



My Stay

Welcome to
NYU Langone Hospital—Brooklyn



The Patient Experience Department created this welcome book in partnership with patients and families to better prepare you for what to expect during your stay.

We encourage you to be an active partner with us in your care. Don't hesitate to ask any questions during your stay.



We Speak Your Language

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Your Care Team

Information about the various care team members who will be a part of your care

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Be a Part of Your Care

You and your family are the most important part of our team. Your family is a key part of your recovery, health, and well-being. We invite you and your loved ones to partner with us.

Here are some ways you can help us get to know you better. Tell us:

- Your preferred name**
- The most important thing for your care team to know about you**
- Who will assist you at home after you leave the hospital**



Here are some things you can do:



Participate in discussions with nurses and doctors during daily rounds and when nurses change shifts.



Ask questions if you want more information or if something is not clear about your care.



Share information, observations, or concerns you have. You know yourself best.

Your Care Team

Introduction to Your Care Team

We are always here to support you and your family at every point of your journey.

We believe that you are best cared for by an expert and dedicated team of healthcare professionals. We will work together to take care of your physical, emotional, and social needs.

All staff wear a badge with their name and role. To help distinguish us, we wear different types of clothing.

Physicians

wear blue and green scrubs or white coats

Patient Care Technicians

wear burgundy scrubs

Physical & Occupational Therapists and Speech Language Pathologists

wear gray scrubs

Unit Clerks

wear blue cardigans or vests

Nurses

wear green scrubs

Other team members

wear uniforms or regular clothes

- Food Services
- Housekeeping
- Interpreters
- Pharmacists
- Patient Relations



Your Care Team: Primary



Doctors/Attending Physicians supervise your care, and plan your treatment and discharge. They are also the most senior and experienced doctor on your team. Attending physicians may be specialists in a variety of fields.

Registered Nurses (RNs) monitor your condition and help you stay comfortable and safe. You may ask your nurse any question about your plan of care.

Patient Care Technicians (PCTs) assist with your basic care such as, helping you bathe, walk, eat, and dress. They are also trained to draw blood and perform an electrocardiogram (EKG).

Nurse Practitioners (NPs), also known as Advanced Practice Registered Nurses or Clinical Nurse Specialists, are nurses with a master's degree in nursing who can diagnose and treat most illnesses.

Physician Assistants (PAs) work with physicians and other healthcare providers to manage your care. They diagnose illness and injuries and manage treatment plans.

House Staff include residents, interns, and medical students under your doctor's supervision. Your resident can answer questions about your treatment plan.

Consulting Specialists are expert doctors who may contribute to your care. Some of these experts may interpret a test but not examine you directly.

? Did you know?

A Medical Director (MD) is in charge of all medical aspects of your care. They ensure that your care plan is implemented, while upholding the highest care standards.

A Nurse Manager (NM) is in charge of the operations of the unit and can help with questions about the safety and quality of your care or any other concerns you may have.

A Fellow is a doctor who has graduated from medical school, completed a residency, and is specializing in one area of medical care.

A Resident is a doctor who has graduated from medical school. They have completed their first year of training as an intern.

An Intern is a doctor who has graduated from medical school and is in their first year of training.

Your Care Team: Coordination



Unit Clerks organize day-to-day non-clinical work on your unit, answer the phone, call for trays, or call to have your room cleaned. They manage the flow and filing of papers and information for the staff.

Transport Staff bring you in a wheelchair or stretcher to other floors of the hospital for tests or procedures.

Care Managers coordinate your care needs from admission to discharge. They assist with your transition from the hospital to your next level of care.

Housekeepers clean your room every day for your safety and comfort.

Patient Relations Representatives address your questions and concerns with your clinical team.

✉ For more information, call **718-630-7314** Monday to Friday from 9 am to 5 pm.

Social Workers provide discharge planning and counseling. They lead support groups for patients and families coping with illness and hospitalization and assist with advance care planning.

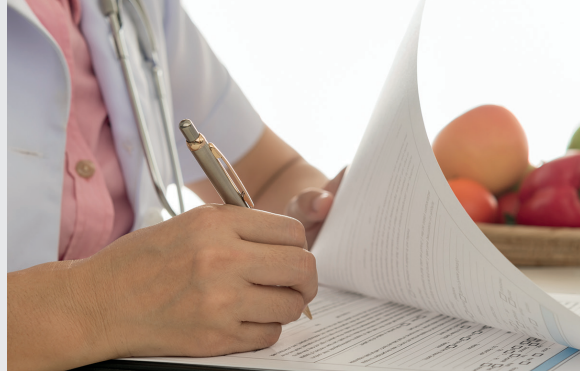
✉ For more information, call **718-630-7515** Monday to Friday from 9 am to 5 pm.

