
Helpful Information for Patients



Faxton Campus • 1676 Sunset Avenue, Utica, NY 13502
St. Luke's Campus • 1656 Champlin Avenue, Utica, NY 13502
(315) 624-6000 • www.faxtonstlukes.com

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Patient's Responsibilities

The safety of our healthcare delivery is enhanced by the involvement of you and/or your family members. Faxton St. Luke's Healthcare has identified patient responsibilities to help ensure that you and/or your family are partners in the health care process. Responsibilities for you and/or your family include:

1. Providing Information

Providing, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters related to you or your family member's health, such as advanced directives. You and/or your family are responsible to report any perceived risks in care and unexpected changes in your condition. This will help Faxton St. Luke's Healthcare improve its understanding of the patient environment by providing feedback about services needed and expectations for care.

2. Asking Questions

Asking questions when you and/or your family do not understand what they have been told about care. Questions should also be asked if you and/or your family are not clear in your/their role and expectations.

3. Following Instructions

Following the care, service or treatment plan developed. You and/or your family should express any concerns that you and/or they have regarding ability to follow and comply with the proposed care plan or course of treatment. Every effort is made to adapt the plan to your specific needs and limitations. When such adaptations to the treatment plan are not recommended, you and/or your family are responsible for understanding the consequences of treatment alternatives and of not following the proposed course of therapy.

4. Accepting Consequences

Understanding and accepting the consequences of outcomes if the care, services or treatment plan is not followed by you or your loved one.

5. Following Rules and Regulations

Following the hospital's rules and regulations concerning your care and patient conduct such as infection control policies and visiting hours for friends and family members.

6. Showing Respect and Consideration

Being considerate of the hospital's personnel and property. You and/or your family are also responsible for being considerate of other patients, helping control noise and disturbances, following smoking policies and respecting the property of others.

7. Meeting Financial Commitments

Providing correct information for billing and promptly meeting any financial obligation agreed to with the hospital.

Advance Directives Policy Statement Summary

- I.** Faxton St. Luke's Healthcare acknowledges the patients' rights to give directions regarding his/her medical care via an Advance Directive. An Advance Directive means a type of written or oral instruction relating to the provision of health care, when an adult becomes incapacitated, including but not limited to, a health care proxy, a living will and a Do Not Resuscitate Order or Medical Orders for Life Sustaining Treatment (MOLST).
 - A.** Upon admission, inpatients will be provided with "Your Rights as a Hospital Patient in New York State" Patients' Handbook, which includes:
 1. Patients' Bill of Rights
 2. Planning in Advance for Your Medical Treatment
 3. Deciding about CPR: Do-Not-Resuscitate (DNR) Orders—A Guide for Patients and Families (Q & A)
 4. Appointing Your Health Care Agent—New York States' Proxy Law
 5. Health Care Proxy Form
 - B.** Upon presentation to outpatient services, patients will be provided with a copy of the Patients' Bill of Rights. The following will be available for distribution at each outpatient/registration location:
 1. Planning in Advance for Your Medical Treatment
 2. Deciding about CPR: Do-Not-Resuscitate (DNR) Orders—A Guide for Patients and Families (Q&A)
 3. Appointing Your Health Care Agent—New York States' Proxy Law
 4. Health Care Proxy Form
 - C.** If you wish further information regarding Advance Directives or patients' rights, you may contact the case management staff Monday through Friday 8am - 4pm, and/or the nurse manager/charge nurse on the unit.

Your Comfort Is Our Concern

When you receive healthcare with us, we want you to know a few things.

