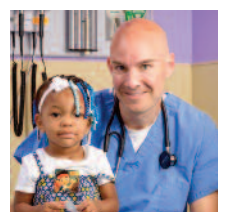
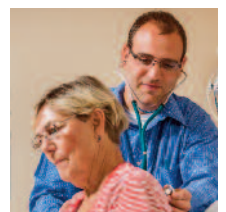


UPSTATE

UNIVERSITY HOSPITAL
COMMUNITY CAMPUS



HOSPITAL GUIDE

TO INFORMATION AND SERVICES

WWW.UPSTATE.EDU | 4900 BROAD ROAD | SYRACUSE, NEW YORK



SHARED 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.

We serve our community
by living our mission.

We value integrity
by being open and honest
to build trust and teamwork and to
Embrace diversity and inclusion.

MISSION

To improve the health of the communities we serve
through education, biomedical research, and
patient care.

UPSTATE UNIVERSITY HOSPITAL VISION STATEMENT

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.

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



Important Phone Numbers

Admissions/Registration (<i>Patient Access</i>) ..	315 492-5539
Billing (<i>Business Office</i>)	315-464-4320 800-766-1539
Continuum of Care (<i>Case Management/Discharge Planning</i>)	315 492-5726
Donations–Friend in Deed (<i>Upstate Foundation</i>)	315 492-5639
Financial Assistance	315-464-5026
Food Service (<i>Nutrition Office</i>)	315 492-5506
Ethics Consultation	315 492-5305
Gift Shop	315 492-5711
Hospital Operator	315 492-5011
Housekeeping (<i>Environmental Svc</i>)	315 492-5994
Legal Assistance	315 703-6576
Lost and Found (<i>University police</i>)	315 492-5511
MedBest Medical Management	315 464-2000
Medical Records (<i>Health Information Management</i>)	315 492-5566
Onondaga Hill Pathology Group	315 492-5096
Organ Donation – Finger Lakes Donor Recovery Network	315 428-8500
Palliative Care	315 492-5305
Parking Office	315 492-5017
Patient Information	315 492-5000
Patient Relations (<i>Quality Services</i>)	315 492-5867
Patient Safety Hotline	315 464-SAFE (7223) 315 464-7444
Rapid Response Team	Dial 2211
Smoking Cessation	315 492-3565
Social Work	315 492-5662
Spiritual Care (<i>Pastoral Care</i>)	315 492-5740
Telephone/Television Service (<i>from bedside phone</i>)	315 492-5377
Transport Assistance	315-492-5011
University Police	315-492-5511
University Radiology	315 492-5526
Upstate Connect	315 464-8668 Or 800 464-8668
Volunteer Services	315 492-5571
Wheelchair Assistance	315-492-5430

Preparing for your Hospital Stay

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

Items we provide:

- Toothbrush
- Toothpaste
- Shampoo
- Lotion
- 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
Community Campus
Health Information Management
4900 Broad Road
Syracuse, NY 13215

We will add it to your medical record. If you have any questions, please do not hesitate to call social work at **315-492-5662**.

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.
- 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.

Where to Park

Patient and Visitor Parking

Parking Features

- The Parking Garage is located at the end of the main campus road. After coming off Broad Road, continue on the campus until you see the parking booths where you will find the entrance to the garage.
- The height clearance for the Parking Garage is six feet, eight inches. If your vehicle is higher, please stop at the booth and the attendant will direct you to an area where you can park your vehicle.
- Elevators and handicap parking spaces are located on every level of the garage.
- Reduced daily parking rates are available for stays longer than four hours. Reduced parking stickers can be obtained at the parking office located in the hospital. When the parking office is closed, parking stickers and weekly parking passes are available in the parking booth. The stickers will reduce the daily parking rate to \$6. Anything under a \$6 fee will be paid by the parker.

- Weekly parking passes are available at the Parking Office for patients and family members. 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.
- 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).
- Rates are posted at both the entrance and exits of the garage. The first half hour is free.
- The parking office and parking booths will accept cash, checks and credit or debit cards. Please note that American Express is not accepted.
- The booth is not attended after 10 pm. After 10 pm please buzz the intercom for University Police to raise the gates.
- The open surface lots are permit parking for staff of the hospital. No visitor parking is allowed in those areas.
- For any other parking questions, please call the Parking Office at **315-492-5017**. Hours: Monday through Friday from 7:30 am to 4 pm. Location: Hospital basement – Room 213. When the parking booth is closed, call **315-492-5802** for parking information.

Shuttle Services

Upstate provides a shuttle service, free to the Upstate community including patients and visitors, between the Community Campus and the Downtown Campus. This shuttle runs from 6:45 am to 8:20 pm. ID badges are required and can be obtained by stopping at the lobby desk. Schedules are available at the desk as well as at www.upstate.edu/parking/shuttle. For assistance with the schedule, please call **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.

