Good Samaritan Hospital

Patient Guide

WMC Health | Good Samaritan Hospital

Westchester Medical Center Health Network

Welcome

Dear Patients,

Welcome to Good Samaritan Hospital, a member of the Westchester Medical Center Health Network. We strive to provide the best care possible.

The information provided in this guide is designed to help you and your caregivers throughout your stay and discharge. We encourage you to be an active participant in your treatment and recovery and ask questions when you need more information. We are here to help make your experience as comfortable as possible. Please let your care team know if you need anything during your stay.

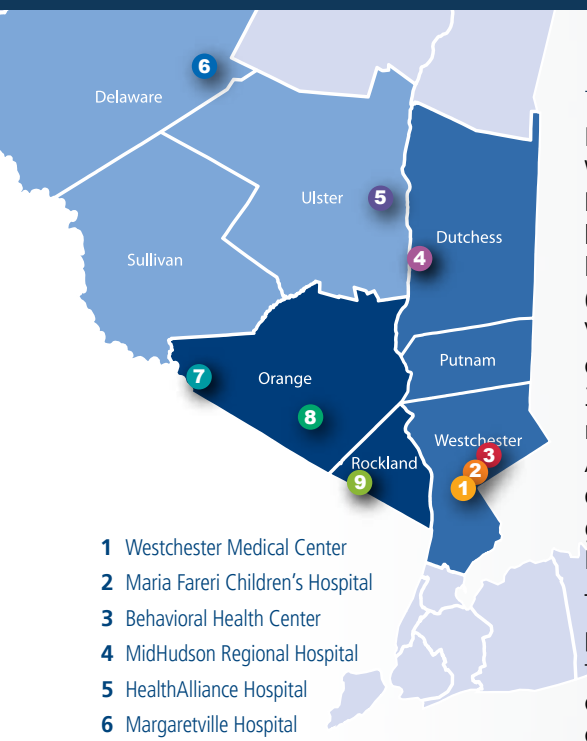
Thank you for entrusting us with your care!

Mary P. Leahy

Mary P. Leahy, MD, MHA
CEO, Bon Secours Charity Health System

Special Notice Regarding COVID-19

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



1 Westchester Medical Center
2 Maria Fareri Children's Hospital
3 Behavioral Health Center
4 MidHudson Regional Hospital
5 HealthAlliance Hospital
6 Margaretville Hospital
7 Bon Secours Community Hospital
8 St. Anthony Community Hospital
9 Good Samaritan Hospital

About WMCHealth

Headquartered in Valhalla, NY, the Westchester Medical Center Health Network (WMCHealth) is a 1,700-bed healthcare system comprised of 9 hospitals on eight campuses, spanning 6,200 square miles in the Hudson Valley. WMCHealth has a workforce of more than 12,000 and has nearly 3,000 attending physicians who care for more than 381,000 patients annually. Approximately 600 of our providers are employed in one of our two medical groups, which make up WMCHealth Physicians.

The network includes Level I adult and pediatric trauma centers, and a Level II trauma center; a dedicated burn center; the region's only advanced care children's hospital; an academic medical center; a new, high-tech, and patient-first ambulatory care facility; several community hospitals; dozens of specialized institutes and centers, including comprehensive and primary stroke centers; skilled nursing and assisted-living facilities; homecare services; and one of the largest mental health systems in New York State, along with a growing telemedicine program that connects Hudson Valley residents with immediate, life-saving care.

WMCHealth's patient-centered and family-supported environment celebrates diversity and inclusion. Discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression is prohibited.

Bon Secours Charity Health System (BSCHS) Mission

The Mission of Bon Secours Charity Health System is to make visible God's love and to be good help to those in need, especially those who are poor, vulnerable and dying. As a system of caregivers, we commit ourselves to help bring people and communities to health and wholeness as part of the healing ministry of Jesus Christ and the Catholic Church.

