

Patient Guidebook

for Trauma Patients and Their Families



**Mount
Sinai**
Morningside

This Patient Guidebook for Trauma Patients and their Families This guidebook has been developed for you by the Trauma Program at Mount Sinai Morningside in collaboration with the Trauma Survivor Network (TSN) of the American Trauma Society.

We hope this information will help you and your family during the hospital stay. At the back of this guidebook, there is room for you to take notes and write down questions for the hospital staff. You can use this to make sure you get all your questions answered.

We encourage you to visit the TSN website at www.traumasurvivorsnetwork.org to learn about the services this program provides. You may also use this website to keep your friends and family informed during your loved one's hospital stay



To learn more about the Trauma Survivor's Network, scan this QR code or visit www.traumasurvivorsnetwork.org



Table of Contents

We are Here To Help	3
Arrival at the Hospital	4
Visiting the Hospital	9
Resources for You and Your Loved Ones	10
Planning for Discharge	15

We Are Here To Help



Trauma often strikes unexpectedly. Nobody starts his or her day thinking, “I’m going to get hurt today.” A sudden injury, being in the hospital, and going through recovery, can trigger feelings of anxiety, fear, and frustration. It is common to feel confused and scared when confronted with unfamiliar aspects of medical care, encountering words and situations that may seem confusing. The experience of navigating advanced medical procedures can feel like entering an entirely new realm. Nevertheless, as a part of the Mount Sinai Health System, the Trauma Program is here to provide support and assistance throughout this journey.

As part of the Mount Sinai Health System, the Trauma Program at Mount Sinai Morningside is a verified level II trauma center and provides the highest level of care in adherence with the American College of Surgeons guidelines. The Trauma Program encompasses many different types of medical and surgical specialists who are necessary in the treatment of traumatic injuries. Our staff stands ready 24 hours a day, every day of the year, to receive, stabilize, treat, and comfort those whose lives are threatened by severe multi-system injury, orthopedic injury, spinal cord injury, and brain injury. Under the guidance of Raymond V. Wedderburn, MD, FACS, Chief of Trauma and Critical Care, the trauma team is committed to continuous monitoring and improvement of our care and response to trauma.

We hope the information in this guidebook will help you cope during this difficult time. If you have any questions after reviewing this booklet, please let your care team know.

Immediately After the Injury- Arrival at the Hospital

Following injuries, you or your loved one were likely brought to the Mount Sinai Morningside Trauma Center by an ambulance. After the patients are evaluated by the Trauma Team and undergo initial surgery, (if needed), they are moved to another unit in the hospital. In the next few pages are some few things that might be helpful to know during your stay at Mount Sinai Morningside.

Where Patients Stay In the Hospital

Surgical Intensive Unit (SICU)

Patients in the SICU receive care from a team of doctors, nurses, and other caregivers who are specifically trained to take care of seriously injured patients. The team's first step is ensuring your loved one is as medically stable as possible. "Medically stable" means that all body systems are working

Post Anesthesia Care Unit (PACU)

Patients are transferred to the PACU to recover from surgery. Staff on this unit may help to manage pain, assess new patients, assist with difficult wound care, and treat patients until an inpatient bed is available.

Medical and Surgical Care Units

The eighth floor of the Main Hospital Building provides two units for injured patients who do not require intensive care. Unit 8 West is a step-down unit for patients who do not need ICU care, but who need increased observation for their injuries. On the other hand, Unit 8 East is for patients with less critical injuries and those who no longer require the monitoring levels found in the SICU or step-down unit. Staff is specially trained in the care of recovering trauma patients and are sensitive to their unique needs.

If You Don't Know Where Your Loved One Is

The hospital staff does its best to let family and friends know when a patient is moved from one unit to another, but sometimes this can be overlooked. If your loved one has been moved and you do not know where he or she has gone, please call 212-523-4000 for information or go to the security guard at the information desk on the first-floor entrance to the Main Hospital at 114th Street.

A Typical Day in the ICU (Intensive Care Unit)

Navigating the intensive care unit (ICU) during your or your loved one's treatment can be a daunting experience. In this critical setting, patients are connected to sophisticated equipment that constantly updates healthcare professionals on their current health status, aiding them in making well-informed care decisions.

