

Winter 2011



CONEY ISLAND HOSPITAL



Patient Guide

coneyislandhospital.com



We're the **ONE** for **Birthing**

**Visit the most
modern
birthing center
in Brooklyn.**

Our prenatal care ensures that babies receive the best of care even before they're born. This sophisticated multi-specialty facility offers the services of a well-trained staff and the latest medical equipment, including an ultrasound unit to help monitor the health of expectant moms and their unborn children.

Newborns enjoy special treatment in our modern birthing center. Mom, baby and a family member can stay together until discharged from the hospital. Built for comfort and safety, each single-bed room offers the latest in medical technology and warm hospitality.



Table of Contents

Welcome	3
History Of Coney Island Hospital	4
Coney Island Hospital Mission Statement	5
Vision Statement.	5
Your Healthcare Team	6
Your Room	8
Food and Nutritional Services	8
Food Services for Visitors	8
Valuables	9
Patient Information	9
Interpreting Services	9
Volunteer Services.	9
Patients' Bill of Rights	10
Advance Directives	12
Palliative Care	12
Ethical Issues	13
Spiritual Considerations	13
Important Telephone Numbers	14
Your Responsibilities As a Patient.	15
Patient Safety	16
Customer Service/Patient Relations.	18
Hand Hygiene	18
No Smoking Policy.	18
Social Work Services.	19
Going Home/Discharge	20
Signing Out	20
Review Rights	20
Your Bill	22
Financial Assistance for Those in Need	23
Coney Island Hospital Suicide Prevention Program	23
Visiting Information	24
Television and Telephone Rental Service	25
See Something Say Something.	28

A Message from...

Arthur Wagner
Executive Director

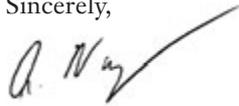
WELCOME TO CONEY ISLAND HOSPITAL.
Our hospital has served southern Brooklyn for over 130 years. We are proud to offer you safe and effective care, in a warm, friendly setting.



We will provide you with some of the most advanced and comprehensive healthcare services in New York City during your stay with us. We are constantly working to improve our programs to better meet the needs of our community. Our entire healthcare team is committed to providing the very best care and service to you, your visitors and our community.

Please feel free to share your suggestions, compliments or concerns with any member of our staff. I want to thank you for choosing our hospital. It is our privilege to serve you.

Sincerely,



Arthur Wagner
*Senior Vice President/Executive Director
Southern Brooklyn Healthcare Network
Coney Island Hospital*



Welcome to Coney Island Hospital



SERVING THE SOUTHERN BROOKLYN COMMUNITY since 1875, Coney Island Hospital is the community's most modern community hospital and is affiliated with several of New York City's finest university medical programs. Our sole mission is to provide our patients with the highest quality care. We care for the "whole person" and seek to heal patients, their families and our diverse community in a way that respects both individuality and culture. Coney Island Hospital's three inseparable priorities are Quality Care, Patient Safety and Customer Service. Thank you for giving us the opportunity to serve you.

History of Coney Island Hospital

CONEY ISLAND HOSPITAL FIRST BEGAN IN 1875 as a First Aid Station located on the oceanfront beach near West Third Street where emergency treatment was given. The cases consisted chiefly of lacerations of the feet caused by broken bottles. On May 12, 1902, a small wooden building, one and one half stories high, located on Sea Breeze Avenue, was rented to serve as an emergency hospital during the summer months. Although referred to as the Sea Breeze Hospital, it was officially known as Reception Hospital, and was actually an annex of the Kings County Hospital. This unit had accommodations for 20 beds and facilities for emergency treatment. Patients requiring surgery or prolonged treatment and care were taken to Kings County Hospital, about seven miles away, in a horse-drawn ambulance.

With the rapid population growth in the southern part of Brooklyn, the need for a large and permanent hospital in this area became apparent. In 1908, construction of a 100 bed hospital was started on land purchased just north of Coney Island Creek and east of Ocean Parkway. On May 18, 1910, dedication ceremonies were held. Coney Island Hospital consisted of six buildings, namely; Main Hospital Building, Nurses Home, Employees Dormitory, Laboratory Building, Power Plant and Laundry Building. As veterans returned from World War II, the shorefront community experienced a population explosion and so in 1954 the two white brick towers that make up the current hospital were opened. In Spring 2006, Coney Island Hospital opened a new inpatient bed tower to provide care to its ever-changing, ever-growing community.

