

Behavioral Health Center

A Guide for Patients and Families

Child & Adolescent Inpatient Units



WMC
Health

**Behavioral Health
Center**

Westchester Medical Center Health Network

Welcome

Dear Families,

Welcome to the Behavioral Health Center of Westchester Medical Center. Our staff is committed to providing you and your child with comprehensive, courteous, and compassionate care. We appreciate that this time of your life may be difficult, and pledge to give your child quality care in a friendly and supportive atmosphere. You are the most important part of your Treatment Team.

As we get to know your child and other important people in your life (e.g., family members, clinicians, community resource providers), we would like you to become familiar with our program and daily routines. We hope that the following information will give you a better understanding of what you can expect during your child's stay. This handbook offers important information about what to expect during your child's stay, rights and responsibilities, and the services we offer.

The Westchester Medical Center Health Network (WMCHHealth) is dedicated to supporting your child in their recovery and management of their mental health. Our highest priority is to help them attain stability and relief from symptoms as quickly as possible so that they can return to the community. To support this goal, your child's Treatment Team will partner with you and assist you in the admission process and in setting goals for your child's recovery. In addition, you and the Treatment Team will focus on your child's discharge needs and on selecting a variety of services to meet your child's individual needs.

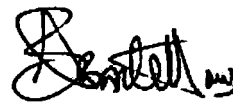
On behalf of the Behavioral Health Center workforce, thank you for entrusting us with your child's care.



Todd M. Hixson, MBA
Network Vice President
Behavioral Health Services



Stephen J. Ferrando, MD
Director and Chairman
Department of Psychiatry



Abraham Bartell, MD, MBA
Associate Director and Vice Chair
Department of Psychiatry

About WMCHHealth

Headquartered in Valhalla, NY, the Westchester Medical Center Health Network (WMCHHealth) is a 1,800-bed healthcare system comprised of 9 hospitals on seven campuses, spanning 6,200 square miles in the Hudson Valley. WMCHHealth 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 WMCHHealth Physicians.

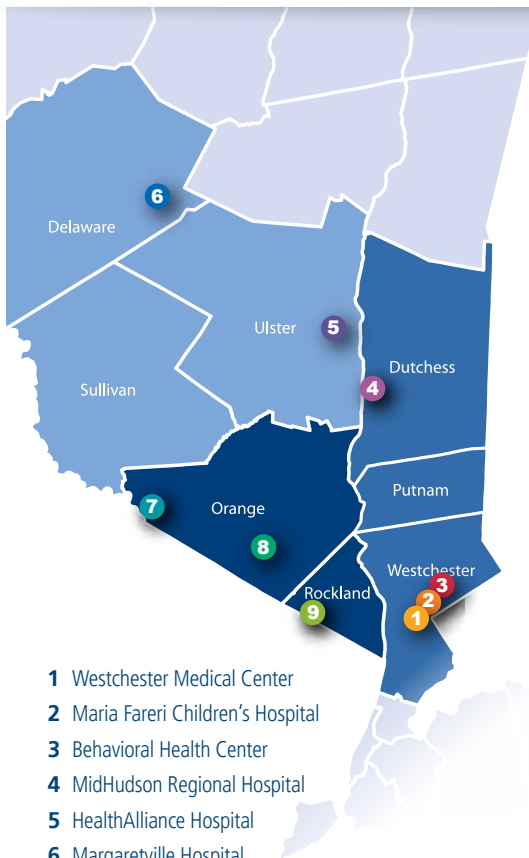
The network includes Level I adult and pediatric trauma centers, and a Level II trauma center; a dedicated burn center; the region's only advanced care children's hospital; an academic medical center; a new, high-tech, and patient-first ambulatory care facility; several community hospitals; dozens of 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.

WMCHHealth'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.

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.



- 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

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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.

Safety First

Your child's safety is our primary concern. We will always do our best to work together with our families to make sure that your child receives safe, high-quality care. In the Behavioral Health Center (BHC), we ask that your child be mindful of their environment and in the event of an emergency they adhere to staff's direction for the purpose of maintaining their safety.

