

Center for Rehabilitation Medicine

# *Patient Guide*

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Center for Rehabilitation Medicine  
Neurologic | Orthopedic | Spine | Sports

**MidHudson  
Regional Hospital**

Westchester Medical Center Health Network


# *Welcome*

Dear Patients, family members, and caregivers,

Welcome to the Center for Rehabilitation Medicine's Acute Inpatient Rehabilitation unit at MidHudson Regional Hospital. We are grateful that you have selected us to help assist you through this next phase of your recovery. Together with you, our compassionate team of rehabilitation medicine physicians, consulting subspecialists, nurses, physical therapists, occupational therapists, and speech language pathologists, will develop a treatment plan designed to maximize your functional recovery. The extensive health care resources of MidHudson Regional Hospital are at our doorstep and available to assist with your medical and rehabilitative care.

Our team will focus on you and your specific needs, to get you well on your way to recovery and home as quickly as possible. This patient guide is designed to answer questions you or your family may have as you prepare for the next step in your rehabilitation recovery. Please do not hesitate to ask any questions before or during your stay. We want you to have the best experience possible.

On behalf of the entire rehabilitation team, we are excited to work with you. We are here to help!

A handwritten signature in black ink, reading "Paul T. Diamond". The signature is fluid and cursive, with a stylized "P" and "D".

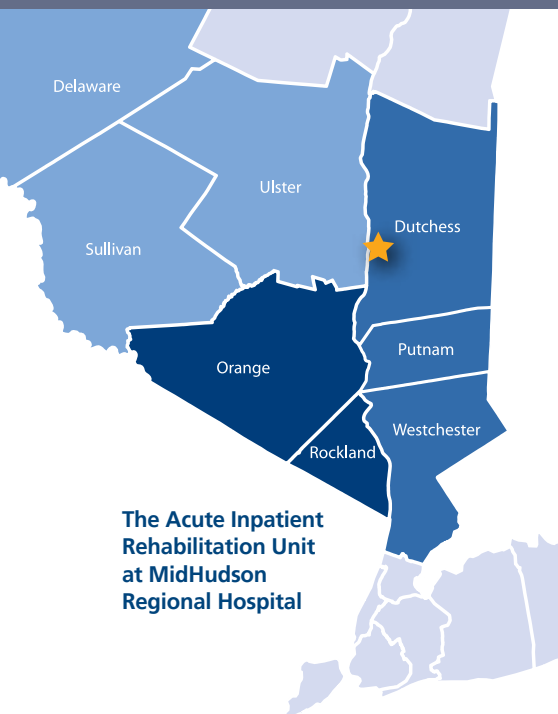
Paul T. Diamond, M.D., FAAPM&R  
Director and Chief of Service  
Physical Medicine & Rehabilitation

# Table of Contents

<b>Welcome</b>	<b>Inside cover</b>	<b>Preparing for Your Discharge</b>	<b>12</b>
<b>About the Acute Inpatient Physical Medicine and Rehabilitation Center</b>	<b>2</b>	<b>Continuing Your Care with WMCHealth</b>	<b>12</b>
<b>What to Expect</b>	<b>3</b>	<b>Accessing Your Medical Records</b>	<b>13</b>
<b>Safety First</b>	<b>4</b>	<b>Understanding Your Medical Bills</b>	<b>14</b>
<b>Our Commitment to Your Care</b>	<b>5</b>	<b>Grateful Patients</b>	<b>15</b>
<b>Your Healthcare Team</b>	<b>6-7</b>	<b>TV Channel Listings</b>	<b>16</b>
		<b>Phone Directory</b>	<b>17</b>
<b>Services for Our Patients</b>		<b>Word Search</b>	<b>18</b>
Dining	8		
Outside Food and Drink	8		
Internet Access	8		
Interpreter Services/Hearing and Vision Assistance	8		
Mail	8		
Patient Rooms	9		
Spiritual Health Services	9		
Personal Electronics	9		
Television	9		
Molloy Medical Arts Pharmacy	9		
Lost and Found	9		
<b>Services for Visitors and Caregivers</b>			
Visitors	10		
Patient Privacy	10		
Virtual Visitation	10		
ATM	10		
Concierge Services	10		
Cellphone Use	10		
Dining	11		
MidHudson Cafe	11		
Vending Machines	11		
Gift Shop	11		
Parking	11		



