




Patient Handbook

ST. JOSEPH'S
Hospital  Health Center

A HIGHER LEVEL OF CARE

Our Mission

We are passionate healers dedicated to honoring the Sacred in our sisters and brothers.

Our Core Values

In the spirit of good **Stewardship**, we heal by practicing:
Compassion through our kindness, concern and genuine caring;
Reverence in honoring the dignity of the human spirit;
Excellence by expecting the best of ourselves and others;
Integrity by being and speaking the truth.

Our Vision

To be world-renowned for passionate patient care and outstanding clinical outcomes.



Prayer of St. Francis of Assisi Inside Front Cover
 Our Mission Inside Front Cover

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SECTION 1 — Information All Patients Need to Know

Welcome to St. Joseph's

Thank you for choosing St. Joseph's Hospital Health Center for your medical care. We know that health and healing are complex processes that involve the body, mind, heart and soul, as well as state-of-the-art technology and facilities, top-ranked physicians and other dedicated health care professionals. Your needs as well as the needs of your family during your hospitalization are our top priority. We are committed to helping you get well and return home quickly. This handbook is designed to help make your hospital stay as comfortable as possible. Please read it carefully, and keep it as a handy reference during your stay. We want you to be informed about your medical diagnosis and care. If you have any questions during your stay at St. Joseph's, we encourage you to ask your health care providers.

About St. Joseph's

St. Joseph's Hospital Health Center (www.sjhsyr.org) is a 431-bed hospital and health care network, which has served the Central New York community for more than 140 years. Today the hospital has nearly 3,900 employees, more than 23,000 annual inpatient discharges and more than 548,000 outpatient encounters. Its annual operating budget is \$435 million with approximately \$22 million comprised of charity care, unreimbursed services and costs associated with community programs.

As a ministry sponsored by the Sisters of St. Francis, it maintains a strong mission of care to underserved populations through the Family Medicine Center, Maternal Child Health Center, Westside Family Center and the Dental office. The Wellness Place reaches out to the general community to provide free education and health screenings.

In addition to providing general medical and surgical care, St. Joseph's offers several specialty services, including hemodialysis, maternity services, a separate birth center, emergency care, intensive care, wound care, dental services, suicide prevention and certified home health care. St. Joseph's operates several satellite facilities, including two ambulatory surgery centers, psychiatric services center, Regional Dialysis Center, neighborhood dialysis centers and a cardiopulmonary rehabilitation center.

Winner of the National Research Corporation's Consumer Choice Award for eight of the last nine years, St. Joseph's is designated a Magnet Hospital for Nursing Excellence by the American Nurses Credentialing Center, the highest honor bestowed on a hospital for nursing care. St. Joseph's is accredited by DNV Healthcare, Inc.

Your Admission

Parking: You may be dropped off at the Hospital's main entrance located on Prospect Avenue where wheelchairs and assistance are available. Those who are dropping off patients at the main entrance may park their vehicles in the parking garage or at any available meter located on adjacent city streets.

The main entrance to the parking garage is off Union Avenue at North Townsend Street. There is a bridge on the sixth floor of the parking garage that will bring you to the main lobby of the hospital. Valet parking is also available at the main entrance of the hospital.

St. Joseph's offers an extended stay parking rate of \$5 per day for those who are visiting immediate family for seven days or more.

Interpreter Service: If English is not your primary language and you require language assistance, please notify our staff. Telephone interpreter services are available. You may also request a face to face interpreter. Telecommunication Display Devices and American Sign Language video conferencing equipment are also available for the hearing impaired. There is no charge for these services.

Pre-Certification and Admission Notification: If required by your insurance company, either you and/or your physician must obtain certification for your hospital admission before you are admitted. Otherwise, your insurer may deny coverage. Use the special telephone number provided by your employer or insurer. St. Joseph's does not assume responsibility for making the required telephone calls to your insurance company.

You or a family member also must notify your insurance company when you are admitted, if required. Notification must be made within the insurance company's stated time limit. Check the back of your insurance card for the special telephone number for admission notification or contact your insurance company's customer service representative for your plan's benefits and limitations.

Many insurance companies have established penalties of up to 50 percent of your hospital bill, if you fail to follow their requirements. Any amount they do not pay may become your responsibility.

If you have questions, please call our Business Office at 315-448-5155, 8 a.m. to 6 p.m., Monday through Friday. If you do not have insurance, please call and make financial arrangements with our Business Office.



What You Will Need to Bring

Personal Items: You will be requested to present your photo identification and insurance cards (including prescription plan card) on admission. You also should bring a complete list of medications you are taking, including over-the-counter medications. Please bring only personal items such as pajamas or nightgowns, bathrobe, slippers, toilet articles and reading materials.

Valuables: The hospital cannot assume responsibility for jewelry, cash or other valuables you wear or keep in your room, and is not responsible if those valuables are lost. Please leave valuable items at home. If necessary, valuables may be temporarily secured in the hospital's safe inside the Security Office, located in the main hospital lobby and open 24 hours a day. If you want to keep items in the safe, please ask your admissions representative or nurse. You or your legal representative may request your valuables in person after showing identification. Valuables may be released to an immediate family member when they present written authorization from the patient specific as to what articles should be released and to whom.

Appliances: Please do not bring plug-in electrical appliances including radios, hair dryers or television sets with you. The New York State Health Department and hospital safety requirements do not allow patients to use these items during their stay.

Cellular Phones: Cell phones may be used in public hallways remote from patient care areas, elevator lobbies, waiting rooms, the main lobby and in the cafeteria.