Palliative Care Team helps you with pain and other symptom management, goals of care and family support. They also collaborate with care team members to give you the best care possible. Your doctor can help arrange for these services.



Your Care Team:

Body



Physical Therapists (PTs) design a plan to improve your balance, strength, and flexibility through whole body movements. These include getting out of bed, standing up, sitting down, walking across a room, and climbing stairs.

Occupational Therapists (OTs) help restore your physical ability to carry out tasks of daily life, often referred to as activities of daily living (ADL). These activities may include getting dressed, bathing, and grooming. They can also help prepare you to get around at home after leaving the hospital.

Speech-Language Pathologists provide evaluation and treatment to help you recover and communicate if you've had a stroke, head injury, or other medical complications.

Registered Dietitians (RDs) work with you and develop a diet plan based on your condition, because proper nutrition is an important part of healing.

Dietary Hosts will provide you with a bedside menu based on your diet. They will also take your order and deliver your meal trays. If you are not available to place an order, a tray selected by the chef will be delivered to you.

i Tests and Treatments at your bedside

Many tests and treatments can be done right at your bedside. When needed, respiratory therapists, the IV (intravenous) team, radiology technicians, or other specialized professionals will provide you with quality care in your room.

Your Care Team: Mind and Spirit

Psychologists help you cope with physical pain, prepare for surgery, and adjust to the effects of illness on your life.

Medical Ethics Consultants can help you make decisions that can be difficult and stressful. They can help you make sense of conflicting choices and make decisions that fit with your cultural and spiritual beliefs and wishes. You can ask for a confidential discussion to help with these issues.

The Spiritual Care team is a patient-centered service that can help you manage your stay in the hospital, regardless of your religious or non-religious background.

Spiritual Care team members provide spiritual and emotional support that fits your needs, helping you locate your own spiritual strength and wisdom. They can also connect you with resources from your own faith tradition.

The team includes professional chaplains as well as clergy from specific faith communities: orthodox rabbis, Roman Catholic priests, and imams.

✉ For more information call **718-630-7505** any time or visit us at nyulangone.org/spiritualcare.

Prepare for Surgery, Heal Faster™ Program

Workshops with a trained practitioner, in-person, or over the phone, provide you and your family with techniques to help reduce anxiety and increase comfort while going through surgery, treatments, rehabilitation and tests. This free program is made available through the generous support of Sid and Helaine Lerner.

✉ For more information or workshop details call 718-630-6468 or email IHBK@nyulangone.org.



Your Care Team: Support



The Language Services team is dedicated to providing you the services you need to effectively communicate with your care team.

Medical Interpreters provide free professional interpreter services if you or your family prefer to communicate in a language other than English. These services include spoken, face-to-face, American Sign Language (ASL), telephonic and video remote interpretation. Some care team members are also certified to speak directly to you in your preferred language.

Translation of Medical Documents such as key medical forms and patient education materials are available in several languages. In addition, all vital documents are available in braille or large print for patients who are blind or visually impaired. Tell your healthcare provider if you need any other materials translated or need an interpreter to work with you.

✉ For more information, please speak with a care team member. You can also call **718-630-6537** or email the team at **LBLanguage.services@nyulangone.org**.

Listen to Health Experts on The Radio

Many of our doctors share their expertise on Doctor Radio Channel 81, a SiriusXM® Radio station, which broadcasts health and medical information programmed by NYU Langone Health.



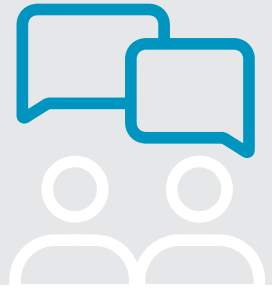
Tobacco Cessation Programs

We can help you quit smoking and using other tobacco products. Our approach is tailored to your individual needs and includes a range of options.



✉ For more information, call **855-698-7848** (855-NYU-QUIT).

Your Care Team: Support



International Patient Services

If you live outside the United States and need help with physician appointments, hotel accommodations, and financial arrangements, please contact the International Services Department.