Here are ways that your child can maintain their safety during their stay.



Fall Prevention

Upon admission, your child's nurse will assess their risk for falling. If they are at risk for falls, your child's nurse and Treatment Team will create a plan to keep them safe in the hospital.



Medications

Share all information you know about the medications your child is taking. Ask the Treatment Team about potential side effects of medications.



Hand Hygiene

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



Social Interaction

This is a time to focus on the recovery and management of your child's mental health. We encourage your child to socialize in common shared areas such as the day room and dining room, and in group activities. Bedrooms are for the assigned individuals and are not for the purpose of visiting or socialization. Please respect the privacy of others. Physical contact of any kind is discouraged. Sexual activity between patients is prohibited.



Contraband

To ensure safety, all patients and visitors will be asked to participate in adhering to our procedure in safeguarding personal belongings and the identification of any prohibited items that the staff may consider contraband. Safeguarding the environment includes routine safety checks completed on all patients every 15 minutes.



Valuables/Personal Belongings

We strongly recommend your child's valuables (jewelry, driver's license, Social Security card, cellphone, money, etc.) be taken home. If this is not possible, their valuables will be secured in the hospital safe by Security. Valuable receipts are kept in your child's chart and will be returned upon discharge.

We encourage you to limit the number of personal belongings that are kept in your child's room to three days' worth of clothing. We are not responsible for personal belongings that are kept in your child's possession.



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 support your child's safety during their stay.



Identification

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



Personal Safety and Security

WMCHHealth does not tolerate disruptive behaviors such as threats or acts of violence. Contact Security at x18535 or any staff member if you have any concerns for your child's personal safety.



Smoking

Westchester Medical Center is a smoke- and tobacco-free campus both inside all buildings as well as in all outdoor areas, including parking lots. This includes the use of vaping devices.



Vital Signs

It is important for us to regularly check your child's 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 even need to check during the night. Thank you for your understanding and cooperation.

Our Commitment to Family-Centered 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 child's nurse if you have any questions or concerns about their care.

Complaints, Concerns, and Grievances

Patient Experience serves as a liaison between patients, families, and the hospital, and is available to you to help resolve any concerns, complaints, or grievances you may have regarding your child's care. Patient Experience can provide patients' rights information, details on hospital services, and solutions to requests for special needs.

The Patient Experience team can be contacted at 914.493.8877.

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

Behavioral Health Administration:

914.493.1905

New York State Mental Hygiene Legal Service:

914.824.5066

OMH – Office of Mental Health

Customer Relations:

800.597.8481

New York State Justice Center for the Protection of People with Special Needs:

855.373.2122

DNV Hospital Accreditation

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

Email: 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

Your Child's Treatment Team

Here are some of the professionals who make up your child's Treatment Team and provide 24-hour patient care.

Attending Psychiatrists/Nurse Practitioners

Attending Psychiatrists and Psychiatric Nurse Practitioners are available in-house from 9 a.m. to 5 p.m., seven days a week, and are on call 24 hours a day. While your child is in the hospital, these professionals provide oversight of their care and treatment, including prescribing medication that will aid in their recovery.

Fellows

Fellows are doctors that operate at a level of responsibility just below the Attending Psychiatrist. They are physicians who have completed their primary residency and have chosen to pursue advanced training (fellowship) in a specialty.

Chief Resident

The Chief Resident is a senior resident who directs the activities of other residents and functions as their immediate supervisor, under the supervision of the Attending Psychiatrist.

Residents

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

Medical Students

These individuals are studying to become doctors and do not have a medical degree. They may take and review your child's medical history as part of their education and training.

Nurses

Registered Nurses (RNs) staff the unit 24 hours a day, seven days a week. When your child is admitted an RN will meet with them to discuss their medical and psychiatric history and orient them to the unit. An RN is assigned to your child each shift to assist them in managing their participation in programming and treatment.

Patient Care Technicians

Patient Care Technicians (PCT) are an integral part of the nursing staff. They help patients with therapeutic programming and hygiene, as well as at mealtimes and other daily activities. They are available to help your child at all times and are happy to answer questions and help guide your child during their stay.

