Dear patients and family,

Welcome to Upstate. Because we are committed to excellence, we know that outstanding care involves more than good medicine. That is why our concern for you extends to every part of your stay. We want your experience here to be as safe, pleasant and comfortable as possible. Your comfort, convenience and peace of mind are extremely important to us.

At Upstate, we put patients first. We want every patient to experience patient-centered, safe, efficient, effective, high-quality care—the way we would want our own family treated. We have a team of experts who are the best. We’re very proud of our facilities and especially our staff, who provide high-quality medical care with concern for you as an individual.

We hope this booklet will answer the questions you and your family may have about your hospital care and help you feel more at home. If you have any additional questions, please ask. Our staff will be happy to answer them for you. We want to keep you informed and comfortable. By working together with you, we will be able to provide the best care possible.

On behalf of the entire staff of our hospital, it is both an honor and a privilege to be of service to you. Thank you for choosing Upstate.

Sincerely,

John McCabe, MD
Chief Executive Officer

---

Our Mission

The mission of Upstate Medical University is to improve the health of the communities we serve through education, biomedical research and health care.

Our Vision

• Upstate University Hospital will provide comprehensive, seamless and innovative patient and family centered health care to improve the health status of the communities we serve.

• Upstate University Hospital will be the preferred area employer by offering an environment where employees and volunteers are personally and professionally valued, recognized and supported.

• Upstate University Hospital will be a clinical center of educational and research excellence by continuously evaluating and adopting innovative practices in technology and health care.

Our Core Values

• We drive innovation and discovery by empowering our university family to bring forth new ideas and to ensure quality.

• We respect people by treating all with grace and dignity and embracing diversity.

• We serve our community by living our mission.

• We value integrity by being open and honest to build trust and teamwork.
Table of Contents

Important Phone Numbers ......................... 1
Preparing for your Hospital Stay .................. 2
Ambassador Services .............................. 2
Where to Park ...................................... 3
Tobacco-Free Policy ............................... 3
Lobby Check-In for Everyone’s Safety ............ 3
How To Contact a Patient ........................ 3
Visiting Information ............................... 4
DNV-GL Healthcare Accreditation ............... 5
Patient Satisfaction .............................. 5
Interpreter Services .............................. 6
Food Services *(Patient menu assistance)* ...... 6
Other Services: Gift Shop, ATM, Kinney Drugs Pharmacy, Change Machine ..................... 6 - 7
Television Services ............................... 7
Telephone Services .............................. 7
Internet Access (Wi-Fi) ........................... 7
Housekeeping Concerns or Needs ............... 8
Legal Assistance Clinic ......................... 8
Caring Bridge .................................... 8
Access to Health Information .................... 8
Hospital Billing .................................. 8
Saying Thanks ................................... 9
Volunteer ......................................... 9
Clinical Trials .................................... 10
My Chart ......................................... 10
Women’s Health Network ....................... 11
Patient Care Team .............................. 12