✉ For information, please call **212-263-3588** Monday to Friday from 9 am to 5 pm or email internationalservices@nyulangone.org.

Services for Veterans and Military Families

The Steven A. Cohen Military Family Clinic at NYU Langone provides free and confidential individual, couples, family, and group therapy for veterans and their family members regardless of discharge status, combat exposure, or era served.

✉ For information, call **855-698-4677** or email militaryfamilyclinic@nyulangone.org.



Understanding Your Medications

You may be taking some new medications or different doses of medications than you did before you were in the hospital. Take only medicines prescribed by your care team.

While you are at the hospital:

- Tell your care team about any over-the-counter medicines you are taking**
- Ask questions about your medications**
 - What medicines are you taking?
 - What is the purpose of the medicine?
 - What are the possible side effects to look out for?
- Tell your care team how the prescribed medications make you feel**
- Tell your nurse right away if you don't feel well or have any side effects after taking your medication**



Tip

To remember the names of your medication, take a picture of your prescription bottles.



Your Safety

Before giving you any medication, your doctors, nurses, and other care team members will always:

- Check your wristband
- Ask your name and date of birth
- Tell you what medication they are giving you
- Explain medication dosage and purpose
- Discuss possible side effects and how to respond to symptoms

Let's Talk About Your Pain

We understand you may be experiencing pain from your medical condition or treatment. **If you have pain or discomfort, please let your care team know.** Our team of specialists will help treat your pain by using medication and non-medication treatments.

Use this scale to rate your pain and tell us how you are feeling.


Wong-Baker FACES® Pain Rating Scale


					
0	2	4	6	8	10
No Hurt	Hurts Little Bit	Hurts Little More	Hurts Even More	Hurts Whole Lot	Hurts Worst


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Help us help you with your pain management by sharing details about your pain. Let us know when it starts and before it becomes too uncomfortable.

 When do you feel pain? _____

 What makes your pain better? _____

 What makes your pain worse? _____

Your Response Teams

We are committed to doing **whatever it takes** to always keep you safe and comfortable.

Any questions?

Please speak with your nurse manager or any member of our nursing staff. You can also contact a patient relations representative by calling **718-630-7314** Monday to Friday from 9 am to 5 pm.

Nursing visits every hour

For your safety, a member of the nursing staff caring for you will see you every hour. They will help with your personal needs, such as helping you to the bathroom, washing and brushing your teeth, etc. They will also help you manage your pain and make you comfortable.

The Rapid Response Team (RRT)

The RRT is trained to respond to medical emergencies in the hospital. If your family member, friend, or loved one is very concerned by a change in your condition, they should call a nurse right away. If it is urgent, they can call **212-263-3911** or **33911** from any hospital phone. Tell the operator that you need the Rapid Response Team and give your room number.



Your Safety

Your safety is important to us. Let us take care of you.

To keep you safe, we will stay with you in the bathroom where falls may happen.

Things that increase your risk of falling:

- If you have fallen before
- Rushing to the bathroom
- Fever
- Infection
- Medications that cause you to feel sleepy, dizzy, or lightheaded
- Medical equipment with tubes or wires, which may cause you to trip
- Physical changes such as loss of feeling or numbness in your hands or feet, or changes in your balance
- Surgery
- Walking in slippery socks or shoes
- Confusion
- Being in an unfamiliar environment like the hospital

Because we're committed to your safety, we will:

- Look at your risk for falling and teach you ways to stay safe
- Check on you often to help you in and out of bed
- Give you a safety bracelet or special colored socks so that everyone can help to keep you safe
- Keep your room free of clutter
- Keep your belongings where you can reach them
- Stay with you in the bathroom



Tips for your safety:

- Keep the bed rails as instructed by your nurse or physician.
- Ask your nurse for help with medical equipment such as IV (intravenous) lines, poles, and cables.

Advance Care Planning




Advance Care Planning is about making decisions about the care you would like to receive if you become unable to speak for yourself.

We understand that you may feel uncomfortable talking about these topics. **Starting the conversation is an important first step which can make things easier in the future.** If you plan early (at any age or health status), this will ensure your health care wishes are known. It is an important gift to yourself and to your loved ones.

