One Heart, One Mission

We, St. Joseph’s Health and Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

OUR ROOTS

Inspired by our Franciscan Tradition, we are passionate healers dedicated to honoring the Sacred in our sisters and brothers.

OUR VALUES

Reverence
We honor the sacredness and dignity of every person.

Commitment To Those Who Are Poor
We stand with and serve those who are poor, especially those most vulnerable.

Justice
We foster right relationships to promote the common good, including sustainability on Earth.

Stewardship
We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.

Integrity
We are faithful to who we say we are.

Excellence
We expect the best of ourselves and others.

Frequently Used Phone Numbers

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<tr>
<th>Service</th>
<th>Phone Number</th>
<th>In-house: ext.</th>
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<tr>
<td>Administration</td>
<td>315-448-5880</td>
<td>8-5880</td>
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<tr>
<td>Business Office/Patient Account Representative</td>
<td>315-448-3555</td>
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<td>Case Management Services</td>
<td>315-448-5768</td>
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<td>Interpreter Services</td>
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<td>Discharge Questions</td>
<td>315-448-5678</td>
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<tr>
<td>Education On-Demand</td>
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<td>315-448-5775</td>
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<td>St. Joseph’s Health Foundation</td>
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<td>Gift Shop</td>
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<td>8-5793</td>
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<td>Home Care Services</td>
<td>315-458-4600</td>
<td>8-4600</td>
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<tr>
<td>Information Desk</td>
<td>315-448-5113</td>
<td>8-5113</td>
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<tr>
<td>Integrity &amp; Compliance Office</td>
<td>315-448-5756</td>
<td>8-5756</td>
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<tr>
<td>Meal Services</td>
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<td>(to place food order)</td>
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<td>Nutritional Services</td>
<td>315-448-5131</td>
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<td>Office of Patient Experience</td>
<td>315-448-5559</td>
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<td>Spiritual Care</td>
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<td>Security Office</td>
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Welcome to St. Joseph’s

Thank you for choosing St. Joseph’s Health and its general hospital (referred to as St. Joseph’s) for your medical care. St. Joseph's is a seamless system that brings together all aspects of care, all across the region. From emergency to specialty care and primary to home care, it’s all connected. For patients, it means more accessible, affordable, consistent and convenient care no matter what life brings your way.

We know that health and healing are complex processes that involve the body, mind, and spirit 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 treatment in our health system are our top priority. This handbook is designed to help make your experience as comfortable as possible, whether you are staying overnight with us or receiving outpatient services. Please read it carefully, and keep it as a handy reference during your time with us. We want you to be informed about your medical diagnosis and care. If you have any questions we encourage you to ask your health care providers.

It is St. Joseph’s policy not to discriminate in our employment practices, educational programs or services based on age, race, sex, color, creed, religion, national origin, gender, gender identity or gender expression, marital status, veteran or military status, arrest record, sexual orientation, disability, genetic predisposition or carrier status, status as a victim of domestic violence, or any other protected category or characteristic.

Further, St. Joseph’s respects the patient’s right to be referred to by their preferred name or pronoun and respects their expressed gender identity.
About St. Joseph’s

Overview
St. Joseph’s is a non-profit regional health care system based in Syracuse, New York, providing services to patients throughout Central New York and northern Pennsylvania. From primary to specialty to home care, to our Magnet-recognized hospital, and in collaboration with our community partners, St. Joseph’s is advancing the health of the communities we serve through an expanding range of health care services to ensure our patients achieve optimum long-term health.

A Continuum of Care
St. Joseph’s has stood as a community landmark in Syracuse since 1869. From a 15-bed hospital, the institution has evolved into a seamless system of care with over 5,000 employees and physicians. St. Joseph’s has been, and remains, the backbone of our integrated system, delivering award-winning care and providing enhanced value to our primary, specialized, and urgent care facilities throughout the region. The 451-bed comprehensive medical care institution provides general medical and surgical care and offers several specialty services, including hemodialysis, maternity services, a separate birth center, emergency care, intensive care, wound care, dental services, behavioral health and certified home health care.

Ranked by Consumer Reports among the top 15 heart surgery centers in the country, U.S. News “Best Regional Hospital” and a 15-time winner of the National Research Corporation Consumer Choice award, St. Joseph’s Health Hospital is widely recognized for quality, value and delivering the highest patient satisfaction.

St. Joseph’s operates two state-of-the-art ambulatory surgery centers for outpatient surgery services that do not require an overnight stay. Located in Liverpool and Fayetteville, the award-winning surgery centers offer general surgery, urology, ear, nose and throat, orthopedics, podiatry, dental surgery and pain management services.