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



## About the Acute Inpatient Physical Medicine and Rehabilitation Center

The Acute Inpatient Rehabilitation Unit at MidHudson Regional Hospital is a Comprehensive Inpatient Rehabilitation Program (CIRP) that supports individuals with physical and/or cognitive disabilities in realizing and developing their full potential. This is achieved through participation in a program of integrated and coordinated services provided by a caring rehabilitation team.

Your therapeutic program will be designed to meet your unique needs, leveraging the expertise of an interdisciplinary team, which includes a Physiatrist, Rehabilitation Nurses, Physical and Occupational Therapists, Speech-Language Pathologists, a Social Worker, and Dietician. Recognizing the importance of collaboration, you and your family play an integral role in the team, actively working with the treatment team to establish and achieve recovery goals. Ongoing education and training will be provided to facilitate a smooth transition home.

Our focus is on addressing a range of physical disabilities such as stroke, brain injury, fracture, amputation, multiple trauma, spinal cord injury, Multiple Sclerosis, Parkinson's disease, and other acute and chronic disorders leading to functional decline.

Patients are admitted to the Inpatient Rehabilitation Unit under the supervision of a licensed Physiatrist who will serve as your Attending physician. You will undergo a comprehensive treatment plan that involves a minimum of three (3) hours of therapy per day, scheduled five out of seven days a week. The treatment plan is tailored to meet your specific needs. Therapy sessions may commence as early as 7:30 am and extend until 4:00 pm.

### 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.

## 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.

# What to Expect



## Your Arrival

Upon your arrival, a brief orientation will occur to discuss the details of your rehabilitation stay, including your schedule and treatment goals. A physiatrist, a physician specializing in Physical Medicine and Rehabilitation, will evaluate you and hold primary responsibility for your care. You will also meet your assigned nurse, who will assist with the admissions process and provide an overview of the unit and available services.

You can anticipate receiving a minimum of three (3) hours of therapy per day, scheduled for five out of seven days a week, with sessions starting at 7:30 am and concluding at 4:00 pm.

The overall treatment plan is tailored to meet your specific needs. In addition to therapy services, your medical team will have continual access to various medical services, including but not limited to laboratory, pharmacy,

radiology, hemodialysis, prosthetic and orthotics consultations, as well as consultations with various physician specialists.

## Family Participation

Our team recognizes the crucial role of family involvement in your recovery. Coping with an injury or disabling condition can be overwhelming, impacting not only you but also your family. If you wish, your family is invited to actively participate in all stages of the rehabilitation process, from setting goals to planning for your discharge.

The rehabilitation team is pleased to meet with your family or caregiver to assess your progress and functional goals, aiding in preparing for your return home.

Family members and caregivers are encouraged to attend at least two therapy sessions to gain a better understanding of both your needs and abilities. This insight is vital for them to effectively support you.

The overarching goal is to offer the assistance you require while fostering your independence. Your rehabilitation team will collaborate with your family and/or caregivers to keep them informed of your progress and engaged in your rehabilitation program.

At times, family and/or caregivers may be invited to join you and members of your rehabilitation team for a formal family conference, where your progress and discharge preparations will be discussed. In cases where a family member cannot attend in person, arrangements can be made for their participation via teleconferencing.

## Personal Items

During your stay, you will be physically active. It is recommended that you bring or ask your family/caregiver to provide you with the following personal items

- Loose fitting, comfortable shirts and pants
- Undergarments (socks & underwear)
- Sturdy rubber-soled shoes or sneakers
- Robe, pajamas (2 pairs recommended)
- Sweater, sweatshirt, light jacket
- Toiletries/personal hygiene products
- Eyeglasses/Hearing Aids (please label)
- Phone charger
- Laundry bag
- Hobby items such as books, puzzles, and sewing projects

Please designate a family/caregiver to launder your clothes and return new clothes to you as needed.



