



St. Elizabeth Medical Center *Patient Information Guide*

Guided by Faith
Committed to Excellence

Mission

St. Elizabeth Medical Center Community, inspired by St. Francis of Assisi and faithful to the teachings of the Roman Catholic Church, is committed to excellence in healthcare and education. We pledge to do this with compassion and respect for the dignity of all.

Sponsored by the Sisters of St. Francis

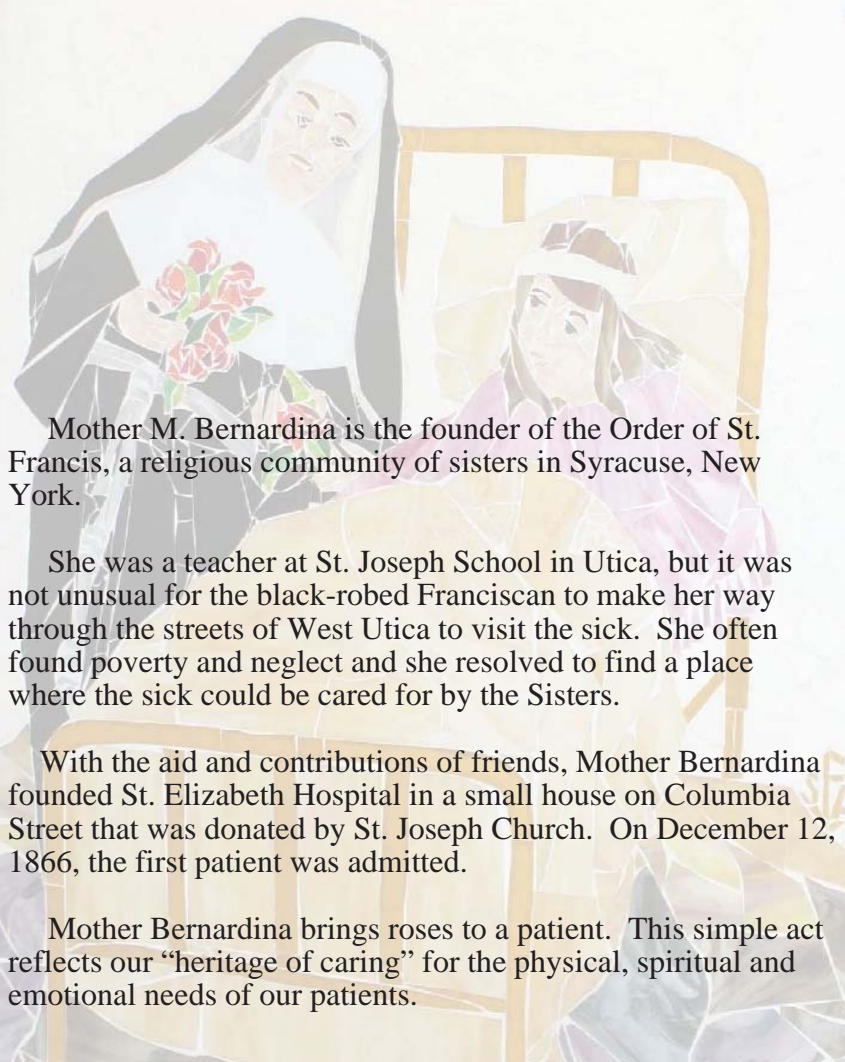
www.stemc.org

 **ST. ELIZABETH
MEDICAL CENTER**

THE DISTINCTION OF RELIGION NATIONALITY

Our Heritage of Caring

Mother M. Bernardina



Mother M. Bernardina is the founder of the Order of St. Francis, a religious community of sisters in Syracuse, New York.

She was a teacher at St. Joseph School in Utica, but it was not unusual for the black-robed Franciscan to make her way through the streets of West Utica to visit the sick. She often found poverty and neglect and she resolved to find a place where the sick could be cared for by the Sisters.

With the aid and contributions of friends, Mother Bernardina founded St. Elizabeth Hospital in a small house on Columbia Street that was donated by St. Joseph Church. On December 12, 1866, the first patient was admitted.

Mother Bernardina brings roses to a patient. This simple act reflects our “heritage of caring” for the physical, spiritual and emotional needs of our patients.

Welcome to St. Elizabeth Medical Center

“We are our brothers’ keepers.”

It is this philosophy that inspires the staff of St. Elizabeth Medical Center and gives a sense of direction to the care we provide to all people, regardless of race, creed or national origin.

Your physical, mental and spiritual welfare is our concern and we stand ready to serve you in any way we can. It is our purpose – and our privilege – to give you the finest care, to make your stay here as comfortable as possible, and do everything we can to hasten your recovery.

Please be assured of our prayerful remembrance.

Sisters of St. Francis of the Neumann Communities
St. Elizabeth Medical Center
Utica, New York

A Prayer for Healing

Father in Heaven

You invite all who are burdened to come to You.

Allow Your healing hand to heal me.

Touch my soul with Your compassion for others.

Touch my heart with Your courage and infinite love for all.

Touch my mind with Your wisdom,

that my mouth may always proclaim Your praise.

Teach me to reach out to You in my need,

and help me to lead others to You by my example.

Most loving Father,

bring me health in body and spirit

that I may serve You with all my strength.

Touch gently this life which you have created,
now and forever.

Amen.

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Mission Statement

St. Elizabeth Medical Center community, inspired by St. Francis of Assisi and faithful to the teachings of the Roman Catholic Church, is committed to excellence in healthcare and education. We pledge to do this with compassion and respect for the dignity of all.

Our Heritage of Caring

St. Elizabeth has provided medical care for our upstate New York region for over 143 years. The Medical Center had its beginnings in the dreams of the Sisters of St. Francis who lived and worked in Utica during the Civil War. These Sisters taught at St. Clare's School by day and visited the sick and poor at night. They found many people desperate for much more care than they could provide and began to look for a better way to serve the sick.

In 1866, one year after the end of the Civil War, Mother Bernardina of the Sisters of St. Francis founded St. Elizabeth Hospital in a house donated by the priests of St. Joseph Church. The original hospital, located on Columbia Street, admitted its first patient on December 12, 1866.

