

Westchester Medical Center

Patient Guide



**Westchester
Medical Center**

Westchester Medical Center Health Network

Welcome

Dear Patients,

Welcome to Westchester Medical Center, a member of the Westchester Medical Center Health Network (WMCHHealth). The information provided in this guide is designed to help you and your caregivers throughout your stay and discharge. You are encouraged to be an active participant in your treatment and recovery process and ask questions when you need information. We are here to make your experience as comfortable as possible. Please let us know how we can help.

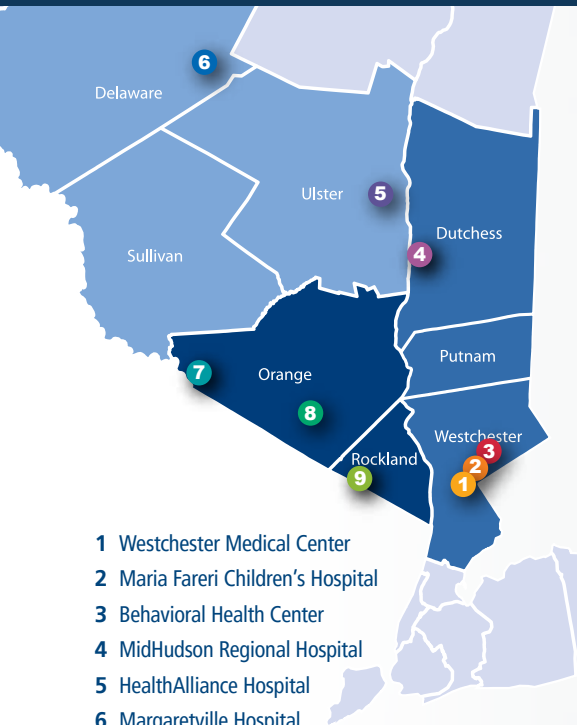
On behalf of the workforce at Westchester Medical Center, thank you for entrusting us with your care.



David Lubarsky, MD, MBA, FASA
President & CEO
WMCHHealth

Special Notice Regarding COVID-19

A safe and effective care environment is our highest priority, and Westchester Medical Center Health Network (WMCHHealth) hospitals and medical practices have undertaken necessary steps to protect our patients and workforce.



- 1 Westchester Medical Center
- 2 Maria Fareri Children's Hospital
- 3 Behavioral Health Center
- 4 MidHudson Regional Hospital
- 5 HealthAlliance Hospital
- 6 Margaretville Hospital
- 7 Bon Secours Community Hospital
- 8 St. Anthony Community Hospital
- 9 Good Samaritan Hospital

About WMCHHealth

Headquartered in Valhalla, NY, the Westchester Medical Center Health Network (WMCHHealth) is a 1,800-bed healthcare system comprised of 9 hospitals on seven campuses, spanning 6,200 square miles in the Hudson Valley. WMCHHealth has a workforce of more than 12,000 and has nearly 3,000 attending physicians who care for more than 381,000 patients annually. Approximately 600 of our providers are employed in one of our two medical groups, which make up WMCHHealth Physicians.

The network includes Level I adult and pediatric trauma centers, and a Level II trauma center; a dedicated burn center; the region's only advanced care children's hospital; an academic medical center; a new, high-tech, and patient-first ambulatory care facility; several community hospitals; dozens of specialized institutes and centers, including comprehensive and primary stroke centers; skilled nursing and assisted-living facilities; homecare services; and one of the largest mental health systems in New York State, along

with a growing telemedicine program that connects Hudson Valley residents with immediate, life-saving care.

WMCHHealth's patient-centered and family-supported environment celebrates diversity and inclusion. Discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression is prohibited.

WMCHHealth Mission

WMCHHealth's vital mission is to provide the highest-quality care for all residents of the Hudson Valley regardless of ability to pay. WMCHHealth will build on its long tradition of delivering the most advanced services in the region by providing a fiscally sound network that ensures access to a coordinated continuum of care for its community. As the region's only academic medical center-led network, WMCHHealth is committed to educating the next generation of caregivers for the Hudson Valley and integrating research to advance treatment, expand knowledge, and improve lives.

Table of Contents

Welcome	Inside Cover	Preparing for Your Discharge	10
About WMCHHealth	Inside Cover	Continuing Your Care with WMCHHealth	10
Safety First	2	Accessing Your Medical Records	11
Our Commitment to Your Care	3	Understanding Your Medical Bills	12
Your Healthcare Team	4-5	Grateful Patients	13
Services for Our Patients		TV Channel Listings	14-15
Dining	6	Phone Directory	16
Internet Access	6	Guide to Preventive Health Screenings, Tests & Immunizations	20-21
Interpreter Services/Hearing and Vision Assistance	6		
Legal Health	6		
Mail	6		
Notary Public	6		
Patient Rooms	6		
Spiritual Health Services	7		
Interfaith Chapel			
Kosher Hospitality			
Muslim Hospitality			
Support Groups	7		
Television	7		
Walgreens Pharmacy	7		
Lost and Found	7		
Services for Visitors and Caregivers			
Patient Privacy	8		
Virtual Visitation	8		
ATM	8		
Concierge Services	8		
Cellphone Use	8		
Dining	8		
Marketplace Café			
Panera Bread Cafés	8		
Vending Machines	9		
E-Greetings	9		
Gift Shops	9		
The Caregiver Center	9		
Parking	9		
Relaxation	9		
Local Lodging	9		



We encourage you to scan this QR Code to share this guide with your loved ones and caregivers.

Safety First

Your safety is our number one goal. We will always do our best to work together to make sure that you receive safe, high-quality care.

Here are ways that you can ensure your safety during your stay.



