

Patient Information Guide

At Stony Brook Medicine, our Healthgrades are A+



OUR MISSION

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

Dear Patient,

Welcome to Stony Brook University Hospital.

At Stony Brook, we fully embrace patient and family centered care, and consider our patients and their families to be integral members of the healthcare team. Be assured that our priorities are the care and safety of our patients. While you are a patient here, we will do our best to make you as comfortable as possible.

As Long Island's premier academic medical center, our physicians, nurses and entire healthcare team strive to bring the best ideas in medicine to your bedside. Our hospital is equipped with advanced technology to perform leading-edge techniques and therapies. And our experts — many of whom are leaders in their fields — offer exceptional and compassionate care.

We are home to Stony Brook Children's Hospital, as well as Stony Brook University Heart Institute, Cancer Center and Neurosciences Institute. We are also proud to serve as Suffolk County's only tertiary care center and Level I Trauma Center for adults and children.

Thank you for choosing Stony Brook University Hospital, and for the confidence you and your physician have placed in us to provide your medical care and help with your recovery. Your feedback about your experience here is welcome and helpful. Please direct comments to the Office of Patient Advocacy by calling (631) 444-2880.

We wish you and your family good health.

Sincerely,

Carol Gomes

Chief Executive Officer

Stony Brook University Hospital

For more ideas, visit stonybrookmedicine.edu



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USING THE TELEPHONE

Stony Brook has four major exchanges: 444, 632, 638 and 216. When calling from a hospital phone, you need to dial only the last five digits of the number (ex., dial 4-1234 for the number 444-1234).

TO REACH UNIVERSITY POLICE IN AN EMERGENCY, DIAL 911 FROM A HOSPITAL PHONE OR (631) 632-3333 FROM A CELL PHONE.

PATIENTS' BILL OF RIGHTS IN A HOSPITAL

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

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

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

PARENTS' BILL OF RIGHTS

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

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

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



Stony Brook University Hospital Patients' Responsibilities

In addition to rights, as a patient or a visitor you also have responsibilities to help ensure a safe environment:

- 1) Provide to the best of your knowledge any information about your health history and a copy of your Health Care Proxy.
- 2) Be open with all health care personnel caring for you, and ask questions if you do not understand any directions or information given to you.
- 3) Be mindful that an abundance of visitors or excessive noise may be upsetting to other patients or visitors. We request a maximum of 2 visitors at the bedside to maintain a healing environment.
- 4) Support mutual consideration and respect by maintaining civil language and conduct in interactions with the hospital staff. Abusive or disrespectful behavior may result in your dismissal from Stony Brook Medicine care.
- 5) Smoking is not permitted in any Stony Brook Medicine property, buildings or parking lots/garage.
- 6) Stony Brook Medicine reserves the right to search patient rooms and belongings for illegal substances if illegal activity is suspected. Do not take drugs except those given to you by the Stony Brook Medicine staff. Do not consume alcoholic beverages or toxic substances.
- 7) Do not take pictures, videos or otherwise make any recordings on Stony Brook Medicine property of the hospital staff, patients, and visitors.
- 8) Protect your personal belongings, as you are responsible for any items that you keep in your possession.
- 9) Be prompt in your payment of hospital bills by providing the information necessary for insurance processing and asking questions you may have concerning the bill.

The Patients' Bill of Rights were drawn up as a means of achieving better communication between the patient and the healthcare team. If you have any questions regarding your rights and/or responsibilities at Stony Brook Medicine, or if you need help resolving a problem that can't be addressed by your healthcare team, please call the Department of Patient Advocacy. The Patient Advocate is here to help answer your questions about your hospitalization and assist in facilitating communication with your healthcare team.

Patient Advocacy
Stony Brook University Hospital
Level 5, Room 540
Tel: (631) 444-2880

You may also call the New York State Department of Health at 1-800-804-5447 or the Joint Commission at 1-800-994-6610 or via email at complaint@jointcommission.org.

UPON YOUR ARRIVAL

Your Rights as a Patient

At Stony Brook Medicine, we respect your rights as a patient and strive to provide considerate, respectful healthcare based on your individual needs. When you are admitted to the hospital, you will receive information that outlines your rights under New York State law. If you have a question about your rights or need more information, please speak to your nurse, doctor or social worker. You can also call the Department of Patient Advocacy at 4-2880. Please see pages 28 and 29 for more information.

Positive Identification

To ensure patient safety and security while meeting standards of compliance, when you are being admitted to Stony Brook University Hospital, you will be asked to provide positive identification. In general, a government picture ID, such as a driver's license, state ID or passport serves to meet this standard. If you have not already documented positive patient identification at the hospital, please contact a Patient Access Services representative at 4-1870.