These devices not only monitor patients but also administer medications and assist with breathing. Occasionally, you may encounter alarms from these machines. It is important to remain calm as not all alarms require immediate attention, and the medical staff is well trained to discern which ones demand immediate response.



Why a Patient May Have an Alias

Occasionally, the hospital will receive a patient whose name is unknown. To make sure clinicians can properly match labs, X-rays, and other reports to the patient, the hospital may give someone an alias, such as, "John Doe." If this happened to your loved one, it may have made it difficult for you to locate them at first. We apologize for the inconvenience; however, this protocol is in place to ensure patients' safety.

Once someone has been identified and the hospital can be sure of their name, the change will be made to their medical record. There are some instances, however, that may require the hospital to retain a false name. For example, if your loved one was the victim of a crime, the hospital may keep the alias for the duration of their stay for the patient's safety.

If A Patient Cannot Make Decisions

In an ideal scenario, patients make their own healthcare choices. When they are unable to, the Trauma Team consults the patient's Power of Attorney for Healthcare, also known as the "Health Care Proxy Form." This document allows a chosen person to make healthcare decisions on their behalf when they're unable to. If no Power of Attorney or guardian is available, the team consults a surrogate decision maker—an adult who knows the patient's values and is reasonably available.

When a patient cannot make his or her own choices due to injury or illness, the medical team will choose one person to make all decisions for the patient. This choice is spelled out by law and is made in the following order:

- Spouse/Registered Domestic Partner
- Adult Child
- Adult Grandchild
- Parent
- Grandparent
- Adult Sibling
- Any other adults relatives of the patient
- Any other adult friend who meets the above criteria

If you have questions about making decisions for the patient, please ask the trauma unit staff.

Who Takes Care of the Patient

As you recover at Mount Sinai Morningside Trauma Center, you or your loved one will be cared for by a variety of staff on the Trauma Team. If you are ever unsure about someone's role on the Trauma Team, do not hesitate to ask. In this section, you can find the definitions to help understand how someone's role contributes to a patient's care.

Your Trauma Team may include:

Trauma Surgeons

Trauma surgeons undergo at least five years of specialized training in general surgery, often with additional focus on trauma and critical care. They're on-call 24/7 to handle abdominal and chest injuries (excluding brain, spinal cord, or bone injuries) in hospitals. A trauma-attending surgeon manages a patient's entire hospital care, regularly monitoring progress and collaborating with the trauma team.



Trauma Program Manager

The Trauma Program Manager is a registered nurse who has a master's degree and extensive expertise in trauma care. They monitor the patient's plan of care and act as a liaison between the patient, the patient's family, and the patient's various caregivers.

Fellows and Residents

Fellows and residents are licensed physicians who are training in a chosen specialty. They provide routine patient care and keep the attending doctor informed of a patient's progress.

Geriatrician

Geriatricians are doctors trained in either family practice or internal medicine and have specialized training in treating older adults.

Psychiatrist

Psychiatrists are medical doctors (MDs) who specialize in the evaluation, diagnosis, and treatment of mental and emotional disorders. Psychiatrists can prescribe medication.

Orthopedic Surgeon

Orthopedic surgeons are physicians who have five or more years of specialized training in repairing broken bones

Neurosurgeon

Neurosurgeons are doctors who have seven or more years of specialized training in surgery for the brain or spinal cord.

Nurse Practitioner (NP)

Nurse Practitioners are nurses who have advanced training at the master's degree level and who manage patients' care along with a physician. Trauma NPs do physical exams, order and interpret tests, prescribe medications and other treatments, and refer patients to other specialists, in collaboration with a doctor.

Physiatrist or Rehabilitation Medicine Physician

Physiatrists are doctors who use several tests and exams to plan a patient's rehabilitation and prescribe devices such as wheelchairs, braces, and artificial limbs. Their goal is to restore normal movement and improve a patient's level of function and ability to live independently

Dietitian

Dietitians, also registered dietitians or RDs, are food and nutrition experts. They work closely with the nurses and doctors in caring for patients. Good nutrition is important to help with the healing process. Dietitians evaluate the patient and make sure they are getting enough of the correct type of food. For example, if a patient has diabetes or requires tube feedings at home, the dietitian explains the proper diet and provides information to the patient and family.

