

# Welcome!



## Patient Guide

St. Barnabas Hospital





**Health System**

**B R O N X**

**SBH Health System**

4422 Third Avenue

Bronx, NY 10457

[SBHNY.org](http://SBHNY.org)

(718) 960-9000

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StBarnabasHospital



[Linkedin.com/company/SBHBronx](https://www.linkedin.com/company/SBHBronx)



Podcast: SBH Bronx Health Talk

## **OUR MISSION**

SBH Health System is committed to improving the health and wellness of our community and is dedicated to providing the highest quality care in a compassionate, comprehensive and safe environment where the patient always comes first, regardless of their ability to pay.

## **OUR VISION**

To be the healthcare partner of choice in the Bronx providing superior service and transformative programs that meet the diverse needs of our community.

## **OUR VALUES**

Diversity Respect Integrity Vision Excellence



SBH Health System embodies the **DRIVE** to Person-Centered Excellence

# Message from the CEO

## Welcome to SBH Health System



**David Perlstien, MD**

Thank you for trusting us with your health care needs. For over 150 years, St. Barnabas has been caring for the needs of our community and as our community has changed, so too has St. Barnabas. We have made every effort to grow and expand to meet your needs and to that end, we have become a comprehensive health system offering a wide range of services including inpatient, outpatient, primary and specialty care by a team of highly qualified, caring health professionals who are dedicated to serving you.

We take pride in ourselves, pride in serving our community and neighborhood and look forward to continuing to provide services not only to you during your stay, but after your discharge and well into the future. We strive to provide the best healthcare possible, regardless of who you love, how you identify, how you worship or where you were born.

We listen and learn from our community. It is a value that we hold dear at SBH and makes us better at providing care to our patients. With this in mind, we developed our newest facility, the SBH Health and Wellness Center located on 3rd Avenue right across from our main building. This facility offers the range of care that can help maintain a healthy lifestyle including medical services, a fitness facility, mind-body classes, and a food pantry with fresh fruit and vegetables grown on our rooftop farm.

It also includes a mix of clinical programs including an urgent care center, women's and children's centers, an imaging center and a WIC office and offers synergistic activities that combine nutrition, exercise, and access to healthy foods through our teaching kitchen and fitness centers on

the second floor. We view this facility and the services it offers as a new prescription for wellness, one that will keep you healthy and out of the hospital.

The 60,000-square foot Health and Wellness Center, which also includes affordable housing, helps address those social determinants of health that impact our community, including high rates of chronic disease, food insecurity, homelessness, poor education, a lack of safe outdoor spaces, and high levels of stress.

Many of these elements are contributing factors as to why Bronxites have some of the highest rates of obesity, diabetes, hypertension and malnutrition in America, and was one of the areas hit hardest by the COVID-19 pandemic.

Again, thank you for choosing SBH Health System and we hope you will choose SBH for your future healthcare needs and take advantage of the programs we offer at our Health and Wellness Center.

Sincerely,



**David Perlstein, MD**  
*President & CEO*



SBH Health System embodies the  
**DRIVE** to Person-Centered Excellence

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# About SBH Health System

## SBH Health System - Committed to Excellence in Family-Centered Health Care

Welcome to SBH Health System, your Bronx partner in health care since 1866. SBH is proud in serving the needs of our neighbors and anyone who seeks care within and outside our walls.



The DRIVE to Patient-Centered Excellence is SBH's system-wide campaign to improve the patient experience. DRIVE represents the organization's values, which are Diversity, Respect, Integrity, Vision, and Excellence. At its core, the DRIVE is aimed at treating every patient with dignity and respect.

We strive to improve the health of our neighbors through patient-centered health care and access to much-needed healthcare services to our neighbors through St. Barnabas Hospital, SBH Ambulatory Care Center, SBH Behavioral Health and the SBH Health and Wellness Center. SBH is committed to excellence and delivering equitable, compassionate and culturally sensitive healthcare that includes a focus on wellness and prevention services for all regardless of social and financial barriers.

St. Barnabas Hospital is a safety net institution, meaning that it provides care for everyone, regardless of insurance status. The hospital houses a Level II Trauma Center and Stroke Center. Additional services include medical/surgical, maternity, pediatric, geriatric, behavioral health emergent care, and a center for sleep medicine.

The SBH Health and Wellness Center offers a continuum of care and programs that address community members' health, nutrition, fitness and wellness goals. The Center's mission is to improve the health and wellness of our neighbors. This welcoming facility, located at 4507 Third Avenue (between 182nd and 183rd Street), offers a fitness center, a teaching kitchen, a women's imaging center, a children's health center, an urgent care center, and a WIC program. We encourage and welcome you to stop-in for a visit!

