

OUR COMMITMENT TO PATIENT- AND FAMILY-CENTERED CARE

Highland Hospital

Patient Information Packet



UR
MEDICINE

HIGHLAND
HOSPITAL

Welcome to Highland Hospital



- ✔ 1889 Highland Hospital opened its doors.
- ✔ Highland Hospital is the first hospital in the United States to use insulin to treat diabetes.
- ✔ Highland Hospital is ranked in the Top 5 New York hospitals that patients would "definitely recommend." -Becker's Hospital Review

On behalf of our physicians, staff and volunteers, we welcome you to Highland Hospital. At Highland, we are committed to delivering high-quality care to our patients in a compassionate and caring environment.

We are honored to have the opportunity to care for you and your family. Our team will do everything we can to meet your health care needs and make your stay as comfortable as possible. Please let your care team know if you have any questions or concerns as they are there to help.

Having peace of mind is an integral part of achieving and maintaining health. We hope that the contents of this patient guide, along with the knowledge that our staff is dedicated to providing you with excellent care, will help you during your stay.

We wish you and your family the very best, and we thank you for choosing Highland Hospital.

Sincerely,



Steven I. Goldstein

Steven I. Goldstein, President and CEO
Strong Memorial Hospital and Highland Hospital



Cindy Becker

Cindy Becker, Vice President and COO
Highland Hospital

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Watch our Patient Education Videos to learn more about your stay at Highland Hospital.

2 ways to access:

- Turn to channel 79
- highland.urmc.edu/welcome



Your Highland Care Team

All employees and physicians are expected to introduce themselves, let you know what role they have in your health care, what they are planning to do, when they are going to do it, what effect it will have on you and what to expect next. If you have any questions, please do not hesitate to ask.

Throughout your stay you may see:

Attending Physician or Hospitalist.

Your health care team is led by an attending physician or hospitalist, who is in charge of your care.

Resident.

A resident is a fully licensed physician who is training to be a specialist.

Nurse Practitioner and/or Physician Assistant.

These individuals work closely with your attending physician or hospitalist to coordinate your care.

Nurse and Nurse Manager.

Your team of nurses provide 24-hour bedside support and can help to address any questions or concerns you may have. The nurse manager oversees the unit's daily operations. Nurses and nurse managers will check in on you often throughout the day.

Nurse Care Coordinator.

Your nurse care coordinator will collaborate with the rest of your care team to provide a safe discharge plan. They will assess the need for equipment, education, or referrals.

Patient Care Technician.

A patient care technician assists nurses with your care. They may check your vital signs or help you with washing up.

Environmental Services.

Each day environmental services will clean your bathroom, empty your trash, and clean/sanitize all areas of your room. If you are not in the room while daily cleaning occurs, we will leave a card to let you know we were there. Linen changes can be completed by your Patient Care Tech upon request.

Social Worker.

A social worker provides support, education, and counseling when needed. They will also assist with discharge planning for patients whose recovery plan may include rehab, long term care or assisted living.

Dietitians.

Our dietitians will work with you and your care team when needed to provide individualized nutrition care to optimize your recovery and healing.

Patient and Family Relations.

Our Patient and Family Relations staff can help address any concerns you may have about your stay.



You are the Center of your Health Care Team

We welcome you as an active, involved and informed member of your health care team.



Speak up if you have questions or concerns, and if you don't understand, ask again.

Pay attention to the care you are receiving. Expect staff to always verify your name and wash their hands before and after administering care.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

Ask a trusted family member or friend to be your advocate.

Know what medications you take and why you take them. This is a critical piece of your care plan.

Use a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established quality and safety standards, such as that provided by the Joint Commission. Highland Hospital is Joint Commission accredited.

Participate in all decisions about your treatment.

