



Patient Guide

St. Barnabas Hospital



Caring for the Bronx for 150 years



Center for Comprehensive Care

Senior Health
Medication Management
Asthma
Diabetes
Allergy
Sleep Center

For more information, please call 718-960-3100.



a new approach to healthcare



Our Vision Statement

To be the health system of choice in the Bronx, with superior service and innovative programs that meet the diverse needs of our community.

Our Core Values

Diversity Respect Integrity Vision Excellence

Our Mission Statement

SBH Health System is committed to improving the health of our community and is dedicated to providing compassionate, comprehensive and innovative healthcare in a safe environment where the patient always comes first. All individuals will be provided complete, open and timely access to the highest quality of care, regardless of their ability to pay.



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Please be sure to read the "Your Rights as a Hospital Patient in New York State" booklet in the admitting packet.

About St. Barnabas Hospital

A Leader in Healthcare in the Bronx



St. Barnabas Hospital is the flagship of SBH Health System, a major healthcare network providing the Bronx community with quality inpatient and outpatient medical, surgical, emergency, dental and mental healthcare services at multiple locations throughout the borough.

Since its founding more than 150 years ago, SBH Health System has continually adapted to the changing healthcare needs of the community. Today, the hospital assures timely access to the highest quality of care for the increasingly diverse populations residing in the Bronx.

St. Barnabas is a not-for-profit, nonsectarian, 435-bed, acute care, 911-receiving hospital that holds state designations as a regional trauma center, stroke center and AIDS center, as well as a federal designation as a Community Center of Excellence in women's health. The hospital's outstanding emergency department has nearly 100,000 visits annually, contributing to the phenomenal growth of the St. Barnabas Trauma Center, which now ranks among some of the busiest in New York City.

SBH Health System also includes adult, pediatric and geriatric primary care and specialty outpatient clinics, a state-of-the-art Hemodialysis Center, the St. Barnabas Rehabilitation & Continuing Care Center with a Short-Stay Rehabilitation Unit, a Short-Term Hospice Unit, and SBH Behavioral Health. Together, these facilities play a vital role in the provision of quality healthcare for the Bronx.

SBH is a smoke-free campus; smoking is not permitted anywhere on our grounds or in any of our facilities. Thank you for not smoking.



The Parking Garage at St. Barnabas Hospital

Our parking garage is open
24 hours and 7 days a week
 for all patients and visitors.

VISITOR PARKING RATES

\$8.00	for up to 1 hour
\$12.00	for up to 2 hours
\$20.00	for up to 6 hours
\$25.00	for up to 12 hours
\$35.00	for up to 24 hours

Your Responsibilities as a Patient

You are responsible for:

- Providing, to the best of your knowledge, accurate and complete information about your present health complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- Reporting unexpected changes in your condition to the responsible practitioner.
- Making it known whether you clearly understand a planned course of action and what is expected of you.
- Following the treatment plan recommended by the practitioners responsible for your care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders.
- Your decisions if you refuse treatment or do not follow the practitioner's instructions.
- Following hospital rules and regulations affecting patient care and conduct.
- Being considerate of the rights of other patients and hospital personnel, and for assistance in the control of noise, smoking and number of visitors.
- Being respectful of the property of others and of the hospital.
- The safekeeping of all personal articles. Please leave all valuables and clothing you will not need as a patient at home. Personal articles you need, such as eyeglasses, dentures and hearing aids, should be placed with care and not on your food tray or underneath your pillow. Denture cups and eyeglass cases are available upon request.

The Hospital is NOT Responsible for the Loss of Personal Articles.

Being Involved in Your Healthcare

What Can You Do?

Be an active member of your healthcare team:

- Speak up if you have questions or concerns.
- Make sure that all health professionals involved in your care have important health information about you.
- Ask a family member or friend to be there with you and to be your advocate.
- If you have a test, be sure to follow up and get your results.
- Learn about your condition and treatments by asking your doctor and nurse and other reliable sources.

