

# HOSPITAL GUIDE

## TO INFORMATION AND SERVICES

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**UPSTATE**  
UNIVERSITY HOSPITAL

**DOWNTOWN CAMPUS**

[WWW.UPSTATE.EDU](http://WWW.UPSTATE.EDU)  
750 EAST ADAMS STREET | 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

We embrace diversity and inclusion  
to state that all are welcome here.

## 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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## Important Phone Numbers\*

Admissions/Registration.....	315-464-5280
Ambassador Services ( <i>front desk and help services</i> ) .....	315-464-5030
Billing .....	315-464-4320 or 1-800-766-1539
Continuum of Care .....	315-464-6161 or 1-800-528-5790
Donations - Upstate Foundation .....	315-464-4416
Family Resource Center ( <i>Upstate Golisano Children's Hospital</i> ) .....	315-464-4410
Financial Assistance .....	315-464-5026
Food Service ( <i>Patient menu assistance</i> ) .....	315-464-4305
Ethics Consultation.....	315-464-5540
Gift Shop .....	315-464-4713
Hospital Operator .....	315-464-5540 or 1-877-464-5540
Hotel Accommodations.....	315-464-5030
Housekeeping .....	315-464-6576
Internet Access ( <i>WIFI</i> ) .....	315-464-5030
Legal Assistance.....	315-703-6576
Lost and Found.....	315-464-4000
MedBest Medical Management .....	315-464-2000
Medical Records ( <i>Clinical Data Services</i> ) .....	315-464-7832
Organ Donation - Finger Lakes Donor Recovery Network .....	315-428-8500
Palliative Care .....	315-464-6098
Parking Office .....	315-464-4801
Parking and Transport Assistance .....	315-464-5030 or 877-464-5540 (ext. 4-5030)
Patient Information .....	315-464-5158 or 1-877-464-5540
Patient Relations .....	315-464-5597
Patient Safety Hotline .....	315-464-SAFE (7233) or 464-7444
Rapid Response Team .....	Dial "0"
Smoking Cessation .....	1-866-697-8487
Social Work .....	315-464-6161
Spiritual Care .....	315-464-4687
Telephone/Television Service ( <i>from bedside phone</i> ).....	Ext. 4-6565
University Anesthesia .....	315-469-1130
University Pathology .....	315-464-6860
University Police .....	315-464-4000
University Radiology .....	315-464-5660
Upstate Connect .....	315-464 8668 or 1-800-464-8668
Volunteer Services .....	315-464-5180

\* 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 wheel chair, 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](http://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](mailto: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 - 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**.

### 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 4 pm 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 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**, *from inside the hospital*.
- 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 9 pm 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, 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. For assistance with the schedule, please call **315-464-4510**. Schedules are available at the desk as well as at

[www.upstate.edu/parking/shuttle](http://www.upstate.edu/parking/shuttle)

### 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 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 and vaping are 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.



## 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 or 4-4000, from inside the hospital.**

## 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](http://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.



## 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.

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 through 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](http://www.upstate.edu/hospital/patients/patient_relations)**

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

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  
Mailstop CA/DCS  
Empire State Plaza  
Albany, NY 12237

**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)**

## Patient Safety is a Priority

When you become a patient at our hospital, you will get a wristband with your name on it. You may also have an "alert" wristband put on you. Alert wristbands are used in hospitals to quickly tell your care team about any health care needs or "alerts" you may have. If there are facts about you that we do not know, such as a habit of tripping and almost falling, please share that with us. We can place an alert band on you. This is done so we staff can give the best and safest care. The colors have certain meanings. Words for the alerts are printed on the wristband. This makes the alert message clear. For your safety, other wristbands or colored bracelets should be taken off to help your care team clearly see your "alert" wristbands.

## 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 visit **[www.dnvglhealthcare.com](http://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**.



## 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 Communication Services

- Professional interpreters are provided to you, your family member, or anyone accompanying you if you are deaf, hard-of-hearing, or are non-English speaking. Interpreter Services are available at no cost to you. Interpreter Services are available 24 hours a day, 7 days a week, 365 days a year.
- 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 and translations including, but not limited to Nepali Sign Language, and American Sign Language.
- 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
- Please ask to speak to the nursing unit's registered dietitian if you have questions about your diet or concerns about your meals
- 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)

**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

**Café Kubal** and **Gannons Isle Ice Cream** - Open 24/7, located on the 11th floor of the East Tower



**EspressoOasis Coffee Bar** - Open Monday through Friday from 6 am to 8 pm and Saturday and Sunday 6:30 am to 2 pm in the main lobby. This location offers a variety of hot and cold coffee, tea, other beverages, pastries, salads and sandwiches.



