



## Patient and Visitor Guide During Your Child's Stay



### Important Phone Numbers

Admitting Department	(212) 305-3021
General Information	(212) 305-2500
Medical Records/Health Information Management	(646) 697-4764
Patient Information	(212) 305-2500
Patient Services Administration	(212) 305-5904
Private Duty Nursing	(212) 305-2525

[www.nyp.org/morganstanley](http://www.nyp.org/morganstanley)

# Welcome



Welcome to NewYork-Presbyterian Morgan Stanley Children's Hospital. Here you will find a staff dedicated to always providing the highest quality, most compassionate care and service to each of our pediatric patients in a warm and friendly environment.

To help you and your family while your child is in the Hospital, we have developed this *During Your Child's Stay* guide. It includes information about services and amenities that are available to make your child and family members as comfortable as possible. It also provides important information about your child's healthcare team and what you need to know to prepare for your child's discharge home. We want you to be an active participant in your child's care, and you will find that our staff members encourage you to ask questions and share any concerns that you or your family members might have.

NewYork-Presbyterian is one of the most comprehensive academic medical centers in the world, with leading specialists in every field of medicine. We are very proud of the outstanding care we provide. Most importantly, we are proud of our staff's commitment to taking great care of your child and your family.

At NewYork-Presbyterian, We Put Patients First. So, if you have any questions or if there is anything we can do to ease your child's stay, don't hesitate to talk to your child's doctor or any member of the care team.

Very truly yours,

A handwritten signature in black ink, appearing to be 'SJC', written in a cursive style.

Steven J. Corwin, MD  
President and Chief Executive Officer  
NewYork-Presbyterian



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# A Family-Centered Philosophy

Family-centered care promotes the health and well-being of children and their families through a respectful family-professional collaboration.

## Family-Centered Care

Family-centered care promotes the health and well-being of children and their families through a respectful family-professional collaboration. This approach relies on families, physicians, staff, and administrators working together to care for children. Family-centered care honors the strengths, cultures, traditions, and expertise that everyone brings to this relationship. Family involvement in your child's healthcare can help foster better health outcomes and greater patient satisfaction.

## Family-Centered Rounds

To further promote family-centered care, family-centered rounds are conducted on all units. During family-centered rounds, you are invited to listen to the healthcare team discuss your child's care plan, share any recent observations of your child that concern you, and ask questions about your child's care. Since there is limited time during rounds, you can request to meet with the doctors later in the day to discuss your child's care plan in more detail.

Parents and caregivers are strongly encouraged to be a part of the care plan for their child. Even if you do not participate in family-centered rounds, always feel free to ask your child's nurse about the care plan for the day. If on any day you would like to participate in family-centered rounds, just let your child's nurse know.

## Patient Quality and Safety

NewYork-Presbyterian Morgan Stanley Children's Hospital has a robust patient quality and safety program that emphasizes collaboration among the patient, families, clinicians, and staff to prevent harm and promote quality of care. Our commitment to excellence in pediatric care is facilitated in part by our membership in the national organization, Solutions for Patient Safety. As members, we are part of a national network that focuses on reducing harm.

## Clinical Research

Medicine is an ever-evolving science. In order to care for children with an even greater understanding of the science of medicine, NewYork-Presbyterian Morgan Stanley Children's Hospital is involved in many clinical research projects. During your child's stay with us, you may be approached by a member of the medical team asking if you would like your child to participate in a clinical research trial. We encourage you to ask any questions you might have about how the trial may be relevant for your child.



## Family Advisory Council

The Family Advisory Council of NewYork-Presbyterian Morgan Stanley Children's Hospital is a group of dedicated parents, Hospital staff, and faculty who work together to make the Hospital a better place for children and families and to help improve care. The primary goal of the Family Advisory Council is to promote family-centered care, an approach to healthcare that respects the central role the family plays in caring for a sick child, both in and out of the Hospital setting.

With family-centered care, doctors, nurses, administrators, and families all collaborate in an environment of trust and respect. Many Family Advisory Council members are parents and caregivers. They understand that hospitals can be overwhelming. That is why they work closely with Hospital staff to help other families get the information they need to care for their children with confidence and to help ease the stress of having a child in the Hospital.

If you would like to find out more about the Family Advisory Council, email [familyadvisorycouncil@nyp.org](mailto:familyadvisorycouncil@nyp.org) or visit <https://www.nyp.org/morganstanley/family-centered-care/how-you-can-help/family-advisory-council>.

## Advisors

The role of the Family Advisory Council is to enable families to have direct impact and influence on policies, programs, and practices that affect the care and services of children and their loved ones. The Family Advisory Council Family Faculty is one such endeavor. Working in close collaboration with medical staff, Family Faculty develop and host programs to educate interns, medical students, and nurses on the principles of family-centered care. Family Faculty parents are afforded the opportunity to share their experiences and opinions in order to contribute a family's point of view based on "real life" situations.



# For Your Child's Care

During your child's stay at NewYork-Presbyterian Morgan Stanley Children's Hospital, you will meet a team of healthcare professionals who work together to care for your child.

## Your Child's Care Team

During your child's stay at NewYork-Presbyterian Morgan Stanley Children's Hospital, you will meet a team of healthcare professionals who work together to care for your child. You and your loved ones 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, NewYork-Presbyterian trains new physicians and serves as a site for teaching medical and health professional students. These individuals may participate in aspects of your child's care under close supervision by appropriate Hospital staff.

Members of your child's healthcare team may include, but are not limited to:

### Doctors

There may be many doctors involved in your child's care, including your child's personal doctor, admitting doctor, or the doctor assigned to oversee the care of your child in the Hospital. In addition, your child may be seen by other medical or surgical specialists, as well as fellows or residents.

A fellow is a doctor pursuing further training in his or her subspecialty. A resident is a doctor who has completed medical school and is enrolled in a residency training program in a particular specialty. Residents are also referred to as housestaff and work under the careful supervision of attending doctors.

### Nurses

Nurses are a very important part of your child's care. They work closely with the doctors and other members of the healthcare team. Our nursing team includes the Patient Care Director (PCD), Clinical Nurse Manager, and clinical registered nurses (RNs). The Patient Care Director is responsible for the supervision of all nursing care on a particular unit or units. A clinical registered nurse plans and coordinates your child's overall nursing care and assigns tasks as appropriate to other members of the nursing team.

### Care Managers

Care managers are clinical registered nurses who help you and your loved ones manage your child's Hospital stay and plan for your child's return home. Their role is to see that your child's doctors' orders are carried out in a timely manner. The care manager may ask you questions about your child's care and medical insurance so that your child can receive the appropriate benefits covered under the policy.

### Unit Assistants

Unit assistants greet patients and visitors arriving on the unit, answer phones, respond to call bells, and assist with non-clinical patient needs. They are available to answer your questions and direct you within the unit. If the unit assistant does not know the answer, he or she will find the appropriate person on the unit who can help you.





### **Nursing Support Staff**

Nursing support staff assist the nurses with your child's care. They perform tasks such as taking your child's blood pressure, assisting your child when walking to the bathroom or in the hallway, providing personal hygiene care, and assisting your child with meals. They work directly with the nursing team to meet your child's healthcare needs.

### **Advanced Practice Providers**

Advanced practice providers are nurse practitioners (NPs) or physician assistants (PAs). They are health professionals who may be members of your child's healthcare team. They can deliver a broad range of medical and surgical services, conduct physical exams, diagnose and treat illnesses, order and interpret tests, counsel on preventive healthcare, assist in surgery, and prescribe medications.

### **Social Workers**

Social workers 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.

### **Child Life Specialists**

Child life specialists are certified professionals who, with their expertise in child development and healthcare, help to make the hospital experience as manageable as possible for children and their families. Through play, creativity, expression, and support, child life specialists

help patients and their families better understand their healthcare experiences and provide opportunities to enjoy familiar activities.

Child life specialists use play to teach patients about their bodies, the reason for the hospital stay, and procedures. Through education, patients are able to understand and cope with new experiences. To help support their well-being, patients are offered developmentally appropriate activities at the bedside or in our unit-based Child Life Centers.

### **Dietitians**

Registered dietitians are professional members of the healthcare team. They plan for your child's dietary and nutritional needs according to your child's doctors' orders. If your child requires a special diet, the dietitian provides information and teaches you how to follow the diet before your child goes home.

### **Nutrition Hosts**

Nutrition hosts take your child's daily meal orders and deliver the meals to your child's room.

### **Lactation Specialists**

Lactation specialists are available to help mothers learn techniques for breastfeeding their babies and increasing their milk supply.

# For Your Child's Care

## Feeding Specialists

Feeding specialists assist babies and children who may need help in regaining or improving feeding skills.

## Rehabilitation Services

The Hospital's physical and occupational therapists and speech-language pathologists are key members of the healthcare team, providing evaluation and treatment to improve physical, psychosocial, communication, and cognitive abilities of patients following surgery, illness, or injury.

**Physical therapists (PTs)** focus on functional abilities, helping your child regain strength and restore his or her mobility.

**Occupational therapists (OTs)** assist patients with regaining physical, cognitive, and psychosocial skills, including managing activities of daily living such as dressing, bathing, and grooming.

**Speech-language pathologists** evaluate and treat speech, language, and cognitive impairments, address swallowing and feeding problems, and provide voice therapy as needed.

## Respiratory Therapists

Respiratory therapists treat patients with healthcare issues that affect the heart or lungs, including asthma, emphysema, and pneumonia.