Fall Prevention

Upon admission, your nurse will assess your risk for falling. If you are at risk for falls, please do not attempt to get out of bed without assistance. Your nurse and care team will create a plan to keep you safe in the hospital.



Medications

Share all information you know about the medications you are taking. Ask your care team about potential side effects of medications.



Hand Hygiene

Please wash your hands with soap and water for 15 seconds after using the bathroom, before eating or after touching anything that might be soiled. Healthcare providers are required to wash or sanitize their hands before and after seeing a patient. Patients and visitors are encouraged to remind the care team members to clean their hands or to wear gloves if they notice that they do not.



Call Bell

Each bed has a call bell connected to the nursing station, through which you can speak to the nurses and care partners. Please use the bell to request help. Our staff will regularly check in to make sure that all your personal needs are met.



Tubes, IV Lines and Catheters

Please do not tamper with, move or remove any tubes, IV lines or catheters that may be attached to you.

Non-clinical staff, patients and visitors are not permitted to reconnect these, and should seek clinical assistance if a problem develops.



Electrical Appliances

Electrical appliances are not permitted in patient rooms.



Valuables

Please do not bring valuables with you and limit the number of personal belongings to be kept in your room. We are not responsible for your personal belongings.



Rapid Response Team

If you or your loved one recognizes a sudden worsening condition during your hospitalization, we encourage you to speak up for safety and notify a staff member to call for a Rapid Response Activation.

Here are ways that we will ensure your safety during your stay.



Vital Signs

It is important for us to regularly check your vital signs (temperature, blood pressure and heart rate). Your required level of care and the doctor's orders determine how often we check vital signs—sometimes we need to check during the night.



Identification

We will always match your identity by checking your medical record number on your wrist band, which contains your name and date of birth and asking you to verify your name and date of birth.



Alarms

Many pieces of equipment in your room have alarms that may sometimes go off. Your patient care team knows each alarm sound and how to respond.



Personal Safety and Security

WMCHealth does not tolerate any acts or threats of violence or other disruptive behavior from patients, visitors or the workforce. Contact Security at x18535 or any staff member if you have any concerns.



Our Commitment to Your Care



During Your Stay Your Satisfaction Matters to Us

Patient satisfaction is important to us. We are always looking for ways to improve our services and welcome any comments and ideas you may have to help us in our mission. Please speak with your nurse or the unit's nurse manager if you have any questions or concerns about your care.

If you believe your concerns have not been resolved, you may contact Patient Experience at x18877. Patient Experience serves as a liaison between patients and the hospital, providing patients' rights information, details on hospital services, complaint resolution, and solutions to requests for special needs.

You also have the right to file your complaint with either:

**New York State Health
Department
Centralized Hospital
Intake Program**
Mailstop: CA/DCS
Empire State Plaza
Albany, NY 12237
Phone: 800.804.5447

DNV Hospital Accreditation
<https://www.dnvhealthcareportal.com/patient-complaint-report>
Email: hospitalcomplaint@dnv.com
Phone: 866.496.9647
Fax: 281.870.4818
Mail: DNV Healthcare USA Inc.
Attn: Hospital Complaints
4435 Aicholtz Road, Suite 900
Cincinnati, OH 45245



After Your Stay We Welcome Your Feedback!

Once you leave our care, you may receive the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey with a postage-paid return envelope.

This survey is a tool to measure and report patient satisfaction.

It includes topics, such as: doctor and nurse communication, medicine, discharge information, staff responsiveness, and overall quality of the hospital.

If you receive this survey, we encourage you to take the time to complete it. The results will help us know what we're doing right and where we can improve.

Thank you.



Your Healthcare Team

Here are some of the professionals who make up your healthcare team and provide 24-hour patient care.

Nurses

The team of knowledgeable and dedicated nursing personnel is responsible for providing you with personalized care. Each nursing team works with an assigned number of patients. The team includes registered nurses (RNs) and care partners. In addition to the nurses on your unit, other nursing professionals may be active in your treatment. Some nursing specialists assist in the operating rooms, or work in hospital administration or patient education.

Attending Physicians

These are the senior doctors on your care team. Attending physicians make the final decisions related to tests, medicines, nutritional needs, and other aspects of your care and treatment while you are in the hospital.

Hospitalists

These are attending physicians who care for you when you are on a medical unit. They take over responsibility from your regular doctor when you enter the hospital.

Nurse Practitioners (NPs) and Physician Assistants (PAs)

NPs and PAs are advanced healthcare practitioners who are credentialed to provide care under the supervision of the attending physician. They examine, diagnose, and treat patients; take medical histories; prescribe medication; and refer patients to specialists, as needed.

Fellows

These are doctors that operate at a level of responsibility just below that of attending physicians. Fellows are physicians who have completed their primary residency and have chosen to pursue advanced training (fellowship) in a specialty area.

Chief Resident

The chief resident is a senior resident who directs the activities of other residents and functions as their immediate supervisor, under the supervision of the attending physician.

Residents

These are doctors who have graduated from medical school and are in the process of completing their hospital-based training (residency).

Medical Students

Medical students are studying to become doctors and do not yet have a medical degree. They may take and review your medical history as part of their education and training.

TeleHealth

Electronic intensive care unit (eICU) specialists can make observations, perform consultations, and make recommendations in coordination with the bedside team by using cameras, microphones, and digital monitoring systems in patient rooms on certain units. TeleHealth consultations are completely private and secure – only those in the patient's room or on the video screen can hear or see the patient.

You are the center of the healthcare team, and we encourage you to take an active role in your care.