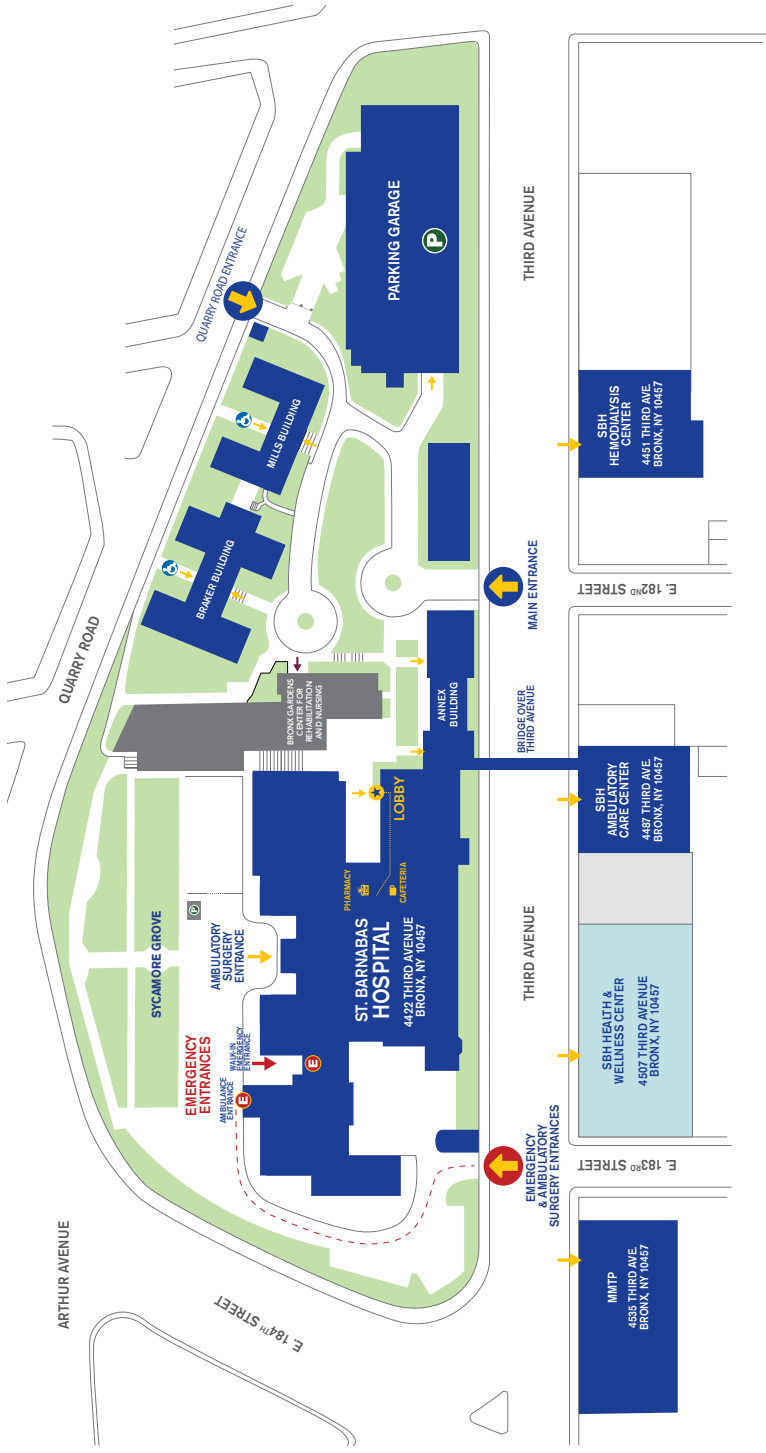
SBH is a teaching hospital and we are proud to attract the very best students and medical residents from Sophie Davis School of Biomedical Education/CUNY School of Medicine and New York Institute of Technology College of Osteopathic Medicine.

In this patient guide, many of your questions about your stay will be answered. We invite you to let us know if there is anything we can do to make your stay a pleasant one. If you need any assistance, please ask! We are here to help.

Thank you for choosing SBH!

# *PERSON-CENTERED EXCELLENCE*





# Campus Map

# Language Access Services

## Language Services & Sign Language Interpretation

Here at SBH, we know that we have the privilege of serving so many of our neighbors who speak a multitude of languages, come from different cultures and express themselves in many different ways.

We strive to make sure that each patient is understood in the language that you are most comfortable with or other means of communication. We take this commitment incredibly seriously and we document this preference in your medical record to ensure continuity of care.

We have a Linguistic and Culturally Appropriate Assistance Program (LAP) and a designated Language Assistance Coordinator (LAC), who ensures there is written and oral language assistance or other communication needs.

Our language and communication access services at SBH are provided by VOYCE Global. VOYCE ensures that we have the ability to speak or sign the language that you are most comfortable with. Interpreting and sign language services are available **24 hours a day, seven days a week at NO COST TO YOU.**

Through VOYCE iPads and phones, we offer qualified medical interpreters for spoken language. For the deaf-mute and hard-of-hearing patients, we provide American Sign Language interpretation through remote video monitors using VOYCE. If necessary to provide an in-person interpreter such a request is handled by the nurse in charge.





## Cafeteria Hours

The hospital cafeteria is open daily for your visitors and is located on the ground floor in the main lobby of the hospital.