Southern Brooklyn has long been a Mecca to new immigrants. In the late 19th and early 20th centuries it was ethnic Jews, Irish and Italians who settled here. In the '50s and '60s, African-Americans migrated from the South to live and work in New York City. Many settled in Coney Island where there was newly constructed affordable housing. From the late 1970s through the early 1990s, Brighton Beach became known as "Little Odessa" because it became the home of refugees fleeing religious and political persecution in the former Soviet Union. In the last 10 years, immigrants from many parts of the world have made southern Brooklyn their home as they sought a better life for themselves and their children. During its years of service, Coney Island Hospital has established its reputation for clinical excellence and culturally competent care. The



hospital has been recognized for its clinical innovations in Primary Care, Adolescent Medicine, Nuclear Medicine and Emergency Services. The hospital's staff is as diverse as the patients they serve. Interpreter services can be provided at any time of the day or night in over 130 languages.

At 371 beds, Coney Island Hospital is the major medical service provider in southern Brooklyn with over 18,000 discharges, over 300,000 outpatient visits at its three sites, and its busy Emergency Department. People from all over the world have not only found a home in southern Brooklyn but they have chosen to make their medical home at Coney Island Hospital.

Coney Island Hospital Mission Statement

TO SERVE THE COMMUNITIES OF SOUTHERN Brooklyn by providing high quality, safe and cost effective health care services in a courteous, compassionate and respectful way, regardless of ability to pay.

Vision Statement

WE WILL BE THE PROVIDER OF CHOICE FOR residents of southern Brooklyn, operating a network of community and hospital-based programs in attractive, safe and comfortable settings.



Your Healthcare Team

Everyone here at CIH will work together to provide you with the best medical care possible. For your safety, all Hospital staff must wear identification badges with their name, position, and picture and must identify themselves upon your request. Here is a description of the many staff members with whom you may interact:

Attending Physician

A fully qualified licensed attending physician will be assigned to you. This physician is in charge of all aspects of your medical care.

Resident Physicians

Resident physicians are graduates of approved medical schools who are training to become specialists in one or more of the various fields of medicine.

Physician Assistants and Nurse Practitioners

Having completed specialized clinical training, they interview and examine patients and participate in all aspects of patient care, under the supervision of a responsible physician.

Nursing Staff

Your nursing care will be provided by the following categories of nursing personnel: Head Nurse, Staff Nurse, Licensed Practical Nurse, Nurse Aid, Nurse Technician, Patient Care Associate and Patient Care Technician. There is a Head Nurse responsible for managing each nursing unit, to whom you may express any concerns.

Midwives

Certified midwives work in consultation with an attending obstetrical physician to provide care for maternity patients.



Laboratory Technicians

Laboratory technicians are specially trained personnel who will obtain specimens from you as ordered by your doctor for analysis in the hospital's clinical laboratory.

Dietary Personnel

Dietitians are healthcare workers with specialized training in nutrition. They are available to counsel you on your nutritional needs and to explain any special diet your doctor may have ordered.

Technicians and Services

You may have contact with X-Ray, Nuclear Medicine, Respiratory Therapy, and Electrocardiogram Technicians, all of whom are trained to fulfill the orders of your doctor as they pertain to their specialty and your needs.

Social Workers

Social Workers are specially educated professionals who are available to you and your family to help with your care, and assist with social or personal problems. Social Workers oversee the discharge planning process and arrange for post-hospital services, home care services, and nursing home transfers. For example, if you need special equipment in order to go home safely, social workers make the necessary arrangements. If you wish to see a Social Worker, ask your doctor or nurse or call the Social Work Services at **(718) 616-4209**.

Family Care Givers

It is important to identify your family care giver to our staff as early as possible so that this individual can be included in your care and receive the necessary information and training they need. Your family care giver is the person that is involved in your health care and helps manage your care needs as you move from one health care setting to another. It is important that your family care giver be as prepared as possible to assume this role and we are here to work with you and this person and provide the necessary training and support that is needed.

Your Room

Please be careful getting in and out of your bed. Your hospital bed is probably higher than your bed at home. Also, you may feel sore or weak. Please call your nurse if you need help. Our nurse call system provides quick access to the nursing station from your bed, and allows you to talk directly to your nurse. The signal stays lit at the station until the nurse answers.

