



# Welcome

Patient and Visitor Guide



**Mount  
Sinai  
Hospital**

The Mission  
of the Mount Sinai  
Health System  
is to provide  
compassionate  
patient care with  
seamless coordination  
and to advance  
medicine through  
unrivaled education,  
research, and  
outreach in the many  
diverse communities  
we serve.

[www.mountsinai.org](http://www.mountsinai.org)

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# Welcome

## to The Mount Sinai Hospital



David L. Reich, MD  
President and Chief Operating Officer  
The Mount Sinai Hospital

Thank you for putting your trust in us for your medical care. Your health and well-being is our top priority, and we are committed to providing you with the highest-quality care. Every one of our staff strives to meet this goal. With a wide variety of inpatient and outpatient services, we continue to expand and enhance our services and programs to better serve our patients and their families.

This guide provides an overview of our services and policies. If you have any questions or concerns about your care, please do not hesitate to ask a member of your care team. It's our privilege to be your health care provider and your comments are greatly appreciated.

Best wishes,

A handwritten signature in black ink that reads "David L. Reich MD". The signature is written in a cursive, flowing style.

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## Meet Your Team

During your stay at The Mount Sinai Hospital, you will meet a number of health care professionals who work together to plan your treatment and care. They make up your care team. You and your family are also an important part of the care team. We encourage you to speak up and let your needs and concerns be known.

As an academic medical center, The Mount Sinai Hospital trains new physicians and serves as a site for the teaching of medical and health professional students. These individuals may participate in aspects of your care under close supervision of appropriate hospital staff.

### Physicians

Your physician is in charge of your care. You also may be visited by a hospitalist, an Internal Medicine-trained physician specializing in inpatient hospital care, who will be assisted by nurse practitioners (NP), physician assistants (PA), or doctors-in-training.

### Interns, Residents, and Fellows

The Mount Sinai Hospital is an academic medical center that trains interns, residents, and fellows from the Icahn School of Medicine at Mount Sinai. They are medical doctors who are in postgraduate training in a particular medical or surgical specialty. Under supervision, they may supplement the visits of your personal physician.

### Nurses

During the course of your stay, there may be several nurses involved in your care. They work closely with the doctors and other members of the health care team. Our nursing team includes the clinical nurse manager, nurse practitioners (NP), registered nurses (RN), patient care associates (PCA), nursing assistants, and business associates (BA).

### Physical, Occupational, and Speech Therapists

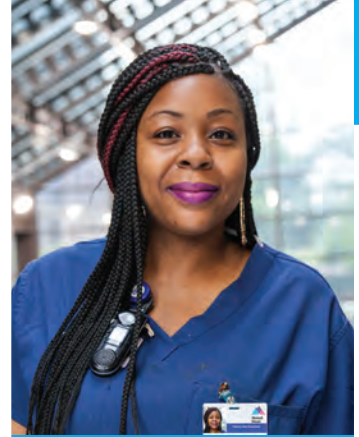
Therapists provide training in activities of daily living and functional mobility; recommend adaptive and assistive equipment; initiate speech, language, and cognitive remediation; and assist in discharge planning.



Physician



Nurse



Patient Care Associate

### Social Workers

Social workers help you and your family manage your hospital stay and plan for your return home. The social worker can address the emotional issues that come with being in a hospital, provide patient and family counseling, coordinate discharge planning, and offer information about support groups.

### Case Managers

Case Managers will act as your advocate. They will ensure that you have a safe and appropriate discharge plan, work to minimize any delays in care, and speak with your insurance provider about authorization for hospital stay and post-hospitalization services.

### Dietitians

Registered dietitians are also professional members of the health care team. They plan for your dietary and nutritional needs during your hospital stay according to your doctor's orders. If you require a special diet, your dietitian provides you with information and teaches you how to follow the diet before you go home.

### Respiratory Therapists

Respiratory therapists provide care to patients who need assistance with breathing difficulties.

### Environmental Services Workers (Housekeepers)

Environmental services workers are responsible for providing a clean and safe environment for patients and staff, including cleaning your room every day.

### Our Volunteers

Volunteers provide vital assistance to our patients, families, and health care professionals. Many visit throughout the hospital, assisting our staff and making patients comfortable. The Volunteer Ambassadors from the Joseph F. Cullman, Jr. Institute for Patient Experience can assist with helping you and your guests to find your way throughout the hospital campus. Please call the Cullman Institute at 212-659-9333 to learn more.

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## **Taking Care Of You**

Our trained staff oversees all aspects of your care, and we encourage you to reach out to them for any questions that you may have. The Patient Service Center is also an excellent resource for patients and their families.

