

HOSPITAL FOR JOINT DISEASES

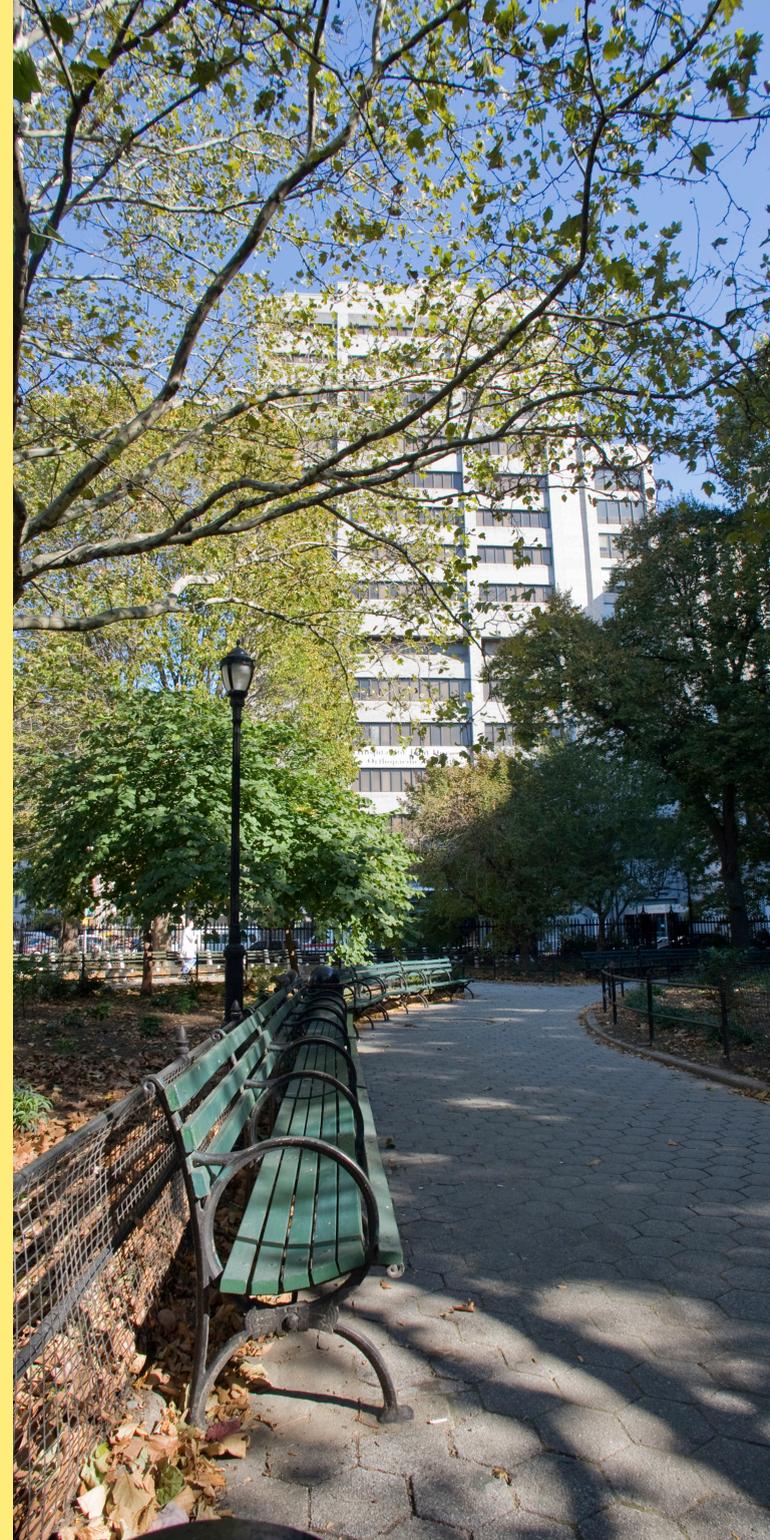
PATIENT
HANDBOOK



My room number is:

My phone number is:

My discharge plan is:



*H***HELLO!**

Welcome to the Hospital for Joint Diseases at NYU Langone Medical Center. HJD is committed to providing the highest quality care in a patient-centered environment. Since 1905, HJD has provided services and care to patients in the specialty areas of orthopaedics, rheumatology and rehabilitation.

We will care for you in a personalized way to meet each of your individual needs. Rusk Rehabilitation is also a major component of our site and offers its internationally known therapies to our patients. Our dedicated medical professionals provide exceptional and innovative surgical, orthopaedic and rehabilitation services.

In this handbook you will find important information, telephone numbers, checklists and space for you to fill in information such as your room number and nurses' names. We hope you find this handbook useful. Should you have any questions or concerns, please contact your nurse or patient relations representative.

Thank you for choosing our hospital and for allowing us to serve you.

David A. Dibner, MPH, FACHE
Senior Vice President for HJD Hospital Operations, the Musculoskeletal Strategic Area, and Rusk Rehabilitation

COMMITMENT TO QUALITY

W We are committed to making world-class contributions that place service to human health at the center of an academic culture devoted to excellence in patient care, research, and education.