Advance Directives: If you have completed an advance health directive (e.g. Do Not Resuscitate, Health Care Proxy, Living Will), please bring it with you. We will photocopy it and include it in your medical record. St. Joseph's recognizes and honors the decisions of a health agent in support of your wishes. If you do not state any limitations, in cases where you are unable to make health care decisions, your agent will be allowed to make all health care decisions that you could have made, including the decision to consent to or refuse treatment.

Tobacco/Alcohol

St. Joseph's is a tobacco free facility and no smoking is allowed on the hospital campus or its surface parking lots and parking garages. If you are a smoker, talk with your nurse or physician about medication that is available during your hospital stay. The New York State Smoker's Quitline at 1-866-697-8487 offers free counseling and other services.

Meals

We strive to provide excellent food and service while you are here. Our meals are designed to be as tasty as possible while meeting the many specific dietary needs of our patients.

A representative from Nutritional Services will visit you to obtain your menu selections based on the diet your physician and dietitian have prescribed. In the event that we do not see you prior to meal service, we may be contacted directly at ext. 8-6400 to discuss your needs. Please be sure to notify your nurse of any food allergies or specific needs you have.

Families are encouraged to bring food in for the patient, if it is appropriate to his or her diet and well being. Please check with your nurse before doing so and make sure it is prepared and transported using sanitary practices. It should be consumed by the patient in one sitting. Leftovers cannot be stored in nursing unit refrigerators for infection control reasons.

Safety

Everyone has a role in making health care safe. This includes physicians, nurses and others providing care. It also includes patients. You, as a patient, have an important role. Tell us about any health care safety concerns you have and how you believe we may be able to help. Ask questions about your care and ask again if you do not understand. We want you to understand your care and your part in it. Here are some things you can do:

- **Bring a list of your medicines and medical history.** It helps us remind you to tell us important information about yourself. It is helpful to write the name and telephone number of your pharmacy on the list. Tell us about all allergies, including those to medicine, food, dye and latex, and tell us what happens to you.
- **Know your medicines.** Tell us about your medicines at home, including over-the-counter medications and herbal products. Ask about your medicines in the hospital. Do not take any medications other than those prescribed for you in the hospital. Before you go home make sure you understand what medicines you are to take and why you are taking them. Sometimes your medicines change after you are in the hospital.
- **Tell us if something does not seem right to you.** We will explain and recheck anything you have questions about. For example, tell us before you take any medications you do not recognize.



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- **Always call a nurse for help** rather than try to do something that may result in your injury. Our nurses are easy to identify because they wear navy blue.
- **Do not adjust medical equipment.** Always leave any adjustment of medical equipment to our staff. Changes you make may be harmful.
- **You may ask a trusted friend or family member to listen with you.** Sometimes when you are ill and under stress it is hard to pay close attention.
- **Learn about your condition,** the tests or procedures you are having and how to care for yourself at home. Write down questions so you will not forget. You will receive patient education materials. Keep instructions and educational material together at home for reference.
- **Before you leave either the hospital or your doctor's office** make sure you understand how to care for yourself and who to call, if you have problems.

One of our main goals is to prevent health care errors. We have many policies and procedures in place to promote safety. Some of the things we are doing to protect your safety include:

- **Hand washing/hand hygiene.** It is the best way to prevent the spread of infections. We will be washing our hands or applying an alcohol-based product to our hands before and after your care. Hand hygiene using soap and water or alcohol-based sanitizers is an effective means of preventing the spread of germs that cause Influenza, the common cold, strep throat, whooping cough, pneumonia, diarrheal illness and other diseases. Hand hygiene also helps to prevent the spread of antibiotic-resistant organisms.

St. Joseph's wants you to know that we work very hard to provide the kind of environment that reduces your risk of developing a healthcare-associated infection. Please do your part by performing hand hygiene. Even with the use of barrier devices such as gloves, gowns and/or masks as a means of further reducing the spread of infection, your cooperation performing hand hygiene is also essential. Our staff is very knowledgeable about risk reduction and would be happy to answer any questions you may have. You can help us stop the spread of infection by:

- ❖ Performing hand hygiene after using the bathroom and before eating.

- ❖ Asking visitors to perform hand hygiene upon arriving and prior to leaving your room.

- ❖ Asking your health care providers if they have performed hand hygiene.

- **Patient and Staff Identification.** Everyone caring for you will wear a badge that has his or her name, photo and job title on it. You will be wearing a name bracelet. We will check this bracelet before tests, medications and procedures. Even if we "know" you, we will be doing this to be safe.

Drills

Do not be alarmed by fire or disaster drills. Our nursing staff will keep you informed of drills. In the event of a real emergency, your safety is a priority, and hospital staff is trained to respond in the most appropriate manner.

Celebrating Births

During your stay, you may hear a brief lullaby played over the public address system. This is St. Joseph's way of celebrating with parents the birth of their new baby.

Patient Services

The Auxiliary of St. Joseph's Hospital Health Center, Inc., offers newspaper delivery and telephone/television services.

Newspaper: You may purchase a daily newspaper from a delivery person who makes rounds each day.

Telephone/Television: Television service is available for a daily rental fee which is required either before or within 24 hours of service activation. The telephone service is free, and instructions for regional and /or long distance calls can be found on the telephone. When you arrive, you will find both the telephone and television activated as a temporary convenience. For the current TV rental rate, please call (315) 448-5528 (or ext. 8-5528 in-house). Our Customer Service Representatives (CSRs) are prepared to accept cash, check, credit and debit cards. For your convenience, there are pre-payment drop boxes located in the main lobby next to the Patient Registration/Cashier window, as well as at every nursing unit. Our hours of operation are Monday through Friday from 7:30 a.m. to 7:30p.m and weekends from 10:30 a.m. to 6:30 p.m. For faster service, please page us at 9-490-1588. At the tone, please enter your room number.