<b>Breakfast</b>	<b>6:30 am – 9:30 am</b>
<b>Lunch</b>	<b>11:00 am – 2:00 pm</b>
<b>Dinner</b>	<b>3:30 pm – 6:15 pm</b>

## Outpatient Pharmacy

Our outpatient pharmacy is located on the ground floor in the main building (across from the cafeteria). The Pharmacy accepts all insurances & provides over the counter services. You are able to get free medications delivered to your home. Pharmacy is open from:

<b>Monday to Friday</b>	<b>9:00 am – 5:00 pm</b>
<b>Saturday</b>	<b>9:00 am – 7:00 pm</b>
<b>Sunday</b>	<b>Closed</b>

Contact at **(718) 960-3172** or [OPDpharmacy@sbhny.org](mailto:OPDpharmacy@sbhny.org)

## ATM

There is an ATM machine in the cafeteria in the main lobby.

## Internet

We offer free WiFi to all our patients and guests. You can login using the following information;

**SSID: SBHGUESTWIRELESS**

**Password: SBHGuest**

## Parking Garage

Our parking garage is open 24 hours and 7 days a week for all patients and visitors. You can enter through 182 Street and Third Ave. There is limited availability.

### VISITOR PARKING RATES

\$8.00 for up to 1 hour
\$12.00 for up to 2 hours
\$20.00 for up to 6 hours
\$25.00 for up to 12 hours
\$35.00 for up to 24 hours

## Television and Telephone Service

We are very pleased to offer our patients free unlimited local telephone service. The hospital is not responsible for the loss of personal articles. Therefore, we ask that you send any cellular phone and any personal electronic devices home for safekeeping.

Telehealth provides television rental service at the rate of \$6.00 per day, which includes a variety of DIRECTV channels and local channels. Please leave a message at ext. 6567 if you would like to request television service or if you experience any problems. The Telehealth attendants are in the hospital from 1 pm to 7 pm Monday thru Friday.

*EMPATHY*

# St. Barnabas TV Channels Guide

3	CBS	34	RNN
4	Golf	35	WLIW21-PBS13
5	NBC Sports	36	ION
6	4-NBC	37	UNIMAS
8	FOX 5	38	BBC
9	NFL Network	39	BOOMERANG
10	ABC 7	40	AMC
12	MY 9	41	FNC
14	CW 11	42	HLN
15	GALA (Spanish)	43	C SPAN 2
16	LIFETIME	44	DISCOVERY
17	NICK	45	TLC
18	COMEDY	46	ABC FAMILY
22	BLOOMBERG	47	ANIMAL PLANET
23	DISNEY	48	HISTORY
24	CNN	49	DIRECT TV CINEMA
25	TBS	51	NGEO
26	TNT	52	A&E
27	USA	53	CARTOON NETWORK
28	WEATHER	55	PATIENT CARE
29	TELEMUNDO (Spanish)	56	PATIENT CARE
30	UNIVISION (Spanish)	58	PATIENT CARE
31	BBC-PBS13	59	PATIENT CARE
32	Rental Information	60	NEWBORN (ENG)
33	WLNY	61	NEWBORN (SPANISH)

# Important Phone Numbers

<b>Main Hospital Telephone Number</b>	<b>(718) 960-9000</b>
Television Service	(718) 960-6567
Patient access/admitting	(718) 960-6600
Patient & Family Service Center	(718) 960-6600/6605
Patient Relations	(718) 960-6353/6121/9261
Spiritual Care	(718) 960-6280
Social work/Care Transitions	(718) 960-6140
Business/Credit Office	(718) 960-6356
Medical Records	(718) 960-6111
Outpatient pharmacy	(718) 990-3172
Security Department	(718) 960-6228





## COVID-19 Guidance

To protect patients, visitors and personnel, we follow guidance provided by the NYS Department of Health regarding COVID-19. The rules require precautions to be taken by all. Until future notice, everyone is required to wear a face mask while in any of the SBH facilities.

SBH is providing COVID-19 testing, vaccine and booster shots at the SBH Health & Wellness Center, 4507 Third Ave Bronx NY (across from St. Barnabas Hospital).

## Visiting Guidelines

We appreciate the important role your family and loved ones play in your care and the healing process. Therefore, we follow a patient directed visitation policy.

All visitors enjoy full and equal visitation privileges. All patients have the opportunity to receive visitors and the right to limit their visitors. There may be certain circumstances that will require us to restrict or limit visitors for reasons of patient safety.

For the comfort and privacy of all patients, we ask that you limit the number of visitors to two visitors per day to a bedside.

Additionally, visitors must follow the requirement of masking in the facility. In certain cases, visitors may be required to wear personal protection equipment for infection control, such as medical gloves and gowns.

Due to government regulations, visitation policy can be modified or suspended indefinitely without notice. If you have questions, please contact the main line at **(718) 960-9000**.

## Patient Representatives

Now that you have arrived, you may have some questions about your care. Our patient representatives will gladly assist you.