When you have a concern about your care or safety in the hospital, we want to know right away. Please tell your nurse or doctor. If you still have concerns, we encourage you to speak to the Nurse Manager or Nursing Supervisor. Patient and Family Relations is available to discuss your concerns further if needed. You can reach them at (585) 341-9673. If your concerns remain unresolved, even after working with Patient and Family Relations, you may voice your concerns by calling the New York State Department of Health at 1-800-804-5447. Or, you may contact the Joint Commission at jointcommission.org/report_a_complaint.aspx.

MyChart: Online Access to Your Patient Records

MyChart is a free service offered to all patients throughout the URMCM System and provides secure online access to portions of your medical records.



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My Chart

With MyChart, you can:

- View your outpatient diagnoses, medications, immunizations, and most lab and test results
- Access billing statements and make payments online
- Submit corrections/additions to your medications and allergies
- Request appointments, prescription renewals and refills
- Securely and confidentially communicate with your health care team
- Grant access to MyChart to other adults via proxy access, as well as export portions of your chart to bring to other health care institutions

To sign up for MyChart, you will need an activation code. This code allows you to log on to create a user ID and password, which you will then use to log in to MyChart.

You can request an activation code online at mychart.urmc.edu or contact the MyChart Customer Service Center 8 a.m. to 5 p.m. weekdays: (585) 275-URMC (8762). Patients under 18 (and/or their parent/legal guardian) must speak with their doctor in person before signing up for MyChart.

Access MyChart online or from your mobile device.

mychart.urmc.edu



MyChart app for iPhone® or Android™



Keeping You Safe

Preventing Infection

Everyone at Highland Hospital is trained in Infection Prevention practices to help protect you and your family from infection during your stay. You and your family are important partners in this effort. The most important thing you can do to prevent infection is to clean your hands thoroughly and frequently.

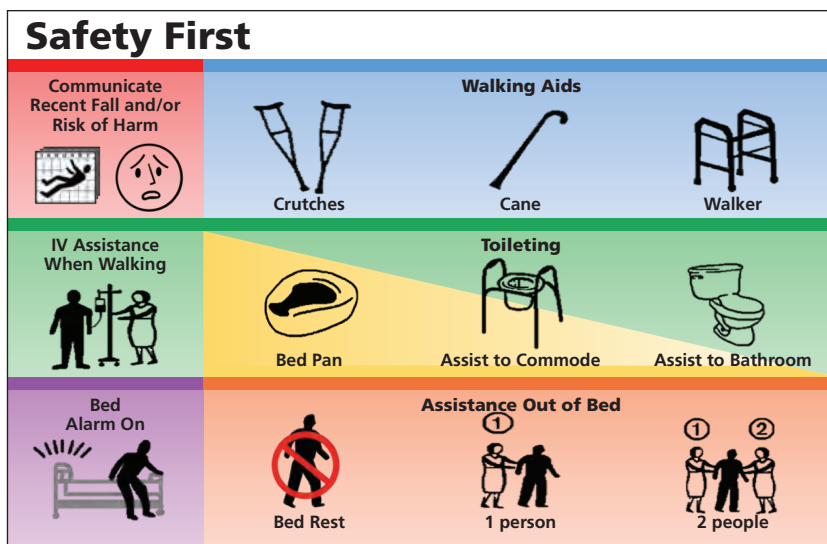
Please clean your hands:

- After going to the bathroom
- Before eating (an alcohol wipe is provided on your meal tray)
- Before and after touching any wound or incision, any dressing you may have, or an IV site
- After using tissues when coughing, sneezing or blowing your nose
- After touching body fluids or waste

We encourage you to ask your health care provider if they have cleaned their hands before they care for you. If you have questions or concerns, please contact the Infection Prevention department at (585) 341-0654 or dial ext. 10654 from a hospital phone.

Preventing Falls in the Hospital

Your care team will partner with you and your family to update your individualized fall prevention plan. It is critical that you follow this plan while in the hospital as well as at home upon discharge. Please contact your nurse should you have any questions.