Advance Care Planning involves 3 steps:

- 1. Healthcare Agent:** Choose a reliable person to be your “healthcare agent.” They could be a family member, friend or anyone you trust. Talk to them about your goals, values, and preferences so that your decisions are respected.
- 2. Healthcare Proxy:** Complete a healthcare proxy form, also known as an Advanced Directive, to make sure that your wishes are honored. Share it with your healthcare agent, doctor, and hospital.
- 3. MOLST Form:** If you have a serious illness ask your doctor about whether you would benefit from having an advance care planning conversation and this form completed. At NYULH we use the electronic MOLST (eMOLST). This form is signed by a doctor or nurse practitioner and is valid in any setting.

 For more information and to obtain the healthcare proxy or MOLST form, ask your healthcare team or call the Advance Care Planning Program at **212-263-0416** Monday to Friday from 9 am to 5 pm.

Before Your Surgery



To make sure we **safely prepare you for surgery, we will always:**

- 1.** Ask your name, date of birth, type of surgery you are having, and the body part that will be operated on or the treatment you will receive
- 2.** Check your medical records from your doctor's office
- 3.** Mark the spot on your body that will be operated on, if applicable

Informed Consent

Informed consent means that you know how your illness or condition will be treated and you agree to the procedure or treatment.

NYU Langone Health will only perform surgery or proceed with your treatment after you sign an informed consent form. You can change your mind at any time before the surgery or treatment.

After Your Surgery

Your care team **will take measures to protect you from infection after surgery.** We will also closely monitor your pain.

- 1.** Let us know what else we can do to reduce your pain or nausea.
- 2.** Ask questions about your medications, especially any new medications.
- 3.** Make sure you understand:
 - The medicines you are taking
 - The purpose of each medicine
 - The possible side effects to look out for (rash, fever, dizziness, nausea)
 - Who to contact if you have any questions

Infection Prevention

With all surgery there is a risk of the incision getting infected. An incision is a cut that your doctor makes in order to perform your surgery.

Depending on your surgery, we may:

- Use clippers (not razors) to shave the area that will be operated on
- Give you antibiotics right before and after your surgery
- Give you antiseptic cloths with instructions that explain how to wipe your skin before your surgery
- Apply an antiseptic ointment in your nose before surgery
- Monitor your temperature, blood sugar, and oxygen levels, and use appropriate methods to keep them normal



Basic Steps to Prevent Infection

Preventing diseases like the common cold, strep throat, and the flu is important to everyone. Here are 5 basic things to keep yourself and others healthy and safe from infection while you are in the hospital.



1. Clean your hands

Always clean your hands before touching or eating food, and visiting someone who is sick (either in or out of the hospital). Clean them after using the bathroom, changing a diaper, playing with a pet, or touching banisters, walls, or other public surfaces. When soap and water are not available, use a hand sanitizer.



2. Be germ-free

As you probably know, doctors, nurses, dentists, and other healthcare providers come into contact with lots of bacteria and viruses, so before you are examined, you may ask them if they've cleaned their hands. Healthcare providers should wear clean gloves when they take throat cultures, take blood, touch wounds or body fluids, and examine a patient's mouth or private parts. Please don't be afraid to ask them to wear gloves.



3. Cover your mouth

You should cover your mouth and nose when you cough or sneeze to stop the spread of germs that can make you and others sick. Be sure to throw away used tissues and clean your hands. If you don't have a tissue, cough or sneeze into your elbow, not your hands.



4. If you are sick, stay away from other people as much as possible

Please do not shake hands or touch others.



5. Stay up-to-date

Did you know that you need to keep your vaccinations current even as an adult? Discuss with your healthcare provider which vaccinations you need to prevent diseases.

We Welcome Your Loved Ones

We know how important it is to have your loved ones with you during this time.

We encourage your friends and family to visit you while you are healing. Please speak with your nurse to discuss any special requests regarding visitation.

Sometimes, we may briefly direct your guests to the waiting area. This is to ensure that the room does not become crowded at any time.

Noise and your recovery

Too much noise can slow down your recovery. Help us keep the noise levels down. You can:

- Limit the number of guests at your bedside
- Speak with a low voice
- Take phone calls away from patient care areas
- Keep personal devices, TVs, and other devices at a low volume and use ear buds
- Keep phones on low, silent, or vibrate

Bathrooms for your guests

The bathroom in your room is only for your use. Guests are requested to use separate bathrooms available on each unit. Please ask a care team member for directions.



Your Comfort

We are committed to **doing whatever it takes to keep you as comfortable as possible** and to help you achieve your treatment goals.