**Pain is an important concern to us. If you have pain, remember:
“Use your energy to recover or to fight the disease, not to fight the pain”**

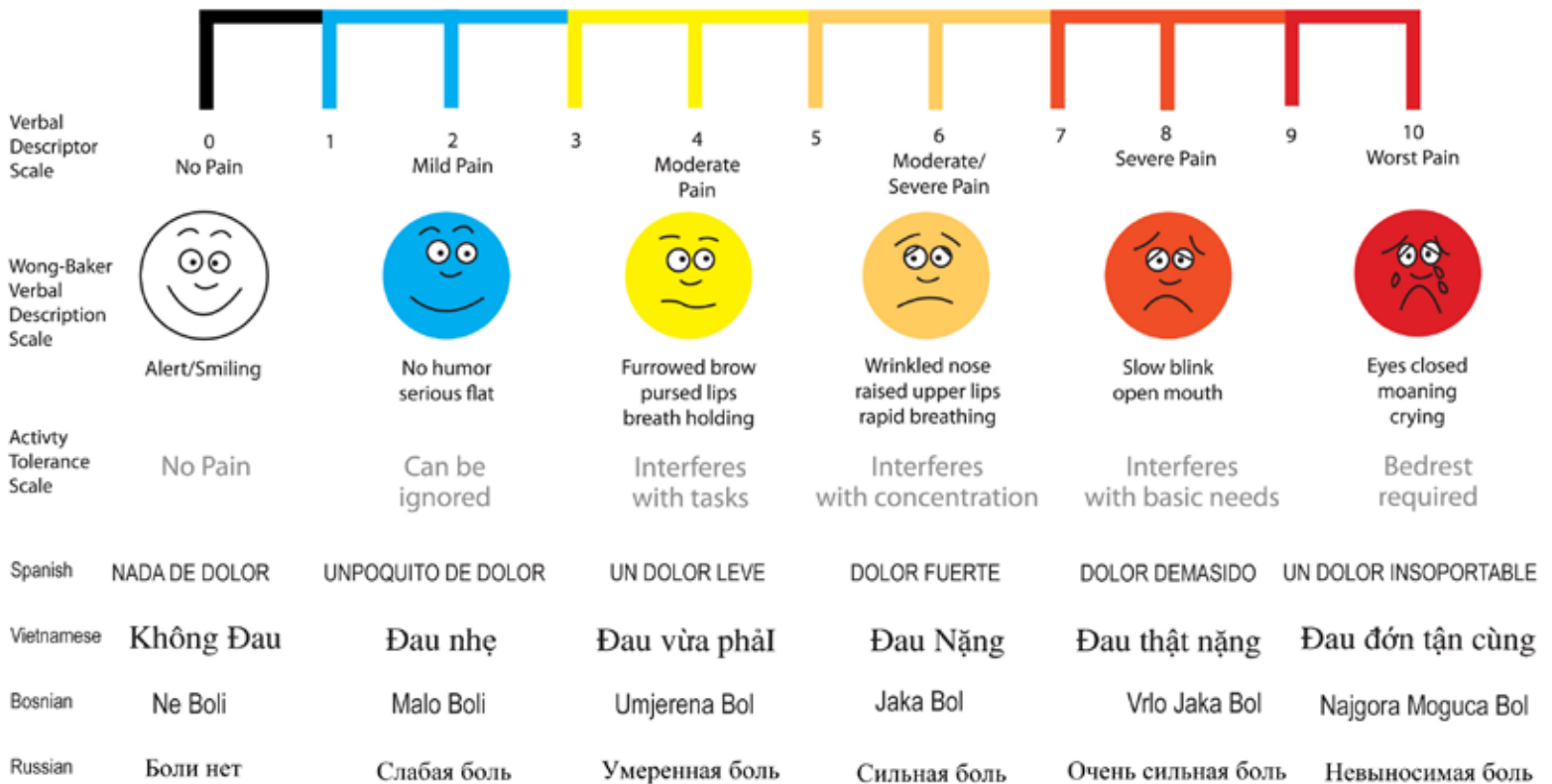
1. PAIN CAN BE CONTROLLED, usually with pills.
2. We will keep working with you to treat the pain until it is managed.
3. If you believe there is BENEFIT from suffering with pain, please talk to your health care team. It is generally believed that pain is BAD for your health.
4. If your first treatment does not work, we have MANY other options.
5. Strong medicines, such as morphine, are often used.
 - Addiction is very rarely a concern.
 - If you have been a heavy drinker or you have had problems with drugs, tell your doctor or nurse and they can plan your care.
 - If you take medicine now, it will still work later if you need it. Pain medicines do not stop working if you take them for pain over a period of time.
6. COMMUNICATION with your doctor, nurse, or other health care provider is essential.
 - We cannot know what your pain level is (please see reverse side).
 - We depend on you to tell us how much pain or discomfort you have and how your treatment is working.
 - Tell us about problems with pain or treatment.
7. After Discharge
 - Use numbers, words or bring a checklist to your appointment to tell us how your treatment is working.
 - Bring a list of your concerns to your appointment so we can discuss them.