While you are in the hospital:

- Make sure your doctor knows about all the medications/supplements you are taking at home.
- Make sure your doctor knows about any allergies and adverse reactions you have.
- Ask your healthcare workers whether they have washed their hands.
- When you are being discharged, ask your doctor to explain your treatment plan for home.
- When your doctor writes you a prescription, make sure you can read it.
- Ask for information about your medicines in terms you can understand.
- If you have any questions about the directions on your medicine labels, ask.
- If you are having surgery, make sure that you, your doctor and your surgeon all agree and are clear on exactly what will be done.

Report concerns related to your care and treatment, and any safety issues to the Patient Relations Department: Main Building (Hospital), 2nd floor **(718) 960-6121** or **(718) 960-6353**.

If your concerns cannot be resolved you may contact:

The New York State Department of Health at **(800) 804-5447**, or The Joint Commission's Office of Quality Monitoring at **(800) 994-6610**, or email complaint@jointcommission.org.

Visiting Hours

All visitors enjoy full and equal visitation privileges. All patients have the opportunity to receive visitors and the right to limit their visitors. There may be certain circumstances that will require us to restrict or limit visitors for reasons of patient safety. Two visitors to a bedside, please.

Medical, Surgical and Pediatrics	11:00 am – 8:00 pm
Medical/Surgical	No children under the age of 12 years
Pediatrics	Siblings 12 years and below: 4:00 pm – 5:00 pm
Neonatal Intensive Care Unit	Siblings: Every Saturday 1:00 pm – 4:00 pm
	Parents and Grandparents: 24 hours except 7:00 am – 8:00 am, and 7:00 pm – 8:00 pm
Intensive Care Unit	11:00 am – 8:00 pm
Maternity	Spouse/Partner: 10:00 am – 10:00 pm
	General Hours: 11:00 am – 8:00 pm
	Siblings 12 and below: 4:00 pm – 5:00 pm
During flu season, children under 12 years of age are not permitted to visit unless vaccinated for the flu.	
Labor & Delivery	Two designated support persons are permitted at the bedside.
Children under 18 not permitted unless the patient has received permission in writing from the Labor & Delivery manager or administrative supervisor.	
Psychiatry Units (Kane 2/Kane 3)	1:00 pm – 2:00 pm daily 7:00 pm – 8:00 pm daily
The minimum age of visitors to the psychiatric units is 16 years old.	

IMPORTANT: Children under the age of 14 are not permitted to remain in the hospital lobby unaccompanied and may only visit patient floors as designated.

Telephone Directory



Main Hospital Telephone Number	(718) 960-9000
Patient Access/Admitting	ext. 6600
Outpatient Appointments & Message Center	ext. 3730
Business/Credit Office	ext. 6356
Gift Shop	ext. 6366
Lobby Concierge (Courtesy Phone)	ext. 5070
Medical Records	ext. 6111
Pastoral Care	ext. 6280
Patient & Family Service Center	ext. 6600/6605
Patient Relations	ext. 6121/6353
Security Department	ext. 6228
Social Work/Care Transitions	ext. 6140
Television Service	ext. 6567

The numbers above are in-hospital extensions. You may call them from your room telephone by simply dialing the 4 digits.

To call from a public telephone or from outside the hospital, dial **(718) 960 + 4 digits**.

To call the hospital's main switchboard from outside the hospital, dial **(718) 960-9000**.

Interpreter Services

We are proud of our language access programs at St. Barnabas Hospital. We offer interpreting services in more than 135 languages. For the deaf-mute and hard-of-hearing we provide American Sign Language interpretation through remote video monitors. Interpreting services are available 24 hours a day, seven days a week.

Hospital Amenities

Cafeteria Hours



The hospital cafeteria is open daily for your visitors and is located in the lower level of the hospital.