Chaplain

Chaplains are ministers who have special skills in helping people during times of illness. The chaplains in the Department of Spiritual Care and Education at Mount Sinai Morningside meet the spiritual needs of patients and families from many religious backgrounds and visit all who desire spiritual support. Spiritual care can be contacted by phone at 212-523-2017. You can also make a request through the medical team.

Anesthesia and Pain Management Specialist

These specialists include specially trained physicians and nurses who work with patients who have acute or chronic pain. They create a treatment plan focused on easing pain and improving quality of life. Treatments may include medications, injecting certain nerves, implanting pumps or nerve simulators, and physical therapy or behavioral programs.

Social Workers

Social workers provide emotional support, guidance, and education about how injuries may affect you and your family. They specialize in medical and crisis counseling, communication between patients and the medical team, and helping patients and families find and connect with services both within the hospital and in the community. The social worker may also help ease the transition from hospital to home by getting supplies that are needed at home, referring patients to a home health agency and coordinating transfer to a rehabilitation facility (if needed).

Occupational Therapist

Occupational therapists help patients regain their ability to perform activities of daily living, such as getting out of bed, eating, and dressing, using the toilet, and bathing. They help patients get stronger, have better coordination, and think more clearly about their movements. They also recommend equipment that can help patients with day-to-day tasks.

Visiting the Hospital

Visiting a loved one as they recover can be just the type of support they need. It is important to remember that once a person has been injured, they will likely need additional rest to heal.

Any time you visit the hospital, you must wear a visitor badge, which you will get upon checking in with the security desk on the first floor of the hospital. You need to wear this badge above the waist where staff can see it. Remind anyone who comes with you that they must also wear a visitor badge. Badges help keep patients, staff, and visitors safe and secure.

Visiting hours for specific units may vary. To inquire about hours, call the Mount Sinai Morningside switchboard at (212) 523-4000 to be connected to the particular unit.

Help Maintain a Restful and Healing Place

To help maintain a healing environment for patients and their families, please respect the following:

- Observe the visiting hours for the unit where your loved one is staying.
- Do not sleep in patient rooms or waiting rooms unless you have permission.
- Respect patients' right to privacy and leave the patient room or care area when asked by hospital staff.
- Knock or call the patient's name softly before entering, if a door or curtain is closed.
- Remember that the medical record is a private document. Ask a member of the Trauma Team before reading it, and read it only when one of them can be with you to explain.
- Do not ask other patients and families about the private details of their care.
- Wash your hands or use hand sanitizer before entering a patient's room and when leaving.
- Do not visit if you are not feeling well or have an illness that could be transferred to others. If you are not sure whether you are contagious, please check with your healthcare provider.
- Consult with the patient's nurse before bringing any children under the age of 12 into a patient's room and, for the safety of young children, provide adult supervision in all areas of the hospital.
- Be considerate of the rights of all patients and hospital staff by treating them with courtesy and respect. Help by limiting noise and the number of visitors.

Resources for You and Your Loved Ones

Just as our bodies can be traumatized, so can our minds. Trauma can affect your emotions, spirit; will to live, dignity, sense of security, and beliefs about yourself and the world. The effect may be so great that your usual ways of thinking and feeling may change. The ways you used to handle stress may no longer work. In this section, find what resources are available for you and your family through this difficult time.

Spiritual Care and Chaplain Services

Recognizing that this is a difficult time, Chaplain Services is available and can offer support directly related to the faith, culture, and spiritual tradition. Services may include spiritual comfort, emotional support, prayers or blessings, guidance, and counseling for patients and their families.

Chaplains are on call 24 hours a day, seven days a week to offer spiritual support and comfort during the hospital stay. They are regularly on-site from 9 am to 5 pm, Monday through Friday, and can be reached at 212-523-2016. If a chaplain is not immediately available, a non-emergency visit may be requested by leaving a message at that number.

For emergencies on weeknights or weekends, dial the operator to contact the Chaplain On-Call. When placing any call for a chaplain, please provide the name, room number of the patient, religious affiliation (if any), and precise nature of need.