### **Your Meals**

We want to keep you well fed during your stay, with satisfying meals that meet your doctor's orders. To do this, a Catering Associate from our Food & Nutrition Services team will visit you after your physician prescribes a diet and help you choose meals from our menu that correspond to your diet. A copy of the menu is available in your room. We can also accommodate special requests for vegetarian or kosher meals.

**Breakfast: 7 - 10 am**

**Lunch: 11 am - 2 pm**

**Dinner: 4 - 7 pm**

Snacks are available on each patient care unit. There are also a number of dining options for family and visitors noted in the Hospital Services section of the guide.

### **Your Medications**

Please make sure your doctors know all medications you have been taking, including prescription drugs, medicated patches, over-the-counter medications, herbal and vitamin supplements, natural remedies, and recreational drugs. Inform your doctor and nurse of any allergies you may have.

During your admission, your doctor or nurses will explain any new medications to you. As you become ready for discharge, it is important that you and your family members understand what medication to take at home and how to take it. Pharmacists also are available to speak to you and members of your family about your medications.

### **Bedside Rounding**

A member of your care team will come to your bedside throughout the day to make sure that you are comfortable and to see if you have everything you need. The staff member will ask you about your pain level, and whether you need to use the bathroom, and answer any questions you or your family members may have.

## Pain Management

Managing pain is important and may help you get better faster. You should always let your health care team and primary nurse know if you are feeling pain. If you feel your pain is not adequately relieved, tell your nurse immediately.

The hospital has specially trained physicians and nurses who provide support to your health care team and who will consult with you on any pain management concerns or issues. Our goal is to keep you as comfortable as possible throughout your hospitalization.

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## Patient Service Center

The Patient Service Center (PSC) provides a central location for patients and families to share their experience with any aspect of hospital care or services. Among the PSC's staff are Patient Representatives, who are trained in managing issues that can have an impact on the quality of the patient experience. The Patient Service Center staff can also educate patients and their families about advance directives and any ethical concerns that may arise during a patient's stay.

**The Patient Service Center (Patient Representatives) is located in the Guggenheim Pavilion, First Floor. Walk-ins are welcome. Staff will also come to see you in your hospital room by calling the numbers below.**

**Hours: Monday - Friday, 9 am - 5 pm**

**Contact by external phone: 212-659-8990**

**Or, from your bedside phone: 66**

During hours when the Patient Service Center is closed, please ask your nurse to contact the Nursing Administrator to address any urgent matters related to patient experience.

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## Pet-Assisted Therapy

The Department of Volunteer Services at The Mount Sinai Hospital has a Pet-Assisted Therapy (PAT) program. Visits by PAT dogs provide comfort and have been known to provide various benefits that may help reduce stress, relieve depression, and lower blood pressure. PAT dogs can visit you during your stay, given your doctor's permission. If you wish to arrange a visit, please inform your doctor or the nursing staff on your floor. There is no charge for this service.



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## **Language Assistance**

The Mount Sinai Hospital serves a large multilingual population and provides language assistance to all Limited English Proficient (LEP), deaf, hard-of-hearing, blind, and visually impaired patients and/or their companions. In order to eliminate language barriers and provide reasonable accommodations, the Patient Service Center offers the following services at no cost to the patient:

### **Qualified Medical Interpreters for spoken languages**

- Over-the-phone interpretation services in more than 200 languages available 24/7
- Video remote interpretation services available in 35 languages
- In-person interpretation services through staff or agency interpreters (requires advance notification)

### **Qualified Sign Language Interpreters for deaf individuals**

- In-person American Sign Language (ASL) or other Sign Language (requires advance notification)
- ASL video remote interpretation available 24/7
- Tactile interpreters for deaf-blind individuals (requires advance notification)

### **Auxiliary aids**

- Videophones
- Teletypewriters (TTY)
- Multilingual communication boards
- Sound amplifiers (pocket-talker)
- Large-type and audio books with earphones
- Patients' Bill of Rights in Braille
- Preadmission and discharge instruction in audio format, if requested by patient

**If you need these services, please notify your provider in advance, or contact the Patient Service Center at 212-659-8990.**



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## Spiritual Care

You can ask your medical team for a meeting with a chaplain, or you may call 212-241-7262 (4-7262), email [infospiritualcare@mountsinai.org](mailto:infospiritualcare@mountsinai.org), or visit [mountsinai.org/spiritualcare](http://mountsinai.org/spiritualcare).

## The Center for Spirituality and Health

At The Mount Sinai Hospital, we are committed to healing the body, mind, and spirit. As part of the health care team, chaplains are an integral component of caring for the whole person. We know your illness and injury may be confusing and stressful, and we encourage you or a loved one to call upon our chaplains for spiritual support, counseling, religious ritual, and prayer.