Breakfast	6:30 am – 9:30 am
Lunch	11:00 am – 2:00 pm
Dinner	3:30 pm – 6:15 pm

Gift/Snack Shop



The Gift/Snack Shop is located in the hospital on the lower level across from the cafeteria. The Shop sells magazines, newspapers, greeting cards and a variety of light take-out refreshments, including soup, sandwiches, hot and cold beverages, cereal, cookies, candy and chips. Balloons and a small selection of gift items are also available.

Monday – Friday	8:00 am – 6:45 pm
Saturday – Sunday	10:30 am – 5:00 pm

Television and Telephone Service



We are very pleased to offer our patients free unlimited local telephone service. As the hospital is not responsible for the loss of personal articles, we ask that you send any cellular phone and devices home for safekeeping.

The Telehealth television rental service rate of \$6.00 per day includes a variety of DirecTV channels and local channels.

Please leave a message at ext. **6567** if you would like to request television service or if you experience any problems.

The Telehealth attendants are in the hospital from 1 pm to 7 pm every day of the week.

Interpreters Available

You have access to interpretation services 24/7 at no personal cost to you. This chart includes languages commonly spoken in our community. Additional languages are available.

English: Do you speak [language]? We will provide an interpreter at no personal cost to you.

Albanian	Shqip
Flisni shqip? Ne do t'ju sigurojm një përkthyes pa asnjë kosto personale për ju.	
Amharic	አማርኛ
አማርኛ ይናገሩሉ? እርሶዎ በግልጽ ምንም ወጪ ሳያወጡ አስተርጓሚ እናቀርባለን።	
Arabic	اللغة العربية
هل تتحدث اللغة العربية؟ سوف نوفر لك مترجمًا فورًا بدون أي تكلفة عليك.	
Armenian	Հայերեն
Դուք խոսում ե՞ք հայերեն: Մենք կտրամադրենք թարգմանիչ ձեր համարանվճար:	
Bengali	বাংলা
আপনি কি বাংলায় কথা বলেন? আমরা আপনাকে একজন দোভাষী (ইন্টারপ্রিটার) দেব যার জন্য আপনার ব্যক্তিগতভাবে অর্থব্যয় করতে হবে না।	
Cantonese	粵語
您講粵語嗎？我們將免費為您提供翻譯。	
French	Français
Parlez-vous français ? Nous vous fournirons gratuitement un interprète.	
German	Deutsch
Sprechen Sie Deutsch? Wir stellen Ihnen unentgeltlich einen Dolmetscher zur Verfügung.	
Greek	Ελληνικά
Μιλάτε ελληνικά; Θα σας παρέχουμε ένα διερμηνέα χωρίς καμία οικονομική επιβάρυνση για εσάς.	
Haitian Creole	Kreyòl Ayisyen
Èske ou pale Kreyòl Ayisyen? N ap ba ou yon entèprèt gratis.	
Hebrew	עברית
אתה מדבר עברית? אנו נדאג לך למתורגמן בחינם.	
Hindi	हिन्दी
क्या आप हिन्दी बोलते हैं? हम आपके लिए बिना किसी निजी लागत के एक दुभाषिया को उपलब्ध कराएँगे।	
Hmong	Hmoob
Koj puas yog hais zLus Hmoob? Peb yuav muaj ib tug neeg txhais lus rau koj uas koj tsis tau them nqi.	
Italian	Italiano
Parla italiano? Le forniremo gratuitamente un interprete.	