Important Phone Numbers*

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions/Registration</td>
<td>315-464-5280</td>
</tr>
<tr>
<td>Ambassador Services</td>
<td>315-464-5030</td>
</tr>
<tr>
<td>Financial Assistance</td>
<td>315-464-5026</td>
</tr>
<tr>
<td>Food Service (Patient menu assistance)</td>
<td>315-464-4305</td>
</tr>
<tr>
<td>Ethics Consultation</td>
<td>315-464-5540</td>
</tr>
<tr>
<td>Gift Shop</td>
<td>315-464-4713</td>
</tr>
<tr>
<td>Hospital Operator</td>
<td>315-464-5540  or 1-877-464-5540</td>
</tr>
<tr>
<td>Hotel Accommodations</td>
<td>315-464-5030</td>
</tr>
<tr>
<td>Housekeeping</td>
<td>315-464-6576</td>
</tr>
<tr>
<td>Internet Access (WIFI)</td>
<td>315-464-5030</td>
</tr>
<tr>
<td>Legal Assistance</td>
<td>315-703-6576</td>
</tr>
<tr>
<td>Lost and Found</td>
<td>315-464-4000</td>
</tr>
<tr>
<td>Medical Records (Clinical Data Services)</td>
<td>315-464-7832</td>
</tr>
<tr>
<td>Patient Education Videos</td>
<td>315-464-4747</td>
</tr>
<tr>
<td>Parking Office</td>
<td>315-464-4801</td>
</tr>
<tr>
<td>Parking and Transport Assistance</td>
<td>315-464-5030  or 877-464-5540 (ext. 4-5030)</td>
</tr>
<tr>
<td>Patient Relations</td>
<td>315-464-5597</td>
</tr>
<tr>
<td>Patient Safety Hotline</td>
<td>315-464-SAFE (7233) or 464-7444</td>
</tr>
<tr>
<td>Palliative Care</td>
<td>315-464-6098</td>
</tr>
<tr>
<td>Smoking Cessation</td>
<td>1-866-697-8487</td>
</tr>
<tr>
<td>Social Work</td>
<td>315-464-6161</td>
</tr>
<tr>
<td>Spiritual Care</td>
<td>315-464-4687</td>
</tr>
<tr>
<td>Rapid Response Team</td>
<td>Dial &quot;0&quot;</td>
</tr>
<tr>
<td>Rapid Response Team</td>
<td>Ext. 4-6565</td>
</tr>
<tr>
<td>University Anesthesia</td>
<td>315-469-1130</td>
</tr>
<tr>
<td>University Pathology</td>
<td>315-464-6860</td>
</tr>
<tr>
<td>University Police</td>
<td>315-464-4000</td>
</tr>
<tr>
<td>University Radiology</td>
<td>315-464-5660</td>
</tr>
<tr>
<td>Upstate Connect</td>
<td>315-464-8668  or 1-800-464-8668</td>
</tr>
<tr>
<td>Donations - Friend in Deed</td>
<td>315-464-4416</td>
</tr>
<tr>
<td>DNV-GL Healthcare Accreditation</td>
<td>315-464-4410</td>
</tr>
<tr>
<td>Ethics Consultation</td>
<td>315-464-5540</td>
</tr>
<tr>
<td>Gift Shop</td>
<td>315-464-4713</td>
</tr>
<tr>
<td>Hospital Operator</td>
<td>315-464-5540  or 1-877-464-5540</td>
</tr>
<tr>
<td>Patient Education Videos</td>
<td>315-464-4747</td>
</tr>
<tr>
<td>Parking Office</td>
<td>315-464-4801</td>
</tr>
<tr>
<td>Parking and Transport Assistance</td>
<td>315-464-5030  or 877-464-5540 (ext. 4-5030)</td>
</tr>
<tr>
<td>Patient Relations</td>
<td>315-464-5597</td>
</tr>
<tr>
<td>Patient Safety Hotline</td>
<td>315-464-SAFE (7233) or 464-7444</td>
</tr>
<tr>
<td>Palliative Care</td>
<td>315-464-6098</td>
</tr>
<tr>
<td>Smoking Cessation</td>
<td>1-866-697-8487</td>
</tr>
<tr>
<td>Social Work</td>
<td>315-464-6161</td>
</tr>
<tr>
<td>Spiritual Care</td>
<td>315-464-4687</td>
</tr>
<tr>
<td>Rapid Response Team</td>
<td>Dial &quot;0&quot;</td>
</tr>
<tr>
<td>Rapid Response Team</td>
<td>Ext. 4-6565</td>
</tr>
<tr>
<td>University Anesthesia</td>
<td>315-469-1130</td>
</tr>
<tr>
<td>University Pathology</td>
<td>315-464-6860</td>
</tr>
<tr>
<td>University Police</td>
<td>315-464-4000</td>
</tr>
<tr>
<td>University Radiology</td>
<td>315-464-5660</td>
</tr>
<tr>
<td>Upstate Connect</td>
<td>315-464-8668  or 1-800-464-8668</td>
</tr>
<tr>
<td>Donations - Friend in Deed</td>
<td>315-464-4416</td>
</tr>
<tr>
<td>DNV-GL Healthcare Accreditation</td>
<td>315-464-4410</td>
</tr>
<tr>
<td>Ethics Consultation</td>
<td>315-464-5540</td>
</tr>
<tr>
<td>Gift Shop</td>
<td>315-464-4713</td>
</tr>
<tr>
<td>Hospital Operator</td>
<td>315-464-5540  or 1-877-464-5540</td>
</tr>
</tbody>
</table>

* From an in-hospital phone, simply dial the last 5 digits of the phone number
Preparing for your Hospital Stay

We want your stay to be as comfortable as possible. Here are some recommendations on what to bring and leave home.