Since that day, St. Elizabeth has established a strong heritage of caring. The hospital has moved three times and has undergone major expansions and renovations to evolve with advancing medical care and technology, and to respond to the changing needs of the community at large.

Today, St. Elizabeth Medical Center occupies a 25-acre campus on Genesee Street and operates satellite centers specializing in primary care (from pediatrics to geriatrics), integrative medicine, women's health, rehab and sports medicine, and pre-admission and outpatient testing.

The Medical Center is certified by the New York State Department of Health. **Patient Safety or Quality Concerns** - If you have a concern or complaint about patient care or safety, we encourage you to share this directly with those providing the care or services, or contact the manager of the department. If you feel that your concern has not been adequately addressed by the Medical Center's management, you may report your concern or register a complaint with the New York State Department of Health, Regional Office at 1-800-804-5447.

The Medical Center is also accredited by DNV Healthcare, Inc., through the National Intergrated Accreditation for Healthcare Organizations (NIAHO). St. Elizabeth took a leadership role by gaining certification from the International Organization of Standardization (ISO), by meeting ISO 9001:2000 and ISO 14001:2004 criteria. It was the first hospital in the nation to receive these two Quality designations.

Recognized as a regional teaching institution, St. Elizabeth operates the Fellowship in Gynecologic Endoscopic Surgery, the Family Medicine Resi-

gency Program, the College of Nursing and the School of Radiography. With 201 beds and over 1,900 employees, the Medical Center is both a major provider and major employer in the region.

The Medical Center operates St. Elizabeth Medical Group, a network of health centers and physician offices in Oneida and Herkimer counties, providing access to care in local communities and neighborhoods. There are offices in Mohawk, Little Falls, Sauquoit, Waterville, Clinton, New Hartford, North Utica, East Utica, Central Utica and South Utica.

St. Elizabeth operates a network of Sports Medicine, Physical Therapy and Rehab Centers located at Adirondack Sports Medicine and Physical Therapy at St. Elizabeth Medical Arts, New Hartford.

An outpatient testing and imaging center, Marian Medical Imaging, is located adjacent to the Medical Center in the Marian Medical Professional Building. Home Care services are provided by St. Elizabeth Home Care, and durable medical equipment services are offered by St. Elizabeth Health Support Services.

Philosophy

St. Elizabeth Medical Center is founded on the belief that all persons are created equal by God. As a Roman Catholic Institution, we believe that each person has the right to life, including the unborn. As we believe in the preservation of life, so too, we believe that the terminally ill have the right to die with dignity. We believe that each person has the right to quality healthcare with the same concern and compassion that our founding Sisters exhibited when they began this work in 1866. To this end, we strive to minister to the whole person, to promote physical, spiritual and emotional wellness.

We believe that our most valuable resource is our employees and we are committed to their personal and professional growth. It is essential that we respect, trust and recognize one another through open communication and participation.

We are committed to continuous quality improvement of all our services.

We recognize our obligation to support and provide education and research, which enhances the delivery and quality of patient care. We will maintain our position as the major community provider of educational programs in Family Practice, Professional Nursing and Radiologic Technology.

We will manage in a financially responsible manner to ensure our continued ability to serve the community.

We believe in the preservation of our natural resources and we will operate the Medical Center in a manner that promotes a healthy environment.

We believe that cooperation with other community organizations is essential to the delivery of quality healthcare. We will continue to develop programs that respond to unmet healthcare needs.

We will adhere to this philosophy in fulfilling our Christian and civic responsibility to serve our community.

St. Elizabeth Community Beliefs and Values, Which Guide All of Our Actions

Compassion Fostering a friendly, caring environment in which the customer comes first.

Integrity Conducting ourselves in an ethical and honest manner.

Excellence Meeting and exceeding expectations of those we serve. We value listening, caring and being sensitive to the needs of others. We respond to patients, family members, medical staff members, and each community team member and whomever else we may serve in a manner that clearly indicates our desire to meet their needs, and to exceed their expectations.

Commitment Accepting ownership and involvement in the common goals of the St. Elizabeth Community, we value all people - those we serve and those with whom we work. We encourage people to express ideas and consider suggestions from others. We work together as a team and treat each other with respect.

Respect Respecting all customers and each other is extremely important. Our interactions with one another are equally as important as the decisions we make and the care we render. We strive to listen patiently and respond with concern as we conduct our business.

Teamwork Achieving a cooperative spirit among staff members, medical staff, volunteers, contract agency employees and the community. We value continuously improving, effective communication within the organization and with all the publics served by members of our team. We strive to draw on our diversified workforce to meet the ongoing needs of our customers.

Resourcefulness Responding to challenges and opportunities with innovation, creativity, and efficient management of resources. We value our resources and recognize that we will fulfill our mission only if we successfully manage our financial and other resources. Therefore, we actively create innovative, cost-effective systems throughout the organization to

continuously improve the management of all resources used.

Improvement Improving continuously upon everything we do to achieve excellence in performance. This continuous improvement applies to human resource development, and we encourage personal growth and learning for members of our team.

The Vision of St. Elizabeth

The St. Elizabeth Medical Center ministry will be recognized in the communities we serve for excellence in healthcare services and education and as the healthcare employer of choice and the preferred partner of physicians.

Patients' Rights and Responsibilities

Confidentiality

On April 14, 2003, Federal Privacy Standards known as HIPAA became effective to protect patients' medical records and other health information provided to insurance companies, doctors, hospitals, and other healthcare providers. The rule gives patients the right to access their medical records, and provides patients more control over how their personal health information is used and disclosed. Exceptions to the privacy rule are payment activities, treatment, and healthcare operations.

The Medical Center is committed to protecting the medical information of our patients. As such, there may be times when the information given to friends and family may be restricted in order to protect the patients' medical information. In order to assist us with disclosure to patients' family members and friends, each patient is encouraged to assign a healthcare proxy, in the event that the patient is unable to give consent to release medical information.