## Patient Transporters

Patient transporters are staff members who transport your child to and from tests and procedures in the Hospital. They see that your child gets to and from his or her destination safely.

## Environmental Services Workers

Environmental services workers are responsible for providing a safe, clean, and comfortable environment for patients and staff, including sanitizing and disinfecting appropriate areas.



## Chaplains

The multifaith chaplains in the Pastoral Care and Education Department are committed to meeting the spiritual, religious, and cultural needs of patients and their loved ones during hospitalization.

## Volunteers

Volunteers provide compassionate care to our patients and their loved ones and create a supportive atmosphere for healthcare professionals. They serve throughout the Hospital and lend a helping hand with a wide range of activities. If you feel a volunteer could help your child in some way, please let your child's nurse know.

## Cuddlers

Cuddlers are volunteers in the Neonatal Intensive Care Unit (NICU) who are specially trained by nurses and child life specialists to bring comfort to infants when parents can't be at their bedside. With parental permission, cuddlers spend time holding infants and providing them with more opportunities to experience the benefits associated with comforting touch. If you would like your baby to participate in this special program, please speak with your baby's nurse or a member of the medical team.

## Mobile Phones for Clinical Communication

Across NewYork-Presbyterian, staff use the latest mobile phone technology to promote clinical collaboration and enhance patient care. These phones – which are labeled as Patient Care Devices – allow staff to quickly access up-to-date patient data and communicate with other members of the care team anywhere in the Hospital.

## Your Child's Meals

Registered Dietitian: call (212) 305-4901

Food Service Supervisor: call (212) 305-4230

Your child will be offered a choice of meals from the Hospital menu, with specific attention to any dietary restrictions that may be related to his or her condition or treatment. A kosher menu is also available. If you have any questions about your child's diet, menu items, or about bringing food from home, you may contact your child's registered dietitian. A food service supervisor is also available to answer your questions. A nutrition host will help you and your child choose meals from the Hospital menu. Our menu offers a variety of children's favorites and healthy choices, including main entrees, salads, sandwiches, and snacks.



Special requests, including vegetarian meals, can also be accommodated. You can request snacks and meals for your child by asking the nutrition host. Meals are served at the following times:

**Breakfast:** 8 am

**Lunch:** 12 noon

**Dinner:** 5 pm

## Snacks

For snack time, family alcoves on each inpatient floor are stocked with milk, juice, cookies, and a small ice machine for patients and their families. Please note these refrigerators are not for storing individual patient items. Refrigerators are available in every patient's room for storing patient food. Family lounges have microwave ovens. A kosher refrigerator is also available for use on 6 Tower across from the family lounge. It is important to label and date all food placed in the refrigerator, even if it will be in there only a short time. Vending machines with both hot and cold meals and other foods are available on a number of patient floors.

## Meal Munchies

Meal munchies are food items available at all times in case your child is hungry or unable to receive a meal during meal hours. Children don't have to miss a meal because they are having a test or just not hungry. Your nutrition host can provide a list of items available.

## Food from Home

If you would like to bring home-cooked meals, please find out if your child has any dietary restrictions. As many of our pediatric patients are on very specialized diets, we request that you do not offer any food or drinks to other children. Guidelines for storage of food are posted on all refrigerators designated for family use.





# For Your Child's Care

A member of the care team will come to your child's bedside throughout the day to check on his or her care and comfort needs.

## Your Child's Medications

It is important to know your child's medications. If the medications given to your child are not familiar, alert the doctor or nurse. In addition:

- Make sure your child's care team knows the medications and supplements that your child had been taking at the time of hospitalization. These include prescription and over-the-counter medicines, as well as dietary supplements, such as vitamins and herbs.
- Tell your child's doctor and nurse about any allergies and/or adverse reactions your child has had to medications in the past.
- When your child's doctor writes a prescription, make sure you can read it and know what the medication is for, how it is used, and what reactions you might expect.
- Ask that information about your child's medications be explained in simple, understandable terms when the medications are prescribed and again when you receive them.
- When your child is being discharged from the Hospital, ask the doctor or nurse to explain the treatment plan you will follow at home.

- In terms of medication safety, parents should also speak with the care team about the child's usual diet, as certain foods interact with medications and, in some cases, should not be eaten.

Medications brought from home must be given to your child's nurse and cannot be administered by parents.

## Allergies

Let your doctor and nurse know if your child has any allergies, especially to medications, food, and/or to other substances.

## Care Rounds

A member of the care team will come to your child's bedside throughout the day to check on his or her care and comfort needs. If your child is awake, the care team member may ask about your child's pain level, provide assistance with toileting, check that your child's room is organized and free of clutter, and answer any questions you or your family members may have.

## Quiet Time

Many inpatient units of the Hospital observe daily designated quiet times to provide your child with a quiet, restful environment. During this time, everyone on the unit is asked to keep noise levels to a minimum.





## Managing Your Child's Pain

Managing your child's pain is important and may help with healing. Walking, deep breathing, and physical therapy are easier when your child's pain is controlled. You should always let your child's healthcare team and nurse know if your child is feeling pain. Your child's healthcare team will ask your child to describe his or her pain and pain level. Your child may be asked to rate his or her pain on a scale of "0 to 10" or to choose a "face" on a scale that indicates the level of pain. This will also help the healthcare team determine if your child's treatment or medication should be changed. If you feel your child's pain relief is not acceptable, tell his or her nurse immediately.

## Patient Blood Management

NewYork-Presbyterian has a robust blood management program designed to prevent unnecessary transfusions and safely administer those that are needed. Still, there are risks associated with transfusions. During your child's inpatient stay, various blood management initiatives are in place to help conserve their blood, prevent anemia, and reduce the likelihood that a blood transfusion will be required. Feel free to speak to your child's physician about transfusion indications or alternatives to transfusion.



## Pediatric Anesthesiology

Our pediatric anesthesiologists are board-certified in anesthesiology, pediatric anesthesiology, and many are also board-certified in pediatrics. They care for patients having elective surgery, emergency surgery, and those requiring anesthesia/sedation for imaging (MRI and CT scans), interventional radiology, and cardiology procedures.

They are also consultants, working with surgeons and pediatric specialists, who help manage pain in patients during the postoperative period and in other settings. Our pediatric anesthesiology team works to ensure that anesthesia is administered with a family-centered approach and in the safest manner possible.

Prior to surgery or a procedure requiring anesthesia, a member of the pediatric anesthesia team will spend time with you and your child explaining what to expect. When it is deemed appropriate by the pediatric anesthesiology attending physician, parents may accompany their child into the operating room/procedure room and stay until the child falls asleep. Parents may also be present in the PACU (post-anesthesia care unit) while their child is recovering.

# For Your Child's Care

## Important Patient Safety Information

At NewYork-Presbyterian, we want to work closely with you to make your child's care safe. By being actively involved in your child's care, asking questions, and speaking up, you will help us to achieve optimum outcomes.

## Be Actively Involved in Your Child's Care

Your child's healthcare team will keep you informed about your child's care. They will listen to your concerns, answer your questions, and explain your child's treatment plan. If English is not your primary language, we can provide an interpreter for you free of charge. Upon discharge, you will receive written instructions about how to care for your child at home.

## Ask Questions and Speak Up

- Actively participate in decisions about your child's treatment.
- Ask questions about your child's care and treatment.
- Ask questions about your child's discharge instructions.
- Tell us if you do not understand what we are saying to you.
- Ask for an interpreter if you prefer to communicate in a language other than English.

## Keep Your Child's Healthcare Team Informed

- Share your child's medical history, including medications taken, with your child's healthcare team.
- Tell us about your child's medical problems and prior surgeries.
- Tell us if your child has any allergies.

## Know Your Child's Medications

While your child is in the Hospital, ask about all medications he or she is given and why they have been prescribed. A nurse will review your child's medication(s) with you. At the time of discharge, remember to take your child's written medication instructions home.

## Expect Healthcare Team Members to Check and Recheck Your Child's Identification Band

Your child must wear his or her Hospital identification (ID) band at all times while in the Hospital. Our staff will review the information on your child's Hospital ID band before giving any medications; before tests, procedures, and X-rays; and when delivering your child's food tray. If your child's ID band comes off or is unreadable, ask us to replace it.

## Understand Medical Bracelets

Your child may wear a special color-coded bracelet to alert the medical team to food, medication, or other allergies as follows:

- If your child has a latex allergy, he or she will wear a purple bracelet.
- If your child has any food/drug allergies, he or she will wear a red bracelet.

Please make sure to tell your child's attending physician or nurse about any allergies or other conditions your child has.





### Practice Crib and Bed Safety

All crib side rails must be fully raised and in the locked position every time your child is in the crib. If you need instruction on how to operate the crib, please ask for assistance.

For older children, bed controls are located on the upper side rails. The bed must be kept in the lowest position to enable children to move in and out of bed easily.

### Use the Call Button

There is a red button on the television remote control, which may be used by you or your child to call for help whenever it is needed. Call buttons are also located in all bathrooms.

### Falls Prevention

Your child's safety is our top priority. For your child's protection, we strive to make every effort to prevent falls during his or her Hospital stay. This includes placing the call button within reach, helping your child get out of bed, and taking your child for walks on the unit. If your child is at risk for falling, we will take extra precautions. You will receive additional instructions on preventing falls that are important for you and your child to follow.

Your child is at higher risk for a fall in the Hospital due to the new, unfamiliar environment and medications that may be newly prescribed for him or her. Many patient falls occur when a patient attempts to walk to the bathroom without assistance. Do not let your child walk to the bathroom alone. If you are not available, tell your child to call for assistance.