**Items we provide:**
- Toothbrush
- Toothpaste
- Shampoo
- Lotion
- Mouthwash
- Hospital gown

**What to Bring to the Hospital**
- For a child, bring a favorite toy
- For an adult, a magazine or book to read
- Limited personal belongings
- If you bring a wheelchair or assistive device (walker/cane) ensure it is properly labeled with your name
- Labeled case or container for dentures, eyeglasses or hearing aid
- Loose-fitting comfortable clothing, including footwear
- Your insurance cards, photo identification and/or Social Security card
- A copy of any Advance Directive you have previously completed. These will become a permanent part of your medical record. If you do not have an Advance Directive or have questions, please refer to the Patient Handbook provided which includes ‘Your Rights as a Hospital Patient in New York State.’ This booklet provides a copy of Advance Directive forms with explanations for your use. You may also talk with your healthcare providers for more information and assistance in completing the form. If you have previously completed a Health Care Proxy and do not have a copy with you, please mail it to us at:

  Upstate University Hospital  
  Clinical Data Services  
  750 East Adams Street  
  Syracuse, NY 13210

We will add it to your medical record. If you have any questions, please do not hesitate to call social work at (315) 464-6161.

**What to Leave at Home**
- All electronic equipment
- Large sums of money. For your convenience we can collect patient responsibility amounts such as co-pays via credit card prior to arrival or at discharge. You may only need money for such things as newspapers or any items purchased from the hospital gift shop.
- Jewelry and other valuables
- Latex balloons. Many people are allergic to latex; mylar balloons are a safe alternative.
- Patients/visitors at the Cancer Center cannot have latex or helium balloons.
- Medications from home
- Alcohol, illegal drugs and weapons
- Blankets, pillows and sheets

**Safeguarding Valuable Items**
The hospital cannot assume responsibility for personal property other than items stored in our safe. Personal items of value should not be kept in your hospital room. If you have a large amount of money or valuables, please send them home with a family member. If this is not possible, your valuable items may be stored in the hospital safe until you are ready for discharge. Please ask a nurse to make arrangements for safe storage. Remember to collect any valuables upon discharge.

**Ambassador Services**

**Helpful Services and Assistance**

Ambassador Services at University Hospital offer many specialized services to our patients and their families.

If you require assistance getting out of your vehicle and to your hospital appointment, call **315-464-5030**. On the day of your appointment, a uniformed Ambassador will greet you with a smile and a wheelchair, if needed, and take you to your appointment. Please call us if you need driving directions, information on hospital parking, visiting hours, hotel accommodations, area restaurants and banks, etc. You can find current information for patients and visitors on our web site at www.universityhospital.org.

From inside the hospital please visit us in the main lobby. If calling from a hospital room, dial **4-5030**. For external calls, **315-464-5030** or toll-free **877-464-5540** ask for extension 5030, or by email at ambprog@upstate.edu. For your convenience, our Ambassador Service is available seven days a week, Monday through Friday from 7 am - 8 pm and on Saturday and Sunday from 10 am until 6 pm.
Where to Park

Patient and Visitor Parking

- The East Garage is located directly across the street from the Hospital main entrance. Entrances are on Sarah Loguen Street or Elizabeth Blackwell Street.

- The height clearance for the East Garage is 6 feet 11 inches.

- Elevators and handicap parking spaces are located on every level of the garage.

Parking Features

- Weekly discounted parking passes are available at the Parking Office for patients and family members parking in the East Garage. The fee is $32.40 (includes tax) plus a $10 deposit for an access card. The $10 is refunded when the access card is returned. Reduced rate parking and a validation sticker for hospital stays longer than four hours are available. Parking stickers and weekly passes can be obtained from the Parking Office Monday through Friday until 4pm or from the Information Desk seven days a week. Weekly passes and parking stickers are also available at the Garage East booth when the Parking Office is closed.

- Climate-controlled covered bridge which provides access from the second floor of the East Garage to the 2nd floor Hospital and Main Lobby.

- Handicap parking and elevator access available on every floor of the garage.

- Wheelchair assistance with any patient drop-off or pick up. Contact Ambassador Services for assistance or to make arrangements by dialing toll free 877-464-5540, (315) 464-5030 or 4-5030.

- A patient assistance telephone is located on the 2nd floor of the East Garage near the elevators for your convenience.

- For the safety of our patients, patient drop-off and pick-up is at the front entrance of Upstate University Hospital.

- Shuttle service is available to and from the Ronald McDonald house on Genesee Street to the main hospital and the Upstate Golisano Children’s Hospital entrances. Shuttle schedules are available at all information desks.

- Financial assistance may be available for those who cannot afford the normal parking rate. Financial assistance is based on providing an acceptable proof of financial need (example: a Medicaid card).

- For any other parking questions, please call the Parking Office at (315) 464-4801. Hours: Monday through Friday from 7 am to 4 pm. Location: Upstate University Hospital – First Floor - Room 1801. After hours, weekends, and holidays call (315) 464-5073.