Education On-Demand TV: For information related to your condition, medication and treatments, please access our "Education On-Demand" system by dialing 6-2897 and following the prompts. Our "On-Demand" channels are 100, 101 and 82 through 94. Channel 103 is a "marquis" detailing general hospital services and channel



102 is soothing music and beautiful scenery. All “On-Demand” channels are free and we encourage our patients and their families to utilize this system.

For Your Family and Friends

Parking: Parking is available in the hospital parking garage. The main entrance is off Union Avenue at North Townsend Street. There is a bridge on the sixth floor of the parking garage that will bring you to the second floor of the hospital.

Security: Personal safety escorts are available by calling security at 315-448-5173 or stopping by the security office in the main lobby next to patient registration.

Information: Call 315-448-5113 (or ext. 8-5113 in house) or visit the information desk in the main hospital lobby.

Gift Shop: The gift shop is located on the first floor of the hospital off the main lobby.

Journey Café: The Journey Café is located on the second floor of the hospital across from the visitors’ elevators. Hours are from 6:30 a.m. until 9 p.m. daily. Our culinary team offers a wide variety of foods prepared to order and ready to grab and go such as sandwiches, salads, soups, grilled foods and more. Visitors are welcome at any time. Ask about our ‘Apple’ program to help you make healthy food choices.

Coffee Bar: EspressoOasis® coffee bar, located off the hospital’s main lobby, offers fresh-brewed coffee, espresso-based drinks, iced and blended drinks, pastries, soups, salads and sandwiches. The coffee bar hours are Monday through Friday from 6 a.m. to 8:30 p.m.; Saturday and Sunday from 7 a.m. to noon. A portion of the proceeds from the coffee bar go back to St. Joseph’s by way of the hospital’s Auxiliary. Visit the bar for more details or see the website at www.espressoasis.com. Vending machines and a microwave oven also are located in the coffee bar, and are available 24 hours a day, seven days a week.

Restrooms: Restrooms for visitors are located off the main lobby and on floors 1 through 3. For further directions, see hospital signage near the visitors’ elevators.

Public Wireless Internet Access: St. Joseph’s provides free wireless internet access to patients and visitors to use with their personal notebooks, laptops, and other Wi-Fi mobile devices. Wi-Fi is available in all common public areas and patient units throughout the hospital. For patient safety reasons, only battery powered units may be used on patient units and in patient rooms. It is important to note that, as with most wireless, public connections, the network is not secure. Please do not transmit sensitive information.

ATM: 24-hour automated teller machines that accept Plus, Cirrus and Discover, among others, are located in the coffee bar and in front of the cafeteria. There is also a change machine that accepts \$1 and \$5 bills located in the coffee bar.

Accommodations: A list of local hotels is available online at www.sjhsyr.org, or at the information desk in the main lobby.

Lost and Found: Lost and found is located at the Security Office in the main lobby.

Visitors

Visitors are welcome at St. Joseph’s. They can help you get well by observing hospital rules. Limiting the length and time of visits helps you and your hospital roommate get the rest needed to recuperate. In order to maintain a safe and healthy environment for patients, we depend on visitors to assist in the following ways:

You will be asked to show photo identification upon entering St. Joseph’s. All visitors are required to stop at the information desk in the hospital’s main lobby for information regarding visitor authorization or restrictions.

Please help us in maintaining an atmosphere that is conducive to recuperation by limiting the number of visitors to two, as well as the length and time of your visit. Children under 12 should be accompanied and supervised by an adult (who is not the patient). Please do not visit when you are ill.

Please note: The maternity unit visiting hours are daily, 12 to 8 p.m. Our critical care units and emergency services, including the Psychiatric Emergency Program, provide additional visiting hours. Please see the nurse managers of these units for more information.

Alcoholic Beverages and Illegal Drugs are prohibited.

Firearms or Other Dangerous Weapons are not permitted within the facility except as required by law enforcement.

Planning for Your Discharge

Whether or not you will need additional medical help after discharge depends on your diagnosis, type of surgery, living arrangements, etc. Following your hospital stay, your daily routine may be different and your activities may be restricted while you recover. Early planning for your post-hospital care will help ensure you recover quickly and prepare you for your next phase of care. Some of the things you may need to consider are medical equipment or supplies, dietary needs, availability of assistance from family or friends, the need for follow-up care or therapy, and by whom and where this care will be provided.



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A nurse will discuss your discharge options with you and your family soon after you are admitted. Although discharge planning is done in consultation with your attending physician, hospital staff, and your family members or friends, you are primarily responsible for planning your discharge.

St. Joseph's Hospital Health Center's Certified Home Health Care Agency is the only New York state licensed certified home health care agency operated locally by a general hospital. Services for adults and children are available to Onondaga and Cortland County residents. Services include nursing care, physical, respiratory, occupational and speech therapies; nutritional counseling; social work, mental health services, and home health aides. Fees for most services are covered by insurance or can be scaled according to ability to pay.

Hospitals Home Health Care, Inc., is a certified home care agency serving Oswego County. The agency is operated by Oswego Health in partnership with St. Joseph's. Services include nursing care, physical, respiratory, occupational and speech therapies; nutritional counseling; social work, mental health services, and home health aides. Fees for most services are covered by insurance or can be scaled according to ability to pay.

