

Center for Rehabilitation Medicine

# *Patient Guide*

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Center for Rehabilitation Medicine  
Neurologic | Orthopedic | Spine | Sports

**Westchester  
Medical Center**

Westchester Medical Center Health Network


# *Welcome*

Dear Patients, family members, and caregivers,

Welcome to the Center for Rehabilitation Medicine's Acute Inpatient Rehabilitation unit at Westchester Medical Center. We are grateful that you have selected us to help assist you through this next phase of your recovery. Together with you, our compassionate team of rehabilitation medicine physicians, consulting subspecialists, nurses, physical therapists, occupational therapists, and speech language pathologists, will develop a treatment plan designed to maximize your functional recovery. The extensive health care resources of Westchester Medical Center are at our doorstep and available to assist with your medical and rehabilitative care.

Our team will focus on you and your specific needs, to get you well on your way to recovery and home as quickly as possible. This patient guide is designed to answer questions you or your family may have as you prepare for the next step in your rehabilitation recovery. Please do not hesitate to ask any questions before or during your stay. We want you to have the best experience possible.

On behalf of the entire rehabilitation team, we are excited to work with you. We are here to help!



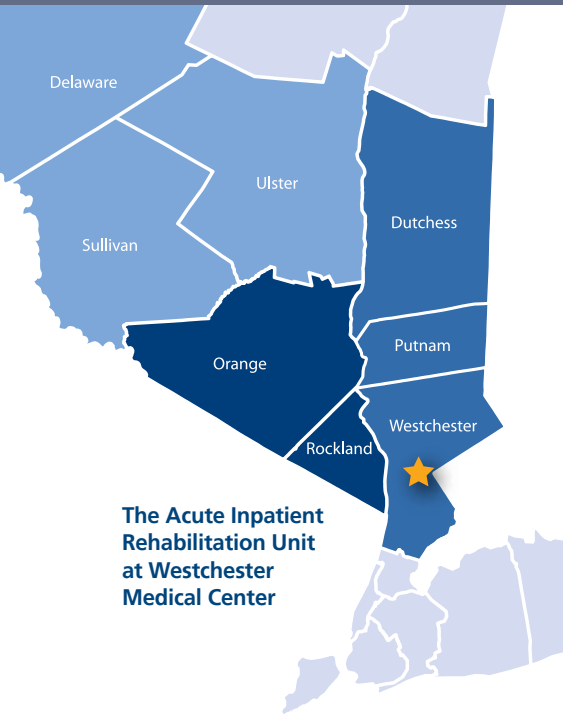
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We encourage you to scan this QR Code to share this guide with your loved ones and caregivers.



## About the Acute Inpatient Physical Medicine and Rehabilitation Center

The Acute Inpatient Rehabilitation Unit at Westchester Medical Center is a Comprehensive Inpatient Rehabilitation Program (CIRP) that supports individuals with physical and/or cognitive disabilities in realizing and developing their full potential. This is achieved through participation in a program of integrated and coordinated services provided by a caring rehabilitation team.

Your therapeutic program will be designed to meet your unique needs, leveraging the expertise of an interdisciplinary team, which includes a Physiatrist, Rehabilitation Nurses, Physical and Occupational Therapists, Speech-Language Pathologists, a Social Worker, and Dietician. Recognizing the importance of collaboration, you and your family play an integral role in the team, actively working with the treatment team to establish and achieve recovery goals. Ongoing education and training will be provided to facilitate a smooth transition home.

Our focus is on addressing a range of physical disabilities such as stroke, brain injury, fracture, amputation, multiple trauma, spinal cord injury, Multiple Sclerosis, Parkinson’s disease, and other acute and chronic disorders leading to functional decline.

Patients are admitted to the Inpatient Rehabilitation Unit under the supervision of a licensed Physiatrist who will serve as your Attending physician. You will undergo a comprehensive treatment plan that involves a minimum of three (3) hours of therapy per day, scheduled five out of seven days a week. The treatment plan is tailored to meet your specific needs. Therapy sessions may commence as early as 7:30 am and extend until 4:00 pm.

### **WMCHHealth Mission**

WMCHHealth’s vital mission is to provide the highest-quality care for all residents of the Hudson Valley regardless of ability to pay. WMCHHealth will build on its long tradition of delivering the most advanced services in the region by providing a fiscally sound network that ensures access to a coordinated continuum of care for its community. As the region’s only academic medical center-led network, WMCHHealth is committed to educating the next generation of caregivers for the Hudson Valley and integrating research to advance treatment, expand knowledge, and improve lives.

**Special Notice Regarding COVID-19**

A safe and effective care environment is our highest priority, and Westchester Medical Center Health Network (WMCHHealth) hospitals and medical practices have undertaken necessary steps to protect our patients and workforce.

# What to Expect



## Your Arrival

Upon your arrival, a brief orientation will occur to discuss the details of your rehabilitation stay, including your schedule and treatment goals. A physiatrist, a physician specializing in Physical Medicine and Rehabilitation, will evaluate you and hold primary responsibility for your care. You will also meet your assigned nurse, who will assist with the admissions process and provide an overview of the unit and available services.

You can anticipate receiving a minimum of three (3) hours of therapy per day, scheduled for five out of seven days a week, with sessions starting at 7:30 am and concluding at 4:00 pm.