- Valet Service is available Monday through Friday from 5:30 am to 8 pm to accept incoming cars. Valet service is available until 9pm to retrieve parked cars. The charge is $5 plus the price to park. The normal garage parking rates apply.

Shuttle Services

Upstate provides a shuttle service between the Community Campus and the Downtown Campus. This shuttle will run Monday through Friday from 6:45 am to 8:20 pm. For a complete schedule see: www.upstate.edu/parking/shuttle (schedules are also available at the main desk.)

Free shuttle service is available to the Upstate community including patients and visitors. The shuttle routes serve the off campus parking lots, as well as some of the off campus buildings. The schedules are subject to change. For assistance with a schedule, please contact Karen Hodge via email HodgeK@upstate.edu or phone (315) 464-4510.

Tobacco-Free Policy

Upstate Medical University is entirely smoke – and tobacco – free both inside and throughout our grounds. A City of Syracuse ordinance passed in the Fall of 2009 prohibits smoking within 100 feet of our hospital. Smoking shall include cigarettes, cigars, pipes, electronic cigarettes or other similar items that emit smoke or vapor. Tobacco-free includes use of tobacco in any form. Smoking is not allowed on Upstate University Hospital property, including parking garages. There is a $50 fine for violation of the tobacco-free policy. Your cooperation is greatly appreciated.
Lobby Check-In for Everyone’s Safety

- All employees and visitors to Upstate University Hospital must wear an identification badge while in the hospital.
- Visitors must obtain a daily visitor pass from one of the following areas: the 2nd floor lobby information desk, or the information desk in the main hospital lobby.
- Patients and visitors will be asked for photo identification at the lobby information desk and will be given a color-coded daily visitation pass which will show the approved destination for the visitor.
- Long-term photo visitation passes are available to the parents or guardians of pediatric patients or the primary visitor of patients expected to be in the hospital for two weeks or more. Please ask the nursing staff how to receive a photo visitation pass.

How To Contact a Patient

- By phone: Call Patient Information at (315) 464-5158
- By mail:
  Upstate University Hospital
  750 East Adams Street
  Syracuse, NY 13210
  Be sure to write the patient’s name and room number (if known) on the envelope
- By email: Email may be sent to a patient currently admitted to Upstate University Hospital. Please go to www.upstate.edu/hospital select from the drop down list in the blue banner “Patients and Visitors” and select “Contact a Patient” for the email form.

Visitation Hours and Information

Upstate University Hospital recognizes that open visitation plays an important role in your healing and recovery. Your family and friends are welcome to visit often while you are in the hospital. Visiting privileges are not restricted or denied on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, or disability. You have the right to refuse to see visitors if you so wish and should discuss this with your nurse. Please review the following guidelines and visit one of our information desks for additional information.

Visitation Guidelines

- On arrival to the unit, visitors should check at the nursing unit to learn if any restrictions apply to you.
- You will be asked to identify a small number of primary support people who are considered to be your family. Primary support persons are those who normally provide you with significant physical, psychological, or emotional support. These support people will generally be able to visit at any time during the hospital stay (24 hours a day, 7 days a week). Examples might be a close family member, domestic or same-sex partner, spouse, sibling or best friend.
- Some of our patient rooms are small and too many visitors can make patient care difficult. We appreciate your help in limiting visitors to a manageable number to support your recovery and minimize disturbing other patients.
- Visits by children should be discussed with the nurse manager. Adults who bring children are responsible for supervising them. Child visitors may not spend the night in the hospital. Some units have additional guidelines for child visitors.
- Children under the age of 14 must be accompanied and supervised by an adult at all times.
- Overnight stays may be available for your family. Check with the nursing staff.
- Health and operational needs of the hospital sometimes impact visitation but Upstate University Hospital strives to promote and maximize involvement of others through our visitation policy. Upstate University Hospital will only restrict visitors when medically necessary.
- You can withdraw visitation consent at any time by discussing your wishes with your nurse.
- Visitation guidelines are set up to help ensure patient and staff safety, as well as patient privacy and confidentiality.
• To help ensure that our patients are not exposed to contagious diseases, children or adults recently exposed to illnesses such as chicken pox, flu, measles, or who are feeling sick, should not visit.

• Please wash hands or use hand sanitizer when you enter and leave patient rooms.

• University Police staff is available to escort visitors and families to their vehicles parked on campus. Call (315) 464-4000.

DNV-GL Healthcare Accreditation
Upstate University Hospital is accredited by DNV-GL Healthcare. DNV-GL Healthcare is committed to improving the quality and safety of care provided in healthcare. The public may contact DNV-GL Healthcare by calling 1-800-496-9647, or emailing complaints to: www.dnvglhealthcare.com. As consumers of healthcare, you may request from us the opportunity to review your care and treatment experience.