Japanese	日本語
日本語を話しますか？ 個人的な負担なしで通訳を提供致します。	
Korean	한국어
한국어를 사용하십니까? 무료로 통역 서비스를 제공해 드리겠습니다.	
Lao	ພາສາລາວ
ເຈົ້າເວົ້າພາສາລາວບໍ່? ພວກເຮົາຈະຈັດຜູ້ແປພາສາໃຫ້ໂດຍທີ່ທ່ານບໍ່ຕ້ອງເສຍຄ່າ.	
Mandarin	中文
您讲国语吗？我们将免费为您提供翻译。	
Polish	Polski
Czy mówisz po polsku? Zapewnimy bezpłatną pomoc tłumacza.	
Portuguese	Português
Fala português? Vamos facultar-lhe um intérprete, sem custos para si.	
Russian	Русский
Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.	
Serbo-Croatian	Srpskohrvatski
Da li govorite srpskohrvatski jezik? Osiguravamo Vam prevodioca besplatno.	
Somali	Af Soomaali
Ma ku hadashaa Af Soomaali? Waxaan kuu helaynaa tarjumaan bilaa lacag ah.	
Spanish	Español
¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.	
Swahili	Kiswahili
Je, unazungumza Kiswahili? Tutakupatia mkalimani bila gharama yoyote kwako.	
Tagalog	Tagalog
Nakapagsasalita ka ba ng Tagalog? Magbibigay kami ng tagasalin nang wala kang personal na babayaran.	
Urdu	اردو
کیا آپ اردو بولتے ہیں؟ ہم بغیر آپ کے ذاتی لاگت کے آپ کے لئے ترجمان فراہم کریں گے۔	
Vietnamese	Tiếng Việt
Quý vị nói được tiếng Việt không? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí cho quý vị.	



St. Barnabas TV Channels Guide

- | | | |
|-----------|----------------|-----------------|
| 3 CBS | 27 USA | 42 HLN |
| 6 NBC | 28 WEATHER | 43 C SPAN 2 |
| 8 FOX 5 | 29 TELEMUN | 44 DSC |
| 10 ABC 7 | 30 UNI | 45 TLC |
| 12 MY 9 | 31 PBS | 46 ABC Family |
| 14 CW | 32 Rental Info | 47 ANIMAL |
| 15 GALA | 33 WLNY | 48 HIST |
| 16 LIFE | 34 WHT | 50 TBN |
| 17 NICK | 35 WLIW | 51 OWN |
| 18 COMEDY | 36 PBS | 52 A&E |
| 22 BLOOM | 37 TFT | 53 CN |
| 23 DISNEY | 38 PBS | 55 Patient Care |
| 24 CNN | 39 NICK 2 | 60 Newborn Eng. |
| 25 TBS | 40 AMC | 61 Newborn Spn. |
| 26 TNT | 41 FNC | |

Patient Representatives

Now that you have arrived at St. Barnabas Hospital, you may have some questions about your care. Our patient representatives will gladly assist you.



How Can a Patient Representative Help You?

A Patient Representative will listen to your concerns, address your needs and help you find solutions to problems. For example, if there is any miscommunication or misunderstanding that leads to conflicts or disagreements involving treatment decisions, the Patient Representative will assist you by providing a way to find resolutions. Patient Representatives are impartial. They provide effective liaisons between patients, their family members, physicians, nurses and all hospital departments.

Questions you may have on topics regarding Advance Directives, such as Healthcare Proxy, Living Wills and DNR (Do Not Resuscitate), can also be addressed through the Patient Relations Office.

Where Can I Find a Patient Representative?

The Patient Relations Office is located on the 2nd floor in the main hospital building.

You may call a Patient Representative directly from 9:00 am to 5:00 pm, Monday through Friday: **(718) 960-6121** or **6353**. If you have an urgent problem during evenings, weekends or holidays, please contact the Charge Nurse at the Nursing Station on your floor.

Advance Directives

St. Barnabas Hospital fully supports your right to make decisions concerning your medical care, including the right to accept or refuse medical/surgical treatment and the right to execute an Advance Directive.



Advance Directives are legal written or verbal instructions made by you before an incapacitating illness or injury. One type of Advance Directive is a Healthcare Proxy. A Healthcare Proxy is a document that enables you to appoint another adult (18 years old or over) to make medical decisions

for you in the event that you are unable to do so. If you would like to execute an Advance Directive, please ask your nurse to contact a Patient Representative or call **(718) 960-6121** or **6353**.