Mental Health Therapists

Mental Health Therapists (MHTs) are a vital part of the Treatment Team, providing one-on-one therapy sessions, group treatment, and family treatment. The MHT team consists of Licensed Social Workers and Licensed Mental Health Counselors. An MHT will work with your child, your family, and your child's treatment providers.

Case Management/Discharge Planning Team

The Discharge Planning Team consists of a Case Manager and a Discharge Planner who work closely with your child and all members of the Treatment Team to help in coordinating their discharge plan. The Case Manager or Discharge Planner may speak with outside providers and agencies on your child's behalf to arrange for aftercare services, transportation, or any other needs they may have.

Recreation/Expressive Therapist/Activity Specialist

These professionals are trained to provide therapeutic programming services and are an important part of your child's Treatment Team. Therapeutic programming will help them in connecting with their peers, developing new skills, and gaining insight about themselves, while facilitating their wellness and recovery.

Occupational Therapists

These professionals specialize in helping patients build or restore their abilities to perform daily tasks of life.

Clinical Dietitians

Clinical Dietitians assist your child with specific dietary needs during their hospital stay.

Physical Therapists

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

Speech Therapists

These professionals specialize in speech and swallowing disorders.

Support Staff

There are hundreds of other trained professionals at Westchester Medical Center, including laboratory and X-ray technicians, phlebotomists, pharmacists, transporters, housekeepers, and food service staff.

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



Make sure you know your child's Treatment Team.

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

Make sure the Treatment Team knows your child.

All members of the Treatment Team should check your child's identification bracelet before examining and treating them.

Take notes.

Write down the names of your child's treatment team members overseeing their care. Keep a list of questions or concerns to discuss when they speak with you.

Make sure you understand what your child is being treated for.

If you or your child doesn't understand a procedure or a technical term, ask the Treatment Team to explain it.

Ask to receive the information about your child's care in the language you prefer.

Language translation services are available. Ask your child's nurse for assistance.

Understand your child's medications.

Ask what they are for and about possible side effects.

Don't ignore pain.

Tell your Treatment Team when your child feels pain.

Be your child's advocate.

We encourage you to pick a key person to support you and to participate in your conversations with your child's Treatment Team.

We Are ALL Here to Serve You.

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

Services for Our Patients

Nutrition

Meals are served in our community dining room three times a day. Nutritional services are provided in a combination of family-style dining and individual trays that are specific to the diet ordered by your child's physician. Religious and ethnic dietary needs are respected and special diets, such as Kosher and Halal, may be ordered by your child's licensed medical practitioner.

Food/Snacks/Beverages

While the hospital values the therapeutic benefits patients derive when receiving food during visits from families and loved ones, we ask for your child's understanding of the following:

- All food items are subject to inspection for safety
- All beverages must be factory sealed
- Any items not consumed during the visit will be discarded
- Glass and aluminum packaging are prohibited
- Peanuts and nuts are restricted items

To ensure we maintain sanitary conditions, **no food or drink may be stored in your child's room.**

Clothing

Your child may be provided with hospital attire on admission. They may wear appropriate personal clothing when clinically indicated. Wearing footwear with treads helps avoid falls. Because of limited storage space, we recommend your child keep only three (3) sets of clothing here.

Clothing should be modest and appropriate, free of slogans referencing inappropriate words, phrases, or graphics. No strings, shoelaces, hoodies, or belts are allowed. We also do not allow your child to bring personal pillows, blankets, or towels onto the unit.

For the safety and protection of patients and staff members, we don't allow the wearing of sunglasses, hats, or any form of headdress, including turbans, scarves, or other head coverings. We respect our patients' autonomy and religious beliefs, and appropriate accommodations will be made as needed in conjunction with clinical staff. In addition, we do not let patients wrap themselves up in blankets instead of wearing coats. This is a fall-prevention safety precaution.

Laundry

A washer and dryer are available. Staff will be available to assist.