Franciscan Health Support, also affiliated with St. Joseph's, is a New York state licensed home health care services agency providing services to adults and children in 14 counties in Central New York. Services include nursing, home health aides, sleep apnea treatments, home fill and portable oxygen systems, respiratory therapy, wound pumps, and home medical equipment and supplies.

Depending on your health care needs, insurance or managed care plan, and the county you live in, St. Joseph's Home Care Agency, Hospitals Home Health, or Franciscan Health Support may be able to assist with your home health care needs at home. For more information, ask your nurse or case manager at St. Joseph's or call 315-458-4600.

Post-Hospital Care Services: If you need additional help at home while you recover, you may need home care nurses, aide services, Meals on Wheels, transportation services, in-home respiratory therapy, physical therapy, Lifeline or a personal response system.

Services St. Joseph's provides include:

- ❖ **PACE-CNY**, a collaborative effort of Loretto in cooperation with St. Joseph's, provides a convincing blueprint for the future of eldercare, where an interdisciplinary team approach to senior care can actually improve quality of life in a cost effective manner.

- ❖ **St. Francis Social Adult Day Care** guides individuals with diminishing physical, mental or psychological capacity to maintain optimal independence so they can remain in their own homes or with relatives. St. Francis also gives caregivers and family members a needed break so they can work, run errands, or simply take some time for themselves during the day.

- ❖ **Loretto Health Support** offers Philips Lifeline, an easy-to-use personal response service that ensures older adults are able to get assistance quickly, whenever it is needed. Lifeline with AutoAlert, which includes a function that automatically calls for help when a loved one falls, is also available. In addition, Loretto Health Support provides the Philips Medication Dispenser, which organizes and delivers the correct medications at the correct times, eliminating medication mishaps.

- ❖ **Kinney Drugs at Franciscan** offers several convenient options for obtaining your prescriptions, including an automated refill system and a free delivery service. The pharmacy is located on the main floor of the Physicians Office Building at St. Joseph's.

Please feel free to request information about our services from your nurse or case manager, including cost of services you may need or want. If you have any questions about planning your discharge, ask your nurse or call 315-448-5678 (or ext. 8-5678 in house).

Outpatient Programs: St. Joseph's has a number of outpatient programs, including nutrition counseling, cardiac and pulmonary rehabilitation, physical therapy, smoking cessation, stress management and behavioral modification, diabetes self-management, and the Take Shape, SJH weight loss management program.

Nursing Home Care: Sometimes continued hospitalization is not necessary, yet it is not practical for a patient to be discharged home. The alternatives may include going to a nursing home. Nursing home placement needs to begin early, with the involvement of your family and friends. Identifying the need for a nursing home early speeds up the discharge planning process. If you believe you will need a nursing home, please inform your doctor and your hospital case manager. You will be referred to our CareLink representative who will assist in the development of your discharge plan and help locate appropriate placement.



When You Leave

Patients at St. Joseph's will not be discharged before their health care providers determine they are medically ready. When you are able to be discharged, please note the following:

Discharge Time: Please plan on checking out prior to 11 a.m. on the day of your discharge. This will allow time to prepare the room for other patients.

Pick Up: Please instruct family members to pick you up at the

hospital's main entrance. No vehicle may be left unattended in the circle, so your family member will have to inform the security guard that he or she has arrived. The guard will alert your nursing unit and a staff member will bring you and your belongings to the main entrance. If your family member wishes to come to your unit on the day of discharge to help carry your belongings or listen to your discharge instructions, he or she must park at a meter on the street or in the parking garage. When you are brought down to the main entrance, your family member can pull the vehicle into the circle.

SECTION 2 — Additional Information About Your Care



People Caring for You

While you are a patient at St. Joseph's, many members of our patient care team will help you get well. Your primary contacts will be your nurses, who work together to assist your recovery, rehabilitation and comfort. The nursing staff is responsible for coordinating all of your treatment with other health care professionals.

Information about private duty nursing may be obtained through the nurse in charge of each unit, or prior to your admission, through St. Joseph's Clinical Services at 315-448-5830 (or ext. 8-5830 in house). If you are interested in hiring a private duty nurse, please familiarize yourself with your medical insurance policy to determine what portion, if any, is covered.

Our hospital has a long tradition of educating future health care professionals. These include students at St. Joseph's College of Nursing and other students in professional nursing, licensed practical nursing, respiratory therapy, X-ray technology, medical technology, social services and physician assistant programs.

Some 800 physicians are affiliated with our hospital. These physicians include hospitalists, or physicians who specialize in the treatment of hospitalized patients. You may be evaluated and treated by a hospitalist if your primary care physician has chosen to use St. Joseph's hospitalist physician group or if you do not have a primary care physician.

In addition, the hospital provides a clinical teaching setting for undergraduate medical students from SUNY Upstate Medical University and for residents in a variety of medical specialties and dentistry.

Residents, nurse practitioners and physician assistants may accompany and assist the health care professionals caring for you.

Spiritual Needs

Our Spiritual Care Service, ministering to patients and their families, is an important and regular part of St. Joseph's. Members of the Spiritual Care Service are ready to serve you and your family, to notify your own clergy of your hospital stay, or to visit.

Holy Communion is distributed to all Catholic patients daily if they wish. The Sacrament of Healing of the Sick is also available. Confessions are heard at the request of the patient.

Mass: Mass is held in our hospital chapel Monday through Friday at 12 p.m. and Sundays at 9 a.m. Please call 315-448-5116 (or ext. 8-5116 in house), if you need additional Spiritual Care Services.