### Help Prevent Falls

- Securely hold your young child when sitting on the couch.
- Help your child get out of bed or a chair. If you are not available, tell your child to call for help before he or she gets out of bed or a chair.
- Keep your child's call button close by so he or she can reach it at all times.
- Have your child wear Hospital-provided non-skid socks or his or her shoes when walking around.
- Make sure the brakes are locked before your child gets in or out of a wheelchair.
- If your child wears glasses, make sure he or she has them on before getting out of bed.
- Follow the staff's instructions to help prevent falls.
- Keep your child or young visitors from running in the halls.



# For Your Child's Care

## Preventing Infections

### Follow Infection Control Precautions

When a child is sick with a contagious illness or infection, certain infection control precautions may be required. A separate room and/or protective gowns, gloves, and masks may be necessary. There will be a sign on the child's door or bed with a picture that will detail what your family and members of the healthcare team will need to wear to prevent the spread of contagious germs to others.

If your child requires infection control precautions, he or she will not be able to go to the playroom. Toys can be brought to your child's room by the child life specialist, who will disinfect the toys once your child is done playing with them. Additional precautions may be necessary for the welfare of your child. Please feel free to discuss these with your child's healthcare team at any time.

Preventing infections is very important. There are steps you and your child's care team can take to prevent infections while your child is in the Hospital.

### Practice Hand Hygiene

Keeping hands clean is the best way to prevent infections in the Hospital and at home. All members of your child's care team are required to clean their hands before and after each time they have contact with your child. The care team can use either hand sanitizer or soap and water.

If you are not sure whether a member of your child's care team has cleaned their hands, please ask. They will be glad that you reminded them.

### Follow Visitor Guidelines

We want you to help prevent the spread of infection, too. Visitors should clean their hands when they arrive and before they leave the Hospital for the day. Ask your

child's visitors to clean their hands before they enter and after they leave your child's room. If family members, loved ones, or friends have a cold, cough, fever, or rash, please ask them not to visit until they are better.

### Know About Infections Patients Can Get in the Hospital and How to Prevent Them

These are some of the types of infections that can happen while in the Hospital:

- Central line-associated blood stream infections sometimes happen when a patient has a special IV in order to undergo medical tests or receive certain medications. The care team should remove the central line as soon as medically advisable to help prevent this type of infection.
- Catheter-associated urinary tract infections sometimes happen when a patient has a urinary catheter. The care team should remove the catheter as soon as medically advisable to help prevent this type of infection.
- Surgical site infections can happen after surgery. Most patients who have surgery do not get an infection. If a patient gets an infection, it can usually be treated with antibiotics. The surgical team will take many steps to prevent this type of infection from developing.
- Multi-drug resistant organism (MDRO) infection is a type of infection that can affect any part of the body. MDRO is caused by bacteria that are hard to treat with most antibiotics. Sometimes MDRO infections happen because of treatment with antibiotics. If a patient has an MDRO infection, he or she may be placed in a single room on isolation to prevent the spread of bacteria to others.



## Pediatric Advanced Care Team

The mission of the Pediatric Advanced Care Team is to provide optimal comfort, maintain quality of life, and sustain hope and family connections for infants, children, and adolescents whose illnesses are serious, chronic, or life-threatening. The team supports physical, emotional, social, and spiritual needs in ways that respect upbringing, culture, and community. This care is intended to help relieve, reduce, and soothe symptoms produced by the illness or its treatment.

The Pediatric Advanced Care Team includes physicians, nurses, nurse practitioners, social workers, chaplains, and child life specialists who offer a number of supportive interventions.

The Pediatric Advanced Care Team can:

- help you have your questions answered
- assist with medical decision-making
- clarify patient and family preferences
- help you access services
- direct you to important community resources
- provide counseling and support during times of crisis and loss



You may ask to see a member of the Pediatric Advanced Care Team at any time during your child's illness. Tell your child's doctor or nurse that you wish to speak with one of the team members. After speaking with you, the Pediatric Advanced Care Team will design a comprehensive care plan with your child's doctor.

## Rapid Response Team

A Rapid Response Team is a special Hospital team that can be called by your child's nurse if your child's condition changes quickly. The Rapid Response Team consists of at least two of the following healthcare professionals: critical care nurse, physician, physician assistant, nurse practitioner, and respiratory therapist. The Rapid Response Team works closely with your child's primary physician and nurse to provide care. The team can be called any time of the day or night. If you have questions about the Rapid Response Team, please talk to your child's nurse or physician.

## Child Life Services

**(212) 305-3826**

A child's needs in the hospital are similar to those at home – to feel secure, comforted, and accepted, and to be able to engage in developmentally appropriate activities. Recognizing that being in the hospital can be frightening to children, Child Life Services creates an environment to help ease children's fears and provide the important emotional and developmental care to make the hospital experience as manageable as possible for children and their families.

A child life specialist is a professional with a bachelor's degree or a master's degree in child life, education, psychology, or other closely related field. The Association of Child Life Professionals certifies all child life specialists.

# For Your Child's Care

Certified child life specialists:

- provide developmental, educational, and therapeutic interventions
- support healthy coping
- identify the developmental issues specifically related to healthcare experiences
- advocate for patient- and family-centered care and the needs of the hospitalized child

For more information, you can visit the Association of Child Life Professionals at [www.childlife.org](http://www.childlife.org).

The Hospital's Child Life Centers provide patients with a safe space to play, socialize, create, and relax. There are toys, art, crafts, and games. The Child Life Centers provide developmentally appropriate activities for children to use in the playroom or to borrow to use in their room.

Desktop computers are available for patient use, and families often use them to check their work or personal email. Please check with the child life specialist on your unit for the hours that the Child Life Centers are open.



## Creative Arts Therapy/ Art and Music Therapy

(212) 305-3826

Hospitalized children may experience increased feelings of fear, anxiety, pain, and perceived loss of control. Creative arts therapists are licensed and board-certified mental health practitioners trained in psychotherapy, art/music, and the creative process. Creative arts therapists meet with patients and families individually to assess needs and determine appropriate interventions. Creative arts therapists use evidence-based interventions to help decrease stress, minimize symptoms of medical trauma, improve coping, and help manage pain.

To request a consult for creative arts therapy, please speak with your healthcare team. Priorities are given to cases with complex needs.

## Charna's Kids' Club Sibling Program

(212) 305-7420

Charna's Kids' Club, located in the Tower 6 Child Life Center, was established by the Charna Radbell Foundation's Gift of Sunshine Fund. It is an activity-based, therapeutic play support program designed for children aged 5 to 12, whose siblings are patients in the Hospital. The program is offered free of charge to inpatient families. The program is coordinated and facilitated by a licensed clinical social worker and a child life assistant, with additional support from volunteer services.

Charna's Kids' Club sibling program addresses the supportive needs of siblings of hospitalized children within a nurturing and welcoming environment. Expressive and play activities help them to better understand their surroundings, express their feelings, and meet peers who are experiencing similar circumstances. The program meets in an inviting and friendly space designed to minimize the anxiety and stress associated with having a hospitalized brother or sister. Children participate in art and crafting experiences, musical and dramatic expression, special events, and group games.



Snack Chat provides an opportunity for the siblings to share their feelings and common experiences with each other and the staff while enjoying a light snack, in a safe space. Children receive emotional support from our clinical staff as needed. For more information on Charna's Kids' Club, please call our office at (212) 305-7420.

### **Hospital Schools Program** (212) 305-3826

Hospitalized children in grades K through 12 can keep up with their studies through the Hospital Schools Program, which provides a certified teacher through the New York City Department of Education. Please speak to the program's school teacher for more information. In addition to providing classroom or bedside instruction on site, the program maintains a close liaison with your child's local school as needed. Teachers also help with city- and state-required tests.

### **Support Groups**

**(212) 342-0657**

Sometimes patients and/or their families need special support that can often best be found in the company of others who are sharing a similar experience. Support groups can help patients and family members manage and cope with illness or disability. The groups are offered free of charge. Please call the Department of Social Work for more information or speak to your child's social worker.

### **Therapy Dog Program – NYP Paws for Patients**

NewYork-Presbyterian Morgan Stanley Children's Hospital has a therapy dog program through which qualified dogs visit patients who have received permission from their doctors. Therapy dog visits have been shown to provide a number of benefits to patients, including reducing stress, relieving depression, lowering blood pressure, and helping with pain management through distraction.

This program is available only in clinically approved areas. If you would like to arrange a special visit with a therapy dog, please let your child's nurse or child life specialist know. This service is complimentary.



# For Your Child's Care

The multifaith chaplains in the Pastoral Care and Education Department are committed to meeting the spiritual, religious, and cultural needs of patients and their loved ones during hospitalization.

## **Patient Services Administration (212) 305-5904**

Patient Services Administration provides a central location for patients and their loved ones to voice their opinions — both positive and negative — about any aspect of Hospital care or services. Our Patient Services team can help you and your loved ones with questions, requests, complaints, or grievances. They also can explain Hospital policy and procedures, and take appropriate steps to see that your child's rights as a patient are respected.

Patient Services staff are trained in managing the issues that can have an impact on the quality of the patient experience. Patient Services staff are also available to provide education on advance directives and address any ethical concerns that may arise during a patient's stay.



## **Ethics Consultation**

The Hospital has an Ethics Committee, and its representatives are available to you, your loved ones, and Hospital staff for help when ethical issues relating to care arise. The Ethics Committee can provide counsel in areas such as ventilator use, feeding tubes, and dialysis. Please speak with your child's nurse, doctor, social worker, chaplain, or a representative from Patient Services Administration for more information.