The overall treatment plan is tailored to meet your specific needs. In addition to therapy services, your medical team will have continual access to various medical services, including but not limited to laboratory, pharmacy,

radiology, hemodialysis, prosthetic and orthotics consultations, as well as consultations with various physician specialists.

## Family Participation

Our team recognizes the crucial role of family involvement in your recovery. Coping with an injury or disabling condition can be overwhelming, impacting not only you but also your family. If you wish, your family is invited to actively participate in all stages of the rehabilitation process, from setting goals to planning for your discharge.

The rehabilitation team is pleased to meet with your family or caregiver to assess your progress and functional goals, aiding in preparing for your return home.

Family members and caregivers are encouraged to attend at least two therapy sessions to gain a better understanding of both your needs and abilities. This insight is vital for them to effectively support you.

The overarching goal is to offer the assistance you require while fostering your independence. Your rehabilitation team will collaborate with your family and/or caregivers to keep them informed of your progress and engaged in your rehabilitation program.

At times, family and/or caregivers may be invited to join you and members of your rehabilitation team for a formal family conference, where your progress and discharge preparations will be discussed. In cases where a family member cannot attend in person, arrangements can be made for their participation via teleconferencing.

## Personal Items

During your stay, you will be physically active. It is recommended that you bring or ask your family/caregiver to provide you with the following personal items

- Loose fitting, comfortable shirts and pants
- Undergarments (socks & underwear)
- Sturdy rubber-soled shoes or sneakers
- Robe, pajamas (2 pairs recommended)
- Sweater, sweatshirt, light jacket
- Toiletries/personal hygiene products
- Eyeglasses/Hearing Aids (please label)
- Phone charger
- Laundry bag
- Hobby items such as books, puzzles, and sewing projects

Please designate a family/caregiver to launder your clothes and return new clothes to you as needed.

# Safety First

Your safety is our number one goal. We will always do our best to work together to make sure that you receive safe, high-quality care.

Here are ways that you can ensure your safety during your stay.



## Fall Prevention

Upon admission, your nurse will assess your risk for falling. If you are at risk for falls, please do not attempt to get out of bed without assistance. Your nurse and care team will create a plan to keep you safe in the hospital.



## Medications

Share all information you know about the medications you are taking. Ask your care team about potential side effects of medications.



## Hand Hygiene

Please wash your hands with soap and water for 15 seconds after using the bathroom, before eating or after touching anything that might be soiled. Healthcare providers are required to wash or sanitize their hands before and after seeing a patient. Patients and visitors are encouraged to remind the care team members to clean their hands or to wear gloves if they notice that they do not.



## Call Bell

Each bed has a call bell connected to the nursing station, through which you can speak to the nurses and care partners. Please use the bell to request help. Our staff will regularly check in to make sure that all your personal needs are met.



## Tubes, IV Lines and Catheters

Please do not tamper with, move or remove any tubes, IV lines or catheters that may be attached to you.

Non-clinical staff, patients and visitors are not permitted to reconnect these, and should seek clinical assistance if a problem develops.



## Electrical Appliances

Electrical appliances are not permitted in patient rooms.



## Valuables

Please do not bring valuables with you and limit the number of personal belongings to be kept in your room. We are not responsible for your personal belongings.



## Remaining on the Unit

While patients are able to leave the unit for outdoor time in our courtyards, we ask that you speak to your nurse to facilitate this. Your nurse needs to know where you are at all times and ensure your safety while you are off the unit.

Here are ways that we will ensure your safety during your stay.



## Vital Signs

It is important for us to regularly check your vital signs (temperature, blood pressure and heart rate). Your required level of care and the doctor's orders determine how often we check vital signs—sometimes we need to check during the night.



## Identification

We will always match your identity by checking your medical record number on your wrist band, which contains your name and date of birth and asking you to verify your name and date of birth.



## Alarms

Many pieces of equipment in your room have alarms that may sometimes go off. Your patient care team knows each alarm sound and how to respond.



## Personal Safety and Security

WMCHealth does not tolerate any acts or threats of violence or other disruptive behavior from patients, visitors or the workforce. Contact Security at x18535 or any staff member if you have any concerns.

We thank you and your family for reading and complying with these safety guidelines.

# Our Commitment to Your Care



## **During Your Stay** **Your Satisfaction Matters to Us**

Patient satisfaction is important to us. We are always looking for ways to improve our services and welcome any comments and ideas you may have to help us in our mission. Please speak with your nurse or the unit's nurse manager if you have any questions or concerns about your care.

**If you believe your concerns have not been resolved, you may contact Patient Experience at x18877. Patient Experience serves as a liaison between patients and the hospital, providing patients' rights information, details on hospital services, complaint resolution, and solutions to requests for special needs.**

You also have the right to file your complaint with either:

### **New York State Health Department Centralized Hospital Intake Program**

Mailstop: CA/DCS  
Empire State Plaza  
Albany, NY 12237  
Phone: 800.804.5447

### **DNV Hospital Accreditation**

<https://www.dnvhealthcareportal.com/patient-complaint-report>

Email: [hospitalcomplaint@dnv.com](mailto:hospitalcomplaint@dnv.com)

Phone: 866.496.9647

Fax: 281.870.4818

Mail: DNV Healthcare USA Inc.

Attn: Hospital Complaints

4435 Aicholtz Road, Suite 900  
Cincinnati, OH 45245

## **After Your Stay** **We Welcome Your Feedback!**

Once you leave our care, you may receive the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey with a postage-paid return envelope.