### Religious services

(Schedules are posted outside each chapel.)

#### Jewish

**Saturday (Shabbos), 8:30 am**  
**Monday - Thursday, 1:45 pm**  
**The Peck Jewish Chapel**  
**Guggenheim Pavilion**  
**Second Floor**  
**(Chesed Room next door)**

#### Muslim

**Friday (Jumma), 1 - 2 pm**  
**Hatch Interdenominational Chapel**  
**Guggenheim Pavilion**  
**First Floor**

#### Roman Catholic Mass

**Sundays and Holidays, 11 am**  
**Hatch Interdenominational Chapel**  
**Guggenheim Pavilion**  
**First Floor**

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## Palliative Care

The Mount Sinai Hospital is a leader in palliative care, where a team of specially trained doctors, nurses, and social workers coordinates with you and your doctors to help manage burdensome symptoms, assists you with decision-making, and offers the best possible quality of life to you and your family. Palliative care services are available to all patients who need them at any stage during illness. Our Palliative Care team provides the following care:

- Expert management for uncomfortable or distressing symptoms
- Decision-making, including goals of care and advance-care planning, to help empower patients to identify the people they want involved in their health care
- Care coordination, and emotional and/or spiritual support

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## Hospice Care

Hospice care is a specialized end-of-life care program that provides a range of services for eligible patients with all types of life-threatening or chronic illnesses. The goal of hospice care is to support quality of life and reduce the suffering of the patient and the family as the patient is approaching the end of life. Family members of patients enrolled in hospice care are eligible for Bereavement Services.

Your safety and comfort are important to us. We encourage you—as well as your family, friends, and caregivers, who also can play an important role in ensuring your safety—to speak with the care team if you have any concerns.

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## **Preventing Infection**

To help prevent infections, we encourage you and your visitors to clean your hands with soap and water or use the conveniently available alcohol-based hand sanitizers located within your room and throughout the hospital.

### **Wash hands with soap and warm water for 15 to 20 seconds**

- After touching objects or surfaces in the hospital room
- Before and after eating
- After using the restroom

In the setting of a known or suspected infection, signs may be posted on your room door indicating that staff and visitors should take special precautions when entering the room. These precautions help stop the spread of some infections. Your visitors will need to read the instructions on the door and speak with a nurse before entering the room. They may be asked to wear masks, gloves, or gowns to protect themselves, you, and other patients.

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## **Safe Antibiotic Prescribing**

Improving the use of antibiotics is an important patient safety and public health issue. Even appropriate use of antibiotics can cause harm. To improve the quality of your loved ones' care, Mount Sinai has a dedicated program aimed at improving antibiotic prescribing. Your doctors will explain to you why you do or do not need antibiotics and the risks and benefits of prescribing antibiotics for your current medical condition.



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## Preventing Falls

Our staff is trained in helping patients and caregivers learn safety measures to prevent falls. They will evaluate your risk of falling and then institute interventions to ensure your safety.

Our “Don’t Fall—Call” program focuses on ongoing patient assessments, hourly rounding, staff education, and patient/family education.

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## Wheelchairs and Beds

Please call for help if you need assistance getting in and out of your bed. Your safety is our primary concern. If you need to use a wheelchair, please do not try to get in or out without assistance. Also, remember to lock the wheels and do not step on the footrest until you are firmly seated in the wheelchair.

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## Be Actively Involved in Your Care

Your care team will keep you informed about your care. They will listen to your concerns, answer your questions, and explain your treatment plan. If English is not your primary language and you need assistance, we will provide an interpreter for you. When you are discharged, you will receive written instructions to take home.

### Ask Questions About Your Care and Speak Up

- Tell us if you do not understand what we are saying to you.
- Ask for an interpreter if you do not understand English.

### Keep Your Health Care Team Informed

- When you share your medical history, tell us about all your medical issues and prior surgeries.
- Let us know immediately if you experience new symptoms, pain, or feel differently in any way.

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## Medication Safety

Mount Sinai is committed to ensuring that you understand the medications you are taking while you are in the hospital and those that you will be prescribed upon discharge.

**By taking part in your own care, you can help the members of your health care team ensure medication safety.**

- In addition to making sure your doctors know all medications and any recreational drugs you have been taking, please notify your doctors if you have any allergies to medications, anesthesia, food, latex, and other products.
- There may be instances when you may want to take your own medication. All medications must be approved by your doctor. Please notify your care team before taking any medications.



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## Security

The Security Communications Center is staffed 24 hours a day and can be contacted by calling 212-241-6068 (or 4-6068).

Security Officers are stationed at all entrances and throughout the hospital, patrolling the grounds, and providing directions and other helpful information. Should you have any security concerns, your nurse will alert the appropriate staff or call the on-duty Security Supervisor.