## **Pastoral Care (212) 305-5817**

**Office Hours:** Monday through Friday, 9 am to 5 pm  
An on-call chaplain is available seven days a week, 24 hours a day.

The multifaith chaplains in the Pastoral Care and Education Department are committed to meeting the spiritual, religious, and cultural needs of patients and their loved ones during hospitalization. If you would like to speak with a chaplain during your child's Hospital stay, please let a member of the staff know or call the Department directly.

Two interfaith chapels are available for prayer and meditation. The Milstein Chapel, located on the second floor near the elevator bank, is open from 6 am to 10 pm. The Pauline A. Hartford Chapel, located on the first floor of the Presbyterian Hospital Building, is open 24 hours daily. Current worship schedules are available from the Pastoral Care and Education Department.



# Helpful Telephone Numbers

## Nursing Units

3 Tower Diagnostic and Interventional Imaging Center	(212) 342-8490	9 North Pediatric Intensive Care Unit (PICU)	(212) 305-3281
4 Tower Medical/Surgical/GI/Transplant	(212) 342-8500	5 Central Antepartum Unit	(212) 305-8730
5 Tower Oncology/Hematology/Bone Marrow Transplant	(212) 342-8530	5 Central Well Baby Nursery	(646) 317-5031
6 Tower Cardiology/Neurology/Pulmonology	(212) 342-8560	6 Central Postpartum Unit	(212) 305-7620
7 Tower Neonatal Intensive Care Unit (NICU)	(212) 342-8600	6 Central Well Baby Nursery	(212) 305-7623
9 Tower Cardiac Intensive Care Unit (CICU)	(212) 342-8630	8 Central Progressive Care Unit	(212) 305-5919
10 Tower Labor and Delivery	(212) 342-1760	NICU Satellite	(212) 305-6866
4 North Pre-Operative Unit	(212) 305-8069	9 Central Pediatric Intensive Care Unit (PICU)	(212) 305-6591
4 North Post-Anesthesia Care Unit (PACU)/ Recovery Room	(212) 305-2418	10 Central Antepartum Unit	(212) 305-8730
		11 Central Pediatric Intensive Care Unit (PICU)	(212) 305-3281

## Services and Resources

Admitting Department	(212) 305-3021	Insurance	(866) 252-0101
Billing Inquiries	(212) 632-7440	Lost and Found	(646) NYP-9111
Cashier	(212) 305-2090	Medical Records/ Health Information Management	(646) 697-4764
Child Life	(212) 305-3826	Pastoral Care	(212) 305-5817
General Information	(212) 305-2500	Patient Information	(212) 305-2500
Family Resource Center	(212) 305-7442	Patient Services Administration	(212) 305-5904
Gift Shop	(212) 342-8487	Private Duty Nursing	(212) 305-2525
Global Services	(212) 746-9100	Security	(646) NYP-9111
Guest Facility - McKeen Pavilion	(212) 305-7189	Welcome Desk	(212) 342-1000
Hospital Schools Program	(212) 305-3826		

For additional information, please call the main Hospital number at **(212) 305-2500**.



# Patient and Parent Rights and Responsibilities

## Your Child's Rights as a Hospital Patient and Your Rights as a Parent

You and your child have certain rights and protections guaranteed by state and federal laws. These laws are designed to help promote the quality and safety of your child's hospital care. The Hospital does not discriminate against any person on the basis of race, color, national origin, ethnicity, culture, disability, age, sex, religion, socioeconomic status, sexual orientation, gender identity or expression, source of payment, or any other characteristic protected by law, in admission, treatment, or participation in its programs, services, and activities.

Consistent with the Hospital's mission, We Put Patients First, the Hospital is committed to providing our patients with their rights and responsibilities. Please review *Your Rights as a Hospital Patient in New York State*, prepared by the New York State Department of Health, and *Patient Rights and Responsibilities*, which can be found in the pocket of this guide. Share this material with family and loved ones involved in your child's care. If you have a question about your child's rights or do not understand something, speak to his or her nurse, doctor, social worker, or Patient Services Administration representative. Questions and concerns about rights and responsibilities may be addressed to Patient Services Administration at:

**NewYork-Presbyterian Morgan Stanley Children's Hospital**  
c/o Patient Services Administration  
Milstein Hospital Building, First Floor  
177 Fort Washington Avenue  
New York, NY 10032  
(212) 305-5904

You may also contact the following government and accrediting agencies with your questions or concerns:

### New York State Department of Health

Mailstop: CA/DCS  
Empire State Plaza  
Albany, NY 12237  
1 (800) 804-5447

### Centers for Medicare & Medicaid Services (CMS)

Livanta Beneficiary and Family Centered Care  
Quality Improvement Organization (BFCC-QIO)  
1 (866) 815-5440  
TTY: 1 (866) 868-2289

### The Joint Commission

Office of Quality and Patient Safety  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Fax: (630) 792-5636  
[www.jointcommission.org](http://www.jointcommission.org)  
Under "Action Center" on the home page of the website, click on the "Report a Patient Safety Event" link.

### U.S. Department of Health and Human Services

200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1 (800) 368-1019  
TDD: 1 (800) 537-7697

### Interpreter Services and Services for the Hearing and Visually Impaired

NewYork-Presbyterian will provide communication assistance free of charge to patients and their loved ones with limited English proficiency (LEP), speech or visual impairment, or who are deaf or hard of hearing. Please advise a staff member if you require communication assistance.

### Servicios de intérprete y servicios para personas con discapacidad visual o del habla

NewYork-Presbyterian proveerá asistencia de comunicación gratuita a pacientes y familiares con dominio limitado del inglés (Limited English Proficiency, LEP), con discapacidad visual o del habla, que sean sordos o tengan problemas auditivos. Si necesita asistencia para comunicarse, informe a un miembro del personal de NewYork-Presbyterian.

### 口譯服務及視障和聽障人士服務

對於英文熟練程度 (Limited English Proficiency, LEP) 有限、存在言語或視覺殘疾、耳聾或聽覺困難的任何 NewYork-Presbyterian 患者及其家人，醫院將免費提供溝通協助。如需溝通協助，請告知 NewYork-Presbyterian 員工。

### توفر خدمات الترجمة الفورية والخدمات لذوي الإعاقة السمعية والبصرية

يطيب لنا أن نعلم أي مريض لدى مستشفى (NewYork-Presbyterian, NYP)

وعائلته ممن يجيدون اللغة الإنجليزية بشكل محدود (Limited English Proficiency, LEP) أو يعانون من إعاقة في التحدث أو الرؤية أو كانوا أصمًا أو يعانون من صعوبات في السمع، أن المستشفى سيوفر لكم مساعدة للتواصل دون أي مقابل. يرجى إخبار أحد أفراد فريق عمل مستشفى NYP إذا كنت تحتاج إلى مساعدة للتواصل.

### Услуги переводчика и услуги для лиц с нарушениями слуха и зрения

Для всех пациентов NewYork-Presbyterian и членов их семей с ограниченным знанием английского языка (Limited English Proficiency, LEP), нарушениями речи или ослабленным зрением, а также для глухих и слабослышащих лиц больница будет бесплатно предоставлять помощь для общения. Если вам требуется помощь для общения, обращайтесь к персоналу NewYork-Presbyterian.

### Service d'interprétariat et services pour le malentendants et les malvoyants

NewYork-Presbyterian propose à tous ses patients et aux membres de leur famille qui ont des compétences limitées en anglais (Limited English Proficiency, LEP), qui présentent des troubles de la parole ou qui sont malvoyants, sourds ou malentendants, un service d'interprétariat gratuit. Veuillez-vous adresser à un membre du personnel de NewYork-Presbyterian si vous avez besoin de faire appel à ce service.

### 통역 서비스 및 청각과 시각 장애인을 위한 서비스

모든 NewYork-Presbyterian 환자 및 가족 중 영어 능력이 제한되거나 (Limited English Proficiency, LEP), 언어 또는 시각 장애가 있거나, 난청 또는 청각 장애가 있으신 분은 병원에서 제공하는 의사소통 지원 서비스를 무료로 받으실 수 있습니다. 의사소통 지원이 필요하신 경우 NewYork-Presbyterian 직원에게 문의하시기 바랍니다.

### Servizi di Interpretariato e Servizi per i non-udenti e non-vedenti

A tutti i pazienti del NewYork-Presbyterian e alle loro famiglie con conoscenza limitata dell'inglese (Limited English Proficiency, LEP), disturbi visivi o verbali o che sono sordi o affetti da ipoacusia, l'Ospedale fornirà assistenza gratuita per comunicare. Informate per favore il personale del NewYork-Presbyterian se avete bisogno di assistenza per comunicare con noi.

# Patient and Parent Rights and Responsibilities

## Serviços de interpretação e serviços para deficientes auditivos e visuais

Para todos os pacientes do NewYork-Presbyterian e respectivas famílias com conhecimentos limitados da língua inglesa (Limited English Proficiency, LEP), comprometimento de fala ou visual, ou que apresentem surdez ou deficiência auditiva, o Hospital disponibiliza assistência gratuita para comunicação. Avise um membro da equipe do NewYork-Presbyterian caso necessite de assistência para comunicação.

