

HealthAlliance Hospital

# *Patient Guide*



**HealthAlliance  
Hospital**

Westchester Medical Center Health Network

Welcome

Dear Patients,

Welcome to HealthAlliance Hospital, a member of the Westchester Medical Center Health Network (WMCHHealth). The information provided in this guide is designed to help you and your caregivers throughout your stay and discharge. You are encouraged to be an active participant in your treatment and recovery process and ask questions when you need information. We are here to make your experience as comfortable as possible. Please let us know how we can help.

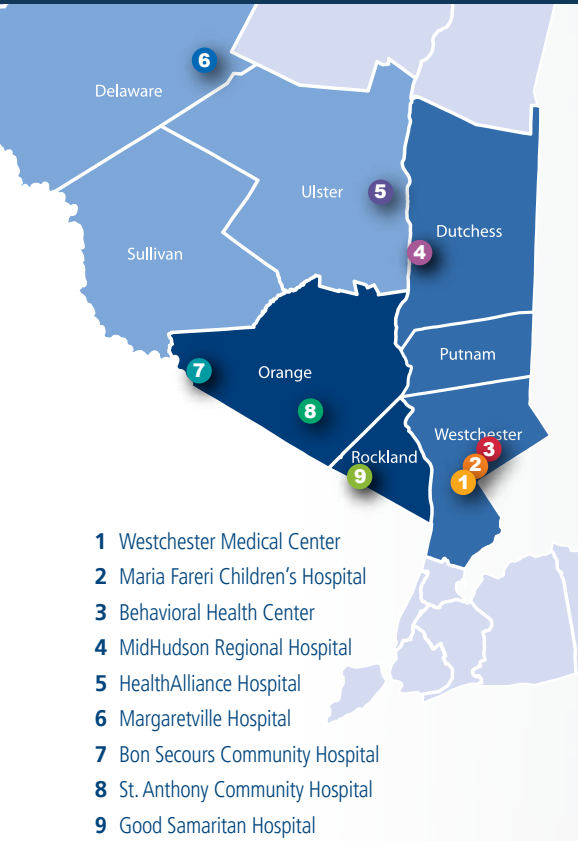
On behalf of the workforce at HealthAlliance Hospital, thank you for entrusting us with your care.

*Elissa Chessari*

Elissa Chessari  
Executive Director and Chief Operating Officer  
HealthAlliance Hospital

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 taken necessary steps to protect our patients and workforce.



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.

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

Safety First

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

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



Fall Prevention

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



Medications

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



Hand Hygiene

Please wash your hands with soap and water for 15 seconds after using the bathroom, before eating or after touching anything that might be soiled. 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 care team members to clean their hands or to wear gloves if they notice that they do not.



Call Bell

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



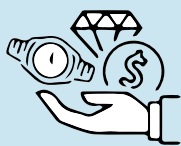
Tubes, IV Lines and Catheters

Please do not tamper with, move or remove any tubes, IV lines or catheters that may be attached to you. Ask the care team to help you if needed.



Electrical Appliances

Electrical appliances are not permitted in patient rooms.



Valuables

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



Rapid Response Team

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

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



Vital Signs

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



Identification

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



Alarms

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



Personal Safety and Security

WMCHHealth does not tolerate any acts or threats of violence or other disruptive behavior from patients, visitors or the workforce. Contact the Operator and ask for Security or tell any staff member if you have any concerns.



Our Commitment to Your Care

During Your Stay  
Your Satisfaction Matters to Us

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

**If you believe your concerns have not been resolved, you may contact Patient Experience at x35029. Patient Experience serves as a liaison between patients and the hospital, providing patients' rights information, details on hospital services, complaint resolution, and solutions to requests for special needs.**

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

**New York State Health  
Department  
Centralized Hospital  
Intake Program**  
Mailstop: CA/DCS  
Empire State Plaza  
Albany, NY 12237  
Phone: 800.804.5447

**DNV Hospital Accreditation**  
<https://www.dnvhealthcareportal.com/patient-complaint-report>

Email: hospitalcomplaint@dnv.com  
Phone: 866.496.9647  
Fax: 281.870.4818  
Mail: DNV Healthcare USA Inc.  
Attn: Hospital Complaints  
4435 Aicholtz Road, Suite 900  
Cincinnati, OH 45245

After Your Stay  
We Welcome Your Feedback!