How a Social Worker Can Assist You

In keeping with the philosophy of St. Joseph's, we are committed to caring for both the emotional and physical needs of the patient. The Care Management Service at St. Joseph's utilizes the professional knowledge and skills of licensed master social workers to assist patients and their families in coping with problems associated with injury, illness or hospitalization.

Many patients and their families contact our social workers to discuss emotional stress and anxiety; adjustment to diagnosis, illness or disability; financial problems; alcohol/substance abuse; family/marriage difficulties, etc. Our social workers can counsel you and your family on difficult decisions regarding your care. They can help you understand your illness, treatments and adjustments to your lifestyle; provide information on available community services and programs; assist you in arranging advance health care directives and end of life issues; and be an advocate for your rights. In addition, they can act as a liaison between you, family, friends and the medical staff if necessary.



SECTION 2 — Additional Information About Your Care

Don't be afraid to ask for help. Our social workers may be able to make a difficult time much easier for you and your family. If you would like a social worker to visit you, please ask your nurse, physician or family member to contact St. Joseph's Care Management Service at 315-448-5175 (or ext. 8-5175 in house).

Ethical Questions about Your Care

To help patients, families and caregivers discuss existing or potential ethical issues concerning your care, St. Joseph's has an Ethics Committee. Ethical issues may include informed consent, withholding or withdrawing life support, artificial feeding, and decisions about resuscitation and Health Care Proxies.

Any patient, family, friend, caregiver or employee of this institution has the right to speak to an Ethics Committee member if he or she has an ethical question or concern. Patients, families or friends wishing to consult with someone from this group should ask a nurse to call someone on the committee.

Although the Ethics Committee is here to help you, your loved ones and your caregivers, it is only an advisory group and does not make medical decisions.

Organizational Code of Ethics

St. Joseph's operates within a strict code of organizational ethics, which is inherent in our mission statement (see inside front cover). You may obtain a copy of our ethics policy from your nurse.

Palliative Care

The Palliative Care Consult Service (PCCS) is available to provide a specialized kind of health care for patients and their families who are facing an advanced illness.

While you are in the hospital, the PCCS focuses on enhancing your quality of life through pain management, symptom control and emotional and spiritual support for you and your family.

PCCS staff includes a physician, advanced practice nurse, social worker and spiritual care consultant who have advanced training in end of life care. To help you or your family cope with a life-threatening illness and/or end of life issues, the PCCS will meet with you and develop a plan of care for your special needs. The goal of PCCS is to achieve the best quality of life for you and your family by focusing on your physical, emotional and spiritual needs.

If you would like to meet with the Palliative Care Consult Service, please tell your nurse or call the Care Management Service at 315-448-5175 (or ext. 8-5175 in house).

Policy Regarding Advance Directives

St. Joseph's is a Catholic facility sponsored by the Sisters of St. Francis. We are dedicated to the care of the sick, suffering and dying. Our practice is guided by our reverence for life and our compassion for God's suffering people.

Integral to our mission is the special assistance and care we offer dying persons to help them live the end of their lives in comfort and dignity. We are committed to the relief of pain and suffering. We will not, however, take part in the practices of assisted suicide or euthanasia.

We promote health care decision making in collaboration with the patient. We believe competent adults have the right and responsibility to make decisions regarding their health care. Should the adult patient lack decision making capacity, we will honor an advance directive that states choices for medical treatment or designates other(s) (agent or proxy) who shall make treatment choices. These advance directives may take the form of a Health Care Proxy, a Living Will or a Do Not Resuscitate Order.

St. Joseph's provides care in a manner consistent with the beliefs and practices of the Catholic faith. These beliefs and practices can be found in *The Ethical and Religious Directives for Catholic Health Care Services* and in the policies of this institution. We reserve the right to not comply with directives given by patients (or by someone they delegate as a substitute decision maker in an advance directive) if those directives conflict with moral and religious directives and positions of the Catholic Church, the Sisters of St. Francis or St. Joseph's Hospital Health Center.

In the event that St. Joseph's Hospital Health Center is unwilling to comply with a directive given by a patient (or by that person's delegate decision maker), we will help the patient and family transfer to a compatible provider.

Please Note:

- A person who executes an advance directive can revoke it at any time.
- No discrimination will be shown to any patient whether or not they have executed an advance directive. Hospital staff is available to help you fill out an advance care directive, if you wish. For more information regarding advance directives, see "Your Rights as a Hospital Patient in New York State," which you received when you were admitted.



Our Hospital's Policies

This statement is a reaffirmation of the ongoing purpose of Catholic health care facilities to promote community and enhance the dignity of all people by providing optimal health care services and programs to those being served. Our hospital recognizes the inherent rights of patients to appropriate information that permits them to make judgments regarding their own care. As a patient, you should understand, however, that the nature, content and scope of the information supplied by your physician rests on his or her sound professional judgment and discretion. Recognizing these rights, you have a responsibility to notify the appropriate person(s) in our hospital when you believe these rights are not being respected.

It then becomes our Hospital's responsibility to take corrective action when necessary. In addition, you have a responsibility to cooperate in the treatment program specified by your physician and to respect the rights of other patients who also are receiving treatment here. You have a responsibility to know and observe the policies and procedures this health care facility has established in the best interests of all patients being served.

As part of the total resources of our health care facility, the organized medical staff is accountable for its role in ensuring that the patient's rights are respected. Physicians practicing in this health care facility are granted privileges within the context of the philosophy of a Catholic health care facility. These privileges include the physician's right to exercise medical judgment in the interest of the patient and a responsibility to be guided by this statement of rights of patients.