At the time of admission, patients will be asked if they would like to have their name placed in our patient directory. If they decide not to have their name in the directory (optout), outside callers, including family members, will not be informed of the patient's status at the Medical Center.

Patients' Responsibilities

You have a responsibility to:

1. Provide accurate and complete information related to your health.
2. Comply with instructions related to your care.
3. Assure that financial obligations of healthcare are fulfilled as promptly as possible.
4. Follow hospital rules and regulations affecting care and conduct.
5. Be considerate of the rights of other patients and personnel.
6. Be respectful of the property of other persons and of the hospital.
7. Be responsible for your actions if you refuse treatment or do not follow provider's instructions.

8. Inform the hospital of advance directives concerning designation of a surrogate/agent to make healthcare decisions.
9. Recognize the impact of your lifestyle on your personal health.

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, 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 "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 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 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.

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

Planning in Advance for Your Medical Treatment

Your Right to Decide About Treatment

Adults in New York State have the right to accept or refuse medical treatment, including life-sustaining treatment. Our constitution and state laws protect this right. This means that you have the right to request or consent to treatment, to refuse treatment before it has started and to have treatment stopped once it has begun.

Safety Measures for Everyone's Benefit

If an incident arises where the patient's immediate safety and/or the well-being of others could be in jeopardy, our goal is to make every effort to prevent physical restraint of the patient. However, if restraint becomes necessary, St. Elizabeth Medical Center is committed to using the least restrictive mode for the least amount of time.

Planning In Advance

Sometimes because of illness or injury, people are unable to talk to a doctor and decide about treatment for themselves. You may wish to plan in advance to make sure that your wishes about treatment will be followed if you become unable to decide for yourself for a short or long time period. If you would like assistance preparing Do-Not-Resuscitate documents, assistance from Medical Center personnel will be provided upon your request.

If you do not plan ahead, family members or other people close to you may not be allowed to make decisions for you and follow your wishes. In New York State, appointing someone you can trust to decide about treatment if you become unable to decide for yourself, is the best way to protect your treatment wishes and concerns. You have the right to appoint someone by filling out a form called a Health Care Proxy.

A copy of the form and information about the Health Care Proxy are available from St. Elizabeth's Central Admitting or may be printed directly from the Department of Health website at www.health.state.ny.us (click on Info for Consumers).

If you have no one you can appoint to decide for you, or do not want to appoint someone, you can also give specific instructions about treatment in advance. Those instructions can be written, and are often referred to as a Living Will.

You should understand that general instructions about refusing treatment, even if written down, may not be effective. Your instructions must clearly and convincingly cover the treatment decisions that must be made. For example, if you just write down that you do not want “heroic measures,” the instructions may not be specific enough. You should say the kind of treatment that you do not want, such as a respirator or chemotherapy, and describe the medical condition in which you would refuse the treatment, such as when you are terminally ill or permanently unconscious with no hope of recovering. You can also give instructions orally by discussing your treatment wishes with your doctor, family members or others close to you.

Putting things in writing is safer than simply speaking to people, but neither method is as effective as appointing someone to decide for you. It is often hard for people to know in advance what will happen to them or what their medical needs will be in the future. If you choose someone to make decisions for you, that person can talk to your doctor and make decisions that he or she believes you would have wanted or that are best for you, when needed. If you appoint someone and also leave instructions about treatment in a Living Will, in the space provided on the Health Care Proxy form itself, or in some other manner, the person you select can use these instructions as guidance to make the right decision for you.

Deciding About Cardiopulmonary Resuscitation (CPR)

Your right to decide about treatment also includes the right to decide about cardiopulmonary resuscitation (CPR). CPR is emergency treatment to restart the heart and lungs when your breathing or circulation stops.

Sometimes doctors and patients decide in advance that CPR should not be provided, and the doctor gives the medical staff an order not to resuscitate (DNR). If your physical or mental condition prevents you from deciding about CPR, someone you appoint, your family members or others close to you, can decide.

[Patients are provided with the description of state law prepared by the State Health Department entitled “Planning in Advance For Your Medical Treatment”; the publication, “Appointing Your Health Care Agent— New York State’s Proxy Law,” which contains a sample (usable) health care proxy form; and a summary of the hospital’s policy regarding the implementation of these rights. 10NYCRR, 400.21 (d) (1) (i, ii, iii)]

Deciding About Cardiopulmonary Resuscitation (CPR): Do-Not-Resuscitate (DNR) Orders

A Guide for Patients and Families

What do CPR and DNR orders mean?

CPR — cardiopulmonary resuscitation — refers to the medical procedures used to restart a patient’s heart and breathing when the patient suffers heart failure. CPR may involve simple efforts such as mouth-to-mouth resuscitation and external chest compression. Advanced CPR may involve electric shock, insertion of a tube to open the patient’s airway, injection of medication into the heart and in extreme cases, open-chest heart massage.

A do-not-resuscitate (DNR) order tells medical professionals not to perform CPR. This means that doctors, nurses and emergency medical personnel will not attempt emergency CPR if the patient’s breathing or heartbeat stops.

DNR orders may be written for patients in a hospital or nursing home, or for patients at home. Hospital DNR orders tell the medical staff not to resuscitate the patient if cardiac arrest occurs. If the patient is in a nursing home or at home, a DNR order tells the staff and emergency medical personnel not to perform emergency resuscitation and not to transfer the patient to a hospital for CPR.

Why are DNR orders issued?

CPR, when successful, restores heartbeat and breathing and allows a patient to resume his/her previous lifestyle. The success of CPR depends on the patient’s overall medical condition. Age alone does not determine whether CPR will be successful, although illnesses and frailties that go along with age often make CPR less successful.

When patients are seriously ill or terminally ill, CPR may not work or may only partially work, leaving the patient brain-damaged or in a worse medical state than before the heart stopped. In these cases, some patients prefer to be cared for without aggressive efforts at resuscitation.

Can I request a DNR order?

Yes. All adult patients can request a DNR order. If you are sick and unable to tell your doctor that you want a DNR order written, a family member or close friend can decide for you.

Is my right to request or receive other treatment affected by a DNR order?

No. A DNR order is only a decision about CPR and does not relate to any other treatment.