## दुभाषिये की सेवाएं और सुनने में कठिनाई वाले और नेत्रहीन लोगों के लिए सेवाएं

अंग्रेज़ी भाषा का सीमित ज्ञान (Limited English Proficiency, LEP) रखने वाले बोलने या सुनने में असमर्थ या फिर बहरे अथवा कम सुनने वाले न्यूयॉर्क प्रेस्बिटेरियन NewYork-Presbyterian के किसी भी रोगी और उसके परिवारों के लिए अस्पताल निःशुल्क संचार सहायता प्रदान करेगा। अगर आपको संचार में सहायता चाहिए, तो कृपया NewYork-Presbyterian स्टाफ़ के सदस्य से परामर्श करें।

## Υπηρεσίες διερμηνείας για άτομα με προβλήματα ακοής και όρασης

Για οποιονδήποτε ασθενή ή συγγενή ασθενούς του NewYork-Presbyterian με περιορισμένη ευχέρεια στη χρήση της αγγλικής γλώσσας (Limited English Proficiency, LEP), με λεκτική ή οφθαλμολογική διαταραχή ή με κώφωση ή δυσκολία στην ακοή, το Νοσοκομείο παρέχει δωρεάν υπηρεσίες διερμηνείας για τη διευκόλυνση της επικοινωνίας. Ενημερώστε κάποιο μέλος του προσωπικού του Νοσοκομείου NewYork-Presbyterian εάν χρειάζεστε βοήθεια με την επικοινωνία.

## Shërbime përkthimi dhe shërbime për personat me vështirësi në dëgjim dhe shikim

Për pacientët e NewYork-Presbyterian dhe familjet e tyre me njohuri të kufizuara të gjuhës angleze (Limited

English Proficiency, LEP), me vështirësi në të folur apo shikim, ose të cilët nuk dëgjojnë apo kanë vështirësi në dëgjim, spitali ofron ndihmë komunikimi pa pagesë. Nëse kërkon ndihmë komunikimi, ju lutemi lajmëroni një anëtar të stafit të NewYork-Presbyterian.

## 通訳サービスおよび視覚・聴覚障害者支援サービス

NewYork-Presbyterian 病院は、英語力に限界がある (Limited English Proficiency, LEP) 患者、言語障害や視覚障害、または聾者を含む聴覚障害がある患者様とご家族のため、コミュニケーション支援を無料でご提供しております。コミュニケーション支援をご希望される場合は、NewYork-Presbyterian スタッフまでお申し出ください。

## Dolmetscherdienste und Services für hörend sehbehinderte Personen

Für jeden Patienten des NewYork-Presbyterian und dessen Familienangehörige mit begrenzten Englischkenntnissen (Limited English Proficiency, LEP) oder Beeinträchtigungen im Sprechen, Hören oder Sehen stellt das Krankenhaus kostenlose Unterstützung für die Kommunikation bereit. Bitte wenden Sie sich an einen NewYork-Presbyterian Mitarbeiter, wenn Sie Hilfe bei der Kommunikation benötigen.

## Usługi tłumacza ustnego oraz dla osób niesłyszących i niewidzących

Dla wszystkich pacjentów NewYork-Presbyterian o ograniczonej znajomości języka angielskiego (Limited English Proficiency, LEP), cierpiących na zaburzenia mowy lub wzroku, głuchych lub niedosłyszących oraz ich rodzin, szpital zapewni bezpłatną pomoc tłumacza. Prosimy o poinformowanie członka personelu NewYork-Presbyterian w przypadku konieczności skorzystania z pomocy tłumacza.



# Visitor Information

## Visiting Guidelines

NewYork-Presbyterian is committed to providing all patients full and equal visitation privileges consistent with a patient's preference, and does not restrict, limit, or otherwise deny visitation privileges based on race, color, national origin, ethnicity, culture, disability, age, sex, religion, socioeconomic status, sexual orientation, gender identity or expression, source of payment, or any other characteristic protected by law.

The following visiting guidelines apply to pediatric units.

### Visiting Hours for Parents and Guardians

Parents and guardians may visit with their child at any time.

### General Visiting Hours

7 am to 9 pm

### Overnight Visiting/Quiet Hours

9 pm to 7 am

At 9 pm, we begin observing quiet hours and encourage visitors to leave the Hospital for the night. However, a parent or guardian is welcome to remain with their child throughout the night. Unique situations should be discussed with the staff.

During quiet hours, everyone on the unit is asked to speak softly and place cell phones on vibrate.

### Parent Identification Badge

To make it easier for parents and guardians to come and go within the Hospital, and to support the Hospital's security program, an identification (ID) badge is provided following your child's admission. Once your child is settled, you can go to the Welcome Desk in the Hospital's main lobby where your photo will be taken and an ID badge issued. The process takes just a few minutes.

The ID badge will contain your photo and an expiration date based on your child's estimated length of stay. You should wear this badge whenever you are in the Hospital. Expiration dates will be extended as necessary. Grandparents and siblings will receive regular visitor passes.

### Age of Visitors

Children are permitted to visit with adult supervision. Some units may have additional guidelines for children.

### Sibling Visits

It is helpful for siblings to be prepared before visiting. Speak with the child life specialist on your child's unit if you would like to make arrangements for sibling preparation.

### Number of Visitors

In order to promote rest, healing, and privacy for your child, family members and friends are encouraged to schedule their visits. From 7 am to 9 pm, we limit visitors at the bedside to two at a time. Many units have visitor waiting areas or lounges. Special requests for visiting should be discussed with your child's nurse.

### Visitor Belongings

Visitors are responsible for keeping cell phones, computers, and other belongings in their presence at all times. For infection control or safety reasons, some units may have special considerations as to which items may be brought into a patient's room. Please check with the nurse.



# Visitor Information

## Welcome Desk

**(212) 342-1000**

The Welcome Desk, located in the lobby of NewYork-Presbyterian Morgan Stanley Children's Hospital, provides directions and information to patients and visitors. The Welcome Desk is open seven days a week, 24 hours a day.

## Gift Shop

**(212) 342-8487**

Monday through Friday, 9 am to 9 pm  
Saturday and Sunday, 10 am to 9 pm

The Gift Shop is located between the main entrance to NewYork-Presbyterian Morgan Stanley Children's Hospital and the Welcome Desk. It offers a wide selection of items, including flowers, toiletries, newspapers, magazines, cards, snacks, beverages, and gifts. You may call the Gift Shop to have deliveries made to your child's room.

For the health and safety of our patients, no balloons are allowed in the Hospital and flowers (fresh cut, artificial, and dried arrangements) are prohibited in all intensive care units, recovery rooms, operating rooms, nurseries, the labor and delivery unit, as well as in oncology and transplant units.

## Guest Facility and Hotels

### McKeen Pavilion

Milstein Hospital Building  
NewYork-Presbyterian/Columbia  
177 Fort Washington Avenue,  
between 165th and 168th Streets  
New York, NY 10032  
Reservations: (212) 305-7189

Located in the Milstein Hospital Building at NewYork-Presbyterian/Columbia University Irving Medical Center, the McKeen Pavilion offers hotel accommodations for guests and loved ones. Guest rooms are available so friends and family can stay close by during the patient's hospitalization.

Call for information or reservations, Monday through Friday, 8 am to 5 pm; Saturday and Sunday, 8 am to 4 pm. After hours, ask a nurse to page the Administrator-on-Call who will check on room availability for that night. There are a limited number of rooms in the McKeen Pavilion so, if possible, try to make reservations at least two weeks in advance.

Hotel accommodations located in close proximity to NewYork-Presbyterian/Columbia are:

### Edge Hotel

514 West 168th Street  
New York, NY 10032  
Reservations: (212) 543-0005

This new boutique hotel is conveniently located near the Hospital. When calling, ask for the NewYork-Presbyterian Hospital rate.

### Crowne Plaza Englewood

401 South Van Brunt Street  
Englewood, NJ 07631  
Reservations: (201) 871-2020

The Crowne Plaza is located just north of Route 4 and Interstate 80. When calling, ask for the NewYork-Presbyterian Hospital rate.

## Places to Eat

There are several places to have a meal or snack on the NewYork-Presbyterian/Columbia campus as follows:

### Lobby Café

(212) 342-8489

Monday through Friday, 7 am to 7:30 pm  
Saturday and Sunday, 8 am to 3:30 pm

The Lobby Café is located in the main lobby of NewYork-Presbyterian Morgan Stanley Children's Hospital at 3959 Broadway. The café offers grab-and-go service of gourmet sandwiches, soups and salads, fresh baked goods, kosher meals, specialty beverages, and coffees, lattes, and teas.

### Heights Café

(212) 305-4527

Monday through Friday, 7 am to 10:30 am and 11 am to 9 pm  
Saturday, Sunday, and Holidays, 7 am to 8 pm

This buffet-style cafeteria is located on the second floor, Milstein Hospital Building, 177 Fort Washington Avenue at 168th Street.



### Starbucks

Seven days a week, 24 hours a day

Starbucks is located in the main lobby of the Milstein Hospital Building, 177 Fort Washington Avenue at 168th Street.

### Windows on the Hudson

(212) 305-4242

Monday through Friday  
Lunch: 11:30 am to 3 pm  
Dinner: 5:30 pm to 7 pm (call for reservations)

This full-service restaurant is located in the McKeen Pavilion on the ninth floor of the Milstein Hospital Building, 177 Fort Washington Avenue at 168th Street.

## Vending Machines

Vending machines are available 24 hours a day in the Milstein Hospital Building on floors 2, 3, 4, 5, 6, 7, and 8, and in various locations throughout the NewYork-Presbyterian/Columbia campus.