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FACILITY DIRECTORY

by floor

Symbol Key

- Patient/Visitor Lounge
- Patient Rooms/ Nursing Stations
- Wheelchair accessible restrooms

16 • Offices

- 15** • Offices
• Neurophysiology

14 • Offices

- 13** • ATM
• Cafeteria & Balcony
• Vending Machines

- 12** • Spine Specialty Unit
• Ortho Specialty Unit

- 11** • Osteoporosis Center
• Special Care Unit
• Ortho Specialty Unit

10 • Ortho Specialty Unit

- 9** • Rusk Rehabilitation: Adult Unit

- 8** • Pediatrics: Medical/Surgical Unit
• Rusk Rehabilitation: Pediatric Unit

6 • Radiology

- 5** • Rusk Rehabilitation: Inpatient Gyms
• Rusk Administrative Offices
• Critical Care Physician Offices

- 4** • Rusk Rehabilitation: Outpatient Pediatric PT/OT
• Physician Offices

- 3** • Center for Children (C4C)
• Laboratories

- 2** • Pre-Admission Testing
• Health Information Management (Medical Records)
• Primary Care Clinic

- *1 Lobby Level** • Gift Shop / Coffee Shop
• Immediate Care
• Safety and Security Office

- C** • Nursing Administration
• Private Duty Nursing

- C1** • OR/Recovery
• Surgery Waiting Area

- C2** • OR/Recovery
• Anesthesia

- C3** • Social Work and Care Management
• Patient Experience

BEFORE *your* SURGERY

At Your Physician's Office

Discharge planning starts in your surgeon's office. If you will stay in the hospital, your surgeon should have discussed your discharge plan with you. You will need someone to take you home after surgery. By now you should have thought about what you will need to help you at home.

Pre-Admission Testing (PAT)

(212) 598-6176 Pre-Admission Testing Office

By now, you may have received instructions on how to complete your pre-admission testing before your day of surgery, if it was needed. We hope you had a pleasant experience with PAT.

Your Hospital Insurance

You may have received a call from a hospital financial representative. The purpose of the call was to tell you about any co-pay or deductible payment you need to make before surgery. If you have not already done so, please pay your co-pay or deductible during your admission process. Payments can be made by cash, money order, certified check, debit card, or major credit card (Visa, MasterCard, Discover, American Express).

Pre-Admission Deposits

If your hospitalization is not covered by your insurance plan, or if your plan only pays for part of your hospitalization, you will have to pay a deposit. This deposit may be in addition to a co-pay or deductible. A financial representative will let you know the amount required for your deposit. This amount will be based on how long we expect that you will be in the hospital. You should have planned to pay when you went for pre-admission testing. Otherwise, payment must be made on the day of surgery. Deposits may be paid by cash, money order, certified check, debit card, or major credit card (Visa, MasterCard, Discover, American Express).



Patient Education

Having total joint or spine surgery? Visit www.NYULMC.org/hjd to access your complimentary e-classes and sign up for your e-guides. These are your roadmaps for what to expect when having surgery. Each e-class video segment is roughly 5 minutes long, and each part of the spine surgery video varies from 5 to 18 minutes long. You can view it at home and can pause, rewind, and fast forward. You will learn how to prepare for surgery, discharge and recovery. You can also pick up the e-class DVD at Pre-Admission Testing at no cost to you.

The Day Before Surgery

A nurse will call you approximately 48 hours before your surgery in order to let you know when to arrive at the hospital on the day of your surgery and when you should stop eating and drinking before surgery. The nurse should have also discussed how you were feeling. It is very important to tell the nurse if you have a cold, fever or sore throat. If you did not receive a call 48 hours before surgery, please call (212) 598-6345.

Please review the handout "Better Surgery: What Can I Do?" that is available online in the *Patient Handouts* section of the *Patient and Family Resource Center* website: www.nyupatientlibrary.org/medcenter. It is also available at Pre-Admission Testing.

Pre-Admission Checklist

- List of medications including how often you take them, dosage, and who prescribed them
- Phone and fax numbers of your Primary Care Physician
- Insurance card(s)
- Any forms required by your insurance provider
- Co-pay, deductible, or deposit: you will need to bring cash, money order, certified check, debit card, or major credit card (Visa, MasterCard, Discover, American Express)

DAY *of your* SURGERY

Arriving at the Hospital

(212) 598-6750 Admitting Office

On the day of your surgery, you will need to go to Admitting (Room 104 on the main floor) and register. Please have all needed items listed on the Admitting Registration Checklist, located on the opposite page, with you. You may need to pay a co-pay, deductible or deposit. If it was not paid at pre-admission testing, you will have to pay during registration. Payments can be made by cash, money order, certified check, debit card or major credit card (Visa, MasterCard, Discover, American Express). Your admitting representative will be happy to answer any questions you might have.



Your Surgery

You will go to a pre-operative holding area on either C1 or C2. The nurses and anesthesiology team who will care for you before and during your surgery will meet with you. You can ask them questions about the type of anesthesia you will be receiving. The anesthesiologist will ask you to sign a consent for the anesthesia. Your surgeon will also meet with you. You can ask him or her any other questions you may have about your surgery. Your surgeon will ask you to sign a consent for the surgery. At this time, you will be asked, "What procedure are you having today and on which side of your body?"