You can also make your wishes known with regard to organ, eye or tissue donation. You may document your wishes in your Healthcare Proxy or on a Donor Card, available from the Patient Representative. Advance Directive forms and information are contained in the booklet *"Your Rights as a Hospital Patient in New York State,"* which is part of your admission package.

Ethics Committee

During the course of a patient's illness, the healthcare team and the patient's family and/or friends may be confronted with some difficult healthcare decisions. The Ethics Committee of St. Barnabas Hospital, a team of healthcare professionals, explores various approaches to decision-making and offers recommendations for resolving ethical issues of patient care.

The primary purpose of this committee is to give counsel and advice to the physicians responsible for the medical case under consideration. Members of the Ethics Committee also make themselves available to meet with patients, family members and/or designated representatives as well as with the patient's healthcare team members in an effort to clarify and resolve ethical problems that may arise.

Consultations with the Ethics Committee can be arranged by contacting the **Patient Relations Office** at **(718) 960-6121** or **6353**, or your attending physician.

Compliance Hotline

The hospital encourages all individuals, including patients, visitors and the general public to notify the Compliance Officer about any potential or actual violations of hospital policy and procedures, and/or illegal or unethical behavior. SBH Health System does not discriminate on the basis of race, color, religion, creed, sex, national origin, citizenship status, age, disability, ethnic predisposition, carrier status, marital status, sexual orientation, transgender status, gender identity, pregnancy, veteran status or any other characteristics.

Calls to the Compliance Hotline may be raised anonymously and will be held in the strictest confidence possible, consistent with the need to investigate any allegations of wrongdoing.

The **Compliance Hotline** number is **844-239-0567**. You may also report online at www.SBHHealthSystem.ethicspoint.com.

During Your Stay



Your doctors, nurses and other healthcare providers regularly review your progress during your hospitalization. You will be continuously informed of your medical condition and will be encouraged to participate in your care.

Your Room

When you are admitted to your room, you will be seen by a nurse and a physician. Your nurse will give you an orientation to your room and surroundings.

You will be shown your “call button,” which signals to the nurses’ station. Use the call button when you need assistance of any kind. When speaking over the intercom, speak clearly so that you can be heard. If your request is not an emergency, please leave enough time for the nurse to get to you.

Keeping You Safe

The hospital follows the national patient safety goals to ensure that you are safe during your hospital stay. Your doctor and nurse will clean their hands often while caring for you and will check for patient identifiers to ensure they are providing the right care for the right person.

During your hospital stay you may need to be placed on “isolation.” Your doctor or nurse will explain what this means for you and your family it is important that you and your family follow the instructions on “isolation” given by the nurse or doctor caring for you. This will ensure that you will have a safe stay.

What You Can Do To Stay Safe

Wash or sanitize your hands before touching your IV, surgical wound or catheter. Also, clean your hands before eating, and before and after using the bathroom.

Ask your family and visitors to wash their hands or use the alcohol sanitizer when visiting you.

Personal Property

The hospital cannot be responsible for loss or damage to any personal property you choose to keep on your person or in your room.

Please leave jewelry and other valuables at home or give them to a family member or friend for safekeeping. If this is not possible, when you are admitted to your room, ask your nurse to arrange for the hospital Security Department to secure these items. A receipt detailing your items will be kept in your chart and your items will be returned to you upon discharge.

Personal articles you need, such as eyeglasses, dentures and hearing aids, should be placed with care and not left on your food tray or underneath your pillow. Denture cups and eyeglass cases are available upon request. Valuables may be retrieved from the Security Department 24 hours, 7 days a week.

Please, it is important that you keep your hospital ID wristband until you retrieve your valuables from Security, which is located in the lower “G” level of the main hospital building. Please note: we are not responsible for personal property that has not been retrieved within 90 days of discharge.