Prior to contacting DNV-GL Healthcare directly regarding a complaint or grievance, please contact our Patient Relations Department for internal review and help by calling: (315) 464-5597.

Patient Satisfaction Is Important to Us
Our goal at Upstate University Hospital is to provide exceptional healthcare and excellent customer service.

Receiving your feedback, whether it is positive or negative, helps us improve.

You may get a call after discharge using our automated telephone system used to check on your post discharge needs.

we encourage you to bring any compliments or complaints to the attention of the hospital’s management by contacting our Patient Relations Department: 8 am - 4:30 pm Monday to Friday, at (315) 464-5597, or by writing us at:

Upstate University Hospital
Patient Relations Department, Suite 1406
750 East Adams Street
Syracuse, NY 13210

You can also email us through our Patient Relations website: www.upstate.edu/hospital/patients/patient_relations/

Grievances will be acknowledged within seven (7) business days and responded to within thirty (30) business days unless exceptional circumstances indicate otherwise. If you are still not satisfied with how your concern is being handled, you can also request information from the Patient Relations Department about our Grievance Committee Review Process and how this process may be used to help resolve your concern(s).

If you are still not satisfied with the grievance committee’s response you can contact:

NYS Department of Health
Centralized Hospital Intake Program
433 River Street, 6th Floor
Troy, New York 12180
1-800-804-5447

We are committed to continually improving our care and delivery of services.

We also offer a 24/7 Patient Safety Hotline where you can report concerns anonymously or request immediate help.

From an outside phone .......... (315) 464-SAFE (4-7233)
From a hospital phone ............... 4-SAFE (4-7233)

Discharge Follow-up over the Phone:
Our concern about your health does not end when you leave the hospital.

You may get an automated call from (315) 877-9563 within 72 hours of leaving the hospital.

The automated call will ask you a few questions. Please answer the questions using the phone keypad*.

Based on your answers: a representative from Upstate University Hospital may call you to offer help and instructions.

If you miss the original call, you may dial in to our survey at (315) 877-9563.

* También puede responder a nuestra encuesta en Español.
Interpreter and Communications Services

- Interpreters are provided if you have limited English proficiency or are deaf. Services are available at no cost to you.

- Your healthcare team will work with you to get the right resources needed for communication. Phones, video and in-person interpreters are available, depending on location, to assist in language interpretation, including Sign Language.

- Picture Aids, Communication Boards, hearing amplifiers and writing tools are available if requested.

- Call 7-1-1 for the New York State (NYS) Relay line.

- Upstate University Hospital practices in compliance with New York State and Federal Civil Rights law.

Food Services

Meals for Patients:
- Available 7 am until 8 pm daily
- Your physician will order your diet based on your medical condition
- Food brought in from the outside and labeled with a name and date can be stored in unit pantries for up to 24 hours
- Guest trays can be purchased in Café 750 and delivered to the patient’s room
- If you are celebrating a special occasion, gourmet meals are available for a fee (gourmet meals and guest trays cannot be charged to your hospital bill)
- Please ask to speak to the nursing unit’s registered dietitian if you have questions about your diet or concerns about your meals

For patient menu assistance call Food Service 315-464-4305.

Meals for Visitors:
Available at the following locations:
Café 750 - Open daily from 6 am to 10 pm
2nd floor across from the main Gold elevators

Vending machines accessible 24/7
- On the 1st floor Hallway B, behind the Gold elevators
- Outside Café 750 on the 2nd floor
- In the family lounges on the 8th, 9th, 10th, 11th, and 12th floors of the East Tower

Café Kubal and Gannons Isle Ice Cream*, open 24/7, located on the 11th floor of the East Tower
Express Oasis Coffee Bar* in the main lobby offers a variety of hot and cold coffee, tea, other beverages, pastries and sandwiches.

Other Services

Lori’s Gift Shop*
Located in the Main Lobby of the hospital and open daily.
The shop offers a variety of gifts, flowers, magazines, drinks and snacks.
Lori’s Gift Shop can be reached for orders by calling 464-4713

Spiritual Care Service
- Available 24/7
- Hospital chapel, located off the main lobby
- Upstate Golisano Children’s Hospital chapel, located on the 12th floor of the East Tower
- Chaplains may be contacted by visiting the Spiritual Care Center (located next to the chapel) or calling the hospital operator.