Selecting a Caregiver: The New York State CARE Act

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

NY Care Information Gateway

If your doctors are not affiliated with Stony Brook University Hospital, you can share your medical

information with them if you participate in the NY Care Information Gateway. The NY Care Information Gateway is a regional health information organization (RHIO) that uses a secure computer network to store, protect and share patient health information electronically. You have the right to decide who can access your health information — doctors, nurses and other healthcare providers — which will help them make more informed decisions regarding your care. We will need your consent allowing us to access your health information, as well as to share your medical records while you are being cared for at Stony Brook University Hospital. One of our Patient Access Services representatives will ask you for your electronic signature.

Identification Bands

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

Personal Items and Valuables

We will supply hospital gowns, slippers and personal toiletries, although you may be more comfortable having your own nightclothes. Please do not keep personal items and valuables in your room since the hospital cannot be responsible for their safekeeping. Ask a relative or friend to keep these items and any cash over \$25 for you. If you are unable to have someone take your items, we can have them placed in the Cashier's Office safe (Level 5 of the main hospital) until you leave. To retrieve your personal items and valuables, the Cashier's Office hours are:

- Monday - Wednesday, 8 am to 6 pm
- Thursday - Sunday, 8:30 am to 4:30 pm
- Emergency Department Cashier - 24 hours a day/ seven days a week

Personal medications and medical devices are permitted only with authorization of your attending physician. Weapons are not permitted on hospital premises.

Dentures, Eyeglasses and Hearing Aids

We will provide denture cups and patient belonging bags for your dentures, eyeglasses and/or hearing aids during your stay. Be careful not to wrap them in tissue, store them in a glass, or leave them on a food tray, your bed or on tabletops. Please keep these items in the drawer in your bedside table when you are not wearing them. If you wish to store them, please call Transport Services at 4-2980.

Cell Phones

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

Hospital Directory Opt Out

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

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

A Tobacco-Free Environment

Because your health and the health of others is our concern and responsibility, the use of tobacco is not allowed anywhere on the Stony Brook Medicine campus — inside or out — including Stony Brook University Hospital, Stony Brook Children's Hospital, the Health Sciences and Basic Sciences Towers, Medical and Research Translation (MART) building, Hospital Pavilion, Ambulatory Surgery Center, Cancer Center, Imaging Center, the Long Island State Veterans Home, as well as all parking garages. Please note that this includes cigarettes, cigars, pipes, or the inhaling or exhaling of smoke or vapor from an electronic smoking device or any other matter or substance that contains tobacco or any other matter that can be smoked.

Smoking Cessation

It is in the best interest of your health and the health of your family to stop smoking. We can

help. If you are a smoker, ask your doctor or nurse about nicotine replacement. The New York State Smokers' Quitline offers free counseling and nicotine replacement. Call (866) 697-8487 (866-NY-QUITS) or visit nysmokefree.com online. The Suffolk County Department of Health offers a six-week program to assist you with quitting. To find a class near you, call (631) 853-4017.

Cultural Sensitivity and Awareness

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

GENERAL INFORMATION

Keeping Us Informed

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

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

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

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

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

To complete or update your information, call the Department of Patient Access at 4-2905.

Parking and Transportation

Hospital Garage

Temporary parking is available in the hospital garage for a fee based on an hourly rate (with a maximum per day rate), or with the purchase of a parking pass. Current rates are posted near the entrance gates to the garage. Please call the garage office at 4-6607 or 4-6608 for details. The office is open Monday to Friday, 6:30 am to 9 pm; Saturday, 1 to 7 pm; and Sunday, 11 am to 5 pm.

Parking Passes

Parking passes can be purchased allowing visitors access to the hospital garage only. Passes are valid for 30 days from the date of purchase. Parking passes can be purchased at the parking garage office on Level 1 of the garage (see above for hours of operation). Passes may be purchased with cash, check or credit card. For current charges and additional information, call the garage office at 4-6607 or 4-6608.

Valet Parking Service

Valet parking for visitors is offered for a fee at the main hospital entrance. The hours are Monday to Friday (excluding holidays), 5:30 am to 9 pm, and Saturday, Sunday and holidays, 9 am to 9 pm. The fee is collected at the valet booth. A parking garage validation cannot be used for valet parking. You must present your valet ticket to the attendant to claim your vehicle. For current fees, call 4-9568. Valet parking at the Emergency Department (ED) valet location is free for patients only in the ED, Comprehensive Psychiatric Emergency Program (CPEP) and Maternity Urgent Care with validation from one of those three locations. The ED valet is open 24/7. All others must use the valet at the main entrance.

Shuttle Bus Service

The hospital offers a free shuttle service to transport patients, employees, students and volunteers to and from the hospital and its affiliated off-site locations, which include the Ambulatory Surgery Center, Ambulatory Care Pavilion and Stony Brook Technology Center (known as Tech Park). The service is available Monday through Friday from 8 am to 4:30 pm. The shuttle's schedule is posted at all off-site locations and is available at the Information Desk. For more information, call Courier Services at 4-2640.

Your Hospital Room

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

Call Button/Pillow Speaker

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

During the Night

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

myStation

Patients in the Hospital Pavilion have access to myStation, a personal library of information, entertainment and education. This TV system allows you to review your information, your room's services and take part in a satisfaction survey. By using the keyboard in your room, you can scroll through the system to explore available features. A how-to video is available to guide you through the process. For more information about myStation, ask your nurse. Plans are underway to install myStation in all of the patient rooms within the main hospital.