Table of Contents

Welcome — **Inside Cover**

About WMCHealth — **Inside Cover**

Safety First — **2**

Our Commitment to Your Care — **3**

Your Healthcare Team — **4-5**

Services for Our Patients

- Dining — 6
- Internet Access — 6
- Interpreter Services/Hearing and Vision Assistance — 6
- Mail — 6
- Patient Rooms — 6
- Spiritual Care — 7
  - Good Samaritan Chapel
- Television — 7

Services for Visitors and Caregivers

- Patient Privacy — 8
- Virtual Visitation — 8
- ATM — 8
- Cellphone Use — 8
- Cellphone Charging Stations — 8
- Dining Café — 8
- Vending Machines — 8
- Gift Shop — 9
- Parking — 9
- Garden of Hope — 9

Preparing for Your Discharge — **10**

Continuing Your Care with WMCHealth — **10**

Accessing Your Medical Records — **11**

Understanding Your Medical Bills — **12**

Sharing Your Gratitude — **13**

TV Channel Listings — **14**

Phone Directory — **15**

Guide to Preventive Health Screenings, Tests & Immunizations — **20-21**

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

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.

Rapid Response Team

If you or your loved one recognizes a sudden worsening condition during your hospitalization, we encourage you to speak up for safety and notify a staff member to call for a Rapid Response Activation.

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

Ensuring your identity is most important. Frequently we will ask you to state your name and date of birth and will compare to your identification band. The more we ask the safer you will be.

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 x6000 or any staff member if you have any concerns.

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 x5595. 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

TJC Hospital Accreditation
Complaints/concerns can be mailed to:

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181

Complaints/concerns can also be submitted online through the following link:
https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/

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

The team of knowledgeable and dedicated nursing personnel is responsible for providing you with personalized care. Each nursing team works with an assigned number of patients. The team includes registered nurses (RNs) and care partners. In addition to the nurses on your unit, other nursing professionals may be active in your treatment. Some nursing specialists assist in the operating rooms, or work in hospital administration or patient education.

Attending Physicians

These are the senior doctors on your care team. Attending physicians make the final decisions related to tests, medicines, nutritional needs, and other aspects of your care and treatment while you are in the hospital.

Hospitalists

These are attending physicians who care for you when you are on a medical unit. They take over responsibility from your regular doctor when you enter the hospital.

Nurse Practitioners (NPs) and Physician Assistants (PAs)

NPs and PAs are advanced healthcare practitioners who are credentialed to provide care under the supervision of the attending physician. They examine, diagnose, and treat patients; take medical histories; prescribe medication; and refer patients to specialists, as needed.

Medical Students

Medical students are studying to become doctors and do not yet have a medical degree. They may take and review your medical history as part of their education and training.

TeleHealth

Electronic intensive care unit (eICU) specialists can make observations, perform consultations, and make recommendations in coordination with the bedside team by using cameras, microphones, and digital monitoring systems in patient rooms on certain units. TeleHealth consultations are completely private and secure – only those in the patient's room or on the video screen can hear or see the patient.

Social Worker/Case Managers

These providers assist you and your family with personal adjustments related to your illness that may affect your recovery. They have access to a variety of resources that may help you resolve problems. Social workers and case managers are also available to help you plan for care after your discharge from the hospital, if necessary. If you wish to speak with a social worker, ask your nurse to call the social worker assigned to your unit or call x5114.

Physical Therapists (PTs)

Specialize in the functioning of joints and muscles. They help develop muscle tone, endurance, balance and movement.

Occupational Therapists (OTs)

Specialize in helping patients build or restore their abilities to perform daily tasks of life.

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

Speech Therapists
Specialize in speech and swallowing disorders.

Respiratory Therapists
Specialize in breathing disorders and respiratory equipment. They administer respiratory treatments when ordered by the physician.

Clinical Dietitians
Assist you with your specific dietary needs during your hospital stay. They can be reached at x6045.

Support Staff
There are hundreds of other trained professionals who you may or may not come across during your stay at Good Samaritan Hospital, including laboratory and X-ray technicians, phlebotomists, pharmacists, transporters, housekeepers and food service staff.

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 your physician ordered for you. A patient dining associate will help you with your menu selections. You can also request to see your clinical dietitian if you have further questions about your diet. Meal service is scheduled by floor and occurs between the following times:

Breakfast Service Hours	7 – 10 a.m.
Lunch Service Hours	11 a.m. – 2 p.m.
Dinner Service Hours	4 – 7 p.m.

Internet Access

For assistance, call the IT Help Desk at 914.493.1543.

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 24/7 by telephone and/or video remote interpretation in over 200 languages. We offer 24/7 access to American Sign Language (ASL) interpretation via remote video technology. We will communicate effectively with those who have communication disabilities including vision, hearing or speech disabilities. 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 x5595.