Nursing Service

Throughout your hospitalization, a professional nurse will be assigned to you. Her/his duties include assessing, planning, evaluating and carrying out orders prescribed by your doctor. The goal of the Nursing Department is to maintain or promote your health. If you have any concern about your stay, please discuss it with your nurse.



Private Duty Nurse

Private Duty Nurses are available through an outside agency. Fees will be quoted to you when you call their offices. To get the telephone number of an agency, please contact the Nurse Manager on your unit or call the **Nursing Office** at **(718) 960-6196**.

Nutrition Services

You may be visited by a Dietitian during your stay. The Dietitian will evaluate your nutrition status and provide any nutrition education. Please call **ext. 8384** if you would like to speak to your dietitian.

Your dietitian will order your therapeutic diet. Three meals are served daily. On some patient units you will have an ambassador who will visit with you and take your meal choices. We have an extensive list of alternate items if you do not enjoy the food choices. Please be sure to let us know if you have any ethnic, cultural or religious food requirements. Please call **ext. 4377** if you have any issues with your meals.

Pastoral Care

Members of the clergy are available during the day. To arrange a visit, please call the **Chaplain's Office** at **(718) 960-6280**. The office is located on the first floor of the main hospital building. For after-hours needs, please speak with your charge nurse.

Smoking Cessation Information

Quitting Helps You Heal Faster

Your hospital visit is a great time to quit smoking. Smoking may slow your recovery from surgery and illness. It may also slow bone and wound healing. All hospitals in the United States are smoke-free. You will be told NOT to smoke during your hospital stay. Now is a great time to quit!



How do I quit in the hospital?

Talk to your doctor or other hospital staff about a plan for quitting. Ask for help right away. Your doctor may give you medicine to help you handle withdrawal while in the hospital and beyond.

Helpful hints to stay smoke-free:

- Ask your friends and family for support.
- Continue your smoke-free plan after your hospital stay.
- Make sure you leave the hospital with the right medicines and/or prescriptions.
- If you slip up and smoke, don't give up. Set a new date to get back on track.

For help to quit smoking, call the **National Cancer Institute's Smoking Quitline toll free: (877) 44U-QUIT (448-7848)**

Tobacco use is prohibited on the St. Barnabas Hospital campus, including in buildings, vehicles and all adjacent outdoor areas on the campus property.

Planning for Your Discharge

Care Transitions – Case Management/Social Work

Our care transitions team is available to help you and your family solve problems caused by your hospitalization or illness.



The **case manager** is a nurse who evaluates the medical condition and potential needs at home. He or she works with the social worker to obtain approval from the health plan and ensures that you have the services, equipment and supplies you need.

The **social worker** can provide you and/or your designated caregiver with your options, choices and assistance in obtaining home care, skilled nursing care, adult services, hospice care and other community services you may need upon leaving the hospital. Your social worker, in conjunction with your doctors and nurses, will help you arrange your post-hospital needs before you leave the hospital to ensure that you receive appropriate care.

If you wish to speak with the social worker or case management nurse assigned to your unit, please contact your nurse or physician, or call **718-960-6101**. If you require any assistance, contact the **Patient Representatives** at **(718) 960-6121** or **6353**.

Discharge

Shortly before your discharge, you will receive a "Discharge Notice." If you wish, we will meet with your designated caregiver to discuss your care plan before your discharge or transfer to another facility. If you feel you are not ready to leave the hospital, the notice will explain when and how to appeal to the health plan for extended services. If you have any questions, please contact the assigned nurse or the review agent listed on the notice.

The hospital's discharge time is 11:00 am unless your physician indicates otherwise. Before you leave, make sure that your nurse or doctor has given you written instructions about your care at home.

If you have any questions, please do not hesitate to speak with your nurse before leaving.

You should be given a prescription by your doctor or nurse if you require medications.

You should also know how and when to make a follow-up appointment with your doctor or clinic. If an appointment has been made for you, be sure you know the appointment details, including locations.

