

Maria Fareri Children's Healthcare Services

A Guide for Patients and Families



**Maria Fareri Children's
Healthcare Services**
at MidHudson Regional Hospital
Westchester Medical Center Health Network

Welcome

Dear Families,

Welcome to the “Farming Neighborhood” at MidHudson Regional Hospital, a direct extension of Maria Fareri Children’s Healthcare Services and, a member of the Westchester Medical Center Health Network (WMCHHealth). The information provided in this guide is designed to help you and your child throughout their stay and discharge. You are encouraged to be an active participant in your child’s treatment and recovery process and ask questions when you need information. We are here to make your child’s experience as comfortable as possible. Please let us know how we can help.

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

[Signature]

Erika Berman Rosenzweig, MD
William Russell McCurdy Physician-in-Chief
Director, Department of Pediatrics, M
aria Fareri Children’s Hospital at WMCHHealth
Professor and Chairman, New York Medical College/
Touro University

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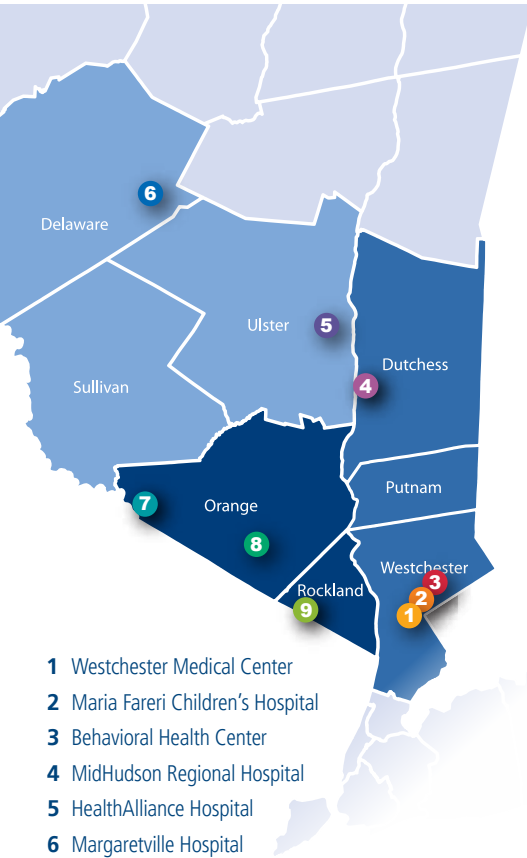
Carla Gendron, MD
Co-Director, Pediatric Hospitalist Program
Maria Fareri Children’s Health Services at
Mid-Hudson Regional Hospital

[Signature]

Christopher O’Brien, MD
Co-Director, Pediatric Hospitalist Program
Maria Fareri Children’s Health Services at
Mid-Hudson Regional 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 undertaken necessary steps to protect our patients and workforce.



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

About Maria Fareri Children’s Healthcare
Services at MidHudson Regional Hospital

A member of the WMCHHealth Network, Maria Fareri Children’s Health Services at MidHudson Regional Hospital is a 10-bed inpatient pediatric unit that opened in September of 2022, featuring private rooms and bathrooms, showers, and sleeping accommodations for a child’s caregivers. The inpatient neighborhood is staffed 24/7 by board certified pediatricians and dedicated pediatric nurses who are extremely knowledgeable in providing care for children with acute or chronic illnesses that cannot be managed in an outpatient setting. It also features an infusion center and welcoming spaces for play, music and art therapy, and other child life activities that promote healing for children of all age ranges. Based off the mission of Maria Fareri Children’s Hospital, the standard is to be where the children are and afford families the highest quality of care locally in the Hudson Valley. By continuing to expand our Pediatric services, we hope to alleviate some of the stress and burden that accompanies a child’s hospitalization.

The expanded pediatric inpatient unit at Mid-Hudson Regional Hospital was modeled after Maria Fareri Children’s Hospital where pediatric inpatient units are referred to as neighborhoods, with themed decors for

a welcoming and family-friendly healing environment. As a homage to the Mid-Hudson Valley’s rich agricultural history, the MHRH inpatient pediatric unit will carry a “Farming” theme and name.

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.