Sometimes it is necessary to transfer patients from one room to another, due to your needs or those of another patient in the hospital. If your room assignment is changed, your visitors will be given the new location when they stop in the lobby for a Visitor's Pass.

Food and Nutrition Services

The Food and Nutrition Department serves meals consistent with an individual patient's dietary needs and religious and personal requirements. Although CIH does not have a Kosher or Halal kitchen, prepackaged Kosher or Halal meals are available upon request. Vegetarian meals are also available upon request.

Every new patient will be visited by an employee of the Food and Nutrition Department in order to record his/her food preferences. In addition to the main entree for the day's meal there is **always** an alternate item of either chicken or fish. Patient's diet is determined by a treating physician. Registered Dietitians are available to counsel patients on a physician prescribed diet. Dietitians will also answer any questions that patients may have concerning their nutrition. They can also evaluate patient's nutritional status. Occasionally, patients may not receive the meal or food item that they requested due to a special test or dietary restriction. The Food and Nutrition Department also provides nutrition counseling from licensed Dietitians in its Outpatient program. Please note that tests or procedures for which patients are scheduled may make it necessary to delay a patient's meal.

Meals are served on the following schedule.

Breakfast	7:00 a.m. - 8:30 a.m.
Lunch	11:30 a.m. - 1.00 p.m.
Dinner	4:30 p.m. - 6:00 p.m.



Food Services For Visitors

- **The Gift Shop** is located in the lobby of the Main Building and it has snacks, nuts and drinks available. It is open daily from 8:00 a.m. – 10:00 p.m.
- **Vending machines** are available in various locations throughout the facility.
- **Cafeteria** is available on the first floor of the Main Building. It is open 24 hours daily.

Valuables

Cash, jewelry, and other valuables should not be kept in patient rooms. CIH is not responsible for any property kept. If your admission was through the Emergency Department and your property was collected by hospital staff, it will be vouchered and returned following discharge. Please note: if you have more than \$20 in cash that you would like the hospital to hold for you, the money will be deposited in its Property Fund bank account and be refunded to you by check when you are discharged. Your money will not collect interest. Arrangements to collect money or other vouchered items should be made well in advance of your time of discharge. We recommend that you have a change of clothing in your room for when you are discharged.

Patient Information

Information regarding a patient's medical condition is considered confidential. However, friends and family may contact the Admitting Office at (718) 616-4326/7 to obtain admission status as well as a patient's telephone number.

Interpreting Services

For non-English speaking patients, the hospital will provide you with an interpreter at no cost, to ensure proper communication between you, your doctor and the hospital staff. If an Interpreter is needed, staff will contact an interpreter services vendor to provide interpretations via telephone. A sign language interpreter can also be arranged by calling the Customer Service/Patient Relations Department at **(718) 616-4164**. Please ask the nurse or a Patient Representative for assistance.

Volunteer Services

At Coney Island Hospital there are a multitude of volunteer opportunities. Join the team as one of our loyal volunteers. Both men and women can find great satisfaction in many interesting and important assignments. If you are interested in becoming a volunteer, please call Volunteer Services at **Ext. 3161**.

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 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. A non-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 “Do Not Resuscitate Orders – 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. The hospital must provide you with the Health Department’s telephone number.
- 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.

Advance Directives

In accordance with the Patient Self-Determination Act and New York State Public Health Law, Coney Island 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 Health Care Proxy. A Health Care 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 **Ext. 4164**.

Palliative Care

Palliative Care is medical care focused on individuals with serious, advanced disease. It is the active total care of patients whose disease may or may not be responsive to curative treatment. Concentrating on pain, symptom management and the stress of serious illness, the goal is to help people live comfortably and to provide the best quality of life for patients and their families. The team can be reached at **(718) 616-4567**.

Palliative Care:

- Provides comfort and support to individuals and their families who are facing a life-threatening illness or debilitating illness;
- Emphasizes relief from pain and other distressing symptoms;
- Integrates the psychological and spiritual aspects of health care;
- Helps individuals live as fully and as comfortably as possible until death;
- Regards dying as a natural process.

Who provides Palliative Care?

The Palliative Care Consultation Team consists of a doctor who specializes in Palliative Care, dedicated nurses trained in Palliative Care, Social Workers, Chaplains and Volunteers.



How does Palliative Care fit in with other services?

The Palliative Care team maintains close communication with the attending physician, and the family ensuring agreement on treatment methods and goals of care.