Pain Management Patient Rights

Patients of all ages at Faxton St. Luke's Healthcare have the right to do the following:

- Express your pain and have that expression accepted and respected as the most reliable indicator of pain.
- Have your pain assessed systematically and thoroughly.
- Have your pain managed according to the most currently accepted practices.
- Receive a prompt response to your unrelieved pain.
- Be informed and involved in all decisions regarding all aspects of your pain care.

Universal Pain Assessment Tool



Human Immunodeficiency Virus (HIV) Confidentiality

Faxton St. Luke's Healthcare (FSLH) complies with New York State regulations concerning confidentiality of patient medical information. HIV information is certain medical information that must have a special consent to be released. HIV information is identified as any information that shows a person:

- Had an HIV-related test (such as a HIV antibody test, PCR test, CD4 test for HIV, viral load test or other test);
- Has HIV-infection, HIV-related illness, or AIDS;
- Has been exposed to HIV; or
- Has one of these conditions, including information on the individual's contacts.

Under what conditions can HIV-related information be disclosed and/or accessed by hospital staff?

Generally, HIV-related information can only be disclosed if the person signs an approved HIV release form. The Department of Health form, HIPAA Compliant Authorization for Release of Medical Information and Confidential HIV Related Information (DOH 2557), is used for this purpose. This form allows the release of both non-HIV and HIV-related information.

Under what circumstances can HIV-related information be disclosed or accessed by hospital employees without an approved HIV release form?

1. For medical treatment:
 - Medical professionals working on the treatment team with the person's existing provider may discuss a patient's HIV-related information with each other or with their supervisors, but only to give necessary care. A general release is needed to disclose medical information to a provider who is not affiliated with the person's current medical provider
 - With a general release, a hospital or health care provider may share HIV-related information with a patient's insurance company if the information is needed to pay for medical care.
 - Medical personnel and certain other supervisory staff may have access to HIV-related information to provide or monitor services if the person is in jail or prison or is on parole.
 - Disclosure may occur without consent in certain cases of on-the-job exposure to HIV when all criteria for exposure have been met
 - Parents or guardians of a minor or individuals who are legally authorized to provide consent can be given HIV-related information about the person if it is necessary to provide timely care, unless it would not be in the person's best interests to disclose the information.
2. To monitor health care and disease prevention:
 - Health care facility staff and committees, oversight review organizations, or government agencies that are authorized to have access to medical records may be given HIV-related information when it is needed to supervise, monitor, or administer a health or social service
 - Known partners of an HIV-positive person must be notified that they have been exposed to HIV by a physician or public health officer
 - Public health officials may have access to this information when required by law (such as HIV/AIDS case reporting to monitor disease trends and plan prevention programs).

3. Other circumstances:

- Authorized agencies that work with prospective adoptive or foster parents may have access to this information
- A judge can issue a special court order that requires release of HIV-related information. HIV-related information cannot be released in response to a subpoena issued by an attorney.

As providers of health care, FSLH is required to provide trainings in HIV Confidentiality for appropriate staff. All New York State providers of health and human services who are authorized to receive HIV-related information about individuals are required, by Public Health Law, Article 27-F, to maintain policies that regulate the protection of HIV-related information, including the provision of training. Staff members who, in the course of their duties, handle or see such information receive training on their legal obligations with regard to HIV-related information about individuals. The training includes:

- What constitutes HIV-related information about a person
- To whom this information may be passed with and without documented permission from the individual
- To whom it may not be passed at all
- Special confidentiality considerations with regards to electronic records.