Call your nurse anytime

Each bed has a call button, also known as a call bell, to let the nursing staff know that you need help.

Let us take care of you

Please don't leave your room without telling your nurse or patient care technician (PCT).

Heal your body during quiet hours

We know that you need as much rest and quiet as possible during your hospital stay. To ensure a healing environment, some of our units practice quiet hours. During this time, we limit activity and conversations to allow you to rest. If noise or lights outside your room are disturbing you, please let your care team know.



Smoke-Free Campus

Please be mindful that all NYU Langone Health campuses, buildings, and exterior spaces are tobacco-free. This includes e-cigarettes and all other smoking devices. Smoking or the use of smoking devices is not permitted anywhere in the hospital.



Additional Services



WiFi

To access our **WiFi** network in the hospital:

- Go to the “Choose a Network” setting or function on your device
- Select “NYULHguest”
- Read the Internet Access Policy
- Enter your email address



Food/drink (if allowed while you're being treated)

- Cafeteria (breakfast and lunch) every day from 7 am to 3 pm located on the 1st floor
- Coffee Shop (breakfast, lunch, dinner) 24 hours a day located on the 2nd floor



Points of interest

- Sister Aasta Foreland Chapel (off the main lobby)
- Bikur Cholim Yad Yaakov Room (off the main lobby)
- Masjed Prayer Room (off the main lobby)



Extra Bedding (can be provided if needed)

- Extra pillows
- Blankets



Electronics

- Television in each room
- ✉ If you need assistance with your television, please call **718-630-7021** at any time.

i We ask this of you for your safety

Never unplug any electrical equipment that your nurse or doctor put in your room. If you have any questions, please ask your nurse for help. We cannot permit the use of personal electrical devices such as televisions or hair dryers.

Your Personal Belongings

Be worry free, send your valuables home.

We do not take responsibility for your belongings. To avoid losing your items, we encourage you to send home everything except what is absolutely essential. If you cannot send your valuables home, please speak with your nurse to get more information on how to secure your belongings.

Dentures, hearing aids, eyeglasses, cell phones, and keys...

Let a member of your care team know if you need help storing these items.

- Store your dentures in a denture cup with your name on it
- Keep your glasses, hearing aids, keys, and cell phone secure

Please claim your belongings within 30 days after discharge. You or someone you appoint in writing is eligible to collect your belongings.

✉ To pick up your valuables Monday to Friday from 9 am to 5 pm, please call the cashier's office at **718-630-7142**. If you would like to pick up your valuables at any other time, please call security at **718-630-7080**.

Tip

Don't leave your personal belongings on your bed or the food tray.



Dentures



Hearing Aid



Eyeglasses



Cell Phone



Keys

Meditation

Meditation calms the mind, relaxes the body, and soothes the spirit. This easy exercise can be done while sitting or lying down.

1. Take a deep breath.
2. Place your hands on your stomach and take 2–3 deep breaths, noticing your stomach rising and falling with each in and out breath.
3. When you feel comfortable, close your eyes. Now, as you keep breathing deeply into your stomach, breathe in for a count of 5, then hold your breath for a count of 5, and breathe out slowly for a count of 5. Keep breathing, in for 5 seconds, hold for 5 seconds, out for 5 seconds.
4. Try this for 1 minute.

✉ For guided meditation or relaxation music please call **212-404-3800** at any time.

Your Observations

Take a moment every day to observe your thoughts, feelings, and sensations. Start by asking yourself:

1. What was the best thing that happened today?
2. What's the most challenging or difficult thing that happened today?
3. What insights can be gained from this that can be helpful for tomorrow?



Going Home Checklist

This is a checklist to make sure you have everything before you go home. We recommend you start using this checklist a few days before discharge. The following pages provide more information on the checklist. If you have any questions, please speak with your care team.

- Information about medication and any side effects to look out for**
- Discharge information, including discharge notice, discharge plan, after-visit summary, and when to see your doctor**
- Education about your health condition and how to manage your health**
- Personal belongings you brought with you to the hospital, including phone charger, wallet, eyeglasses, dentures, etc.**
- Instructions on how to properly use any new equipment at home, including walker, wristwatch, cane, etc.**



Care Plan for Going Home


We want you to be prepared and leave the hospital without delay.

Your doctor will coordinate with your healthcare team, and tell you when we expect to send you home.