Mail

If you would like to receive mail during your stay, please have it addressed in the following manner:

Your name
Your room number
Good Samaritan Hospital,
Att: Guest Services
255 Lafayette Ave.
Suffern, NY 10901

Patient Rooms

Most rooms at Good Samaritan Hospital are semi-private, each having its own bathroom with shower, and heating and air-conditioning controls. Each bed has controls on both sides that can be used to lower the head or foot of the bed. Each bed has a "call bell," a two-way intercom connected to the nursing station through which you can speak to the nurse. Room assignments are based on the level of care required. As the level of a patient's care requirements change, including the need for isolation, room assignments may also change. If you need to have your linens changed, please notify your nurse.

Spiritual Care

Our board-certified chaplains are clinically trained spiritual care providers. They offer skillful compassionate care to patients, family and staff by meeting the spiritual needs of the religious and non-religious with equanimity and respect. As a part of the interdisciplinary clinical care team, they uplift how spiritual practices, perspective-taking and meaning-making can support one's process towards healing and wholeness. Chaplains are valuable resources to assist with ethical and/or specific religious or spiritual concerns, to administer sacraments, or to assist in calling your spiritual or religious community. You do not need to belong to an organized tradition, house of worship, or consider yourself religious to speak with a chaplain. Spiritual Care can be reached at 845.368.5171.

Good Samaritan Hospital Chapel

The Good Samaritan Hospital Chapel is located in the main lobby. It is open as a quiet place for meditation and prayer 24 hours a day. Catholic Mass is held daily at noon in the chapel Monday-Friday, and 10:30 a.m. on Sundays. Mass services are broadcast on Channel 6 to hospital televisions.

Kosher Hospitality

The Jewish Meditation Room is located at the entrance of the main lobby. Electric Sabbath candles, prayer books and other ritual items are available. Shabbos rooms for patient family members who cannot travel on the Sabbath or some holy days are available in the Shabbos House which is located at 5 Hillcrest Rd, directly across the street from Good Samaritan Hospital. Kosher foods are available in the Jewish Meditation Room 24/7. A Shabbos Elevator is available from sunset on Friday to sunset on Saturday.

Television

We provide free local television service to our patients. See page 14 for channel listings. If you experience any technical problems with TV or phone service, please speak with your nurse. 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.

Services for Visitors and Caregivers

Visitors are an important part of the recovery process and are welcome. Please visit **https://www.goodsamhosp.org/visitor-information** for our current visiting hours and guidelines.

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.

Virtual Visitation

WMCHealth supports the use of technology to connect with your loved ones through virtual options. Patients who have devices may use those to communicate with their family and loved ones outside of the hospital. The care team can assist patients that do not have a device.

Devices that allow continuous video and audio streaming capabilities must only be used in patient rooms and may not be moved around the hospital, e.g. into operating rooms, public spaces or elsewhere. In addition, devices must be turned off during direct patient care, as well as quiet times.

Video and audio recording of staff or other patients without prior written authorization or recording of clinical procedures is prohibited. Devices are prohibited from use to disclose any HIPAA protected information about other patients on social media or other venues without their consent.

WMCHealth reserves the right to prohibit usage of electronic devices on a case by case basis to minimize disruption to patient care, to ensure patient privacy and confidentiality rights, if usage of the devices compromises or is likely to compromise WMCHealth's IT security or systems and/or when required by law.

ATM

An ATM is in the lobby of the hospital.

Cellphone Use

Cellphones may be used in public, non-patient care areas such as lobbies, cafeterias and waiting rooms (unless otherwise restricted). Cellphones may not be used in patient care areas or procedural or diagnostic areas. Please be considerate to patients, other visitors and staff when using cellphones.

Cellphone Charging Stations

Free phone charging stations are located in the main lobby and the Emergency Department waiting room.

Dining

The Café

Located on the first floor of the hospital, the 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

Weekdays
Breakfast 7:30 – 10 a.m.
Lunch 11:30 a.m. – 2 p.m.
Dinner 4:15 – 7 p.m.

Weekends
7:30 a.m. – 3 p.m.

Vending Machines

Vending machines are located on the first floor in the Café.

Gift Shop

Whether you're a patient or a visitor, our gift shop will brighten your day. We carry a variety of unique gifts and practical items for people of all ages. The gift shop is located on the first floor of the hospital, just beyond the main lobby. Mylar balloons are sold in the gift shop. Latex balloons are not permitted in the hospital due to allergies. Because fresh flowers and plants can increase the risk of infection, please do not bring or send them to patients in our intensive care and oncology units.