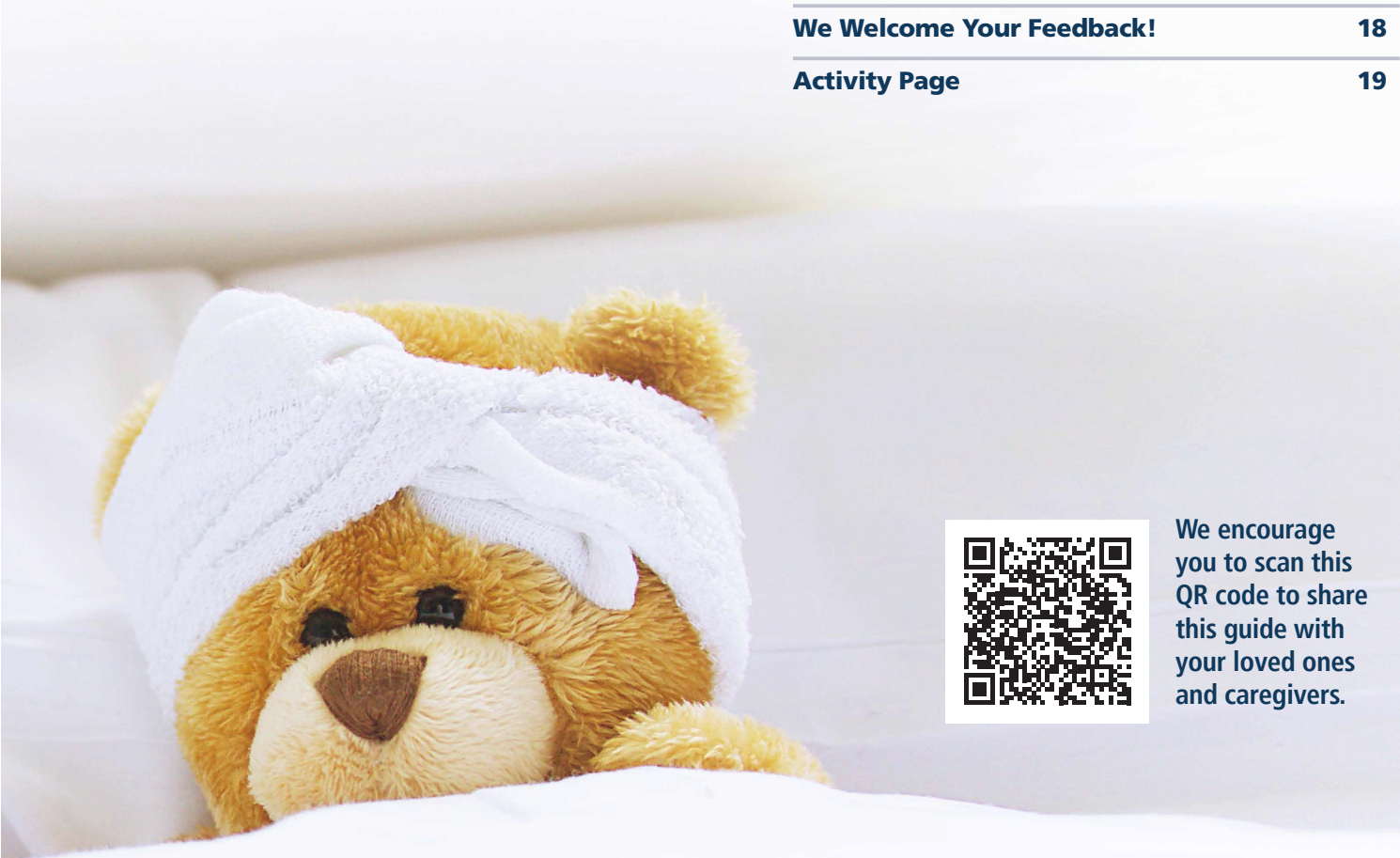
WMCHHealth Mission

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 to 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 child’s safety is our number one goal. We will always do our best to work together with our families to make sure their children receive not only high-quality but safe care as well.

As a parent or guardian, your support is important to keeping your child’s stay in the hospital a safe one. Here are some ways you can help.