A Patient Representative will listen to your concerns, address your needs and help you find solutions to problems. If you have any questions, concerns, or fears involving tests, treatment decisions, or even those caring for you, the Patient Representative will assist you by providing a way to find resolutions. Patient Representatives are impartial.

They provide effective liaisons between patients, their family members, physicians, nurses and all hospital departments.

If you have questions or want more information regarding Advance Directives, such as Healthcare Proxy, Living Wills and DNR (Do Not Resuscitate), the Patient Relations Office can provide you additional information or arrange for someone to discuss your options with you personally.

## Where Can I Find a Patient Representative?

The Patient Relations Office is located on the 2nd floor in the main hospital building.

Hours are from 9 a.m. to 5 p.m. Monday thru Friday. Their phone numbers are **(718) 960-6353/6121/9261**. If you have an urgent problem during evenings, weekends or holidays, please contact the Charge Nurse at the Nursing Station on your floor. If you are not satisfied with the resolution contact the New York State Department of Health at **(800) 804-5447** or the Joint Commission at **(800) 994-6610**.

## Care Team

You will be cared for by a team of providers, including doctors, other specialists, nurses and residents. They will regularly review your progress during your hospitalization. You will be continuously informed of your medical condition and you will be encouraged to participate in your care.

When you are admitted to your room in keeping with your gender identity, a nurse and a physician will see you, and will ask you “how would you like to be addressed?”. Your nurse will give you an orientation to your room and surroundings.

You will be shown your “call button,” which signals to the nurses’ station when you need assistance. The nursing staff will visit you often throughout the day, but please use the call button when you have an urgent or emergent need for assistance that cannot wait for your nurse or nursing assistant to come back into your room. When speaking over the intercom, speak clearly, so that you can be heard.

If your request is not an emergency, please leave enough time for the nurse to get to you.

## **Nursing Services:**

Throughout your hospitalization, a professional registered nurse will be assigned to care for you. Her/his duties include assessing, planning, evaluating and carrying out orders prescribed by your doctor. The goal of the Nursing Department is to maintain and promote your health. A nurse will be available to you 24 hours a day, and they are your advocate. Share any concerns or questions you have with your nurse, and they help address those concerns and questions, and include other members of your care team.

## **Patient Meals:**

A Dietitian may visit you during your stay. The Dietitian will evaluate your nutrition status and provide any nutrition education. Please let your nurse know if you would like to speak to your dietitian. Your physician will order your therapeutic diet. Three meals are served daily.

On some patient units, you will have an ambassador who will visit with you and take your meal choices. We have an extensive list of alternate items if you do not enjoy the food choices. Please be sure to let us know if you have any ethnic, cultural or religious food requirements. Please contact your nurse if you have any questions.

## **Spiritual Care:**

Spiritual care is available to all patients and their families for emotional and spiritual support. Members of the clergy are available during the day. To arrange a visit please let your nurse know and they will help, or you can call the Chaplain's Office directly at **(718) 960-6280**. The office is located on the first floor of the main hospital building. For after-hour needs, please call their mobile phone at **(347) 534-6247**.

***PATIENT DIRECTED  
VISITATION***

# Your Health & Safety

SBH follows the Joint Commission National Patient Safety goals to ensure that you are safe during your hospital stay. Your doctor, nurse and other healthcare staff will clean their hands often while caring for you and will check on your care to ensure they are providing the right care for the right person.

## Patient's ID

When you are admitted to the hospital, you are given a safety band with your name, date and birth and medical record number. The safety band must be worn at all times during hospitalization. Staff members will always check your safety band. They may ask for your name and date of birth. Please be patient, this is done for your safety to confirm your identity.

During your hospital stay, due to certain medical conditions, you may need to be placed on "isolation." Your doctor or nurse will explain what this means for you and your family. It is important that you and your family follow the instructions on "isolation" given by the nurse or doctor caring for you. This will ensure that you will have a safe stay.

## What You Can Do to Stay Safe?

You have a right to receive care in a safe setting. Your cooperation helps ensure such a setting. We ask that

- » All visitors follow hospital rules and regulations affecting patient care and conduct including wearing a face mask.
- » Understand there may be times when due to circumstances visitation may be limited.
- » You are considerate of the rights of other patients and hospital personnel and assisting in the control of noise, obey no smoking requirements and follow the rules regarding number of visitors.
- » You are respectful of the property of others and of the hospital.
- » Wash or sanitize your hands before touching your IV, surgical wound or catheter.
- » Also, clean your hands before eating, and before and after using the bathroom.
- » Ask your family and visitors to wash their hands or use the alcohol sanitizer when visiting you.