This survey is a tool to measure and report patient satisfaction.

It includes topics, such as: doctor and nurse communication, medicine, discharge information, staff responsiveness, and overall quality of the hospital.

If you receive this survey, we encourage you to take the time to complete it. The results will help us know what we're doing right and where we can improve.

Thank you.

# Your Healthcare Team

Here are some of the professionals who make up your healthcare team and provide 24-hour patient care.

## Nurses

Your team of knowledgeable and dedicated nursing personnel is responsible for providing you with 24-hour personalized care. Each nursing team is composed of Registered Nurses and Care Partners, with each member assigned to a specific number of patients. Our nurses serve as valuable resources for education, reinforcing the skills acquired during therapy to promote your independence. They prioritize the prevention of complications and the promotion of health, addressing aspects such as bowel/bladder retraining, skin care management, and the administration of medications.

## Physiatrist

A Physiatrist is a Physician who specializes in Physical Medicine and Rehabilitation. Your Physiatrist will serve as the Attending during your admission and oversee your rehabilitation treatment plan and guide the interdisciplinary team to ensure the highest level of care, aiming to maximize your functional abilities and enhance your overall quality of life. Upon completing your inpatient rehabilitation stay, recommendations for follow-up care will be provided, including continued therapies and outpatient physician follow-up.

## Consulting Physicians

Various subspecialists may be asked to consult on a specific aspect of your care. Westchester Medical Center Health Network offers a broad spectrum of support services for your medical management.

## Residents

Doctors who have graduated from medical school and are in the process of completing their hospital-based training (residency).

## Physical Therapists

Physical therapists (P.T.) enhance overall strength and endurance, improve muscle strength, enhance balance, and optimize mobility through transfer and ambulation training. Your P.T. may recommend appropriate assistive devices for improved mobility and safety, and if necessary, suggest a specific wheelchair tailored to your individual needs.

## Occupational Therapists

Occupational therapists (O.T.) aim to restore independence in "activities of daily living" (ADLs), encompassing tasks like feeding, grooming, bathing, dressing, and meal preparation. O.T. will guide you through upper body therapeutic exercises to enhance muscle strength and coordination, facilitate the development of skills for independent living, and recommend bracing and adaptive equipment to promote autonomy. If necessary, they may suggest modifications at home and work to ease your transition back to these environments.

## Speech-Language Pathologists

Speech-Language Pathologists maximize speech-language comprehension and expression, memory, cognitive skills, and alternative modes of communication. Speech-Language Pathologists also evaluate and treat swallowing disorders, designing an individualized treatment plan to enhance writing, reading, numerical reasoning, listening, thinking, speaking, and swallowing skills.



**You are the center of the healthcare team, and we encourage you to take an active role in your care.**

### **Social Worker**

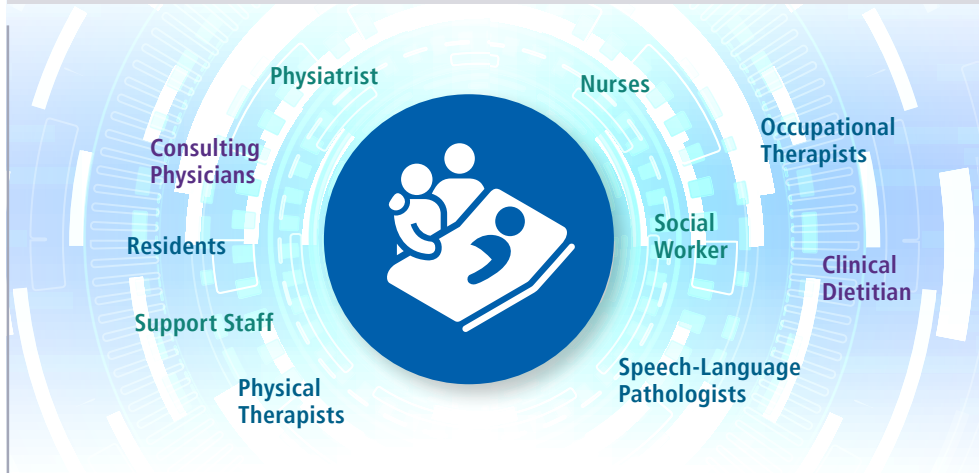
Your Social Worker offers counseling, education, information, and advocacy services for both you and your family concerning hospitalization and discharge. They assist in coordinating the necessary services for a smooth and secure transition back to the community.

### **Clinical Dietitian**

Clinical Dietitians will assist you with specific nutrition guidance and dietary needs during your hospital stay.

### **Support Staff**

There are hundreds of other trained professionals at Westchester Medical Center, including orthotists, prosthetists, laboratory technicians, X-ray technicians, phlebotomists, pharmacists, transporters, housekeepers and food service staff to support your care throughout your stay.



#### **Make sure you know your healthcare team.**

Ask people to identify themselves and tell you what they do. We require all members of the healthcare team to wear their ID badges to better help you recognize who is taking care of you.

#### **Make sure your healthcare team knows you.**

All members of the healthcare team should check your identification bracelet before examining and treating you.

#### **Keep notes.**

Write down the names of your healthcare team members overseeing your care. Make a list of questions or concerns to discuss when they visit you.

#### **Make sure you understand what you are being treated for.**

If you don't understand a procedure or a technical term, ask the healthcare team to explain it.