Fall Prevention

To prevent your child from falling while in the hospital, please:

1. Accompany them to the restroom when medical equipment is attached
2. Accompany them to the restroom when getting up for the first time after surgery
3. Help them get up when unsteady on their feet due to medication or illness
4. Keep the side rails up to prevent falling out of a crib or bed



Medications

Share all information you know about the medications your child is taking. Ask your care team about potential side effects of medications. Learn the names of the medications your child is taking and why they are being given.



Hand Hygiene

You and your child should wash your hands with soap and water for 15 seconds after using the bathroom, before eating, or after touching anything that might be soiled. Healthcare providers are required to wash or sanitize their hands **before** and **after** seeing a patient. Patients and visitors are encouraged to remind the care team members to clean their hands or to wear gloves, especially if performing a procedure.



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 child’s needs are met.



Tubes, IV Lines and Catheters

It is very important not to tamper with, move, or remove any tubes, IV lines, or catheters that may be attached to your child. Ask the care team to help you if needed.



Electrical Appliances

Electrical appliances of any kind are not permitted in patient rooms.



Leaving the Unit

To ensure your child’s safety, please speak to the clinical team before leaving the unit to visit another lounge area, the main lobby or leaving the building.



Valuables

We encourage our patients to bring a few belongings from home to help them feel comfortable during their stay; however, we ask that you limit the number of personal belongings kept in the room. It is important that our staff members can regularly clean every surface of the room to prevent the spread of infection. Additionally, we recommend that valuables be left at home.



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.



Vital Signs

It is important for us to regularly check your child’s vital signs (temperature, blood pressure and heart rate). Your child’s required level of care and your physician’s orders dictate how often we are required to check these vital signs; sometimes we even need to check during the night while your child is sleeping. While we try to be considerate of your child’s need to sleep, your doctor may have requested the nighttime check if the condition or its treatment requires around-the-clock monitoring. Thank you for your understanding and cooperation.



Identification

Your child must always wear an identification band while in the hospital as a patient. To provide the safest care for your child, we will always check their identification band and ask you or the patient to confirm the proper name and date of birth. We understand that this may be bothersome at times and appear repetitive, but because of our dedication to patient safety, we must follow this process as part of our hospital policy. Please help us by asking your child’s caregiver to check their identification band before providing anything at all, even meal service, and before taking your child anywhere, even for a planned procedure. If your child’s identification band falls off, please notify your nurse so we can replace it immediately.



Alarms

Many pieces of equipment in your room have alarms and may sometimes go off. For the safety of your child, please do not turn off any alarms. The care team knows each alarm sound and how to respond.



Personal Safety and Security

We understand that being in a hospital is stressful for the entire family, but MFCH does not tolerate any acts or threats of violence or other disruptive behavior from patients, visitors, or the workforce. Contact Security at x18122 or any staff member if you have any concerns.

Safety is our number 1 priority.





Our Commitment to Family-Centered Care

During Your Stay Your Satisfaction Matters to Us

We are always looking for ways to improve our services and welcome any comments and suggestions you may have to help us do so. Always feel free to speak with your child's doctor, nurse, or the unit's nurse manager if you have any questions or concerns about your child's care.

If you believe your concerns have not been resolved, you may also contact Patient Experience at x35565. Patient Experience serves as a liaison between our patients and the staff of 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](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 your child leaves our care, you may receive the Consumer Assessment of Healthcare Providers and Systems Child Hospital Survey (Child HCAHPS) 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.

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



Family-Centered Care

Get to know your child's 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 help you recognize who is taking care of your child.

Make sure the healthcare team knows your child.

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

Keep notes.

Write down the names of the healthcare team members overseeing your child's care. Keep a list of questions or concerns to discuss when they visit.

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

If you or your child do not understand a procedure or a technical term, ask the healthcare 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 nurse for assistance.

Understand your child's medications.

Ask what they are for and about possible side effects.

Don't ignore pain.

Tell your healthcare team when your child feels pain.

Be your child's advocate.

We encourage you to support and participate in regular conversations with your child's healthcare team.

We Are ALL Here to Serve You.

Everything we do is intended to make your child's and the entire family's experience with us as pleasant and positive as possible.



Your Child's Healthcare Team

Your child is here to receive the best possible care for their medical or surgical condition. Here are some of the professionals who make up your child's healthcare team and provide 24-hour patient care.