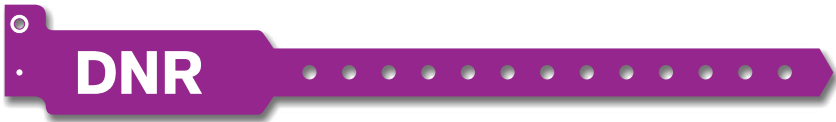
## Smoke Free Campus:

Tobacco use is prohibited in all SBH facilities including in buildings, vehicles and all adjacent outdoor areas on the campus property. There are significant benefits of quitting smoking. To get started today, please call 718-960-3730 or you may ask your doctor for a referral.

**SBH Health System uses five standardized**

# COLORS OF SAFETY

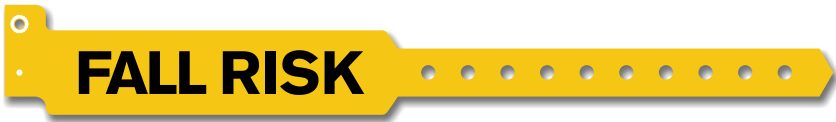
**for hospital wristbands to keep caregivers aware of a patient's care status or special needs.**



**PURPLE:** Alerts caregivers to respect the wishes of the Do-Not-Resuscitate (DNR) order is in the patient's medical chart.



**RED:** Alerts caregivers to check the patient's medical chart for allergies to medication, food or planned treatment.



**YELLOW:** Alerts caregivers to use special care to prevent the patient from falling.



**PINK:** Alerts caregivers to avoid using a limb to draw blood, IV insertions, and any other medical procedures.



**WHITE:** Alerts caregivers to check the medical chart for information on the patient's request or consent to no blood transfusions.

# Pain Assessment & Management

Today, pain control is a very important part of hospital care.

We believe that no one should have to live with pain, and will do our best to help you. There are treatments and medicines that really work. Your doctor or nurse cannot help you unless you tell them about the pain. You should be asked about pain when admitted and be told that effective pain relief is available.

**IF YOU HAVE PAIN, PLEASE TELL YOUR DOCTOR OR NURSE.**

Use the following scale to rate your pain:

## Wong-Baker FACES™ Pain Rating Scale



**0**

No  
Hurt



**2**

Hurts  
Little Bit



**4**

Hurts  
Little  
More



**6**

Hurts  
Even More



**8**

Hurts  
Whole Lot



**10**

Hurts  
Worst

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# HEALING

# ENVIRONMENT

# Being Involved in Your Healthcare

## What Can You Do?

**We encourage YOU to be an active member of your healthcare team:**

- » Speak up if you have questions or concerns.
- » Make sure that all healthcare professionals involved in your care have important health information about you.
- » Provide to the best of your knowledge, accurate and complete information about your present health complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- » Report unexpected changes in your condition to the responsible clinician.
- » Make it known whether you clearly understand a planned course of action and what is expected of you.
- » If you have a test, be sure to follow up and get your results.
- » Learn about your condition and treatments by asking your doctor and nurse.

**While you are in the hospital:**

- » Make sure your nurse and doctor know about all the medications/ supplements you are taking at home.
- » Make sure your nurse and doctor know about any allergies and adverse reactions you have.
- » Ask your healthcare workers whether they have washed their hands.
- » You are entitled to view your medical records that can be shared with a care partner.
- » If you are having surgery, make sure that you, your doctor and your surgeon all agree and are clear on exactly what will be done.
- » Follow the treatment plan recommended by the clinicians responsible for your care. This includes following the instructions of a doctor and nurse as they carry out the coordinated plan of care. As always, if you have any questions or concerns, please let us know.

# We Ask Because We Care

## **Q1. Why am i being asked about my race, ethnicity and language?**

SBH is committed to delivering the highest quality of care to patients from all cultural backgrounds. Learning about race, ethnicity and language allows us to deliver care that is respectful and specific to the cultural and language needs of diverse patients, which can lead to better health outcomes.

## **Q2: What is race?**

Race refers to a group or groups with similar physical characteristics. Examples include Asian, Black/African American and White. You can respond by choosing other.

## **Q3: What is ethnicity?**

Ethnicity refers to a group with a shared history, sense of identity, geography and cultural roots. Examples include Dominican, Puerto Rican, Armenian, and Italian.

## **Q4: What do you mean by preferred spoken or written language?**

Preferred spoken or written language is the language a patient feels most comfortable using when discussing health care instructions.

## **Q5: Why am i being asked about an interpreter?**

SBH offers qualified medical interpreters and free language interpreter services in more than 200 languages, and ASL via video or telephone. We want to make sure you communicate in the language you feel more comfortable.





## Personal Items

SBH Health System cannot be responsible for loss or damage to any personal property you choose to keep on your person or in your room. Please leave jewelry, credit cards and other valuables at home or give them to a family member or friend for safekeeping.

If this is not possible, when you are admitted to your room, ask your nurse to arrange for the hospital Security Department to secure these items. A receipt detailing your items will be kept in your chart and your items will be returned to you upon discharge. Valuables may be retrieved from the Security Department 24 hours, 7 days a week.

Personal articles you need, such as eyeglasses, dentures and hearing aids, should be placed with care and not left on your food tray or underneath your pillow.