### Bedside Safes

While we encourage you to leave all valuable and personal possessions at home or send them home with a family member, some hospital rooms are equipped with a small safe. If your room does not have a safe, Security Services can secure your property. Kindly note that it is not the responsibility of hospital staff to safe-keep individual personal items.

### Cell Phones

Cell phone use is permitted in most areas of the hospital, except where clearly marked.

### Fire Alarms

Fire alarms are tested on a regular basis to ensure proper functioning. These tests, along with monthly full-scale fire drills, help to protect everyone.

### Staff ID Badges

All hospital personnel are required to wear their photo identification badge with the photo side facing out and above the waist, so it can be easily seen by patients and guests. In the event you cannot see a staff badge, please ask the individual to show it to you or, in the absence of a badge, summon nursing assistance.

### Lost and Found

Security may be contacted at 212-241-6068 (or 4-6068).

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## Smoking Policy



**The New York City Smoke-Free Air Act prohibits smoking on or around health care facility grounds, as well as near facility entrances and exits. Smoking is not permitted:**

- On the grounds of any health care facility, including general hospitals, diagnostic and treatment centers, and residential health care facilities
- Within 15 feet of any entrance or exit to a health care facility.

If you are a smoker, you may request a nicotine patch from any member of your medical team. If you are ready to quit smoking, you can call 866-NY-QUITS (866-697-8487), a free service that provides New York State residents with help to stop using tobacco.

## Telephone and Television Services

Local telephone and television services are provided to you free of charge. For long distance calls, please call 910 for operator assistance, and please be aware that only third-party or collect calls, credit cards, or phone cards are allowed.

## Patient Education Programming

Free educational videos that cover a wide range of conditions are available on demand on your TV.

## Internet Access

You may connect to Wi-Fi throughout the hospital by using the MountSinaiGuest network.

## Cell Phone Charging Stations

We have available several cell phone charging stations for you and your guests, located on the second floor of the Guggenheim Pavilion in the Admitting and Family Waiting Area.

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### When calling from inside the hospital

<b>241</b> exchange becomes <b>4</b>	e.g. <b>212-241-6500 = 4-6500</b>
<b>659</b> exchange becomes <b>8</b>	e.g. <b>212-659-5100 = 8-5100</b>
<b>824</b> exchange becomes <b>5</b>	e.g. <b>212-824-3400 = 5-3400</b>
<b>731</b> exchange becomes <b>2</b>	e.g. <b>212-731-3600 = 2-3600</b>

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## Dining Options

### The Plaza Café

Serves a large selection of hot and cold dishes, including Kosher food.

**Guggenheim Pavilion, First Floor Atrium**

**Monday - Friday**

**Weekends and holidays**

### Starbucks Coffee Bar

Serves coffee and an assortment of food and beverages.

**Guggenheim Pavilion, First Floor Atrium**

**Monday - Friday**

**Weekends and holidays**

### Center for Advanced Medicine “Grab and Go”

Offers hot and cold beverages, soup, “grab and go” sandwiches, and snacks.

**17 East 102nd Street**

**Lobby**

**Monday - Friday**

### Icahn Lobby Café

Serves salads made to order and daily breakfast and lunch.

**Icahn Medical Institute**

**1425 Madison Avenue**

**Lobby**

**Monday - Friday**

**There is also a wide variety of other dining options in the immediate neighborhood of The Mount Sinai Hospital.**

## **Gift Shops**

Two gift shops on The Mount Sinai Hospital campus offer a wide variety of gifts, personal items, and snacks, and provide delivery services to the rooms of hospitalized patients at no additional charge.

### **Guggenheim Pavilion**

**Seventh Floor**

**East Atrium**

**212-241-4438 (4-4438)**

**Open 7 days a week**

### **Kravis Children's Hospital at Mount Sinai**

**Klingenstein Pavilion Lobby**

**1176 Fifth Avenue**

**212-241-9770 (4-9770)**

**Open 7 days a week**

## **Beautician/Barber Services**

These services, including nail care, are available by appointment. Please verify with your nurse that appointments do not interfere with your treatment schedule. Payment is requested at the time of service.

## **Mail, Packages, and Flower Delivery**

Deliveries are made to hospital rooms by staff. Stamps are available in both gift shops.

## **ATMs**

Onsite automated teller machines are available

24 hours, seven days a week.

**Guggenheim Pavilion**

**Outside Plaza Café**





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## For Your Consideration

The Mount Sinai Hospital offers private rooms on various inpatient units, as well as our premium amenities unit, Eleven West (above).