Social Worker/Case Managers

These providers assist you and your family with personal adjustments related to your illness that may affect your recovery. They have access to a variety of resources that may help you resolve problems. Social workers and case managers are also available to help you plan for care after your discharge from the hospital, if necessary. If you wish to speak with a social worker, ask your nurse to call the social worker assigned to your unit or call x17631.

Physical Therapists (PTs)

Specialize in the functioning of joints and muscles. They help develop muscle tone, endurance, balance and movement.

Occupational Therapists (OTs)

Specialize in helping patients build or restore their abilities to perform daily tasks of life.

Speech Therapists

Specialize in speech and swallowing disorders.

Respiratory Therapists

Specialize in breathing disorders and respiratory equipment. They administer respiratory treatments when ordered by the physician.

Clinical Dietitians

Assist you with your specific dietary needs during your hospital stay. They can be reached at x17290.

Support Staff

There are hundreds of other trained professionals who you may or may not come across during your stay at Westchester Medical Center, including laboratory and X-ray technicians, phlebotomists, pharmacists, transporters, housekeepers and food service staff.



Make sure you know your healthcare team.

Ask people to identify themselves and tell you what they do. We require all members of the healthcare team to wear their ID badges to better help you recognize who is taking care of you.

Make sure your healthcare team knows you.

All members of the healthcare team should check your identification bracelet before examining and treating you.

Keep notes.

Write down the names of your healthcare team members overseeing your care. Make a list of questions or concerns to discuss when they visit you.

Make sure you understand what you are being treated for.

If you don't understand a procedure or a technical term, ask the healthcare team to explain it.

Ask to receive the information about your care in the language you prefer.

Language translation services are available. Ask your nurse for assistance.

Understand your medications.

Ask why you take them and about side effects they may have.

Don't ignore pain.

Tell your healthcare team when you feel pain.

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

We encourage you to pick a key person to support you and to participate in your conversations with your healthcare team.

We Are ALL Here to Serve You.

Everything we do is aimed at making your stay with us as pleasant and positive as possible.



Services for Our Patients

Dining

We offer a variety of menu selections that are customized to follow the diet your physician ordered for you. A patient dining associate will help you with your menu selections. You can also request to see your clinical dietitian if you have further questions about your diet. Meal service is scheduled by floor and occurs between the following times:

Breakfast Service Hours 7 – 10 a.m.

Lunch Service Hours 11 a.m. – 2 p.m.

Dinner Service Hours 4 – 7 p.m.

Patient Services Hours 7 a.m. – 7 p.m.

Internet Access

Internet access is available. You do not need a password for Wi-Fi. For assistance call the IT Help Desk at x11543.

Interpreter Services/Hearing and Vision Assistance

Free interpreter assistance is available for patients who are hearing impaired and for people who speak a language other than English. Language interpretation is available 24/7 by telephone and/or video remote interpretation in over 200 languages. We offer 24/7 access to American Sign Language (ASL) interpretation via remote video technology. With notice, we can arrange to have in-person ASL translation provided at no charge. Braille versions of various documents are available in the Admitting Department, Emergency Department, and Outpatient Clinics.

To access these services, please ask your nurse for assistance or contact the Patient Experience Department at x18877.

Legal Health

Free legal services for Westchester Medical Center patients include: securing government benefits, fixing housing problems, handling immigration matters, accessing special education services, advising on family law issues, solving insurance disputes and negotiating workplace accommodations. For more information, contact Legal Services at x16800.

Mail

If you would like to receive mail during your stay, please have it addressed in the following manner:

Your name
Your room number
Westchester Medical Center
100 Woods Road
Valhalla, NY 10595-1689

Notary Public

Notary services are available upon request for select documents. Please contact Patient Experience at x18877 for additional information.

Patient Rooms

Most rooms at Westchester Medical Center are semi-private, each having its own bathroom with shower, and heating and air-conditioning controls. Each bed has controls on both sides that can be used to lower the head or foot of the bed. Each bed has a "call bell," a two-way intercom connected to the nursing station through which you can speak to the nurse. Room assignments are based on the level of care required. As the level of a patient's care requirements change, including the need for isolation, room assignments may also change.



Spiritual Health Services

Our board-certified staff chaplains and clinical pastoral education interns and residents are professionally and clinically trained to serve as spiritual health providers. They offer a non-judgmental, compassionate, clinical presence walking aside patients, their loved ones, and staff during the shifting seasons of life. Chaplains serve as part of the care team, helping people connect how their spiritual practices impact their lives and medical decision-making towards healing and wholeness. Chaplains are available as resources to help with ethical and/or specific religious concerns, to administer the sacraments, or to assist in calling your own clergy. You do not need to belong to an organized tradition, house of worship, or even consider yourself religious to speak with a chaplain. Spiritual Health Services can be reached at 914.493.7125.



Interfaith Chapel

The Interfaith Chapel is in Macy Pavilion. It is open as a quiet place for meditation and prayer 24 hours a day. Roman Catholic Mass is held daily at noon in the chapel. Mass services are broadcast on Channel 70 to hospital televisions.



Kosher Hospitality

The Jewish Prayer Room is located in Macy E102, next to the Chapel. Electric Sabbath candles, prayer books and other ritual items are available upon request. Shabbos rooms for patient family members who cannot travel on the Sabbath or some holy days are available in Maplewood Hall. Contact the Spiritual Health Services at x17125 or WMC Security at x18535 for information.

Kosher meals are available in the Jewish Prayer Room, and in Maria Fareri Children's Hospital Room 3510.



Muslim Hospitality

The Muslim Prayer Room is located next to the Chapel in Macy 02b. Jumah (Muslim prayer service) is held at 1:30 p.m. on Fridays in the Interfaith Chapel. Prayer rugs and Qu'ran are available in the Prayer Room.