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

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

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

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

Thank you.



## Your Healthcare Team

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

### Nurses

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

### Attending Physicians

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

### Hospitalists

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

### Nurse Practitioners (NPs) and Physician Assistants (PAs)

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

### 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 physician.

### Residents

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

### Medical Students

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

### Social Worker/Case Managers

These providers assist you and your family with personal adjustments related to your illness that may affect your recovery. They have access to a variety of resources that may help you resolve problems. Social Workers/Case Managers are also available to help you plan for care after your discharge from the hospital, if necessary. If you wish to speak with a social worker, ask your nurse to call the social worker assigned to your unit or call x32733.

### Physical Therapists (PTs)

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

### Occupational Therapists (OTs)

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

### Speech Therapists

Specialize in speech and swallowing disorders.

### Respiratory Therapists

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

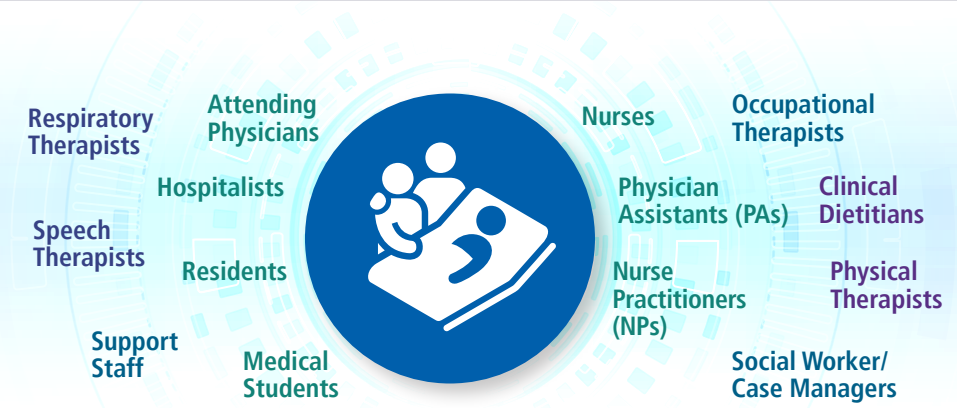
### Clinical Dietitians

Assist you with your specific dietary needs during your hospital stay.

### Support Staff

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

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



### Make sure you know your healthcare team.

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

### Make sure your healthcare team knows you.

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

### Keep notes.

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

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

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

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

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

### Understand your medications.

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

### Don't ignore pain.

Tell your healthcare team when you feel pain.

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

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

### We Are ALL Here to Serve You.

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



# Services for Our Patients

## Dining

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

**Breakfast Service Hours** 7:30 – 10 a.m.

**Lunch Service Hours** 11:30 a.m. – 2 p.m.

**Dinner Service Hours** 4:30 – 6:30 p.m.

## Internet Access

Internet access is available. You do not need a password to access Wi-Fi. For assistance call the IT Help Desk at x32800.

## Interpreter Services/Hearing and Vision Assistance

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

To access these services, please ask your nurse for assistance or contact the Patient Experience Department at x35029.

## Mail

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

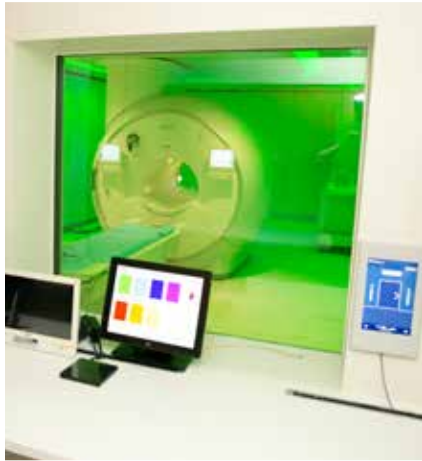
Your name  
Your room number  
HealthAlliance Hospital  
105 Mary's Avenue  
Kingston, NY 12401

## Patient Rooms

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

## Spiritual Health Services

Our board-certified staff chaplains are professionally and clinically trained to serve as spiritual health providers. They offer 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 care team, helping people connect how their spiritual practices impact their lives and medical decision making towards healing and wholeness. Chaplains are available as resources to help with ethical and/or specific religious concerns, to administer the sacraments, or to assist in calling your own clergy. You do not need to belong to an organized tradition, house of worship, or even consider yourself religious to speak with a chaplain. Spiritual Health Services can be reached at x38776.



