

Highland Hospital

Patient Admissions



Thank you for the privilege of caring for you.



UR
MEDICINE

HIGHLAND
HOSPITAL



Welcome to Highland Hospital

At Highland, we are committed to delivering high-quality care to our patients in a compassionate and caring environment.

In this booklet, you will find information about the amenities and services available during your stay, details about your care team members, and guidance for preparing for your discharge when the time comes. We understand that being in a hospital can be a challenging time, and we are here to ensure that your comfort, and well-being are our top priorities. Your active participation in your care is also important to us, and we encourage you to ask questions and share your concerns.

Our team is committed to continuously enhancing the quality of care we deliver to you. We greatly appreciate your trust in us during this critical time and are honored to be a part of your journey to health and healing.

Thank you for choosing Highland Hospital as your health care provider. We are here to support you every step of the way.

Sincerely,

Kathy Parrinello
President and CEO
Highland Hospital



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Your Care Team

During your stay at Highland Hospital, you will meet a team of healthcare professionals who work together to care for you. As an affiliate of UR Medicine, Highland Hospital trains new physicians and serves as a site for teaching medical and health professionals. These individuals may participate in aspects of your care under close supervision by appropriate hospital staff.

Members of your healthcare team may include, but are not limited to:

Doctors

There may be many doctors involved in your care. In addition to your attending doctor or hospitalist, you may be seen by other medical or surgical specialists, as well as fellows or residents.

A **hospitalist** is a doctor who works exclusively in the hospital and cares for patients. A **fellow** is a doctor pursuing further training in his or her sub-specialty. A **resident** is a doctor who has completed medical school and is enrolled in a residency training program in a particular specialty.

Advanced Practice Providers

Advanced practice providers are **nurse practitioners** (NPs) or **physician assistants** (PAs). They can deliver a broad range of medical and surgical services, conduct physical exams, diagnose and treat illnesses, order and interpret tests, counsel on preventive healthcare, assist in surgery, and prescribe medications.

Nurses

Nurses are a very important part of your care. They work closely with doctors and other health professionals to optimize your comfort and healing. Nurses administer medications, monitor your progress, and provide you with education about your medical condition.

Patient Care Technicians

Patient Care Technicians (PCTs) assist the nurses with your care. They perform tasks such as taking your blood pressure, assisting you when walking to the bathroom or in the hallway, providing personal hygiene care, and assisting you with your meals.

Unit Secretaries

Unit secretaries greet patients and visitors arriving on the unit, answer phones, respond to call bells, and assist with non-clinical patient needs. They are available to answer your questions and direct you within the unit.





Social Workers

Medical/Surgical Social Workers provide emotional support, help coordinate a safe discharge plan from the hospital, refer to community resources and help with understanding insurance coverage (rehabilitation benefits, home care, transportation, etc.).

RN Care Coordinators

RN Care Coordinators are responsible for coordinating with patients, families, and healthcare providers to ensure patients receive the care they need for a safe discharge plan and transition back into the community.

Respiratory Therapists

Respiratory Therapists treat patients with healthcare issues that affect the heart or lungs, including asthma, emphysema, and pneumonia.

Rehabilitation Services

The hospital's physical, occupational, and speech-language therapists are key members of the healthcare team, providing evaluation, treatment, and recommendations to improve the physical, psychosocial, communication, and cognitive abilities required for discharge planning of patients following surgery, illness, or injury.

Physical Therapists

Physical Therapists (PTs) focus on functional abilities, helping you regain strength and restore your mobility.

Occupational Therapists

Occupational Therapists (OTs) assist patients with regaining physical, cognitive, and psychosocial skills, including managing activities of daily living such as dressing, bathing, and grooming.

Recreational Therapists

Recreational Therapists utilize recreation and activity-based intervention to help support the physical, mental, and emotional well-being of patients during their hospitalization.

Speech-Language Pathologists

Speech-Language Pathologists evaluate and treat speech, language, and cognitive impairments, address swallowing and feeding problems, and provide voice therapy as needed.