#### **Ask to receive the information about your care in the language you prefer.**

Language translation services are available. Ask your nurse for assistance.

#### **Understand your medications.**

Ask why you take them and about side effects they may have.

#### **Don't ignore pain.**

Tell your healthcare team when you feel pain.

#### **Ask a trusted family member or friend to be your advocate.**

We encourage you to pick a key person to support you and to participate in your conversations with your healthcare team.

#### **We Are ALL Here to Serve You.**

*Everything we do is aimed at making your stay with us as pleasant and positive as possible.*



# Services for Our Patients

## Dining

We offer a variety of menu selections that are customized to follow the diet ordered for you by your physician. A Patient Dining Associate will help you with your menu selections. You can also request to see your Registered Dietitian if you have further questions about your diet. Meal service occurs between the following times:

Fresh Gluten-free, Halal, Kosher, Organic and Vegan options are available.

**Breakfast Service Hours** 7 – 10 a.m.

**Lunch Service Hours** 11 a.m. – 2 p.m.

**Dinner Service Hours** 4 – 7 p.m.

## Outside Food and Drink

Please verify with your nurse to confirm that you are not subject to any food or beverage restrictions. If there are no dietary limitations, a communal refrigerator is accessible on the unit. Please ensure that all food and drinks stored in the refrigerator are labeled with your name and appropriately dated. Take-out menus from various local restaurants are conveniently available at the nurse's station for your reference.

## Family Lounge/Day Room

There's a spacious lounge within the unit, equipped with a personal computer and a library for your convenience. You're invited to gather with your visitors in this lounge.

## Internet Access

Internet access is available. You do not need a password to access Wi-Fi. For assistance call the IT Help Desk at x11543.

## Interpreter Services/Hearing and Vision Assistance

Free interpreter assistance is available for patients who are hearing impaired and for people who speak a language other than English. Language interpretation is available by telephone and/or video remote interpretation 24/7 in over 200 languages. We offer 24/7 access to American Sign Language (ASL) interpretation via remote video technology. With advanced notice, we can arrange to have in-person ASL translation provided at no charge. Braille versions of various documents are available in the Admitting Department, Emergency Department and Outpatient Clinics.

To access these services, please ask your nurse for assistance or contact the Patient Experience Department at x18877.

## Mail

Mail is delivered to WMCHealth daily, except Sundays and holidays. Outgoing mail can be dropped at the nurses' station for daily pick-up. If you would like to receive mail during your stay, please have it addressed in the following manner:

Your name  
Your room number  
Westchester Medical Center  
Taylor Pavilion —  
Acute Inpatient Rehabilitation Unit  
100 Woods Road  
Valhalla, NY 10595-1689

## Notary Public

Notary services are available upon request for select documents. Please contact Patient Experience at x18877 for additional information.



### **Patient Rooms**

The majority of rooms in the Acute Inpatient Rehabilitation Unit are private, featuring large windows that provide natural light and views of our courtyards. Each room is furnished with a hospital bed, equipped with controls on both sides to adjust the head or foot of the bed. Additionally, each bed includes a “call bell” which is a two-way intercom connected to the nursing station for direct access to your care team.

### **Spiritual Health Services**

Our board-certified staff Chaplains and Clinical Pastoral Education interns and residents are professionally and clinically trained to serve as spiritual health providers offering a non-judgmental, compassionate, clinical presence walking beside patients, their loved ones and staff during the shifting seasons of life. Chaplains, serve as part of the care team helping people connect how their spiritual practices impact their lives and medical decision-making towards healing and wholeness. Chaplains are available as resources with ethical and/or specific religious concerns, for administering the sacraments or assisting in calling your own clergy. You do not need to belong to an organized tradition, house of worship or even consider yourself religious to speak with a Chaplain. Spiritual Health Services can be reached at 914.493.7125.

### **Personal Electronics**

You may use laptops, personal music/video players, cell phones and other personal electronics in your room or in the Patient/Family Lounge. As a courtesy to others, please use headphones while listening to music or watching shows on your personal device.

### **Support Groups**

Westchester Medical Center offers support groups for patients and their families. These groups meet regularly. If you are interested in meeting with people who have had experiences like yours, please ask to speak with a social worker or call Social Work Office at x17631.

### **Television**

We provide free local television service to our patients. See page 16 of this guide for channel listings. If you experience any technical problems with TV or phone service, contact x18100. Representatives are available on-site between 11 a.m. and 7 p.m. to assist you. Please be considerate of those around you by keeping the volume on your TV to the lowest possible level, especially at night.

### **Walgreens Pharmacy-Meds to Beds**

Walgreens Pharmacy is in the Ambulatory Care Pavilion on the lobby level of Westchester Medical Center. For your convenience, medications prescribed at discharge can be filled and delivered to you at the bedside before you leave the hospital. Hours are Monday – Friday from 9 a.m. – 7 p.m. and Saturdays from 10 a.m. – 3 p.m. Walgreens can be reached at 914.846.0848.

### **Lost and Found**

Please contact security at X18535.