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 child's nurse for assistance or contact the Patient Experience Department at x18877.

LearnWell

Your child will be provided the opportunity to participate in tutoring via LearnWell. You will be asked to sign a consent form at admission.

Legal Health

Free legal services for Behavioral Health Center patients include: securing government benefits, assistance with housing concerns, handling immigration matters, accessing special education services, advising on family law issues, solving insurance disputes, and negotiating workplace accommodations. For more information, call x16800.

Notary Public

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

Mail

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

Your child's name
Taylor Pavilion North – Behavioral Health Center
Westchester Medical Center
100 Woods Rd.
Valhalla, NY 10595-1689

Patient Rooms/Bedroom Doors

Most of the rooms in the Behavioral Health Center are semi-private. The environment in the Behavioral Health Center is designed to support communal living; however, the semi-private bedroom is a shared area for your child and their roommate. Bedrooms are for the assigned individuals and are not for the purpose of visiting or socialization. We ask that your child respects the privacy of others.

To ensure your child's safety, we require bedroom doors to remain at least slightly open at all times. Staff will perform safety checks every 15 minutes and may use a flashlight at night.

During your child's hospitalization, it may be necessary to change their room due to overall patient needs on the unit. We will try to make your child as comfortable as possible during their stay.

Unit Schedule

Patients are encouraged to be up by 7:30 a.m., attend to personal hygiene, get dressed and be ready for breakfast by 8 a.m. The ADL closet, which stores personal hygiene items, will be opened at designated times. Please check with staff. Bed-making and room-tidying should be completed by 9 a.m. so your child can optimally participate in unit programming.

Diversional Activities

Diversional activities are available to help provide relaxation and stress relief to your child and other patients during their hospital stay. Items will be made available to them throughout the day and on request to the nursing staff.

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 aside patients, their loved ones, and staff during the shifting seasons of life. Chaplains serve as part of the Treatment Team, helping people understand how their spiritual practices impact their health and wellness. Chaplains are available as resources with ethical and/or specific religious concerns, for administering the sacraments, or assisting in calling your own clergy. Your child doesn't need to belong to an organized tradition, house of worship, or even consider themselves religious to speak with a Chaplain. Spiritual Health Services can be reached at x17125.

Therapeutic Program

We encourage your child to take an active role in their treatment and participate in the programs we provide. The unit program is part of your child's therapy while they are in the hospital. Upon admission to the unit your child will receive a folder that contains this book, a journal, and a printed copy of their unit schedule. The daily schedule will be posted each morning on the board near the nurse's station. Scheduled group attendance is highly recommended, as this expedites your recovery.

We have many different programs, with an overall treatment focus on Cognitive Behavioral Therapy, mindfulness-based practices, and Dialectical Behavior Therapy-informed skills groups.

Interdisciplinary Treatment Planning Meeting

The therapeutic treatment programs and activities provided by the staff are directed toward providing your child with the skills they want to develop and are based on treatment planning directed largely by them. We will ask your child to sign a consent form to let the Treatment Team contact involved family members and/or service providers to get additional information and coordinate discharge planning.

Your involvement in treatment starts with the first admission interview. Your child's strengths and needs are assessed and a treatment plan will be developed by you and the Treatment Team. Your Treatment Team will meet with you to discuss your child's care. Your participation and input are vital. Our staff meets each morning to focus on each patient's daily progress.

Television

Televisions are located in the community dayrooms on all units.

Telephone

Courtesy phones are available for patient use.

Walgreens Pharmacy

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 to 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.

Services for Visitors and Caregivers

Visitors are an important part of the recovery process and are welcome.

Visitation/Patient Privacy

We ask that you identify two designated support persons, who are welcome to visit during scheduled visiting hours. **(Visiting is limited to adults 21 or older.)**

Visitors will be asked by Security to present their photo ID upon visiting. Visitors will be asked to adhere to our safety protocols by safeguarding personal belongings, including cellphones, in a secured locker in the lobby.

Visitation will take place in a shared community area on the unit. Please respect the privacy of others.