Dietitians

Dietitians plan for your dietary and nutritional needs during your hospital stay according to your doctor's orders. If you require a special diet, your dietitian provides you with information and teaches you how to follow the diet before you go home.

Pharmacists

Pharmacists work collaboratively with your healthcare team to review medication orders and advise on safe and effective drug therapy. Our clinical pharmacists may visit you to discuss any new medications started at the hospital. In addition, the pharmacist will make sure the medications you take at home are properly continued during your stay if appropriate.

Chaplains

The interfaith chaplains in the Spiritual Care Department are committed to meeting the spiritual, religious, and cultural needs of patients and their loved ones during hospitalization. Our chaplains are available 24 hours a day, 7 days a week.

Patient Transporters

Patient transporters are staff members who transport you to and from tests and procedures in the hospital. They see that you get to and from your destination safely.

Environmental Services Workers

Environmental services workers are responsible for providing a safe, clean, and comfortable environment for patients, including sanitizing and disinfecting appropriate areas.

Interpreter Services and Services for the Hearing and Visually Impaired

Highland Hospital will provide communication assistance free of charge to patients and their loved ones with limited English proficiency (LEP), speech or visual impairment, or who are deaf or hard of hearing. Please advise a staff member if you require communication assistance.

Servicios de intérprete y servicios para personas con discapacidad visual o del habla

Highland Hospital proveerá asistencia de comunicación gratuita a pacientes y familiares

con dominio limitado del inglés (Limited English Proficiency, LEP), con discapacidad visual o del habla, que sean sordos o tengan problemas auditivos. Si necesita asistencia para comunicarse, informe a un miembro del personal de Highland Hospital.

Volunteers

Volunteers provide compassionate care to our patients and their loved ones and create a supportive atmosphere for healthcare professionals. They serve throughout the hospital and lend a helping hand with a wide range of activities. If you feel a volunteer could help you in some way, please let your nurse know.

Staff ID Badges

Every staff member and volunteer is required to wear a hospital identification badge that includes a photograph, name, and role in the hospital. Do not hesitate to ask employees or visitors to identify themselves. If you have any concerns about the identity of any person entering your room, contact a member of the nursing staff immediately. Report any suspicious behavior immediately to the Security Department. To be connected to Highland Hospital Security from an internal hospital phone, dial 16899 or dial (585) 341-6899 from a non-hospital phone.



Your Hospital Stay

Be Actively Involved in Your Care

Your healthcare team will keep you informed about your care. They will listen to your concerns, answer your questions, and explain your treatment plan. Upon discharge, you will receive written instructions about how to care for yourself at home.

Ask Questions and Speak Up

- Actively participate in decisions about your treatment
- Ask questions about your care and treatment
- Ask questions about your discharge instructions
- Tell us if you do not understand what we are saying to you
- Ask for an interpreter if you prefer to communicate in a language other than English

Keep Your Healthcare Team Informed

- Share your medical history, including medications taken, with your healthcare team
- Tell us about your medical problems and prior surgeries
- Tell us if you have any allergies
- Tell us who your support person is

Expect Healthcare Team Members to Check and Recheck Your Identification Band

Wear your hospital identification (ID) band at all times while you are in the hospital. Our staff will review the information on your hospital ID band before giving you any medications; before tests, procedures, and X-rays, and when delivering your food tray. If your ID band comes off or is unreadable, ask us to replace it.

Use Your Call Button

There is a red button on the television remote control which may be used to call for help whenever it is needed. Call buttons are also located in all bathrooms.

Communication Board (Whiteboard)

Your room has a white communication board that you can see from your bed. On it, your nurse writes the names of staff members who will be working with you each shift, each day. Your nurse will also list your goals and activities for each day. Please review your whiteboard with your nurse.



Your Meals

You will be offered a choice of meals from the hospital menu with specific attention to any dietary restrictions that may be related to your condition or treatment. We can also accommodate special requests for vegetarian, kosher, and other dietary preferences.