Organ and Tissue Donation

Some Facts You Should Know:

- There is a critical shortage of organ and tissue donors. Currently there are over 50,000 registrations on the national waiting list for a life saving organ transplant. Every 18 minutes, a new name is added to the list, and every day eight to ten Americans will die because an organ was not donated in time to save their life.
- Donors can range from newborn to over 80 years of age.
- By enrolling in the Donate Life Registry, you are giving legal consent for the recovery of your organs, tissues and eyes for the purposes of transplantation and research at the time of your death. For more information, call an organ procurement organization or the New York State Organ and Tissue Donor Registry at 1-866-NYDONOR (1-866-693-6667).
- There is no cost to the family to donate organs or tissue.
- The donation will not delay or interfere with funeral services.
- The vast majority of religions (Protestantism, Judaism, Catholicism, Mormons, Adventists, etc.) support organ and tissue donation. If you have any questions, please speak to your clergy about your faith's position.
- Vital organ donation is considered only when all efforts to save the patient's life have failed, and the patient becomes brain dead. Tissues such as corneas, bone, skin, heart valves and veins can be donated up to 24 hours after death occurs.

Here Is How You Can Help:

- Transplantation is the only life-saving cure for end stage organ failure. About 90% of all transplant recipients regain their health completely, and can return to work or school, marry, and even have children!
- Donated organs are matched to recipients through a national computer registry coordinated by the United Network for Organ Sharing in Richmond, Virginia. Blood group, height, weight, degree of medical urgency and proximity to the donor hospital are factors that determine who receives a particular organ, and the timing of the donation. Money, celebrity, social status or political connections are not taken into consideration as part of the matching process. Priority is given to quickly transplanting children under the age of 18, because the longer they wait the greater the potential for long term physical and emotional damage.
- Organ transplantation was first performed in the 1950's. New technologies and drugs have resulted in the near doubling of heart, liver, kidney and lung transplant surgeries in recent years.
- Almost 450,000 people, each year, benefit from some form of tissue transplantation. At any given time, according to the Eye Bank Association of America, about 4,000 people are waiting for a cornea transplant to restore their sight.
- All medical and surgical costs associated with organ donation are covered by the recipient's private insurance, or by Medicare, never by the donor family.

For more information, or a donor card, please contact:

**Center for Donation and Transplant
218 Great Oaks Blvd.
Albany, New York 12203**

Services at Faxton St. Luke's Healthcare

Food Service

The Recovery Room Café (St. Luke's Campus) – located on the ground floor of the St. Luke's Campus, is open from 6am to 7:30pm, Monday through Friday and 6am to 7pm on Saturday and Sunday. It is also open from 1am to 4am seven days a week for your dining pleasure.

The Sunset Café (Faxton Campus) – located on the ground floor of the Faxton Campus, is open Monday through Friday from 6am to 4pm and is closed on Saturday and Sunday.

Flowers

Flowers sent to you will be delivered by hospital volunteers at the St. Luke's Campus. Flowers are not permitted in the Critical Care Unit since all space is utilized for patient care and equipment. Fresh floral arrangements may be purchased from a showcase through the Gift Shops.

Patient Information and Message Service

If your family and friends would like to leave a message for you or to check on your progress, they may call the Patient Information Service at 624-6075. Detailed medical information is considered confidential, and may be obtained only from your doctor.

Friends and family can also send you an e-mail message by visiting www.faxtonstlukes.com and it will be delivered to you. This service is supported by our Faxton St. Luke's Healthcare Volunteer Association.

Lost & Found

Faxton St. Luke's Healthcare is not responsible for items of value that are left in your room. Any articles left by a patient upon discharge are turned over to the Lost & Found. Call the St. Luke's Campus Lost & Found at 624-6146 or the Faxton Campus Lost & Found at 624-5212.

Mail

If you receive mail while a patient at Faxton St. Luke's Healthcare, it will be delivered to you in the morning.

Our mailing address is:

Faxton St. Luke's Healthcare

PO Box 479

Utica, NY 13503 - 0479

Private Duty Nurses

Should you wish to retain the services of a private duty nurse, an up-to-date listing of approved agencies is available from Case Management Services. This service is not associated with the health system, and arrangements for payment must be made with the agency.