# 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.



### 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.



### 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.



### Remaining on the Unit

While patients are able to leave the unit for outdoor time in our courtyards, we ask that you speak to your nurse to facilitate this. Your nurse needs to know where you are at all times and ensure your safety while you are off the unit.

## 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 x18122 or any staff member if you have any concerns.

**We thank you and your family for reading and complying with these safety guidelines.**



## *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 x35565. 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](https://www.dnvhealthcareportal.com/patient-complaint-report)

Email: [hospitalcomplaint@dnv.com](mailto: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**

Your team of knowledgeable and dedicated nursing personnel is responsible for providing you with 24-hour personalized care. Each nursing team is composed of Registered Nurses and Care Partners, with each member assigned to a specific number of patients. Our nurses serve as valuable resources for education, reinforcing the skills acquired during therapy to promote your independence. They prioritize the prevention of complications and the promotion of health, addressing aspects such as bowel/bladder retraining, skin care management, and the administration of medications.



### **Physiatrist**

A Physiatrist is a Physician who specializes in Physical Medicine and Rehabilitation. Your Physiatrist will serve as the Attending during your admission and oversee your rehabilitation treatment plan and guide the interdisciplinary team to ensure the highest level of care, aiming to maximize your functional abilities and enhance your overall quality of life. Upon completing your inpatient rehabilitation stay, recommendations for follow-up care will be provided, including continued therapies and outpatient physician follow-up.



### **Consulting Physicians**

Various subspecialists may be asked to consult on a specific aspect of your care. Westchester Medical Center Health Network offers a broad spectrum of support services for your medical management.



### **Residents**

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

### **Physical Therapists**

Physical therapists (P.T.) enhance overall strength and endurance, improve muscle strength, enhance balance, and optimize mobility through transfer and ambulation training. Your P.T. may recommend appropriate assistive devices for improved mobility and safety, and if necessary, suggest a specific wheelchair tailored to your individual needs.

### **Occupational Therapists**

Occupational therapists (O.T.) aim to restore independence in “activities of daily living” (ADLs), encompassing tasks like feeding, grooming, bathing, dressing, and meal preparation. O.T. will guide you through upper body therapeutic exercises to enhance muscle strength and coordination, facilitate the development of skills for independent living, and recommend bracing and adaptive equipment to promote autonomy. If necessary, they may suggest modifications at home and work to ease your transition back to these environments.

### **Speech-Language Pathologists**

Speech-Language Pathologists maximize speech-language comprehension and expression, memory, cognitive skills, and alternative modes of communication. Speech-Language Pathologists also evaluate and treat swallowing disorders, designing an individualized treatment plan to enhance writing, reading, numerical reasoning, listening, thinking, speaking, and swallowing skills.



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

### **Social Worker**

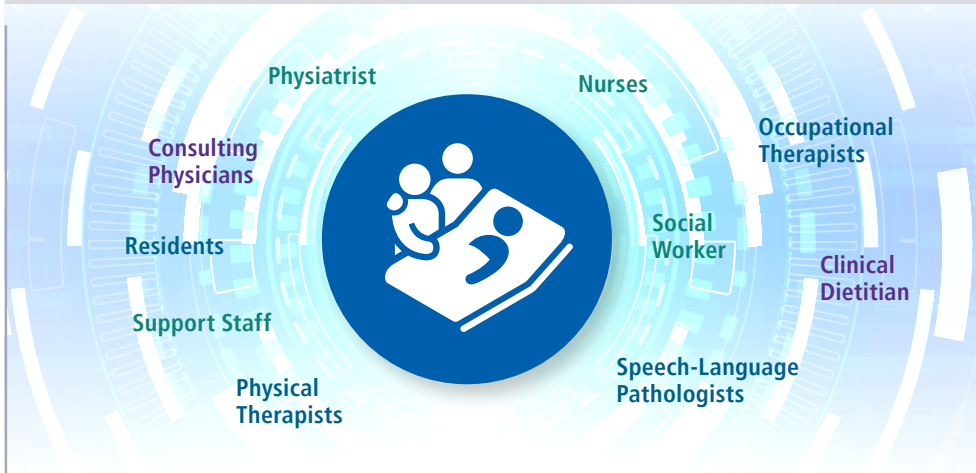
Your Social Worker offers counseling, education, information, and advocacy services for both you and your family concerning hospitalization and discharge. They assist in coordinating the necessary services for a smooth and secure transition back to the community.