Cellphone Use

Cellphones are **NOT** allowed on the BHC inpatient units and will be stored in a secured locker during visitation.

ATM

An ATM is in the lobby of the Main Hospital.

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

Children's Hospital lobby

Hours: Monday to Friday:

8 a.m. – 3 p.m. (hours may vary)

Vending Machines

Vending machines are located on the first floor of Macy Pavilion and in the Marketplace Café.

Grab 'n' Go

There is a Grab 'n' Go station located in the lobby of Taylor Pavilion North/Behavioral Health Center.

Gift Shops

Gift shops are located on the first floor of the Main Hospital, just beyond the main lobby, and on the first floor of the Children's Hospital.

Interfaith Chapel

The Interfaith Chapel is in Macy Pavilion. It is open as a quiet place for meditation and prayer 24 hours a day. Roman Catholic Mass is held daily at noon in the chapel.

Kosher Hospitality

The Jewish Prayer Room is in Macy E102, next to the Chapel. Electric Sabbath candles, prayer books, and other ritual items are available upon request. Shabbos rooms for patient family members who cannot travel on the Sabbath or some holy days are available in Maplewood Hall. Contact Spiritual Health Services at x17125 or WMC Security at x18535 for information.

Muslim Prayer Room

The Muslim Prayer Room is located next to the Chapel in Macy 02b. Jumrah (Muslim prayer service) is held at 1:30 p.m. on Fridays in the Interfaith Chapel. Prayer rugs and Qu'ran are available in the Prayer Room.

A Halal menu for Westchester Medical Center patients is available. Inform your nurse upon admission. Spiritual Health Services can be reached at x17125.

The Caregiver Center

The Caregiver Center is a tranquil space to help caregivers manage the stress and emotional challenges that are part of caring for someone. The Caregiver Center provides free resources,

programs, and referrals for caregivers. Resources include computers, notary service by request, information for visitors and patients about local accommodations and community resources, as well as fax and copier service. The Caregiver Center is in the main lobby and can be reached at x16800.

Parking

Self-park visitor lots on the Valhalla Campus include:

Lot 10	Taylor Pavilion North Behavioral Health Center
Lot 1	Westchester Medical Center
Lot 4	Maria Fareri Children’s Hospital
Lot 16	Cedarwood Hall

Valet parking is available in front of Westchester Medical Center only.

Fees

Valet parking: \$7 per day.

All parking lots have a 15-minute grace period.

Lots 10, 1, 4, 16	Up to 1 hour: \$4.00
	Up to 2 hours: \$5.00
	Up to 3 hours: \$6.00
	Up to 24 hours: \$7.00

An **“All Day”** parking pass can be purchased at the payment stations for \$8, which allows unlimited use of visitor parking (self-park only) for 16 hours from time of entry (can be used in Lots 10, 4, 1, and 16, subject to availability).

A **Monthly Pass** can be purchased at the parking office for \$33, which allows unlimited use of certain self-park visitor lots for 30 days from initial entry.

Parking pay stations are in the lobby areas of Westchester Medical Center, Maria Fareri Children’s Hospital, Taylor Pavilion/Behavioral Health, and Cedarwood Hall. Credit card payment is 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.

Relaxation

The beautiful grounds of our campus offer gardens and walking areas to relax and recharge while visiting your loved ones. These are peaceful places to have quiet time to relax and reflect.

Local Lodging

There are hotel and motel accommodations within a short distance of Westchester Medical Center that may offer a special rate for caregivers of our patients. Visit our website for a current list.

Preparing for Your Child's Discharge

In preparation for your child's discharge, your Discharge Planner/Case Manager will assist with coordinating follow-up care. On the day of your child's discharge, after being cleared by the doctor, your child's nurse will give you a discharge summary and discuss specific information with you about care instructions, diet, medication(s), and any follow-up appointments. Please discuss any questions you may have with your child's nurse during this review and get a phone number to call if you have questions after your child leaves the hospital. Upon return to the community after hospitalization, your child will have a follow-up mental health appointment within five business days of discharge. Your child will also have a medical follow-up if applicable. Please check your child's 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 your child takes, 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 your child should take their medicine for the first time at home, after they're discharged. Make sure you write it down. Also, make sure your child's Pediatrician is informed of any changes or new medicines. If you're not sure about when your child should take their medicines at home, ask your nurse to review them with you again. Be sure to write down the information.