You will be taken to an operating room (OR) on either C1 or C2. In the OR, you will be asked to lie down on a table. Your anesthesiologist will begin to prepare you for surgery. Please tell the staff if you need additional blankets for warmth and comfort.

Your family and friends may stay with you in the pre-operative holding area before you go into the OR. Children are not preferred in the holding area.

While you are in surgery, your family and friends can wait in the surgery waiting area (located on C1), the lobby, the cafeteria or one of the nearby cafes or restaurants. The staff in the waiting area can answer your family's questions and give them updates on your progress during surgery. Your family may receive a pager so staff can let them know when you are out of surgery. The surgeon will then speak with your family. There is a "Notes" section at the back of this handbook to write down any important information or questions that you, your family or your friends may have.

The Post-Anesthesia Care Unit (PACU)

You will be in the PACU for a few hours after surgery. Your family may visit you, one visitor at a time. Children may be allowed in the PACU, but please check with your nurse or healthcare provider before you bring a child into the PACU.

As you slowly wake up from anesthesia, you may feel cold and nauseous. Your mouth may be dry and your throat may be sore. If you had regional anesthesia, part of your body may be numb until the anesthesia wears off. A nurse will monitor your progress, your breathing, your heart rate and your blood pressure. The nurse will ask you how you feel and help you manage any pain or discomfort. It is important to tell your nurse what you are feeling. We want you to be comfortable.

Your Room

All patient rooms are equipped with a television, phone, wireless Internet access and a safe for your valuables. Please see the "For Your Comfort and Convenience" section for details.

It may be necessary to transfer a patient from one room or nursing floor to another in order to provide the best care possible. If this should happen, we ask for your understanding and cooperation.

Requesting a Private Room

If you would like a private room, please request one during the registration process. We will do our best to honor your request. Most insurance providers do not cover the cost of a private room so you will have to pay. You will be asked to pay for the room in advance. If a private room is not available, your name will be placed on a waiting list.

Admitting Registration Checklist

- Insurance card(s) and identification card
- Workers' Compensation letter of authorization, if applicable
- No-Fault insurance policy and claim numbers, if applicable
- Payment for your deductible, co-pay or deposit, if applicable. You will need to bring cash, money order, certified check, debit card or major credit card (Visa, MasterCard, Discover, American Express). You may have paid this at Pre-Admission Testing.
- Advance Directive (Health Care Proxy or Living Will), if you have one

DO Bring With You

- Cases for dentures, hearing aids, contact lenses
- Personal items such as toothbrush, robe, slippers, combs, brushes, toiletries, razors
- Payment for using the telephone, if service is desired. Cash, checks and major credit cards (Visa, MasterCard, Discover, American Express) are accepted.
- Cell phone or music player if you want

DO NOT Bring

- Televisions, plug-in radios or small electronic appliances (*they may interfere with hospital equipment, and are a potential fire or safety hazard*)
- Digital or video cameras
- Other valuables such as jewelry (*The hospital is not responsible for your valuables*)

DURING *your* STAY

Your Care as a Patient

While you are in the hospital, your care will be provided by our doctors, nurses and therapists. They will help you through your recovery and answer any questions you may have about your care.

Your Care Team During Your Stay

- **Clinical Care Coordinators** serve as a liaison between the patient, surgeon, and hospital staff before, during, and after surgery
- **Doctors** address any of your medical needs; specialists are available to address more specific needs
- **Nurses** provide and monitor your care, respond to your care needs and keep you comfortable
- **Nurse Practitioners** collaborate with your surgeon and medical team to provide clinical care, and facilitate your discharge
- **Physical, Occupational and Speech Therapists** design your rehab program and treatment goals
- **Patient Relations Representative** support you and your family by responding to questions and concerns about available services, hospital policies and your rights as a patient
- **Registered Dietitians** available to develop special diet plans
- **Residents** work with your doctor to take care of you and monitor your recovery
- **Social Workers** provide support, resources and help you arrange for your care after you leave the hospital