How are Palliative Care services arranged?

Palliative Care services are arranged by the patient's physician. The patient, family or staff may ask the attending physician to consult with the Palliative Care Department. To contact the Palliative Care team call **(718) 616-4567**.

Ethical Issues

A patient, family member or your significant other may address their questions regarding ethical issues to the attending doctor, the nursing supervisor, or the Patient Representative. Ethical issues may include dilemmas such as Advance Directives, withdrawal of life support, dispute resolution regarding DNR, assessment and management of pain and/or any issues that affect patient care. To access the Ethics Committee please call **Ext. 4164**.

Spiritual Considerations

The Pastoral Care Department at Coney Island Hospital is dedicated to providing for the spiritual needs of our patients during their stay. The Chaplains recognize the patient as a whole person with spiritual, social, physical and psychological needs. They identify the spiritual needs of the patients and provide access to spiritual support. To access the Chaplains, please speak with your nurse or a Patient Representative at **Ext. 4164**.

Important Telephone Numbers

Admitting	(718) 616-4327
Patient Information	(718) 616-4326
Chaplaincy:	
Catholic	(718) 616-3908
Jewish	(718) 616-3906
Muslim	(718) 616-3281
Protestant	(718) 616-3907
Emergency Department:	
Adult	(718) 616-4400
Pediatric	(718) 616-4345
Psychiatric	(718) 616-4375
General Information	(718) 616-3000
H.I.S. (Hospital Intervention Services)	(718) 616-5664
Lost and Found	(718) 616-4326
Medical Records	(718) 616-4196
Nursing Services	(718) 616-3991
Palliative Care	(718) 616-4567
Patient Accounts-Admitted	(718) 616-4288
Patient Accounts-Discharged	(718) 616-4092
Patient Property	(718) 616-4327
Patient Relations	(718) 616-4164
Smoking Cessation Program	(718) 616-5039
Social Work Services	(718) 616-4209
Telephone and Television Rental	(718) 616-7113
Volunteer Services	(718) 616-3161



Your Responsibilities as a Patient

YOU ARE RESPONSIBLE for providing, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.

YOU ARE RESPONSIBLE for reporting unexpected changes in your condition to the responsible doctor.

YOU ARE RESPONSIBLE for asking your doctor or nurse what you should expect regarding pain and pain management.

YOU ARE RESPONSIBLE for discussing pain relief options with your doctor or nurse.

YOU ARE RESPONSIBLE for working with your doctor and nurse to develop a pain management plan.

YOU ARE RESPONSIBLE for asking for pain relief when pain first begins.

YOU ARE RESPONSIBLE for helping the doctor and the nurse measure your pain.

YOU ARE RESPONSIBLE for telling the doctor or nurse if your pain is relieved.

YOU ARE RESPONSIBLE for following the treatment plan recommended by the doctor primarily responsible for your care. This may include following the instructions of nurses and other medical personnel as they carry out the coordinated plan of care and implement the responsible doctor's orders, and as they enforce the applicable hospital rules and regulations.

YOU ARE RESPONSIBLE for your actions if you refuse treatment or do not follow the doctor's instructions.

YOU ARE RESPONSIBLE for following hospital rules and regulations affecting patient care and conduct.

YOU ARE RESPONSIBLE for being considerate of the rights of other patients and hospital personnel, and for assisting in the control of noise, smoking and number of visitors.

YOU ARE RESPONSIBLE for being respectful of the property of others and the hospital.

YOU ARE RESPONSIBLE for the safekeeping of all personal articles. We urge you to send home all valuables and clothing you will not need as a patient.

Patient Safety

Your safety is one of our primary concerns at Coney Island Hospital. Many of our routine practices are geared toward assuring Patient Safety. Checking identification bands, calling a patient by name before any procedure, asking questions about the patient's medical history and encouraging patients to ask for assistance are a few examples of how we are constantly improving the safety and well-being of our patients. Your doctor, nurse and healthcare team are working with you to help you have the best possible health and to provide safe, quality care. Your role is important, too. What you say, think, do and learn is important for your health and safety in the hospital and at home!