How To Contact a Patient

- By phone: Patient Information at **315-492-5000**
- By mail:
Upstate University Hospital Community Campus
4900 Broad Road
Syracuse, NY 13215

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 admitted to the Community Campus. Please go to www.upstate.edu/community, select from the drop-down list in the blue banner "Patients and Visitors" and select "e-card" 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.

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 East lobby or main 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 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.

Visitation Guidelines:

- On arrival to the unit, visitors should check at the nursing station 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.
- 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.
- 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.
- University Police staff is available to escort visitors and families to their vehicles parked on campus.
Call 315-492-5511.

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. As consumers of healthcare, you may request from us the opportunity to review your care and treatment experience. The public may contact DNV-GL Healthcare by calling **1-800-496-9647**, or visit **www.dnvglhealthcare.com**

Prior to contacting DNV-GL Healthcare directly regarding a complaint or grievance, please contact our Quality Services Department for internal review and help by calling: **315-492-5867**.

Patient Satisfaction Is Important to Us

- Our goal at the Upstate University Hospital is to provide exceptional healthcare and excellent customer service.
- Receiving your feedback, whether it is positive or negative, helps us improve.

We encourage you to bring any compliments or complaints to the attention of the hospital's management by contacting our Patient Relations Representative in the Quality Services Department: 8 am - 4:30 pm Monday to Friday, at **315-492-5867** or by writing us at:

Upstate University Hospital Community Campus
Quality Services Department
4900 Broad Rd.
Syracuse, NY 13215

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 Quality Services 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: 315-464-SAFE (4-7233)

If you have question or concerns about your bill, please contact Hospital Billing at **315-464-4320** or **1-800-766-1539**.

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 or hard of hearing. 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 to assist in language interpretation, including both Nepali and American Sign Language.
- Picture aids, communication boards, hearing amplifiers and writing tools are available if requested.
- Upstate University Hospital practices in compliance with New York State and Federal Civil Rights law.

Food Services

Meals for Patients:

- Available 7 am until 7:30 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 the cafeteria 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 (Nutrition Office) 315- 492-5506

Meals for Visitors:

Available at the following locations:

- Cafeteria - basement level
Open: weekdays from 6:30 am – 7 pm
weekends and holidays 11:15 am – 6:30 pm

Vending machines

Available 24/7 at the following locations:

- Emergency Department waiting area - 1st floor
- Outside the cafeteria - basement level
- Garage landings - 1st and 2nd floors
- Waiting Room between labor and delivery and maternity - 2nd floor
- 4th floor waiting room

Other Services

Spiritual Care Service

- Available 24/7
- Chaplains may be contacted by calling **315-492-5740** or the operator or visiting the Spiritual Care office on the third floor
- A Meditation Room is available in room 1406 off the main lobby
- Spiritual Care Reading Room is available outside the Spiritual Care office on the third floor

ATM:

- Available 24/7
- Located in the main lobby

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 5377 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 \$6.75 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.

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 (7444)**.

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

Internet access (Wi-Fi)

- Wireless Internet access is available for you and your visitors to Upstate University Hospital.
- Wireless access can be used with personal laptop and other Wi-Fi devices.
- No password is needed.



Housekeeping

For any housekeeping concerns please call vocera at **315-464-4200** and say "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 Hospital 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 friends 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

Contact Upstate Connect 24 hours a day to receive health information and referrals to health services by calling **315-464-8668**.

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-payments, 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. Co-payments, deductibles and co-insurance amounts are specified in your insurance contract and are determined based on the services you receive.

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 Foundation for Upstate Medical University frequently receives phone calls from former patients and their families who are grateful for the care they received at Upstate University Hospital's 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 **315-492-5639** or visit **www.foundationforupstate.org**

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.

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

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.

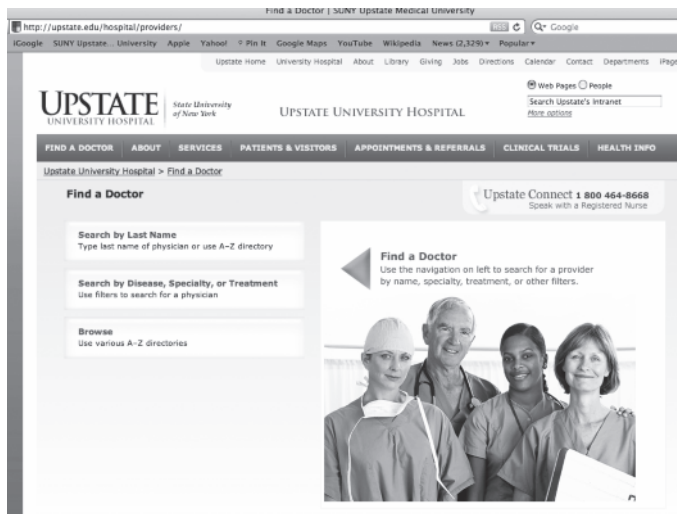
Patient Education Website

Locate hospital resources related to health education and information for patients and visitors at www.upstate.edu/patiented



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



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 learn 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 at <https://mychart.upstate.edu> or call our MyChart Patient Support Line at **1-800-231-6899**.