Your Rights

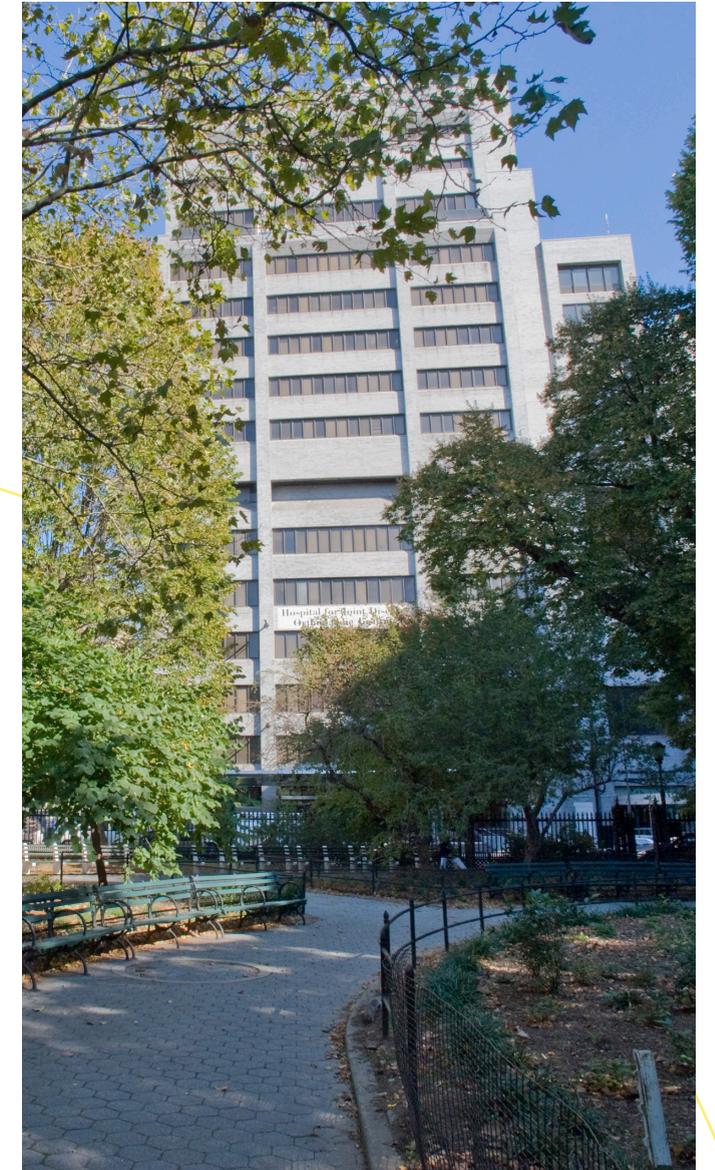
New York State law gives you the right to decide if you agree with your discharge plan. If you have any concerns about your hospital stay or your discharge plan, you should discuss these with your doctor or call the Social Work and Care Management Department at 212-598-6030.

Planning for Discharge

If your surgeon is a part of our Guided Patient Services (GPS) initiative, you should have received a call from our Clinical Care Coordinators to discuss your discharge plan and any other questions you have.

A social worker or clinical care coordinator will talk with you about the care you will need after leaving the hospital and any concerns you may have. They will arrange with you for your care after discharge. We strongly recommend that you call your insurance provider to understand your insurance coverage. Your surgeon's office or a social worker can provide you with questions to ask your insurance provider.

DISCHARGE TIME IS AT 10:00 AM
Please plan ahead and be ready. Arrange for a family member or friend to pick you up.



SUPPORT *services*

Animal Assisted Therapy (AAT)

Our AAT program, Hand 'N Paw, provides teams of handlers and certified therapy dogs to pediatric and adult patients. During an AAT session, the therapist works with the dog to help meet the physical, social, emotional and cognitive needs of each patient. If you have questions about AAT, please contact Volunteer Services at (212) 598-6336..

Child Life Specialist

(212) 598-6444 or (212) 598-6461

Rusk Rehabilitation

Child life specialists are available to provide therapeutic and age appropriate distractions and support services for pediatric patients.



Help With Healthcare Decisions (Medical Ethics Consultation)

(212) 598-6030

Social Work Department

You may have to make difficult decisions for yourself or a loved one and the choices may be confusing. This can be an upsetting and stressful time. You can ask to meet with a social worker who can help you with these decisions.

International Services

(212) 263-8096

International Services

International Services is dedicated to meeting the special needs of international patients, their families and referring physicians. Offering full-service assistance, the program can help with scheduling appointments, securing lodging, arranging for interpretation or translation services, and facilitating hospital admission and financial transactions.

Language Access Services

(212) 598-6336

Patient Experience Department

HJD provides interpreting services at no cost to you or your loved ones. If you prefer to communicate in a language other than English or if you are deaf or hard of hearing and communicate in sign language, interpreters will be provided. Interpreters help you, your loved ones and your healthcare team to communicate about your care. Telephonic interpreting services are also available 24 hours a day, 7 days a week. If you need a spoken language or sign language interpreter, please ask your nurse or call the Patient Experience Department.

Patient Meal Services

(212) 598-6464

Food & Nutrition Department

All of our foods are fresh, including our baked goods. Our menus include choices to meet the diverse cultural backgrounds of our patients. There are choices on the menu for patients who keep Kosher, are vegetarian or have other special dietary needs.

- Your menu will consist of Daily Chef Specials and a variety of daily meal selections

- A menu substitution list is also available as an option to the daily menu selections
- "Yummy Thursday Specials" are offered for our pediatric patients

Pastoral Care

(212) 598-6336

Patient Experience Department

If you would like to talk with a rabbi, priest or minister, just tell your nurse or contact the patient advocate for help.



Patient Relations Specialist

(212) 598-6336

Patient Experience Department

Monday through Friday from 8:00am to 5:30pm

During your hospital stay, you may need the services of a patient advocate. The patient advocate can represent and provide support to you and your family by responding to questions and concerns about available services, hospital policies and your rights as a patient. As a member of your healthcare team, the

patient advocate can connect you with information, education and other people and services as needed. For weekend support contact Nursing Administration at (212) 598-6668.

Social Work and Care Management Services

(212) 598-6030 or (212) 598-6340

Social Work and Care Management Department

The Social Work and Care Management Department helps patients and their loved ones cope with financial, emotional and social stresses of hospitalization, discharge and disability. Individual, family and group counseling are available. Staff can provide counseling about discharge planning and care needs after you leave the hospital. Staff can also provide referral and resource information about community services.