In 2015, St. Joseph’s conducted over 9,000 inpatient surgeries, provided nearly 66,000 emergency room visits and discharged over 26,500 inpatient visits. St. Joseph’s and its ambulatory programs, mental health services, home care, and Franciscan Health Support are accredited by DNV.

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. Valet parking is also available at the main entrance of the hospital.

It is recommended that patients and visitors park in the Medical Office Center garage. 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. St. Joseph’s offers an extended stay parking rate of $5 per day for those who are visiting immediate family for five days or more.

Language Services
St. Joseph’s Health welcomes all patients and their companions with with disabilities and/or language barriers. St. Joseph’s complies with all applicable Federal & State laws and regulations. Interpreter services, translation and auxiliary aids are available at St. Joseph’s for people who are deaf, hard of
hearing, visually impaired or who are limited English proficient (LEP). These services are available 24 hours a day – every day. In maintaining compliance with all applicable federal and state laws, this hospital will provide auxiliary aids and services to patients with disabilities, including American Sign Language (ASL) interpreter services for patients with hearing disabilities, to ensure effective communication and equal opportunity to participate.

When a patient or companion requires an ASL interpreter, or other auxiliary aids (medical interpreters, sound amplifier, picture boards, magnifiers, laptop with communicative software, etc.), this hospital will provide a qualified ASL interpreter who can interpret medical terms, or other appropriate auxiliary aids or services including written information in other formats (multiple languages, large print, audio, accessible electronic formats), free of charge to the patient. Trained medical interpreters may be accessed by your health care provider at any of our network sites.

St. Joseph’s provides a telephonic interpreter service of more than 206 languages and dialects, to accommodate the needs of Limited English Proficient (LEP) patients. In addition, a Video Remote Interpretation (VRI) laptop is available for ASL and other languages. Vital documents are translated into multiple languages. If you or your companion need these free services please inform the St. Joseph’s staff.

Service Animals

Under the Americans with Disabilities Act (ADA), a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person’s disability. Service animals will be allowed in SJH facilities unless the presence of the animal creates a direct threat to other persons or a fundamental alteration to the treatment/services the patient is receiving. The service animal must have a designated handler to care for the animal if the patient is not able to, as staff cannot do so.

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.
For Those Who Served In The Armed Forces
If you have served in the Armed Forces, New York Public Health Law requires the Hospital to inform you of the availability of services at the Syracuse and other geographically available Veterans Health Administration Hospitals. A list of VA Health Care Options is in the appendix of this handbook. If you are interested in a transfer you should discuss this with your treating physician.

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.

Cell Phones
Visitors and patients may use cell phones in patient rooms; however, please be sensitive to the needs of all patients. A quiet environment supports the healing process. In the interest of keeping noise levels down, ring tones should be on vibrate, and conversations should be conducted with a quiet voice. The hospital cannot assume responsibility for cell phones you keep in your room, and is not responsible if cell phones are lost, stolen or damaged.

Advance Directives
If you have completed an advance health directive or a Medical Order For Life-Sustaining Treatment (MOLST) form (e.g., do not resuscitate, health care proxy, living will), please bring it with you. We will photocopy advance health directive documents and include them in your medical record and update MOLST forms as necessary. 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 campus and no smoking (including cigarettes, e-cigarettes, pipes or tobacco use of any kind) is allowed anywhere on hospital owned property including its surface parking lots and parking garages. If you are a smoker, talk with your nurse or physician about smoking cessation options available during your stay.

The New York State Smoker’s Quitline at 1-866-697-8487 offers free counseling and other services.

Meals
We are pleased to offer you a wide variety of nutritious and tasty foods available through our room service program. You may find our menu in your admission packet or you may contact us for a copy.
To place your order, simply dial 4-FOOD (4-3663) from your room phone anytime between 6:45 a.m. and 6:45 p.m. Breakfast is available all day and we start serving lunch selections at 11 a.m. Your meal will be delivered within 45 minutes of the placement of your order (unless your care area has a scheduled delivery time).

If you are unable to place your order, a meal will be selected for you by our chef and delivered to you at a scheduled time. If your caregiver has placed you on a special diet, or if you have been scheduled for certain tests, you may not be permitted to order from this menu or your selections may be adjusted. The call center host(ess) will be able to assist you in making appropriate choices.

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.

- **Always call a nurse for help** rather than try to do something that may result in your injury, such as a fall. 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.

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.
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:

- Asking your health care providers if they have performed hand hygiene.
- Performing hand hygiene after using the bathroom and before eating.
- Asking visitors to perform hand hygiene upon arriving and prior to leaving your room.
- **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 our 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 the birth of a new baby.