### **Clinical Dietitian**

Clinical Dietitians will assist you with specific nutrition guidance and dietary needs during your hospital stay.

### **Support Staff**

There are hundreds of other trained professionals at Westchester Medical Center, including orthotists, prosthetists, laboratory technicians, X-ray technicians, phlebotomists, pharmacists, transporters, housekeepers and food service staff to support your care throughout your stay.



#### **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 ordered for you by your physician. A Patient Dining Associate will help you with your menu selections. You can also request to see your Registered Dietitian if you have further questions about your diet. Meal service occurs between the following times:

Fresh Gluten-free, Halal, Kosher, Organic and Vegan options are available.

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**Breakfast Service Hours** 7 – 9 a.m.

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**Lunch Service Hours** 11 a.m. – 1 p.m.

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**Dinner Service Hours** 4 – 6 p.m.

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**Patient Services Hours** 7 a.m. – 6 p.m.

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### Outside Food and Drink

Please verify with your nurse to confirm that you are not subject to any food or beverage restrictions. If there are no dietary limitations, a communal refrigerator is accessible on the unit. Please ensure that all food and drinks stored in the refrigerator are labeled with your name and appropriately dated. Take-out menus from various local restaurants are conveniently available at the nurse's station for your reference.

### Internet Access

Internet access is available. You do not need a password to access Wi-Fi. For assistance call the IT Help Desk at x35723.

### 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 by telephone and/or video remote interpretation 24/7 in over 200 languages. We offer 24/7 access to American Sign Language (ASL) interpretation via remote video technology. With advanced 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 x35565.

### Mail

Mail is delivered to WMCHHealth daily, except Sundays and holidays. Outgoing mail can be dropped at the nurses' station for daily pick-up. If you would like to receive mail during your stay, please have it addressed in the following manner:

Your name  
Your room number  
MidHudson Regional Hospital  
4 Cooke  
Acute Inpatient Rehabilitation Unit  
241 North Road  
Poughkeepsie, NY 12601



### **Patient Rooms**

The majority of rooms in the Acute Inpatient Rehabilitation Unit are semi-private, featuring large windows that provide natural light and views of our courtyards. Each room is furnished with a hospital bed, equipped with controls on both sides to adjust the head or foot of the bed. Additionally, each bed includes a “call bell” which is a two-way intercom connected to the nursing station for direct access to your care team.



### **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 offering a non-judgmental, compassionate, clinical presence walking beside 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 with ethical and/or specific religious concerns, for administering the sacraments or assisting 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 x18887.



### **Personal Electronics**

You may use laptops, personal music/video players, cell phones and other personal electronics in your room or in the Patient/Family Lounge. As a courtesy to others, please use headphones while listening to music or watching shows on your personal device.



### **Television**

We provide free local television service to our patients. See page 16 of this guide for channel listings. If you experience any technical problems with TV or phone service, please speak with your nurse. Please be considerate of those around you by keeping the volume on your TV to the lowest possible level, especially at night.

### **Molloy Medical Arts Pharmacy**

Molloy Medical Arts Pharmacy is located in Suite 207 on the 2nd floor of the Medical Arts Pavilion located at 19 Baker Avenue, Poughkeepsie. It is accessible through the Atrium or parking garage entrance.

For your convenience, prescriptions can be called in prior to discharge and picked up upon leaving. Hours are Monday through Friday 8:30 a.m. – 6:30 p.m. Saturday – 8:30 a.m. to 2:00 p.m. Closed Sunday. 845.471.7455.

