

YOU ARE

the reason for all we do.



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MEDICINE

STRONG
MEMORIAL HOSPITAL

Patient Admission Packet

MEDICINE of THE HIGHEST ORDER

Welcome to Strong Memorial Hospital

At Strong Memorial Hospital, our goal is to always deliver an exceptional experience. We do this by providing you with the safest, high-quality care in an atmosphere of compassion and respect.

We recognize this may be a difficult and stressful time, so please do not hesitate to ask if there is anything we can do to make your stay more comfortable. You are not alone—every team member, regardless of his or her role, is trained and empowered to help.

Patients and their families play a critical role within the healthcare team. We encourage you to be an active participant and collaborate with us during your stay.

This patient guide has been created to give you a better understanding of what you can expect while you are here, answer questions and explain services that are offered. Please keep it handy, as it will be a good resource for you and your family.

Thank you for selecting Strong Memorial Hospital. It is our honor and privilege to care for you and your loved ones.

Sincerely,



Steven I. Goldstein
President and CEO, Strong Memorial Hospital



Kathy Parrinello
Chief Operating Officer, Strong Memorial Hospital

THE ICARE COMMITMENT

The University of Rochester Medical Center is working to be the best: in clinical care, research, education, community partnerships, and in creating a great and inclusive work environment for all. One of the most powerful ways we can do that is by living the **ICARE values: Inclusion, Integrity, Compassion, Accountability, Respect, and Excellence**. They provide us the path to become “Ever Better.”

Your Healthcare Team



Health care works best when it is provided by a multidisciplinary team. By helping you get to know those team members, we hope to make it easier for you to speak up, ask questions and get the care you need.

Here is some information about the members of your team:

Attending physician is the doctor who coordinates your care, working with all the other members of your healthcare team.

Specialists are doctors with expertise in a particular aspect of medicine, such as cardiology, neurology or orthopaedics.

Resident is a fully licensed physician who is training to be a specialist.

Nurse practitioner or physician's assistant works closely with your attending physician to coordinate your care.

Nurse manager oversees the unit's daily operations and is an excellent resource if you need assistance during your hospital stay.

Nurses provide 24-hour care and assistance during your stay in the hospital. At any time, for any reason, if you have questions, needs or concerns, we encourage you to bring them to the attention of your nurse. He or she is there to help you and will do everything possible to make you comfortable.

Patient care technician assists nurses with your care and attends to your daily needs.

Social worker provides support, education and counseling when needed, and can connect you to helpful resources.

Therapists, including physical, occupational, speech and respiratory therapists help in many aspects of your recovery.

Dietitian advises your healthcare team on nutrition support and diet education needs.

Chaplains provide compassionate spiritual and emotional support to people of all faiths.

Other team members, such as pharmacists. If you have any questions about any of the team members, please let your nurse know.

Partnering With Your Team

When you become a patient at Strong, you and your family enter into a partnership with us. You bring the personal knowledge about your body, we bring the medical expertise. Together, we become members of the same healthcare team—a team completely focused on healing you and restoring your quality of life through respectful, compassionate, excellent care.

Your Support Person

This is the person you have identified for comfort and support throughout your stay.

- Your support person can visit at any time of the day or night, but will require a Strong photo ID badge. Ask your nurse for more information or you can reference the insert in this brochure.
- Be sure to have a conversation with your support person about your expectations of them.
- NYS Care Act recommends you designate a caregiver who may provide after-care assistance once you return home. This person can be different from your support person.

Protecting Your Privacy

We take your privacy very seriously. The amount of information that gets shared with your family or friends is completely up to you.

During your stay, we will have an ongoing conversation with you regarding how much health information you want to share. And if a topic is particularly sensitive to you, let your team members know so they can ensure your privacy is protected.

We are careful to stay in full compliance with HIPAA regulations that protect your privacy. If you have any questions about HIPAA, please let us know.





Healing Environment

We know the hospital can be a noisy place. If noise in your area is bothering you, please let your nurse know. We can help you get the rest you need with eye masks, earplugs and earbuds (to listen to the TV).

These tips can help you and all patients to have a restful stay in a quiet, healing environment:

- Ask to have your door closed.
- Encourage friends and family to speak quietly.
- Keep all cell phones on vibrate.
- Lower TV volume and use earbuds when listening to TV between 8 p.m. to 7 a.m.
- Avoid hallway conversations.
- Be respectful of roommates in semi-private rooms. Please be thoughtful as to the number of visitors you have at any one time.

Your Personal Belongings

We want you to feel at home during your stay with us.

Feel free to ask about the following:

- **Pajamas.** Hospital gowns are designed to make your medical care easier. Your own pajamas or nightgowns may be worn if approved by your nurse.
- **Toiletries.** We will provide you with all of the toiletries you need. Please talk to your nurse if you need any additional toiletries.

There are some personal belongings that you should not keep in your hospital room:

- **Valuables.** Please leave valuables like money and jewelry at home. Or you can have them sent to the Cashier's Office for safekeeping.
- **Appliances.** Please do not bring electric razors, hair dryers, fans or other items that must be plugged into an outlet. Cell phones, tablets and similar devices are allowed.