During your stay, a social worker or care manager will talk with you about the care you'll need after leaving the hospital, and any concerns you may have.

Here's what your care manager or social worker will do:

- Coordinate arrangements for your care at home or a rehabilitation/nursing care facility
- Check what services and providers your insurance pays for
- Make referrals to other community resources for you

 For more information, call the Social Work office at **718-630-7515** Monday to Friday from 9 am to 5 pm.



Discharge is by noon. Before leaving the hospital, your nurse will ask you to sign a "Discharge Notice".



Finding the Right Services



You may need **specific services** in a place other than a hospital after you leave us. We will do our best to make sure that the right services are available when you are discharged. Your choice of services will depend on your condition, your insurance plan, and where you live. **Some of the services you may need are:**

Home Care from a Certified Health Agency

You may need skilled nursing care, physical therapy, occupational therapy, speech therapy, or a home health aide through a Certified Home Health Agency.

Outpatient Rehabilitation

When you go home and can travel for appointments one or more times a week, you may be able to complete your rehabilitation with outpatient therapy. Rusk Rehabilitation offers this kind of therapy. Talk with your social worker or care manager to find out more about our network of outpatient therapy centers and Rusk Rehabilitation.

People who need **hospice care** usually receive it in their home or sometimes in a special inpatient unit.

Supportive/Palliative Care

Palliative care is specialized medical care for people with serious illnesses. It is focused on providing relief (from the symptoms, pain, and stress of a serious illness) and improving the quality of life for you and your family. A team of doctors, nurses, social workers, chaplains, and specialists work together with your doctors to provide support. This care can be provided at any age or stage of a serious illness along with treatment for the underlying condition.

Hospice

This is a special program for those who need coordinated, supportive care at the end of their lives. If you want to know more, your social worker can discuss this program in more detail. The palliative care team is also available to support you or a loved one coping with issues at the end of life. Your doctor will refer them to meet with you and your family.

Finding the Right Services

Inpatient Rehabilitation

You may need to transfer to another inpatient program to continue your physical, occupational, and other therapy. This can help you regain and improve your ability to carry out normal daily activities.

- Acute Inpatient Rehabilitation requires therapy at least 3 hours a day, 5 days a week. Rusk Rehabilitation provides this treatment to patients for a short period.
- Sub-acute Inpatient Rehabilitation is usually a separate unit inside a Skilled Nursing Facility. This program is not as demanding as an acute-care program.

Long-Term Acute Care Hospitals (LTACHs)

LTACHs are designed for serious or multiple medical problems that require intense, special treatment for a longer period than the average acute hospital stay. You can receive medical care and rehabilitation together for up to 25 days on average. A patient might be sent to a LTACH right from our hospital if they have special needs for life-supporting care, such as a ventilator or dialysis.

Long-Term Care

You may need long-term care placement for supportive care, or for care more involved or more difficult than your family can give at home.

Assisted Living Facilities

These residences offer housing, food, social activities, and some personal care services. The patient or family generally pays for this care.

? Did you know?

A stay in a sub-acute rehab facility is usually about 20 days. Most times, this stay is long enough to help you regain your strength before returning home. Once home, you will receive home care services or participate in outpatient therapy. Your insurance company must authorize services before you can transfer.

If you need a longer stay than usual, you must also set up payment directly with the sub-acute facility. We can help with these matters.



Your Discharge Plan

Before you leave the hospital, your nurse will ask you to sign a “Discharge Notice”. Sign this notice when you feel that you have the information you need for your continued medical care and other services you may need after you leave the hospital.

If you think you are being asked to leave the hospital too soon, discuss this with your medical team. If you are not in agreement, you can appeal the decision.

Your discharge plan will look something like the image on the right. It may be a few pages long and contain:

1. Instructions
2. Your next steps
3. Your medications

NYU Langone Health Page 1 of 7

MRN:

1 Instructions

- Discharge Instructions
- Your medications have changed
- Activity instructions
- Diet instructions
- Other instructions

2 Your Next Steps

- Do
- Read
- Ask
- Go

3 Medication List

Name of medication	Morning	Afternoon	Evening	Bedtime	As needed

Where to pick up your medications

Information for Medicare Patients

We give patients covered by Medicare an “Important Message from Medicare” form to sign upon admission. One to two days before discharge, we will give you this form and ask you to sign it again. This form explains that we believe we have arranged a safe discharge for you and planned for services you may need after you leave the hospital. If you feel you are being discharged too soon, talk to your medical team; if you are in disagreement, your social worker or care manager can help you follow the steps required by Medicare to appeal your discharge.