### **Lost and Found**

Please contact security at x18122.





## *Services for Visitors and Caregivers*

Visitors are an important part of the recovery process and are welcome. Please visit [wmchealth.org/locations/midhudson-regional-hospital](http://wmchealth.org/locations/midhudson-regional-hospital) for our current visiting hours and guidelines.

### **Visitors**

The Acute Inpatient Rehabilitation Unit is located on 4 Cooke. Visitors can check in at the front desk in the main lobby upon arrival.

### **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 located in the MidHudson Cafe on the first floor of Spellman.

### **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

### MidHudson Cafe

Located on the Ground Level of MidHudson Regional Hospital, the MidHudson Cafe 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

Sunday thru Saturday 7 a.m. to 7:30 p.m.



## Vending Machines

Vending Machines are located on the first and second floors of Spellman and in the Emergency Department lobby.

## Gift Shop

Whether you're a patient or a visitor, our gift shop will brighten your day. We carry a variety of unique gifts and practical items for people of all ages. Our gift shop is located on the second floor of the Atrium to the right of the Main Desk and is open Monday thru Friday from 8 a.m. until 5 p.m. Delivery to patient rooms is available upon request. Please feel free to reach out for further information at 845.483.5768.

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 or oncology units.



## Parking

Self-park visitor parking is available on the 1st and 2nd levels of the parking garage.

Free Valet parking is available at the Atrium Front Entrance Monday through Friday 6:30 a.m. – 8:00 p.m. (No weekends or Holidays).

## 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](http://westchestermedicalcenter.org/patient-greeting-card). Messages are downloaded and delivered to the patients' room daily.





## Preparing for Your Discharge

### Hospital Discharge will be around 11 a.m.

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 your medicines, we will provide them 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.**

### 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



**More than 600 physicians available to provide you with care.**

## Continuing Your Care with WMCHHealth

WMCHHealth Physicians include 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](http://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](http://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](http://swellbox.com/wmchealth-wizard.html) and complete the online form.
2. **By mail:** visit [wmchealth.org/accessing-medical-records](http://wmchealth.org/accessing-medical-records) download and complete the Authorization to Disclose Protected Health Information form, and mail the form to:

MidHudson Regional Hospital  
Attn: Health Information Management  
241 North Road  
Poughkeepsie, NY 12601  
or fax to 845.483.5099.

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

WMCHHealth 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 845.483.5406.

## 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 845.483.5406. 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://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://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://wmchealthgiving.org) or send your donation to:  
WMCHHealth 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](mailto: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://wmchealthjobs.org) or call 845.483.5823.



### 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://wmchealth.org/pfac).

*Thank you for entrusting us with your care.*

## TV Channel Listings

2 CBS	27 AMC
3 FOX	28 ABC FAMILY
4 NBC	29 A & E
5 WRNN	30 USA
6 WMBC	31 ANIMAL
7 ABC	32 CARTOON
8 WNYE	33 HISTORY
9 WWOR	34 DISCOVERY LIFE
10 WLNY	35 TLC
11 WPIX	36 BLOOMBERG
12 WLIW	37 HLN
13 PBS	38 WEATHER
14 TNT	39 NAT GEO
15 DISCOVERY	40 YES
16 CNN	41 SNY
17 ION	42 EWTN
18 UNIVISION	43 DISCOVERY JR
19 TELEMUNDO	44 GALAVISION
20 TELEFUTURA	45 FOOD NTW
21 ESPN	46 MSNBC
22 ESPN2	47 FOX NEWS
23 ESPN CLASSIC	48 LIFETIME
24 ESPN NEWS	49 NICK JR
25 MSG	60 TV GUIDE
26 TBS	63 CARE

## Phone Directory



Calling from the bedside phone in your room?