- **DO NOT REMOVE** your ID bracelet; if it comes off, ask for a new one. Please help us help you to prevent accidents by following the listed guidelines:
- If you do not speak English, ask for an Interpreter, or someone who speaks your language.
- Never get out of bed without assistance unless you have been advised by the doctor or nurse to do so. Please ask your nurse for help if you need it.
- Keep the side rails on your bed raised. They are useful for shifting positions and will protect you from falls.
- If you are unable to get out of bed, make sure that your bedside table, telephone, call button and anything else you may need, are all in easy reach. If not, please ask for assistance.
- Do not attempt to get in or out of a wheelchair without assistance. Please ask the nurse to assist you.
- Please do not be troubled if you hear the alarm bells. For your safety, we periodically check our fire alarm system and staff preparedness.
- Make sure you tell the doctors and nurse ALL of your past and present health problems.
- Tell your doctor or nurse if you have had any allergies or bad reactions to any medicine or food in the past. This can help you avoid getting medicine or food that can harm you.
- Tell your doctor or nurse about ALL the medicines you take, even over the counter medicines, vitamins, minerals, and other herbal supplements. Don't forget to mention medicines you use only when



needed, like laxatives, antacids, and pain killers; the best way is to bring your medications to the hospital to show the doctor or the nurse. Another way is to keep an updated list of your medications handy to take to the hospital.

- If you are taking herbal medicines or alternative therapies make sure your doctor or nurse knows, also.
- Don't just answer questions that your doctor or nurse asks, speak up! It is okay to ask your own questions and tell them your concerns.
- If you don't understand what your doctor is saying, say so! Don't be afraid. There is no such thing as a dumb question. Medical words can be difficult to understand. Your doctor may not know that you are confused, especially if you are quiet. It is okay to ask the doctor to explain something again. Ask again and again until you understand.
- Ask a trusted friend or relative to be with you to hear explanations, speak up for you.
- Be sure you understand what will happen if you have surgery. Find out what the doctor will do and what will happen after surgery. What are the risks? What are the benefits? What are the alternatives? Tell the doctor if you ever had a bad reaction to anesthesia.
- Ask about your medications: What are their names, when do I take them? What are they for? How are they supposed to be taken, and for how long? What are the possible side effects and what should you do if you have an adverse reaction? Do you have to avoid certain foods, drugs, drinks, herbal medicines, or activities when taking this medication? If you know what might happen, you will be prepared and you can report the problem to your doctor.
- If anyone in the hospital ever calls you, always get their name and phone number. Follow the instructions you are given.
- Make sure you know who is taking care of you and who is in charge of your care. This is one of your rights as a patient at Coney Island Hospital.

REMEMBER

The single most important way that you can help to be safe, is to be an active member of your healthcare team.

Patient Relations/Customer Services

The Patient Relations/Customer Services Department is located in Tower 101 and is open from 8:00 a.m. to 7:00 p.m. every day. Patient Representatives are available to assist you when you have any concerns about your care. Our Patient Representatives are part of our hospital's administration and they ensure that your issues regarding patient safety and quality of care will be addressed by the appropriate clinical management staff. We encourage you to contact a Patient Representative at **Ext. 4164** or through the hospital Operator whenever you experience a problem. Very often in responding to your concern, we can fix a systemic problem and provide better care to all our patients. If your concerns are still not resolved, you are encouraged to contact the Joint Commission's Office of Quality Monitoring at **1-800-994-6610** or e-mail the Joint Commission at complaint@jointcommission.org.

Hand Hygiene

In our ongoing effort to eliminate Hospital infections, patients and members of their families are encouraged to ask Coney Island Hospital staff members whether they washed their hands before performing any procedures. Visitors should also wash their hands before entering and exiting the patient's room.

No Smoking Policy

Coney Island Hospital is a smoke-free institution and smoking is not permitted anywhere on the hospital's grounds. We appreciate your help in maintaining the hospital's smoke-free environment. If you are a smoker and would like help quitting, ask your nurse or doctor about our low or no cost Smoking Cessation Program or call **Ext. 5039**. The Smoking Cessation Program is available for both outpatients and inpatients.



Social Work Services

As part of your healthcare experience at Coney Island Hospital, you will be seen by a Social Worker in the early part of your hospitalization, who will assess, evaluate and coordinate your post-hospital needs, so that when your medical or surgical needs are completed, there will be a safe, appropriate individualized plan just for you.

The Social Worker will be in communication with the Multi-disciplinary Team on your unit on a daily basis, so that all members of the team understand your Discharge Planning issues and concerns.

The Social Worker will discuss with both you, your family members or significant others, what internal and a community resources are available, so that an established plan of care is ready for your discharge.