Parking

Free self-parking is available in the visitor's lot in front of the hospital. Valet service is also available for $2.

Garden of Hope

The Garden of Hope, which is located on the hospital campus, is a therapeutic space that helps visitors experience the benefits of nature. A wide variety of fruits and vegetables that are grown in the garden are donated to local food pantries. During the summer months, monthly cooking classes are held using ingredients grown in the Garden.

Preparing for Your Discharge

Before you leave our care:

Know when your follow-up appointment is.

Understand all of your medications and their side effects.

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.

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 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.

More than 600 physicians available to provide you with care.

Continuing Your Care with WMCHealth

WMCHealth 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 WMCHealth provider, or who need a new provider for any reason, can call 833.329.0095 for a convenient connection to an area medical practice.

WMC Health | WMCHealth **Physicians**
Advanced Physician Services
Westchester Medical Center Health Network

WMC Health | Bon Secours Medical Group
Westchester Medical Center Health Network

Learn more about the practices at **wmchealthaps.com** or **bonsecoursmg.com**

Accessing Your Medical Records

myCare

myCare, the WMCHealth 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 WMCHealth.

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:

   Good Samaritan Hospital
   Att: Medical Records
   255 Lafayette Ave.
   Suffern, NY 10901

Records can be provided upon request via CD or flash drive, or sent to you electronically by email. Please specify your preferred format on the authorization form. 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 WMCHealth 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

Bon Secours Charity Health System, a member of the Westchester Medical Center Health Network, 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 844.419.2701.

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, pay online at **wmchealth.org/bill**.

Financial Counseling

Our financial counselors are trained to assist patients who are underinsured or self pay. The financial counselors may visit your room or call to make an appointment. They can be reached at 844.419.2701.

Financial Assistance

If you don't understand your bill, contact the Customer Service Department at 844.419.2701.

Sharing Your Gratitude

We welcome and appreciate the many ways that grateful patients and families support our mission of *Advancing Care. Here.*

Nominate a Care Champion

Patients and families are invited to recognize – and thank – any member of our workforce who provided outstanding care. Please visit **westchestermedicalcenter.org/champion** to share your words of appreciation with our staff and to nominate a Care Champion.

Nominate a Nurse for the DAISY Award

The DAISY Award, a nationwide program, rewards and celebrates the clinical skill and compassionate care our nurses provide. Each DAISY Award honoree is recognized at a public ceremony in her/his/their unit and receives a certificate, a DAISY Award pin and a hand-carved stone sculpture.

To recognize care delivered by your nurse(s),
Please visit **westchestermedicalcenter.org/daisyAward.**

Nominate a Staff Member for the Iris Award

The Rewards and Recognition Committee has created the Iris Award, which recognizes employees who:

- Exemplify the Bon Secours Charity Healthy System mission to be *Good Help to Those in Need.*
- Are exceptional at delivering compassionate care to our patients and their families
- Excel at providing assistance to fellow employees

This award allows patients, families and employees to recognize any staff member who fits the above criteria, with the exception of nurses, who can be recognized for a DAISY award. Winners will be chosen quarterly. Nomination cards are available at all nursing stations and must be returned to Father Martin Rooney or Sister Susan Evelyn on the second floor.

Pay it Forward through Philanthropy and Grateful Giving

Charitable gifts – of any amount – support Good Samaritan's ability to provide advanced, high quality, compassionate care for all patients regardless of ability to pay. Through philanthropy and our Grateful Giving Program, neighbors, patients and families help strengthen our ongoing investments in clinical advancement, facilities, equipment and technology.

To make a tax-deductible donation, visit **Give.WMCHealth.org/GSHGratefulPatient**, scan the QR code or call our Foundation at 845.368.5151.

If you would like to speak to one of our development officers, learn about a specific area that you would like to support, or join us at one of our events, please call us or write to us at infobsch@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** 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 Good Samaritan Hospital.

For more information, visit **www.wmchealth.org/pfac**.

Thank you for entrusting us with your care.