Sacred Spaces

Mount Sinai Morningside has Sacred Spaces available for your loved ones during this difficult time. The Chapel is open from 6 am to 9 pm and is located in the Ambulatory Care Center Building. You may ask the Security Guard at the entrance of 440 114th Street for directions. A Muslim Prayer Room is located to the right of the Chapel (down a short hall) in Room 125.



Resources for Traffic Violence Victims and Their Families

For families who have lost loved ones to traffic violence, or who have been severely injured, Families for Safe Streets can provide support for and help you understand your rights as a victim, navigate police, insurance, and legal systems. They also provide extensive listing of support groups, books and other resources for practical guidance and insight for those who want to support someone who is grieving or who has been injured in a crash.



Getting Help If You Are a Victim of Violence



Victims of violent crimes may have trouble coping. The Crime Victims Treatment Center, (cvtc@cvtcnyc.org) can be notified to assist you. They can provide crisis intervention and advocacy to survivors of violent crime as well as provide acute crisis counseling, criminal justice advocacy, assistance with filing claims for reimbursement with the New York State Office of Victims Services, shelter placement, and many other supportive services.

The social worker or the Trauma Program Manager can contact them to see you in the hospital or you can call 212 523-4728 for more information

Is it Stress or Post Traumatic Stress Disorder (PTSD)?

Going through a traumatic injury can cause a range of strong emotions, including mental distress. For example, it is common for people to feel sad and anxious and have crying spells and/or sleep problems right after the injury. Other emotions such as anger, anxiety, irritability, grief or self-doubt may also surface.

What is PTSD?

PTSD is a type of anxiety that occurs in response to a traumatic event. It was first described in combat veterans, but we know now that PTSD is also a common result of injuries that occur in everyday life. After a trauma, people may have some PTSD symptoms, but that does not mean they have PTSD.

PTSD has defined symptoms that present for at least four weeks. Only a mental health professional can diagnose PTSD, you notice any of the symptoms, such as hypervigilance or avoidance of activities; it may be a sign that help is needed.

When Is It A Good Idea To Seek Professional Help?

Sometimes grief overwhelms our ability to cope. This is when professional help is useful. You may need help if the intensity of grief is constant after about six months or more, if there are symptoms of posttraumatic stress disorder or major depression, or if your reaction interferes with daily functioning. The hospital social worker can give you a list of names for local providers.



Connect Online with the Trauma Survivors Network



Many of us have little experience with traumatic injury. A sudden injury, the accompanying hospitalization and resulting recovery can be filled with uncertainty, anxiety, and frustration. The American Trauma Society has partnered with Mount Sinai Morningside Trauma Center to assist you through this difficult time. The main goal of the TSN is to help you connect with others and rebuild your life after a serious injury.

The Trauma Survivors Network (TSN) is an online community of trauma survivors and their families who are looking to connect and rebuild their lives following serious injuries.

The TSN website is a place to gain information and connect with others who have similar experiences. Using these support resources can help ease the anxiety and frustration often experienced during recovery.

Join the online TSN community today to access free educational resources, interactive classes, support groups, and community forums. We hope you find these free online tools and communities useful in your recovery journey.

For more information, visit: www.traumasurvivorsnetwork.org

To view our hospital page, visit:

www.traumasurvivornetwork.org/trauma_centers/52-mount-sinai-morningside

Next Steps Program

The NextSteps program is based on the principle of self-management. This approach to health recognizes that YOU play the most important role in your recovery. This class is free and available from the comfort of your own home. It will teach you to take control of your situation and become more active in your recovery .

About NextSteps:

- Program is based on self-management principles
- You take an active role in your recovery
- Learn new skills to increase your confidence and sense of empowerment
- Participate in weekly classes with trauma survivors
- Classes are led by trained leaders

For program details, visit: www.traumasurvivorsnetwork.org/pages/nextsteps

To enroll in NextSteps, visit www.nextstepsonline.org

TSN Community Forum

The TSN website provides a Community Forum for trauma survivors and their families to share experiences and offer support. The forum is available 24/7.