## Interfaith Chapel

The Interfaith Chapel is on the Mary's Ave campus, first floor near the cafeteria. It is open as a quiet place for meditation and prayer 24 hours a day. Roman Catholic Mass is every Saturday at 4:00 p.m. and Sunday at 8:00 a.m., Wednesday – Friday at 7:30 a.m. in the chapel.

## Kosher Hospitality

Electric Sabbath candles, Jewish literature, and other ritual items are available upon request. Contact the Spiritual Health Services x38776. Kosher meals for patients are available. Inform your nurse upon admission.

## Muslim Hospitality

Prayer rugs and Qu'ran are available upon request, please contact x38776. A Halal menu for patients is available. Inform your nurse upon admission.

## Television

We provide free local television service to our patients. See page 14 of this guide for channel listings. If you experience any technical problems with TV or phone service, please notify a staff member. Please be considerate of those around you by keeping the volume on your TV to the lowest possible level, especially at night.



## Services for Visitors and Caregivers

Visitors are an important part of the recovery process and are welcome. Please visit [wmchealth.org/locations/healthalliance-hospital-mary-s-avenue](http://wmchealth.org/locations/healthalliance-hospital-mary-s-avenue) for our current visiting hours and guidelines.

### Patient Privacy

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

### Virtual Visitation

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

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

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

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

### ATM

A MidHudson Valley Federal Credit Union ATM is located in the Main Lobby.

### Cellphone Use

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

### Dining

#### Café

Located on the first floor of HealthAlliance Hospital, the cafeteria 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, Kosher, Organic and Vegan options are available.

### Hours of Operation

Monday to Sunday (7 Days a Week)	
Hours	6:30 a.m. – 6:00 p.m.
Breakfast	6:30 – 10:00 a.m.
Lunch	11:00 a.m. – 1:30 p.m.
Dinner	4:30 – 6:00 p.m.



### Market Coffee Shop/ The Exchange Grab & Go Cafe

Market Coffee offers specialty coffees, fresh gourmet pastries, signature sandwiches and grab and go options.

### Hours of Operation

Monday to Friday  
7:30 a.m. – 4 p.m.  
Saturdays & Sundays: CLOSED  
(For visitor access after hours, please contact Front Desk or ED Registration staff.)

### Vending Machines

Multiple locations throughout the hospital.

### Branches Gift Shop

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

### Hours of Operation

Monday to Friday  
10 a.m. – 5 p.m.  
Saturday  
12– 4 p.m.  
Sunday: CLOSED

### The Caregiver Center

The Caregiver Center provides free resources, programs and referrals for caregivers. The Caregiver Center is in the Main Concourse and can be reached at x38441.

### Parking

Valet is available from 8 a.m. – 4 p.m. Monday through Friday.

Patient and Visitor Parking is free in Lot 5 (includes Handicap) & Lot 6.

### E-Greetings

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



## Preparing for Your Discharge

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

### Understanding Your Medications

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

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

**Before you leave our care:**



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



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



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

## Continuing Your Care with WMCHHealth

WMCHHealth Physicians include the medical practices of Advanced Physicians Services and Bon Secours Medical Group. The group consists of more than 700 physicians providing care at more than 150 practice offices across the Hudson Valley. Individuals who are not established with a WMCHHealth provider, or who need a new provider for any reason, can call 833.329.0095 for a convenient connection to an area medical practice.



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



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

Learn more about the practices at [wmchealth.org](http://wmchealth.org)

## Accessing Your Medical Records

### Patient Portal

Follow My Health, the HealthAlliance Hospital Patient Portal is a secure online website that gives you convenient 24-hour access to your personal health information. You can sign up for Follow My Health during the registration process in the hospital or via the HealthAlliance website, [wmchealth.org/patient-portal](http://wmchealth.org/patient-portal).