Are DNR orders ethically acceptable?

It is widely recognized by healthcare professionals, clergy, lawyers and others that DNR orders are medically and ethically appropriate under certain circumstances. For some patients, CPR offers more burdens than benefits, and may be against the patient’s wishes.

Is my consent required for a DNR order?

Your doctor must speak to you before entering a DNR order if you are able to decide, unless your doctor believes that discussing CPR with you would cause you severe harm. In an emergency, it is assumed that all patients would consent to CPR. However, if a doctor decides that CPR will not work, it is not provided.

How can I make my wishes about DNR known?

During hospitalization, an adult patient may consent to a DNR order orally or in writing, if two adult witnesses are present. When consent is given orally, one of the witnesses must be a physician affiliated with the hospital. Prior to hospitalization, consent must be in writing in the presence of two adult witnesses. In addition, the Health Care Proxy Law allows you to appoint someone you trust to make decisions about CPR and other treatments if you become unable to decide for yourself.

Before deciding about CPR, you should speak with your doctor about your overall health and the benefits and burdens CPR would provide for you. A full and early discussion between you and your doctor will assure that your wishes will be known.

If I request a DNR order, must my doctor honor my wishes?

If you don't want CPR and you request a DNR order, your doctor must follow your wishes or:

- transfer your care to another doctor who will follow your wishes; or
- begin a process to settle the dispute if you are in a hospital or nursing home.

If the dispute is not resolved within 72 hours, your doctor must enter the order or transfer you to the care of another doctor.

If I am not able to decide about CPR for myself, who will decide?

First, two doctors must determine that you are unable to decide about CPR. You will be told of this determination and have the right to object.

If you become unable to decide about CPR, and you did not tell your doctor or others about your wishes in advance, a DNR order can be written with the consent of the person highest on the following list:

Choose from the following list,

- your health care agent
- the person chosen by you to make healthcare decisions under New York's Health Care Proxy Law (if you have appointed one);
- a court appointed guardian (if there is one);
- a spouse;
- a son or daughter 18 or older;
- a parent;

- a brother or sister 18 or older;
- a close friend (18 or older; must present notarized affidavit that he or she is a friend).

How can I select someone to decide for me?

The Health Care Proxy Law allows adults to select someone they trust to make healthcare decisions for them when they are no longer able to do so themselves, including decisions about CPR. You can name someone by filling out a healthcare proxy form.

Under what circumstances can a family member or close friend decide that a DNR order should be written?

A family member or close friend can consent to a DNR order only when you are unable to decide for yourself and you have not appointed a healthcare agent to decide for you. Your family member or friend can consent to a DNR order when:

- you are terminally ill; or
- you are permanently unconscious; or
- CPR will not work (would be medically futile); or
- CPR would impose an extraordinary burden on you given your medical condition and the expected outcome of CPR.

Anyone deciding for you must base the decision on your wishes, including your religious and moral beliefs, or if your wishes are not known, on your best interest.

What if members of my family disagree?

In a hospital or nursing home, your family can ask that the disagreement be mediated. Your doctor can request mediation if he or she is aware of any disagreement among your family members.

What if I lose the ability to make decisions about CPR and do not have anyone who can decide for me?

A DNR order can be written if two doctors decide that CPR would not work or if a court approves of the DNR order. It would be best if you discussed your wishes about CPR with your doctor in advance.

Who can consent to a DNR order for children?

A DNR order can be entered for a child with the consent of the child's parents or guardian. If the child is old enough to understand and decide about CPR, the child's consent is also required for a DNR order.

What happens if I change my mind after a DNR order has been written?

You or anyone who consents to a DNR order for you, can revoke consent for the order by telling your doctor, nurses or others of the decision.

What happens to a DNR order if I am transferred from a nursing home to a hospital or vice versa?

The DNR order will continue until a doctor examines you and decides whether the order should remain or be cancelled. If the doctor decides to cancel the DNR order, you or anyone who decided for you will be told and can ask that the DNR order be entered again.

If I am at home with a nonhospital DNR order, what happens if a family member or friend panics and calls an ambulance to resuscitate me?

If you have a nonhospital DNR order and family members show it to emergency personnel, they will not try to resuscitate you or take you to a hospital emergency room for CPR.

What happens to my DNR order if I am transferred from a hospital or nursing home to home care?

The order issued for you in a hospital or nursing home will not apply at home. You, your healthcare agent or family member must specifically consent to a nonhospital DNR order. If you leave a hospital or nursing home without a nonhospital DNR order, a DNR order can be issued by a doctor for you at home.

[Patients are provided with information developed by the State Health Department that describes the Do-Not-Resuscitate (DNR) law. It must also be furnished to each member of the hospital's staff involved in the provision of medical care, and it must be posted in a public place in each hospital. Patient Self-Determination Act in OBRA '90 amending 1902 (a)(58) of Social Security Act Public Health Law 2979]

Services For Your Comfort and Convenience

Meals

St. Elizabeth Medical Center operates a full service Dietary Department, with on-call Room Service offering a wide variety of nutritional menu items to meet your special dietary needs. Registered dietitians are available to speak with you about special dietary requirements or to counsel you on matters of nutrition. If you have any questions about your diet, please call the Diet Office at ext. 8104. To call Room Service, dial extensions 6325, 6326 or 6328.

During your stay, menus will be distributed each morning so that you can select your meals for the following day. You can make food selections by circling your choices on the menu. A representative from the Dietary Department will visit your room each morning to answer your questions and to collect your completed menu.

About Room Service

Room Service is the new way for patients to receive meals. You can call Room Service when you are ready to eat, and your meals will be delivered within 45 minutes. Our phone lines are open from 6:45 a.m. to 6 p.m. for food. You may call until 7:00 p.m. to request cold sandwiches and beverages.

To order your meal, make your selection from the Room Service Menu provided, then call ext. 6325. Your order will be taken by a member of our clinical staff in the Food Service Department. Not all menu items are appropriate for all diets, and you will be informed of this when you order.