Healing Spaces:
Special features of the Upstate University Hospital include quiet spaces for thoughtful reflection:
- Art gallery, Golisano Children’s Hospital, 12th floor
- Solarium, Golisano Children’s Hospital, 12th floor
ATM  
- Available 24/7  
- Located in the main lobby behind the gift shop

Kinney Drugs Pharmacy  
- Available M - F 9 am – 6 pm; Sat. 9 am – 1 pm  
- Located on the first floor near the main lobby in Hallway C

Change Machine  
- Available 24/7  
- Located on the first floor near the main lobby in Hallway B

Television
The purchased service for Television offers access to a variety of cable and local stations.

To order Television service for your room please dial 4-6565 from your bedside phone and follow the prompts.

The service is $8 per day and can be paid by Master Card, Visa or Debit Card. If you would prefer the service be billed to your Verizon landline, there will be an additional $6.50 service fee.

If your stay with Upstate exceeds 15 days, your service will continue as complimentary and be without further charges to you.

Your service will continue without interruption if you are transferred to another room and will automatically end when you are discharged.

* A portion of the sales benefits the Advocates for Upstate Medical University to offer grants for patient care at Upstate University Hospital.

Telephone*
The bedside telephone offers unlimited local and regional calling. This service has no cost to you.

Noise Control
If using a cell phone, please do so in a respectful manner so as not to be disruptive (low volume quiet or disabled ring-tones, etc). Please turn down your television volume especially when others are sleeping. If you feel there is too much noise that is impacting your recovery tell your nursing staff directly or call us anytime at (315) 464-SHHH (315-464-7444).

Internet access (WI-FI)
Wireless access can be used with personal laptop and other Wi-Fi devices. There are different accounts set up for patient and public use.

Patient Internet account is available for patient use. You will need to enter the current Access Code. You can get this weeks code by selecting Channel 45 on the Hospital Patient Channel or Channel 58 in the Upstate Golisano Children's Hospital. The code will be scrolling across the bottom of the screen. We will update the wireless access code weekly. If your device stops working, please check to make sure you have the most recent code.

Public Internet access is available for you and your visitors to Upstate University Hospital. No password is needed.

For more information, ask at the Information Center in the Hospital lobby or call 4-5030.
Housekeeping

Call (315) 464-6576 if you have a housekeeping request or concern. After hours and on weekends call: (315) 464-1400 and ask for the Housekeeping Supervisor.

Legal Assistance Clinic

- Staffed by volunteer lawyers from the community, who provide free legal advice, referral and assistance concerning legal problems related to or caused by health problems
- Who we serve
  - Patients of Upstate University Hospitals who cannot afford to hire a lawyer or are not sure if they need a lawyer
  - Friends and family members who are seeking information on a patient’s behalf

Contact
Legal Assistance Clinic
472 South Salina Street, Suite 300
Syracuse, NY 13202
Phone: (315) 703-6600
Fax: (315) 671-0062
Serves: Cayuga and Onondaga Counties

Caring Bridge

- Caring Bridge is a free, private website that connects family and friends during a serious health event, care and recovery.
- You can use Caring Bridge to make staying in contact with family and freinds easier.
- Loved ones can post messages, on your site, of support and encouragement from around the world.
- From any computer, visit www.CaringBridge.com and “start a site” by following the easy instructions.

Access to Health Information

Locate health information for patients and families through our nursing services, librarians, and library services.
- Contact Upstate Connect 24 hours a day to receive health information and referrals to health services by calling (315) 464-8668
- Contact the Family Resource Center located on the 12th Floor of Upstate Golisano Children's Hospital 11 am to 7 pm Monday - Saturday, or frc@upstate.edu, or http://library.upstate.edu/about/frc/

Hospital Billing

Our Community Mission

As part of our mission to the community, we will serve your needs regardless of your ability to pay for the care you receive. Many of our patients have some form of insurance provided through Federal or State programs or a private company. However, should you not have coverage through one of these programs, our Financial Resource Center is available to discuss community resources for which you may be eligible. To inquire about financial assistance you can reach us at (315) 464-5026.

New York State Residents can pre-screen their eligibility status for New York’s benefit programs by going to www.mybenefits.ny.gov

If you have a question about your bill, please contact us at (315) 464-4320 or 1-800-766-1539.

Private Insurances

Upstate University Hospital participates with several commercial and HMO insurance plans. Participation status may change with these plans, so please contact your carrier to verify your coverage, determine our participation status and to determine if authorization is required.

Managed care programs may dictate where their members receive care and they often require preauthorization for specialized services. If the plan does not authorize treatment at Upstate University Hospital, you will be billed for the care you receive.