Eleven West offers patients personal service and individual attention that rivals many of New York's best hotels. Some of the services and amenities we offer include a private kitchen with executive chef, afternoon tea time, upgraded linens that include luxurious robes, and attentive guest services staff to complement the picturesque views of Central Park.

**For more information, or to request a room on Eleven West, please call 212-241-5990.**

### **Private Duty Nursing**

**Please call 212-241-7383  
between 7 am - 11 pm to request a private duty nurse.**

*There are additional fees for these services.*

Planning carefully for discharge is very important for your well-being. A social worker can help you and your family arrange an appropriate discharge plan. Your health care team will consult with you throughout your stay to ensure a smooth transition to home or a post-hospital care facility.

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## **Planning for Discharge**

Patients will be advised of their discharge date 24 to 48 hours prior to discharge. It is your medical team's best estimation of your discharge day, and allows you time to begin making arrangements. However, in some circumstances, the discharge day may change depending upon an updated clinical evaluation.

Upon discharge, you will be given a discharge plan that will instruct you regarding medications, follow-up appointments, and other guidelines related to your recovery. A member of the nursing staff will go over each step with you and will answer any questions you may have. If any prescriptions are required, they will be electronically transmitted to your pharmacy of choice.

When you are ready to go home, we offer a medication bedside delivery service for your take-home medications. This service is offered by our Pharmacy partner, CVS Health. This convenient service allows you to receive your discharge medication prescriptions before leaving the hospital, saving you a trip to your local pharmacy.

As you make arrangements to leave the hospital, please note that our policy is to discharge patients prior to 11 am, but discharge time can vary, depending upon physician evaluation.



## Phone Call Following Discharge

We are interested in learning how we can better serve our patients and families. After you are discharged, you may receive a phone call from the hospital. The purpose of this call is to see how you are feeling, make sure you understand how to manage your care at home, inquire about your experience during your hospital stay, and make your transition to your home as easy as possible. Before you are discharged, please tell your nurse the most convenient telephone number and time for this call.

## Your Feedback

Approximately two weeks after your discharge, you may receive a Patient Satisfaction Survey in the mail. The Survey will ask about your stay in the hospital. Please take a moment to complete and return this Survey. This Survey is very important to us. Your participation will help us take steps to improve the hospital experience for our patients and families.

# Going Home

## MyMountSinaiChart

MyMountSinaiChart provides personalized and secure online access to portions of your medical records. It enables you to securely use the Internet to help manage and receive information about your health (available for web and mobile).

### Use the MyMountSinaiChart to:

- View your health summary from the MyMountSinaiChart electronic health record
- Communicate electronically and securely with your medical care team
- Request medical appointments
- View test results
- Request prescription renewals
- Access trusted health information resources

If you have further questions, you may email [mychartsupport@mountsinai.org](mailto:mychartsupport@mountsinai.org) or call 855-343-3470.

### MyMountSinaiChart Sign-up

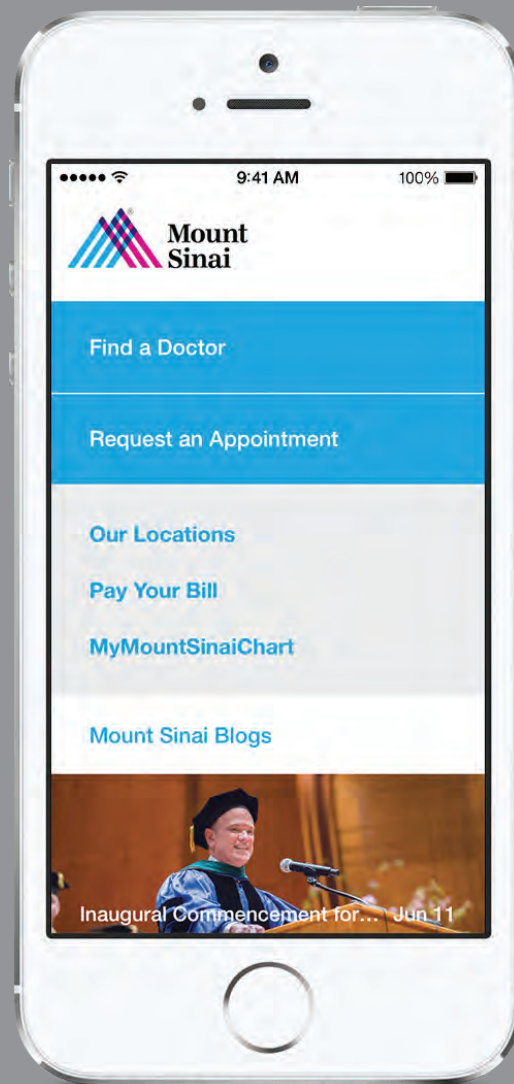
To access MyMountSinaiChart, you can request an activation code at the hospital or your doctor's office, which will enable you to log in and create your own username and password. Current Mount Sinai patients, 18 years of age or older, are eligible for self sign-up. To activate your account, go to [www.mountsinai.org/mymountsinai](http://www.mountsinai.org/mymountsinai).