While you are a patient, your meal times or choices may be altered due to laboratory tests or other procedures. If you are placed on a special diet, your menu will be adjusted to reflect your dietary needs. Your nurse or a dietitian will discuss these changes with you. Please be assured that your suggestions and comments about the dietary service will be appreciated.

Telephone Service

Local telephone service is provided free. If you have a problem with the bedside telephone, dial **O** and the operator will assist you. Relatives and friends may call you by dialing the switchboard at 798-8100. The operator will connect callers to your extension. In order to protect your privacy, the St. Elizabeth operators will not furnish your direct number to callers.

Public telephones are available on each floor and can be used by visitors for outgoing calls. Use of cellular phones is not allowed in areas where there are patient monitoring systems. Cell phones are permitted in Main Lobbies.

Television Service

St. Elizabeth Medical Center, in association with Telehealth Services, offers patients an instant and easy method for the rental of Television Service.

Rental Information: The rate for Television Service is \$5.00 per day. Television rental includes all cable channels, plus a variety of education channels.

Obtaining the service is as easy as using your telephone. To activate your television service, Dial 6500 and follow instructions.

**** Upon activation, there will be a minimum of a one-day charge for the services selected.****

Charges for Television service can be placed on a major credit card, a Pre-paid Telehealth Rental Card or on your home phone bill.

There is a one-time fee of \$3.50 to place the charges on your home phone bill. There is no additional fee to use your credit card or the pre-paid card.

Once you have activated your service, you can call the rental system back at any time and stop service; or the service automatically will be cancelled upon discharge. If you move to another room, the service automatically follows you

and will be activated in the new location. If you move to a non-rental room, the service automatically will be suspended until you return to a rental room. (While in a non-rental room, TV service is available at no charge.)

You can view “Patient Education Channels,” closed circuit Channels 62, 63, 64, 65, and 66 without renting television service. You will find a Patient Safety/Orientation video on channel 63.

Each television set is equipped with a pillow speaker for your personal use. Please keep the television volume low in consideration of others around you. The use of personal television sets is not permitted at St. Elizabeth Medical Center.

If you need assistance activating your service, contact your nurse. If you have a broken pillow speaker, television or telephone, **Dial 0** and someone will assist you.

Hospital Services

Those who perform Hospital Services at St. Elizabeth Medical Center are committed to your satisfaction. It is important to us that your room is clean and pleasant.

Our staff members understand your concerns and will conduct themselves with respect and compassion at all times.

Should you have any questions or feel you would like to speak with a representative from the Hospital Services office, please feel free to contact us. You may do so by dialing extension 8249 on your hospital phone, Monday through Friday, 8 a.m. to 4 p.m. At all other times, please ask your nurse to contact the shift supervisor.

Special Services

Case Management/Social Services

A professional Case Manager/Social Worker is available to assist you and your family with personal problems during your hospitalization and to help plan your discharge. If you are interested in these services, ask your nurse to contact the Medical Center Case Manager/Social Worker at ext. 8135 or 8440.

Patient Advocate

We want to provide our patients and families with the best care and service to make their stay as comfortable as possible. We value your feedback and suggestions to improve our service. Our Patient Advocate is available to discuss your concerns or suggestions regarding your care. To contact the Patient Advocate from your room, dial ext. 8377. The Patient Advocate is available Monday through Friday from 9 a.m. to 1 p.m.

Pastoral Care

The Pastoral Care Department is dedicated to providing spiritual and emotional support for patients and families. Pastoral care representatives make regular visits to each patient. Clergy of all faiths are welcome to visit patients and families.

The Pastoral Care Department consists of a Catholic Priest who is on duty 24 hours a day, seven days a week. Other staff members are a Sister of St. Francis and Franciscan Brothers.

Roman Catholic patients can arrange to receive Sacraments during their hospitalization. Holy Communion is distributed daily. The Sacraments of Reconciliation and the Anointing of the Sick can be ministered upon request.

Free Interpretation Services

St. Elizabeth offers free interpretation services around the clock for patients who are unable to speak, write and/or understand the English language. A qualified interpreter fluent in the patient's primary language will be available in person or by telephone. This service may be requested through the nurse or other St. Elizabeth employee. Questions and concerns may also be addressed to the Language Assistance Coordinator at ext. 3582.

Health Education

St. Elizabeth offers numerous educational opportunities for patients and families. Throughout your stay, you will be receiving information regarding your treatments, medications and diet. In addition, the Medical Center has specific individualized education for diabetic, mastectomy, wound, and cardiac patients.

Your Hospital Stay

What You Will Need

St. Elizabeth Medical Center will provide most of the things that you need during your stay. The items listed below are the only things you need to bring from home:

- Personal Toiletries
- Robe, slippers and sleeping apparel.
- Eye wear, hearing aid, dentures etc. These items should all be placed in their proper containers and kept in the drawer of your bedside stand when not in use. Please be careful not to leave any of these items on your meal tray, in your bed linens or under the pillow.
- A list of medications you are currently taking. (Do not bring your own medicines; these will be provided and administered by the Medical Center.)
- A family photo or other small items which will help you feel at home.
- A small amount of cash to pay for television service, and other items if desired.
- Clothing to wear home.
- Copies of Advanced Directives, Living Wills, Proxies, etc.

For safety reasons we specifically ask that you not bring the following items:

- Electrical plug-in appliances.
- Valuables (cash, credit cards, jewelry, etc.)
- **Cellular phones cannot be used in areas where there are patient monitoring systems and inpatient rooms.**

The Medical Center is not responsible for lost or stolen items.

Your Admission to St. Elizabeth

You and your physician have chosen St. Elizabeth Medical Center for your care and treatment. As a member of St. Elizabeth's medical staff, your physician will prescribe treatment and instructions for your care during your stay. At St. Elizabeth, each staff member is dedicated to providing you with the highest quality care.

The Admission Process

You will be admitted through Central Admitting, which is located on the first floor, adjacent to the parking garage. Even before you arrive, our staff is working to serve you. You may receive a call from a member of the admissions' staff to obtain information that will enable us to streamline your admission. This may include obtaining demographic and insurance information. Your cooperation in providing complete and accurate information is greatly appreciated.