Please, it is important that you keep your hospital ID wristband until you retrieve your valuables from security, which is located in the ground level of the main hospital building. Please note: we are not responsible for personal property that has not been retrieved within 90 days of discharge.

## Care Partners

You are entitled to designate a care partner. A family member or friend can be appointed by you. Your Care Partner can be a relative, friend, neighbor, or anyone who will provide after care in the home such as help change bandages or dressings, taking your pulse, blood pressure or temperature, giving you insulin injections or other medications, or monitoring tube feedings. The Care Partner is included as a member of the care team and accepts mutually agreed upon patient care responsibilities after you are discharged.

## Access to records

You have a right to access information in your medical records within a reasonable time frame. While you are an inpatient, you can review your current medical record. Please let your attending doctor know, so we can arrange a time for you to do so. We are ready to answer any questions.

# NYS Hospital Patients' Bill of Rights

You have certain rights and protections as a patient guaranteed by state and federal laws. These laws help promote the quality and safety of your hospital care.

SBH Health System does not discriminate on the basis of race, color, religion, creed, sex, national origin, citizenship status, age, disability, ethnicity, marital status, sexual orientation, transgender status, gender identity, veteran status or any other characteristic as protected by applicable law.

## **As a patient in a hospital in New York State, you have the right, consistent with law, to:**

1. Understand and use these rights. If for any reason you do not understand or you need help, the hospital **MUST** provide assistance, including an interpreter.
2. Receive treatment without discrimination as to race, color, religion, sex, gender identity, 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. Identify a caregiver who will be included in your discharge planning and sharing of post-discharge care information or instruction.
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 "Deciding About Health Care – A Guide for Patients and Families."

11. Refuse treatment and be told what effect this may have on your health.
12. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
13. Privacy while in the hospital and confidentiality of all information and records regarding your care.
14. Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
15. Review your medical record without charge and 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. View a list of the hospital's standard charges for items and services and the health plans the hospital participates with.
18. Challenge an unexpected bill through the Independent Dispute Resolution process.
19. 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 State Health Department telephone number.
20. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
21. Make known your wishes in regard to anatomical gifts. Persons sixteen years of age or older may document their consent to donate their organs, eyes and/or tissues, upon their death, by enrolling in the NYS Donate Life Registry or by documenting their authorization for organ and/or tissue donation in writing in a number of ways (such as a health care proxy, will, donor card, or other signed paper). The health care proxy is available from the hospital.

## Compliance Hotline

The hospital encourages all individuals, including patients, visitors and the public to notify the Compliance Officer about any potential or actual violations of hospital policy and procedures, and/or illegal or unethical behavior. SBH Health System does not discriminate based on race, color, religion, creed, sex, national origin, citizenship status, age, disability, ethnic predisposition, carrier status, marital status, sexual orientation, transgender status, gender identity, pregnancy, veteran status or any other characteristics protected by applicable law.

Calls to the Compliance Hotline may be raised anonymously and will be held in the strictest confidence possible, consistent with the need to investigate any allegations of wrongdoing. You may communicate any concerns, complaints, or questions about fraud, waste or abuse, or HIPAA Privacy to the Compliance Officer by calling **(844) 239-0567**, by email at [compliance@sbhny.org](mailto:compliance@sbhny.org), or report online at [www.SBHHealthSystem.ethicspoint.com](http://www.SBHHealthSystem.ethicspoint.com). We have a strict no-retaliation policy.

If you have a complaint or concern, you can contact our office of Patient Relations in the Main Building on the 2nd floor at **(718) 960-6121** or **(718) 960-6353** or **(718) 960-9261**.

If you are not satisfied with the resolution contact the New York State Department of Health toll-free number at **1(800)804-5447**.

The Joint Commission is available to address concerns. You can reach them at [complaint@jointcommission.org](mailto:complaint@jointcommission.org) or call **(800) 994-6610**.

## It's Your Choice: Advance Directives

SBH fully supports your right to make decisions concerning your medical care, including the right to accept or refuse medical/surgical treatment and the right to execute an Advance Directive.

Advance Directives are written instructions about health care treatment made by adult patients before they lose decision-making capacity. You may express decisions verbally or in writing. It must be placed in your medical record.

If you would like to execute an Advance Directive, please ask your nurse to contact a Patient Representative or call **(718) 960-6121** or **6353**.

## Healthcare Proxy

Healthcare Proxy, a type of Advance Directive, is a legal document that enables you to designate another adult (18 years old or over) to make medical decisions for you in the event that you are unable to do so.

You can also make your wishes known with regard to organ, eye or tissue donation. You may document your wishes in your Healthcare Proxy or on a Donor Card, available from the Patient Representative. Advance Directive forms and information are contained in the booklet “Your Rights as a Hospital Patient in New York State,” which is part of your admission package.

## Ethics Consultation

During the course of a patient's illness, the healthcare team and the patient's family and/or friends may be confronted with some difficult healthcare decisions. The SBH Ethics Committee, a team of healthcare professionals, explores various approaches to decision-making and offers recommendations for resolving ethical issues of patient care.