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**Patient Services**

**Newspaper**

You may purchase a daily newspaper by calling the Gift Shop at 315-448-5793 (or ext. 8-5793 in-house) and a volunteer will deliver it to your room.

**Telephone/Television**

St. Joseph's Health Hospital offers television and telephone services at no additional charge. When you arrive, you will find both services activated with instructions for use in your room.

**Education On-Demand TV**

For information related to your condition, medication and treatments, please access our “Education On-Demand” system by dialing 315-448-5528 (or ext. 8-5528 in-house) and following the directions given. Our “On-Demand” channels are 81.3 – 82.4. Channel 79.1 is an information channel detailing general hospital services and channel 80.2 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 at all St. Joseph's Health locations. When visiting the hospital 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. Current parking rates are posted at all lots and garages and can be found online: www.sjhsyr.org/parking.

Security
Personal safety escorts are available by calling security at 315-448-5173 (or ext. 8-5173 in-house) 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 6:15 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.

Serenity Café
The Serenity Café is located off the hospital’s main lobby. They offer fresh-brewed coffee, espresso-based drinks, iced and blended drinks, pastries, soups, salads and sandwiches. The café hours are Monday through Friday from 6 a.m. to 7 p.m.; Saturday and Sunday from 6:15 a.m. to 8:00 p.m. daily.

A portion of the proceeds from the coffee bar benefit St. Joseph’s by way of the Auxiliary of St. Joseph’s Health Hospital. Vending machines and a microwave oven also are located in the coffee bar, and are available 24 hours a day, seven days a week.

Butternut Café & Bakery
Serving breakfast, lunch and dinner Monday through Friday from 6:30 a.m. to 7 p.m., the Butternut Café & Bakery is located in St. Joseph’s emergency services building. Offerings include freshly baked pastries, muffins, cookies and croissants. The Butternut Café & Bakery also has fresh, made to order sandwiches, paninis, flatbread pizzas and salads.

Indoor Walking Trail
St. Joseph's Health is committed to providing a higher level of care by connecting lives in more ways and more places.

As part of this commitment, we’ve created an indoor walking trail program to connect the ever-expanding areas of the Hospital campus. We encourage our guests and employees to take a break from caregiving for some “ME” time. Walking does wonderful things for your mind, body and soul.

With our completely indoor walking trails across the facility, you can enjoy perfect weather and get the same health benefits as walking outside! You’ll find the trailhead and maps near the “D” elevators.

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 Serenity Café, in front of the cafeteria and in the Emergency Department waiting room. There is also a change machine that accepts $1 and $5 bills located in the coffee bar.
Planning for Your Discharge

Whether or not you will need additional medical help after discharge depends on your diagnosis, type of surgery, living arrangements, insurance coverage, 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.

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 Health Certified Home Health Care Agency is the only certified home health care agency in Central New York 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 frequently, but not always, covered by insurance or can be scaled according to ability to pay.

Franciscan Companies, affiliated with St. Joseph’s, is a New York state licensed home health care services agency providing services to adults and children in 24 counties in Central New York and three in Pennsylvania. Services include nursing, home health aides, home safety solutions, sleep therapy, stationary and portable oxygen systems, mobility products, respiratory therapy, wound care products, and home medical equipment and supplies.

Oswego Health Home Care, Inc. LLC, 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.

Depending on your health care needs, insurance or managed care plan, and the county you live in, St. Joseph’s Home Care Agency, Franciscan Companies or Oswego Health Home Care may be able to assist with your home health care needs at home.

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.

• **Franciscan Companies** 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, Franciscan provides the Philips Medication Dispenser, which organizes and delivers the correct medications at the correct times, eliminating medication mishaps. Call 315-492-8175.

• **Kinney Drugs** offers several convenient options for obtaining your prescriptions, including an automated refill system and a free delivery service. The pharmacy is located at Butternut Commons across the street from the Emergency Department’s main entrance.

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, the full range of options available to you, or would like a discharge planning evaluation, 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, and diabetes self-management.
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 skilled nursing facility for short- or long-term care. 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. Your case manager will assist in the development of your discharge plan and help locate appropriate placement. Your choices are appreciated but not guaranteed. Placement depends on your insurance coverage, in network providers and bed availability in the community. Our affiliates in the community are Loretto, Iroquois and Rosewood.

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.
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 and Clinical Care Managers (CCM), who work together to assist your recovery, rehabilitation and comfort. The CCMs and nursing staff are 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
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 work service and physician assistant programs.