A Halal menu for Westchester Medical Center patients is available. Inform your nurse upon admission. The Spiritual Health Services Office can be reached at x17125.

Support Groups

Westchester Medical Center offers support groups for patients and their families. These groups meet regularly. If you are interested in meeting with people who have had experiences like yours, please ask to speak with a social worker or call the Social Work Office at x17631.

Television

We provide free local television service to our patients. See pages 14-15 for channel listings. If you experience any technical problems with TV or phone service, contact x18100. Representatives are available on-site between 11 a.m. and 7 p.m. to assist you. Please be considerate of those around you by keeping the volume on your TV to the lowest possible level, especially at night.

Walgreens Pharmacy

Walgreens Pharmacy is in the Ambulatory Care Pavilion on the lobby level of Westchester Medical Center. For your convenience, medications prescribed at discharge can be filled and delivered to you at the bedside before you leave the hospital. Hours are Monday – Friday from 9 a.m. – 7 p.m. and Saturdays from 10 a.m. – 3 p.m. Walgreens can be reached at 914.846.0848.

Lost and Found

Please contact Security at x18535.

Services for Visitors and Caregivers

Visitors are an important part of the recovery process and are welcome. Please visit wmchealth.org/locations/westchester-medical-center for our current visiting hours and guidelines.

Patient Privacy

To protect the privacy of our patients, visitors may be asked to step outside of the patient room during direct patient care, including personal care and medical interventions, discussions with providers, and during the delivery of spiritual or emotional counsel. In a shared room, the needs of your roommate must be also be considered. Please limit noise when visiting.

Virtual Visitation

WMCHHealth supports the use of technology to connect with your loved ones through virtual options. Patients who have devices may use those to communicate with their family and loved ones outside of the hospital. The care team can assist patients that do not have a device.

Devices that allow continuous video and audio streaming capabilities must only be used in patient rooms and may not be moved around the hospital, e.g. into operating rooms, public spaces or elsewhere. In addition, devices must be turned off during direct patient care, as well as quiet times.

Video and audio recording of staff or other patients without prior written authorization or recording of clinical procedures is prohibited. Devices are prohibited from use to disclose any HIPAA protected information about other patients on social media or other venues without their consent.

WMCHHealth reserves the right to prohibit usage of electronic devices on a case by case basis to minimize disruption to patient care, to ensure patient privacy and confidentiality rights, if usage of the devices compromises or is likely to compromise WMCHHealth's IT security or systems and/or when required by law.

ATM

An ATM is in the lobby of the Main Hospital.

Concierge Services

Concierge services are available at the Information Desk in the main lobby. Services include directions to and from Westchester Medical Center, escort service within the Medical Center complex and arranging for wheelchair assistance for visitors. The Concierge can be reached at x17505.

Cellphone Use

Cellphones may be used in public, non-patient care areas such as lobbies, cafeterias and waiting rooms (unless otherwise restricted). Cellphones may not be used in patient care areas or procedural or diagnostic areas. Please be considerate to patients, other visitors and staff when using cellphones.

Dining

Marketplace Café

Located on the Ground Level of Westchester Medical Center, the Marketplace Café offers a selection of gourmet and traditional-style hot and cold meals, popular grab 'n' go items, pizza, grilled items, soup, salad, and sandwiches. Fresh gluten-free, Halal, Kosher, organic, and vegan options are available.

Hours of Operation

Monday to Friday	
Breakfast	7:30–10 a.m.
Lunch/Dinner	11 a.m.–7 p.m.
Saturday	
Breakfast	8–10 a.m.
Lunch	11 a.m.–3 p.m.
Sunday:	CLOSED

Panera Bread Café

Main Hospital lobby Hours: 24/7

Children's Hospital lobby
Hours: Monday to Friday:
8 a.m.–3 p.m. (hours may vary)





Vending Machines

Vending machines are located on the first floor of Macy Pavilion and in the Marketplace Café.

E-Greetings

Friends and family are welcome to send a free e-greeting to their loved one. E-greetings can be accessed at westchestermedicalcenter.org/patient-greeting-card. Messages are downloaded and delivered to the patients' room daily.

Gift Shops

Whether you're a patient or a visitor, our gift shops will brighten your day. Each carries a variety of unique gifts and practical items for people of all ages. An online gift shop, accessible at hospitalgiftshop.com, allows loved ones to send patients a gift that will be delivered directly to the hospital or to the patient's home. Gift shops are located on the first floor of the Main Hospital, just beyond the main lobby, and on the first floor of the Children's Hospital. Mylar balloons are sold in the gift shops. Latex balloons are not permitted in the hospital due to allergies. Because fresh flowers and plants can increase the risk of infection, please do not bring or send them to patients in our intensive care, oncology, and transplant units.

The Caregiver Center

The Caregiver Center is a tranquil space to help caregivers manage the stress and emotional challenges that are part of caring for someone who is seriously ill or injured. The Caregiver Center provides free resources, programs and referrals for caregivers. Resources include computers, notary service by request, information for visitors and patients about local accommodations and community resources, as well as fax and copier service. The Caregiver Center is located in the main lobby and can be reached at x16800.



Parking

Self-park visitor lots on the Valhalla Campus include:

Lot 1	Westchester Medical Center
Lot 4	Maria Fareri Children's Hospital
Lot 10	Taylor Pavilion
Lot 16	Cedarwood Hall

Valet parking is available in front of the Westchester Medical Center.

Fees

Valet parking \$7 per day.
All lots have a 15 minute grace period.