The primary purpose of this committee is to give counsel and advice to the physicians responsible for the medical case under consideration. Members of the Ethics Committee also make themselves available to meet with patients, family members and/or designated representatives as well as with the patient's healthcare team members in an effort to clarify and resolve ethical problems that may arise.

Consultations with the Ethics Committee can be arranged by contacting the Patient Relations Office at **(718) 960-6121** or **6353, 9261** or your attending physician.



## Care Transitions – Case Management/ Social Work

As mentioned you can designate a care partner upon your admission to SBH. We will notify and offer to meet with this designated caregiver to discuss your plan of care prior to your discharge or transfer to another facility. We will train this designated caregiver in certain aftercare tasks upon your discharge to your residence.

The case manager is a nurse who evaluates the medical condition. The case manager works with the social worker to obtain approval from the health plan and ensures that you have the services, equipment and supplies you need.

The social worker can provide you and/or your designated care partner with your options, choices and assistance in obtaining home care, skilled nursing care, adult services, hospice care and other community services you may need upon leaving the hospital. Your social worker, in conjunction with your doctors and nurses will help you arrange your post-hospital needs before you leave the hospital to ensure that you receive appropriate care.

If you wish to speak with the social worker or case management nurse assigned to your unit, please contact your nurse or physician, or call 718-960-6196. If you require any assistance, contact the Patient Representatives at **(718) 960-6121** or **6353**.

## Discharge

Shortly before your discharge, you will receive a written “Discharge Notice.” If you wish, we will meet with your designated care partner to discuss your care plan before your discharge or transfer to another facility. If you feel you are not ready to leave the hospital, the notice will explain when and how to appeal to the health plan for extended services. If you have any questions, please contact the assigned nurse or the review agent listed on the notice.

Before you leave, make sure that your nurse or doctor has given you written instructions about your care at home. The more you know and understand about your medications, the easier it will be to take them correctly setting you on the path to recovery.

Your doctor or nurse should give you a prescription if you require medications. We can send your prescriptions electronically to the outpatient pharmacy on the ground floor of the main hospital (across from the cafeteria).

You should also know how and when to make a follow-up appointment with your doctor or clinic. If an appointment has been made for you, be sure you know the appointment details, including locations.

### Summary:

- » When you are being discharged, ask your doctor to explain your treatment plan for home.
- » Ask your doctor to explain any prescriptions you are given.
- » Ask for information about your medicines in terms you can understand.
- » If you have any questions about the directions on your medicine labels, ask.
- » You can have a prescription filled in our pharmacy.

## Understanding your medical bill

SBH Health System is a participating provider in many health plan networks. You can find a list of the plans in which we participate at [www.sbhny.org](http://www.sbhny.org). It is important to check with your insurance company if you are unsure.

It is also important for you to know that the physician services you receive in the hospital are not included in the hospital's charges. Physicians who provide services at the hospital may be employed by the hospital, may be independent voluntary physicians or any other physicians that may be required for your care. Physicians bill for their services separately and may or may not participate in the same health plans as the hospital. You should check with the physician arranging your hospital services to determine which plans your physician participates in.

Plan participation information for physicians employed by the hospital can be found at [www.sbhny.org](http://www.sbhny.org). SBH Health System contracts with a number of physician groups, such as anesthesiologists, radiologists and pathologists, to provide services at the hospital. Contact information for the physician groups the hospital has contracted with, including the name, practice name, mailing address and telephone number, is available at [www.sbhny.org](http://www.sbhny.org). You should contact these groups directly to find out which health plans they participate in.

Hospitals are required by law to make available information about our standard charges for the items and services they provide. This information is available by contacting the Patient Accounting Department at **(718) 960-3817**.



## Financial Assistance

We care about your health and understand how expensive healthcare is. We offer financial assistance based on your income, your healthcare needs and the service provided to you.

If you do not have health insurance, you may be eligible for assistance in paying your hospital bills. If you think you will have trouble paying your hospital bills, you may qualify for a discount. For more information or to apply for financial assistance, ask for a visit by an inpatient financial counselor or call **(718) 960-3812**.

After you leave the hospital, you will receive an itemized statement of hospital charges. If you have any questions related to charges shown on the statement, please contact the Patient & Family Service Center at **(718) 960-6830/6831** at the Ambulatory Care Center.

*COMPASSIONATE  
INTERACTION*

# SBH Health & Wellness Center



[www.sbhwellnesscenter.org](http://www.sbhwellnesscenter.org)

4507 3rd Avenue

Bronx, NY 10457

We established the SBH Health & Wellness Center with the goal to support community access to a healthy life in the Bronx by providing nutritional education, access to healthy food and fitness activities customized to our patient's unique needs. The Center is designed to create a culture of lifelong wellness and self-empowerment by offering innovative services and programs focused on prevention and healthy choices for the Bronx community.

The SBH Health & Wellness Center is for you!