Approximately 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 St. Joseph's family medicine and dental residents, residents rotating from affiliated programs and undergraduate medical students from affiliated medical schools. Residents, nurse practitioners and physician assistants and students may accompany and assist the health care professionals caring for you.

**Spiritual Care**

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 noon and Saturdays and Sundays at 9 a.m. There also is a Communion Service Fridays at noon.

For additional Spiritual Care Services, please call 315-448-5116 (or ext. 8-5116 in-house).

**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. 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.

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 Social Work Services.

**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 Ethical Consult Team. Ethical issues may include informed consent, declining certain treatment including life-support, artificial feeding, and decisions about resuscitation and who will make health care decisions for you if you are unable to speak for yourself.

Any patient, family, friend, caregiver or employee of this institution has the right to speak to an Ethics Consult Team 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 place an ethics consult.

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

**Trinity Health/St. Joseph's Health Code of Conduct**

Our Core Value of Integrity— we are who we say we are—reflects our commitment to carrying out the Mission of St. Joseph's Health with the highest standards of ethical behavior.

**Our Hospital's Policies**

This statement is a reaffirmation of the ongoing purpose of the 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. You have a responsibility to observe the policies and procedures that we inform you about that have been 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 health care 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 health care facility.

**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 a serious illness and to ensure that patients are fully informed of the options available to them when they are faced with a terminal illness or condition, so that they are empowered to make choices consistent with their goals for care and wishes and beliefs, and to optimize their quality of life.

While you are in the hospital, the PCCS focuses on enhancing your quality of life through pain and other symptom management, and emotional, social 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.

**Policy Regarding Advance Directives**

St. Joseph’s is a Catholic facility sponsored by the Catholic Health Ministries and Trinity Health. 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 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, a do not resuscitate order or medical orders for life-sustaining treatments.

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, Trinity Health or St. Joseph’s Health Hospital.

In the event that St. Joseph’s Health Hospital is unwilling to comply with a directive given by a patient (or by that person’s delegated 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.
Patients’ Bill of Rights

As a patient in a hospital in New York State, you have the right, consistent with law, to:

1. Understand and use these rights. If for any reason you do not understand or you need help, the hospital MUST provide assistance, including an interpreter.

2. Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, source of payment, or age.

3. Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.

4. Receive emergency care if you need it.

5. Be informed of the name and position of the doctor who will be in charge of your care in the hospital.

6. Know the names, positions and functions of any hospital staff involved in your care and refuse their treatment, examination or observation.

7. A no smoking environment.

8. Receive complete information about your diagnosis, treatment and prognosis.

9. Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.

10. Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet “Deciding About Health Care — A Guide for Patients and Families.”

11. Refuse treatment and be told what effect this may have on your health.

12. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.

13. Privacy while in the hospital and confidentiality of all information and records regarding your care.

14. Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.

15. Identify a caregiver who will be included in your discharge planning and sharing of post-discharge care information or instruction.

16. Review your medical record without charge. Obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.

17. Receive an itemized bill and explanation of all charges.

18. View a list of the hospital’s standard charges for items and services and the health plans the hospital participates with.

19. You have a right to challenge an unexpected bill through the Independent Dispute Resolution process.

20. Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and if you request it, a written response. If you are not satisfied with the hospital's response, you can complain to the New York State Health Department. The hospital must provide you with the State Health Department telephone number.

21. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.

22. Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the hospital.

*Public Health Law (PHL)2803 (1)(g)
Patient’s Rights, 10NYCRR, 405.7,405.7(a)(1),405.7(c)*
Addendum

In addition to the Rights guaranteed under New York law, as a hospitalized patient, you have additional rights guaranteed to you under federal law:

1. Receive health care without discrimination on the basis of race, color, creed, national origin, religion, gender, gender identity or gender expression, marital status, veteran or military status, arrest record, age, sexual orientation, genetic predisposition or carrier status, status as a victim of domestic violence, disability or any other protected category or characteristic in the hospital’s health programs and activities.

2. To have a family member or other representative of your choice and/or your own physician notified promptly of your admission to the hospital.

3. To formulate Advanced Health Care Directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.

4. To be free from all forms of abuse or harassment.

5. If restraints or seclusion are used, to safe implementation of restraint or seclusion by trained staff.

6. As part of your participation in decisions about your treatment and discharge, you and/or your representative(s) has the right to participate in the development and implementation of your plan of care that includes at a minimum, the right to: participate in the development and implementation of your inpatient treatment/care plan, outpatient treatment/care plan, participate in the development and implementation of your discharge plan, and participate in the development and implementation of your pain management plan.