Lots 1, 4, 10, 16	Up to 1 hour: \$4.00
	Up to 2 hours: \$5.00
	Up to 3 hours: \$6.00
	Up to 24 hours: \$7.00

An **"All Day"** parking pass can be purchased at the payment stations for \$8, which allows unlimited use of visitor parking (self-park only) for 16 hours from time of entry (can be used in lots, 1, 4, 10, and 16 subject to availability).

A **Monthly Pass** can be purchased at the parking office for \$33, which allows unlimited use of certain self-park visitor lots for 30 days from initial entry.

Parking pay stations are in the lobby areas of the Westchester Medical Center, Maria Fareri Children's Hospital, Taylor Pavilion, and Cedarwood Hall. Credit card payment is available in all exit lanes. Parking concerns or questions can be directed to the Parking Office via intercom at most entry/exit lanes or at x17932.

Relaxation

The beautiful grounds of our campus offer gardens and walking areas to relax and recharge while visiting your loved ones. These are peaceful places to have quiet time to relax and reflect.

Local Lodging

There are hotel and motel accommodations within a short distance of Westchester Medical Center that may offer a special rate for caregivers of our patients. Visit our website for a current list.



Preparing for Your Discharge

In preparation for your discharge, your social worker/case manager will assist with coordinating follow-up care such as rehabilitation, visiting nurse, home healthcare, or special equipment to help you recover. On the day of your discharge, after being cleared by your doctor, your nurse will give you a discharge summary and discuss specific information with you about care instructions, diet, medication(s), and any follow-up appointments. If you or your caregiver(s) have any questions, please discuss them with your nurse during this review and get a phone number to call if you have questions after you leave the hospital. Please check your room, bathroom, and closet for personal items, so you do not leave anything behind.

with that information. It's important to find out exactly when to take your medicine for the first time at home, after you're discharged. Make sure you write it down. Also, make sure your primary care doctor is informed of any changes or new medicines. If you're not sure about when to take your medicines at home, ask your nurse to review them with you again. Be sure to write down the information.

Before you leave our care:



Know when your follow-up appointment is.



Understand all of your medications and their side effects.

Obtaining Your Medications

For your convenience, medications prescribed at discharge can be filled and delivered to you at the bedside before you leave the hospital by Walgreens Pharmacy, located in the Ambulatory Care Pavilion on the lobby level of Westchester Medical Center.

Hours are Monday to Friday from 9 a.m. – 7 p.m. and Saturdays from 10 a.m. – 3 p.m.

The Walgreens Pharmacy can be reached at 914.846.0848.

Please contact them to determine insurance eligibility.

Understanding Your Medications

The more you know and understand about the medicines you take, the easier it will be to take them correctly, setting you on the path to recovery. If you have a family member or another person helping you with your medicines, we will provide them



More than 600 physicians available to provide you with care.

Continuing Your Care with WMCHHealth

WMCHHealth Physicians includes the medical practices of Advanced Physicians Services and Bon Secours Medical Group. More than 600 physicians provide care at more than 150 practice offices across the Hudson Valley. Individuals who are not established with a WMCHHealth provider, or who need a new provider for any reason, can call 833.329.0095 for a convenient connection to an area medical practice.



WMCHHealth Physicians
Advanced Physician Services
Westchester Medical Center Health Network



Bon Secours Medical Group
Westchester Medical Center Health Network

Learn more about the practices at wmchealth.org

Accessing Your Medical Records

myCare

myCare, the WMCHHealth patient portal, is a secure online website that gives you convenient 24-hours access to your personal health information. You can sign up for your myCare account at wmchealth.org/patient-portal.

Once you sign up, instructions will be emailed to you to create your patient portal account. When you log on to your account, you may view, download, and share your medical record with healthcare professionals. If you wish to access your health information via a third-party application, such as an "app" used on a smart phone or fitness tracker, please contact the Customer Care Team at 877.621.8014.



If you experience any technical issue connecting to the myCare portal, please contact the Customer Care Team at 877.621.8014. They are available 24/7. Please let them know that you are a patient at WMCHHealth.

Requesting Copies of Medical Records

You may request a copy of your medical records in two ways.

1. **Electronically:** visit swellbox.com/wmchealth-wizard.html and complete the online form.
2. **By mail:** visit wmchealth.org/accessing-medical-records, download and complete the Authorization to Disclose Protected Health Information form, and mail the form to:

Westchester Medical Center
100 Woods Road
Attn: Health Information Management
Macy Pavilion, Room M18
Valhalla, New York 10595

New York State Public Health Law allows WMCHHealth to charge a reasonable fee to recover the costs of copying, mailing and supplies used to fulfill your request. Patients will receive a pre-bill or a payment notice with their records (a significant discount is applied if electronic copies are requested). However, there is no fee if the record is being released to a doctor or healthcare provider.



Understanding Your Medical Bills

The information in this section will help you understand commonly used insurance terms, the billing process, types of coverage, and whom to contact for assistance.

Commonly Used Terms

Coordination of Benefits (COB): Designation of the primary payer of services when you're covered under two or more insurance companies, such as Medicare and commercial. COBs prevent duplicate payments. You will be asked to choose which insurance coverage you want to use when you're admitted.

Co-payment: A fee you pay for a specific service, usually due at the time of service.

Co-insurance: The portion of your medical expenses that you're personally responsible for paying. For example, your insurance may cover 80 percent of a bill, while you pay the remaining 20 percent.

Deductible: The amount you owe each year before your insurance begins making payments.

Explanation of Benefits (EOB): A statement that shows the amount billed by your doctor or hospital, how much is covered by your insurance, and how much you owe. EOBs are not bills.

Billing Process

Hospital bills include charges for your room, meals, 24-hour nursing care, medicines, X-rays, and lab tests. You'll receive bills for doctors, surgeons, and specialists separately from the hospital.