Once you sign up, instructions will be emailed to you to create your patient portal account. When you log on to your account, you may view, download, and share your medical record with health care professionals. If you experience any technical issues connecting to the Follow My Health portal or have questions, please contact the Patient Portal Support Team at [haportalhelp@wmchealth.org](mailto:haportalhelp@wmchealth.org).

### Requesting Copies of Medical Records

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

1. **Electronically:** visit [swellbox.com/wmchealth-wizard.html](http://swellbox.com/wmchealth-wizard.html) and complete the online form.
2. **By mail:** visit [wmchealth.org/accessing-medical-records](http://wmchealth.org/accessing-medical-records), download and complete the Authorization to Disclose Protected Health Information form, and mail the form to:

HealthAlliance Hospital  
Attn: Health Information Management  
105 Mary's Avenue  
Kingston, NY 12401  
or fax to 845.331.7860.

Records can be provided upon request electronically via CD, flash drive, or sent to you by email. Please specify on the authorization if records are preferred in either of these formats. Requests are processed within 5 to 10 days of receipt. For records that are mailed, please allow time for delivery. You or a representative designated by you may pick up the medical records and must show a valid ID at time of pick-up.

New York State Public Health Law allows WMCHHealth to charge a reasonable fee to recover the costs of copying, mailing and supplies used to fulfill your request. Patients will receive a pre-bill or a payment notice with their records (a significant discount is applied if electronic copies are requested). However, there is no fee if the record is being released to a doctor or healthcare provider.





## Understanding Your Medical Bills

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

### Commonly Used Terms

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

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

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

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

**Explanation of Benefits (EOB)** These are not bills. They show the amount billed by your doctor or hospital and how much is covered by your insurance 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

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

### Medicare

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

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

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

### Medicaid

If you have questions regarding Medicaid eligibility, please contact the Financial Assistance Department at x32743.

### Commercial Insurance Providers

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

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

### Self-Pay Patients and Payment

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

When the first bill arrives, call the hospital's Billing Customer Service Department at x32743 to set up a payment plan.

### Financial Assistance

If you don't understand your bill, contact the Billing Customer Service Department at x32743.

If you need assistance paying your bill, contact the Financial Assistance Department at x32743. A patient representative can work with you and guide you to services that can help.



## Grateful Patients

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

### Nominate a Care Champion

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

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

### Pay it Forward

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

To make a tax-deductible donation, visit [wmchealth.org/HA](https://wmchealth.org/HA) or mail a check to:  
WMCHealth Development Office  
7 Skyline Drive, Suite 385  
Hawthorne, NY 10532

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

### Volunteer

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

To learn more, visit [wmchealthjobs.org](https://wmchealthjobs.org) or call 845.483.5823.

### Patient Family Advisory Council

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

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

*Thank you for entrusting us with your care.*

TV Channel Listings

4 NY 1 News Manhattan	33 MSG Plus 2	60 FOOD NETWORK	86 GAC FAMILY	114 POP
5 NY 1 News Noticias	34 MSG 2	61 TRAVEL CHANNEL	87 ESPN	115 GAME SHOW NETWORK
6 WABC ABC	35 YES Network	62 TLC	88 ESPN2	116 LOGO
7 WABC2 Localish	36 SPORTSNET NY	63 BRAVO	91 ESPN SEC	117 LIFE
8 WCBS CBS	38 USA Network	64 E!	92 FOXSPORTS 1	118 BET HER
9 WCBS2 Start TV	39 AE	65 LIFETIME	93 FOXSPORTS 2	119 ONE
10 WNYW FOX	40 TNT	66 OWN	94 MOTOR TREND	120 BBC WORLD NEWS
11 WNYW2 Movies!	41 TBS	67 BET	95 MOVIES	121 NICK TOONS
12 WNBC NBC	42 AMC	68 OVATION TV	96 HSN	122 TEEN NICK
13 WPIX CW	43 DISCOVERY	69 CNN	97 EWTN	123 MTV LIVE
14 WPIX 2 Antenna TV	44 HISTORY	70 FOX NEWS	98 SHOP HG	124 REVOLT
15 WNET PBS	45 FX	71 MSNBC	99 QVC	125 FUSE
16 WNET2 PBS Kids	46 BBC AMERICA	72 HLN	100 CNN ESPANOL	126 INSP
17 WPXN ION	47 SYFY	73 CNBC	101 NEWS NATION	127 SUNDANCE
18 WJLP Me TV	48 TRU TV	74 FOX BUSINESS NETWORK	102 MTV 2	128 LMN
19 WWOR My TV	49 COMEDY CENTRAL	75 BLOOMBERG	103 MTV CLASSIC	129 IFC
20 WNBC2 Cozi TV	50 PARAMOUNT	76 WEATHER CHANNEL	104 UP	130 HALLMARK MOVIES
21 WNJU2 TeleXitos	51 VH1	77 C-SPAN	105 RFD	131 BET SOUL
22 WNJU Telemundo	52 MTV	78 DISNEY CHANNEL	106 VICE	132 PAC 12
23 WFUT UniMas	53 TV LAND	79 BOOMERANG	107 FYI	133 BYU TV
24 WXTV Univision	54 HALLMARK CHANNEL	80 UNIVERSAL KIDS	108 DESTINATION AMERICA	134 IMPACT
25 DAYSTAR	55 NATIONAL GEOGRAPHIC	81 NICK JR	109 ID	135 MAGNOLIA
28 CSPAN 2	56 ANIMAL PLANET	82 NICKELODEON	110 ACCUWEATHER	136 MTV U
29 CSPAN 3	57 SCIENCE	83 CARTOON NETWORK	111 COOKING CHANNEL	137 NEWSMAX
30 United Nations	58 AHC	84 DISCOVERY FAMILY	112 OXYGEN	138 BIG 10
31 MSG	59 HGTV	85 CMT	113 WE	