TV Channel Listings

2 CBS	22 Hallmark Channel
4 NBC	23 CNN
5 FOX	24 HLN
6 CHAPEL (Mass)	25 AMC
7 ABC	26 Weather Channel
9 WOR	27 ABC FAMILY/Free Form
10 Maternity/Shaken Baby	28 TNT
11 PIX	29 Animal Channel
12 USA	30 TBS
13 PBS	32 TLC
14 DISCOVERY Channel	33 SPANISH
15 EWTN (Mass)	34 ESPN
16 DISNEY Channel	35 ESPN NEWS
17 FOX News	36 YES
20 Maternity/Shaken Baby (Spanish)	37 SNY
21 Hallmark Movies & Mysteries	38 C.A.R.E Channel

C.A.R.E. Channel 38

CHANNEL 38

Continuous Ambient Relaxation Environment*

The C.A.R.E. Channel is the most effective relaxation programming available for patient television. A therapeutic tool that reduces anxiety, alleviates pain, assists with sleep and restfulness, and minimizes the harmful effects of noise, The C.A.R.E. Channel supports your patients while you are caring for others.

Programming Highlights:

- Daytime program features stunning nature imagery and instrumental music
- Overnight program (10PM to 6AM) features a star-filled night sky, supporting patients' circadian rhythms and helping them to sleep
- Offered at no charge to patients
- Robust library provides great variety for extended stays.

Phone Directory

Calling from the bedside phone in your room?
Dial the 4-digit extension only.

Calling from your cell phone? **Call 845-368-5000, then dial the four digit extension.**

When making an external call from your bedside phone,
dial 71 before the area code and number.

Admitting	5022
Compliance Officer	5814
Front Desk/Concierge Services	6393
Financial Counseling	844.419.2701
General Information	6393
Gift Shop	5443
Housekeeping Hotline	5490
Insurance Information and Patient Accounts	844.419.2701
IT Helpdesk	914.493.1543
Medical Records (Health Information Management)	5126
Operator	0
Parking Information	6393
Patient Advocacy	5595 or 5111
Patient Accounts and Billing	844.419.2701
Patient Information	0
Transport of Rockland (TOR) Local Bus System	845.364.3333
Security	6000
Social Work/Case Management	5114
Spiritual Care	5171

weask because we care

Checking Your Identification

For your safety, your care team will ask you to confirm your Name and Date of Birth throughout your stay with us.

This includes:

- **Arrival to hospital and nursing care areas**
- **Before any medication administration**
- **Blood draw for blood tests**
- **Diagnostic test like X-rays or Cat Scans**
- **Procedure or surgery**

90%
of potential harmful events were prevented by the use of two patient identifiers.

WMCHealth
Westchester Medical Center Health Network

Bon Secours Community Hospital | Good Samaritan Hospital | St. Anthony Community Hospital