The Social Worker is available to handle safe “Discharge Planning” as well as crisis situations that often occur and if not handled in a timely manner can prevent the smooth transition needed to have a successful discharge outcome.

The unit Social Worker can be reached for consultation by calling **Ext. 4209**. Additionally, as part of New York State Department of Health Initiative, Social Work services can provide Rapid HIV counseling/testing while you are here as an in-patient HIV counselors are trained and certified and can be reached by calling Social Work services at **Ext. 4209**.

Going Home/ Discharge

In most instances, you will be told the day and time of your discharge 24 hours before you are scheduled to leave. On the morning of your discharge you will receive a written Discharge Summary, which will include information on your post-hospital care (such as your diet, medicine, activities, or possible referral to another facility).

If you do not have a private physician who regularly takes care of you at home, we will assign you to the appropriate practice area in our hospital. Before you leave we will schedule an appointment for you to visit this practice for follow-up medical care.

If you do have a private doctor who would like information from your medical record, you can give him/her a copy of your Discharge Summary. If more information is needed, please call the Medical Correspondence Unit at **(718) 616-4222**, for instructions about how to obtain it.

Before you are discharged, a nurse will discuss with you and/or your family member the discharge instruction sheet which includes any medications that have been prescribed for your aftercare. You will also be given your next appointment slip. If you are not sure about what to do, please ask questions. If you know you cannot do what the doctor has instructed, or you are not sure you can follow the treatment plan you are given, speak up and tell the nurse.

When you are discharged, please make sure that a friend or family member can pick you up on time.

Signing Out

You have the right to sign out at any time. However, if you sign out of the hospital against medical advice, all services provided to you by the hospital will cease. These forfeited services include transportation arrangements, home care, and placement assistance for any other health facility.

Review Rights

You have a right to receive all of the hospital care that is necessary for the proper diagnosis and treatment of your illness or injury. While the provisions of your health insurance plan are one consideration in



determining your discharge date, the date is nevertheless determined solely by your medical needs.

You have the right to be fully informed about decisions affecting your inpatient healthcare coverage or payment for your hospital stay.

You will receive a Discharge Summary which ensures that you have a planned program of continuing care which meets your post-discharge medical needs. You may not be discharged until the services required in your written discharge plan are secured or determined by the hospital to be reasonably available.

You have a right to appeal any written notices you receive from the hospital that state inpatient services are no longer necessary.

If you think you are being asked to leave the hospital too soon:

First, speak to your doctor, who may be able to answer your questions or concerns about going home.

Second, contact your Patient Representative at **Ext. 4161** for additional assistance.

Third, and if you still have questions, you may request to see a Professional Review Agent, who will review the medical necessity of continued inpatient services. In this case, be sure you have received the written Notice of Discharge which the Hospital is required to give you. It is necessary if you decide to appeal to the Professional Review Agent. The written notice explains how you can appeal.

If you do decide to appeal, do so immediately. You must call the Professional Review Agent before 12 noon of the day after you receive the written notice. If you are delayed in appealing, you may be responsible for the costs of your continued stay in the Hospital.

The Professional Review Agent for your case depends on your method of payment:

If you have MEDICARE
your agent is NYCHSRO
(New York County Health Services Review Organization)
(212) 691-4300

**If you have MEDICAID, BLUE CROSS,
COMMERCIAL/SELF PAY, or HMO,**
your agent is IPRO (Island Peer Review Organization)
1-(800) 446-2447

Your Hospital Bill

Your hospital bill is dependent on what illness or injury you are treated for as an inpatient.

A patient's level of care can also lead to a different per day charge. Besides billing for inpatient services, bills are rendered for Emergency Department visits and ambulatory visits. New York City Emergency Medical Services (EMS) ambulances and private ambulances will also bill you separately.

Each patient is responsible for his or her bill. Married individuals are responsible for their spouses; parents are responsible for the bills of their children under the age of 21 years old.

It is a patient's responsibility to settle all bills promptly by providing the necessary information and asking for assistance concerning manner of payment. At CIH, a Hospital Care Investigator (HCI) will help you find out which insurance may cover your hospital stay. An HCI can help you apply for Medicaid or other insurance programs for which you may be eligible. This process is very important, and you may need help from family or friends to collect the necessary information and documents.