Volunteer Services

(212) 598-6336

Patient Experience Department

Volunteers add to the excellent care provided by staff by offering additional support, compassion and services for patients and their loved ones. Volunteers provide a variety of services including coming to your room with a library cart with books and magazines and a candy cart filled with candies and other items that you can buy. They may also provide other services throughout your stay.



The following spa services are offered through independent, licensed therapists for the comfort of our guests. Please ask your physician or nurse practitioner for approval before scheduling an appointment.

Therapeutic Massage is designed to reduce tension and to promote healing through the systematic manipulation of the body's soft tissue.
1 hour session, \$80 1/2 hour session, \$50

Reflexology is the application of pressure, stretch and movement to the feet and hands to break up patterns of stress and encourage relaxation in other parts of the body.
1 hour session, \$80 1/2 hour session, \$50

Reiki transmits healing energy through the hands of the therapist to the client. Reiki encourages stress reduction and relaxation.
45 minute session, \$60

Available 3:00 pm – 7:00 pm, daily (Pending availability)

To schedule an appointment, the patient or family member should contact one of the therapists listed below. The patient must receive physician or nurse practitioner approval prior to scheduling an appointment.

Give the Gift of Spa

Gift certificates are available in the Gift Shop for spa services offered at the hospital.

THERAPIST DIRECTORY

Licensed Massage Therapists

Name	Phone	Availability
Carol Lee	(718) 640-0799	Weekdays
David Zimmer	(917) 847-6754	M, T, W
Dori Bortniker	(917) 847-7224	M, Su
Lori Kwasnicka	(917) 327-1046	Weekdays
Lori Singer	(718) 607-0450	T, W, Th, F, Sa

Certified Reflexology Therapists

Name	Phone	Availability
Carole Russo	(516) 316-4557	T, W, Th, F, Sa
Cristina Lipka	(212) 203-7938	All week
Dori Bortniker	(917) 847-7224	M, Su
Fabina Donati	(646) 229-7339	T, Th
Lori Singer	(718) 607-0450	T, W, Th, F, Sa

Certified Reiki Practitioners

Name	Phone	Availability
Carole Russo	(516) 316-4557	T, W, Th, F, Sa
Deborah Flanagan	(646) 326-1115	Weekdays
Fabina Donati	(646) 229-7339	T, Th
Lori Kwasnicka	(917) 327-1046	Weekdays
Susanne Chakan	(917) 363-7307	All week

Payment method: cash, check, or gift certificate from gift shop. An ATM is located on the 13th Floor for your convenience.

From your room phone, dial 9-1 (area code) and phone number.

For questions or additional information about spa services, please call (646) 754-1353.

Gift Shop - Lobby Level (212) 598-6764

Mon. - Fri., 9:30am-5:30pm

The Gift Shop sells newspapers, magazines, candy (sugar free options also available), beverages, snacks, gifts, toys, jewelry, balloons, lottery, and flowers. Delivery service is available.

FOOD AND NUTRITION

Java Joint - Lobby Level

Mon. - Fri., 6:00am-6:00pm

Sat., 8:00am-4:00pm, closed holidays

Stop by to grab a quick bite or "cup of Joe" at the Java Joint. You can enjoy freshly brewed coffee, homemade soup, gourmet to-go deli sandwiches, salad platters, and assorted baked goods.

Snacks

(212) 598-FOOD [598-3663]

Mon. - Fri., 9:00am-11am and 2:00pm-4:00pm

Available between meals. If you are interested, please call Food and Nutrition. Every evening, a snack cart visits each room.

Vista Café - 13th Floor

Mon. - Fri., 7:15am-9:30am and 11:00am-2:30pm

Offers a variety of freshly prepared foods including hot and cold items for breakfast, and three to four entrees, a full salad bar, fresh fruit and dessert offered for lunch.

Hair Styling/Barber Services

(212) 477-6784 to schedule an appointment

Available by appointment. Please call to ask about the services offered and their costs. Speak with your nurse before scheduling an appointment.

Newspaper

A free copy of USA Today will be delivered to your room each day. A morning newspaper cart is also available on the floors Monday through Friday. You can buy other newspapers at the HJD Gift Shop.

Private Duty Nurse

(212) 598-6268

You may ask for a private duty nurse at the private duty registry desk in the nursing office on the C level. Private duty nurses do not work for HJD. They are employees of an independent nursing agency. You may ask questions about fees, hours, methods of payment and arrangements during registration or by calling the private duty nursing office.

Telephone and Television Services

(212) 598-6394

Television service is available in all patient rooms at no cost. Telephone service is available for a fee. Customer service representatives are available 24 hours a day, 7 days a week to give you information about these services. By request, the following are available for use in your hospital room at no cost:

- Telephone amplifier
- TTY
- Phone with large buttons

CENTERS *and* CLINICAL SERVICES

HOSPITAL FOR JOINT DISEASES (HJD) SERVICES 301 East 17th Street

*offsite

Center for Children (212) 598-6205

Child- and family- friendly facility that treats simple to complex physical and neurological conditions.

Seligman Center for Advanced Therapeutics* (646) 356-9440

Provides comprehensive pain evaluations and pain management services to the inpatient and outpatient orthopaedic population.

Diabetes Foot and Ankle Center* (212) 598-2378

Offers podiatry services, diagnostic testing, wound care, foot and ankle procedures, endocrine care and diabetes education.