YOU CAN HELP REDUCE YOUR RISK OF FALLING

Ask your doctor if you're on any medications resulting in:

- Dizziness
- Impaired judgment
- Decreased strength or sensation in arms or legs
- Increased bathroom needs

Ask for assistance:

- Ask for help getting out of bed
- Ask a care team member to stay with you when using the bathroom or shower

Be smart:

- Stand up slowly
- Wear non-skid hospital slippers or non-skid footwear
- Always use a walker or cane if one has been recommended for you
- Wear your glasses

Your Comfort

Managing Your Pain

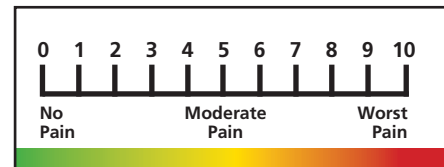
We want to do everything we can to help make you comfortable. Pain can be managed better if it is treated early on, so please tell us right away if you are having any pain.

We have options to help treat your pain with and without medication. Work with your care team to create an approach that is best for you. Our staff is committed to preventing pain and to treating it promptly when it occurs.

How Much Pain Are You Feeling?

Your input is the key to getting the best pain relief. You will be asked to rate your pain using the chart at right.

Please tell the person caring for you if your pain is not responding to treatment. They will take action to help you feel better.



Questions You May Want to Ask Your Care Team

- How much pain is common with this type of surgery or procedure?
- What medications will be used to treat my pain?
- How often may I have medication?
- What side effects should I anticipate with this medication?
- Is there anything else besides medication that can help me feel better?

Tell us about

- Pain medications you have tried in the past
- Any bad reactions you have had to pain medications
- All other medications you are taking (over-the-counter, herbal and prescriptions)

Visitation

Highland has open visitation hours: Visitors are welcome 24 hours a day, 7 days a week. We strive to balance open visitation with our patients' needs for a quiet, restful and safe environment.

- You are welcome to have a designated family member or support person of your choice with you throughout your stay. Visitors will not be restricted based on legal relationship, race, color, national origin, religion, gender, sexual orientation, gender identity, or disability.
- Visitors under the age of 12 must be with an adult when visiting a patient unit.
- We ask that visitors please respect our patients' right to privacy and leave the patient room or care area when asked by hospital staff.
- Please do not allow your visitors to come see you if they are not feeling well, or have an illness which could be spread to our patients.
- While we do have a 24-hour visitation policy, we do observe quiet time daily from 10:00 p.m. to 7:00 a.m.

Community health concerns may impact visitation. Updated information will be made available during these times.

Parking

You may purchase daily and weekly parking passes from the ramp garage cashier. Weekly parking passes are available at a discounted rate.

Personal Belongings

When you come to Highland, please try not to bring any valuable items. Your personal belongings, cash and credit cards are better left at home during your stay.

Highland Hospital does not assume responsibility for items kept in your room. Please send any personal belongings home or ask your nurse or a staff member to secure them for you.

Services for You and Your Family



Meals

Patients

You will receive a menu with meal options to choose from. If your treatment requires a specific diet, your meal might be pre-selected for you. Your guest can order from the same menu for a small fee.

Visitors

We offer a number of options for visitors to purchase food and beverages.

Highland Café Level 1	Monday - Friday Weekends & Holidays	6:30 a.m. - 7:00 p.m. 6:30 a.m. - 6:30 p.m.
Highland Deli Level 1	Monday - Friday Weekends	11:00 a.m. - 2:00 a.m. 11:00 a.m. - 12:00 a.m.
Grand Grounds Coffee House Level 2 (near main lobby)	Monday - Friday Weekends	6:30 a.m. - 7:30 p.m. 8:30 a.m. - 4:00 p.m.

Vending Machines Level 1 (next to Café); Level 2 (near ICU); Emergency Room waiting area

Patient Meals are Served:

Breakfast: 7:30 a.m. - 9:15 a.m.

Lunch: 11:30 a.m. - 1:15 p.m.

Dinner: 4:30 p.m. - 6:30 p.m.