To place your meal order call 37951 (option 1) from your hospital phone or (585) 341-6432 from all other phones.

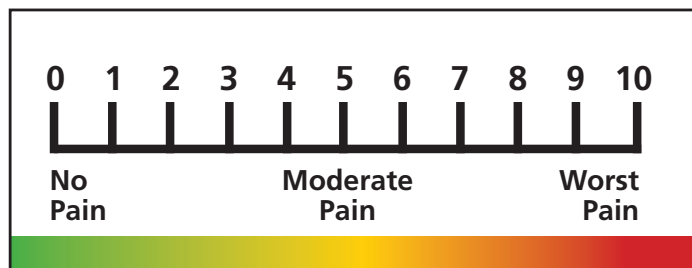
Your Medications

While you are in the hospital, ask about all medications you receive and why you are taking those medications. The medications you were taking before you came to the hospital may change as a result of your admission.

Highland Hospital has a list of medications (also called Formulary) used at the hospital. Because of this, some of the medications ordered for you in the hospital may not be the exact same medications you take at home, but they will be similar. When you are preparing for discharge, we will help get you back on your home medications when it is appropriate for your condition. We have a pharmacy in the main lobby and any required prescriptions will be sent there electronically, unless you would like them to be sent to your pharmacy. ***Prescriptions sent to our Highland pharmacy can be delivered directly to your hospital room or you may pick them up on your way out of the hospital.*** You will also receive a list of the medications that you will need to take at home. A nurse will review your medications with you before your discharge. Remember to take your written medication instructions home with you.

Allergies

Let your doctor and nurse know if you have any allergies, especially to medications, food, and/or other substances.



Pain Management

Managing your pain is important and may help with healing. Walking, deep breathing, and physical therapy are easier when your pain is controlled. You should always let your healthcare team know if you are feeling pain. Your healthcare team will ask you to describe your pain and pain level. You may be asked to rate your pain on a scale of “0 to 10.” This will also help your healthcare team determine if your treatment or medication should be changed. If you feel your pain relief is not acceptable, tell your nurse immediately.



Telephone Service

Highland Hospital is pleased to offer complimentary telephone service, including long distance service within the United States.

Television Service

Highland Hospital is pleased to offer complimentary television service. Programming includes network and local stations, as well as a variety of sports, lifestyle, and movie channels, all free of charge. If you have any questions, please speak with a member of your care team.

Please be considerate of other patients by playing your TV softly or using the Closed Captioning (CC) option if available. We also encourage you to turn off your TV at bedtime. You can also request earphones at the nurses' station. If you have any questions, please ask a member of your care team.

Internet Access

You and your loved ones can use a personal laptop, tablet and other mobile wireless devices in the hospital. To access the Internet:

- Open wireless networks
- Click on the "URMC Guest" option

Balloons/Flowers

For the health and safety of our patients, latex balloons are prohibited in the hospital. Silk flowers are preferred over real flowers, as real flowers pose an allergy risk to some patients. Flowers (fresh cut, and dried arrangements) are prohibited in the intensive care units, recovery rooms, operating rooms, Newborn Nurseries, the Labor and Delivery Unit, as well as the oncology unit.

Electrical Appliances

For the safety of all patients and employees, the use of non-hospital electrical appliances, such as hairdryers, is restricted to battery-operated devices only. Please note these devices may not be recharged in the hospital. If you have any questions, please speak with your nurse.



Securing Your Personal Belongings and Valuables

All personal belongings and valuable possessions that are not required for your hospitalization should be sent home with family. If you are unable to send your personal belongings home, please ask your nurse to inventory each item and have them secured in our Property Management Office for safekeeping. Such items include but are not limited to cell phones, wallets and contents (cash, credit cards), jewelry, laptops, tablets, prescription and over-the-counter medications, personal hygiene items, and clothing. Highland Hospital does not assume responsibility for personal belongings or valuables that you choose to keep with you during hospitalization.

