

# *Patient Guide*

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**Adult Inpatient Mental Health Services**



**HealthAlliance  
Hospital**

Westchester Medical Center Health Network

# Welcome

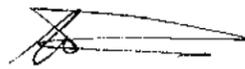
Dear Patients,

Welcome to the Adult Inpatient Mental Health Unit at HealthAlliance Hospital. Our staff is committed to providing you with comprehensive, courteous, and compassionate care. We appreciate that this time of your life may be difficult, and pledge to give you quality care in a friendly and supportive atmosphere. You are the most important part of your Treatment Team.

As we get to know you 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 stay. This handbook offers important information about what to expect during your stay, your rights and responsibilities, and the services we offer.

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

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



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Network Vice President  
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## 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.

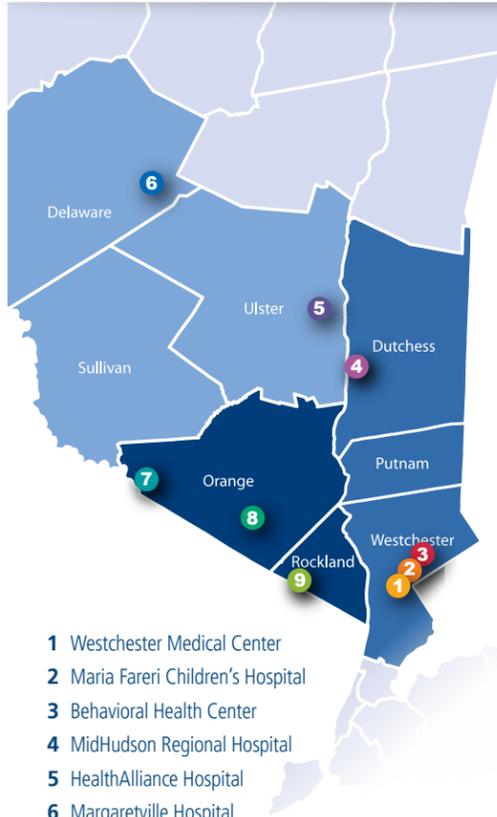
The network includes Level I adult and pediatric trauma centers, and a Level II trauma center; a dedicated burn center; the region's only advanced care children's hospital; an academic medical center; a new, high-tech, and patient-first ambulatory care facility; several community hospitals; dozens of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

# Table of Contents

|                                    |                     |
|------------------------------------|---------------------|
| <b>Welcome</b>                     | <b>Inside Cover</b> |
| <b>About WMCHHealth</b>            | <b>Inside Cover</b> |
| <b>Safety First</b>                | <b>2</b>            |
| <b>Our Commitment to Your Care</b> | <b>3</b>            |
| <b>Your Treatment Team</b>         | <b>4-5</b>          |

### Services for Our Patients

|  |   |
|--|---|
| Nutrition  | 6 |
| Food/Snacks/Beverages                              | 6 |
| Clothing   | 6 |
| Laundry  | 6 |
| Interpreter Services/Hearing and Vision Assistance | 6 |
| Mail   | 6 |
| Patient Rooms/Bedroom Doors                        | 6 |
| Unit Schedule                                      | 7 |
| Diversional Activities                             | 7 |
| Spiritual Health Services                          | 7 |
| Therapeutic Program                                | 7 |
| Interdisciplinary Treatment Planning Meeting       | 7 |
| Television   | 7 |
| Telephone  | 7 |

### Services for Visitors and Caregivers

|                             |   |
|-----------------------------|---|
| Visitation/Patient Privacy  | 8 |
| Cellphone Use               | 8 |
| ATM                         | 8 |
| Dining                      | 8 |
| Café                        |   |
| Market Coffee Shop/         |   |
| The Exchange Grab & Go Cafe |   |
| Vending Machines            |   |
| Gift Shop                   | 8 |
| Interfaith Chapel           | 9 |
| Kosher Hospitality          | 9 |
| Muslim Prayer Room          | 9 |
| The Caregiver Center        | 9 |
| Parking                     | 9 |