Co-Payments

Co-payment, deductibles and co-insurance amounts are specified in your insurance contract. We make every effort to request these payments at the time of service.
If you are unable to make payment, you will be given an opportunity to make financial arrangements.

Additional Bills

Upstate University Hospital bills for the services, supplies and drugs provided by its staff. You may receive additional bills for physician services provided to you as part of an office visit or as a result of any professional interpretation of diagnostic testing such as pathology, radiology or EKG services depending on your treatment. Patients receiving surgical services at the hospital will also receive a bill from the anesthesiologist and surgeon. Discussion with Registration personnel concerning your insurance benefits will reflect authorization/coverage for the hospital portion of the bill, not for any other services rendered at the hospital.

Saying Thanks

The Upstate Foundation frequently receives phone calls from former patients and their families who are grateful for the care they received at Upstate University Hospital, both the Downtown and Community campuses. Most people who take the time to call want to know how they, in turn, can give back to the doctors, nurses and other health care professionals who helped save their lives or simply made their hospital stay more comfortable. In response, the Foundation suggests they make a gift to Friend in Deed, an annual giving campaign that supports some of the special services at both campuses. You can honor a doctor, program or department through a gift to Friend in Deed. It’s an easy and heartfelt way of showing your appreciation and saying “thanks.”

In addition, the Foundation has more than 700 other funds that support all areas of patient care, education and research. For more information, please call the Foundation at (315)464-4416 or visit www.foundationforupstate.org.

Volunteer

If your stay has sparked an interest in being active and enriching the lives of patients and staff at one of the Upstate campuses, volunteering may be for you. The benefits of volunteering are endless. To join in supporting us, please visit www.upstate.edu/volunteers

Rights and Regulatory Information

See the Patient Handbook: A Guide to Patients Rights for this information.

Find a Doc

Use our Find a Doc service to search for a provider by name, specialty, treatment or other filter www.upstate.edu/hospital/providers

Patient Education Website

Locate hospital resources related to health education and information for patients and visitors on our Upstate Patient Education Website. www.upstate.edu/patiented

Advocates

A dynamic, membership based organization is looking for you – someone eager to help enhance patient care within Upstate Medical University. You can become involved by volunteering at its numerous hospital-based patient care initiatives, community education service programs, fundraising and grant initiatives. Give back, make a difference and enjoy our member social events throughout the year. For more information visit www.upstate.edu/advocates
The Upstate App

The Upstate App is a mobile web application that offers users some of the most requested online content in an easy to access format, on the go. It includes phone numbers, directions, access to the Find a Doc directory and more!

You can access on any smart phone or tablet via an internet browser at upstate.edu/app or via the QR Code reader on your mobile device.

The link can then be saved to your home screen, for quick access to the most up-to-date content.

Clinical Trials

Clinical trials are research studies that people voluntarily participate in to help answer health questions or find better techniques or treatments for health conditions. Clinical trials are the safest and fastest way to find treatments that work in people to improve health. Many treatments used today are the result of past clinical trials. Because of clinical research we can gain insights and answers about the safety and effectiveness of drugs and therapies, improve quality of life, alleviate symptoms, and prevent disease. Clinical trials are highly regulated and thoroughly monitored.

There are different kinds of clinical trials, including those to study:

- prevention options
- new treatments or new ways to use existing treatments
- new screening and diagnostic techniques
- options for improving the quality of life for people who have serious medical conditions

At Upstate Medical University, we have hundreds of clinical trials open for men, women, and children for many different health conditions and for disease prevention. Choosing to participate in a clinical trial is an important personal decision. You should talk to your health care provider to see if you qualify for a clinical trial.

Scientific advances in the present and the past were possible only because of participation of volunteers, both healthy and those diagnosed with an illness, in clinical research studies. Many of these studies included participants from Upstate Medical University. While clinical research studies find ways to diagnose, prevent, treat, or cure disease and disability, clinical trial participation of volunteers is essential to help us find the answers.

For more information on clinical trials, please visit www.clinicaltrials.gov or www.nih.gov

MyChart

This secure upstate web site and app for your mobile device allow you to:

- review your upstate lab test results
- request or cancel an appointment
- refill your medications
- send a message to your provider
- access your list of medications
- access your immunization records
- track your vital signs
- review your family medical records

... all from your smart phone, tablet or computer https://mychart.upstate.edu or call our MyChart Patient Support Line at 1-800-231-6899.
Finding Your Way at Upstate

The Upstate Wayfinding kiosk is located on the second floor of Upstate University Hospital’s downtown campus. It will assist you in your walking directions within the downtown campus and driving directions to any off-campus locations. The Kiosk provides 24/7 Wayfinding guidance in both English and Spanish.