Harkness Center for Dance Injuries* (212) 598-6022

Care and treatment provided by highly respected faculty within the dance, medical, physical therapy and athletic training communities who provide prevention, education, research and medical services for many of the world's top dancers and professional health societies.

Initiative for Women with Disabilities (IWD) Elly and Steve Hammerman Health and Wellness Center*

(212) 598-6429

Provides medical and gynecological care to women with physical disabilities. They also offer wellness classes, weekly support groups and educational lectures.

Occupational and Industrial Orthopaedic Center (OIOC)*

(212) 255-6690

An evidence-based interdisciplinary musculoskeletal center of excellence that provides the most advanced rehabilitation strategies in the fields of physical therapy, behavioral health and ergonomics. The result is a faster return to function or work, reduced recurrences and higher patient satisfaction.

Osteoporosis Center (212) 598-6367

Care and treatment provided by a qualified and caring team of doctors, physical therapists, psychologists, exercise psychologists and social workers who specialize in the diagnosis and treatment of osteoporosis.

Rusk Rehabilitation (Rusk at 17th Street) (212) 598-6267

Ranked among the top ten rehabilitation programs in the nation and #1 in New York since 1989 by *U.S. News & World Report*. Provides comprehensive, state-of-the-art adult and pediatric rehabilitation for brain injuries and orthopaedic disorders as well as outpatient services for a wide variety of pediatric conditions.

Samuels Orthopaedic Immediate Care Center

(212) 598-7600

A place where patients with urgent musculoskeletal injuries can receive excellent care on a walk-in basis in a timely and efficient manner. Hours of operation are 8:00am to 10:30pm.

Outpatient Surgery Center (212) 263-1515

A new, state-of-the-art facility specializing in same-day orthopaedic surgery and featuring four operating rooms, a twelve-bed recovery unit and world-class surgeons and experienced healthcare staff.

CENTER FOR MUSCULOSKELETAL CARE (CMC) SERVICES 333 East 38th Street

CMC is the largest outpatient musculoskeletal facility in the nation to combine state-of-the-art therapeutic and medical technology with the expertise of physicians from NYU Langone, which is ranked among the country's top 10 in orthopaedics, rheumatology and rehabilitation by *U.S. News & World Report*.

CMC Center for Diagnostic Imaging (646) 501-7440

This center contains state-of-the-art imaging equipment for muscle, bone and joint imaging.

CMC Infusion Center (646) 501-7400

Patient care and comfort are critical to CMC's ultra-modern Infusion Center. The eight private bays for infusion therapy have reclining chairs, flat-screen TVs and Wi-Fi. A physician and team of nurses are on duty at all times to respond to your needs.

CMC Center for the Study and Treatment of Pain (646) 501-7246

Staffed by pain specialists from NYU Langone's Division of Pain Medicine, who make up one of only six groups across the country honored by the American Pain Society as a Clinical Center of Excellence.

Division of Rheumatology at CMC 646-501-7400

An integrated patient-care and research practice specializing in the rheumatic diseases. Our Physicians bring years of experience to the treatment of a wide range of conditions.

Joint Replacement Center (646) 501-7300

Our adult reconstructive orthopaedic physicians evaluate conditions caused by arthritis, injuries, congenital problems and general wear-and-tear to determine the best course of treatment. If surgery is required, you can entrust your care to a team that performs more than 3,000 joint replacement procedures a year.

Physical/Occupational Therapy at CMC (646) 501-7077

Highly skilled specialists care for patients across the full range of orthopaedic conditions, in a state-of-the-art environment. Our goal is to improve strength and coordination and return you to your previous levels of function and performance.

Rusk Rehabilitation at CMC 646-501-7277

Board-certified rehabilitation physicians (physiatrists), play a pivotal role in your musculoskeletal treatment by pinpointing the source of your problem. Based on that assessment, they develop a treatment plan and work seamlessly with you and a team of specialists to implement the plan and monitor your progress.

Spine Center (646) 501-7200

Provides outpatient treatment for a broad range of spinal disorders, including complex spinal problems associated with failed previous surgery, growth disorders, neuromuscular disease, and congenital pathologies such as spina bifida.

Sports Medicine (646) 501-7223

The Center's rehabilitation programs are designed to help athletes progress to their full functional and sports-related goals by improving their strength, coordination, balance, endurance and specific sport skills with an emphasis on non-surgical interventions.

The Sports Performance Center 646-501-7077

One of the leading programs in the Northeast for the treatment of sports-related injuries and recurrent conditions, our specialists treat professional athletes from hockey players to dancers, and apply that same level of expertise and an emphasis on non-surgical interventions to helping every level of athletic individual return to their athletic activities.

OTHER MUSCULOSKELETAL SERVICES

Musculoskeletal Rehabilitation Network

(877) PTatNYU [782-8698]

This network offers the highest quality rehabilitation services at approved practices, conveniently located in your community.

UNDERSTANDING *Your* BILL

The Charges on Your Hospital Bill

Your hospital bill will show several kinds of charges. Your insurance may pay some or all of each charge.

The Daily Care Charge

The daily care charge covers some of the cost to run the hospital. It pays for 24-hour nursing care, food and laundry. It also includes the cost of support staff such as housekeeping, building maintenance, admitting and medical records staff.