### Preparing for Your Discharge 10

### Continuing Your Care with WMCHHealth 11

### Accessing Your Medical Records 11

### Understanding Your Medical Bills 12

### Grateful Patients 13

### Phone Directory 14

### Resiliency Tips 16

### Notes 17

### Guide to Preventive Health Screenings, Tests, & Immunizations 18-19



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

## 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 safety is our primary concern. We will always do our best to work together to make sure that you receive safe, high-quality care. In the Adult Inpatient Mental Health Unit, we ask that you be mindful of your environment and in the event of an emergency you adhere to staff's direction for the purpose of maintaining your safety.

## Here are ways that you can maintain 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 Treatment 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 Treatment 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 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 mental health. We encourage you 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 valuables (jewelry, driver's license, Social Security card, cellphone, money, etc.) be taken home by a relative or significant other. If this is not possible, your valuables will be secured in the hospital safe by Security. Valuable receipts are kept in your chart and will be returned upon discharge.

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



### Identification

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

## During Your Stay Your Satisfaction Matters to Us

Patient satisfaction is important to us. We are always looking for ways to improve our services and welcome any comments and ideas you may have to help us in our mission. Please speak with your nurse if you have any questions or concerns about your 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 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 845.450.5029.

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

**Ulster Mental Hygiene Legal Service:**  
845.481.9242

**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

## We Welcome Your Feedback!

Prior to your discharge you will receive a patient satisfaction survey. 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.

# Your Treatment Team

Here are some of the professionals who make up your 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. – 5 p.m. Monday through Friday. On call coverage is provided outside of these hours. While you are in the hospital, these professionals provide oversight of your care and treatment, including prescribing medication that will aid in your recovery.

## Medical Students

These individuals are studying to become doctors and do not have a medical degree. They may take and review your 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 you are admitted an RN will meet with you to discuss your medical and psychiatric history and orient you to the unit. An RN is assigned to you each shift to assist you in managing your 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 you at all times and are happy to answer your questions and help guide you during your 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 you, your family, and your treatment providers.

## Case Management/Discharge Planning Team

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

## Recreation/Expressive Therapist/Activity Specialist

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

## Clinical Dietitians

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, physical and occupational therapists, 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 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 you.

### Make sure your Treatment Team knows you.

All members of the Treatment Team should check your identification bracelet before examining and treating you.

### Take notes.

Write down the names of your treatment team members overseeing your care. Keep 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 Treatment 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 Treatment 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 Treatment Team.

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

*Everything we do is aimed at making your 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 on individual trays that are specific to the diet ordered by your physician. Religious and ethnic dietary needs are respected and special diets, such as Kosher and Halal, may be ordered by your 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 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 room.**

## Clothing

You may be provided with hospital attire on admission. You may wear appropriate personal clothing when clinically indicated. Wearing footwear with treads helps avoid falls. Because of limited storage space, we recommend you 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 you 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 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/Bedroom Doors

Most of the rooms on the unit are semi-private. The environment is designed to support communal living; however, the semi-private bedroom is a shared area for you and your roommate. Bedrooms are for the assigned individuals and are not for the purpose of visiting or socialization. Please respect the privacy of others.

To ensure your 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 hospitalization, it may be necessary to change your room due to overall patient needs on the unit. We will try to make you as comfortable as possible during your 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 you can optimally participate in unit programming.

## Diversional Activities

Diversional activities are available to help provide relaxation and stress relief to you and other patients during their hospital stay. Items will be made available to you 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 beside 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. 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.

## Therapeutic Program

We encourage you to take an active role in your treatment and participate in the programs we provide. The unit program is part of your therapy while you're in the hospital. Upon admission to the unit you will receive a folder that contains this book, a journal, and a printed copy of your 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 developing coping skills, safety planning, and Dialectical Behavioral Therapy informed skills.

## Interdisciplinary Treatment Planning Meeting

The therapeutic treatment programs and activities provided by the staff are directed toward providing you with the skills you want to develop and are based on treatment planning directed largely by you. We will ask you 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 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 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.