From the TSN homepage, click the Resources for Survivors tab. Once you are on the Resources for Survivors page, scroll down to find the Visit the Community Forum link.

For more information, visit: www.traumasurvivorsnetwork.org
www.traumasurvivorsnetwork.org/pages/resources-for-survivor

After the Hospital: Planning for Discharge

Many people need specialized care after they leave the hospital. This can include special equipment or nursing care, physical therapy, occupational therapy, or speech therapy. In this section you will find information to help you transition out of the hospital.

Levels of Care in the Community

Each person, each injury, and each path to recovery is different. Your trauma team will determine the best level of care for recovery. A rehabilitation doctor, along with physical therapists will determine the best plan for recovery. Your social worker will help you find the care needed, taking into account your health care coverage. If you do not have health insurance, the social worker or financial counselor can help find out where you can apply for assistance

Here are some levels of care:

Rehabilitation Hospital

People who are able to do three or more hours of therapy each day may be able to go to an acute rehabilitation hospital. Mount Sinai Morningside has a short-term 15-bed, rehabilitation unit have daily access to the program's intensive physical and occupational therapies, and speech-language pathology service. On the other hand, patients have the freedom of choice when deciding upon a Rehabilitation hospital.

Subacute Rehabilitation Hospital

People who are not yet well enough to do three hours of therapy each day but still need daily physical, occupational and/or speech therapy may benefit from short stay subacute rehabilitation facility.



Home Care

Some people can live at home with nurses and therapists coming to them. The social worker will arrange for these types of services, give you the name, and phone number of a home health agency.

Home with No Home Care

Patients who do not need home care from a nurse or therapist and are discharged to the care of family. The trauma doctor may tell you to come back to see him or her or to see your own doctor after you are discharged. You will need to make your own appointments with the physician's office.

Outpatient Care

Patients who are well enough to go out of their home for continued therapy will be given a prescription after when are discharged from the hospital. This is a doctor's order for care that you will need to make your appointments. The social worker can give you the names of providers near your home.

If You are Uninsured

If you do not have health insurance or are concerned that you may not be able to pay for your care in full, we may be able to help. Please call the Department of Patient Financial Counseling at 212-523-2552.

Letters for Employers, Schools and Others

The hospital has letters to send to employers, schools or courts to inform them that you and your loved one are in the hospital. Your nurse can tell you how to get those letters. They are available only while you are in the hospital. After, discharge, you will need to contact your doctor's office directly.

Authorization for Medical Records

A patient may permit someone else to see his or her medical records by completing an Authorization to Access Medical Record Form. In some cases, you may need an attorney. For instance, you will need an attorney if your loved one is over 18 years of age, is unable to sign and no one has Power of Attorney for him or her.

Medical Information: What Is Kept, Why, And Who Has Access?

There are very strict laws about who may see this information:

- You are entitled to see your medical records.
- Your medical caregivers can see them.
- Some other members of the hospital staff may see the information for other reasons, such as for teaching purposes or to monitor care in the hospital.
- Your family and friends are not allowed to see your records unless you give specific permission. Whenever possible, we will ask you to give permission so we can share information with others in your family.
- Your legal representative or surrogate, if you have one, can see the information.

Access Your Information through MyMountSinai® App

The MyMountSinai® app is designed to make it easier for you to access your health information after your discharge. MyMountSinai® puts it all in one place. With My Mount Sinai®, you can:

- View your medical records and lab and test results
- Send a message to your physician
- Request prescription refills
- Check in for appointments
- View next steps after a visit
- Find your way around select hospitals
- Receive e-mail and/or text messages alerts when you have new messages or results in your account
- Pay a bill using Apple Pay or Google Pay



MyMountSinai® uses the latest encryption technology and safeguards to keep your personal health information secure. Your discharge papers will also include information on sign up for MyMountSinai®. If you do not have an access code, you can use our Self Sign-Up feature.

How to Sign Up



For Mobile: The MyMountSinai® mobile app is free to download and use. Just go to the Apple App Store or Google Play. Once you download the app, you can log in with your MyChart username and password, or register if you are a new patient.

For Desktop: You can continue to access MyChart on your desktop at mychart.mountsinai.org. You can log in with your MyChart username and password, or register if you are a new patient.