For the safety of all patients, staff, and visitors, the following items may not remain at the bedside: weapons, alcohol, illicit drugs, prescription medications, over-the-counter medications, or ignition devices (lighters or matches).

Lost and Found

If you lose something, please notify your nurse right away and we will make every effort to find it. Unclaimed articles are turned in to the hospital's Security Department.



Patient/Family Concerns

If you or your family have any concerns or problems at any time, please reach out to the charge nurse or nurse manager on the unit. If your concerns are still not resolved, please contact Patient Relations at (585) 341-9673 and ask to speak with one of our Patient Relations Representatives.

Patient and Family Relations (585) 341-9673

Patient and Family Relations provides a central location for patients and their loved ones to voice their opinion about any aspect of hospital care or services. Our team can help you and your loved ones with questions, requests, complaints, or grievances. We can also explain hospital policy and procedures, and take appropriate steps to see that your rights as a patient are respected.

Our team is trained in managing the issues that can have an impact on the quality of the patient experience. We are also available to educate patients and your loved ones about advance directives and address any ethical concerns that may arise during a patient's stay.

Ethics Consultation

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 healthcare 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 healthcare team can follow your preferences if you become too ill or incapacitated to participate in healthcare decisions)
- Informed consent

You can arrange for an ethics consultation through your physician, nurse, or another member of your healthcare 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.

Your Safety

Preventing Falls

Your safety is our top priority. For your protection, we strive to make every effort to prevent falls during your hospital stay. This includes placing your call button within reach, helping you get out of bed, and taking you for walks on the unit. If you are at risk of falling, we will take extra precautions. You will receive instructions on preventing falls that are important for you to follow.

You may be at higher risk for a fall in the hospital due to the new, unfamiliar environment and medications that may be newly prescribed for you. Many patient falls occur when a patient attempts to walk to the bathroom without assistance.

Do not attempt to walk to the bathroom alone. Please call for assistance.

Help Prevent Falls

- Call for help before getting out of bed or a chair
- Keep your call button close to you; let us know if you cannot reach it
- Wear hospital-provided, non-skid socks or your shoes when you walk around
- Check that the brakes are locked before getting in or out of a wheelchair
- If you wear eyeglasses, make sure they are on before you get out of bed
- Follow staff's instructions to help prevent falls

Preventing Infections

Preventing infections is very important. There are steps you and your care team can take to prevent infections while you are in the hospital.

Practice Hand Hygiene

Keeping hands clean is the best way to prevent infections in the hospital and at home. All members of your care team are required to clean their hands before and after each time they have contact with you. The care team can use either hand sanitizer or soap and water.

If you are not sure whether a member of your care team has cleaned his or her hands, please ask. They will be glad that you reminded them.

Reporting Patient Safety Concerns

For questions or concerns related to patient safety, you may contact the following departments and regulatory agencies:

Patient and Family Relations

(585) 341-9673

patientrelationshh@urmc.rochester.edu

NYS Department of Health (DOH)

(800)-804-5447

The Joint Commission

www.jointcommission.org/report_a_complaint.aspx

Centers for Medicare & Medicaid Services (CMS)

Livanta Beneficiary and Family Centered Care

Quality Improvement Organization (BFCC-QIO)

(866) 815-5440

TTY: (866) 868-2289

IPRO: Island Peer Review Organization

(800) 648-4776

Individuals who are deaf or hard of hearing, please provide information through New York Relay Service at (800) 662-1220.

Security

The Security Department monitors the hospital premises seven days a week, 24 hours a day. In addition, the hospital has a security screening process at visitor entrances, and anyone entering the hospital will be asked to show identification. Special security measures in the maternity areas provide further security for newborns during their stay in the hospital.



