

## 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, Rm. 1-1450

### How do I get in touch with a social worker?

The social work department is open Monday through Friday from 8:30 a.m. to 5:00 p.m. To find out who your social worker is, ask your medical team or contact the social work department at (585) 275-2851. Additionally, you may 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

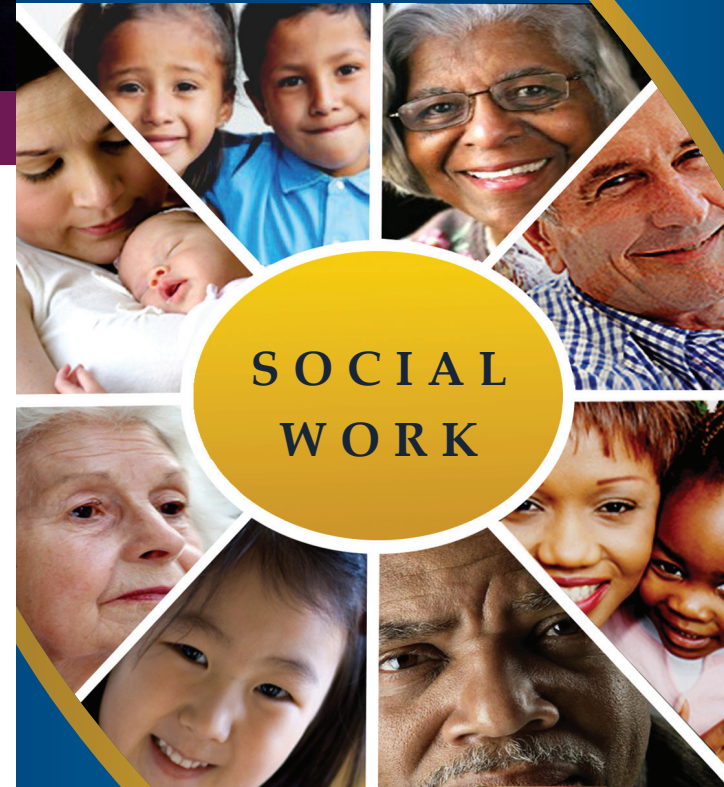
Our mission is to enhance positive outcomes for our patients and their families, the University of Rochester Medical Center staff, providers, students and for members of our community.

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  
RM. 1-1450  
P. O. Box 650  
Rochester, NY 14642  
Phone: 585-275-2851

[www.urmc.rochester.edu/social-work](http://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

Women's Health

Interpreter Services are available  
To request Interpreter Services  
Please Call 275-4778

## 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 (Psychiatry only)



## CONTACTS

### MAIN OFFICE LOCATION

Strong Memorial Hospital Room 1-1450

### HOURS

Monday – Friday 8:30 a.m.- 5:00 p.m.

### PHONE

(585) 275-2851

For *emergency* assistance after 5 p.m.  
please call (585) 275-2121 and ask to  
speak with a Social Worker

### WEBSITE

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

[www.urmc.rochester.edu/social-work](http://www.urmc.rochester.edu/social-work)

### OTHER HELPFUL TELEPHONE NUMBERS

Patient Information: 275-7575

Hotel & Lodging: 275-7581

Parking: 275-4524

Spiritual Care/ Chaplaincy Services: 275-2187

Homecare Liaison Nurses: 275-2851

### Non-Urgent Needs:

Dial “211” for the Finger Lakes Regional  
Referral & Information Center