## We offer the following services:

**Healthplex Fitness:** Enjoy a full array of state-of-the-art fitness equipment and a chance to choose from such classes as cycling, boxing, mobility, yoga, etc. Offers are customized, closely monitored exercise programs for patients, the community and hospital staff. To enroll contact at [healthplexfitnesscenter@sbhny.org](mailto:healthplexfitnesscenter@sbhny.org).

**Center for Culinary Medicine & Teaching Kitchen:** The Teaching Kitchen demonstrates the close link between food and health by teaching members of the community and medical professionals how to cook in a healthy and tasty way. To sign up for cooking classes visit [sbhteachingkitchen.org](http://sbhteachingkitchen.org).

**Rooftop Farm:** Project EATS, which runs urban farms throughout the New York metropolitan partners with SBH. Thousands of fresh local produce are grown and made available to the community. This is important in a community where residents have little access to healthy foods. In addition, a beekeeper maintains hives with hundreds of thousands of bees who have already produced summer and fall harvests of honey.

**Food Pantry:** Project EATS & SBH provide fresh produce & canned goods at the Center weekly. It is located on the second floor of the Center. Walk-ins are welcomed. You can check the website [SBHwellnesscenter.org](http://SBHwellnesscenter.org) for date & time.

**Urgent Care by ModernMD:** SBH, in partnership with ModernMD, offers a convenient, affordable and high-quality alternative for the treatment of common illnesses and injuries. Patients are seen at night and on weekends. COVID-19 testing and vaccines are available at no cost. They may be contacted at **(718) 618-8771**.

**Women's Health:** High quality, compassionate obstetrics and gynecological care for a woman throughout the passages of her life. Call **(718) 960-3730** to make an appointment.

**Women's Imaging:** Multi-disciplinary clinicians provide integrated diagnostic care in a center with the most advanced women's imaging technology. This includes 3-D mammography, ultrasound and bone density scanning. To schedule an appointment **(718) 960-6162**.

**Children's Health:** Outpatient pediatric services for patients from newborns to young adults. Call **(718) 960-3730** to schedule an appointment for a child.

**W.I.C.(Women, Infants, and Children) Office:** The Supplemental Nutrition Program for Women, Infants, and Children (W.I.C.) provides supplemental foods, health care referrals and nutrition education for low-income pregnant, breastfeeding,non-breastfeeding postpartum women and to infants and children up to age five who are found to be at nutritional risk. To speak to a WIC representative call **(718) 960-901-9510** or **(718) 618-8226**.

# *EFFECTIVE COMMUNICATION*

# Community Engagement

SBH strives to achieve cultural competency in order to effectively reach the diverse community we serve. To meet the needs of patients with limited English proficiency, as well as those with vision, hearing, and speech impairment, SBH operates a Linguistic and Culturally Appropriate Assistance Program. SBH's Chief Diversity Officer works across the institution to develop and advance policies, programs and initiatives that promote high quality, accessible, patient centered, and culturally and linguistically appropriate care with equality for all our patients.

SBH has participated in the Human Rights Campaign's annual Health Equality Index, which recognizes compassionate and inclusive treatment of LGBTQ patients, visitors and employees.

SBH's vision is to improve the health of our patients and community by addressing health disparities of care and delivery due to social, race and ethnic factors. To meet our commitment to maximize the health and wellness of Bronx residents, it requires active collaboration with stakeholders outside of the healthcare field. We seek partners in education, housing and other areas to develop innovative programs that impact the social determinants of health. SBH works proactively toward this end through its relationships with a variety of community-based organizations, faith-based institutions, colleges, and schools. SBH identifies areas of community need and partnership opportunities as part of its outreach.

SBH operates an internship program, to meet academic requirements, in partnerships with several Bronx colleges to provide work experience in healthcare to young adults. SBH has a long-standing partnership with The CUNY School of Medicine to produce a diverse pool of broadly educated, highly-skilled medical practitioners.





## SBH Wellness Alliance

SBH Wellness Alliance is a recognition of the importance of community partnerships. While promoting health equity, access and cultural sensitivity, the Wellness Alliance regularly brings together community partners and stakeholders with the common goal of improving the health and wellbeing of the community we serve.

We welcome the participation of Individuals and organizations. The Wellness Alliance meets on a monthly basis. Call **(718) 960-3929** or email Isabel Pastor at [lpastor@sbhny.org](mailto:lpastor@sbhny.org) to learn more about SBH community programs.

## SBH Patient Family Advisory Committee (PFAC)

The SBH Patient Family Advisory Committee (PFAC) is a committee where patients and families give feedback about the operations and care of the hospital. The committee meets with SBH staff on a monthly basis. Your suggestions are given serious consideration.

If you are interested in becoming a member contact the Patient Relations Department at **(718) 960-6121** or **6353**.

# Important Health Information

Primary Care Doctor's Name:

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Primary Care Doctor's Phone:

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## Questions for My Doctor

What is my main health issue?

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What do I need to do?

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Why is it important for me to do this?

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Notes

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