Pharmacy *Level 2, off the main lobby*

Have your prescriptions filled and delivered to your room. Having your prescriptions filled before leaving the hospital will save you time at home. A selection of over-the-counter products are also available.

Monday - Friday	9:00 a.m. - 5:30 p.m.
Weekends	10:00 a.m. - 2:00 p.m.



Gift Shop *Level 2, off the main lobby*

Flowers, snacks and gifts are available for purchase. Delivery to patient rooms is also offered.

Monday - Friday	9:00 a.m. - 8:00 p.m.
Saturday	11:00 a.m. - 3:00 p.m.



Wireless Internet

Connect to "UR_MCguest" for internet access. This is an unsecured network; please treat it as you would any public access network.



Interfaith Chapel *Level 2, next to the ICU waiting area*

Our hospital Chaplains are available to provide religious/spiritual support to patients and families. Dial "0" from a hospital phone to have a Chaplain paged at any time.



Healing Garden *Level 2, off the main lobby*

The Healing Garden offers patients and visitors a change of scenery and a place to relax outdoors. Open daily 9:00 a.m. - 7:00 p.m.



Lodging

Visit Highland.urmc.edu/wheretostay or call (585) 275-7581 for lodging information.



U.S. Post Office Box *Level 2, near the Cardiology office*

Mail pickup: Monday - Friday: 3:15 p.m., Saturday: 2:30 p.m.



Video Interpreter Phone *Level 2, off of the main lobby*

Video Interpreter Phones and iPads are available for patients and families of the deaf and in languages other than English.



ATM

Level 2, next to the pharmacy.

Level 1, in the alcove across from Environmental Services Department.



Interpreter and Hearing Impaired Services

Interpreter services and other aids are available for patients and care givers who are deaf, hard of hearing or do not speak English; please ask your nurse for assistance.

New York State Patient Rights

The enclosed New York State Patient Rights Booklet contains a wealth of information for patients and their families. Below are some of the most important points to remember during your stay.

Ethics Committee

Highland's Ethics Committee can help patients, families and caregivers explore the issues and choices about a difficult decision when a solution cannot be reached by the patient and/or family and the health care team. All consultations are private. Situations in which an ethics consultation might be helpful include, but are not limited to:

- Patient rights
- Disagreements about patient treatment
- Termination or continuation of life-sustaining treatments
- Issues regarding advance directives (these are instructions you write so that your health care team can follow your preferences if you become too ill or incapacitated to participate in health care decisions)
- Informed consent

You can arrange for an ethics consultation through your physician, nurse or another member of your health care team. You may also call the Ethics Committee directly at (585) 341-6718. On weekdays after 4 p.m., weekends and holidays please contact your nurse to make this request.

Health Care Proxy & Advance Directives

Highland Hospital supports the right of patients to make informed decisions regarding their medical treatment. New York State residents have the right to appoint a health care agent by completing a Health Care Proxy form and the right to use advance directives to state one's desires concerning life-sustaining treatment. We encourage you to discuss this decision with those close to you and with your doctor. You are also welcome to consult with Highland Patient and Family Relations or the Chaplain. You can find a Health Care Proxy form in the "Your Rights" booklet in the back of this packet.

Gift of Life

Highland Hospital joins other health care organizations around the nation to raise awareness about the need for tissue and organ donations. In accordance with Federal Law, Highland Hospital works with the Finger Lakes Donor Recovery Network to provide the option for organ donation. Organ and tissue donation can save lives, offer the gift of sight, or free patients from dependence on machines to live. Anyone can pledge to donate, regardless of health status or age. For more information, visit www.donorrecovery.org.



Your Hospital Discharge

Before You Go

Please let us know if there are any concerns we can address for you before you go.

What to Expect

Your care team will let you know when you will be able to leave the hospital. They will make sure you are prepared for your move home or to the next site of care. If you do not believe you are medically ready to leave the hospital, you have the right to appeal. Ask your nurse for information on how to appeal the decision to discharge.