The screenshot shows the Mount Sinai Hospital website's MyMountSinaiChart sign-up page. At the top, the Mount Sinai Hospital logo is on the left, and navigation links for Health System, School of Medicine, Research, Contact Us, Visiting Us, Make A Gift, Careers, and MyMountSinai are on the right. A search bar and social media icons (Facebook, Twitter, YouTube, Google+, LinkedIn) are also present. Below the navigation is a horizontal menu with links for Find A Doctor, Patient Care, About Mount Sinai, Education, and For Health Professionals. The main content area features a large blue banner with the text "Welcome to MyMountSinai" and "Please login to one of the following services." Below this banner are two main service boxes: "Patient Online" (Online Billing and Scheduling for Mount Sinai Doctors Faculty Practice) and "MyMountSinaiChart". The "Patient Online" box includes icons for "Pay your bills online" and "Request provider appointments", with a "Learn more about Patient Online" link. The "MyMountSinaiChart" box includes icons for "Renew prescriptions", "View test results", and "Send messages to your doctors office", with a "Learn more about MyMountSinaiChart" link. Below these boxes are login forms for "existing Patient Online users" and "existing MyMountSinaiChart users", each with fields for Username and Password, and links for "Forgot Username" and "Forgot Password". To the right of the login forms is an "Emergencies" section with a warning: "MyMountSinai is not to be used for urgent needs. If you are experiencing a medical emergency, dial 9-1-1 immediately." At the bottom right, there is a prominent blue button labeled "Pay Your Hospital Bill".

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## MountSinaiNY App

Stay connected with the Mount Sinai Health System through MountSinaiNY. Available for Apple and Android devices, this mobile app provides patients and prospective patients with easy access to Mount Sinai Health System services.



### Use the MountSinaiNY app for:

- **General information:** Access contact information, visiting hours, directions, parking, and amenities for each Mount Sinai Health System hospital campus, and urgent care/ walk-in, and primary care locations.
- **Find a Doctor:** Find physicians and request an appointment quickly for any specialty at any Health System location.
- **Pay a Bill:** Easily pay bills through the mobile bill pay system.
- **Medical Record Access:** Seamlessly access medical record information through connection with MyMountSinaiChart.
- **Stay Connected With Us:** Access Health System news, blogs, and social media feeds.

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## Other Important Information as You Prepare to Go Home

### Billing

Mount Sinai's Patient Financial Services department is committed to providing caring and responsive service to our patients. While Mount Sinai will bill your insurance directly if possible, you may also receive a bill for costs, which may include self-pay responsibility, co-pays, a co-insurance, or a deductible.

Mount Sinai's billing structure is divided among many departments, which include physician services, hospital, pathology, imaging, diagnostic testing, and others. Each department generates its own bills, and what may be considered one service to you, could be many different services in terms of billing. For example, as part of your stay, physicians may consult with you at bedside, perform surgery on you, give you anesthesia, read your radiology imaging, and/or examine specimens in the pathology lab. Each physician bills separately for these services. Similarly, hospital services, like operating room time, nursing care, and use of any hospital equipment, are billed separately under the hospital section of the bill. All of these services will be billed to your insurance, if possible, but if you are responsible for any part of these charges yourself, you will receive a bill.

The bill you receive will have a phone number printed on the statement as well as an account number. Please call the number on the bill should you have questions about it. You can also find billing information on your MyMountSinaiChart account, and even pay many of your bills online.

**For billing questions, please remember to call the number on your statement.**

### Cashier 212-241-6745

**Monday through Friday, 8:30 am - 5 pm**

The Cashier is located in the MC level of the Annenberg Building, near the bottom of the escalator. Payment for hospital charges and other services can be made by cash, personal check, traveler's check, and most major credit cards.

### Insurance

All insured patients should familiarize themselves with the terms of their insurance coverage, including commercial insurance carriers, HMOs, Medicare, and Medicaid. This will help you understand which hospital services are covered and what your responsibilities are, if any. Insurance providers have varying policies and many require charges to be pre-authorized or pre-certified. It is your responsibility to confirm insurance coverage for a planned hospital stay.

You should also have copies of your insurance cards. The hospital is responsible for

submitting bills to your insurance company for hospital services and will do everything it can to expedite your claim. You may receive a bill from the hospital for any deductible/co-pay/co-insurance or non-covered items, as indicated on the explanation of benefits received from your insurance company. If you have any questions regarding your insurance coverage, please call Patient Financial Services at 212-731-3100 (2-3100 from your bedside phone).

