

FREQUENTLY ASKED QUESTIONS

What do Social Workers do?

A Social Worker's role, as part of the medical team, is supportive, informational, and educational. We assess the needs of a patient or client, provide supportive counseling and connect patients or clients to appropriate community or hospital resources.

Where is the main Social Work office located?

The Social Work office is located on the first floor of Strong Memorial Hospital, Room 1-1450.

How do I get in touch with a social worker?

The social work department is open Monday through Friday from 8:00 a.m. to 4:30 p.m. To find out who your social worker is, ask your medical team, contact the social work department at (585) 275-2851, or visit our main Social Work office for further assistance.

What if I need social work assistance after normal business hours?

Please call the main hospital phone number at (585) 275-2121 and ask to speak with a social worker.



MISSION STATEMENT

Our mission is to enhance positive outcomes for our patients and their families, the University of Rochester Medical Center staff, providers, students and for members of our community.

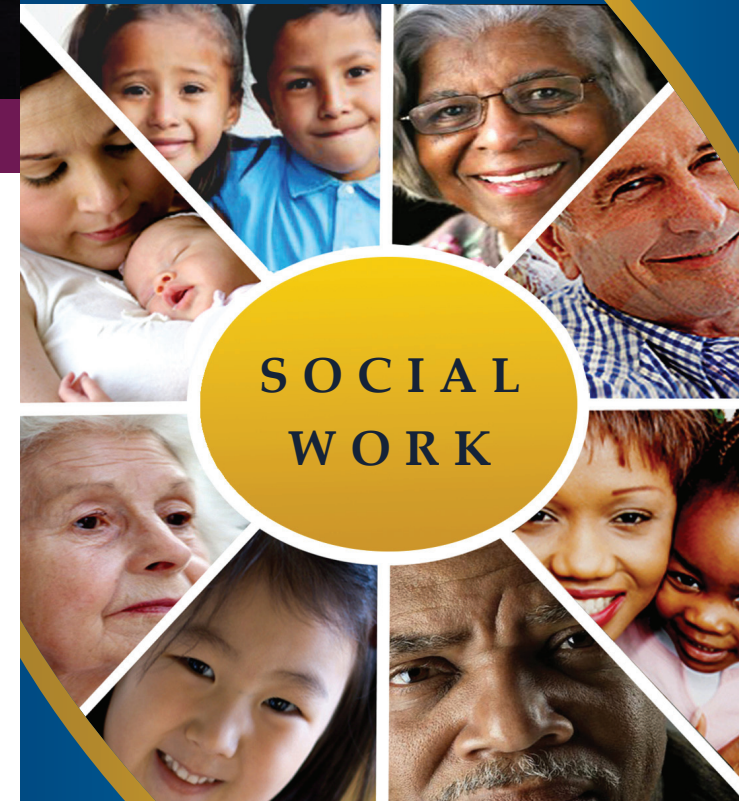
Social Workers provide an array of preventive, clinical and supportive services which enhance patient care and safety, promoting patient, family and staff satisfaction as well as contribute to improved operations and cost management.

Social Work and Patient & Family Services

601 Elmwood Avenue, Box 650
Room 1-1450
Rochester, NY 14642

585-275-2851

www.urmc.rochester.edu/social-work



SERVICE AREAS

Social Workers provide a variety of services in different areas throughout Strong Memorial Hospital:

Adult Services

James P. Wilmot Cancer Center

Community Outreach Programs

Eastman Institute for Oral Health

Emergency Department

**Golisano Children's Hospital
@Strong/Pediatrics**

Psychiatry (Behavioral Health)

Women's Health

For more information about our Social Work services at Strong, please visit our website at:

www.urmc.rochester.edu/social-work

SOCIAL WORK

Social Workers provide services both in the hospital and the community. As members of an interdisciplinary health care team, Social Workers are available to you and your family. Social Workers assist by providing a variety of preventive, clinical, and supportive services:

- Emotional support and counseling
- Assist in finding your way through the health care system
- Find answers to your questions
- Assist patients in communicating effectively with their health care team
- Respond to critical needs throughout your care
- Coordination of patient discharge and planning your after care needs
- Referrals to community resources for additional supports, assistance, and safety
- Individual, group, and family psychotherapy (Behavioral Health Only)



INFORMATION

SOCIAL WORK MAIN OFFICE

Strong Memorial Hospital Room 1-1450
Monday through Friday 8:00 a.m. - 4:30 p.m.
www.urmc.rochester.edu/social-work

(585) 275-2851

For **EMERGENCY** assistance **after hours**:

Call (585) 275-2121

and ask to speak with a Social Worker

ADDITIONAL TELEPHONE NUMBERS

Patient Information:275-7575

Hotel & Lodging:275-7581

Interpreter Services:275-4778

Parking:275-4524

Spiritual Care/Chaplaincy:275-2187

Homecare Liaison Nurses:275-2851

Non-Urgent Needs:

Dial "211" for the Finger Lakes Regional
Referral & Information Center