Your Safety

Your safety is a top priority and we take precautions accordingly:

- **Handwashing.** Our providers wash their hands before every interaction with you.
- **Fall prevention.** Ask us for help before moving out of your bed or chair.
- **Regular rounding.** Our nurses will come to your room frequently to see if there is anything you need.
- **Medications.** Do not bring medications from home. Your healthcare team will provide you with all of the medications you need while in the hospital.

Managing Your Pain

We want to do everything we can to help make you comfortable. So please let your nurse or doctor know if you are feeling any pain.

Here are some important things to know about managing your pain:

- The sooner you tell us about your pain, the better we can control it.
- We may not be able to make you completely pain-free, but we will strive to make you as comfortable as possible.
- We will routinely ask you to rate your pain on a scale of 0 to 10.
- We will want to find out what has worked for you before, what hasn't and what side effects you have experienced.
- We can offer you many different pain management options depending on your needs, including oral and intravenous medications, ice packs, heating pads and relaxation methods.

Thank you for partnering with us to manage your pain.

Special Assistance

- **Interpreters.** Qualified, professional interpreters for American Sign Language and Spanish are available in-person 24 hours a day. In-person interpreters for 20+ languages are available through our partners in the community. Telephonic interpreters are available 24 hours a day for 200+ languages. We can also provide assistive listening devices, closed caption TV and video phones.
- **Visually impaired.** Ambassadors from our Guest Services Program can provide visually impaired guests with a walking escort, wheelchair assistance or motorized transport. A personal magnification device is available for use during your stay. A voice recording of your discharge instructions will be made available to you upon request.
- **Difficulty walking.** Ambassadors also help guests who have trouble walking by providing wheelchair assistance or motorized transport. If there are other ways we can help, please let us know. We will do our best to assist you.

About Discharge

For most patients and family members, discharge can not come soon enough. So we have developed a system to help your discharge happen quickly and smoothly.

- You will be given a Discharge Planning Checklist to help you plan for your discharge.
- Be sure to make arrangements for someone to drive you home from the hospital.
- We encourage you to fill your prescriptions at our outpatient pharmacy prior to discharge. That way all of your medications will be ready when you get home.
- Make arrangements for the services you will need after your discharge—like physical therapy or a visiting nurse—to help ensure a smooth transition.
- We will be happy to work with you if you have any concerns about being discharged.

- At discharge, you will receive an After-Visit Summary, which provides all the information you need about your condition and ongoing care.

If you have any questions about discharge, please ask your nurse.

Concerns About Care

Our goal is to provide exceptional care to all patients and their families. If you have any concerns at all, you can start by talking to your nurse manager.

If you don't feel comfortable sharing it with your nurse or another member of your healthcare team, a Patient and Family Relations representative may be able to help. Patient and Family Relations is a confidential resource for patients and families who have concerns about communication, quality of care or unexpected outcomes.

Reaching our representatives is easy and convenient. Simply call (585) 275-5418 or send an e-mail to patientrelationsSMH@urmc.rochester.edu.

Visitor Information

Your first concern is our first concern—the care of your loved one or friend. So we ask that you respect these important policies:

- Designate a support person who will have 24-hour access to the patient.
- For others, visiting hours are from 11 a.m. to 8 p.m. Some units have slightly different hours based on the needs of their patients.
- Please do not visit a patient if you are not feeling well.
- To prevent infection, be sure to wash your hands before visiting any patient.
- Latex balloons are not allowed due to potential allergic reactions.
- Some units have restrictions on flowers.

For complete visitor information, please visit our web site at strong.urmc.edu.

Policies to Know

- **Inclusion.** Strong Memorial Hospital welcomes every individual regardless of age, race, color, ethnicity, national origin, religion, sex, gender identity or expression, sexual orientation, marital status, military/veteran status or disability.
- **Visitation.** We recognize and respect the visitation rights of all spouses and partners including same-sex spouses and domestic partners.
- **Smoking.** To protect the health of everyone, we are Smoke-FREE—inside and out. Smoking is not allowed anywhere at Strong Memorial Hospital or on the University of Rochester Medical Center campus. Electronic cigarettes are also not allowed.
- **Cell phones.** Patients and visitors are permitted to use cell phones, laptops, tablets and readers, as long as they don't interfere with patient care. We are not responsible for electronic devices.
- **Electrical appliances.** Cell phones, tablets and similar devices are allowed. Other electrical appliances should not be brought into the hospital. Should there be special circumstances requiring an appliance, the item must first be checked by Facilities Operations.



Our amenities, services & resources.

From fresh coffee to Internet access. From spiritual support to financial counseling. No matter what you might need during your stay at Strong, we want to make it easily available.

Assistive listening devices. If you are hard of hearing, we have assistive listening devices available so you can better take part in conversations about your health.

ATMs. Several ATMs are available throughout the hospital: by Finger Lakes Coffee Roasters between the Red and Green Elevators and around the corner from the bank on the ground floor.