### **Notice to Uninsured or Underinsured Patients**

If you are uninsured, you will be responsible for payment of your hospital bill unless you are eligible for and receive coverage from other payment sources. The Mount Sinai Hospital offers assistance to patients who do not have insurance or are underinsured to determine whether there may be other sources of payment, such as Medicaid, Medicare, Workers' Compensation, No-Fault, COBRA benefits, or Charity Care, available to cover hospital services rendered here. Please speak to your social worker or contact Patient Financial Services at 212-731-3100 (2-3100 from your bedside phone).

### **Charity Care/Financial Aid Policy**

The Mount Sinai Hospital has a long-standing policy to assist patients who receive health care services at our hospital and are in need of financial aid, regardless of age, gender, race, national origin, socioeconomic or immigrant status, sexual orientation, or religious affiliation. If you have a financial obligation to Mount Sinai and believe you cannot afford to pay, the hospital has a charity care/financial aid policy that can assist qualified patients.

### **Medical Records (Health Information Management)**

If you would like to request a copy of your hospital medical records, please carefully review, complete, and sign the Hospital Release of Information Authorization form in full and either mail or bring it to the Medical Records Office. The form is available in English and Spanish on the hospital's website, or you may pick it up from the Patient Service Center. There is a per-page fee for this service.

#### **Mailing Address:**

One Gustave L. Levy Place  
Attn: Medical Records Department  
Box 1111  
New York, NY 10029

#### **Drop-Off Location:**

Medical Records Department  
Annenberg Building  
B-2 Level, Room 20  
Monday - Friday, 8 am - 5 pm  
Call 212-241-7607 or 212-241-7601  
with any questions.

You have certain rights and protections as a patient guaranteed by state and federal laws. These laws help promote the quality and safety of your hospital care.

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## Your Rights

### As a patient at The Mount Sinai Hospital you have:

- The right to participate in decisions about your care, to understand your treatment options, and to know the name and position of the team members who will be in charge of your care in the hospital.
- The right to clear explanations of the tests, treatments, and drugs prescribed for you.
- The right to privacy and to the confidentiality of information and records regarding your care.
- The right to receive treatment without discrimination as to age, race, color, language, religion, sex, sexual orientation, gender identity or expression, ethnicity, culture, national origin, physical or mental disability, source of payment, or socioeconomic status.
- The right to accept or refuse medical treatment, including life-sustaining treatment.

The “Patients’ Bill of Rights” is posted in full on each patient floor. It is also available in Braille and in both English and Spanish.

At Mount Sinai, all patients have the right to be addressed by the name and gender pronoun (he, she, they) that is appropriate to your current gender identity, and to inform staff about your preferred name and gender pronouns as necessary. Additionally, all patients have the right to be provided a room assignment based on your self-identified gender.

Additionally, the New York State CARE (Care, Advise, Record, Enable) Act was created to help caregivers stay informed while their loved one is hospitalized and be better prepared to care for their loved one upon returning home. With permission from the patient, information related to medical needs during hospitalization and appropriate post-hospitalization care will be shared with the caregiver.

For additional information on patient rights, you can refer to “Your Rights as a Hospital Patient in New York State,” a booklet prepared by the New York State Department of Health and given to every admitted patient. Share it with family and friends involved in your care. If you have a question about your rights, or do not understand something, speak to your nurse, doctor, social worker, or Patient Representative.



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## Your Responsibilities

This Statement of Patient Responsibilities was designed to demonstrate the mutual respect and cooperation that are basic to the delivery of quality health care.

### You are responsible to:

- Provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health; and provide, upon admission, a copy of your Health Care Proxy or other advance directives, if available.
- Report whether you clearly understand each proposed course of action in your care and what is expected of you.
- Follow the treatment plan recommended by the health care team responsible for your care.
- Be responsible for your actions if you refuse treatment or do not follow your medical care provider's instructions.
- Follow hospital rules and regulations affecting patient care and conduct.
- Be considerate of the rights of other patients and hospital personnel, especially with regard to minimizing noise, refraining from smoking, and assuring the appropriate conduct of your visitors.
- Be respectful of the property of others.
- Assure that the financial obligations for your health care are fulfilled as promptly as possible.

# Patient **Rights and Responsibilities**

In order to help you exercise these rights knowledgeably, please refer to the printed materials in the folder pocket.

These include, but are not limited to, the following:

## **Your Rights as a Hospital Patient in New York State**

This booklet explains the rights of each hospital patient and contains advice for the patients on how best to get assistance.