In addition, our wayfinding app can be accessed through any web browser, smartphone, tablet etc. at upstate.yourdirectroute.com

This pre-planning function allows you and your visitors to obtain a comprehensive set of directions from home to the point of destination prior to a visit.
Your Patient Care Team

Multidisciplinary Team
You will have a group of healthcare professionals who work together as a team to meet your changing needs during your hospital stay. At times your condition may require specialists to see you and help with your care. All healthcare team members will identify themselves and tell you their role in your care. Please ask if you do not understand why someone is seeing you.

Medical and Surgical Staff

Attending Physician - the physician in charge of and responsible for your care.

Consulting Physician - physician with expertise in a particular area, who may be called upon by the attending to help diagnose and treat you.

Fellow - physician who has completed residency training and is undertaking additional training in a particular specialty such as orthopedics or urology.

Hospitalist - a physician with advanced training in the care of hospital patients.

Medical Students - students who work with the medical team.

Resident Physician - physician with advanced training in the care of hospital patients. The resident reports to the attending physician on your progress every day.

Nurse Practitioner/Nurse Midwife/Physician Assistant - advanced practice provider who works with the medical team to treat you.

Pharmacists - are medication experts who oversee the preparation and distribution of medications used in the hospital, review medication orders for safety and appropriateness, manage proper dosing of medications, participate in multi-disciplinary team rounding, and provide education about medications to prescribers, nurses and patients.

Nursing Staff

Charge Nurse - RN in charge for shift.

Nurse Manager - RN who is responsible for supervision of the nursing unit.

Registered Nurse (RN) - RN will be overseeing and providing care to you during your stay in the hospital 24/7.

Lactation Consultant - resource for breast feeding mothers. Ask your nurse for more information.

Case Manager - RN who will work with you to evaluate any needs you may have for care after the hospital, and assist you to review options for obtaining these services.

Licensed Practical Nurse (LPN) - LPN works under RN supervision to provide care for you

Health Care Technician (HCT) - HCT works under RN supervision to provide care for you.

Nursing Tech - Person who assists the nurses taking care of you through tasks like vital signs, bathing, lab draws, transports, and answering call lights.

Utilization Review Nurse - RN who screens patient admissions (within 48 hrs) for appropriate level of care, medical necessity, and/or high risk criteria to meet the expectations of the patient and the provider.

Other Professional Staff

Occupational Therapists - Focus on activities of daily living, cognition and hand function. Patients apply these skills to accomplish tasks such as dressing and bathing.

Physical Therapists - help patients move independently by building strength and restoring function to the greatest extent possible.

Registered Dietitians - are nutrition experts who work with the patient, family, and medical staff to develop nutrition care plans that will correct nutrition problems, promote recovery, and help to prevent complications.

Respiratory Care Practitioners - evaluate and treat patients with breathing problems.

Social Worker - is a consultant to address psychological, social, mental, emotional, behavioral, and environmental needs.

Speech Therapists - evaluate and treat patients with speech and/or hearing problems as well as those with swallowing disorders.

Spiritual Care - hospital chaplains and spiritual care volunteers who offer spiritual care services to patients of all faiths

Patient Experience - we care about your experience at Upstate. Our Patient Relations staff are available to listen if you want to share your experience(s) with them. Should you receive a survey in the mail, please take the time to complete it as this is valuable information that we use to improve the care we deliver.
Uniquely Pediatrics at the Upstate Golisano Children’s Hospital

Child Life Specialist - The Child Life Specialists help you cope with fears and anxieties related to your hospital stay or procedure/surgery with special activities called therapeutic activities.

Librarian (Family Services and Resources Coordinator) - assists the health team in locating health information in diverse formats, reading levels and languages.

Music and Art Therapist - Not your typical therapists, music and art therapists are here to help make your stay here more relaxing, friendly or playful.

Employee Recognition

We have many different ways to help you say thank you to a special care giver. We honor the doctors, nurses and staff who provide you with extraordinary care. For more information or if you would like to nominate a caregiver fill out and mail in the form below. There is no cost involved. It is just a simple way you may express your gratitude for a special care giver.

________________________

Staff Name

________________________

Department/unit

________________________

How was your care extraordinary?

________________________

________________________

________________________

________________________

________________________

________________________

Your name (optional)

Please return Completed form to:
Megan Chase, Human Resources
Upstate Medical University
750 East Adams Street, Syracuse, NY 13210
(315) 464-4970
Visit [www.upstate.edu/directions](http://www.upstate.edu/directions) for a full list of all locations and maps.