Individual Charges

You will see charges on your bill for tests, treatment(s), medicine and supplies. You may also see charges for use of the operating room or recovery room.

Charges For Special Items You Requested

Your insurance will not pay for some special items. You will have to pay for things such as special orders from Food Services and the cost of a private room.

Doctors' Charges

You will receive a separate bill for your doctor's services during your hospital stay. Other doctors may have been involved in your care. They may have treated you or they may have read tests and provided results. These doctors include pathologists, radiologists, anesthesiologists or other specialists. You will get a bill from these doctors too, even if you did not meet some of them in person. If you have any questions regarding your physician bills, please call (877) 675-5174 for anesthesia bills and (877) 648-2964 for all other physician bills.

Billing

You should receive your hospital bill a couple of weeks after your insurance pays the bill. The bill should list any payments you or your insurance provider have already made. It should also show the balance that you owe based on your insurance plan. Your insurance provider should also send you form(s) called Explanation of Benefits (EOB). You will likely get a new EOB every time information in their files is updated. Save these forms. Make sure you understand what your insurance plan has paid for and what they have not, and why. You will need to pay any costs not paid for by your insurance provider when you receive the bill.

Methods of Payment

You can pay your bill with cash, personal check, debit card or major credit card (Visa, MasterCard, Discover, American Express).

Questions About Your Bill

You may have spoken to a representative from our Insurance Clearance Department before your admission about insurance, costs or how to pay. If you have questions during or after your stay, you may call Financial Counseling or Patient Financial Services as described in the following sections.

Before Your Admission: Insurance Clearance (212) 598-2734

Any time you and your doctor plan a hospital admission, you may have questions about insurance coverage, costs, or if you will be financially liable for any charges. We recommend that you call your

Member Services department at your insurance company regarding your hospital coverage and benefits. Any further inquiries regarding financial clearance for a scheduled admission, please call our Insurance Clearance department for help. Representatives are available to speak with you Monday through Friday from 9:00am to 5:00pm.

Financial Counseling (866) 486-9847

If you are unable to make payment for hospital services either prior to admission or post discharge due to financial hardship, please contact our Financial Counseling Services Unit. They may be able to help you whether you have insurance or not. They can help you apply for financial assistance, Medicaid or for other government programs. Financial counselors are available to speak with you Monday through Friday from 9:00am to 5:00pm.

After Discharge: Billing & Refund Inquiries Customer Service Department

Any inquiries regarding your hospital bill post discharge, please call Customer Service at 800-237-6977. They are available to speak with you Monday through Friday from 9:00am to 5:00pm.

Refunds

If we owe you a refund, we will send it to you as soon as possible. Before we can send you a refund, we need to wait until your insurance provider has paid everything they owe. Insurance providers often take time to process claims. We appreciate your patience in waiting for a refund.



SAFETY *and* SECURITY KEY *telephone* NUMBERS

Medications and Prescriptions

For your protection, all medications used in the hospital must be provided by our hospital pharmacy. Please do not bring your medication to the hospital unless you are asked to by your doctor.

Safes for Patient Valuables

Hospital safes are located in all patient room closets for storage of patient valuables. Instructions and contact numbers are posted by the safe.

The hospital is not responsible for your valuables such as jewelry or large amounts of cash. If you choose not to send your belongings home or to leave them with Security to be placed in a safe, you will be responsible for any loss or damage. A patient property sheet will be filled out on the day of surgery that lists any valuables you want to have Security hold for you during your surgery. You should ask for any valuables left with Security to be returned to you during your stay so that they can be kept in the safe in your room.

Cell Phones

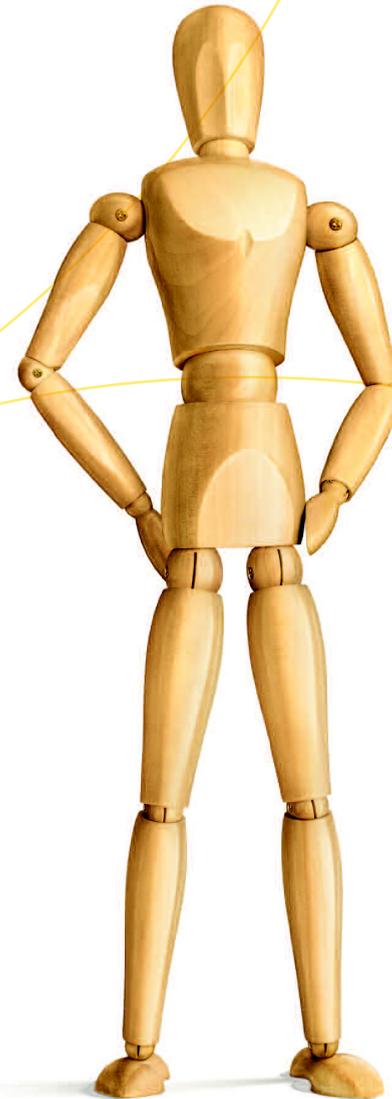
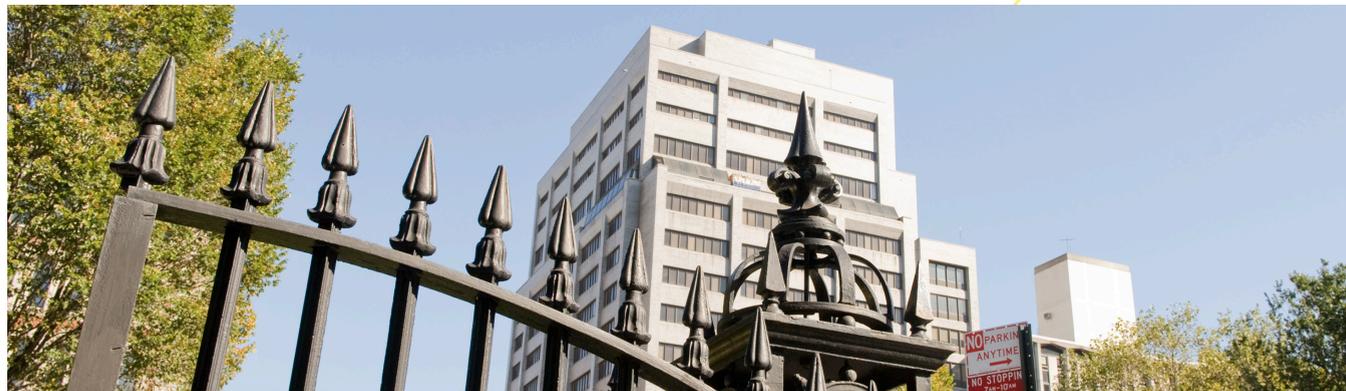
You and your visitors may use cell phones in all areas of the hospital EXCEPT in the Special Care Unit (SCU) and inside the operating rooms.