**It is important to keep “Your Rights as a Hospital Patient in New York State” for reference, since it contains essential information about a number of issues.**

## **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.

## **Notice of Visitation Rights**

This notice describes the right of a patient to have visitors, restrict visitation, and designate a support person. It also describes our visitation guidelines.

## **Department of Health and Human Services Centers for Medicare & Medicaid Services OMB Approval**

This form explains your right to Medicare-covered services.

## **Authorizations and Assignments**

This is a consent form of financial agreements, release of information, Medicare release of information and assignment of benefits, and insurance network/provider notice.

## **Patient Consent to the Release of Records for NYS External Appeal**

This consents a patient's right to appeal any adverse determinations made by health plans.

## **Proxy Questionnaire and Acknowledgment Statement**

This form acknowledges receipt of “Your Rights as a Hospital Patient in New York State” and receipt of Health Care Proxy information.

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## **Making Your Health Care Wishes Known**

### **Advance Directives and Health Care Proxy**

An Advance Directive allows you to document your preferences for care in the event that you become unable to make health decisions. You also can name a family member to make medical decisions for you if you are not able to do so (Health Care Proxy). The Health Care Proxy form is included in the pocket of this guide.

If you have an Advance Directive, please provide it to a member of your care team. If you would like to fill out a Health Care Proxy form after admission, a member of our nursing team can help. You can also call the Patient Service Center for assistance.

### **Organ Donation**

Should you wish to consider organ donation and enroll in the New York State Donate Life Registry, you may do so by calling the New York State Organ and Tissue Donor Registry toll-free at 866-NYDONOR or 866-693-6667. You may also enroll through the New York State Department of Health website at [www.health.state.ny.us/professionals/patients/donation/organ](http://www.health.state.ny.us/professionals/patients/donation/organ).

## **If You Have Concerns About Your Care**

**If you have any questions or concerns about your care or your rights and/or responsibilities as a patient at The Mount Sinai Hospital, please ask your doctor, nurse, or other member of your care team. You may also call the Patient Service Center at 212-659-8990.**

If you feel we have not been able to address your concerns, you may also call:

- New York State Department of Health at 800-804-5447
- The Joint Commission (a hospital accreditation organization) at 800-994-6610.

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## **Finding Your Way**

### **Parking**

The Mount Sinai Hospital parking garage is located at 1292 Park Avenue, on 99th Street between Park and Madison Avenues. The garage is open and staffed 24 hours a day. The parking facility is equipped with two easy-to-use automated parking pay stations, which accept cash, credit, and debit cards. Call 212-241-5125 to inquire about hourly and daily rates. Metered parking on streets bordering the Mount Sinai campus is also available. Additional parking lot options are also available in the surrounding area.

### **Mount Sinai Shuttle**

A number of shuttle vans displaying the Mount Sinai logo provide a convenient way to get around The Mount Sinai Hospital campus and to the parking lot located at 102nd Street. For pick-up locations and destinations, visit [mshsshuttle.org](http://mshsshuttle.org).

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## **Quiet Time and Visiting Hours**

### **Quiet, Please!**

Visits from family, significant others, and friends play an important role in the care and well-being of our patients, are an essential support system, and are encouraged! Our patients and their guests are asked to please support this healing environment by maintaining a low volume on the TV and speaking in quiet voices. Please be aware that, at times, the medical team may need to limit the time and number of visitors, and we ask that you respectfully accommodate these occasional requests. We kindly request that visitors remain in the patient lounge if there are others visiting with the patient, and that those with young children accompany their children at all times. We additionally request that all visitors comply with our policies and specified times. Please refer to the "Notice of Visitation Rights" that is included in the guide pocket.

**General visiting hours are 9 am - 9 pm daily.**





# Helpful **Contact Numbers**

## **Main Number**

**212-241-6500 or 212-590-3300**

## **Patient Service Center**

**212-659-8990**

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## **Admissions**

212-241-1900

## **Billing**

212-731-3100

## **Emergency Room**

212-241-6639

## **International Patient Services**

212-241-1100

## **Language Assistance for Spoken Languages, Sign Language Interpreters, and Assistive Devices**

212-659-8990

212-241-4567 (after business hours)

## **Medical Records**

212-241-7607 or 212-241-7601

## **Patient Financial Services**

212-731-3100

## **Patient Representatives**

212-659-8990

## **Patient Rooms**

212-241-6500

## **Physician Referral and Appointments**

800-MD-SINAI (637-4624)

## **Private Duty Nursing**

212-241-7383

## **Radiology Associates**

212-241-8333

## **Sexual Assault and Violence Intervention Program**

212-423-2140

## **Social Work Services**

212-241-6800

## **Spiritual Care**

212-241-7262

## **Surgical Patient Registration/ Family Waiting Area**

212-241-7778



**Mount  
Sinai  
Hospital**