Your Bill

If you think you will have trouble paying your hospital bills, you may qualify for a discount. For more information or to apply for financial assistance, ask for a visit by a hospital financial counselor or call **(718) 960-3812**.

AFTER you leave the hospital, you will receive an itemized statement of hospital charges. If you have any questions related to charges shown on the statement, please contact the **Patient & Family Service Center** at **(718) 960-6600** or **6605**.



Pain Assessment and Management

Almost no one should have to live with pain.

There are treatments and medicines that really work. Your doctor or nurse cannot help you unless you tell them about the pain.

Today, pain control is a very important part of hospital care.

You should be asked about pain when admitted and be told that effective pain relief is available.

**IF YOU HAVE PAIN,
PLEASE TELL YOUR DOCTOR OR NURSE.**

Use the following scale to rate your pain:

Wong-Baker FACES™ Pain Rating Scale



©1983 Wong-Baker FACES™ Foundation. Used with permission.

A Message to Our Patients

St. Barnabas Hospital physicians and staff are dedicated to giving you the very best healthcare, ALWAYS. As a part of our DRIVE to Patient-Centered Excellence, we are undergoing many changes. Some of these changes you will see and some you will feel. Overall, it is our intention that you receive the kind of care that not only exceeds your expectations, but that you will never forget.

Your satisfaction matters and your feedback is very important to us! We would like you to tell us how we are doing and how we can improve. A Patient Satisfaction Survey may be arriving in your mailbox. Please take a few minutes to rate your visit with us, indicating choices from "Never" to "Always." We ask that you please mail it back. We want you to be satisfied, ALWAYS! Thank you!

For questions or comments, you may call our **Patient Relations Department** at **(718) 960-6121** or **6353**.

Thank you for choosing St. Barnabas Hospital.



Patients' Bill of Rights

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

1. Understand and use these rights. If for any reason you do not understand or you need help, the hospital **MUST** provide assistance, including an interpreter.
2. Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, source of payment, or age.
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. A no smoking room.
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. 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. 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 or to the Joint Commission.
18. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
19. Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the hospital.

Parents' Bill of Rights

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

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

Breastfeeding Mothers' Bill of Rights

Choosing the way you will feed your new baby is one of the important decisions you will make in preparing for your infant's arrival.

Doctors agree that for most women breastfeeding is the safest and most healthy choice. It is your right to be informed about the benefits of breastfeeding and have your health care provider and maternal health care facility encourage and support breastfeeding.

You have the right to make your own choice about breastfeeding. Whether you choose to breastfeed or not you have the following basic rights regardless of your race, creed, national origin, sexual orientation, gender identity or expression, or source of payment for your health care.

Maternal health care facilities have a responsibility to ensure that you understand these rights. They must provide this information clearly for you and must provide an interpreter if necessary. These rights may only be limited in cases where your health or the health of your baby requires it. If any of the following things are not medically right for you or your baby, you should be fully informed of the facts and be consulted.

1. **Before You Deliver:** If you attend prenatal childbirth education classes provided by the maternal health care facility and all hospital clinics and diagnostic and treatment centers providing prenatal services in accordance with article 28 of the public health law you must receive the Breastfeeding Mothers' Bill of Rights. Each maternal health care facility shall provide the maternity information leaflet, including the Breastfeeding Mothers' Bill of Rights, in accordance with section twenty-eight hundred three-i of this chapter to each patient or to the appointed personal representative at the time of prebooking or time of admission to a maternal health care facility. Each maternal health care provider shall give a copy of the Breastfeeding Mothers' Bill of Rights to each patient at or prior to the medically appropriate time.

You have the right to complete information about the benefits of breastfeeding for yourself and your baby. This will help you make an informed choice on how to feed your baby.

You have the right to receive information that is free of commercial interests and includes:

- How breastfeeding benefits you and your baby nutritionally, medically and emotionally;
- How to prepare yourself for breastfeeding;
- How to understand some of the problems you may face and how to solve them.