The person picking you up should:

- Arrive at the agreed-upon time
- Park in the Ramp Garage
- Bring weather-appropriate clothing

At your discharge, you'll be given information to ensure that good care continues after you leave the hospital:

- Any new prescriptions you will need
- Medication instructions, including when to start or stop medications prescribed to you
- Information on any follow-up appointments with your physician or specialists

Tell Us About Your Stay

Your feedback regarding your hospital stay is very important to us. You may receive a survey from our partner, Press Ganey. If you do, we ask that you please take a few moments to share your thoughts. We strive for total patient satisfaction, and your feedback helps us achieve this goal. We thank you in advance for your input.

Recognizing Exceptional Care

If you would like to recognize a staff member for exceptional service, tell us about it by completing a Shining Example comment card enclosed in this packet.

Your Hospital Bill

Insurance and Payment Information

In certain circumstances, there may be items that your insurance does not cover in full. In these cases, we will submit your insurance claim and bill you for the balance not covered by insurance. If you are scheduled for a procedure that is not covered at all, you will need to discuss payment arrangements directly with our Business Office by calling (585) 506-4694.

You may also receive bills from specialists who treat you while you are a hospital patient. These professional fees are billed separately from the hospital charges and will not be included on your hospital bill.

For help understanding your bill, contact the Patient Accounts Office at (585) 756-8548. They are available Monday - Friday, 8:00 a.m. - 4:00 p.m.

To pay your bill online, visit Paybill.urmc.edu.

Financial Assistance Programs

Highland Hospital participates in Financial Assistance Programs that provide assistance for patients who cannot afford to pay for care. If you wish to apply, please contact the Financial Assistance Office at (585) 784-8889, Monday - Friday, 8:00 am - 5:00 pm.

Leave the Hospital with Your Medications.

Your nurse can arrange to have your discharge medications delivered to your room. Or, they can be picked up at the pharmacy in the lobby.



Our Mission

Commitment to excellence in healthcare, with patients and their families at the heart of all that we do.

Our ICARE Values

Integrity

Compassion

Accountability

Respect

Excellence



Guided by our ICARE Values, we deliver Medicine of the Highest Order in a community hospital where compassion, quality and patient- and family-centered care are our guiding principles. Our affiliation with a world-class medical center allows us to provide the best of both worlds – state of the art medicine and personalized care.

Supporting Highland's Mission

The Highland Hospital Foundation is a not-for-profit organization that raises funds to support Highland Hospital. Generous gifts from individuals, corporations and foundations allow Highland Hospital to invest in new equipment, state-of-the-art facilities and innovative programs and services that advance patient care. With your help, Highland Hospital is able to provide each patient with the quality and personalized care that has become its hallmark. If you would like to make a gift to support Highland Hospital, please contact the Foundation Office at (585) 341-0860.

Helpful Phone Numbers

Local phone calls made from a hospital phone are free of charge.
To make a long-distance call, dial "9" then "0" to reach an outside operator.

Administration	(585) 341-6711
Admitting	(585) 341-6278
Billing Office	(585) 756-8548
Business Office	(585) 506-4694
Cashier's Office	(585) 341-0025
Chaplain	(585) 341-6890
Ethics Consultation Services	(585) 341-6718
Financial Assistance Office	(585) 784-8889
Gift Shop	(585) 341-8040
Highland Foundation	(585) 276-6250
Infection Prevention	(585) 341-0856
Library	(585) 341-6761
Lodging	(585) 275-7581
Medical Records	(585) 341-6766
Parking Questions	(585) 341-6833
Patient and Family Relations	(585) 341-9673
Patient Information	(585) 341-6870
Patient Meals	(585) 341-6432
Pharmacy	(585) 341-0699
Security	(585) 341-6899
Social Work	(585) 341-6718

Highland Hospital

1000 South Avenue
Rochester, NY 14620

(585) 473-2200
Highland.urmc.edu



MEDICINE *of* THE HIGHEST ORDER