Obtaining Your Medications

For your convenience, Walgreens Pharmacy can fill medications prescribed at discharge and deliver them to you at bedside **before** your child leaves the hospital. Walgreens Pharmacy is located in the Ambulatory Care Pavilion on the lobby level of Westchester Medical Center.

Hours

Monday to Friday 9 a.m. – 7 p.m.
Saturdays 10 a.m. – 3 p.m.

This Walgreens can be reached at 914.846.0848. Please contact them to determine insurance eligibility.

Before your child leaves our care:



Know when your child's follow-up appointment is.



Understand all of your child's medications and their side effects.

Continuing Your Care with WMCHealth

WMCHealth Physicians include the medical practices of Advanced Physician Services and Bon Secours Medical Group. These practices consist of more than 700 physicians providing care at more than 150 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.

Learn more about the practices at wmchealth.org



**More than 700 physicians
available to provide you with care.**



WMCHealth Physicians
Advanced Physician Services
Westchester Medical Center Health Network



Bon Secours
Medical Group

Westchester Medical Center Health Network

Accessing Your Child's Medical Records

Requesting Copies of Medical Records

You may request a copy of your child's medical records at any time. Parents of minors, next of kin, or legally appointed guardians of children under 18 years of age may obtain a copy of a minor's record upon receipt of a written request or completed WMC Authorization to Disclose Protected Health Information Form. Records of minors treated for substance abuse, reproductive care, or mental healthcare can only be released upon the minor's authorization. To make the request, complete a WMC Authorization to Disclose Protected Health Information Form available on wmchealth.org. The authorization form can be mailed to Behavioral Health Center.

Behavioral Health Center
Attn: Health Information Management
100 Woods Road
Valhalla, NY 10595
or fax to 914.493.1569

Use this link to request medical records:

swellbox.com/wmchealth-wizard.html.

Records can be provided upon request electronically via CD or 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 designated representative 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 Child's 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 child is 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 child is 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): This is not a bill. The EOB shows the amount billed by your doctor or hospital, how much is covered by your insurance, and how much you owe.

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 child's 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 Assistance Department at 914.493.7830.

Commercial Insurance Providers

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

After your child leaves 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 child's 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 Billing Customer Service Department at 914.493.2089 to set up a payment plan.

Financial Assistance

If you don't understand your child's bill, contact the Billing Customer Service Department at 914.493.2089.

If you need assistance paying your child's bill, contact the Financial Assistance Department at 914.493.7830. A patient representative can work with you and guide you to services that can help.

Grateful Patients and Families

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](https://www.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 their 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/daisy-award](https://www.westchestermedicalcenter.org/daisy-award).

Pay It Forward

Your generosity fuels our mission of providing high-quality, compassionate care to all, regardless of ability to pay. Supporting Behavioral Health Center amplifies our ability to provide life-changing and life-saving care to adults and children in our community.

To contribute, visit [wmchealthgiving.org](https://www.wmchealthgiving.org) or send your donation to:

WMCHHealth Development Office
7 Skyline Drive, 3rd Floor
Hawthorne, NY 10532

For inquiries about giving opportunities or to learn more about your impact, contact us at 914.493.2575 or Foundation@WMCHHealth.org. Thank you for being a vital part of our mission.

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 [wmchealthjobs.org](https://www.wmchealthjobs.org) or call 914.493.7850.

Patient and Family Advisory Council

The Patient and 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 or a loved one's care at Behavioral Health Center.