Note: If you are coming in for ambulatory surgery or endoscopy, you will be admitted directly to those outpatient areas. Park on the second level of the parking garage and use the pedestrian bridge entrance.

You will be given an identification bracelet that contains information about you that will help the Medical Center staff. Please wear this ID bracelet at all times: otherwise lab work, X-rays, various tests, and treatments cannot be performed.

Accommodations

Your physician will arrange for accommodations. The hospital offers air conditioned private and semi-private rooms. Every effort is made to have your preferred room available on the scheduled date of admission. However, alternate arrangements may be necessary due to high occupancy, emergency admissions, or doctor's order. The Admitting office will honor your doctor's request for transfer when your choice accommodation becomes available. There is an additional charge for private rooms, usually not covered by insurance. In the event that a bed is not available, your admission may be delayed.

Consent and Release Forms

We will ask you to sign a general consent and release form for treatment before being admitted to the Medical Center. Parents or guardians must sign for dependent minors. A legal or other responsible person will be asked to sign for patients who are unable to sign.

For Your Safety

A Few Safety Tips

- Always follow your doctor's orders and the nurse's instructions regarding whether you must stay in bed, require assistance to go to the bathroom, etc.
- Ask a nurse for help if you feel dizzy or weak getting out of bed. Remember you are more likely to feel faint or dizzy after sitting or lying for a long time.
- Remain lying or seated while waiting for assistance. Please be patient. Someone will answer your call as soon as possible.

- If you must get up without waiting for help, sit up in bed for a while before standing up, rise carefully and slowly begin to walk.
- Make sure you wear non-skid slippers whenever you walk in the hospital. Rubber or crepe soled slippers are recommended.
- Do not tamper with side rails or restraints that may be in use. If restraints need adjustment, ask a nurse to help. Side rails and restraints are reminders to stay in bed and are designed to ensure your safety and protection.
- If necessary, and whenever possible, we will encourage your family to assist in matters pertaining to your safety.

Infection Prevention: What You Can Do

Infections can occur after many types of procedures. There are several things you can do to help protect yourself. Wash your hands often and well after using the bathroom, touching something that is soiled, or assisting in any patient care activity. Use waterless hand sanitizer located on the wall outside your room. Wash with soap and water for at least 15 seconds.

Please do not hesitate to remind doctors, nurses, and other staff to wash their hands. Ask your family and friends not to visit if they feel ill.

If you have any questions or concerns relating to infection prevention, please ask your nurse to contact the Infection Prevention Department.

Tobacco-Free Policy

Because tobacco is a substantial obstacle in our quest for good health, we ask for your support of our Tobacco-Free Policy. On the recommendation of the Mohawk Valley Heart Institute, on November 16, 2006, St. Elizabeth Medical Center implemented tobacco-free campuses on all St. Elizabeth properties. The only area where tobacco may be utilized is a tobacco-use zone designated to the north of the parking garage. No tobacco use is permitted outside the boundaries of that area. This applies to all SEMC patients, visitors, employees, Medical Staff, students, faculty, volunteers, contractors, subcontractors and non-SEMC employees assigned to positions on SEMC-owned and/or leased property.

Information for Families, Friends and Visitors

Religious Services

The Chapel is located just inside the front entrance of the Medical Center, on the first floor. It is open for prayer from 6 a.m. to 9 p.m. daily.

Mass Schedule

6 a.m.	Monday through Friday
7 a.m.	Saturday
7:10 a.m.	Sunday

Information On A Patient's Condition

Friends and family members can check on a patient's condition by calling 798-8113. The Patient Information Service will update an inquirer about the patient's condition

— unless the patient has elected to have his or her hospital stay remain confidential and have no condition report available.

Parking

Visitor and handicapped parking is clearly marked and is available in the St. Elizabeth Medical Center Parking Garage. If special assistance is needed, please stop at the entrance to the Parking Garage and see the Security Officer.

Patient discharge/Security Office is located on the 2nd floor of the Parking Garage and may be used for dropping off and picking up patients.

If your vehicle will be parked in the Parking Garage longer than a 24-hour period, please notify the Security Department at 235-7346.

St. Elizabeth Medical Center is not be responsible for any damage caused to a private vehicle and/or for any loss of personal articles from a private vehicle parked in the Medical Center Parking Garage or lot.

Gift Shop

The Gift Shop is located near Admitting on the first floor of the Medical Center. Directed by the St. Elizabeth Guild, the Gift Shop offers a variety of gifts, personal items, reading materials, confections, fresh flowers and greeting cards. The Gift Shop is open from 9 a.m. - 8 p.m., Monday through Friday and from 1 p.m. to 4 p.m. on Saturday and Sunday.

Patient and Family Advisory Council

St. Elizabeth has developed a Patient and Family Advisory Council as a way for Administration and Staff to enhance the Medical Center's patient-and-family-centered environment. The Council consists of former patients and patients' family members, Administration, and Staff. Monthly meetings are held for council members to review topics of interest to patients and families.

Those interested in applying to serve on the Council may call Heidi VanDerhoof Coluzza, RN, BS, BC, at 798-8267 or e-mail her at hcoluzza@stemc.org.

H.U.S.H. - Help Us Silence Halls

H.U.S.H. - Help Us Silence Halls is a Medical Center-wide initiative to create a quieter environment at the hospital and lessen disturbances to our patients. The Medical Center strives to accomplish this through various methods, such as: eliminating unnecessary traffic in patient areas, being more conscious of lowering voices, keeping cell phones in vibrate mode and eliminating much of the overhead paging. We ask patients and visitors to join us by keeping voices and TV volume low, to promote healing.

Visiting Hours

Visits from friends and family can be an important part of a patient's recovery. We know how comforting it can be to have loved ones and visitors, including children, nearby. Children are welcome on most units at St. Elizabeth Medical Center. We ask that their visit be limited to 15 minutes. In addition, since you and your roommate need rest, and the staff needs to attend to your needs, we ask that you have no more than two visitors at a time and limit the length of the visit.

General Medical & Surgical Units

2 p.m. - 8 p.m.