Concierge Services/Information Desk

The Concierge Services staff is available from 7 am to 8:30 pm to help you should you have any questions, need directions or need any help beyond the routine of your medical care. To reach the Concierge Desk, call 4-7686.

Interpreter Services

Stony Brook University Hospital offers free interpreter services to you and your family during your stay or when visiting our hospital. Interpretive services include dual handset telephones, on-site Spanish interpreters, American Sign Language interpreters and video interpretation. Please call Patient Advocacy at 4-2880 to make arrangements or speak with your nurse. See pages 28 and 29 for more information.

Additional Services for Patients with Hearing Impairments

Stony Brook University Hospital provides many resources for our patients with hearing impairments. Please contact Patient Advocacy at 4-2880 for assistance or ask your nurse.

Quiet Hours

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

Dining

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

nurse will arrange for you to meet with one of our registered dietitians.

Distinguished Dining Room Service

The Room Service Call Center is open from 7 am to 7 pm and can be reached at 4-2900 or 8-3463.

Meals for patients are generally served as follows:

Breakfast 7 to 10 am
Lunch/Dinner..... noon to 7 pm

Dining Facilities Located in the Hospital

- **The Market Place Café** is located just off the main lobby on Level 5, and offers a variety of food and beverages.
Monday through Friday: Midnight to 10:30 am and 11 am to 8 pm
Saturday and Sunday: Midnight to 8 pm
- **The Skyline Deli** is located just off the main lobby on Level 5, and offers sandwiches, snacks, and hot and cold beverages.
Monday through Friday: 10:30 am to 3:30 pm
Closed on Saturdays and Sundays
- **Starbucks Café** is located in the main lobby on Level 5, and offers specialty coffees and teas, pastries, baked goods, hot breakfast items, and hot and cold sandwiches.
Daily: 6 am to midnight
- **Jamba Juice** is located on Level 5 of the Hospital Pavilion, and offers smoothies and fruit bowls.
Open daily
- **Panera Bread** is located on Level 5 of the Hospital Pavilion, and offers freshly baked breads, pastries, breakfast items, soups, salads and sandwiches.
Open daily

Food for Patients from External Sources

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

Telephone Service

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

Stony Brook University has four major exchanges: 444, 632, 638 and 216. You may see abbreviated telephone numbers such as 4-1234 (444-1234), 2-1234 (632-1234), 8-1234 (638-1234) or 6-1234 (216-1234). When calling from a hospital phone, you need to dial only the last five digits of the number. See page 24 for a telephone directory of hospital services.

Television Service

Each room is equipped with a television. The hospital's Patient Education channels provide health-related programming. Please talk to your healthcare provider to learn about the specific education that is right for you. Videos are available in English and Spanish. Additional complimentary television services include regularly scheduled programs in Cablevision's Family Cable package. If there is an issue with your television or the service, please notify your nurse, nursing assistant or another staff member. See page 25 for a listing of television channels.

Wireless Internet Access for Patients and Guests

Stony Brook operates a wireless (Wi-Fi) network for patients and guests, free of charge. Using your Wi-Fi-enabled device, you can access the internet throughout our medical campus.

To Set Up Your Connection

1. On your device, access the Wi-Fi connection, which is usually found within the device's settings.
2. Select our Patient/Guest Wi-Fi network. Name: SBMED-Guest.
3. Once connected, open a web browser on your device. The browser should automatically open a web page that will give you details on how to register and connect to Wi-Fi.
4. If the web page does not open, try opening a

non-secure web page like neverssl.com to force the browser to open the registration portal.

5. On the registration portal, select one of two options: One for those who have already registered and the other for those who need an account. If you have not registered, select the option under "Need an account."
6. Provide your name, cell phone number and mobile carrier information. Once submitted, the password information is sent via text message to the provided number.
7. When you have registered and received the Wi-Fi username/password via text message, select "Patient and Guest Login."
8. You can now log in using the telephone number you provided and the password you received via text message.

If you registered and did not receive the text message, do not have text messaging or need additional assistance, please call the Stony Brook Medicine Help Desk at (631) 444-4357 (4-HELP). Be sure to secure all valuables, including laptops and smartphones at all times. The hospital cannot be responsible for loss or damage to such items.

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

Mail and Flowers

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

Please ask family and friends to address any deliveries as follows: "Your name, Stony Brook University Hospital, your floor and room number, Stony Brook, NY 11794." Mail received after you return home will be sent to your home address.

Lost and Found

If you misplace a personal item, please tell the nurse right away, and every effort will be made to locate it. The hospital's Public Safety Office has a Lost and Found located in the Health Sciences Tower, Level 3, Room 166. Call (631) 444-2825 to inquire about lost items.