Nurses

The team of knowledgeable and dedicated nursing personnel is responsible for providing your child 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 in the neighborhood, other nursing professionals may be active in your child's treatment. Some nursing specialists assist in the operating rooms, other procedure areas, or work in hospital administration and patient education.

Attending Physicians

The attending physician is your child's supervising doctor. These are the senior doctors on your child's care team who are board-certified or board-eligible in General Pediatrics and/or a particular subspecialty (such as Pulmonology, Cardiology, Surgery, etc.). The attending physician is primarily responsible for directing the care of your child. Attending physicians also are responsible for training and educating the medical students, interns, residents and fellows you may meet during your child's stay.

Hospitalists

Attending physicians who focus on the care of hospitalized children. Hospitalists often take over responsibility from your child's regular doctor when they enter the hospital. Other times they may serve as consultants to assist your primary team in providing your child with additional care or subspecialties, as required. .

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.

Fellows

These doctors operate at a level of responsibility just below attending physicians. They are physicians who have completed their primary residency and have chosen to pursue advanced training (fellowship) in a specialty area, such as Pediatric Gastroenterology or Pediatric Pulmonology.

Social Workers/Case Managers

These professionals assist you and your family with personal adjustments related to your child's illness that may affect their 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 child is discharged from the hospital, if necessary. Whenever you wish to speak with a social worker, ask your nurse to call the social worker assigned to your child or call x18717.

Pediatric Physical Therapists

Physical therapists develop individualized treatment plans to assist with your child's physical and functional needs. They provide exercises and activities to improve your child's movement and level of functioning by focusing on regaining strength, improving balance and restoring movement.

Pediatric Occupational Therapists

Pediatric occupational therapists are trained to evaluate and treat the physical, cognitive, and functional skills of infants and children. Occupational therapists provide developmentally appropriate activities with purposeful goals to improve a child's performance and independence in play skills, self-help skills (self-feeding, dressing, toileting, grooming), coordination tasks, and functional movement skills.

Pediatric Speech Therapists

Speech therapists are healthcare professionals who assess and treat children who need assistance with developing and/or rehabilitating their swallowing, speech, language and communication skills.

Respiratory Therapists

Respiratory therapists specialize in treating breathing disorders with specialized respiratory equipment. They administer respiratory treatments when ordered by the physician.

Registered Clinical Dietitians

These professionals are here to assist you with your child's specific dietary needs during their hospital stay and provide education if a special diet is needed at home.

Support Staff

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



Services for Our Patients

Dining

We offer a variety of menu selections that are customized to follow the diet ordered for your child by their physician. A patient dining associate will help your child with their menu selections. You can also request to see the registered dietitian if you have further questions about their diet. Meal service is scheduled by floor and occurs between the following times:

Breakfast Service Hours	7 – 9 a.m.
Lunch Service Hours	11 a.m. – 1 p.m.
Dinner Service Hours	4 – 6 p.m.

Internet Access

Internet access is available. You do not need a password for Wi-Fi. For assistance call the IT Help Desk at x35723.

Interpreter Services/ Hearing and Vision Assistance

Free interpreter assistance is available for patients who are hearing impaired and for people who speak a language other than English. Language interpretation is available 24/7 by telephone and/or video remote interpretation in over 200 languages. We offer 24/7 access to American Sign Language (ASL) interpretation via remote video technology. With 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 x35565.

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
Room number
MidHudson Regional Hospital
241 North Road
Poughkeepsie, NY 12601

Farming Neighborhood-Patient Rooms

At MHRH, our unit is referred to as the "Farming Neighborhood". Just like any other neighborhood, our neighborhood has guidelines in place which are intended to keep you and your child safe. All neighborhood rooms are private, each having its own bathroom with a shower. 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, as well as the TV remote. Each room is also equipped with a chair or sofa that converts into a bed. Room assignments are sometimes based on the level of care required. As your child's care requirements change, room assignments may also change.

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 your child's care team, helping people understand how their spiritual practices impact their lives and medical decision-making towards healing and wholeness. 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 does not 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 x18887.

Interfaith Chapel

The Interfaith Chapel is located near the end of the corridor leading from the main Atrium before the Spellman elevators. It is open as a quiet place for meditation and prayer 24 hours a day.

Roman Catholic Mass is in the chapel as follows:
Tuesday, Thursday, and Friday at noon.
Sunday Mass is at 10 a.m.