Patient Rights & Responsibilities

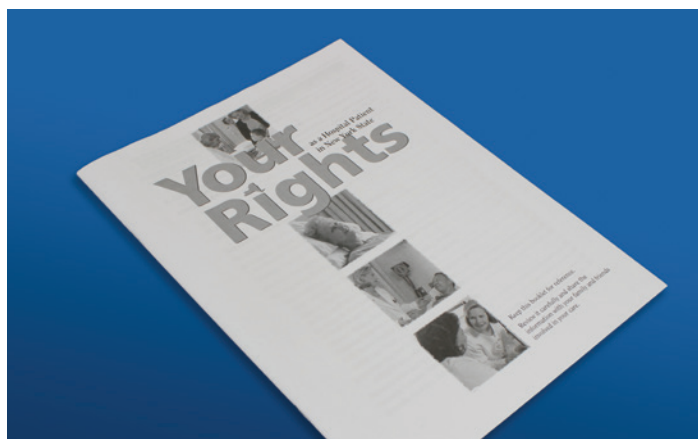
Highland Hospital is committed to providing our patients and their loved ones with their rights and responsibilities.

Your Rights as a Hospital Patient

You have certain rights and protections as a patient guaranteed by state and federal laws. These laws are designed to help promote the quality and safety of your hospital care. The hospital does not discriminate against any person on the basis of race, color, national origin, ethnicity, culture, disability, age, sex, religion, socioeconomic status, sexual orientation, gender identity or expression, source of payment, or any other characteristic protected by law, in admission, treatment, or participation in its programs, services, and activities.

Highland Hospital is committed to providing our patients and their loved ones with their rights and responsibilities. Please review Your Rights as a hospital patient in New York State, prepared by the New York State Department of Health, and Patient Rights and Responsibilities, which can be found in the pocket of this guide. This book contains important information about your rights as a patient as well as advance directives. Share this material with loved ones and friends involved in your care. If you have a question about your rights or do not understand something, speak to your nurse, doctor, social worker, or Patient and Family Relations representative.

Questions and concerns about rights and responsibilities may be addressed to Patient and Family Relations at: patientrelationshh@urmc.rochester.edu or by calling (585) 341-9673.



Your Responsibilities as a Hospital Patient:

- Follow the treatment plan developed by you and the care team
- Voice any concerns about the treatment plan in a respectful manner for the care team to address
- Treat the hospital staff and other patients with consideration and respect
- Be respectful of the property of other persons and the hospital

Video Recording, Audio Recording, and Still Photography are strictly prohibited in all areas of the hospital.

The following items and behaviors are prohibited at the hospital:

- Alcoholic beverages or other legal recreational drugs (including edibles, etc.) or drug paraphernalia
- Disruptive or violent behaviors
- Audio, video, or still photography of other patients or staff
- Weapons
- Smoking
- Electronic cigarettes
- Tobacco, lighters, and matches
- Illegal drugs

Preparing to Go Home

Discharge Information

Start thinking about plans for your discharge early in your hospital stay. Your care coordinator and social worker will help you and your loved ones arrange an appropriate discharge plan. Each patient has different needs, so we approach the development of all plans with those needs in mind.

When your doctor tells you that you are ready to go home, your nurses will discuss ongoing care with you or your support person. For your convenience, prescription orders will be sent to our pharmacy and they will be delivered to your room prior to being discharged. (Any refills can easily be sent to your “home” pharmacy.) Alternatively, you can request that the discharge prescription be sent to your home pharmacy.

You will also receive a written discharge plan that describes the arrangements for any future care that your doctor may order after discharge and a list of the medications that you will need to take at home. You may not be discharged until the services required in your written discharge plan are secured or the hospital determines they are reasonably available. You also have the right to appeal your discharge plan.

As you make arrangements to leave the hospital, please note that the target discharge time is before 10 am. Patients are responsible for arranging their own discharge transportation.

Your Checklist for Discharge

Your care team wants everything to be in place when you are ready to leave the hospital. Use this checklist to make sure you have all the information you need before you go home.