**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

## Other Services

### Lori's Gift Shop\*

Open Monday through Friday 8 am to 8 pm and Saturday and Sunday 9 am to 8 pm, in the Main Lobby of the hospital. The shop offers a variety of gifts, flowers, magazines, drinks and snacks.

Lori's Gift Shop can be reached for orders by calling **315-464-4713**.





## Upstate Outpatient Pharmacy

Monday through Friday from 9 am to 7 pm;  
Saturday and Sunday 9 am to 2 pm

Located on the first floor between the main hospital lobby and the Cancer Center. Ask your care team providers about our Meds to Beds program, where any prescriptions you may need will be ready for you to take home with you upon discharge.

**315-464-DRUG (3784)**

## Spiritual Care

- Clinically-trained professional chaplains, Clinical Pastoral Education Chaplain Interns and supervised volunteers are on site daily. Please ask your nurse to contact us if you desire a visit.
- Reiki Practitioners are available for in-room visits to offer healing touch.
- The Spiritual Care Hospital Choir rounds weekly and is available upon request.
- Interfaith Chapel, located across from the gift shop, is always open. Catholic Mass, Sunday ecumenical worship, Intensive prayer circle service and Sabbath program are held weekly. All services are broadcast free of charge on Spiritual Care Channel 52.
- Golisano Children's Hospital Tree House Chapel is located on the 12th floor of the East Tower

## ATM

- Available 24/7
- Located in the main lobby behind the gift shop

## 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 \$7 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 20 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 (7444)**.

## Internet Access (WI-FI)

Wireless access is available for patient and public use.

**Patient** Internet access is available with the current Access Code. You can get this week's 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**, from inside the hospital.

## Housekeeping

For any housekeeping concerns please call vocera at **4-4400**, from inside the hospital and ask for "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**  
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

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 through Saturday, or  
**frc@upstate.edu**,  
or **http://library.upstate.edu/about/frc/**

- Patients and families are able to access patient education videos on demand at any time (even at home).

## Patient Education Website

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

Use this password for all - 07840 for access to:

**www.patienteducationchannelnow.com**  
**www.heartcarechannelnow.com**  
**www.thenewbornchannelnow.com**



## Hospital Billing

### Our Community Mission

As part of our mission, 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 medications provided to you. 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

If you are grateful for the care you or a loved one received at Upstate University Hospital, either the Downtown or Community campus, please consider contacting the Upstate Foundation. The Upstate Foundation can assist you in fulfilling your patient experience by giving back to the doctors, nurses and other health care professionals who helped save your life or simply made your hospital stay more comfortable. Through our Grateful Patient & Family Program, the Upstate Foundation can help you find an easy and heartfelt way of showing your appreciation and saying thanks. You may find it gratifying to share your story with the Foundation so that it can be used to inspire others. You may want to volunteer your time at an event or donate your treasure to a cause that is meaningful to you. The Upstate Foundation would like to hear from you!

**[www.UpstateFoundation.org](http://www.UpstateFoundation.org)**

**315-464-4416**

Email: [umufound@upstate.edu](mailto:umufound@upstate.edu)

Facebook: The Upstate Foundation

## Advocates

Our dynamic, membership-based organization is looking for you – someone eager to help enhance patient care at Upstate University Hospital. You can become involved by volunteering at our 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](http://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](http://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 web site to search for a provider by name, specialty, treatment or other filter.

Visit **[www.upstate.edu/hospital/providers](http://www.upstate.edu/hospital/providers)**

UPSTATE  
UNIVERSITY HOSPITAL

Q MENU

Upstate Patient Care



Find a Doctor

Specialty/ Disease

Last Name





## 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.upstate.edu/healthcare/clinical-trials.php](http://www.upstate.edu/healthcare/clinical-trials.php)

## MyChart

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

- review your 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. Visit

**[www.upstate.edu/mychart](http://www.upstate.edu/mychart)**

or call our MyChart Patient Support Line at **1-800-231-6899** to get started.

## Directions

Visit **[www.upstate.edu/directions](http://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.

**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.

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

## **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.

We have many different ways to help you say thank you to a special caregiver. 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 or go to **[www.upstate.edu/stars](http://www.upstate.edu/stars)**. There is no cost involved. It is just a simple way you may express your gratitude for a special caregiver.