Discharge Medications

You may be discharged with new medications. This page can help you **track the key information you need to know about your medications.**



Name of medication

Purpose of medication

Potential side effects

People Often Ask



? When does discharge planning start?

There are several steps to developing a successful discharge plan. It is best if we start planning as soon as you come into the hospital. Your discharge plan will be based on your medical needs, available resources, and insurance coverage. We will work with you to develop a discharge plan that is best for you. We often prepare more than one discharge plan because your needs change as your condition changes. We want to make sure that you will have options that best meet your needs when you are ready to leave the hospital.

? What if I need treatment, care, and services after my hospital stay?

We will give you information on community services and care settings that can meet your needs after your hospital stay. Your choices may depend on your medical condition, local availability of services, and your insurance plan. We will work with you to help you understand your options so you can make the best possible choice. You may need referrals for home healthcare, medical equipment, inpatient rehabilitation, nursing homes, and other support organizations and services in the community. Your social worker and care manager will help you with this.

? Why am I leaving on a different day?

Your discharge date may be different from your doctor's first estimate. Someone on your team will let you know the actual date. When you're ready to be discharged, be sure to see if you have the following:

- Transportation*
- Discharge plan
- Prescriptions
- Follow-up appointment, if needed


* If no one is available to take you home from the hospital, let your nurse, social worker, or care manager know. We can help arrange transportation and check to see if your insurance will pay. Insurance usually does not pay for ambulances or taxis. However, we can give you information about your choices and cost. Please see page 33 for more information.

? Who makes your discharge plan?

You will work with all members of your healthcare team to develop a plan for discharge. This plan will address your specific medical and personal needs. Your doctor will determine when you are medically ready for discharge and if additional care or services would be helpful after you leave the hospital.

Questions About Your Bill?


We understand that **you might have questions** regarding billing or payment issues.

 **If you have other questions**, please call the customer service team at **800-237-6977** Monday to Friday from 8 am to 7 pm.

What if the hospital does not participate with my insurance plan?

If the hospital visit is not on your insurance plan, contact your insurance company to find out about other options.

What if the doctor does not participate with my insurance plan?

 To find a doctor that takes your insurance, you can call NYU Langone Physician Referral Service at **646-929-7805** Monday to Friday from 8 am to 8 pm.

Do I have to pay in person before my visit?


If your visit is elective and scheduled, we ask that you pay at the time of service.

Will the hospital bill the insurance company for my visit?

Yes, the hospital will bill your insurance. If you have multiple insurance plans, the hospital will bill each of them.

What if I cannot afford the medical services I need?

You may be eligible for financial assistance or payment plans to help with your hospital bills.

 Find financial assistance information at **nyulangone.org/insurance-billing**. Or you can call our billing office at **718-630-6252**. You are also welcome to visit us at 150 55th Street, Suite LB 2940, Monday to Friday from 9 am to 5 pm.

What if my bill is more money than I was told it would be?

We do our best to provide you with an estimated cost of services prior to your visit. Please keep in mind that this is only an estimate and final charges may vary depending on the services provided.



Will the hospital bill the insurance company for my visit?

Yes, the hospital will bill your insurance. If you have multiple insurance plans, the hospital will bill each of them.

How long does the billing process take? When will I receive a bill/statement?

Most insurance companies take 30 to 45 days to process claims. They will send you an Explanation of Benefits (EOB) that lists the services, what has been paid, and any out-of-pocket expenses that are your responsibility. Our hospital will send you an itemized bill that lists the services rendered, charges, insurance payments, and any costs your insurance company requires.

Why will I receive multiple bills?

We know this can be confusing. The hospital only bills you for hospital services, so you will also get bills from your doctors. Doctors who care for you at the hospital may work in a private practice or they may be employed by the hospital. Some of the doctors may not be in the same insurance plan as the hospital. Ask the doctor admitting you to the hospital or scheduling your outpatient care if they participate in your insurance plan's network. If a doctor or hospital is not in your plan's network, your plan will require you to pay more.

Will I be billed for an ambulance ride to or from the hospital?

Only medically necessary ambulance services are covered by insurance. For an ambulance trip to be medically necessary, it must be unsafe for you to go by any other method of transport. Ambulance trips that go farther than 20 miles may have extra mileage charges. Charges like this are typically your responsibility.

