandaigua VA Medical Center	400 Fort Hill Avenue Canandaigua, NY 14424	585-394-2000 or 585-394-2000
620A4	Castle Point Campus of the VA Hudson Valley Health Care System	41 Castle Point Road Wappingers Falls, NY 12590	845-831-2000

## VA FACILITIES IN NEW YORK STATE CONT.

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

Station ID	Facility	Address	Phone
528A5	Canandaigua VA Medical Center	400 Fort Hill Avenue Canandaigua, NY 14424	585-394-2000 or 585-394-2000
620A4	Castle Point Campus of the VA Hudson Valley Health Care System	41 Castle Point Road Wappingers Falls, NY 12590	845-831-2000
620	Franklin Delano Roosevelt Campus of the VA Hudson Valley Health Care System (Montrose)	2094 Albany Post Rd. Montrose, NY 10548	914-737-4400
526	James J. Peters VA Medical Center (Bronx, NY)	130 West Kingsbridge Rd. Bronx, NY 10468	718-584-9000
630	Manhattan Campus of the VA NY Harbor Healthcare System	423 East 23rd Street New York, NY 10010	212-686-7500
632	Northport VA Medical Center	79 Middleville Road Northport, NY 11768	631-261-4400
528A7	Syracuse VA Medical Center	800 Irving Avenue Syracuse, NY 13210	315-425-4400
528A4	VA Western New York Healthcare System at Batavia	222 Richmond Avenue Batavia, NY 14020	585-297-1000
528	VA Western New York Healthcare System at Buffalo	3495 Bailey Avenue Buffalo, NY 14215	716-834-9200 or 800-532-8387
630A5	St. Albans Community Living Center	179-00 Linden Blvd. & 179 St Jamaica, NY 11425	718-526-1000
528	Behavioral Health Facility	620 Erie Blvd West Syracuse, NY 13204	315-425-4400 x53463
528G5	Auburn VA Outpatient Clinic	17 Lansing Street Auburn, NY 13021	315-255-7002
528G3	Bainbridge VA Outpatient Clinic	109 North Main Street Bainbridge, NY 13733	607-967-8590

## VA FACILITIES IN NEW YORK STATE CONT.

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

Station ID	Facility	Address	Phone
632HC	Bay Shore Clinic	132 East Main Street Bay Shore, NY 11706 Mailing Address: 132 East Main Street Bay Shore, NY 11706	631-754-7978
528GN	Binghamton VA Outpatient Clinic	203 Court Street Binghamton, NY 13901	607-772-9100
528	CANI	19472 US Route 11 Watertown, NY 13601	315-782-0067
620GB	Carmel Community Clinic/Putnam County	1875 Route 6, Sterling Bank, (2nd Floor) Carmel, NY 10512	845-228-5291
528G7	Catskill VA Outpatient Clinic	Columbia Greene Medical Arts Building, Suite D305, 159 Jefferson Hgts Catskill, NY 12414	518-626-5240
528GY	Clifton Park VA Outpatient Clinic	963 Route 146 Clifton Park, NY 12065	518-383-8506
528GC	Dunkirk VA Outpatient Clinic	166 East 4th Street Dunkirk, NY 14048	716-203-6474
632GA	East Meadow Clinic	2201 Hempstead Turnpike, Building Q East Meadow, NY 11554	631-754-7978
620GH	Eastern Dutchess Pine Plains Community Clinic	2881 Church St, Rt 199 Pine Plains, NY 12567	518-398-9240
528G4	Elmira VA Outpatient Clinic	1316 College Avenue Elmira, NY 14901	877-845-3247
528G6	Fonda VA Outpatient Clinic	2623 State Highway 30A Fonda, NY 12068	518-853-1247
528GT	Glens Falls VA Outpatient Clinic	101 Ridge Street Glens Falls, NY 12801	518-798-6066
620GD	Goshen Community Clinic	30 Hatfield Lane, Suite 204 Goshen, NY 10924	845-294-6927

## VA FACILITIES IN NEW YORK STATE CONT.

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

Station ID	Facility	Address	Phone
630GA	Harlem Community Clinic	55 West 125th Street New York, NY 10027	646-273-8125
528GB	Jamestown VA Outpatient Clinic	608 West 3rd Street Jamestown, NY 14701	716-338-1511
528GZ	Kingston VA Outpatient Clinic	324 Plaza Road Kingston, NY 12401	845-331-8322
528GQ	Lackawanna VA Outpatient Clinic	1234 Abbott Road Lackawanna, NY 14218	716-821-7815
528GK	Lockport VA Outpatient Clinic	5883 Snyder Drive Lockport, NY 14094	716-438-3890
528GL	Massena VA Outpatient Clinic	6100 St. Lawrence Centre Massena, NY 13662	315-705-6666
620GF	Monticello Community Clinic	55 Sturgis Road Monticello, NY 12701	845-791-4936
620GA	New City Community Clinic	345 North Main Street, Upper Level New City, NY 10956	845-634-8942
528GD	Niagara Falls VA Outpatient Clinic	2201 Pine Avenue Niagara Falls, NY 14301-2300	716-862-8580
528GR	Olean VA Outpatient Clinic	VA Outpatient Clinic, 465 North Union Street Olean, NY 14760-2658	716-373-7709
528GP	Oswego VA Outpatient Clinic	437 State Route 104 E Oswego, NY 13126	315-207-0120
632HD	Patchogue Community Clinic	4 Phyllis Drive Patchogue, NY 11772	631-754-7978
528GV	Plattsburgh VA Outpatient Clinic	80 Sharron Avenue Plattsburgh, NY 12901	518-561-6247
620GE	Port Jervis Community Clinic	150 Pike St. Port Jervis, NY 12771	845-856-5396
620GG	Poughkeepsie Community Clinic	488 Freedom Plains Rd. Suite 120 Poughkeepsie, NY 12603	845-452-5151