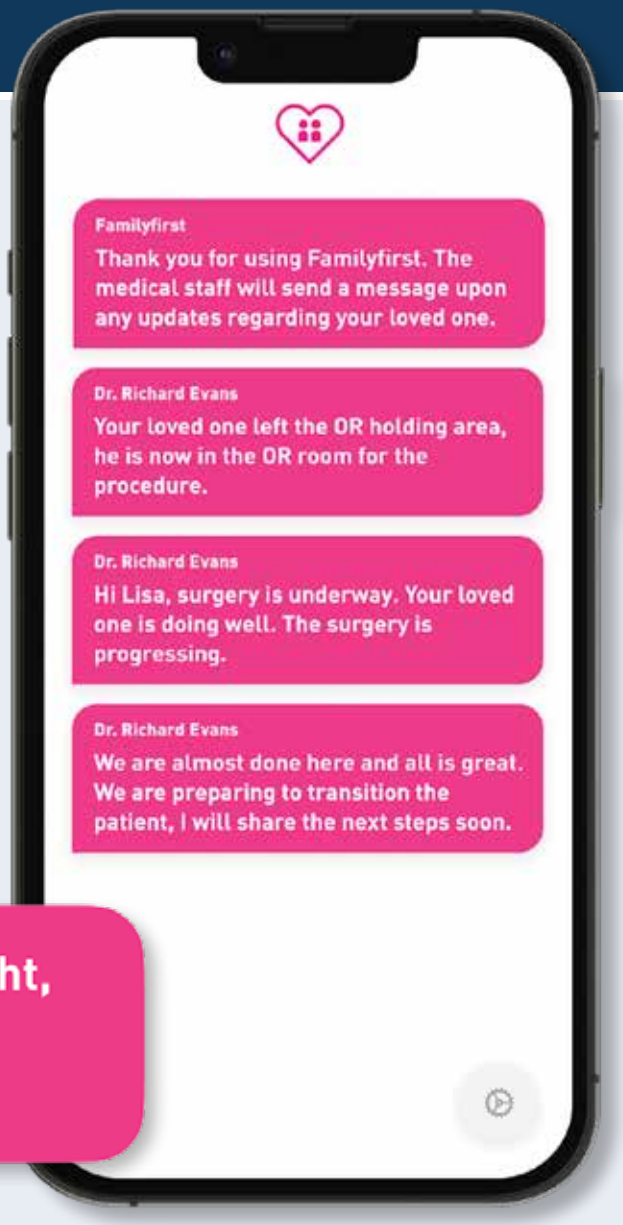
Family Members: Stay in the Loop

Our medical staff use **Familyfirst** to keep the patient's family informed and at ease with real time personal updates.

HOW IT WORKS:

- Available in **iOS** and **Android** devices
- **App is simple and free** to join, provided by Good Samaritan Hospital
- **Personal updates** will be sent directly from the patient's clinical team in real time.
- Read the messages in your **preferred language.**
- **Invite multiple loved ones** to the conversation so the entire patient's family is kept up to date.

Stay up to date, every step of the way!



Your father slept well last night, he will be going to physical therapy today.

Please Speak to a Member of Your Care Team to Learn More

Find help and support near you by going to:

www.WMCHealth.FindHelp.com

Search for assistance on our Community Resources Site that is dedicated to connecting patients with vital resources, support, and community organizations to enhance their healthcare journey.

Scan this QR code to access our website and share it with your family and friends!

It's free and easy to use for assistance with:

- Food Security
- Housing Stability
- Transportation Assistance
- Financial Support
- Personal Goods
- Care and Social Support
- Education Assistance
- Legal Support

WMC Health

Connect with local groups and resources

1

Mary is recently discharged from the hospital and lives in an unsafe home with leaky pipes.

2

Sarah, a Navigator, asks Mary some questions about her current living situation amongst other health related social needs.

3

After answering the questions, Sarah identifies resources and community groups on wmchealth.findhelp.com that could help Mary and her family.

4

In addition to the resources Sarah provides Mary, Sarah also uses wmchealth.findhelp.com to identify and self-nagivate to additional programs.

5

Sarah becomes connected and enaged directly with local groups for assistance and support and updates her health care team.

Search and connect with local organizations and community groups for free!

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.

WMC Health | Good Samaritan Hospital
Westchester Medical Center Health Network

GUIDE TO PREVENTIVE HEALTH SCREENINGS, TESTS & IMMUNIZATIONS*

BIRTH–18 YEARS

Immunizations:

- **COVID-19 Vaccine:** As eligible
- **Birth:** Hepatitis B (HepB) – 1st dose
- **2 months old:** HepB – 2nd dose, Rotavirus (RV1 or RV5) – 1st dose, Diphtheria, tetanus, & acellular pertussis (DTaP) – 1st dose, Haemophilus influenzae type b (Hib) – 1st dose, Pneumococcal conjugate (PCV13), Inactivated poliovirus (IPV)
- **4 months old:** RV1 or RV5 – 2nd dose, DTaP – 2nd dose, Hib – 2nd dose, PCV13 – 2nd dose, IPV – 2nd dose
- **6 months old:** DTaP – 3rd dose, Hib – 3rd dose, PCV13 – 3rd dose, IPV – 3rd dose, Flu shot – 1st dose, 2nd dose two weeks after 1st
- **9-12 months old:** HepB – 3rd dose (if not received at 6 months), IPV - 3rd dose (if not received at 6 mos), Hib – 3rd dose (if not received at 6 mos), PCV13 – 4th dose
- **12-15 months old:** MMR – 1st dose, Varicella (VAR) – 1st dose, Hepatitis A (HepA) – 1st dose
- **18 months old:** IPV – 3rd dose, DTaP – 4th dose, HepA – 2nd dose
- **4-6 years old:** IPV – 4th dose, DTaP – 5th dose, flu shot – annually, MMR – 2nd dose, VAR – 2nd dose
- **11-12 years old:** Flu shot – annually, Tdap, booster, HPV (Gardasil), Meningococcal – 1st dose
- **13-15 years old:** Flu shot, annually
- **16 years old:** Meningococcal – 2nd dose, flu shot
- **17-18 years old:** Flu shot – annually

Physicals:

In the child's first year, routine visits are scheduled during the first and second weeks of life, and at 2, 4, 6, 9 & 12 months. The infant's first visit to the pediatrician may be as early as 2-3 days of age. Physicals are yearly after age 1.