Jewish Prayer Room

The Jewish Prayer Room is located in the Spiritual Health Services Suite on the second floor. 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.

Spiritual Health Services can be reached at x18887.

Muslim Prayer Room

The Muslim Prayer Room is located in the Spiritual Health Services Suite on the second floor. Prayer rugs and Qu'ran are available in the Prayer Room.

Spiritual Health Services can be reached at x18887.

Television

We provide free local television service to our patients. See page 16 for channel listings. If you experience any technical problems with TV or phone service, please speak with your child's nurse. Please be considerate of those around you by keeping the volume on your child's TV to the lowest possible level, especially at night.

Molloy Medical Arts Pharmacy

Molloy Medical Arts Pharmacy is located in Suite 207 on the 2nd floor of the Medical Arts Pavilion located at 19 Baker Avenue, Poughkeepsie.

It is accessible through the Atrium or parking garage entrance. For your convenience, prescriptions can be called in prior to discharge and picked up upon leaving.

Hours of Operation:

Monday through Friday
8:30 a.m. – 6:30 p.m.

Saturday
8:30 a.m. to 2:00 p.m.

Closed Sunday

845.471.7455

Lost and Found

Please contact Security at x18122.



Services for Families, Visitors and Caregivers

Visitors are an important part of your child's recovery process and are welcome. Please visit wmchealth.org/locations/midhudson-regional-hospital for current visiting hours and guidelines, which are in accordance with New York State Department of Health regulations.

Patient Privacy

To protect the privacy of our patients, visitors may be asked to step outside of your child's room during direct patient care, including personal care and medical interventions, discussions with providers, and during the delivery of spiritual or emotional counsel.

Virtual Visitation

WMHealth 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 who 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, such as into operating rooms, public spaces or elsewhere. In addition, devices must be turned off during direct patient care, as well as during quiet times.

Video and audio recording of staff or other patients without prior written authorization or is prohibited. Recording of clinical procedures is similarly prohibited. Use of devices to disclose any HIPAA-protected information about other patients on social media or other venues is prohibited without their consent.

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

ATM

An ATM is located in the MidHudson Cafe on the first floor of Spellman.

Cellphone Use

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

Dining

MidHudson Cafe

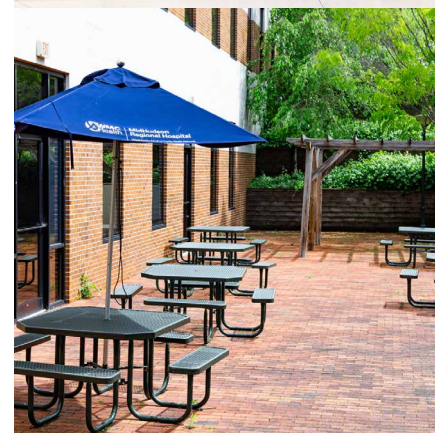
Located on the Ground Level of MidHudson Regional Hospital, the MidHudson Cafe offers a selection of gourmet and traditional-style hot and cold meals, popular grab 'n' go items, pizza, grilled items, soup, salad, and sandwiches. Fresh gluten-free, Halal, Kosher, organic, and vegan options are available.

Hours of Operation:

Sunday through Saturday
7 a.m. – 7:30 p.m.

Vending Machines

Vending machines are located on the first and second floors of Spellman and in the Emergency Department lobby.



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. Messages are downloaded and delivered to the patients room daily.

Gift Shop

Whether you're a patient or a visitor, our gift shop will brighten your day. We carry a variety of unique gifts and practical items for people of all ages. Our gift shop is located on the second floor of the Atrium to the right of the Main

Desk and is open Monday through Friday from 8 a.m. until 5 p.m. Delivery to patient rooms is available upon request. Please feel free to reach out for further information at 845.483.5768.

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 or oncology units.

Parking

Self-park visitor parking is available on the 1st and 2nd levels of the parking garage. Free Valet parking is available at the Atrium Front Entrance Monday through Friday 6:30 a.m. – 8 p.m. (No weekends or Holidays).

Breastfeeding Mothers

Support for breastfeeding mothers, including breast pumps, is available throughout the hospital. Speak with your child's nurse for additional information.