## Public Restrooms

Gender neutral public restrooms are located throughout the Hospital and on every floor, usually near the elevators. For infection control purposes, bathrooms in patient rooms are for patient use only.

## ATMs

ATMs are located in:

Presbyterian Hospital Building - Lobby

635 West 168th Street

Milstein Hospital Building - Second Floor

177 Fort Washington Avenue

The Harkness Pavilion - First Floor

180 Fort Washington Avenue

The Harkness Pavilion - Second Floor

180 Fort Washington Avenue





# For Your Family's Comfort and Convenience

Music and special events held in the Wintergarden help to lift the spirits and brighten the stay of our patients, families, and guests.

## Child's Comfort Checklist

Children often feel more comfortable in the hospital when they have their own personal things from home. Therefore, we encourage you to bring personal items to be used during your child's stay, such as:

- Favorite pillow or blanket
- Easily cleaned toy, doll, or stuffed animal
- Favorite video game or music
- Pictures of family and friends

NewYork-Presbyterian Morgan Stanley Children's Hospital provides gowns, diapers, and basic toiletries. Please bring shower shoes and slippers, as well as your child's own toothbrush, toothpaste, comb/brush, shampoo, and other personal items.

With some exceptions, children may wear their own clothing during their Hospital stay. You may want to bring a few favorite items. In addition, please bring glasses, hearing aids, braces, crutches, communication devices, or corrective shoes, if used by your child. We ask that you mark any items from home with your child's name. For further guidance, please speak with your child's nurse.

## Telephone Service

NewYork-Presbyterian is pleased to offer complimentary telephone service, including long distance service within the United States.

## Television Service

Complimentary television service is available at the bedside of pediatric patients, enabling them to watch their favorite programs. Television programming includes network and local stations, as well as the Disney Channel, Family Channel, and Nickelodeon.

A comprehensive channel listing can be found in the nightstand next to your child's bed. Through the Hospital's closed circuit television system, you and your child will be able to watch performances taking place in the Wintergarden. Games are available on kiosks in the lobby and in the Child Life Centers on Tower 4, 5, and 6. For safety reasons, families are not allowed to bring televisions from home.

## Internet Access

You and your loved ones can use a personal laptop computer and most other mobile wireless devices in the Hospital. To access the Internet:

- Open wireless networks
- Click on the "Guest-Net" wireless address
- Accept the terms/conditions to continue to the Internet



## Unit Amenities for Parents and Families

### Parent Accommodations

Parents are encouraged to stay with their children. Pullout beds are available on many patient floors and sleeper chairs are available for parents with babies in the Neonatal Intensive Care Unit (NICU).

### Shower/Bathroom Facilities

Shower facilities are available for parents and caregivers. Patient floors will either have a shower in the room for parent use or a common shower facility. Common shower facilities are single bathroom/shower rooms and are available to everyone on the floor. Soap and towels are provided. Parents and family members should feel free to take a shower at any time of day.

### Laundry

A laundry room with two washers and dryers is available 24 hours a day for parent and family use on the sixth floor of the Tower building. You will need to bring laundry detergent.

### Family Lounges

Family lounges are located on each unit. They provide a comfortable, welcoming location that includes a living room with a plasma-screen TV and a dining area with a microwave. On floors 4, 5, and 6, family lounges are located near the Child Life Centers so parents can remain near their children but still have a place to go for a respite. Family alcoves with comfortable seating, snacks,

a small refrigerator to store drinks only (food cannot be stored in these refrigerators), and an ice machine are also available on these floors.

### Breastfeeding

If you are breastfeeding and unable to nurse your child at any time during your stay, breast pumps are available on patient care units. If you need a breast pump kit, please ask the unit clerk.

The safety of your baby is very important to us. Breast milk will be stored in the unit where your child is admitted. Please ask your child's nurse for barcoded labels to place on each bottle. Clearly write the date and time breast milk was pumped. It is our practice to scan the barcoded label prior to each feeding. Your child's nurse will be able to answer your questions related to breastfeeding and storage.

### Wintergarden Special Events (212) 305-3811

The Wintergarden serves as an entertainment, activity, and meeting space for the Hospital. Music and special events held here help to lift the spirits and brighten the stay of our patients, families, and guests. More than 100 events, happenings, and productions each year entertain the children in person and on closed circuit TVs located in every patient's room. Wintergarden performances and events offer fun and a brief respite from the day-to-day medical routines.



# For Your Child's Safety and Security

## Staff ID Badges

Every staff member and volunteer is required to wear a Hospital identification badge that includes a photograph, name, and role in the Hospital. Do not hesitate to ask employees or visitors to identify themselves. If you have any concerns about the identity of any person entering your child's room, contact a member of the nursing staff immediately. Report any suspicious behavior immediately to the Security Department. To be connected to NewYork-Presbyterian Security from an internal Hospital phone, dial 911 or (646) NYP-9111 from an external phone or cell phone.

## Other Pediatric Patients

For the safety of all our pediatric patients, please do not feed, pick up, or care for other children who are patients on your child's unit.

## Patient Escorts

If your child is in the NICU or PICU, he or she may be escorted to a procedure only by a doctor or nurse. A child in the General Pediatrics Unit may be escorted to a procedure by a patient transporter who takes patients to and from tests or procedures in other parts of the Hospital.

## Security

**911 from an internal Hospital phone**  
**(646) NYP-9111 from an external phone or cell phone**

The Security Department monitors the Hospital premises seven days a week, 24 hours a day. In addition, the Hospital has a security screening process at visitor entrances, and anyone entering the Hospital will be asked to show identification. Special security measures in the maternity and pediatric areas provide further security for newborns and children during their stay in the Hospital.

**Valuables** The Hospital is not responsible for loss or damage to any personal property kept in your child's room. Please take valuables home or give them to a family member or friend for safekeeping. If this is not possible, contact the Patient Care Director or Security to have the valuables secured.

**Lost and Found** If something is lost, please notify your child's nurse right away and we will make every effort to find it. Unclaimed articles are turned in to the Hospital's Security Department.

## Balloons/Flowers

For the health and safety of our patients, all balloons are prohibited in the Hospital. Silk flowers are preferred over real flowers, as real flowers pose an allergy risk to some patients. Flowers (fresh cut, artificial, and dried arrangements) are prohibited in all intensive care units, recovery rooms, operating rooms, nurseries, the labor and delivery unit, as well as in oncology and transplant units.

## Electrical Appliances

For the safety of all patients and employees, the use of non-hospital electrical appliances, such as hairdryers, is restricted to battery-operated devices only. Please note these devices may not be recharged in the Hospital. If you have any questions, please speak with your child's nurse.

## No Smoking Policy

NewYork-Presbyterian is a completely smoke-free environment – indoors and outdoors. Smoking, including the use of electronic or other similar vapor producing devices, is prohibited in Hospital buildings, at entrances, on all outside grounds, and in gardens, courtyards, and parking facilities. For information on programs that can help you stop smoking, ask your doctor or visit the Hospital's website at <http://nyp.org/services/smoking-cessation.html>.



# For Your Consideration

## Private Duty Nursing

(212) 305-2525

Private duty nurses and companions may be hired through the Private Duty Nursing Office, located on the NewYork-Presbyterian/Columbia campus in the Milstein Hospital Building, fourth floor Radiology Waiting Room, MHB-04-505. The Private Duty Nursing Office is open Monday through Friday from 9 am to 8 pm. After hours and on weekends, please call the Private Duty Nursing Office, and you will be assisted by the On-Call Coordinator.

Private duty nurses and companions are not employed by the Hospital. Their fees will be quoted to you when you call the office. Payment can be made by credit card at the Private Duty Nursing Office.

## Global Services

(212) 746-9100

If your primary residence is in a country other than the United States, please contact Global Services. Our Global Services staff speak many languages and are available to assist international patients and their loved ones with medical and non-medical services, including scheduling doctor appointments, escorting patients to procedures, requesting second medical opinions, and providing information about lodging. The Global Services office is located on the NewYork-Presbyterian/Columbia campus in the Milstein Hospital Building, ninth floor Central.

## Family Resource Center

(212) 305-7442

NewYork-Presbyterian Morgan Stanley Children's Hospital  
First floor, across from the Central elevators  
Monday through Friday, 10 am to 6 pm

The Family Resource Center is a welcoming and comfortable place created expressly for families of hospitalized children and the families who visit our outpatient clinics. Patients and their families from the Sloane Hospital for Women are also welcome to use these services. The center provides a quiet and inviting environment for reading,

relaxing, and research. Our health librarian is available three days a week to assist families in finding health information that will help them better understand aspects of hospitalization or their child's illness. Anyone with questions about children's and women's health can benefit from a call or visit to the Family Resource Center. Services are free and we are happy to help in any way we can.

The Family Resource Center offers:

- A place to wait between appointments
- A business center with fax, copy, and scanning capabilities
- Complimentary Wi-Fi and access to the Internet on our computers or your own devices
- A calendar of daily events in the Wintergarden
- Radio Lollipop, a weeknight radio show broadcast live by a DJ that patients can attend in the Family Resource Center or listen to in their rooms; games and arts and crafts are also available during the broadcast
- Assistance with access to Caring Bridge – a free online space where you can keep family and friends updated and receive support in return
- After hours specialty support groups
- A library of medical and consumer health books covering various topics that are available for reading in the Center
- Children's books covering all age ranges and a book mobile supported by Penguin Random House
- A variety of magazines in English and Spanish for adults and children
- Information about other Hospital amenities and services
- A "Neighborhood Guide" with information on nearby restaurants, services, parking, transportation, and accommodations
- Coffee, tea, and cold, filtered water on site

# Preparing to Go Home

## Discharge Information

Start thinking about plans for your child's discharge early in his or her Hospital stay. Your care manager and social worker will help arrange an appropriate discharge plan. Each patient has different needs, so we approach the development of all plans with those needs in mind.