YOUR HEALTHCARE TEAM

Medical Staff

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

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

Nursing Staff

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

- Nurse managers are responsible for the supervision of the nursing staff.
- Nurse specialists have advanced training in a specific nursing specialty and are responsible for assuring that quality care is received by patients.
- Nurse educators provide education and training to nursing staff.
- Clinicians are the nurses who are responsible for operational management of a unit during a particular shift.

- A registered nurse plans and coordinates your overall nursing care each shift and assigns tasks to other members of the nursing team such as clinical assistants, licensed practical nurses and technicians.

Care Management Staff

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

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

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

Volunteers

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

Staff Identification

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

Coordination of Your Care

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

QUESTIONS FOR MY DOCTOR

FOR YOUR FAMILY AND FRIENDS

Guidelines for Visitors

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

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

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

- Guests must pick up a pass at the Information Desk in the main lobby before visiting patient floors.
- We ask that you limit visitation to two guests

in a room at one time to allow for your rest and recovery. Please keep visits brief.

- Arrangements may be made for one family member to spend the night. Every effort will be made to try to accommodate this request. Please discuss with the unit nurse.

Please Remind Others:

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

Condition Reports

Any personal information about your diagnosis and treatment must come from your physician. Your condition, however, can be provided to anyone who asks for you by name, including the media, unless you opt out of the Hospital Directory (see page 9).

Banking

For the convenience of patients and visitors, an ATM is located in the main lobby, next to the Gift Shop.

Elevator System

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

Restrooms

For health and safety reasons, visitors are not permitted to use the bathrooms in patient rooms. Public restrooms are located on the main level of the hospital and Hospital Pavilion, as well as on each patient floor, and include restrooms that are gender neutral and handicap accessible.

For your safety and protection, please use the toilet seat covers that are provided in all restrooms. Wash your hands and turn the faucet with a dry paper towel.

Patient Family Education Center

The Patient Family Education Center is located near the main entrance of the hospital, next to the Chapel on Level 5, and is open Monday through Friday, 8 am to 5 pm. The center provides you and your family members with practical information and services, including a free charging station, computers, fax machine and photocopier.

Guest Lodging

Our Information Desk offers information about hotels in the area. To learn more, call 4-7686 Monday through Friday from 7 am to 8:30 pm, and Saturday and Sunday from 10 am to 8:30 pm.

Gift Shop

Gifts, greeting cards, postage stamps, candy, flowers and toiletries are among the items for sale at the Stony Brook University Hospital Gift Shop, located in the main lobby on Level 5. The shop is open Monday through Friday, 8 am to 8:30 pm, and Saturday and Sunday, 10 am to 6 pm. The Gift Shop phone number is 4-3133.

A satellite gift shop specializing in children's apparel, toys and novelties is located on Level 5 in the Hospital Pavilion, near Stony Brook Children's Hospital. Hours of operation are Monday through Friday, noon to 8 pm.

Gifts for Patients

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

PATIENT SAFETY

Your safe care is our primary concern.

Our Promise to You

At Stony Brook University Hospital, we promise that we will:

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

SpeakUp™

Everyone at Stony Brook University Hospital has a role in making healthcare safe. As a patient, you can make your care safer by being an active, involved and informed member of your care team. The SpeakUp program, sponsored by The Joint Commission, emphasizes that patients should be involved in their own care. Research shows that patients who take part in decisions about their own care are more likely to get better faster. Ask your nurse for a copy of the SpeakUp brochure, which details specific things that you can do as a patient to help prevent errors and stay safe.

Rapid Response Team: Calling 321 Dispatches the Team

Stony Brook University Hospital created a Rapid Response Team (RRT) — a group of critical care specialists or senior residents accompanied by respiratory therapists. This team is available to

provide urgent, lifesaving intervention in the event a patient shows signs of a sudden change in his or her medical condition.

The bedside nurse is specially trained to recognize signs of distress, but we realize that a patient's family member may be the first to witness symptoms. To dispatch the RRT, call 321 on a hospital or patient bedside phone, or (631) 444-1077 on a cell phone. The team will respond promptly to the patient's bedside with the goal of providing care before a potential crisis occurs. Details are posted in patient rooms. For more information, ask a member of our staff and review our Rapid Response Team brochure.

Falls Prevention

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

Pain Management

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

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

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

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

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

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

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

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

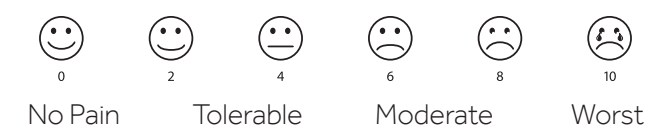
Patient Pain Bill of Rights

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

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

Pain Scale

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



Things You Can Do to Ensure Medication Safety

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

Isolation Precautions

Infection Control: Hand Hygiene

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

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

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

Disease-Specific Precautions

In the hospital, certain infections may require isolation to keep them from spreading to other patients. If this is the case with you, do not be alarmed. It is a standard safety procedure that involves taking precautions. This may include changing your room and limiting visitors. During your hospitalization, one or more of your laboratory cultures may show that you are carrying or are infected with bacteria or an organism that is resistant to usual antibiotics. When this occurs, you will be placed on disease-specific precautions. These protective measures are required for all healthcare workers to prevent or limit the spread to other patients. Your room may be changed. You will also be placed on disease-specific precautions at each of your subsequent admissions until it is proven that you are not carrying or infected with the identified bacteria.