General healthcare facility policies and procedures that involve all employees are developed to ensure the protection of patient's rights in the context of the corporate obligations and moral and religious beliefs of a Catholic healthcare facility.

Your Rights as a Patient

A patient in our hospital enjoys the rights outlined in "Your Rights as a Hospital Patient in New York State," which you received when you were admitted. They are consistent with our corporate obligations, policies, moral and religious beliefs, and are in keeping with the values and principles inherent in the medical-moral teaching of the Catholic Church as promulgated by the National Conference of Catholic Bishops and the local Ordinary under which the Hospital operates.

All patients have the right to pain management. As a patient at St. Joseph's, your reports of pain will be believed. As a result, what you can expect is state-of-the-art pain management, information about pain and pain relief measures, a concerned staff committed to pain, prevention and management, and health professionals who respond quickly to reports of pain.

St. Joseph's is required by law to maintain the privacy of your health information as outlines in the Notice of Privacy Practices you received on your first visit to the hospital. Once you have received this document, you will not receive another one unless you ask or St. Joseph's makes significant changes to it. You do have the right to request restrictions regarding the use and release of your health information as outlined in the Notice of Privacy Practices.

Compliance at St. Joseph's

St. Joseph's is committed to the highest standards of conduct. This includes displaying ethical behavior, following all applicable laws and regulations, and preventing and detecting healthcare related fraud, waste and abuse. To ensure the integration of the mission, vision and values in all of our business practices, and support our commitment to the highest standards of conduct, the hospital has implemented a Corporate Compliance Program. To contact the Compliance Office please call 315-448-5756. To report concerns anonymously please call the Compliance Hotline at 315-448-6484.

Patient Confidentiality

Your right to privacy and confidentiality will be protected while you are a patient at St. Joseph's. It is a priority with us. If you have any concerns about confidentiality issues, please speak with your nurse, physician or the manager of your floor.

Patient Grievance Process

A patient at St. Joseph's has the right to complain without fear about the care and services received and have the hospital respond. This includes concerns about safety and the privacy of his or her health information. Our goal is to have those concerns resolved at the service area level, however in cases where a resolution cannot be achieved at that level, you may contact Patient Relations or Administration for further review. Both offices are located at 301 Prospect Avenue, Syracuse, NY 13203. You may reach Patient Relations by calling 315-448-5559 (or ext. 8-5559 in house) or Administration at 315-448-5880 (or ext. 8-5880 in house). You may also e-mail Patient Relations at patient.relations@sjhsyr.org.



Your Responsibilities as a Patient

1. Provision of Information

A patient has the responsibility to provide, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his health. He or she has the responsibility to report unexpected changes in his condition to the responsible practitioner. A patient is responsible for reporting whether he or she clearly comprehends a contemplated course of action and what is expected of him or her.

2. Compliance Instructions

A patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his care. This may include following the instructions of nurses and allied health professionals as they carry out the coordinated plan of care, implement the responsible practitioner's orders, and enforce the applicable hospital rules and regulations. The patient is responsible for keeping appointments and, when he or she is unable to do so for any reason, for notifying the responsible practitioner or the hospital.

3. Refusal of Treatment

The patient is responsible for his actions if he or she refuses treatment or does not follow the practitioner's instructions.

4. Pain Management

As a patient at St. Joseph's, you have the responsibility to:

- Ask your doctor or nurse what to expect regarding pain and pain management
- Discuss pain relief options with your doctors and nurses
- Help your doctor and nurse assess your pain by using the 0-10 pain scale

0 1 2 3 4 5 6 7 8 9 10



no pain

terrible pain

- Ask for pain relief when pain first begins
- Help your doctor and nurse assess your pain
- Tell your doctor or nurse if your pain is not relieved
- Tell your doctor or nurse about any worries you have about taking pain medication

5. Hospital Charges

The patient is responsible for assuring that the financial obligations of his health care are fulfilled as promptly as possible.

6. Hospital Rules and Regulations

The patient is responsible for following hospital rules and regulations affecting patient care and conduct.

7. Respect and Consideration

The patient is responsible for being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise and the number of visitors. The patient is responsible for being respectful of the property of other persons and of the hospital.



Financial Counseling Unit

St. Joseph's is committed to caring for patients regardless of race, color, creed or their ability to pay. We understand how confusing medical bills can be and have trained financial counselors who can help you understand your financial responsibility and your payment options.

Patients are responsible for paying their hospital bills even if they do not have insurance or have inadequate medical coverage. The counselors can assist eligible patients with enrollment in Medicaid, Child Health Plus or Family Health Plus. Monthly payment plan options are available to patients who have insurance but may have excessive out-of-pocket expenses or deductibles.

Charity care is available to all those who cannot afford to pay. All hospital medical services are covered by this policy. At the Hospital's discretion, every type of service and each occasion of service may be treated differently when determining charity care, and charity care may not be available to certain elective admissions or services. St. Joseph's financial counselors can review a patient's income, assets and resources to help determine if he or she is eligible for full or partial financial aid/charity care.

As part of the written application process for charity care, a patient will be directed to complete a Medicaid application. Refusal to complete a Medicaid application or to supply the hospital with the financial information requested, necessary to determine financial aid, will result in an automatic denial. The charity care application will be approved based on the income claimed on a valid Medicaid application and will require proof of income verification. Charity care is based on gross family income and family size as determined each year using the U.S. Federal Poverty Guidelines.