When your doctor tells you that your child is ready to go home, your child's nurses will discuss ongoing care with you. If any prescriptions are required, they will be sent electronically to a pharmacy or provided to you before discharge. You will also receive a written discharge plan describing arrangements for any future care following your child's discharge. The plan will include treatment orders by your child's doctor and a list of the medications that your child will need to take at home. Your child may not be discharged until the services required in his or her written discharge plan are secured or the Hospital determines they are reasonably available. You also have the right to appeal your child's discharge plan. An envelope for your child's discharge information is provided in the pocket of this guide, so you will be able to easily keep track of the material, including discharge plans, medication prescriptions, and any other follow-up information.



As you make arrangements to leave the Hospital, please note that the target discharge time is before 10 am.

## Your Checklist for Discharge

Your child's care team wants everything to be in place when your child is ready to leave the Hospital. Use this checklist to make sure you have all the information you need before your child goes home.

- I have my child's doctor's phone number.
- I have an updated list of all my child's medications.
- I have all the equipment and supplies I need for my child to go home.
- I have reviewed and understand all discharge instructions.
- I know who to call to set up my child's follow-up appointments or I have all my child's follow-up appointments set up already.
- I have the name and phone number of the person to call if I have any questions during my child's first week home.
- I have transportation home from the Hospital.

In addition, answering the following questions will help you and your child have a smooth transition home.

- Do I have clean, comfortable clothes for my child to wear?
- Is there food for my child to eat at home?
- Is it the right food for his or her diet?
- Do I need someone to help with my child at home?
- If needed, have these arrangements been made?
- Will my child need home care services after he or she leaves the Hospital?
- If needed, have home care services been arranged?
- What else should I ask my child's doctor, nurse, or therapist?

Parking is complimentary on the day of discharge when you show your child's discharge papers.

## Discharge Phone Call

After your child is discharged, you should receive a discharge phone call from the Hospital. The purpose of this call is to see how your child is feeling, inquire about your child's experience during hospitalization, and to help make the transition home as easy as possible for you and your child. Before your child is discharged, please tell your nurse the most convenient telephone number we should use to call you.

## Patient Satisfaction Survey

After your child's discharge, you may receive a Patient Satisfaction Survey. The Survey will ask about your child's stay in the Hospital. Please take a moment to complete and return this Survey, which is very important to us. Your participation will help us take steps to improve the Hospital experience for our patients and their loved ones.

## Cashier (212) 305-2090

Monday through Friday, 7:30 am to 5 pm

The cashier is located in the main Hospital on the first floor off the main entrance lobby. Payment for Hospital charges and other services can be made by cash, personal check, traveler's checks, or most major credit cards.

## Billing

### Hospital Charges

The Hospital bill should reflect all of the Hospital services your child received during his or her stay. Charges fall into two categories:

- A basic daily rate, which includes your child's room, meals, nursing care, and housekeeping
- Charges for special services or procedures, which include the operating room, recovery room, and/or items your child's physician orders, such as X-rays or laboratory tests

Additionally, physician charges for services provided in the NewYork-Presbyterian Ambulatory Care Network (ACN or clinic) are included in the Hospital bill and are not billed separately.

Hospitals are required by law to make available information about their standard charges for the items and services they provide. To obtain information about the Hospital's charges visit us at <http://nyp.org/payingforcare>.

### Physician Billing and Services

You should check with the physician arranging for your child's Hospital services to determine whether the services of any other physicians practicing at the Hospital will be required for your child's care, such as anesthesiologists, radiologists, and pathologists. Your child's physician can provide you with the practice name, mailing address, and telephone number of any physicians whose services he or she anticipates may be needed.

It is also important for you to know that you will be billed separately for physician services your child received while in the Hospital, including those services from physicians who do not see your child in person, but who provide professional services related to diagnosing and interpreting test results while your child is a patient. These include pathologists, radiologists, and other specialists.

Contact information for the physician groups with which the Hospital has contracted is available online. You may also visit <http://nyp.org/payingforcare> and contact these groups directly to find out whether they participate in your child's health plan. If you have questions about their bills, please call the number printed on the statement you receive from them.





# Preparing to Go Home

## Insurance and Related Information

NewYork-Presbyterian Hospital is a participating provider in many health plan networks. You can find a list of the plans in which we participate by visiting <http://nyp.org/payingforcare>. Some health plans use smaller networks for certain products they offer so it is important to check whether we participate in the specific plan under which your child is covered. Our list will tell you if we do not participate in all of a health plan's products.

You should familiarize yourself with the terms of your child's insurance coverage, including self-insured plans, commercial insurance carriers, HMOs, Medicare, and Medicaid. This will help you understand which Hospital services are covered and what your responsibilities for payment are, if any. You should also bring copies of your child's insurance cards with you to the Hospital. The Hospital is responsible for submitting bills to your child's insurance company for Hospital services and will assist you to expedite the claim. You may receive a bill from the Hospital for any deductible/copay/coinsurance or non-covered items indicated on the explanation of benefits received from the insurance company. If you have any questions regarding your insurance coverage, please call (212) 632-7440 or the telephone number indicated on the billing statement.

If your child is uninsured, you will be responsible for payment of the Hospital bill unless your child is eligible for and receives coverage from other payment sources. NewYork-Presbyterian 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, Workers' Compensation, No-Fault, COBRA benefits, or Charity Care, available to cover Hospital services rendered here.

With regard to Charity Care, NewYork-Presbyterian Hospital has a long-standing policy to assist patients who receive healthcare services at our Hospital and are in need of financial aid, regardless of race, color, national origin, ethnicity, culture, disability, age, sex, religion, socioeconomic status, sexual orientation, gender identity or expression, source of payment, or any other characteristic protected by law. If you have a financial obligation to NewYork-Presbyterian Hospital and believe you cannot afford to pay, the Hospital has a Charity Care policy that can assist qualified patients. Information regarding eligibility for Charity Care and the application process are available from the Admitting Department, by calling toll-free (866) 252-0101, or can be obtained online at <http://nyp.org/payingforcare>.

Various physicians and other service providers (providers) may provide care to patients at a Hospital facility. NewYork-Presbyterian's Ambulatory Care Network (ACN or clinic) providers are covered by the Hospital's Charity Care policy; other providers are not. Such providers are described by category of service, or department, and the ACN (clinic) at <http://nyp.org/payingforcare>, if applicable. For more specific information about a particular provider, you may inquire with that provider.

## Contact Information

Billing Inquiries:	(212) 632-7440
Charity Care Inquiries:	(866) 252-0101
Website:	<a href="http://www.nyp.org">www.nyp.org</a>

For Hospital charges and physician participation in insurance plans: <http://nyp.org/payingforcare>.

EVER HEAR OF MICKEY, HOW HE HEARD A RACKET



**Medical Records/  
Health Information Management  
(646) 697-4764**

**Mailing Address**

Medical Correspondence Unit  
NewYork-Presbyterian/  
Columbia University Irving Medical Center  
622 West 168th Street  
New York, NY 10032

**Drop-Off Location**

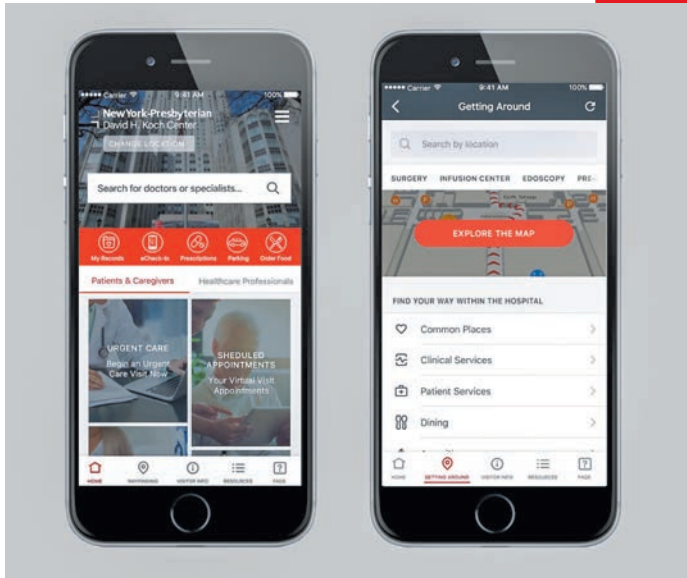
Medical Correspondence Unit  
Milstein Hospital Building  
Main lobby near the Admitting Office

To request Hospital medical records, parents or guardians who are responsible for the child's care should complete the Authorization to Disclose Protected Health Information/ Medical Records form. This form is available in English, Spanish, and Chinese on the Hospital's website at <http://nyp.org/him>, or the form can be picked up from the Medical Correspondence Unit in the Milstein Hospital Building main lobby near the Admitting Office.

Please read the form carefully and check the appropriate box for the information you need. Completed forms may be placed in the Drop Box located by the Medical Correspondence Unit or sent to the mailing address indicated to the left.

For assistance in completing the form, please call (646) 697-4764, Monday through Friday, 8 am to 6 pm.