Your family members and visitors do not have to follow special precautions unless instructed to do so by a healthcare provider. Before entering the room, they should ask your nurse for specific instructions. They should wash their hands with soap and water or foam when entering and leaving the room, and should not go into other patient rooms and common areas in the unit. While in the room, if they need to

sneeze or cough, they should do so into their elbow, not their hand. If they are using a tissue, they should discard it and wash hands. Family members and visitors should take as few personal items as possible into the room and store them away from you. They should not touch items used for your care, including medical devices, tubes or dressings.

The doctor, nurse and the infection control practitioner assigned to your area can provide you with specific and additional information regarding the isolation. For additional information or to speak with one of the practitioners, call the Healthcare Epidemiology Department at 4-7430, Monday through Friday, 8 am to 4:30 pm.

SUPPORT SERVICES

Patient Advocacy

If you have any questions or concerns that have not been answered to your satisfaction, or if you have a special need, contact a member of the Patient Advocacy staff. Patient advocates can help you understand your rights as a patient. They will address concerns you might have about your care, the hospital or any of its policies and procedures. Patient Advocacy is located in Room 540 on Level 5 (near the main lobby) and is open Monday through Friday, 8 am to 4:30 pm. You may ask your nurse to contact a patient advocate or you may call directly at 4-2880. If you wish to speak to a patient advocate during evenings or weekends, please ask your nurse for assistance. Additionally, you can mail in your concerns related to your experience to:

Stony Brook University Hospital
Department of Patient Advocacy
Stony Brook, NY 11794-7522

Your concerns will be reviewed and every effort will be made to resolve them. You will be notified of the review and any follow-up that is done. If your concerns have not been addressed to your satisfaction, or if you prefer, you may contact The Joint Commission at (800) 994-6610 or via email at complaint@jointcommission.org. You also may report concerns to the New York State Department of Health, (800) 804-5447, and Centers for Medicare and Medicaid Services as outlined in the booklet, "Your Rights as a Hospital Patient in New York State."

Care Management

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

Depending on your needs, we can help to:

- Give your insurance company the information needed to access your covered benefits
- Facilitate admission to rehabilitation centers, adult homes, assisted living centers, skilled nursing facilities, psychiatric centers and group homes
- Arrange for home care, medical equipment, dialysis and home IV therapy
- Provide emotional support to help you deal with an illness, loss or a crisis while in the hospital
- Refer you to community agencies and services
- Provide referrals to community agencies for benefits and entitlements
- Provide assistance with advance directives
- Arrange hospice and palliative care services
- Provide information and support if you are involved in an abuse or maltreatment situation
- Provide you with information regarding treatment if you have substance abuse problems

Case managers and social workers are available seven days a week. To speak with someone from the Care Management Department, call 4-2552, Monday through Friday, 8 am to 5 pm, and Saturday, 8 am to 4 pm. On Sunday and after hours, please leave a voicemail message, and a staff member will return your call the following business day. If you need to speak to a case manager or social worker urgently, please ask your nurse to assist you.

HIV Testing Services

Stony Brook provides voluntary HIV testing, based on patient request and/or medical

recommendation. In addition, we follow the New York State mandate to offer HIV testing to all patients age 13 and older who seek care through the Emergency Department, inpatient hospital units and outpatient primary care areas.

New York State law requires patients be provided with basic information about HIV/AIDS prior to testing. Patients may refuse the test. The Emergency Department and some outpatient primary care areas offer rapid HIV testing, where results are obtained in less than 60 minutes. All tests are confidential and performed by Stony Brook in-house labs.

All patients testing positive for HIV are provided an appointment for medical services within our adult, maternity or pediatric HIV departments. For patients who want to seek care at another location, the initial appointment can be arranged, as well as linkage to care services. Any patient seeking further information or interested in an HIV test can call 4-3592 or visit stonybrookmedicine.edu/hiv.

If you are interested in reducing your risk of getting HIV, Stony Brook offers HIV Pre-Exposure Prophylaxis (PrEP), a pill that can help keep you from getting HIV. For more information, call (631) 559-6138 or visit stonybrookmedicine.edu/PrEP.

The Blood Bank

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

Our Blood Bank collects many different types of blood donations. An autologous (self) donation is when a patient pre-deposits his or her own blood for scheduled surgery. Directed donations, where friends and family donate blood for a specific patient, can also be arranged. Voluntary blood donations are always welcome and help the Blood Bank to maintain an adequate blood supply. Please note that screening tests are performed on donated blood to ensure blood safety. It may take up to a week from the day of donation before it can be used for transfusion. For more information about transfusion and for anyone wishing to donate the precious, lifesaving gift of blood, please call the Blood Bank at 4-2634 or 4-DONATE (4-3662).