St. Joseph's financial counselors are just a phone call away at 315-448-5775 (or ext. 8-5775 in house). You may also contact the financial counselors via e-mail at financialcounseling@sjhsyr.org. All contacts made to a Financial Counselor are strictly confidential. For those non English-speaking patients we have interpreters available as well.

Information about Your Hospital Bill

As a not-for-profit institution, we depend entirely upon income from patient services to maintain our financial stability. Our patient account representatives will help you to make payment arrangements, explain hospital billing policies and answer your questions regarding your insurance coverage. Please make sure all arrangements for payment of your hospital bill are made prior to discharge.

As a patient of St. Joseph's, you are responsible for all charges incurred during your hospitalization. As a courtesy to you, St. Joseph's will submit your bill to your insurance company whether we participate with the insurance carrier or not. Your itemized bill will reflect the hospital charges and the portion due from the patient. The patient portion due to the hospital reflects out of pocket expenses such as deductibles, copays, co-insurance and non-covered services. Your bill may also include insurance payments, contractual adjustments, New York State surcharges and patient payments.

Please do not hesitate to contact a patient account representative at 315-448-5375 (or ext. 85375) to answer your questions about your bill (Monday through Friday, 8 a.m. to 4:30 p.m.)

You will receive separate billing from the hospital and the physicians. If you have questions about your physician's bill, please call the number printed on the statement that you receive from them.

Health Insurance Plans

Our hospital has contracts with numerous insurance companies and managed care companies. These contracts usually require pre-authorization and pre-certification and also give the insurance company the right to determine what is medically necessary for payment purposes.

It is the insurance company's responsibility to inform its insured members of any special terms under its health insurance policy. We do our best to alert our patients of any circumstances that could affect their health benefits, but we cannot assume responsibility. It is possible that you, the patient, may be responsible for a portion of your hospital bill simply because the requirements of your insurance policy are not met. Please contact your insurance company if you have any questions with respect to this matter or contact one of our patient account representatives at 315-448-5375 (or ext. 8-5375 in house).

Once you no longer need acute hospital care, your health insurance may limit what it will pay for. Some insurance carriers will not cover your entire hospitalization, which may be before you are fully recovered. In that case, you will be responsible for payment of continued hospitalization and/or nursing home placement. You may also be responsible for home care services that your insurance carrier does not cover.



SECTION 3 — Your Hospital Bill

Physician Charges

Before being admitted to the hospital, you should understand the terms and conditions of your private insurance coverage, including whether or not any physician who will care for you at St. Joseph's participates in your plan. You should discuss this matter with your physician before your hospitalization.

Most physicians (including emergency department physicians, anesthesiologists, radiologists, pathologists and surgeons) involved in your care while in the hospital will bill you separately for their services. Therefore, it is important for you to know if these physicians participate in your private insurance plan. If they do not, you may be personally liable for a portion of their bills.

What If I Feel I Was Billed Incorrectly or Have Questions?

If you believe that your hospital bill is incorrect, please contact the hospital's Business Office immediately at 315-448-5375 (or ext. 8-5375 in house). A patient account representative will attempt to answer any questions and/or resolve billing problems. We make every attempt to ensure each bill is correct.

Other Services for Which You Are Responsible

Listed here are items available at St. Joseph's that are not covered by Medicare and most other insurance carriers and which will be your personal financial responsibility if not covered:

- The difference between a semi-private and private room rate
- Television rental/telephone services or other personal convenience items
- Care not at an acute or skilled level of nursing as defined by Medicare guidelines
- Medical transportation of any kind, including to and from radiation therapy centers
- Cosmetic surgery
- Private duty nurses



SECTION 4 — Other Information about Our Hospital

Become a Volunteer

Our hospital depends on the many volunteers who provide service for patient care and comfort. If you or someone you know would like to volunteer at St. Joseph's, please call 315-448-5186 (or ext. 8-5186 in house).