Types of Coverage

WMCHealth works with many commercial insurance companies, as well as with Medicare and Medicaid. We will work with your insurance plan to determine how your bill will be paid. It is important that you understand the terms of your insurance coverage, as your plan may have special requirements.

Medicare

If you have Medicare, you'll complete a Medicare Secondary Payer (MSP) form at admission.

This ensures that Medicare only pays for services not covered by other insurance you may have.

If you have secondary insurance, this usually covers Medicare deductibles. If you don't have secondary insurance, you need to pay these amounts yourself.

Medicaid

If you have questions regarding Medicaid eligibility, please contact the Financial Assistance Department at 914.493.7830.

Commercial Insurance Providers

If you use a commercial insurance provider, the hospital will forward your claim to your insurance provider.

After you leave the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This will show the amount covered by your insurance and the amount you owe.

Self-Pay Patients and Payment

If you're planning to pay your bills without help from Medicare or a commercial insurance provider, you'll get bills directly from the hospital.

When the first bill arrives, call the hospital's Billing Customer Service Department at 914.493.2089 to set up a payment plan.

Financial Assistance

If you don't understand your bill, contact the Billing Customer Service Department at 914.493.2089.

If you need assistance paying your bill, contact the Financial Assistance Department at 914.493.7830. A patient representative can work with you and guide you to services that can help.



Grateful Patients

There are many ways for grateful patients and families to support our ongoing mission of Advancing Care. Here.

Nominate a Care Champion

The Care Champion program is a way for grateful patients and families to recognize any member of our workforce who provided extraordinary care and service.

If you would like to recognize outstanding care delivered, visit [westchestermedicalcenter.org/champion](https://www.westchestermedicalcenter.org/champion) to nominate a Care Champion.

Nominate a Nurse for the DAISY Award

The DAISY Award is a nationwide program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. Each DAISY Award honoree is recognized at a public ceremony in her/his unit and will receive a beautiful certificate, a DAISY Award pin, and a hand-carved stone sculpture entitled, A Healer's Touch.

If you would like to recognize outstanding care delivered by your nurse(s), visit [westchestermedicalcenter.org/daisy-award](https://www.westchestermedicalcenter.org/daisy-award).

Pay It Forward

Your generosity fuels our mission of providing high-quality, compassionate care to all, regardless of ability to pay. Supporting Westchester Medical Center amplifies our ability to provide life-changing and life-saving care to adults and children in our community.

To contribute, visit [wmchealthgiving.org](https://www.wmchealthgiving.org) or send your donation to:
WMCH Health Development Office
7 Skyline Drive, 3rd Floor
Hawthorne, NY 10532

For inquiries about giving opportunities or to learn more about your impact, contact us at 914.493.2575 or Foundation@WMCHHealth.org. Thank you for being a vital part of our mission.

Volunteer

Volunteers provide essential social support to our patients, their families, and other visitors. Whether you're interested in greeting and directing visitors or assisting with various other tasks, our Volunteer Services team can match you with the right opportunity.

To learn more, visit [wmchealthjobs.org](https://www.wmchealthjobs.org) or call 914.493.7850.

Patient Family Advisory Council

The Patient Family Advisory Council provides important feedback on their patient experience to help us continue to improve our services. These volunteers meet with hospital leaders to offer ideas and recommendations based on their care at Westchester Medical Center.

For more information, visit [wmchealth.org/pfac](https://www.wmchealth.org/pfac).



Thank you for entrusting us with your care.

TV Channel Listings

2 WCBS (CBS)	29 Fox News	57 Food Network
3 WFME (Ind)	30 MSNBC	58 TLC
4 WNBC (NBC)	31 The Weather Channel	59 E!
5 WNYW (FOX)	32 Freeform	60 AMC
6 WRNN (Ind)	33 Animal Planet	61 A&E
7 WABC (ABC)	36 Cartoon Network (East)	62 Bravo
8 WMBC (Ind)	37 Cartoon Network (West)	63 FX
9 WWOR (MY-9)	38 Nickelodeon/Nick at Nite (East)	64 Hallmark
10 WSAH (Ind)	39 Nickelodeon/Nick at Nite (West)	65 History
11 WPIX (CW)	40 TV Land	66 VH1
12 WNYE (Ind)	41 Nicktoons	67 MTV
13 WLIW (PBS)	42 Universal Kids	68 truTV
14 WLNY (Ind)	43 ESPN	69 CARE Relaxation Channel
15 NJN (PBS)	44 ESPN2	70 Chapel Channel (Spanish)
16 WNET (PBS)	45 ESPNNews	71-74 TIGR On-Demand Patient Education
17 WPXN (ION)	46 ESPNU	75 Newborn (English)
18 WFUT (TFT)	47 NFL Network	76 Newborn (Spanish)
19 WNYN (AZA)	48 YES Network	77-82 TIGR On-Demand Patient Education
20 WNJU (TMO) (Spanish)	49 SportsNet New York	83 Children's Hospital Stage
21 WXTV (UNI)	50 Lifetime	84 National Geographic
22 Univision (Spanish)	51 TBS	85 Jewish Life
23 Galavision (Spanish)	52 TNT	86 Fox Sports
24 BET	53 USA Network	87 ION
25 CNBC	54 Lifetime Movie Network	88 Turner Classic Movies
26 CNN	55 Fox Movie Channel	
27 CNN Headline News	56 Discovery Channel	
28 Fox Business Network		

View Westchester Medical Center special programming on channels 69-83
For technical support please call 914.493.8100
Office hours are 8 a.m. – 4 p.m.

