

# PATIENT SAFETY

During Your Stay at  
NewYork-Presbyterian Hospital



We Put  
Patients First

NewYork-Presbyterian  
The University Hospital of Columbia and Cornell

*At NewYork-Presbyterian Hospital, we are committed to providing outstanding and compassionate care to each and every one of our patients. We know that outcomes are best when you and your family are actively involved in your care.*

*This booklet highlights ways your health care team will work with you during your Hospital stay. It also explains ways you and your visitors can be involved in helping us provide you with the best care at all times.*

*Please read this booklet and share it with your family members. While you are at NewYork-Presbyterian Hospital, be sure to speak up if you have any questions or concerns. Our staff welcome your involvement.*

*Thank you for trusting NewYork-Presbyterian Hospital with your care.*



Herbert Pardes, M.D.

A handwritten signature in black ink, appearing to read "Herbert Pardes".

*President and Chief Executive Officer  
NewYork-Presbyterian Hospital and  
Healthcare System*



Steven J. Corwin, M.D.

A handwritten signature in black ink, appearing to read "S. Corwin".

*Executive Vice President  
and Chief Operating Officer  
NewYork-Presbyterian Hospital*





# PATIENT SAFETY at NewYork-Presbyterian Hospital

## BE ACTIVELY INVOLVED IN YOUR CARE ■

At NewYork-Presbyterian Hospital, your health care team will keep you informed about your care. We will listen to your questions and concerns. We will provide an interpreter for you if English is not your primary language. We will explain your care and treatment to you. When you are discharged, we will give you written instructions to take home. **We want you to:**

### *Ask Questions and Speak Up*

- Actively participate in decisions about your treatment.
- Ask questions about your care and treatment.
- Ask questions about your discharge instructions.
- Tell us if you do not understand what we are saying to you.
- Ask for an interpreter if you do not understand English.



### *Keep Your Health Care Team Informed*

- Share your medical history with your health care team.
- Tell us about all your medical problems and prior surgeries.
- Tell us if you have any allergies.

## Know Your Medications

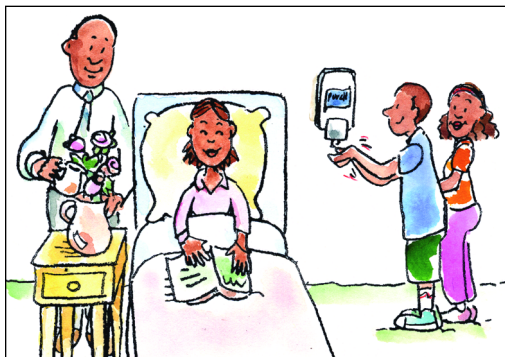
When you come to the Hospital:

- Bring a list of all the medications you currently take.
- This list should include all of your prescriptions, over-the-counter medications, vitamins or herbal supplements.
- While you are in the Hospital, ask about all medications you are given and why you must take them.
- Remember to take home your written medication instructions. Be sure to bring the list to all of your medical visits.



## CLEAN HANDS HELP PREVENT INFECTIONS ■

At NewYork-Presbyterian Hospital, we will clean our hands often to prevent the spread of infection. We will clean our hands with Purell®,



or soap and water, before and after we provide care for you.

We want you to help prevent the spread of infection too. If your family or friends have an infection,



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*such as a cold, cough or a rash, please ask them not to visit until they feel better. Ask your visitors to clean their hands with Purell® before they enter your room. Dispensers are located right outside your room. If members of your health care team do not clean their hands, we urge you to ask them to please do so.*

### **CHECKING AND RECHECKING YOUR IDENTIFICATION BAND ■**

*At NewYork-Presbyterian Hospital, we will review the information on your hospital identification band (ID) before we give you any medications, tests, procedures, X-rays, or even your food tray. Even though we already know you, we will check your ID band so that you receive the right care.*



*We want you to help make your care safe. Wear your Hospital ID band all the time. If your ID band falls off or is unreadable, ask us to replace it.*





## PATIENT SAFETY at NewYork-Presbyterian Hospital

### FALLS PREVENTION ■

*At NewYork-Presbyterian Hospital, we will make special efforts to prevent you from falling. We will place your call button within reach. We will help you get out of bed. We will take you for a walk on your unit. If you are at risk for falling, we will take extra precautions.*

*We want you to help prevent falls. Call for help before you get up. Keep your call button close to you. Let us know if you cannot reach it. When you walk you should wear non-skid socks or shoes. Do not get in or out of a wheelchair alone unless the brakes are locked. If you wear glasses, make sure you have them on before you get out of bed. If you are at risk for falling, please follow the staff's instructions to prevent falls.*



*We want to work closely with you to make your care safe. By getting involved in your care, asking questions, and speaking up, you will be helping achieve the best possible outcome.*

*If you have any questions or concerns regarding your rights and/or responsibilities as a patient at NewYork-Presbyterian Hospital, please speak with us at:*

***Patient Services Administration at NewYork-Presbyterian Hospital***

*NewYork-Presbyterian/Columbia  
212-305-5904*

*NewYork-Presbyterian/Weill Cornell  
212-746-4293*

*Morgan Stanley Children's Hospital  
212-305-5904*

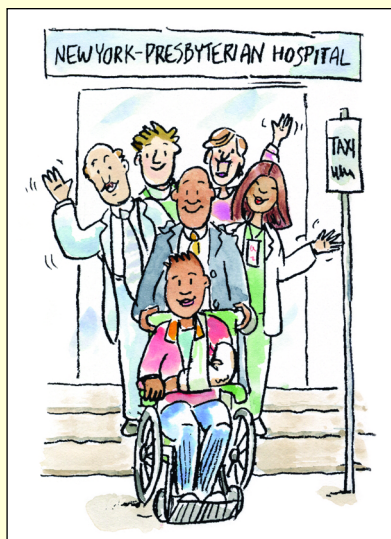
*NewYork-Presbyterian/Allen  
212-932-4321*

*NewYork-Presbyterian/  
Westchester  
914-997-5920*

***You may also call:***

*New York State  
Department of Health  
1-800-804-5447*

*The Joint Commission  
1-800-994-6610*





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*Thank you again for the privilege of being your care provider.*