Medical Records

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

Patient Portal

Stony Brook Medicine's patient portal, "MyHealthLife," is a secure, online tool for patients 13 and older to view their health information, message doctors and request appointments. The portal allows you to review your own health records and medical history, and exchange health-related messages with your doctor. To create a MyHealthLife patient portal account, you can request an invitation at your next office visit or self-enroll. To self-enroll, you must be age 18 or older and not already have a MyHealthLife portal account. Visit stonybrookmedicine.iqhealth.com/self-enroll/ and complete the form to confirm your information. If you manage the health of a patient, talk to the patient's healthcare provider to receive an Authorized Representative (Proxy) invitation to MyHealthLife. You cannot self-enroll for proxy access.

Ethics Consultation Service

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

Advance Directives

What is an advance directive?

Advance directives are written instructions about healthcare treatment made by adult patients before they lose their decision-making capacity.

In New York State, the best way to protect your treatment wishes and concerns is to appoint someone you trust to decide about treatment if you become unable to decide for yourself. This person can be a family member, close friend or same-sex partner. By filling out a form called a healthcare proxy, this person becomes your "healthcare agent." Before appointing a healthcare agent, make sure the person is willing to act as your agent. Discuss with your agent what types of treatments you would or would not want if you were in the hospital and had a life-threatening illness or injury. Make sure your healthcare agent knows your wishes. Some patients also express specific instructions and choices about medical treatments in writing. A written statement can be included in a healthcare proxy, or it can be in a separate document such as a living will.

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

Spiritual Care Services/ Chaplaincy Services/Chapel

The Chaplaincy Department recognizes the importance of an individual's emotional and spiritual needs, as well as their impact on well-being. Often in times of uncertainty, worry, crisis, illness or grief, many turn to their faith and/or belief systems as a method of coping and strength. Chaplains are clinically trained to care for the human spirit and engage those they encounter by assessing their spiritual and emotional needs, serving as advocates, listeners and counselors, among other roles. Chaplains are available to assist patients and their families to access their own inner sources of strength, find meaning and assist with ethical decision-making. They also provide sacramental and sacred services upon request. Stony Brook University Hospital Spiritual Care providers are a diverse group: Catholic, Jewish, Islamic and Protestant chaplains who are available and able to assist in connecting individuals with other faiths and traditions.

To reach a chaplain, call the hospital operator or

ask a member of your healthcare team to page the chaplain. The team can also arrange a visit for you. The Interfaith Chapel is located on Level 5 near the main entrance, and all are welcome. A schedule of services can also be obtained from the hospital operator or the announcement board directly outside the Chapel.

Palliative Care Information Act

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

The Palliative Care Service

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

Healthcare Teleservices

- HealthConnect®: Provides telephone access to a professional staff member who can help with healthcare questions and assist with appointment scheduling and physician referrals. Services are available Monday through Friday, 8:30 am to 6 pm, by calling (631) 444-4000.
- Cancer Helpline: A telephone service staffed by oncology nurses who can provide information and help answer questions. Services are available Monday through Friday, 8:30 am to 6 pm, by calling (800) 862-2215.

LEAVING THE HOSPITAL

Before You Leave

Please make sure that we have the most current information about your healthcare insurance so that your insurance is properly billed. Please contact our Patient Access Financial Services to provide this information by calling 8-4564 or by visiting one of our Patient Access locations before going home:

- Patient Access Services, Hospital, Level 5
- Hospital Cashiers Office (two locations on Level 4 and Level 5)
- Ambulatory Surgery, Hospital, Level 4
- Ambulatory Surgery Center, Hospital Campus, 3 Edmund D. Pellegrino Road
- 31 Research Way, East Setauket
- 3 Technology Drive, East Setauket

Checkout Time

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

Discharge Procedure

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

You will need to be escorted by a staff member to the main entrance of the hospital.

Discharge Instructions

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

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

We want to make the transition from hospital to home a safe one for you. Please do not leave unless you have received your copies of the information. MyHealthLife, our secure patient portal, has all the information that was reviewed with you online. If you did not sign up for the portal, talk to your discharge nurse who can sign you up before you leave.

Medications

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

Personal Belongings

On the day you know that you are going home, please collect all of your belongings and double-check closets and drawers. **Were any of your valuables (wallet, cash, jewelry, etc.) stored in a hospital safe? If so, please visit the Cashier's Office or call 4-7583 before you leave to make arrangements to retrieve your belongings.**

Leaving the Hospital

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

FINANCIAL CARE

Payment for Your Care

We realize that healthcare bills can be confusing. Patients should familiarize themselves with the terms and conditions of their insurance coverage. Those patients without insurance coverage are responsible for paying the full cost of their care. If you need help paying your bill, the hospital's Financial Assistance Program can help patients who are uninsured and those with limited insurance. Call the Customer Service/Patient Accounts Department for details at (631) 444-4151. A Medicaid representative is available to assist with the Medicaid application Monday through Friday, 8 am to 4 pm, and can be reached by calling (631) 444-7587.