- I have my doctor’s phone number
- I have an updated list of all my medications
- I have all the equipment and supplies I need
- I have reviewed and understand all discharge instructions
- I know who to call to set up my follow-up appointments or I have all my follow-up appointments set up already
- I have the name and phone number of the person to call if I have any questions during my first week home
- I have transportation home from the hospital

In addition, answering the following questions will help you have a smooth transition home.

- Do I have clean, comfortable clothes to wear?
- Do I have keys to my home?
- Is there food for me to eat at home?
- Is it the right food for my diet?
- Do I need someone to help me at home?
- If needed, have all arrangements been made?
- What else should I ask my doctor, nurse, or therapist?

Parking is complimentary on the day of discharge when you show your discharge papers.



Discharge medications can be brought right to your room. Ask your nurse about this!

Post-Discharge Information

Patient Satisfaction Survey

After your discharge, you may receive a Patient Satisfaction Survey. The survey will ask about your stay in the hospital. Please take a moment to complete and return this survey, which is very important to us. Your participation will help us take steps to improve the hospital experience for our patients and their loved ones.

Billing

Your hospital bill should reflect all of the hospital services you received during your stay. Charges fall into two categories:

- A basic daily rate, which includes room, meals, nursing care, and housekeeping
- Charges for special services or procedures, which include the operating room, recovery room, and/or items your physician orders for you, such as X-rays or laboratory tests
- Hospitals are required by law to make information available about their standard charges for the items and services they provide. To obtain information about the hospital's charges, visit us at www.urmc.rochester.edu/pay-bill/cost-estimates-and-pricing.aspx

Insurance and Related Information

Highland Hospital is a participating provider in many health plan networks. You can find a list of the plans in which we participate located in the pocket of this book. Some health plans use smaller networks for certain products they offer so it is important to check whether we participate in the specific plan under which you are covered. Our list will tell you if we do not participate in all of a health plan's products.

All insured patients should familiarize themselves with the terms of their insurance coverage, including self-insured plans, commercial insurance carriers,



HMOs, Medicare, and Medicaid. This will help you understand which hospital services are covered and what your responsibilities for payment are, if any. You should also bring copies of your insurance cards with you to the hospital. The hospital is responsible for submitting bills to your insurance company for hospital services and will assist you in expediting your claim. You may receive a bill from the hospital for any deductible/copay/coinsurance or non-covered items indicated in the Explanation of Benefits received from your insurance company. If you have any questions regarding your insurance coverage, please call the telephone number indicated on your billing statement.

If you are uninsured, you will be responsible for payment of your hospital bill unless you are eligible for and receive coverage from other payment sources. Highland Hospital offers assistance to patients who do not have insurance or are underinsured to determine whether there may be other sources of payment, such as Medicaid, Workers' Compensation, No-Fault, COBRA benefits, or Financial Assistance, available to cover hospital services rendered here.

Financial Assistance

Highland Hospital has a long-standing policy to assist patients who receive healthcare services at our hospital and are in need of financial aid, regardless of race, color, national origin, ethnicity, culture, disability, age, sex, religion, socioeconomic status, sexual orientation, gender identity or expression, source of payment, or any other characteristic protected by law. If you have a financial obligation to Highland Hospital and believe you cannot afford to pay, the hospital has a Financial Assistance policy that can assist qualified patients. Information regarding eligibility for Financial Assistance and the application process are available by calling (585) 784-8889, or can be obtained online at www.urmc.rochester.edu/pay-a-bill/financial-assistance/highland-hospital-financial-assistance.



Contact Information

Billing Inquiries:
(585) 758-7650

Financial Assistance Inquiries:
(585) 784-8889
www.urmc.rochester.edu/pay-bill/financial-assistance.aspx

Medical Records:
(585) 275-2605

Health Information Management
601 Elmwood Ave.
Box 616
Rochester, NY 14642

To request hospital medical records, patients should complete the *Authorization For Release Of Health Information Pursuant to HIPAA*. This form is available in English and Spanish on the hospital's website at www.urmc.rochester.edu/health-information-management/roi-forms.aspx or by calling the number above.