Smoking

There is absolutely no smoking anywhere on hospital property.

Concerned About Patient Care or Safety?

The Hospital for Joint Diseases is committed to patient safety and care. We encourage patients or family members to call Administration at (212) 598-6530 with any concerns about patient care or safety.



Main Hospital, 212-598-6000

Administration, x6530

Admitting, x6747

Development (fundraising), 212-404-3895

Financial Counseling Services, 866-486-9847

Food Service, x6464

Gift Shop, x6764

Hairstyling Services/Barber, 212-477-6784

International Services, 212-263-8096

Language Access Services

(Interpreting Services), x6020

Nursing Office, x6052

Operator, x00

Patient Information, x6333

Patient Advocate, x6336

Private Duty Nurses Registry, x6268

Physical & Occupational Therapy, x6248

Security, x6202

Social Work/Care Management, x6030

Speech Therapy, x6117

Telephone and TV Service and Repair, x6394

Patient Visitor Information

Visiting Hours

At Hospital for Joint Diseases, we recognize that family and loved ones play a key role in your health and well-being. Our visiting hours encourage visitation while giving you time to rest and recover. Though we prefer for your visitors to come during regular visiting hours, the staff understands that this is not always possible. "Open" visitation allows visitors at other times in order to meet your needs and the needs of your family and loved ones.

General Visitation

Visiting hours are 10:00am to 10:00pm every day.

Visitation by Children

Visits by children are welcome at any time as long as they are accompanied by a responsible adult. Children may NEVER be left alone with a patient.

Overnight Visitation

Overnight visitation is allowed in some cases. Your nursing staff can help with your request. Only one family member or loved one may stay overnight in the room. We prefer that you do not have an overnight visitor in a semi-private room.

Special Visitation

There are special times and rules for visitation in Pediatrics, the Special Care Unit (SCU), C1 Level and C2 Level Recovery Rooms. Please see the Visiting Guidelines brochure that you were given during registration for details.



Local Accommodations and Parking

We are located at 301 East 17th Street at the corner of 2nd Avenue and East 17th Street.

Please note, with the exception of our Gift Shop, the Hospital for Joint Diseases is not affiliated with the businesses listed in this guide, does not offer any special rates (except for parking) and is not responsible for issues related to these businesses.

Nearby Hotels

- [Gramercy Park Hotel](#) — (212) 475-4320
2 Lexington Avenue (between 21st and 22nd Streets)
- [Hotel Seventeen](#) — (212) 475-2845
225 East 17th Street (between 2nd and 3rd Avenues)
- [Inn at Irving Place](#) — (212) 533-4600
56 Irving Place (between 17th & 18th Streets)
- [Union Square Inn](#) — (212) 614-0500
209 East 14th Street (between 2nd and 3rd Avenues)
- [W Hotel](#) — (212) 253-9119
201 Park Avenue South (at 17th St)

Parking - Icon Parking

Icon offers discount parking for patients and guests at the locations listed below. To validate your parking discount, please see front-desk personnel in the hospital lobby or at off-site locations.

- 202 East 18th Street (between 2nd and 3rd Avenues)
- 245 East 19th Street (between 2nd and 3rd Avenues)
- 329 East 21st Street (between 1st and 2nd Avenues)
- 300 East 25th Street (between 1st and 2nd Avenues)

Flower Shops

- [Gramercy Park Flower Shop](#) — (212) 475-4989
236 3rd Avenue (at 20th Street)
- [HJD Gift Shop](#) — (212) 598-6764
Hospital Lobby (pictured below)





Hospital for Joint Diseases

301 East 17th Street
New York, NY 10003

(212) 598-6000

www.NYULMC.org/hjd