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

*Thank you
for entrusting us
with your care.*

Phone Directory



Calling from an internal phone? **Dial 1 and the four-digit extension only.**
Using your cell phone? **Dial 914.493 and the last four (4) digits of each number.**
When making an external call, **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
Behavioral Health Outpatient Department	15190
Billing Customer Service	12089
Caregiver Center	16800
Compliance Officer	12600
Front Desk/Concierge Services	17075
Financial Assistance	17830
General Information	17000
Gift Shop	17439
Housekeeping Hotline	17777
IT Help Desk	11543
Medical Records (Health Information Management)	17600
Nursing Station Phone Numbers	
Unit A1 (Child):	17180
Unit B1 (Adolescent):	17182
Operator	0
Parking Information	17932
Patient Advocacy	18877
Patient Information	17073
Psychiatric Emergency Room	17076
Public Transportation	
Buses:	914.813.7777
Trains:	1.800.METRO.INFO (1.800.638.7646)
Security	18535
Spiritual Health Services	15620
Walgreens (on campus)	914.846.0548

We Welcome Your Feedback!

Prior to your child's discharge, a patient satisfaction survey will be provided. The results of our surveys are very important to helping us understand what we do best and also to learn where we need to make improvements.

Thank you in advance for providing your valuable feedback.



**Behavioral Health
Center**

Westchester Medical Center Health Network

Resiliency Tips

1

Practice mindfulness, or “being in the moment”. Take a moment each day to quiet your mind and savor life’s small joys.



4

Be ruthless about sticking to a routine for eating, sleeping and exercise

Keeping your body healthy will give you the stamina to weather bouts of turbulence when you need to.



2

Take time every day to do something for yourself. Self-care isn’t selfish... you can’t pour from an empty cup!



5

Helping others is a great way to help yourself. Acts of kindness can reduce stress, fight depression and provide a sense of purpose.



3

Care for yourself the way you would your favorite houseplant. Get enough water, nutrition and sunlight with a boost of positive self-talk!

6

Connect with nature. Take a moment to embrace the life and resiliency that exists within every living thing. It can leave you feeling calm and clear-headed.



988 Suicide and Crisis Lifeline

Call or text 988 or chat 988lifeline.org/chat (text and chat available in English and Spanish)

My Child's Treatment Team

The MD is: _____

The NP is: _____

The Resident is: _____

The Medical Student is: _____

The Nurses are: _____

The MHT is: _____

The Discharge Planner is: _____

The Case Manager is: _____

The RT/ET/AS person is: _____

The Group Therapist is: _____

The PCTs are: _____

Other: _____

Notes

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.

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:

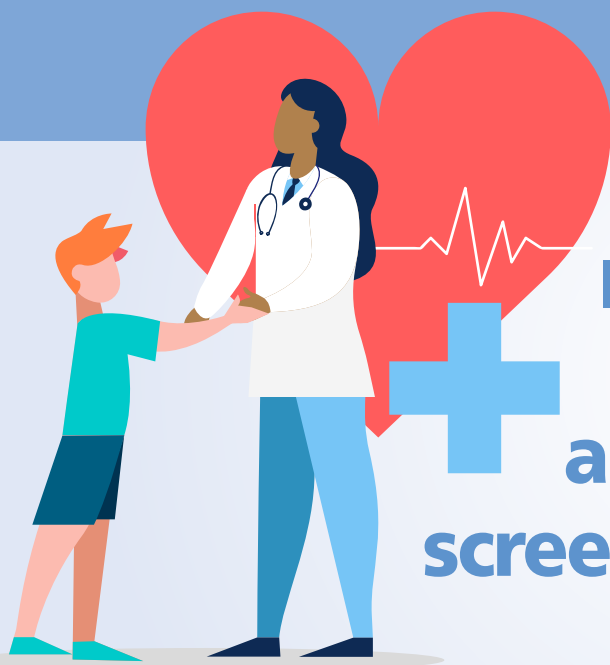
Skin: Annually for suspicious-looking moles or lesions

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





Is your child 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 insurance 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.



Westchester Medical Center Health Network

Advancing Care. Here.

Behavioral Health Center

100 Woods Road
Valhalla, NY 10595
914.493.7000
[wmchealthbh.org](https://www.wmchealthbh.org)