HD TV Channel Guide

69	CARE Relaxation Channel	104	ION - WPXN	132	ESPNNews
70	Chapel Channel	105	TFT - WFUT (Spanish)	133	ESPN U
71	Education On-Demand	106	AZA - WNYN (Eng/Spanish)	134	NFL Network
72	Education On-Demand	107	TMO - WNJU (Spanish)	135	YES Network
73	Education On-Demand	108	UNI - WXTV (Spanish)	136	SportsNet New York
74	Education On-Demand	109	Univision (Spanish)	137	Lifetime
75	New Born Channel (English)	110	Galavision (Spanish)	138	TBS
76	New Born Channel (Spanish)	111	ET	139	TNT
77	Education On-Demand	112	NBC	140	USA
78	Education On-Demand	113	CNN	141	LMN - Lifetime Movie Network
79	Education On-Demand	114	Headline News	142	Fox Movie Channel
80	Education On-Demand	115	Fox Business Network	143	Discovery Channel
81	Education On-Demand	116	Fox News Channel	144	Food Network
82	Education On-Demand	117	MSNBC	145	TLC
89	CBS - WCBS	118	The Weather Channel	146	E! Entertainment
90	IND - WFME	119	Freeform	147	AMC
91	NBC - WNBC	120	Animal Planet	148	A&E
92	FOX - WNYW	121	Disney Channel	149	Bravo
93	IND - WRNN	122	Nick Jr.	150	FX
94	ABC - WABC	123	Cartoon Network East	151	Hallmark
95	INK - WMBC	124	Cartoon Network West	152	History
96	MY-9 - WWOR	125	Nickelodeon/Nick at Nite East	153	VH1
97	IND - WSAH	126	Nickelodeon/Nick at Nite West	154	MTV
98	CW - WPIX	127	TV Land	155	National Geographic
99	IND - WNYE	128	Nicktoons	156	Jewish Life
100	PBS - WLIW	129	Universal Kids	157	Fox Sports 1
101	IND - WLNY	130	ESPN	158	ION
102	PBS - NJN	131	ESPN 2	159	Turner Classic Movies
103	PBS - WNET			160	Tru TV

View Westchester Medical Center special programming on channels 71-82
For technical support please call 914.493.8100
Office hours are 8 a.m. – 4 p.m.

Phone Directory



Calling from the bedside phone in your room?

Dial 1 and the four-digit extension only.

Using your cell phone?

Dial 914.493. and the last four digits of each number.

When making an external call from the bedside phone, dial 9 before the area code and number. If you are calling an area code other than 914, **dial 9 before the area code and number.**

Admitting	11910
Billing Customer Service	12089
Caregiver Center	16800
Compliance Officer	12600
Financial Assistance	17830
Front Desk/Concierge Services	17075
General Information	17000
Gift Shop	17439
Housekeeping Hotline	17777
IT Help Desk	11543
Medical Records (Health Information Management)	17600
Operator	0
Parking Information	17932
Patient Advocacy	18877
Patient Information	17073
Public Transportation Buses	914.813.7777
Trains	1.800.METRO.INFO (1.800.638.7646)
Security	18535
Social Work/Case Management	17631
Spiritual Health Services	15620
Telephone/TV Service	18100
Walgreens	914.846.0548

We Welcome Your Feedback!

You may receive the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey in the mail after you are discharged.

We encourage you to take the time to complete it.

✓ ***Your feedback is very important. It helps us better understand our strengths as well as areas of improvement.***

Thank you for entrusting us with your care.



**Westchester
Medical Center**

Westchester Medical Center Health Network

GUIDE TO PREVENTIVE HEALTH SCREENINGS, TESTS & IMMUNIZATIONS*

BIRTH–18 YEARS

Immunizations:

- **COVID-19 Vaccine:** As eligible
- **Birth:** Hepatitis B (HepB) – 1st dose
- **2 months old:** HepB – 2nd dose, Rotavirus (RV1 or RV5) – 1st dose, Diphtheria, tetanus, & acellular pertussis (DTaP) – 1st dose, Haemophilus influenzae type b (Hib) – 1st dose, Pneumococcal conjugate (PCV13), Inactivated poliovirus (IPV)
- **4 months old:** RV1 or RV5 – 2nd dose, DTaP – 2nd dose, Hib – 2nd dose, PCV13 – 2nd dose, IPV – 2nd dose
- **6 months old:** DTaP – 3rd dose, Hib – 3rd dose, PCV13 – 3rd dose, IPV – 3rd dose, Flu shot – 1st dose, 2nd dose two weeks after 1st
- **9-12 months old:** HepB – 3rd dose (if not received at 6 months), IPV – 3rd dose (if not received at 6 mos), Hib – 3rd dose (if not received at 6 mos), PCV13 – 4th dose
- **12-15 months old:** MMR – 1st dose, Varicella (VAR) – 1st dose, Hepatitis A (HepA) – 1st dose
- **18 months old:** IPV – 3rd dose, DTaP – 4th dose, HepA – 2nd dose
- **4-6 years old:** IPV – 4th dose, DTaP – 5th dose, flu shot – annually, MMR – 2nd dose, VAR – 2nd dose
- **11-12 years old:** Flu shot – annually, Tdap, booster, HPV (Gardasil), Meningococcal – 1st dose
- **13-15 years old:** Flu shot, annually
- **16 years old:** Meningococcal – 2nd dose, flu shot
- **17-18 years old:** Flu shot – annually

Physicals:

In the child's first year, routine visits are scheduled during the first and second weeks of life, and at 2, 4, 6, 9 & 12 months. The infant's first visit to the pediatrician may be as early as 2-3 days of age. Physicals are yearly after age 1.

At every visit to the pediatrician, ask questions about your child's development, including language, movement, thinking, behavior and emotions.

A girl's first gynecology exam is recommended at 13-15 years old.