### **Dog Therapy**

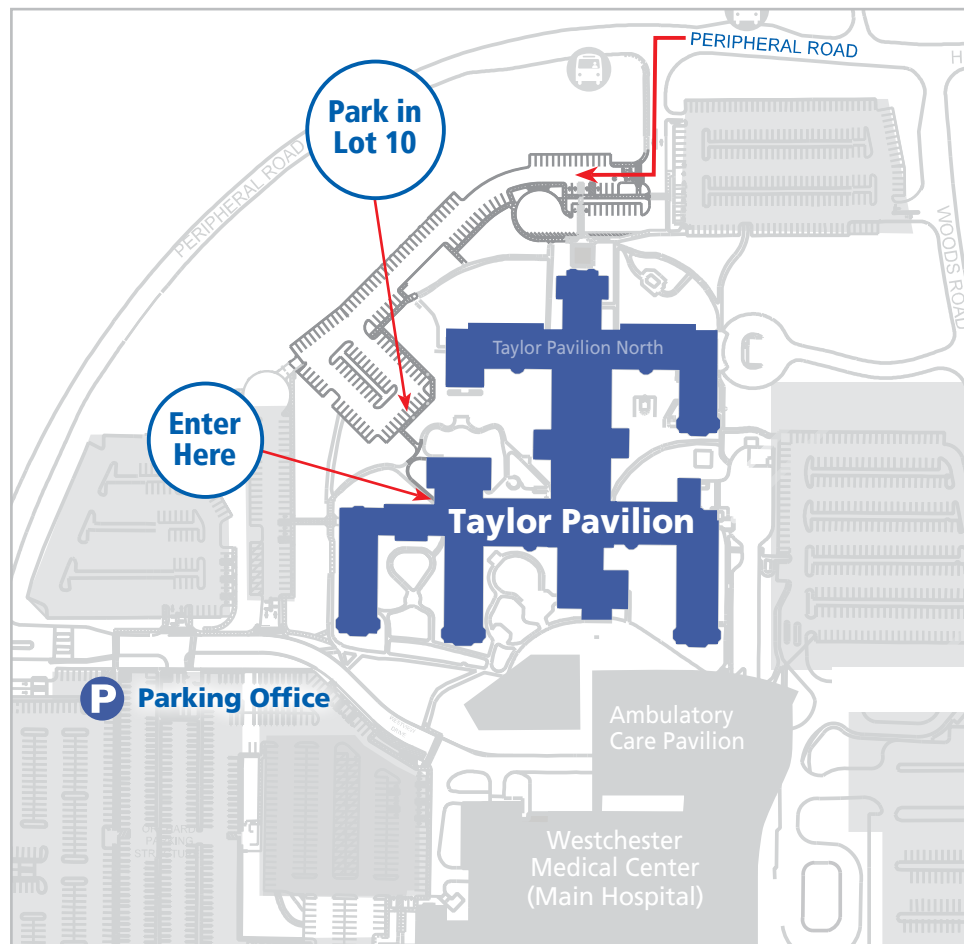
Certified dogs from the Good Dog Foundation visit the unit weekly to improve well-being and enhance the hospital experience for all.

## Services for Visitors and Caregivers

Visitors are an important part of the recovery process and are welcome. Please visit [westchestermedicalcenter.org/visiting-hours-and-guidelines](http://westchestermedicalcenter.org/visiting-hours-and-guidelines) for our current visiting hours and guidelines.

### Visitors

The Acute Inpatient Rehabilitation Unit is situated in Taylor Pavilion, with parking accessible in Lot 10. Once in the lot, drive towards the back where a long blue awning is easily seen. Head towards the awning and ring the doorbell upon arrival. Inside the unit, all visitors will be requested to sign in at the main desk (see map below).



### Parking

The self-park visitor lot for the Acute Inpatient Rehabilitation Unit is Lot 10.

### Fees

All parking lots have a 15-minute grace period.

Up to one hour: \$3.00

Up to two hours: \$4.00

Up to three hours: \$5.00

Up to 24 hours: \$6.00





Parking pay stations are available in all exit lanes. Parking concerns or questions can be directed to the Parking office via intercom at most entry/exit lanes or at x17932.

An **“All Day”** parking pass can be purchased at the payment stations for \$7, which allows unlimited use of visitor parking (self-park only) for 16 hours from time of entry.

A **Monthly Pass** can be purchased at the parking office for \$32, which allows unlimited use of certain self-park visitor lots for 30 days from initial entry.

### Patient Privacy

To protect the privacy of our patients, visitors may be asked to step outside of the patient room during direct patient care, including personal care and medical interventions, discussions with providers, and during the delivery of spiritual or emotional counsel. In a shared room, the needs of your roommate must be also be considered. Please limit noise when visiting.

### Dining

#### Marketplace Café

Located on the Ground Level of Westchester Medical Center, the Marketplace Café offers a selection of gourmet and traditional style hot and cold meals, popular grab ‘n go items, pizza, grilled items, soup, salad and sandwiches. Fresh Gluten-free, Halal, Kosher, Organic and Vegan options are available.

#### Hours of Operation

Monday to Friday	
Breakfast	7:30–10 a.m.
Lunch/Dinner	11 a.m.–7 p.m.
Saturday	
Breakfast	8–10 a.m.
Lunch	11 a.m.–3 p.m.
Sunday:	CLOSED

#### Panera Bread Café

Main Hospital lobby Hours: 24/7

#### E-Greeting Cards

Friends and family are welcome to send a free e-greeting to their loved one. E-greetings can be accessed at [westchestermedicalcenter.org/patient-greeting-card](http://westchestermedicalcenter.org/patient-greeting-card). Messages are delivered to the patient’s room daily.