Patients should carry their insurance cards with them at all times. Not every insurance plan pays for all charges, diagnoses or conditions, and there may be deductibles or co-pays. Also, for some plans, it is the responsibility of the patient or policy holder to inform their insurer in a timely manner regarding most hospitalizations, particularly elective hospital admissions. If it is determined a patient has no insurance coverage, the hospital staff will discuss with you the various alternatives available to resolve the outstanding bill. This could include reduced charges and payment over an extended period of time. The hospital Patient Accounts staff will help to answer questions related to any patient's bill.

- For questions about Inpatient bills call **(718) 616-4092**.
- For questions about Emergency Department or Outpatient bills call **(718) 616-4328**.



Financial Assistance For Those In Need

As a member facility of the NYC Health and Hospitals Corporation, CIH has long set an example of how all people — regardless of their ability to pay or their immigration status — should be served.

Our financial assistance program far exceeds NYS requirements for providing charity care, reduces disparities to access by assisting eligible patients to obtain public health insurance, and provides discounted services to uninsured patients.

Coney Island Hospital Suicide Prevention Program

You may at some point encounter someone in desperate need of your help. By learning the risks and warning signs of suicide, you may literally become a lifesaver. Seek help as soon as possible by contacting a mental health professional or by calling the National Suicide Prevention Lifeline at **1-800- LIFENET (1-800-543-3638)** if you or someone you know exhibits any of the following signs:

- Threatening to hurt or kill oneself or talking about wanting to hurt or kill oneself
- Looking for ways to kill oneself by seeking access to firearms, available pills, or other means
- Talking or writing about death, dying, or suicide when these actions are out of the ordinary for the person
- Feeling hopeless
- Feeling rage or uncontrolled anger or seeking revenge
- Acting reckless or engaging in risky activities — seemingly without thinking
- Feeling trapped — like there's no way out
- Increasing alcohol or drug use
- Withdrawing from friends, family, and society
- Feeling anxious, agitated, or unable to sleep or sleeping all the time
- Experiencing dramatic mood changes
- Seeing no reason for living or having no sense of purpose in life

Visitor Information

Unless restricted by your physician, visitors are welcome during specified Visiting Hours. Coney Island Hospital offers expanded Visiting Hours for the benefit of both patients and visitors.

Visiting Hours

Please Be Considerate... Only 2 Visitors at Each Bed (except for Birthing Center where private rooms can accommodate more visitors).

Children under 12 years of age may not visit without special permission.

Medical Floors & Surgical Floors

11:00 a.m. – 9:00 p.m.

Pediatrics Tower 2 West

11:00 a.m. – 9:00 p.m.

Rehabilitation - 3 West

11:00 a.m. – 9:00 p.m.

Maternity Tower 8

8:00 a.m. – 9:00 p.m.

Medical Intensive Care Unit (T-7 East)

Coronary Care Unit (T-6 East)

Coronary Recovery Unit (T-6 East)

Surgical Intensive Care Unit (T-7 West)

1:30 p.m. – 2:30 p.m.

SDU (7-East)

7:00 p.m. – 8:00 p.m.

Behavioral Health (Inpatient)

Hammett Pavilion (3rd & 5th Floors)

2:00 p.m. – 3:30 p.m. and 6:30 p.m. – 8:00 p.m.



Television Rental Service

Rental of the patient bedside telephone and television includes full access to the TV channel lineup listed here. The Health Educational Channels (English and Spanish) are available at no charge. Rental of Telephone includes unlimited local usage.

Rental Rates

TV	\$5.50 per day
Phone	\$5.50 per day
Both (TV & Phone)	\$11.00 per day

All services can be stopped or restarted at any time by dialing Ext. 8853. Service is automatically stopped at the time of discharge from the Hospital.

Payment Options

TV and/or Telephone service can be purchased by use of a major credit card or cash. If you are paying with a credit card you can activate and receive service at any time. Please be advised that a preauthorization hold in the amount of \$50.00 will be placed on your card. The hold will be released following the patient discharge, at which point the actual charge for the services will be billed. **If your method of payment is cash, a representative is in the Hospital between the hours of 12 noon – 6:00 p.m. to collect your cash payment and activate your service. Please be aware that if you do not have payment on the day service is requested, your service will be discontinued until payment is received.**

Activating Service

To activate TV or Telephone service:

1. **Dial Ext. 8853 from the telephone in your room** (if activating TV service, please turn your TV set on). If you are paying by major credit card, please be sure to have it at the time of your call.
2. Follow the voice prompts to complete the activation. If at any point you experience difficulties and need assistance, dial “0” at the end of the voice prompts and a customer service agent will assist you.
3. Once the call is complete, allow 2–5 minutes for activation (if activating TV, please change to your desired channel).