Screenings:

Birth: Hearing

18 months: Autism Spectrum Disorder (ASD)

24 months: ASD

19–39 YEARS

Immunizations:

Flu shot, annually; one-time HPV vaccine (if not received as adolescent, male and female); COVID-19 vaccine, as eligible

Physicals:

Annually, including height, weight, blood pressure and blood work

Cholesterol/Heart Health Check: Annually, if there are known risk factors; otherwise every five years

Women: Breast exam: monthly at home; annually by physician; gynecological exam, annually

Men: Testicular exam: monthly at home; annually by physician

General Health: Annually, hearing, vision and dental

Screenings:

Skin: Annually for suspicious-looking moles or lesions

Historical illness: Annually for such family medical issues as cancer, heart disease, diabetes, etc.

Diabetes: Annually, if there are risk factors; biannually if BMI is 25/27+

Depression/Mental Health: Annually

Sexually Transmitted Infections: Depending on risk factors or patient request

Women: Cervical cancer: Pap smear every 3 years

* For general guideline purposes only; please consult your physician for specific recommendations.



40-60 YEARS

Immunizations:

Flu shot, annually; one 2-dose shingles vaccine: 50+; COVID-19 vaccine, as eligible

Physicals:

Annually, including height, weight, blood pressure and blood work

Screenings:

Skin: Annually for suspicious-looking moles or lesions

Colorectal: Annually 45+ unless there are risk factors; 10 years before onset of colorectal cancer in first-degree relative

Lung Cancer (CT scan): Annually 55-80 for those with history of heavy smoking who currently smoke or have quit within past 15 years

Depression/Mental Health: Annually

Sexually Transmitted Infections: Depending on risk factors or patient request

Hepatitis C screening: At least once in a lifetime for all adults aged 18 years and older, except in settings where the prevalence of HCV infection (HCV RNA-positivity) is less than 0.1%

Women: Mammogram: annually, depending on risk factors; Pap smear every 3 years (or more frequently with risk factors)

Men: Prostate exam: 40-50+ annually, unless there are risk factors; PSA blood test: 40-50+ annually, unless there are risk factors

Lower Your Risk of Viral Infections: COVID-19 and other

- Wear a mask
- Wash hands/use hand sanitizer frequently
- Refrain from touching face or eyes
- Limit in-person interaction with non-household members and crowds
- Maintain social distance (6 feet) from others
- Quarantine if exposed
- Call your doctor if you have a cough, fever, loss of smell and/or taste, sore throat, nausea, vomiting, or diarrhea



65 YEARS & OLDER

Immunizations:

High-dose flu vaccine, annually; Pneumococcal pneumonia vaccine: one-time, 2-dose series (65+); one 2-dose shingles vaccine: 50+; COVID-19 vaccine, as eligible

Physicals:

Annually, including height, weight, blood pressure and blood work

If you've had Medicare Part B (medical insurance) for longer than 12 months, you can get a yearly "wellness" visit once every 12 months. At this visit, you will develop or update a personalized prevention plan to help prevent disease and disability, based on your current health and risk factors. Your provider may also perform a cognitive impairment assessment.

Screenings:

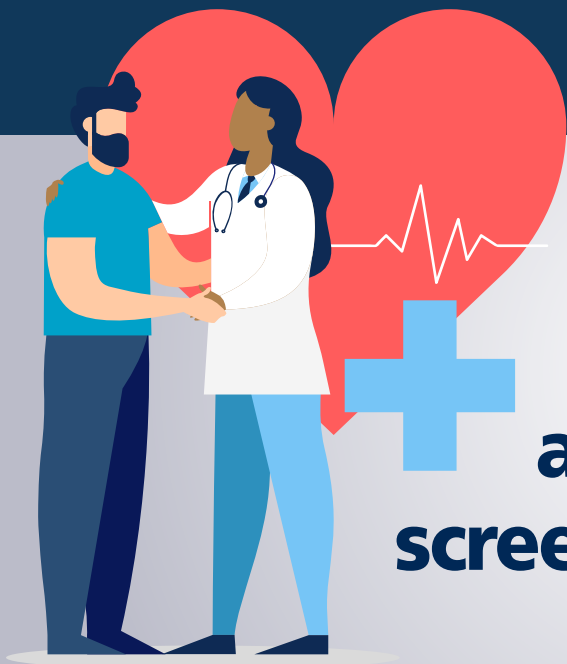
Skin: Annually for suspicious-looking moles or lesions

Osteoporosis (bone density): Every 2 years 65+ (or earlier if postmenopausal with risk factors)

Fall Prevention: Baseline and then as recommended

Men: One-time abdominal ultrasound: 65-75 for current or former smokers or for never-smokers with a first-degree relative who had an abdominal aortic aneurysm (AAA) repair or a fatal AAA





Are you on schedule with annual physicals, screenings, and vaccinations?

Keeping up on routine healthcare is an important way that each of us can protect our health. Physicals and screenings are important tools to prevent health problems, and to prevent new problems from becoming real challenges. An annual physical is covered by most insurances, including Medicare and Medicaid. Screenings are often covered by insurances and we can help you learn if you are eligible for screenings based on age, gender and risk factors.

We have a reference guide to routine care for all ages, and it is available at [WMCHHealth.org/guide](https://www.wmchealth.org/guide).

If you or a family member is behind on having a physical, a vaccination, or a screening test – **please do not delay scheduling it.**

Individuals who are not established with a provider, or who need to see a new provider for any reason, can call WMCHHealth Physicians at 1.833.329.0095 for convenient connection to an area medical practice.



We encourage you to scan this QR Code to share this guide with your loved ones and caregivers.



Advancing Care. Here.

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