## VA FACILITIES IN NEW YORK STATE CONT.

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

Station ID	Facility	Address	Phone
632HX	Riverhead Clinic	300 Center Drive Riverhead, NY 11901	631-754-7978
528GE	Rochester VA Outpatient Clinic	465 Westfall Road Rochester, NY 14620	585-463-2600
528GM	Rome - Donald J. Mitchell VA Outpatient Clinic	125 Brookley Road, Building 510 Rome, NY 13441	315-334-7100
528G2	Saranac Lake	33 Depot St. Saranac Lake, NY 12983	518-626-5237
528GW	Schenectady VA Outpatient Clinic	1346 Gerling Street, Sheridan Plaza Schenectady, NY 12308	518-346-3334
528GQ	Springville	15 Commerce Drive Springville, NY 14141	716-592-2409
132V	Staten Island Community Clinic	1150 South Ave, 3rd Floor – Suite 301 Staten Island, NY 10314	718-761-2973
526GD	Thomas B. Noonan Community Clinic (Queens)	47-01 Queens Blvd, 3rd floor, Suite 301 Sunnyside, NY 11104	718-741-4800
528G9	Tompkins/Cortland County	1451 Dryden Road Freeville, NY 13068	607-347-4101
528GX	Troy VA Outpatient Clinic	295 River Street Troy, NY 12180	518-274-7707
632HA	Valley Stream Clinic	99 South Central Avenue Valley Stream, NY 11580 Mailing Address: 99 South Central Avenue Valley Stream, NY 11580	631-754-7978
528	Watertown VA Outpatient Clinic	144 Eastern Blvd. Watertown, NY 13601	315-221-7026
528	Wellsville VA Outpatient Clinic	3458 Riverside Drive, Route 19 Wellsville, NY 14895	607-664-4660 or 607-664-4660

## VA FACILITIES IN NEW YORK STATE CONT.

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

Station ID	Facility	Address	Phone
528G2	Westport	7426 NYS Route 9N Westport, NY 12993	518-626-5236
526GA	White Plains Community Clinic	23 South Broadway White Plains, NY 10601	914-421-1951 x 4300
526GB	Yonkers Community Clinic	124 New Main St. Yonkers, NY 10701	914-375-8055 x 4400
111	Albany Vet Center	17 Computer Drive West Albany, NY 12205	518-626-5130
120	Babylon Vet Center	100 West Main Street Babylon, NY 11702	631-661-3930
137	Binghamton Vet Center	53 Chenango Street Binghamton, NY 13901	607-722-2393
110	Bronx Vet Center	2471 Morris Ave. Suite 1A Bronx, NY 10468	718-367-3500
0105V	Brooklyn Vet Center	25 Chapel St. Suite 604 Brooklyn, NY 11201	718-630-2830
0107V	Buffalo Vet Center	2372 Sweet Home Road Suite 1, Amherst, NY 14228	716-862-7350
133	Harlem Vet Center	2279 3rd Avenue 2nd Floor New York, NY 10035	646-273-8139
106	Manhattan Vet Center	32 Broadway 2nd Floor - Suite 200 New York, NY 100041637	212-951-6866
139	Middletown Vet Center	726 East Main Street, Suite 203, Middletown, NY 10940	845-342-9917
0138V	Nassau Vet Center	970 South Broadway Hicksville, NY 118015019	516-348-0088
109	Queens Vet Center	75-10B 91 Avenue Woodhaven, NY 11421	718-296-2871

## VA FACILITIES IN NEW YORK STATE CONT.

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

Station ID	Facility	Address	Phone
124	Rochester Vet Center	2000 S. Winton Road, Bldg 5, Suite 201 Rochester, NY 14618	585-393-7608
132	Staten Island Vet Center	60 Bay Street Staten Island, NY 10301	718-816-4499
131	Syracuse Vet Center	109 Pine Street Suite 101 Syracuse, NY 13210	315-478-7127
135	Watertown Vet Center	210 Court Street Suite 20 Watertown, NY 13601	315-782-5479
123	White Plains Vet Center	300 Hamilton Ave. Suite C 1st Floor White Plains, NY 10601	914-682-6250

### Veterans Benefits Administration—Northeast District

Station ID	Facility	Address	Phone
306	New York Regional Office	245 W Houston St. New York, NY 10014	800-827-1000
307	Buffalo Regional Office	130 S. Elmwood Avenue Buffalo, NY 14202-2478	800-827-1000
307	Intake Site At Fort Drum	Fort Drum Outbased Office/ Dept of VA Fort Drum, NY 13602	

## VA FACILITIES IN NEW YORK STATE CONT.

### National Cemetery Administration - North Atlantic District

Station ID	Facility	Address	Phone
88	Albany Rural Cemetery Soldiers' Lot	Cemetery Avenue Albany, NY 12204	518-581-9128
803	Bath National Cemetery	VA Medical Center, San Juan Avenue Bath, NY 14810	607-664-4853
805	Calverton National Cemetery	210 Princeton Boulevard Calverton, NY 11933	631-727-5410
808	Cypress Hills National Cemetery	625 Jamaica Avenue Brooklyn, NY 11208	631-454-4949
917	Gerald B. H. Solomon Saratoga National Cemetery	200 Duell Road Schuylerville, NY 12871-1721	518-581-9128
815	Long Island National Cemetery	2040 Wellwood Avenue Farmingdale, NY 11735- 1211	631-454-4949
824	Woodlawn National Cemetery	1825 Davis Street Elmira, NY 14901	607-732-5411







**Stony Brook**  
**Eastern Long Island Hospital**

201 Manor Place, Greenport, NY 11944