## Preparing for Your Discharge

### Hospital Discharge will be around 11 a.m.

In preparation for your discharge, your social worker/case manager will assist with coordinating follow-up care such as rehabilitation, visiting nurse, home healthcare, or special equipment to help you recover. On the day of your discharge, after being cleared by your doctor, your nurse will give you a discharge summary and discuss specific information with you about care instructions, diet, medication(s), and any follow-up appointments. If you or your caregiver(s) have any questions, please discuss them with your nurse during this review and get a phone number to call if you have questions after you leave the hospital. Please check your room, bathroom, and closet for personal items, so you do not leave anything behind.

with your medicines, we will provide them with that information. It's important to find out exactly when to take your medicine for the first time at home, after you're discharged. Make sure you write it down. Also, make sure your primary care doctor is informed of any changes or new medicines. If you're not sure about when to take your medicines at home, ask your nurse to review them with you again. Be sure to write down the information.

### Before you leave our care:



**Know when your follow-up appointment is.**



**Understand all of your medications and their side effects.**

### Obtaining Your Medications

For your convenience, medications prescribed at discharge can be filled and delivered to you at the bedside before you leave the hospital by Walgreens Pharmacy, located in the Ambulatory Care Pavilion on the lobby level of Westchester Medical Center.

Hours are Monday to Friday from 9 a.m. – 7 p.m. and Saturdays from 10 a.m. – 3 p.m.

The Walgreens Pharmacy can be reached at 914.846.0848.

Please contact them to determine insurance eligibility.

### Understanding Your Medications

The more you know and understand about the medicines you take, the easier it will be to take them correctly, setting you on the path to recovery. If you have a family member or another person helping you



**More than 600 physicians available to provide you with care.**

## Continuing Your Care with WMCHHealth

WMCHHealth Physicians include the medical practices of Advanced Physicians Services and Bon Secours Medical Group. More than 600 physicians provide care at more than 150 practice offices across the Hudson Valley. Individuals who are not established with a WMCHHealth provider, or who need a new provider for any reason, can call 833.329.0095 for a convenient connection to an area medical practice.



**WMCHHealth Physicians**  
Advanced Physician Services  
Westchester Medical Center Health Network



**Bon Secours Medical Group**  
Westchester Medical Center Health Network

Learn more about the practices at [wmchealthaps.com](http://wmchealthaps.com) or [bonsecoursmg.com](http://bonsecoursmg.com)

# Accessing Your Medical Records

## myCare

myCare, the WMCHHealth patient portal, is a secure online website that gives you convenient 24-hour access to your personal health information. You can sign up for your myCare account at <https://www.wmchealth.org/patient-portal>.

Once you sign up, instructions will be emailed to you to create your patient portal account. When you log on to your account, you may view, download, and share your medical record with healthcare professionals. If you wish to access your health information via a third-party application, such as an "app" used on a smart phone or fitness tracker, please contact the Customer Care Team at 877.621.8014.



If you experience any technical issue connecting to the myCare portal, please contact the Customer Care Team at 877.621.8014. They are available 24/7. Please let them know that you are a patient at WMCHHealth.

## Requesting Copies of Medical Records

You may request a copy of your medical records in two ways.

- 1. Electronically:** visit <https://www.wmchealth.org/accessing-medical-records> and complete the online form.
- 2. By mail:** visit <https://www.wmchealth.org/accessing-medical-records>, download and complete the Authorization to Disclose Protected Health Information form, and mail the form to:

Westchester Medical Center  
Attn: Health Information Management  
100 Woods Road  
Valhalla, NY 10595  
or faxed to 914.493.1569.

Records can be provided upon request electronically via CD, flash drive, or sent to you by email.

Please specify on the authorization if records are preferred in either of these formats. Requests are processed within 5 to 10 days of receipt. For records that are mailed, please allow time for delivery. You or a representative designated by you may pick up the medical records and must show a valid ID at time of pick-up.

New York State Public Health Law allows WMCHHealth to charge a reasonable fee to recover the costs of copying, mailing and supplies used to fulfill your request.

Patients will receive a pre-bill or a payment notice with their records (a significant discount is applied if electronic copies are requested). However, there is no fee if the record is being released to a doctor or healthcare provider.



# Understanding Your Medical Bills

The information in this section will help you understand commonly used insurance terms, the billing process, types of coverage, and whom to contact for assistance.

## Commonly Used Terms

**Coordination of Benefits (COB):** Designation of the primary payer of services when you're covered under two or more insurance companies, such as Medicare and commercial. COBs prevent duplicate payments. You will be asked to choose which insurance coverage you want to use when you're admitted.

**Co-payment:** A fee you pay for a specific service, usually due at the time of service.

**Co-insurance:** The portion of your medical expenses that you're personally responsible for paying. For example, your insurance may cover 80 percent of a bill, while you pay the remaining 20 percent.

**Deductible:** The amount you owe each year before your insurance begins making payments.

**Explanation of Benefits (EOB):** A statement that shows the amount billed by your doctor or hospital, how much is covered by your insurance, and how much you owe. EOBs are not bills.



## Billing Process

Hospital bills include charges for your room, meals, 24-hour nursing care, medicines, X-rays, and lab tests. You'll receive bills for doctors, surgeons, and specialists separately from the hospital.

## Types of Coverage

WMCHHealth works with many commercial insurance companies, as well as with Medicare and Medicaid. We will work with your insurance plan to determine how your bill will be paid. It is important that you understand the terms of your insurance coverage, as your plan may have special requirements.