Mothers who are breastfeeding are supported by meal tray service at no expense. Please let your child's nurse know you are nursing and request a tray.





Preparing for Your Child's Discharge

In preparation for your child's discharge, your social workers/case manager will assist with coordinating follow-up care such as rehabilitation, visiting nurse, home healthcare or special equipment to help your child continue to heal.

On the day of your child's discharge, after being cleared by the 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 may have with your child's nurse during this review and get a phone number to call if you have questions after you leave the hospital.

Please check your child's room, bathroom and closet for personal items, so you do not leave anything behind.

Begin to arrange necessary transportation or other assistance when leaving the hospital as soon as you learn about the possibility of discharge, even the day before.

Understanding Your Medications

The more you know and understand about the medicines your child takes, the easier it will be to help them take them correctly, setting them on the path to recovery. 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.



Accessing Your Child's Medical Records

myCare

myCare, the WMCHealth patient portal, is a secure online website that provides convenient 24-hours access to your child's personal health information. You can sign up for your child's myCare account at wmchealth.org/patient-portal.

In accordance with New York State (NYS) Privacy Laws, parental access to children's medical information in myCare changes based on the child's age.

- From ages 0-9, parents/guardians have full access to their child's medical information.
- From ages 10-17, the level of access for the parent/guardian is limited due to NYS laws.
- When a child turns 18, the parent/guardian no longer has access to the patient's medical information. If the patient would like the parent to have proxy access, they can authorize this via the WMC Authorization to Disclose Protected Health Information Form, which can be obtained from wmchealth.org.

If you experience any technical issues connecting to the myCare portal, please contact the Customer Care team at 877.621.8014. They are available 24/7. You can also email PortalHelp@wmchealth.org. Please let them know that your child is a patient at MidHudson Regional Hospital.

Requesting Copies of Your Child's Medical Records

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

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

MidHudson Regional Hospital
Attn: Health Information Management
241 North Road
Poughkeepsie, NY 12601
or fax to 845.483.5099.

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 a 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.

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.

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.**

Follow-Up Appointments

After your child is discharged, a follow-up appointment at your physician's offices will likely be advised. Please clarify the location and date of your follow-up appointment before discharge. Bring your discharge instructions, medication list and other discharge paperwork to all follow-up appointments.





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): This determines the primary payer of services when your child is covered under two or more insurance companies. COBs prevent duplicate payments. You will be asked to choose which insurance coverage you want to use when your 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 shows 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 room, meals, 24-hour nursing care, medicines, X-rays and lab tests. You'll receive separate bills from the hospital for doctors, surgeons, and specialists.

Types of Coverage

WMCHHealth works with many commercial insurance companies, Medicare and Medicaid. We will work with your insurance plan to determine how bills 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 845.483.5406.

Commercial Insurance Providers

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

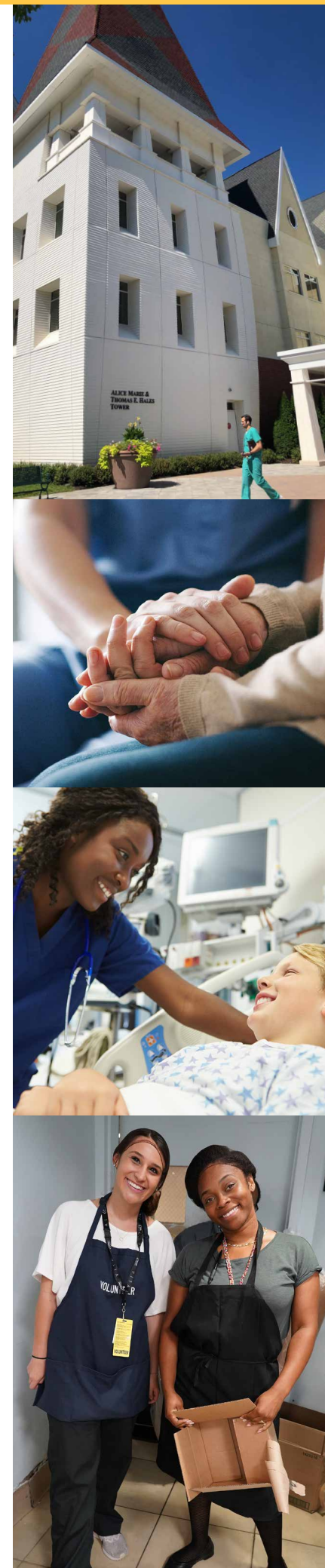
If you plan to pay your child's bills without help from Medicare, Medicaid, or a commercial insurance provider, then you will get bills directly from the hospital.