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

Inpatient Hospitalization: Stony Brook is a participating provider in many health plan networks. However, some health plans use smaller networks for certain services they offer, so it is important to check whether we participate in your specific plan.
<https://www.stonybrookmedicine.edu/patientcare/oon/plans>

Physician Services While You're in the Hospital:

The physician services you receive while a patient in our hospital are not included in the hospital charges. Physicians who provide services at Stony Brook may be independent voluntary physicians. If your physician does not participate in your specific plan, you may want to choose a different physician who does.

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

Specialty or Other Services While You Are Hospitalized:

Stony Brook has contracts with a number of physician groups such as

anesthesiologists, radiologists and pathologists so that they can provide services at our hospital. You should contact these groups directly to find out which health plans they accept.

<https://www.stonybrookmedicine.edu/patientcare/oon/contract-charges>

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

<https://www.stonybrookmedicine.edu/patientcare/oon/charges>

If You Don't Have Health Insurance:

Contact our Financial Assistance Office to see if you may be able to get help paying for your hospital bills at (631) 444-4331.

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

Financial Assistance Program

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

Who qualifies for a discount?

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

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

Can someone explain the discount?

Can someone help me apply?

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

If the counselor finds that you don't qualify for low-cost insurance, he or she will help you apply for a discount. The counselor will help you fill out the forms and tell you what documents you need to bring.

How do I apply for a discount?

A financial assistance application is available online at [stonybrookmedicine.edu/billinginformation](https://www.stonybrookmedicine.edu/billinginformation). You may also pick up an application from the cashier in the Emergency Department, the main cashier on Level 5 of the hospital or the Patient Accounts Office at 31 Research Way in East Setauket.

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

Additional Healthcare Insurance Options

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

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

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

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

The New York State Department of Social Services requires a paper application to be submitted to your local center. Call Stony Brook Medicine's Financial Services at (631) 444-7583 to make an appointment to apply for Medicaid.

For information regarding:

- **Medicaid:** Call (631) 444-7583
- **Extended Time Payments:** Call (631) 444-4140
- **Financial Assistance Program** (sliding scale fee reduction based on income) Call (631) 444-4331
[stonybrookmedicine.edu/billinginformation](https://www.stonybrookmedicine.edu/billinginformation)

TRAVEL DIRECTIONS

By Car:

From the Long Island Expressway

- Take the Long Island Expressway (I-495) to Exit 62 North, Nicolls Road (CR 97).
- Travel approximately eight miles, crossing Nesconset Highway (Route 347).
- After crossing Nesconset Highway, go to the third traffic light and turn right at the sign for "Stony Brook South Entrance, East Campus" (Health Sciences Drive).
- Turn left at the second traffic light to enter the hospital parking garage.

From 25A

- Travel south on Nicolls Road (CR 97).
- At the third traffic light, turn left at the sign for "Stony Brook South Entrance, East Campus" (Health Sciences Drive).
- Turn left at the second traffic light to enter the hospital parking garage.

By Bus:

Please call Suffolk County Transit Bus at (631) 852-5200 for schedules and times of different routes to and from Stony Brook University Hospital.

By Train:

From Penn Station in Manhattan, take the Long Island Rail Road's (LIRR) Port Jefferson line to Stony Brook. For a LIRR schedule, call (718) 217-5477 or visit mta.info/lirr. Taxi service is available from the train station to the hospital. To make arrangements, call (631) 444-4444 or (631) 473-0707.

TELEPHONE DIRECTORY

Outgoing calls:

Press "9," "1," the area code and the number.

Hospital numbers (444 exchange):

Press "4" plus the last 4 digits.

Hospital operator: Press "0."

Blood Bank.....	4-2626 or 444-DONATE
Cashier's Office.....	4-7583
Chaplaincy Services.....	4-7775
Community Relations.....	4-5250
Concierge.....	4-7686
Customer Service, Patient Accounts.....	4-4151
Ethics Consultation.....	"0"
Financial Assistance.....	4-4331
Food Service, Distinguished Dining.....	4-2900, 8-3463
Gift Shop.....	4-3133
Health Information Management.....	4-1300
HealthConnect®.....	4-4000
HIPAA Office (Privacy and Security of Information).....	4-5796
HIV Testing Services.....	4-3592
Housekeeping.....	4-1455
Information Desk.....	4-7686
Medicaid Applications.....	4-7583
Nursing Office.....	4-3950
Parking Garage.....	4-6607
Patient Access/Financial Services.....	8-4564
Patient Access/General Registration.....	4-2905
Patient Advocacy.....	4-2880
Pharmacy.....	4-2680
Pre-Registration.....	4-1870
Room Service Call Center.....	4-2900
Safety and Security.....	911
	from any in-house phone
Social Work Services/Care Management.....	4-2552
Spanish Interpreters (on-site).....	4-2887
Telephone/Television Service.....	4-1465
Volunteer Services.....	4-2610