## Medicare

If you have Medicare, you'll complete a Medicare Secondary Payer (MSP) form at admission.

This ensures that Medicare only pays for services not covered by other insurance you may have.

If you have secondary insurance, this usually covers Medicare deductibles. If you don't have secondary insurance, you need to pay these amounts yourself.



## Medicaid

If you have questions regarding Medicaid eligibility, please contact the Financial Counseling Department at 914.493.7830 or 914.493.8296.

## Commercial Insurance Providers

If you use a commercial insurance provider, the hospital will forward your claim to your insurance provider.

After you leave the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This will show the amount covered by your insurance and the amount you owe.

## Self-Pay Patients and Payment

If you're planning to pay your bills without help from Medicare or a commercial insurance provider, you'll get bills directly from the hospital.

When the first bill arrives, call the hospital's Financial Services Department at 914.493.2089 or 914.493.5449 to set up a payment plan.

## Financial Assistance

If you don't understand your bill, contact the Billing Department at 914.493.2089 or 914.493.5449.

If you need assistance paying your bill, contact the Financial Counseling Department at 914.493.7830 or 914.493.8296. A patient representative can work with you and guide you to services that can help.





## Grateful Patients

There are many ways for grateful patients and families to support our ongoing mission of Advancing Care. Here.

### Nominate a Care Champion

The Care Champion program is a way for grateful patients and families to recognize any member of our workforce who provided extraordinary care and service.

If you would like to recognize outstanding care delivered, visit [westchestermedicalcenter.org/champion](http://westchestermedicalcenter.org/champion) to nominate a Care Champion.



### Nominate a Nurse for the DAISY Award

The DAISY Award is a nationwide program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. Each DAISY Award honoree is recognized at a public ceremony in her/his unit and will receive a beautiful certificate, a DAISY Award pin, and a hand-carved stone sculpture entitled, A Healer's Touch.

If you would like to recognize outstanding care delivered by your nurse(s), visit [westchestermedicalcenter.org/daisyAward](http://westchestermedicalcenter.org/daisyAward).

### Pay it Forward

Philanthropy plays an important role in realizing our mission to provide access to high quality, compassionate care to all in need regardless of ability to pay. When you make a gift to Westchester Medical Center, you help us to build on our long-standing tradition of delivering advanced services in the region.

To make a tax-deductible donation, visit [wmchealth.org/donate](http://wmchealth.org/donate) or mail a check to:

Westchester Medical Center Foundation  
Taylor Pavilion, Suite C3  
100 Woods Road, Valhalla, NY 10595

If you would like to speak to one of our development officers, learn more about a specific area of giving, or join us at one of our events, please call 914.493.2575 or write to us at [foundation@wmchealth.org](mailto:foundation@wmchealth.org).



### Volunteer

Volunteers provide essential social support to our patients, their families, and other visitors. Whether you're interested in greeting and directing visitors or assisting with various other tasks, our Volunteer Services team can match you with the right opportunity.

To learn more, visit [wmchealth.org](http://wmchealth.org) or call 914.493.7850.

### Patient Family Advisory Council

The Patient Family Advisory Council provides important feedback on their patient experience to help us continue to improve our services. These volunteers meet with hospital leaders to offer ideas and recommendations based on their care at Westchester Medical Center.

For more information, visit [www.wmchealth.org/pfac](http://www.wmchealth.org/pfac).



*Thank you for entrusting us with your care.*

## HD TV Channel Guide

71	Education On-Demand	105	TFT - WFUT (Spanish)	132	ESPNNews
72	Education On-Demand	106	AZA - WNYN	133	ESPN U
73	Education On-Demand		(Eng/Spanish)	134	NFL Network
74	Education On-Demand	107	TMO - WNJU (Spanish)	135	YES Network
75	New Born Channel (English)	108	UNI - WXTV (Spanish)	136	SportsNet New York
76	New Born Channel (Spanish)	109	Univision (Spanish)	137	Lifetime
77	Education On-Demand	110	Galavision (Spanish)	138	TBS
78	Education On-Demand	111	ET	139	TNT
79	Education On-Demand	112	NBC	140	USA
80	Education On-Demand	113	CNN	141	LMN - Lifetime Movie Network
81	Education On-Demand	114	Headline News	142	Fox Movie Channel
82	Education On-Demand	115	Fox Business Network	143	Discovery Channel
89	CBS - WCBS	116	Fox News Channel	144	Food Network
90	IND - WFME	117	MSNBC	145	TLC
91	NBC - WNBC	118	The Weather Channel	146	E! Entertainment
92	FOX - WNYW	119	Freeform	147	AMC
93	IND - WRNN	120	Animal Planet	148	A&E
94	ABC - WABC	121	Disney Channel	149	Bravo
95	INK - WMBC	122	Nick Jr.	150	FX
96	MY-9 - WWOR	123	Cartoon Network East	151	Hallmark
97	IND - WSAH	124	Cartoon Network West	152	History
98	CW - WPIX	125	Nickelodeon/Nick at Nite East	153	VH1
99	IND - WNYE	126	Nickelodeon/Nick at Nite West	154	MTV
100	PBS - WLIW	127	TV Land	155	National Geographic
101	IND - WLNY	128	Nicktoons	156	Jewish Life
102	PBS - NJN	129	Universal Kids	157	Fox Sports 1
103	PBS - WNET	130	ESPN	158	ION
104	ION - WPXN	131	ESPN 2	159	Turner Classic Movies
				160	Tru TV

Visit the special Westchester Medical Center channels on 71-82

For technical support please call 914.493.8100

Office hours are 8 a.m. – 4 p.m.