# Online Resources



## NewYork-Presbyterian Mobile Application

The NewYork-Presbyterian mobile application (NYP App) is a free mobile guide to patient care. The app centralizes resources for all of NewYork-Presbyterian, making them easy to find.

Download the NYP App from the App Store or Google Play; text “NYP” to 69697; or visit [nyp.org/app](https://www.nyp.org/app).

The NewYork-Presbyterian mobile app features:

### Wayfinding

The NewYork-Presbyterian mobile application provides information on neighborhood restaurants, hotels, and pharmacies, as well as transportation and parking.

### Patient Guide

The Hospital’s patient and visitor guide, *During Your Child’s Stay*, can also be found on the NYP App.

## NYP OnDemand

NewYork-Presbyterian OnDemand is a confidential and secure suite of digital health services for adult and pediatric patients and their providers. Through our telehealth services, you can quickly and easily communicate with NewYork-Presbyterian doctors from your mobile phone, tablet, computer, or kiosks at select Duane Reade locations. Services include:

**Virtual Urgent Care** For non-life-threatening illnesses and injuries, video chat with one of our board-certified pediatric emergency medicine physicians to get a quick diagnosis and treatment plan or, if necessary, instructions to see a physician. Patients may also receive a prescription, if deemed medically necessary.

**Video Visit** Video chat with participating doctors conveniently, without traveling to their offices. Your doctor can let you know if he or she participates.

Please note, fees for these services may or may not be covered by insurance. Please check with your insurance company. For more information, visit <https://www.nyp.org/ondemand>.

## Additional Tools and Services

- View your health records.
- Refill prescriptions with and/or transfer prescriptions to Duane Reade/Walgreens.
- Find more information about Hospital departments, including contact information.
- Pay your bill online.
- Find physician information quickly for any specialty at the NewYork-Presbyterian location of your choice and save it to one centralized list.

## Personal Health Records

**myNYP.org** This interactive personal health record allows patients to control and access their medical information wherever and whenever they need it. With myNYP, you can access your child's medical records online, review prescribed medications, and keep track of your child's medication history. You can also view surgery reports, hospital discharge instructions, and laboratory and radiology results. MyNYP is conveniently accessible from any computer, tablet, or mobile device. For a full list of myNYP features and content, or to connect to myNYP, go to <https://mynyp.org>.

**myColumbiaDoctors** With myColumbiaDoctors you can manage your child's health information and communicate with providers in a secure, online environment seven days a week, 24 hours a day.

## Thank an NYP Employee

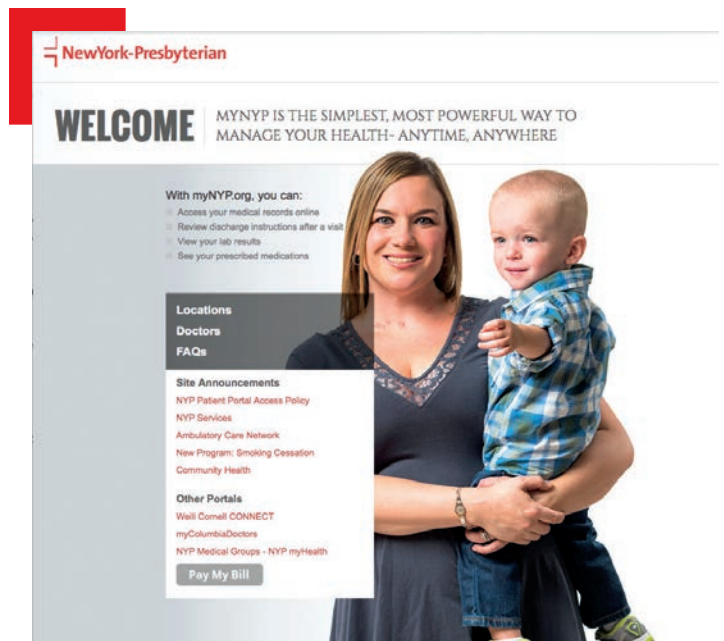
This online, Hospital-wide program allows patients and their loved ones to easily recognize employees and teams with an eCard. You can access Thank an NYP Employee at <https://myapps.nyp.org/Ecard/>. Select the location and department or unit where your child received care. Identify favorite employee(s), select an eCard, add a personal note if you'd like, and send it along.

For more information on how to share your thanks with your child's favorite employees, you can also scan this code on your smartphone camera.



## For More Information

For more information about NewYork-Presbyterian, visit us at [www.nyp.org](http://www.nyp.org) and HealthMatters at [healthmatters.nyp.org](http://healthmatters.nyp.org), and find us on Facebook, Twitter, and YouTube.





# Finding Your Way Around

The Hospital's official address and phone number are:

**NewYork-Presbyterian (212) 305-2500**  
**Morgan Stanley Children's Hospital**

3959 Broadway at 165th Street  
New York, NY 10032

## Directions

### By Subway

Take the A or C train to the 168th Street station. From midtown Manhattan, the A train provides express service.

Please note, due to construction, the 1 train will bypass the 168th Street station until early 2020. For public transit alternates to 168th Street, please visit [nyp.org/transitadvisory](http://nyp.org/transitadvisory).

### By Bus

A number of city buses serve the Hospital: M2, M3, M4, M5, M100, Bx36, Bx11, and Bx3.

For additional bus and subway information, call the Metropolitan Transportation Authority at (718) 330-1234 or visit [www.mta.info](http://www.mta.info).

### By Car

#### From Upstate New York and New Jersey

After crossing the George Washington Bridge, follow signs to the Henry Hudson Parkway (also called the West Side Highway). Take the Riverside Drive exit and proceed south to 165th Street (the first left south of the Bridge). Take 165th Street one block to Fort Washington Avenue. Turn left at Fort Washington Avenue to 168th Street. At 168th Street, turn right and proceed to Broadway. Turn right on Broadway. The Hospital will be on your right. Valet parking is available at the 165th Street entrance.

#### From Riverdale and Westchester via the Saw Mill River Parkway

Exit the Henry Hudson Parkway at Riverside Drive immediately past the George Washington Bridge. Follow directions above from Riverside Drive.

#### From Westchester, Connecticut, and the East Side of Manhattan via the Major Deegan, Cross Bronx Expressway, or Harlem River Drive

Approaching the George Washington Bridge, take the Henry Hudson Parkway exit; on the approach to the Henry Hudson Parkway, stay to the left and follow signs to Riverside Drive. Follow directions above from Riverside Drive.

#### From the West Side of Manhattan

Take the Henry Hudson Parkway to Exit 15, Riverside Drive South. Follow directions above from Riverside Drive.



## Parking

Valet service and the Hospital garage are recommended for your parking needs. Most major credit cards are accepted. Street parking is extremely limited.

### NewYork-Presbyterian Morgan Stanley Children's Hospital

3959 Broadway at the corner of West 165th Street  
Monday through Friday, 5:45 am to midnight  
Weekends and Holidays, 7 am to midnight

Enter the circular driveway of NewYork-Presbyterian Morgan Stanley Children's Hospital at 3959 Broadway between 165th and 166th Streets. This is the main entrance to the Hospital.

In case of emergency, you can leave your car with the valet at the main entrance. If the valet service is closed, leave your car and inform the security personnel at the Welcome Desk inside the lobby.

If you anticipate picking up your car after the valet is closed, please park in the Hospital's Visitor Parking Garage.

## Visitor Parking

115 Fort Washington Avenue,  
between 164th and 165th Streets  
Open 24 hours a day.

Reduced rate parking is available for family members of patients who expect to be at the Hospital for an extended length of time. A prepaid debit card can be purchased from the Parking Office, which is located on the main/entry level of the visitor parking garage. To be eligible for a prepaid debit card, you must purchase a minimum of five parking days.


In order to receive any discounted rates, you will need an approval form from your child's doctor's office verifying date of admission and expected length of stay. For the date of discharge, the parking fee will be waived with validated discharge forms.

If you have any questions, please call the Parking Office at (212) 305-4903, 8 am to 5 pm.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.







NewYork-Presbyterian is one of the nation's most comprehensive, integrated academic healthcare systems, encompassing 10 hospital campuses across the Greater New York area, more than 200 primary and specialty care clinics and medical groups, and an array of telemedicine services.

A leader in medical education, NewYork-Presbyterian Hospital is the only academic medical center in the nation affiliated with two world-class medical schools, Weill Cornell Medicine and Columbia University Vagelos College of Physicians and Surgeons. This collaboration means patients have access to the country's leading physicians, the full range of medical specialties, latest innovations in care, and research that is developing cures and saving lives.

Ranked the #5 hospital in the nation and #1 in New York in *U.S. News & World Report's* "Best Hospitals" survey, NewYork-Presbyterian Hospital is also recognized as among the best in the nation in every pediatric specialty evaluated in the *U.S. News* "Best Children's Hospitals" survey. Founded nearly 250 years ago, NewYork-Presbyterian Hospital has a long legacy of medical breakthroughs and innovation, from the invention of the Pap test to the first successful pediatric heart transplant, to pioneering the groundbreaking heart valve replacement procedure called TAVR.

NewYork-Presbyterian's 47,000 employees and affiliated physicians are dedicated to providing the highest quality, most compassionate care to New Yorkers and patients from across the country and around the world. NewYork-Presbyterian hospitals are not for profit and provide more than \$1 billion in benefits every year to the community, including medical care, school-based health clinics, and support for more than 300 community programs and activities.

For more information, visit [www.nyp.org](http://www.nyp.org) and find us on Facebook, Twitter, Instagram, and YouTube.



YouTube