For assistance in completing the form, please contact the office Monday through Friday, 9 am to 4 pm.

FOR PATIENTS PAYING BY CREDIT CARD ONLY:

About Credit Card Usage: In accordance with New York State law, we are required to notify patients of the risks of paying for medical services with a credit card. Medical bills paid by credit card are not considered medical debt. By paying with a credit card, patients forego the federal and state protections available for medical debt, including prohibitions against wage garnishment and property liens, prohibition against reporting medical debt to credit bureaus, and limitations on interest rates.

NOTE: This does not apply to debit cards or Health Savings Account (HSA) cards.

Age-Friendly Health System

Highland Hospital is honored to be recognized as a Level 2 Age-Friendly Health System “Committed to Care Excellence” by the Institute for Healthcare Improvement. This designation reflects our commitment to delivering exceptional care to older adults and their families at every interaction. Our approach is guided by the principles of the “4Ms”: Mobility, Medication, Mentation, and What Matters.

We continuously strive for improvement in our program, actively focusing on the following areas throughout your stay:

Mobility

We are dedicated to facilitating safe movement while helping patients achieve their highest possible level of mobility.

Medication

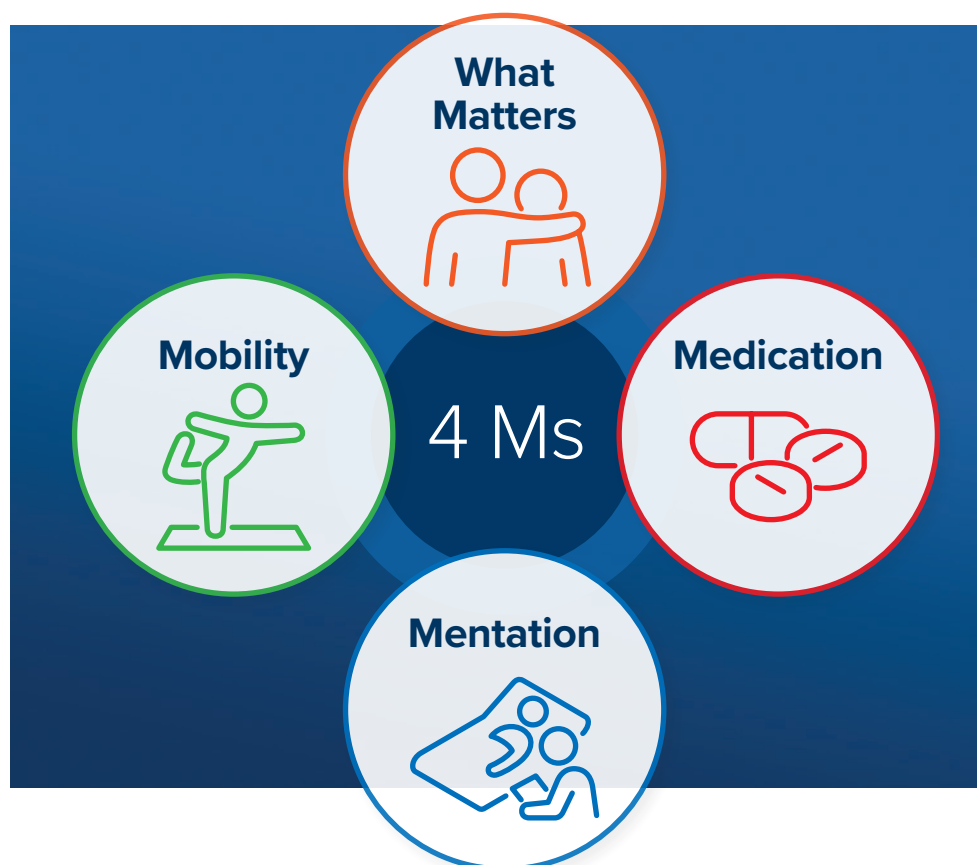
We emphasize the use of age-friendly medication that do not conflict with other aspects of care, aiming to minimize the total number of prescriptions when appropriate.