# Phone Directory

Calling from the bedside phone in your room?

**Dial 1 and the four-digit extension only.**

Using your cell phone?

**Dial 914.493. and the last four digits of each number.**

When making an external call from the bedside phone, dial 9 before the area code and number. If you are calling an area code other than 914, **dial 9 before the area code and number.**



Admitting	11910
Compliance Officer	12600
Financial Counseling	17830 or 18296
General Information	17000
Housekeeping Hotline	17777
Insurance Information and Patient Accounts	
Last Names A-F:	18296
Last Names G-O:	17883
Last Names P-Z:	17830
IT Help Desk	11543
Medical Records (Health Information Management)	17600
Operator	0
Parking Information	17932
Patient Advocacy	18877
Patient Accounts and Billing	12089 or 15449
Patient Information	17073
Security	18535
Social Work/Case Management	17631
Spiritual Health Services	15620
Telephone/TV Service	18100
Walgreens	914.846.0548

## Word Search

C R E S P E C T A L E A R N I N G  
 O E S A C T I E N I O L I P O M R  
 M L D O D I C R N M O T I O N U I  
 P I I S Y M O I O G K K T E A M X  
 A E B A H E A L I N A K I X X Y K  
 S F A M I L Y C V W P G R T N E R  
 S F S S P Y O A O O P S E V R R M  
 I Q S U P P O R T K I T X M K A T  
 O R U O U T O E E L S B W I E M M  
 N T R A I L B L A Z I N G G I N V  
 R K A E A T S B E G S S K I N G T  
 O K N O U V C O M M I T T E D O G  
 L P C A L M I N G I T S E E O F F  
 I H E L P I N G G O O N I T N O T  
 P A T I E N T C E N T E R E D I G  
 I D A E W F F E S P A S S I O N F  
 D R E M P A T H Y I K L O O L I N

**Relief**

**Assurance**

**Team**

**Patient centered**

**Partner**

**Trailblazing**

**Listen**

**Committed**

**Emotion**

**Support**

**Healing**

**Care**

**Action**

**Helping**

**Timely**

**Compassion**

**Family**

**Learning**

**Passion**

**Calming**

**Empathy**

**Respect**

**Engagement**

## **We Welcome Your Feedback!**

You may receive the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey in the mail after you are discharged.

We encourage you to take the time to complete it.

✓ ***Your feedback is very important. It helps us better understand our strengths as well as areas of improvement.***

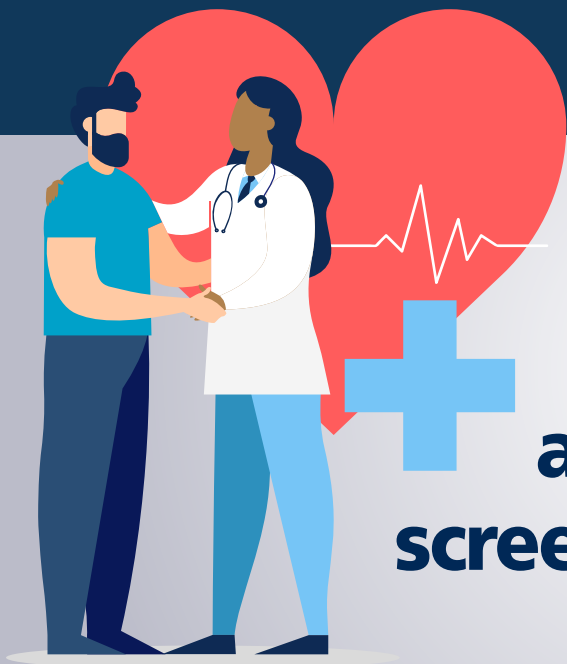
*Thank you for entrusting us with your care.*



Center for Rehabilitation Medicine  
Neurologic | Orthopedic | Spine | Sports

**Westchester  
Medical Center**

Westchester Medical Center Health Network



# Are you on schedule with annual physicals, screenings, and vaccinations?

Keeping up on routine healthcare is an important way that each of us can protect our health. Physicals and screenings are important tools to prevent health problems, and to prevent new problems from becoming real challenges. An annual physical is covered by most insurances, including Medicare and Medicaid. Screenings are often covered by insurances and we can help you learn if you are eligible for screenings based on age, gender and risk factors.

**We have a reference guide to routine care for all ages, and it is available at [WMCHHealth.org/guide](https://www.wmchealth.org/guide).**

If you or a family member is behind on having a physical, a vaccination, or a screening test – **please do not delay scheduling it.**

**Individuals who are not established with a provider, or who need to see a new provider for any reason, can call WMCHHealth Physicians at 1.833.329.0095 for convenient connection to an area medical practice.**



We encourage you to scan this QR Code to share this guide with your loved ones and caregivers.



Center for Rehabilitation Medicine  
Neurologic | Orthopedic | Spine | Sports

**Westchester  
Medical Center**

Westchester Medical Center Health Network

**Center for Rehabilitation Medicine**

100 Woods Road  
Valhalla, NY 10905  
914.493.7000