Pediatric Unit

Parents/Guardians Unlimited
(1 parent may spend the night)
2 p.m. - 8 p.m.

Special Care Unit

11 a.m. - 7 p.m.
(2 Visitors at a time)

Intensive Care Unit

11 a.m. - 2 p.m.
4 p.m. - 9 p.m.
Limited to 2
Immediate Family Members at a
Time. (Please check with nurse for
further guidelines.)

Cardio-Thoracic Intensive Care Unit

Limited to 2
Immediate Family Members
(No visitors between 2 and 4 p.m.)

Psychiatric Unit

(Monday - Thursday)
6 p.m. - 8 p.m.
Friday, Saturday, Sunday &
Holidays
11 a.m. - 2 p.m.
6 p.m. - 8 p.m.

Exceptions To The Visiting Rules:

Patients going to surgery prior to 2 p.m. may have immediate family present.
Any patient in critical condition may have family present.

Cafeteria Services

Open 6:30 a.m. - 6:30 p.m.
7 days a week

Coffee, Danish and Bagels - 6:30 a.m.
Hot Breakfast Food - 7 a.m. - 9 a.m.
Grill - 11 a.m. - 6 p.m.
Sandwich Station - 11 a.m. - 6 p.m.

Monday - Friday
Lunch Steam table - 10:30 a.m. - 1:30 p.m.
Dinner Steam table - 4 p.m. - 6 p.m.

Dining Room Open 24 hours/7 days
vending machines available for
candy, soda, cold food, coffee

microwave and ATM Machine available

The cafeteria is located on the first floor of the hospital.

Going Home

Discharge Planning Services

The staff at St. Elizabeth Medical Center believes that a well-planned discharge is essential for a successful recovery. With the help of your physician, the Case Manager/Social Worker will coordinate arrangements for your post-hospital care. These plans begin within one working day, or as soon as possible, after you are admitted. Our staff may visit your bedside or contact your family during your stay to determine your needs. Your physician will discuss with you your discharge from the Medical Center. When you are notified of the discharge, make arrangements for a family member or a friend to accompany you home. Generally, discharge occurs prior to 11 a.m.

Patients (and family) can select their physician, home care provider, and provider of durable medical equipment.

The Case Management/Social Services staff can be reached at 798-8135 or 798-8440 Monday through Friday from 7 a.m. to 5 p.m. A Case Manager/Social Worker is available on weekends and off-shift hours, and can be contacted through the switchboard.

If for any reason, you do not feel you are ready to leave the Medical Center, you have the right to appeal your discharge. You can find information about appealing a discharge in the Hospital Admission Notice given to you upon admission. Please ask your nurse or doctor if you have any questions about appealing a discharge.

Home Care

As part of the continuum of care, some patients may need home care services to help their recovery. Your discharge planner will discuss any services that are recommended for you, such as skilled nursing care, respiratory care, physical therapy, occupational therapy, personal care and housekeeping services. St. Elizabeth Medical Center will give you a choice of agencies in your area. We are proud to have our own home care, St. Elizabeth Home Care, that provides services in Oneida County. For details call (315) 797-9770.

Schedule Follow-up Tests Before Leaving

If your doctor wants you to have any follow-up testing done after you are discharged, you may schedule your tests before leaving the Medical Center by calling Central Scheduling at ext. 3471 (or 734-3471 from outside the Medical Center). Follow-up outpatient testing could include blood work, X-rays, CAT

Billing and Insurance

It will be necessary for you to make arrangements for paying your Medical Center bill during your admissions interview. Deposits may be requested for

deductibles and coinsurance. If you are covered by Blue Cross, Medicare, Medicaid, or a commercial insurance company, most of the charges of your room, routine nursing services, meals, laundry, operating room time, anesthesia, lab tests, physical therapy, drugs, etc. will be covered.

If you do not have any insurance, you will be offered several options, from providing a deposit to applying for financial assistance. All patients are always held responsible for their Medical Center bills, and a deposit covers some initial costs of services provided.

In the event that an Admitting representative can detect that your insurance policy will not cover a particular charge, you may be asked to pay in advance. For example, the extra charge for a private room as opposed to a semi-private room is usually not paid by insurance companies. The sum of the requested advance payment is based on the patient's projected length of stay in the hospital.

Scan, EEG, EKG, ultrasound, nuclear medicine, etc.

The Billing Process

In order to assist you, with the billing process we have prepared the following outline.

At the time of service, payment is requested for estimated deductibles, co-pay and non-covered items. Accepted forms of payment are: cash, major credit cards or personal checks made payable to St. Elizabeth Medical Center.

Steps for billing your insurance:

Step 1 - St. Elizabeth will send your primary insurance carrier an itemized bill approximately seven to ten days after services are provided. (Primary insurance carriers include: Medicare, Medicaid, Blue Cross, HMOs, commercial insurance, worker's compensation or no-fault.)

Step 2 - After receipt of payment from the primary carrier (approximately 30 days after billing), your secondary insurance carrier will be billed for any balance. Upon receipt of this payment, your bill may be paid in full. *If account is not paid in full, see step 3.*

Step 3 - There may still be an amount due to the Medical Center that has not been covered by insurance. The Medical Center may be notified by your insurance carrier anywhere from 30 to 60 days after service regarding amounts not covered and payable by the patient. Upon notification, the Medical Center will bill the patient or responsible party.

If you have any questions regarding services, there will be a telephone number listed on all correspondence from the Medical Center. Please feel free to call that number with any questions you may have. (Also, see Physician Fees and Patient Financial Services in the following section.)

Physician Fees

The St. Elizabeth Medical Center bill does not include any fees for the professional charges of your physician, surgeon or consulting physicians. In addition, the bill does not reflect any fees for the professional services of the anesthesiologist, radiologist, emergency department physician, or pathologist. These services will be billed to you separately by the individual physician or physician group.

The following is a partial list of independent groups and their billing telephone numbers:

Anesthesiology	1-315-798-9788
Cardiology	1-315-733-1893
Emergency room	1-888-952-6772
Laboratory	1-866-504-1173
Imaging (X-rays, etc.)	1-800-766-7434

Patient Financial Services and Charity Care

If there are any questions before, during or after your inpatient stay, or if difficulty in settlement of your account is anticipated, a Patient Financial Representative is available to assist in making arrangements. Methods of payment include insurance, checks, cash, VISA, etc.