Banking. Chase Bank and Advantage Federal Credit Union are located on the ground floor near the Post Office. Their hours are Monday through Friday, 9 a.m. to 5 p.m.

Cashier's Office. You can pay your hospital bill at our Cashier's Office. Also, if you have valuables with you during your stay, you can send them to the Cashier's Office for safekeeping. It's located on the first floor between the Red and Green Elevators. The hours are Monday through Friday, 8:30 a.m. to 5 p.m. (585) 275-4681

Closed caption TV. Closed captioning is available on all TVs in patient rooms.

College Town. Great dining, shopping and lodging, just a short walk from Strong Memorial Hospital and the Wilmot Cancer Institute. Get more information at collegetownrochester.com.

Ethics counseling. Our Ethics Consultation Service/ Medical Humanities provides guidance to families who are facing difficult healthcare decisions. (585) 275-5800

Financial counselors. If you have questions or concerns about paying for your hospital care, our financial counselors can provide expert guidance. (585) 275-2273

Food and coffee for visitors. We offer many places where visitors can get food and coffee:

- Café 601 at Strong, near the Red Elevators on the first floor.
- Food vending area, near the Red Elevators on the first floor.
- Finger Lakes Coffee Roasters, in the main lobby, on the first floor between the Red and Green Elevators and on the ground floor of the Medical Research Building.
- Metro Deli at the Courtyard, on the ground floor of the hospital is currently closed.
- Pic's Place, a corner store located on the ground floor near Metro Deli at Courtyard.
- West Winds, in the hallway leading to the Wilmot Cancer Center.

Food options for patients. A menu will be provided, upon admission. A menu assistant will then stop by to take your order daily. Guest trays are available for family members and friends at a cost of \$7.50 and can be purchased online at this link https://get.cbord.com/urmc/full/guest_entry. Guest tray vouchers are available for purchase at Cafe 601. If you have questions, please ask your menu assistant or nurse.

Important Numbers

Admitting Office	(585) 275-2273
Chaplaincy Services	(585) 275-2187
Environmental Services	(585) 275-6255
Food & Nutrition Services	(585) 275-3392
Information Desk	(585) 275-2182
Parking Office	(585) 275-4524
Patient and Family Relations	(585) 275-5418
Social Work	(585) 275-2851

Friends of Strong. This organization of volunteers and staff is committed to advancing the mission of Strong Memorial Hospital by providing services to patients, families and visitors, promoting the hospital in the community and raising money to support patient care needs. Friends of Strong oversees the Gift Shop, Finger Lakes Coffee Roasters and the Family Waiting Room. Sales from the Gift Shop and Finger Lakes Coffee Roasters provide significant funding to support the Friends of Strong mission.

Gift Shop. Located in the Golisano Children's Hospital entrance, this shop offers items such as flowers, books, refreshments, candy, toys, games, greeting cards, balloons, universal phone chargers, and zother essential items to make your hospital stay more comfortable. Those unable to shop in person can also find the perfect gift for friends and loved ones via the Gift Shop's online store, featuring free in-hospital delivery. (585) 275-2577
stronggiftshop.urmc.edu

Home Medical Equipment. Our Medical Equipment team can help with a wide variety of items such as walkers, canes, crutches, commodes, nebulizers and other items to assist with your post-discharge needs that can be delivered to your bedside. (585) 276-HOME (4663)

Interfaith chapel. Services are listed on hospital monitors, the Chaplain's channel (14) or by contacting the office. (585) 275-2187

Interpreter services. Our Spanish and American Sign Language interpreters are on call 24 hours a day. Telephonic interpretation is available in 200+ languages through contracted vendors. (585) 275-4778

Parking Office. Our Parking Office can help with any questions you have about parking, including parking passes, valet parking and reduced rates for extended stays. (585) 275-4524

Patient Financial Services. Should you have questions about your bill, a representative from our office will sit down with you to work through the details. (585) 758-7650 or 1 (888) 925-4301

Pharmacy. Our outpatient pharmacy can fill and deliver your prescriptions prior to discharge. That way all of your medications will be ready when you get home. (585) 275-4931

Post Office. If you receive mail during your stay at Strong, it will be delivered right to your room. A full-service Post Office is also available on the ground floor at G-5122.

TTY and video phones. TTY or TDD (Telecommunications Devices for the Deaf) are available. We also have video phones that enable patients to communicate with sign language over the phone. (585) 275-4778

TV & phone service. We provide our patients with local, cable and educational TV channels free of charge. We also offer local phone service. Long distance calling cards are available in the Gift Shop.

Visitor information. Hospital Ambassadors are available at the Information Desk in our main lobby to answer visitor questions. (585) 275-2182
urmc.rochester.edu/strong-memorial

For more information

If there is anything you need at any time, you can always call this phone number: (585) 275-2182.

You can also get helpful information for both patients and families at our website at strong.urmc.edu.

Thank you for being our patient here at Strong Memorial Hospital. It is our honor and privilege to serve you.

Please note that visitor restrictions may sometimes be in effect, such as during flu season. In this case, check our website or refer to hospital signage for current visitor guidelines.