Spiritual Care

Spiritual care is provided at each campus. Holy Communion and the Sacrament of Reconciliation are available upon request. A directory of patients is available for visiting clergy to consult on their visits to the hospitals. Spiritual Care phone numbers for each campus are: Faxton Campus - 624-5545 and St. Luke's Campus - 624-6218.

Television Service

Television services are available in each patient room free of charge. This free service is made possible through a gift from the Faxton St. Luke's Volunteer Association.

Telephone Service

Private telephone service is available at your bedside and local service is free. There is a charge for long distance service and the charge is not included on your regular hospital bill. Cell phones are allowed in designated areas.

Free Wireless Internet

Wireless internet is free for patients and visitors. Laptops that are wireless enabled will have a pop-up appear when you are within range of our wireless network located inside the hospital. The network is "FSLH_Guest_Wireless" and the password you should use is "fslwirelesspw". Our wireless is 128-bit WEP Security.

Smoking

Recognizing that smoking is the most significant, avoidable cause of death in the United States, Faxton St. Luke's Healthcare has adopted a Clean Air Policy that strongly discourages smoking and **prohibits** it within the hospital facilities and on the hospital campus.

For your health and well being, if you smoke, please stop. While you are a patient in the hospital, we have various ways to help you cope. Your provider can order nicotine gum, patches or other medications if appropriate for your care. Please discuss this with your physician. Nutritional Services also has a smokers plate that you may find helpful as well. Respiratory Therapy has brochures and other educational materials. Your nurse can contact any of these people during your stay if you wish.

TriCounty Quits is a program of The Regional Cancer Center at Faxton St. Luke's Healthcare that is designed to help smokers take control and regain power over their health and their lives. Programs start each month. Sessions begin promptly at 6:30pm and are generally concluded by 8pm. The program rotates throughout Utica, Oneida and Rome locations. **Call (315) 624-5639 for more information on the TriCounty Quits program.**

Quality and Safety Concerns or Complaint Resolution

The hospital welcomes your suggestions for improving the quality and safety of our buildings and the care provided. If you have concerns or recommendations about quality of care or safety please contact the office of Quality Management at 624-6693. You may also report your concerns or suggestions directly to our accrediting body at Det Norske Veritas (DNV) at 1-866-523-6842 or e-mail at hospitalcomplaint@dnv.com.

We at Faxton St. Luke's Healthcare, strive to provide you and your family members with the best, most compassionate healthcare possible. Sometimes we may not live up to your expectations or we may fail to provide for your needs. When we do, we would like the opportunity to rectify the situation. We cannot fix something if we do not know what needs fixing.

If you have a question or concern about your care and treatment do not hesitate to discuss your concerns with your physicians or nurses. If you do not feel you are being heard, please contact the unit charge nurse or Nurse Manager for assistance. Each shift is also staffed with a Hospital Supervisor who may be contacted through any staff member or through the hospital switchboard operator. He/she will be able to provide further information and referral.

Finally, if you still feel that you would like further follow-up, you may contact the office of Quality Management at 624-6693 during regular business hours (8am - 4pm) Monday through Friday. The Hospital Supervisor can contact the Administrator On Call during off hours, holidays and weekends if your concerns require immediate intervention.

If you remain dissatisfied with any aspect of your care and treatment, you may also contact:

New York State Department of Health
Mailstop: CA/DCS
Empire State Plaza
Albany, New York 12237
(800) 804-5447

Ethical Concerns

We recognize that from time to time, conflicts will arise among those who participate in patient care decisions. Whether this conflict involves members of Administration, Medical Staff, nurses, other employees, the Board of Directors, other patient caregivers, families or the patient, we seek to resolve all conflicts fairly and objectively and attempt mutual satisfaction. In issues of patient care, it is strongly recommended that appropriate members of the health care team discuss and attempt to resolve all issues. If necessary, a meeting of the Ethics Committee of the Medical Staff will be convened to consider the matter. If you would like to have an Ethics committee consider an issue of concern to your care and treatment, you (or your family members) can contact the Hospital Supervisor who will arrange for a referral to the Ethics committee.