As a Catholic institution with a long tradition of caring for those in need, St. Elizabeth Medical Center provides a reasonable amount of care without or below charge to people who cannot afford care. For information about this service (the Mother Bernardina Fund), or other financial options, please contact a Patient Financial Representative at (315) 798-8150.

Emergency Response System in the Home

There are medical communications and personal security system that assure a quick response to any emergency that might occur in the home. These systems can provide senior citizens, those who live alone and those at medical risk with a sense of security and independence through the availability of help summoned at the push of a button.

Each subscriber has a small communications unit in his/her home. The shoe-box-sized unit has separate buttons for fire, police and medical emergencies. By pressing one of these buttons, or by pressing a necklace-type pendant, the user can send a signal to a 24-hour emergency response center. Within seconds, a user can listen to and talk to an operator at the response center through the unit's speaker/microphone. This operator will arrange for immediate assistance appropriate to the situation. The systems provide peace of mind to subscribers and their families, assuring that help is available 24 hours a day, 365 days a year.

For more information about a system, please contact St. Elizabeth Medical Center's Case Management Department at (315) 798-8135, Monday through Friday, 7:30 a.m. - 5 p.m.

St. Elizabeth Medical Center Hospitalist Program

During your stay at St. Elizabeth Medical Center, you will be examined and treated by a variety of specialists. Among them will be a team of doctors who identify themselves as Hospitalists.

A **Hospitalist** is a medical doctor who specializes in family practice or internal medicine and in the evaluation and treatment of patients who require hospital care.

The Medical Center launched the Hospitalist Program in July 2004. The goal of the Hospitalist Program is to deliver exceptional, efficient and compassionate medical care to our patients, communicate clearly with these patients and the family members who care for them, and ensure a smooth transition from the hospital back into their daily lives, always maintaining close contact with the patient's primary care provider.

Hospitalists often admit patients for other doctors who prefer to concentrate their efforts and expertise in the office setting. While you are in the hospital, your primary care physician has asked our on-site Hospitalists to care for you and your medical needs. Once you are discharged from the hospital, your primary care physician will resume responsibility for your medical care.

The primary focus of a Hospitalist Physician is YOU, while you are an inpatient at the hospital. In turn, this enables your primary care doctor to be more available to YOU in his/her office, rather than going back and forth between office patients and the hospital.

We recognize the importance of providing you with as much information as possible about the care you will be receiving. During your stay, one of our Hospitalist Physicians will be responsible for directing and coordinating your medical care. He/she is available to answer questions or concerns you or your family may have about your condition and treatment plans. During any of the Hospitalist's visits, please feel free to ask questions or seek clarification about anything you may not understand. We are proud to also offer 24-hour, in-house medical coverage, with the exception of Saturday and Sunday nights, when he/she is on call for any questions regarding acute medical issues.

If you or a family member would like to speak with one of our Hospitalists, it is best to ask the nurse caring for you to page the doctor. Otherwise, the Hospitalists can be reached at (315) 798-8263, regarding an emergency.

Household Sharps Disposal

Millions of people use needles, syringes, and lancets at home to care for their health. These needles, syringes and lancets are called sharps. Used household sharps must be stored safely and disposed of properly to protect people from disease. The Department of Health states that patients can bring used sharps to any hospital or nursing home in New York State.

St. Elizabeth Medical Center, located at 2209 Genesee Street, Utica, accepts private sharps containers for disposal, Monday through Friday from 8 a.m. - 4 p.m. (excluding holidays).

Contact the Hospital Services Department at (315) 798-8249 to schedule a drop-off.

Home Care

BRINGING HEALTH CARE HOME

The advanced medical care, once available only in a hospital, is now delivered in the safe and comfortable environment of patients' homes.

Professional Services:

Nursing	Social Workers
Physical Therapist	Home Health Aides
Occupational Therapist	Registered Dietician
Speech Therapist	



14 Foery Dr. • Utica, NY 13501 • 315-797-9770

ST ELIZABETH
HOME CARE



ST. ELIZABETH MEDICAL CENTER

Health Support Services, Inc.



Our Mission:

To provide Home Care Services and Durable Medical Equipment of the Highest Quality and Greatest Value.

Respiratory Therapy

- Home Oxygen Systems
- Portable & Ambulatory Oxygen Systems
- At Home Oximetry Testing
- Mechanical Assisted Ventilation
- Suction Equipment
- Equipment for the Treatment of Sleep Related Breathing Disorders
- Tracheostomy Equipment
- Respiratory Medication Unit Dose Program

Medical Equipment

- Hospital Beds
 - Walkers/ Walking Aids
 - Pressuary Products
 - Power Wheel Chairs and Scooters
 - Transfer Benches
 - Patient Lifts
 - Orthopedic Items
 - Tens Units
- and much more...*

On-call staff is available 24 hours a day and seven days a week.

3899 Oneida St. • New Hartford, NY 13413 • 315-737-0310

St. Elizabeth Medical Center Foundation

Mission of the Foundation:

The St. Elizabeth Medical Center Foundation performs a vital, supportive role for St. Elizabeth Medical Center through sponsorship or support of friend-raising, fundraising and health education activities.

The Foundation provides support -- financial, philosophical and social -- so that the Medical Center may continue to provide for the medical needs of the community, regardless of race, national origin, creed or ability to pay.

Philanthropic Opportunities

Gifts from our patients and friends make it possible for St. Elizabeth Medical Center to continue offering high-quality care and programs for members of our community. Your gift is tax-deductible and it can be used to provide new and updated medical equipment, new and improved facilities, and many important services. Donations may be sent to the address below. Thank you.

If you would like additional information about specific programs such as: The Franklin Club, The Elizabethan Society, The Legacy Society or Planned Giving opportunities, please call or write:

St. Elizabeth Medical Center Foundation
2209 Genesee Street
Utica, New York 13501
(315) 734-4440