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 do not 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 845.483.5406. 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 delivery of outstanding care, 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 her/his 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 MidHudson Regional Hospital amplifies our ability to provide life-changing and life-saving care to 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 845.483.5823.

Family Advisory Council

The Family Advisory Council gives families the opportunity to provide important feedback on their patient experiences, which will help us continue to improve our services. These volunteers meet with hospital leaders to offer ideas and recommendations based on their care at MidHudson Regional Hospital.

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

Thank you for entrusting us with your care.

TV Channel Listings

2 CBS	27 AMC
3 FOX	28 ABC FAMILY
4 NBC	29 A & E
5 WRNN	30 USA
6 WMBC	31 ANIMAL
7 ABC	32 CARTOON*
8 WNYE	33 HISTORY
9 WWOR	34 DISCOVERY LIFE
10 WLNY	35 TLC
11 WPIX	36 BLOOMBERG
12 WLIW	37 HLN
13 PBS	38 WEATHER
14 TNT	39 NAT GEO
15 DISCOVERY	40 YES
16 CNN	41 SNY
17 ION	42 EWTN
18 UNIVISION	43 DISCOVERY JR*
19 TELEMUNDO	44 GALAVISION
20 TELEFUTURA	45 FOOD NTW
21 ESPN	46 MSNBC
22 ESPN2	47 FOX NEWS
23 ESPN CLASSIC	48 LIFETIME
24 ESPN NEWS	49 NICK JR*
25 MSG	60 TV GUIDE
26 TBS	63 CARE

*Kid-Friendly Channels



Phone Directory

Calling from the bedside phone in your child’s room?
Dial the 5-digit extension.
When making an external call from the bedside phone,
dial 9 + 1 before the area code and number.

Admitting	18215
Billing Customer Service	914.493.2089
Compliance Officer	35292
Financial Assistance	845.483.5406
General Information	18211
Gift Shop	18210
Housekeeping Hotline	17777
IT Help Desk	35723
Medical Records (Health Information Management)	18152
Operator	0
Patient Experience	35565
Patient Information	18211
Public Transportation Buses	845.473.8424
Trains	1.800.METRO.INFO (1.800.638.7646)
Security	18122
Social Work/Case Management	18717
Spiritual Health Services	18887
Molloy Medical Arts Pharmacy	845.471.7455

We Welcome Your Feedback!

You may receive the Consumer Assessment of Healthcare Providers and Systems Child Hospital (Child HCAHPS) survey in the mail after your child is discharged.