Department/ unit

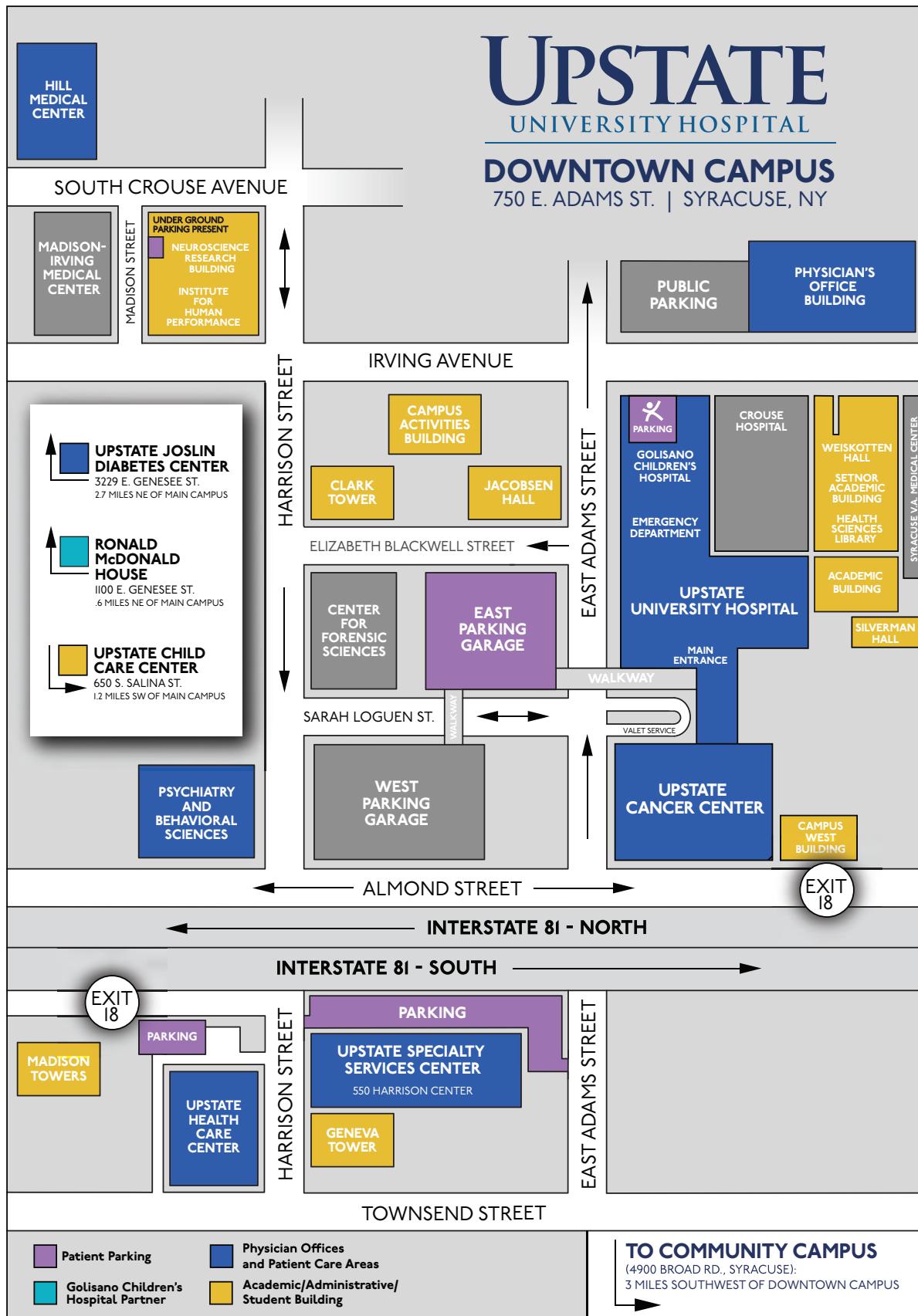
How was your care extraordinary?

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**



[illegible]



Visit [www.upstate.edu/directions](http://www.upstate.edu/directions) for a full list of all locations and maps.

**Downtown Campus: 750 East Adams Street | Syracuse, NY 13210 | [www.upstate.edu](http://www.upstate.edu)**  
**Operator: 315.464.5540 | Toll free: 1.877.464.5540 | Upstate Connect: 800.464.8668**