2. In The Maternal Health Care Facility:

- You have the right to have your baby stay with you right after birth whether you deliver vaginally or by cesarean section. You have the right to begin breastfeeding within one hour after birth.
- You have the right to have someone trained to help you in breastfeeding give you information and help you when you need it. "Breastfeeding Mothers' Bill of Rights" 2028 New York State Department of Health 4/10
- You have the right to have your baby not receive any bottle feeding or pacifiers.
- You have the right to know about and refuse any drugs that may dry up your milk.
- You have the right to have your baby in your room with you 24 hours a day.
- You have the right to breastfeed your baby at any time of day or night.
- You have the right to know if your doctor or your baby's pediatrician is advising against breastfeeding before any feeding decisions are made.
- You have the right to have a sign on your baby's crib clearly stating that your baby is breastfeeding and that no bottle feeding of any type is to be offered.
- You have the right to receive full information about how you are doing with breastfeeding and get help on how to improve.
- You have the right to breastfeed your baby in the neonatal intensive care unit. If nursing is not possible, every attempt will be made to have your baby receive your pumped or expressed milk.

Breastfeeding Mothers' Bill of Rights (continued)

- If you, or your baby, are re-hospitalized in a maternal care facility after the initial delivery stay, the hospital will make every effort to continue to support breastfeeding, to provide hospital grade electric pumps and rooming in facilities.
- You have the right to have help from someone specially trained in breastfeeding support and expressing breast milk if your baby has special needs.
- You have the right to have a family member or friend receive breast feeding information from a staff member if you request it.

3. When You Leave The Maternal Health Care Facility:

- You have the right to printed breastfeeding information free of commercial material.
- You have the right, unless specifically requested by you, and available at the facility, to be discharged from the facility without discharge packs containing infant formula, or formula coupons unless ordered by your baby's health care provider.
- You have the right to get information about breastfeeding resources in your community including information on availability of breastfeeding consultants, support groups and breast pumps.
- You have the right to have the facility give you information to help choose a medical provider for your baby and understand the importance of a follow-up appointment.
- You have the right to receive information about safely collecting and storing your breast milk.
- You have the right to breastfeed your baby in any location, public or private, where you are otherwise authorized to be. Complaints can be directed to the New York State Division of Human Rights.

All the above are your rights. If the maternal health care facility does not honor these rights you can seek help by contacting the New York State Department of Health or by contacting the hospital complaint hotline at **1-800-804-5447** or via email at hospinfo@health.state.ny.us.

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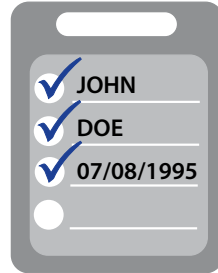
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EXPECT to check



Expect that we will place an identification armband on you.



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Mobile Mammography Services

For more information, please call 718-960-3931, or visit www.sbhny.org



Community Wellness Initiatives

Keeping the Bronx Healthy

Community Center of Excellence (CCOE)

SBH partners with the community in promoting wellness and disease prevention education. Our health education workshop activities are held at community locations, day and evenings, and offered in English, Spanish and French. Let us know what topics you want to learn more about. The health screenings offered at community health fairs include dental and blood pressure.

Community Alliance for Healthcare Awareness (CAHA)

Come to our CAHA meetings held on our campus at 4422 Third Avenue on the last Wednesday of each month. Hear our guest speakers give advice on a wide range of health topics while you enjoy a breakfast snack. Tell us what you need to learn about and let us bring the health experts to talk to you.

Dinner with the Doctor

Every three months, we offer our Dinner with a Doctor program. It's a bi-lingual, English and Spanish, patient education outreach program held on two evenings to accommodate attendees language needs. A light buffet dinner with a presentation starting at 6 p.m. and following the presentation, guests are invited to engage in an open forum Q&A with the participating physician. This program requires advance reservation and is announced in local community newspapers.