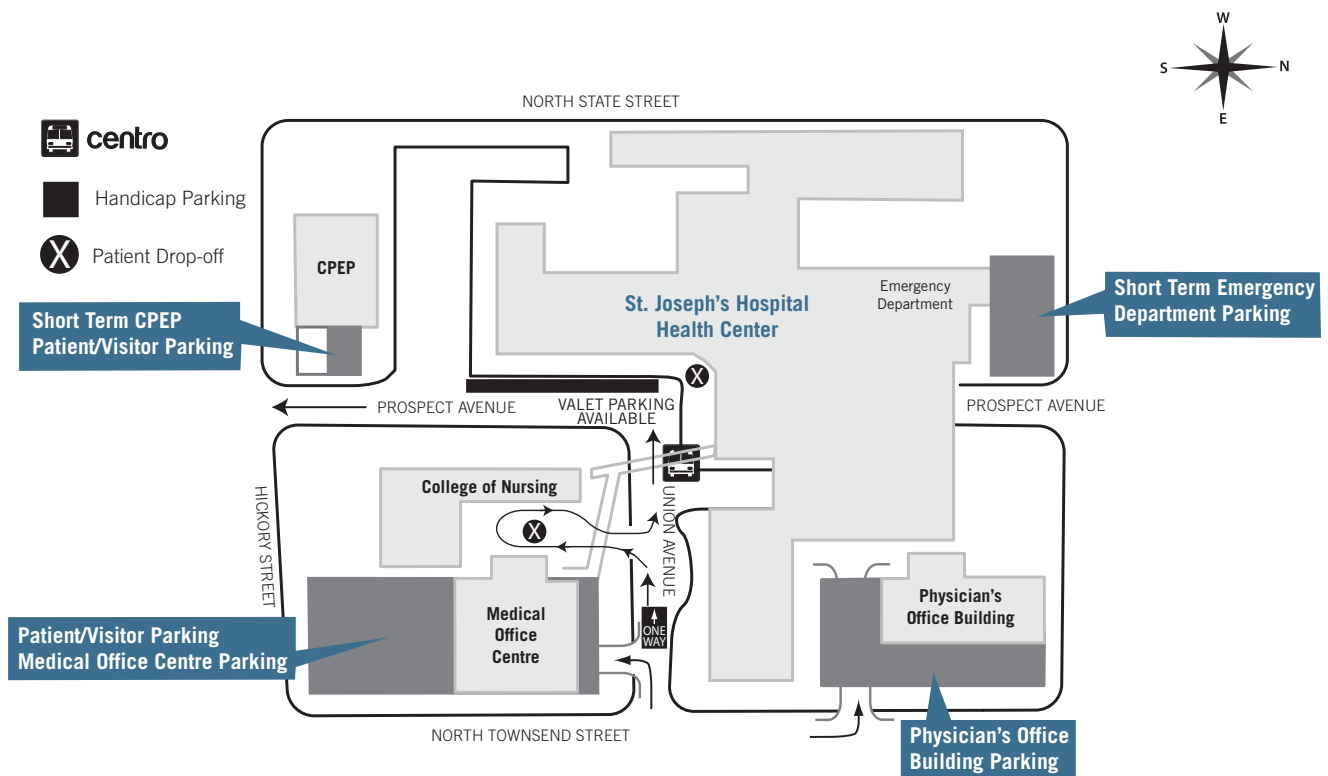
Giving to St. Joseph's

St. Joseph's Hospital Health Center is a not-for-profit corporation voluntarily serving the health care needs of this community. Contributions to St. Joseph's, large or small, are always welcome and appreciated.

Giving opportunities include gifts in memory of a loved one, St. Joseph's *Circle of Caring* and St. Joseph's *Walkways of Caring*. The *Circle of Caring* is an annual membership program whose giving levels include circles of Excellence, Compassion, Stewardship and Service. The *Walkways of Caring* offer engraved bricks with your name or in honor of your loved one for the courtyard near the main entrance to the hospital, and in the park near the main entrance to the College of Nursing.

Many patients and families choose to make a planned gift to St. Joseph's through their wills or estate plans, an option that can provide tax advantages or even a steady stream of income. St. Joseph's Foundation can provide more information on planned giving, and would be pleased to work with you or your financial advisor to arrange for a mutually beneficial planned gift.

To make a contribution, please use the pledge card enclosed in your patient materials or contact the Foundation at 315-703-2137 or by e-mail at foundation@sjhsyr.org. We would be happy to answer your questions or help you make arrangements. Your gift is tax deductible and will help us continue to provide "a higher level of care" to our community.



Directions to St. Joseph's Hospital Health Center

FROM THE SOUTH:

Take 81 North to Exit 18 (Adams St.); proceed straight on Almond; turn left on to Erie Blvd E; turn right on N. Townsend St.; turn left on Union Avenue and make a quick left into the Hospital Parking Garage. Take the pedestrian bridge from level six of the garage to the main lobby of the hospital.

FROM THE NORTH (& AIRPORT):

Take 81 South to Exit 19 (N. Salina St.); turn left on E. Willow St.; turn left on N. Townsend St.; turn left on Union Avenue and make a quick left into the Hospital Parking Garage. Take the pedestrian bridge from level six of the garage to the main lobby of the hospital.

FROM THE EAST:

Take 690 West to Exit 13 (N. Townsend St.); turn right on N. Townsend St. turn left on Union Avenue and make a quick left into the Hospital Parking Garage. Take the pedestrian bridge from level six of the garage to the main lobby of the hospital.

FROM THE WEST:

Take 690 East to Exit 13 (81 South); take 81 South to Exit 18 (Harrison St.); turn right on Harrison St.; turn right on Townsend St.; turn left on Union Avenue and make a quick left into the Hospital Parking Garage. Take the pedestrian bridge from level six of the garage to the main lobby of the hospital.

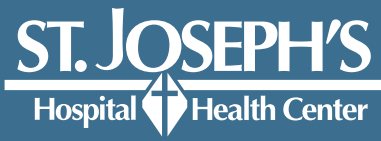
FROM THE NYS THRUWAY:

Exit 36 to 81 South. Take 81 South to Exit 19 (N. Salina St.); turn left on E. Willow St.; turn left on N. Townsend St.; turn left on Union Avenue and make a quick left into the Hospital Parking Garage. Take the pedestrian bridge from level six of the garage to the main lobby of the hospital.

For help with directions, call St. Joseph's Security Office at 315-448-5173.

PARKING RATES

Less than 15 min.....	Free
16 min.- 30 min.....	\$1.50
30 min.- 1 hour	\$2.50
1 - 2 hours	\$4.00
2 - 3 hours.....	\$5.00
3 - 4 hours.....	\$6.00
4 - 5 hours.....	\$7.00
5 - 6 hours.....	\$8.00
6 - 7 hours.....	\$9.00
7 - 8 hours.....	\$10.00
Over 8 hours.....	\$14.00 (24hr/MAX)



A HIGHER LEVEL OF CARE



An affiliate of
St. Joseph's Hospital Health Center

301 Prospect Ave., Syracuse, NY 13203
315-448-5111
www.sjhsyr.org