Phone Directory

Calling from the bedside phone in your room? **Dial the 5-digit extension only.**  
Calling from your cell phone? **Call 845.338.2500, then dial the last five digits of each extension.**  
When making an external call from your bedside phone, dial 9 before the area code and number. If you are calling an area code other than 845, **dial 9 then 1 before the area code.**



Admitting	37314	Medical Records (Health Information Management)	33150
Billing Customer Service	32743	Operator	0
Caregiver Center	38441	Parking Information	0
Compliance Officer	34711	Patient Advocacy	35029
Front Desk	34444	Patient Information	0
Financial Assistance	32743	Public Transportation Buses	845.340.3333
Gift Shop	35074	Security	0
Housekeeping Hotline	32287	Social Work/Case Management	33613
IT Help Desk	32800	Spiritual Health Services	38776

We Welcome Your Feedback!

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

We encourage you to take the time to complete it.

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

Thank you for entrusting us with your care.



# GUIDE TO PREVENTIVE HEALTH SCREENINGS, TESTS & IMMUNIZATIONS\*



## BIRTH-18 YEARS

**Immunizations:**

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



## 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

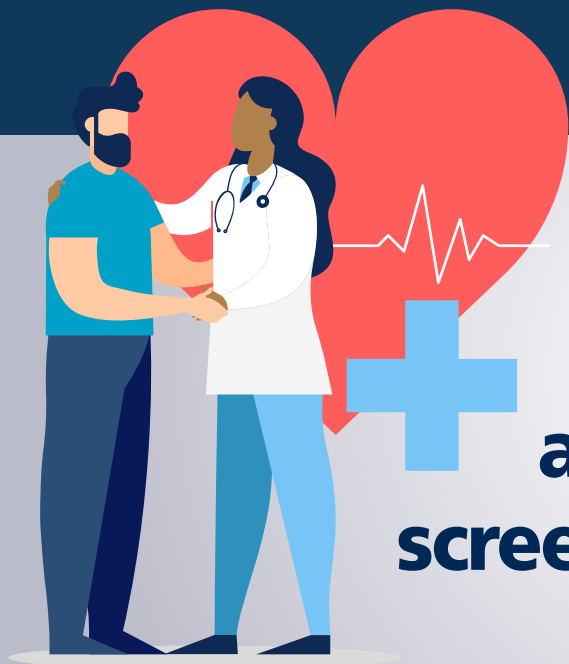
**Osteoporosis (bone density):** Every 2 years 65+ (or earlier if postmenopausal with risk factors)

**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

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

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



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

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

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



***Advancing Care. Here.***

**HealthAlliance Hospital**

105 Mary's Avenue  
Kingston, NY 12401  
845.338.2500