Individual Notice

Notice Of Availability Of Uncompensated Services

Faxton St. Luke's Healthcare is required by law to give a reasonable amount of its service without charge to eligible persons who cannot afford to pay for care.

Uncompensated services are limited to eligible persons needing care who are unable to pay for hospital services rendered in the acute inpatient and skilled nursing inpatient portion and all outpatient services performed on the immediate hospital grounds connecting to the main portion of the facility.

To be eligible to receive uncompensated services, your household income, including wages, pensions, social security, etc. must be at or below the following levels.

Size Of Family	Poverty Guidelines
1	\$ 35,010
2	47,190
3	59,370
4	71,550
5	83,730
6	95,910
7	108,090
8	120,270

For family units with more than eight members add \$4,060 for each additional member.

If you think you may eligible for uncompensated services, you may request them at the Credit/Collection Department at (315) 624-5170, (315) 624-5129, (315) 624-5132 or (315) 624-5123. Faxton St. Luke's Healthcare will make a written condition or final determination of your eligibility for uncompensated services within two working days following a pre-service request; or by the end of the first full billing cycle following a post service request.

Faxton St. Luke's Healthcare Visitation Guidelines

We understand the desire for family members, significant others and friends to be nearby when a loved one is in the hospital. Visitation guidelines are necessary to provide the best environment for patient care, recovery, and safety. Please assist us in "the Healing Process" by following these guidelines:

- The number of visitors permitted at any given time is limited to two, but exceptions can be coordinated with the charge nurse or designee.
- Keep visits brief and positive. Short visits are preferred since many patients need rest as part of their recovery.
- If children are under 12, they must be accompanied by an adult and visits should be limited to designated waiting areas. Any other exceptions must be coordinated through the Charge Nurse.
- Please respect other patients' privacy.

Visiting Hours	<p>St. Luke's Campus AC 1, AC 2, AC 3, 6th floor and Pediatrics Visiting hours are 8am to 8pm with extended times on a case by case basis. We encourage visitors to be 12 years old or older.</p>
	<p>Maternity Newborn's father or designee may stay with mom at all times if in a private room or no roommate; otherwise visiting hours are 5:30am to 10pm. Open visiting hours from 10am to 2pm and 4pm to 8pm.</p> <p>Labor and Delivery Visitors limited to two per patient, designated, non-interchangeable and over the age of 16 while patient in labor/delivering.</p>
	<p>Psychiatric Unit Daily 6pm to 8pm/Weekends and holidays 1pm to 5pm; no age restriction for visitors.</p>
	<p>Critical Care Units (CCU and ICU) Visiting hours are 8am to 8pm with extended times on a case by case basis. We encourage visitors to be 12 years old or older.</p>
	<p>Emergency Department A pass system will be used to control the number of visitors in the clinical area. Exceptions only at the discretion of the medical and nursing staff.</p>
	<p>Outpatient Areas (Ambulatory Surgery and Endoscopy) One to two visitors per patient. We encourage visitors to be 12 years or older.</p>
	<p>For patient safety, visitation is generally not allowed on the following units: Dialysis and Post Anesthesia Care Unit (PACU)</p>
	<p>Center for Rehabilitation & Continuing Care Services Intensive Rehabilitation Unit Visiting Hours are 4pm to 8pm on Monday through Friday, 8am to 8pm on Saturday and Sunday with extended times on a case by case basis. We encourage visitors to be 12 years old or older.</p>

How To Be An Active Participant In The Patient's Healing Process

- Please remember that we consider you to be a member of our treatment team. Our healthcare professionals are proud of the quality medical and nursing care they provide. The emotional support and encouragement you provide is equally important to the patient.
- As you may be aware, governmental regulations do not allow healthcare personnel to release information about our patients to anyone without the patient's permission, so we must be very careful and only share information with those the patient has designated. We recommend that the patient and family agree on a spokesperson to communicate with our staff and share information with other family members.

How You Can Help

- Assist with meals • Participate in the patient's discharge planning • Maintain communication with all other family members

If you have any questions regarding our visitation guidelines, please ask the charge nurse or designee.

New York State Department of Health
Mailstop: CA/DCS
Empire State Plaza
Albany, New York 12237
(800) 804-5447

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