At every visit to the pediatrician, ask questions about your child's development, including language, movement, thinking, behavior and emotions.

A girl's first gynecology exam is recommended at 13–15 years old.

Screenings:

Birth: Hearing

18 months: Autism Spectrum Disorder (ASD)

24 months: ASD

19–39 YEARS

Immunizations:

Flu shot, annually; one-time HPV vaccine (if not received as adolescent, male and female); COVID-19 vaccine, as eligible

Physicals:

Annually, including height, weight, blood pressure and blood work

Cholesterol/Heart Health Check: Annually, if there are known risk factors; otherwise every five years

Women: Breast exam: monthly at home; annually by physician; gynecological exam, annually

Men: Testicular exam: monthly at home; annually by physician

General Health: Annually, hearing, vision and dental

Screenings:

Skin: Annually for suspicious-looking moles or lesions

Historical illness: Annually for such family medical issues as cancer, heart disease, diabetes, etc.

Diabetes: Annually, if there are risk factors; biannually if BMI is 25/27+

Depression/Mental Health: Annually

Sexually Transmitted Infections: Depending on risk factors or patient request

Women: Cervical cancer: Pap smear every 3 years

** For general guideline purposes only; please consult your physician for specific recommendations.*

WMC Health
Westchester Medical Center Health Network

40–60 YEARS

Immunizations:

Flu shot, annually; one 2-dose shingles vaccine: 50+; COVID-19 vaccine, as eligible

Physicals:

Annually, including height, weight, blood pressure and blood work

Screenings:

Skin: Annually for suspicious-looking moles or lesions

Colorectal: Annually 45+ unless there are risk factors; 10 years before onset of colorectal cancer in first-degree relative

Lung Cancer (CT scan): Annually 55-80 for those with history of heavy smoking who currently smoke or have quit within past 15 years

Depression/Mental Health: Annually

Sexually Transmitted Infections: Depending on risk factors or patient request

Hepatitis C screening: At least once in a lifetime for all adults aged 18 years and older, except in settings where the prevalence of HCV infection (HCV RNA-positivity) is less than 0.1%

Women: Mammogram: annually, depending on risk factors; Pap smear every 3 years (or more frequently with risk factors)

Men: Prostate exam: 40-50+ annually, unless there are risk factors; PSA blood test: 40-50+ annually, unless there are risk factors

Lower Your Risk of Viral Infections: COVID-19 and other

- Wear a mask
- Wash hands/use hand sanitizer frequently
- Refrain from touching face or eyes
- Limit in-person interaction with non-household members and crowds
- Maintain social distance (6 feet) from others
- Quarantine if exposed
- Call your doctor if you have a cough, fever, loss of smell and/or taste, sore throat, nausea, vomiting, or diarrhea

65 YEARS & OLDER

Immunizations:

High-dose flu vaccine, annually; Pneumococcal pneumonia vaccine: one-time, 2-dose series (65+); one 2-dose shingles vaccine: 50+; COVID-19 vaccine, as eligible

Physicals:

Annually, including height, weight, blood pressure and blood work

If you've had Medicare Part B (medical insurance) for longer than 12 months, you can get a yearly "wellness" visit once every 12 months. At this visit, you will develop or update a personalized prevention plan to help prevent disease and disability, based on your current health and risk factors. Your provider may also perform a cognitive impairment assessment.

Screenings:

Skin: Annually for suspicious-looking moles or lesions

Osteoporosis (bone density): Every 2 years 65+ (or earlier if postmenopausal with risk factors)

Fall Prevention: Baseline and then as recommended

Men: One-time abdominal ultrasound: 65-75 for current or former smokers or for never-smokers with a first-degree relative who had an abdominal aortic aneurysm (AAA) repair or a fatal AAA

Sources: American Academy of Pediatrics, American College of Obstetricians and Gynecologists, Centers for Disease Control and Prevention, American Heart Association, American Cancer Society and Centers for Medicare & Medicaid Services

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 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 WMCHealth 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.

WMCHealth
Westchester Medical Center Health Network
Advancing Care. Here.

Good Samaritan Hospital
255 Lafayette Ave.
Suffern, NY 10901
845.368.5000

August 20, 2024 10:00 AM