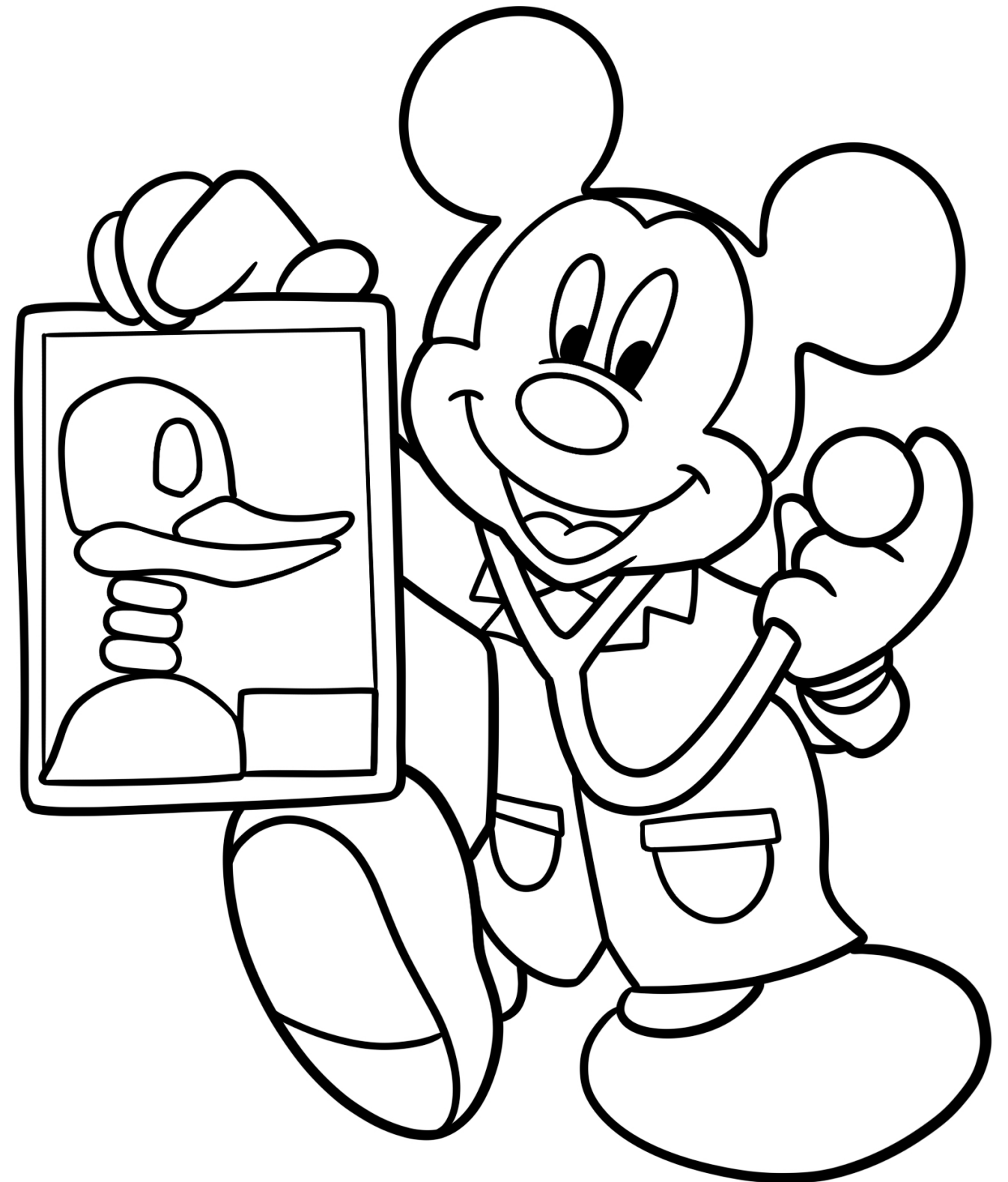
We encourage you to take the time to complete it.

✓ ***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 child's care.



**Maria Fareri Children's
Healthcare Services**
at MidHudson Regional Hospital
Westchester Medical Center Health Network

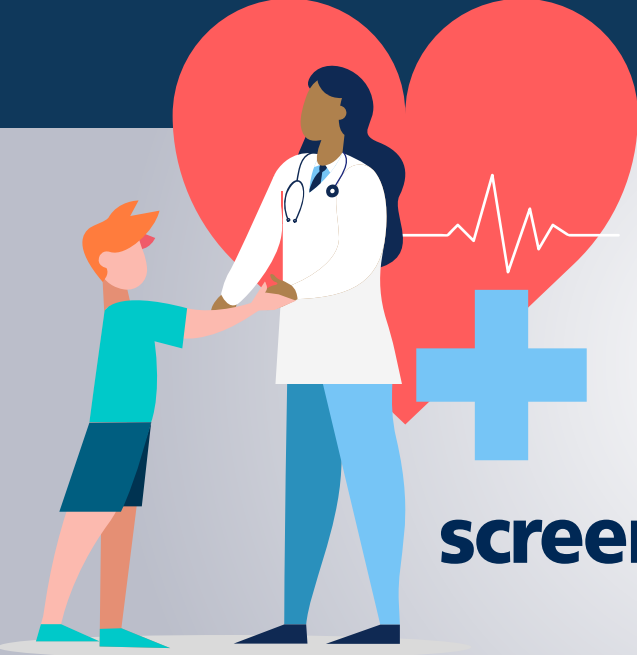


Notes

[illegible]

Notes

[illegible]



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 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://www.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.**



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



Advancing Care. Here.

MidHudson Regional Hospital

241 North Road
Poughkeepsie, NY 12601

mariafarerichildrens.org