Making Telephone Calls

After activating your telephone, use the following guide to place a call:

Local and Toll Free Calls:

Dial 9 + 1 + Area Code + Number

Long Distance Calls:

Not available from patient phone/room.

Need Help?

Experiencing problems with your TV or Telephone service?

Please contact us:

- **Assistance with rentals:** Please dial **Ext. 8853**, and at the end of the voice prompts press “0” for a customer service agent
- **TV repair service:** Please dial **Ext. 5070**
- **Billing questions:** Please dial **1-866-234-9009**



Channel Lineup

Local Stations:

CBS (2)	3
NBC (4)	6
FOX (5)	8
ABC (7)	10
UPN (9)	12
WB (11)	14
PBS (13)	15
PBS (WLIW-21)	16
PBS (25)	17
PAX (31)	18
PBS (50)	26
TV 10/55	27
Independent WRNN (62)	28
Independent WMBC (63)	29

International:

Aztec America (WNYN 39)	23
Univision	24
Telemundo (47)	25
Noticias (41)	30
Channel One (Russian)	49
Dom Kino (Russian)	48

News and Weather

Bloomberg Financial Television	33
CNN	35
C-SPAN	37
FOX News	40
HLN (Headline News)	41
Weather Channel	44

Entertainment

AMC	31
Animal Planet	32
Cartoon Network	34
Comedy Central	36
Discovery Channel	38
Family	39
TBS	42
Learning Channel	43
TNT	45
TBN Trinity Broadcasting)	46
USA Network	47

Free Channels

Patient Education (English)	52
Patient Education (Spanish)	53
Patient Education (on Demand)	54
CARE Channel	55



**See Something
UNSAFE
Say Something!**

(718) 616-KAPS
5 2 7 7

Call the KAPSline!
(Konsumers Advance Patient Safety)

(Your call may be anonymous
or you may ask us for a response...
regardless of your choice, please be assured
that we will make **your** concern **our** priority.)



We're the ONE for A Healthier Future



CONEY ISLAND HOSPITAL
coneyislandhospital.com



nyc.gov/hhc

The Vascular Surgery Division of Coney Island Hospital treats patients who have disorders of the circulatory system that affect the arterial and venous systems. Our team of highly skilled physicians perform different procedures designed to lessen the risks these patients face. For example, one prevents blood clots in the legs from going up to the lungs. Another delivers medicine to a specific part of the body. Our Vascular Surgeons also perform installations of special catheters for dialysis patients and others in need of long term nutrition.

2601 OCEAN PARKWAY
718.616.3000
coneyislandhospital.com



We're the ONE for Early Detection



CONEY ISLAND HOSPITAL
coneyislandhospital.com



nyc.gov/hhc

Our Screening Rooms Don't Show Movies.

They help our patients to avoid or treat serious medical conditions. For example, our Gastrointestinal Endoscopy Unit, one of the finest in Brooklyn, screens for colon cancer and can actually remove polyps before they develop into cancer. Our Diagnostic Center uses mammography to detect breast changes which could signify very early breast cancer. And our Urological Service screens for a variety of problems including kidney stones, kidney, bladder and prostate cancer. We perform many other screenings, too, because early detection can help save lives. That's why we invite you to come in for a screen test soon.

2601 OCEAN PARKWAY
718.616.3000
coneyislandhospital.com



We're the **ONE** to Set You Straight

Count On Us For Expert Orthopedic Care

The Coney Island Hospital Division of Orthopedic Surgery has a highly skilled team of Board Certified orthopedic surgeons who offer a wide range of diagnostic and surgical services to our patients including total joint reconstruction and arthroscopic procedures, as well as treatment for sports injuries, extremity traumas, soft tissue injuries, pediatric orthopedic disorders and trauma.

Our physical therapy team uses an extensive list of exercise equipment and treatments help patients adapt or function more independently as they return to work or home. For example, the hospital has a 3500 square foot outdoor terrace called "New Hope Avenue" composed of nine different surfaces including tiles, cobblestone, cement, sand, and AstroTurf used for outdoor safety and fall prevention training programs.