# 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 outside the unit.

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

Visiting Hours:

Daily  
1 – 2 p.m.  
6 – 7 p.m.

## Cellphone Use

Cellphones are **NOT** allowed on the adult inpatient mental health unit and will be stored in a secured locker during visitation.

## ATM

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

## 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 p.m.  
Breakfast 6:30 – 10 a.m.  
Lunch 11 a.m. – 1:30 p.m.  
Dinner 4:30 – 6 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 through Friday  
10 a.m. – 5 p.m.  
Saturday  
12 – 4 p.m.  
Sunday: CLOSED

## 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 p.m. and Sunday at 8 a.m., Wednesday – Friday at 7:30 a.m. in the chapel.

## Kosher Hospitality

Ritual items are available upon request at the discretion of the care team. Contact the Spiritual Health Services x38776. Kosher meals for patients are available. Inform your nurse upon admission.

## Muslim Hospitality

Ritual items are available upon request at the discretion of the care team. Contact the Spiritual Health Services x38776. A Halal menu for patients is available. Inform your nurse upon admission.

## 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.

## Preparing for Your Discharge

In preparation for your discharge, your Discharge Planner/Case Manager will assist with coordinating follow-up care. 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. Upon return to the community after hospitalization, you will have a follow-up mental health appointment within five business days of discharge. You will also have a medical follow-up if applicable. 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.**

## Continuing Your Care with WMCHHealth

WMCHHealth 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 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.

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



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



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



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

## Accessing Your Medical Records

### Requesting Copies of Medical Records

You may request a copy of your medical records at any time. To make the request, complete a WMC Authorization to Disclose Protected Health Information Form available on [wmchealth.org](http://wmchealth.org). The authorization form can be mailed to Behavioral Health Center.

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

Use this link to request medical records:

[swellbox.com/wmchealth-wizard.html](http://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 WMCHHealth to charge a reasonable fee to recover the costs of copying, mailing, and supplies used to fulfill your request. Patients will receive a pre-bill or a payment notice with their records (a significant discount is applied if electronic copies are requested). However, there is no fee if the record is being released to a doctor or healthcare provider.

# Understanding Your Medical Bills

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

## Commonly Used Terms

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

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

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

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

**Explanation of Benefits (EOB):** 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 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 845.334.2743.

## Commercial Insurance Providers

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

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

## Self-Pay Patients and Payment

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

When the first bill arrives, call the hospital's Billing Customer Service Department at 845.334.2743 to set up a payment plan.

## Financial Assistance

If you don't understand your bill, contact the Billing Customer Service Department at 845.334.2743.

If you need assistance paying your bill, contact the Financial Assistance Department at 845.334.2743. 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://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 HealthAlliance Hospital 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](mailto: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 845.483.5823.

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

*Thank you  
for entrusting us  
with your care.*

# 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        |
| Billing Customer Service                           | 32743        |
| Compliance Officer                                 | 34711        |
| Financial Assistance                               | 32743        |
| Gift Shop  | 35074        |
| Housekeeping Hotline                               | 32287        |
| IT Help Desk                                       | 32800        |
| Medical Records<br>(Health Information Management) | 33150        |
| Operator   | 0            |
| Patient Experience                                 | 35029        |
| Public Transportation<br>Buses                     | 845.340.3333 |
| Security   | 0            |
| Spiritual Health Services                          | 38776        |
| 3South   | 845.538.8730 |
| 3SMC   | 845.450.5269 |
| Psych ER   | 34244        |

## We Welcome Your Feedback!

Prior to your discharge you will receive a patient satisfaction survey. 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.*



**HealthAlliance  
Hospital**

Westchester Medical Center Health Network



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



## BIRTH-18 YEARS

### Immunizations:

- **COVID-19 Vaccine:** As eligible
- **Birth:** Hepatitis B (HepB) - 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.



# 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 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.**



***Advancing Care. Here.***

**HealthAlliance Hospital**

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