Mentation

Our team conducts thorough screenings and provides treatment for issues related to depression, delirium, and dementia.

What Matters

We prioritize aligning care with your health goals and preferences, while considering what is significant for you and your family in developing an effective treatment plan.



Visitor Information

We appreciate the important role your family and loved ones play in your care and the healing process. Still, for the comfort of other patients, we ask that you limit the number of visitors. All visitors, including family members, must pick up a visitor ID badge from the information desk at the main lobby entrance and wear it in the hospital.

Visiting Guidelines

Visiting guidelines change from time to time. They can be found at urmc.rochester.edu/highland

Quiet Hours

Quiet hours are 8 pm to 7 am.

At 8 pm, we begin observing quiet hours. Everyone on the unit is asked to speak softly and place cell phones on vibrate.

Parking

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

Visitor Belongings

Visitors are responsible for keeping cell phones, computers, and other belongings in their presence at all times. For infection control or safety reasons, some units may have special considerations as to which items may be brought into a patient's room. Please check with the nurse.

Information Desk (585) 341-6874

The Information Desk, located in the lobby of the hospital's main entrance at 1000 South Ave., can provide directions and information to patients and visitors.

Gift Shop (585) 341-8040

The Gift Shop is located just beyond the main lobby. It offers a wide selection of items, including flowers, toiletries, cards, snacks, beverages, and an extensive assortment of gifts.

Balloons/Flowers

For the health and safety of our patients, latex balloons are prohibited in the hospital. Silk flowers are preferred over real flowers, as real flowers pose an allergy risk to some patients. Flowers (fresh cut, and dried arrangements) are prohibited in the intensive care units, recovery rooms, operating rooms, Newborn Nurseries, the Labor and Delivery Unit, as well as oncology unit.

Pharmacy

The Pharmacy is located just off of the main lobby. We conveniently deliver prescriptions right to the patient's room prior to discharge.

ATM

An ATM machine is located just off the main lobby by the Pharmacy.

Places to Eat

There are several places to have a meal or snack within the hospital.

Cafeteria

The cafeteria is located on Level 1. Take the Orange, Blue or Gold elevator and follow the signs. A variety of breakfast, lunch, and dinner offerings are available.

Coffee Shop

The coffee shop is located on Level 2 just past the main lobby. In addition to coffee, the shop offers salads, sandwiches, and desserts.

Vending Machines

Vending machines are available near the cafeteria and Intensive Care Unit.

Public Restrooms

Gender neutral restrooms are located throughout the hospital. Most restrooms are handicap accessible.

For hospital infection control purposes, bathrooms in patient rooms are for patient use only.

No Smoking Policy

Highland Hospital is a completely smoke-free environment – indoors and outdoors. Smoking, including the use of electronic or other similar vapor-producing devices, is prohibited in hospital buildings, at entrances, on all outside grounds, and in gardens, courtyards, and parking facilities.

Easy Access



Highland Hospital Homepage



Your Hospital Stay



MyChart



Social Work



Visiting Information



Hospital Services



Patient Experience



Palliative Care Team



Helpful Phone Numbers

Phone calls made from a hospital phone are free of charge.

Administration	(585) 341-6711
Admitting.....	(585) 341-6278
Billing Office.....	(585) 758-7650
Chaplain	(585) 341-6890
Ethics Consultation Services	(585) 341-6718
Financial Assistance Office	(585) 784-8889
Gift Shop	(585) 341-8040
Highland Foundation	(585) 275-1792
Infection Prevention	(585) 341-0856
Lodging	(585) 275-7581
Medical Records.....	(585) 275-2605
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



**Thank you for choosing
Highland Hospital.**

We’re here to support you every step of the way. If you have questions or need assistance, please don’t hesitate to reach out.