TELEVISION CHANNELS

2.....	CBS-NY
3.....	WPXN
4.....	NBC-NY
5.....	Fox 5-NY
6.....	Univision
7.....	ABC-NY
8.....	Hospital Programming
9.....	My9
10.....	WLNy Riverhead
11.....	WPIX
12.....	News 12
13.....	PBS
14.....	Hospital Programming
15.....	QVC
16.....	Telemundo
18.....	Hospital Programming
19.....	Hospital Programming
20.....	Hospital Programming
21.....	WLIW
22.....	Hospital Programming
23.....	MSNBC
24.....	CNBC
25.....	CNN
26.....	FOX News
27.....	Discovery
28.....	TLC
29.....	Hospital Programming
30.....	HGTV
31.....	Disney Channel
32.....	Cartoon Network
33.....	MeTV
34.....	TV Land
35.....	ESPN2
36.....	ESPN
37.....	TNT

38.....	USA
39.....	TBS
40.....	FX
41.....	Paramount Network
42.....	WE
43.....	AMC
44.....	Bravo
45.....	Lifetime
46.....	A&E
47.....	History
48.....	Syfy
49.....	Freeform
50.....	Comedy Central
51.....	E!
52.....	VH1
53.....	MTV
54.....	BET
55.....	MTV2
56.....	Fuse
57.....	Animal Planet
58.....	TruTV
59.....	CNN Headline News
60.....	SportsNet NY HD
61.....	LI Traffic and Weather
62.....	The Weather Channel
63.....	Travel
64.....	Fit TV
65.....	C-SPAN
66.....	Food Network
67.....	Golf Channel
69.....	Turner Classic Movies
70.....	YES Network
71.....	MSG
72.....	MSG Plus

**INVESTING IN
"THE BEST IDEAS IN MEDICINE"**

Philanthropy is the platform for progress and essential to the fulfillment of our vision to become a world-class healthcare organization. Investments in faculty recruitment, capital projects and technology are needed. Choosing to invest in Stony Brook Medicine will make a lasting impact on the region for years to come.

You can make a difference. Gifts may be made through an outright contribution of cash, securities, real estate or other real or personal property, as well as through estate gifts such as bequests and trusts, and life income gifts such as charitable gift annuities and charitable remainder trusts. We also welcome your pledge. The Stony Brook Foundation accepts the following types of contributions:

- Gifts of marketable securities
- Gifts of tangible personal property
- Planned and estate gifts
- Matching gifts
- Honorary and memorial gifts
- Pledges

For more information on how you can help Stony Brook Medicine and the community we serve, please call Stony Brook University Advancement at (631) 444-2899.

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Caregiver Selection.....	8	Information Desk.....	11	Quiet Hours.....	11
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WE SPEAK YOUR LANGUAGE

Stony Brook University Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation or gender identity. Stony Brook University Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation or gender identity.

Stony Brook University Hospital:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact the Director of Patient Advocacy and Language Assistance Services at (631) 444-2880.

If you believe that Stony Brook University Hospital has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation or gender identity, you can file a grievance with:

Director, Patient Advocacy and Language Assistance Services (Level 5, Room 540)
Stony Brook University Hospital
Stony Brook, NY, 11794-7522
Phone: (631) 444-2880 or Fax: (631) 444-6637
Email: roseanna.ryan@stonybrookmedicine.edu

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Director of Patient Advocacy and Language Assistance Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
Phone: (800) 368-1019/(800) 537-7697 (TDD)

Complaint forms are available online at [hhs.gov/ocr/office/file/index.html](https://ocrportal.hhs.gov/ocr/office/file/index.html).

ATTENTION: If you speak American Sign Language, language assistance services, free of charge, are available to you. Call (631) 444-2880.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (631) 444-2880.

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në (631) 444-2880.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (631) 444-2880.

লক্ষ্য করুনঃ যদি আপনাবাংলা, কথা বলতে পারেন, তাহলে নথিখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১ (631) 444-2880.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (631) 444-2880。

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (631) 444-2880.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele (631) 444-2880.

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε (631) 444-2880.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero (631) 444-2880.

주의: 한국어를 사용하지는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (631) 444-2880.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer (631) 444-2880.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (631) 444-2880.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (631) 444-2880.

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں (631) 444-2880.

אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל. רופט (631) 444-2880.

NOTES

NOTES

Stony Brook is all about ideas.

At Stony Brook Medicine, we work every day to transform the best ideas in medicine into the best in patient care.

As part of a university, Stony Brook is the place where ideas are nurtured, challenged and improved — and shared with others. Our physicians, nurses and entire healthcare team know that a good idea can result in exceptional care and a real difference in our patients' lives. So we strive to deliver the best ideas in medicine to our patients and their families. Whether that's in a new treatment protocol, the convenience of an outpatient clinic or simply a more user-friendly way to access our medical care. Ideas drive us, they thrive here and we are committed to bringing more of them to our patients than anyone else.

stonybrookmedicine.edu



Stony Brook Medicine

The best ideas in medicine.