Finding Your Way at Upstate

Our wayfinding app can be accessed through any web browser, smart phone, 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 destination prior to a visit.

Directions

Visit www.upstate.edu/directions for a full list of all locations and maps.

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

Interpreters - current in-house Spanish and American Sign Language Interpreters, who are on-call and available to help assist in bridging the non-English speaking community with your health care providers.

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.

Volunteers - are here to support staff, patients and visitors.

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:

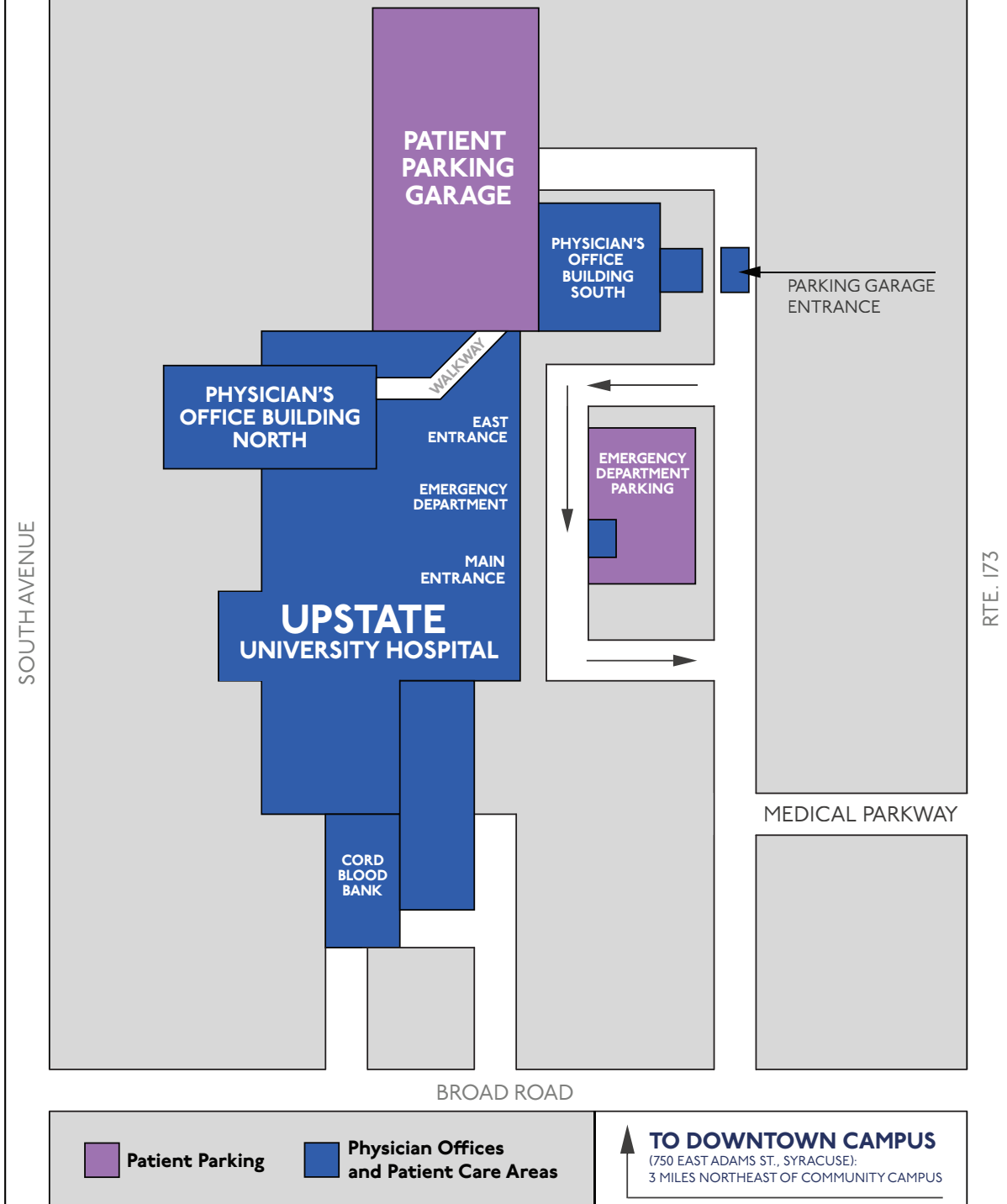
Megan Chase
Human Resources
Upstate Medical University
750 East Adams Street
Syracuse, NY 13210
315-464-4970

UPSTATE

UNIVERSITY HOSPITAL

COMMUNITY CAMPUS

4900 BROAD RD. | SYRACUSE, NY



Visit www.upstate.edu/directions for a full list of all locations and maps.

Community Campus: 4900 Broad Road | Syracuse, NY 13215 | www.upstate.edu
Operator: 315.492.5011 | Upstate Connect: 800.464.8668