**Dial the 5-digit extension.**

When making an external call from the bedside phone,  
**dial 9 + 1 before the area code and number.**

Admitting	18215
Billing Customer Service	914.493.2089
Compliance Officer	35292
Financial Assistance	845.483.5406
General Information	18211
Gift Shop	18210
Housekeeping Hotline	17777
IT Help Desk	35723
Medical Records (Health Information Management)	18152
Operator	0
Patient Experience	35565
Patient Information	18211
Public Transportation Buses	845.473.8424
Trains	1.800.METRO.INFO (1.800.638.7646)
Security	18122
Social Work/Case Management	18717
Spiritual Health Services	18887
Molloy Medical Arts Pharmacy	845.471.7455

## Word Search

C	R	E	S	P	E	C	T	A	L	E	A	R	N	I	N	G
O	E	S	A	C	T	I	E	N	I	O	L	I	P	O	M	R
M	L	D	O	D	I	C	R	N	M	O	T	I	O	N	U	I
P	I	I	S	Y	M	O	I	O	G	K	K	T	E	A	M	X
A	E	B	A	H	E	A	L	I	N	A	K	I	X	X	Y	K
S	F	A	M	I	L	Y	C	V	W	P	G	R	T	N	E	R
S	F	S	S	P	Y	O	A	O	O	P	S	E	V	R	R	M
I	Q	S	U	P	P	O	R	T	K	I	T	X	M	K	A	T
O	R	U	O	U	T	O	E	E	L	S	B	W	I	E	M	M
N	T	R	A	I	L	B	L	A	Z	I	N	G	G	I	N	V
R	K	A	E	A	T	S	B	E	G	S	S	K	I	N	G	T
O	K	N	O	U	V	C	O	M	M	I	T	T	E	D	O	G
L	P	C	A	L	M	I	N	G	I	T	S	E	E	O	F	F
I	H	E	L	P	I	N	G	G	O	O	N	I	T	N	O	T
P	A	T	I	E	N	T	C	E	N	T	E	R	E	D	I	G
I	D	A	E	W	F	F	E	S	P	A	S	S	I	O	N	F
D	R	E	M	P	A	T	H	Y	I	K	L	O	O	L	I	N

**Relief**

**Assurance**

**Team**

**Patient centered**

**Partner**

**Trailblazing**

**Listen**

**Committed**

**Motion**

**Support**

**Heal**

**Care**

**Act**

**Helping**

**Timely**

**Compassion**

**Family**

**Learning**

**Passion**

**Calming**

**Empathy**

**Respect**

**Engagement**



## 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.***

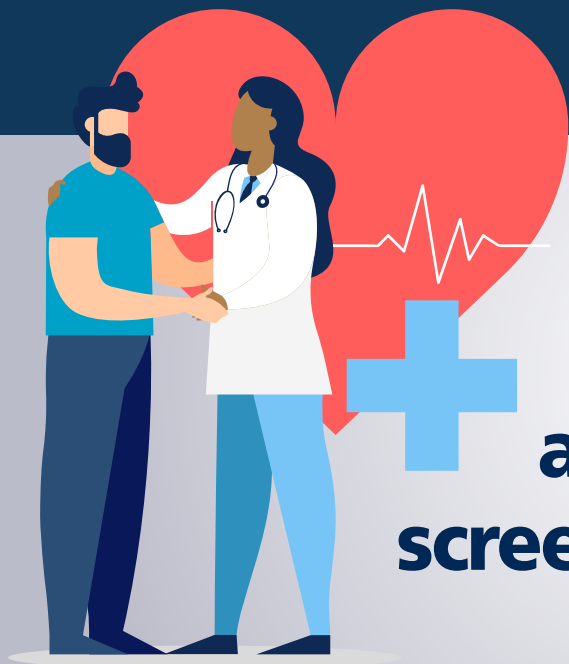
*Thank you for entrusting us with your care.*



Center for Rehabilitation Medicine  
Neurologic | Orthopedic | Spine | Sports

**MidHudson  
Regional Hospital**

Westchester Medical Center Health Network



# 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 [WMCHealth.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 WMCHealth 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.



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Poughkeepsie, NY 12601