Insurance policies vary as to how much of the bill they will cover. Some insurance policies carry deductibles. Others carry copays or co-insurance. There are also out-of-pocket maximums and benefit caps to consider. Since no two insurance policies are alike, the exact amount you will owe needs to be determined on a policy by policy basis. Many commercial insurance policies cover ambulance service, but not all of them do. Please see below for more information:

Medicare Part B covers 80 percent of an ambulance bill. This is after you have met your annual Part-B deductible. (2020 Part B Deductible: \$198). You are responsible for paying the remaining 20 percent of the bill.

Medicaid and Medicaid Managed Care cover 100 percent of an ambulance bill.

Gap Insurance is a form of insurance that might pay for part of an ambulance bill.

Useful Terms for Insurance Benefits

Your health and well-being are our top priorities. **We want to make sure that paying your medical bills is simple and smooth, so you can focus your attention on healing.**



Paid at each doctor visit

Copay

This is the amount of money your insurance requires that you pay for each medical visit. It usually ranges between \$20 and \$250.



Charges that insurance does not pay

Out-of-pocket Expenses

The charges that you pay for medical care. These are the charges that your insurance does not pay.



Charges you pay before insurance begins

Deductible

The money you pay for medical care before your insurance begins paying. So if your insurance deductible is \$250, you would have to pay \$250 out-of-pocket for your care before your insurance begins to pay.



Insurance
You pay

Coinsurance

Coinsurance starts after your deductible has been met. It's usually a percentage of the bill. For example, let's say your coinsurance is 10%. That means that your insurance pays 90% of the bill and you pay the remaining 10%. So, if your hospital bill is \$250, your insurance will pay 90% or \$225, and you will pay 10% or \$25.



Yearly maximum

Out-of-pocket maximum

The maximum amount of money you owe in medical costs per year. When you reach your out-of-pocket maximum, your plan will then pay 100% of all allowed medical expenses.



Keep Connected

MyChart offers you personalized and secure online access to portions of your medical record.

Most NYU Langone providers use **MyChart** to exchange secure electronic messages so you can request medical appointments. Please check with your provider's office if you do not see them listed in your account.

With MyChart, you can:

- Stay in touch with your doctor
- View your electronic health record
- View laboratory test results
- Request prescription refills
- Access trusted health information resources
- Review your billing account

Ask a member of your care team how to sign up or visit mychart.nyulmc.org.

Contact us

Have questions about your hospital bill?

800-237-6977

Monday to Friday
8 am to 7 pm

Have questions about your physician bill?

877-648-2964

Monday to Friday
8 am to 7 pm

Need a referral for an NYU Langone physician?

888-769-8633

(888-7NYUMED)

Need copies of the testing that you had?

718-630-7407

Monday to Friday
9 am to 5 pm

Need your medical records?

718-630-7125

Monday to Friday
9 am to 4 pm

Interested in participating in a clinical trial?

646-754-7432

Give us Your Feedback

Thank you for choosing NYU Langone Health, and for partnering with us in your care. You may receive a survey in the near future. Please take a few moments to let us know about your visit.

Want to share a compliment?

Email us at #BrooklynCompliments@nyulangone.org



✉ If you have a concern, please let your clinical team know. You can also call the Patient Relations Department at **718-630-7314** Monday through Friday 9 am to 5 pm.

Non-discrimination policy

It is the policy of NYU Langone Hospitals not to exclude from participation, deny benefits to or engage in discrimination against any person employed or seeking patient care on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity or expression, ancestry, citizenship status, marital or parental status, pregnancy, military or veteran status, religion, socioeconomic status, or any other category protected by law. The non-discrimination policy is available in Spanish, Chinese and Russian and will be made available through interpreting or translation services for other languages and deaf or hard of hearing individuals.

Patient, family, and visitor inquiries about this policy or complaints alleging violations at NYU Langone Hospital - Brooklyn should be directed to the Patient Relations Director at **718-630-7314** (designated Section 504 & Section 1557 Grievance Coordinator).

Atención: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

注意：如果您使用中文，您可以免費獲得 語言援助服務。

Notes



Notes





NYU Langone Health is committed to a healthy & sustainable future for all. Please support our efforts by recycling this booklet. [Read more at www.nyulangone.org/our-story/sustainability.](http://www.nyulangone.org/our-story/sustainability)