7. To have your pain managed.

8. To be informed of your visitation rights, including any clinical restriction or limitation on such rights including the right, subject to your consent, to receive the visitors whom you designate, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend, and his or her right to withdraw or deny such consent at any time and not to have a restriction, limitation, or otherwise be denied visitation privileges on the basis of age, race, color, national origin, religion, sex, sexual orientation, gender identity, veteran status or disability or any other status protected by law.

Form 11003 - August 2017

Your Rights as a Parent

New York State Parents’ Bill of Rights

As a parent, legal guardian or person with decision-making authority for a pediatric patient receiving care in this hospital, you have the right, consistent with the law, to the following:

1. To inform the hospital of the name of your child’s primary care provider, if known, and have this information documented in your child’s medical record.

2. To be assured our hospital will only admit pediatric patients to the extent consistent with our hospital’s ability to provide qualified staff, space and size appropriate equipment necessary for the unique needs of pediatric patients.

3. To allow at least one parent or guardian to remain with your child at all times, to the extent possible given your child’s health and safety needs.

4. That all test results completed during your child’s admission or emergency room visit be reviewed by a physician, physician assistant, or nurse practitioner who is familiar with your child’s presenting condition.

5. For your child not to be discharged from our hospital or emergency room until any tests that could reasonably be expected to yield critical value results are reviewed by a physician, physician assistant, and/or nurse practitioner and communicated to you or other decision makers, and your child, if appropriate. Critical value results are results that suggest a life-threatening or otherwise significant condition that requires immediate medical attention.

6. For your child not to be discharged from our hospital or emergency room until you or your child,
SECTION 2 – Additional Information About Your Care

if appropriate, receives a written discharge plan, which will also be verbally communicated to you and your child or other medical decision makers. The written discharge plan will specifically identify any critical results of laboratory or other diagnostic tests ordered during your child’s stay and will identify any other tests that have not yet been concluded.

7. To be provided critical value results and the discharge plan for your child in a manner that reasonably ensures that you, your child (if appropriate), or other medical decision makers understand the health information provided in order to make appropriate health decisions.

8. For your child’s primary care provider, if known, to be provided all laboratory results of this hospitalization or emergency room visit.

9. To request information about the diagnosis or possible diagnoses that were considered during this episode of care and complications that could develop as well as information about any contact that was made with your child’s primary care provider.

10. To be provided, upon discharge of your child from the hospital or emergency department, with a phone number that you can call for advice in the event that complications or questions arise concerning your child’s condition.

Public Health Law (PHL) 2803(i)(g) Patients’ Rights
10NYCRR, Section 405.7

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 that he or she agrees to but reserves the right to change his or her mind about treatment. This may include following the instructions of nurses and allied health professionals as they carry out the agreed upon 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 and outcome 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:
   - Discuss pain relief options with your doctors and nurses
   - Help your doctor and nurse assess your pain by using the 0-10 pain scale
   - Report pain 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 providing information for the processing of your hospital bill and is responsible for any charges not covered by insurance and assures that the financial obligations of his health care are fulfilled as promptly as possible.
SECTION 2 — Additional Information About Your Care

6. **Hospital Policies**
The patient is responsible for following hospital policies affecting patient care and conduct.

7. **Comply with the hospital’s “No Smoking” policy.**

8. **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.

9. **Visitors**
Visitors are welcome at St. Joseph’s. If there is someone you do not want to visit you, please let the person caring for you know.

**Integrity & 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 health care related fraud, waste and abuse. To ensure the integration of the mission and values in all of our business practices, and support our commitment to the highest standards of conduct, St. Joseph’s has implemented an Integrity and Compliance Program.

**Privacy Office**
315-448-5646 (or ext. 8-5646 in-house)

**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 the Office of Patient Experience or Administration for further review. Both offices are located at 301 Prospect Ave., Syracuse, NY 13203.

**Office of Patient Experience**
315-448-5559 (or ext. 8-5559 in-house)

**Administration**
315-448-5880 (or ext. 8-5880 in-house)

You may also email the Office of Patient Experience at patient.relations@sjhsyr.org or fax to 315-744-1412. You have the right to file complaints with the New York State Department of Health (1-800-804-5447) as well as or instead of utilizing St. Joseph’s internal process.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
Phone: 1-800-868-1019 or 1-800-537-7697 (TDD)


**Patient Confidentiality**
St. Joseph’s is committed to protecting your health information. As a patient, you have the right to have your privacy respected and your confidentiality honored. Maintaining your confidentiality is an essential part of the care St. Joseph’s provides. If you have any concerns about confidentiality issues, please speak with your nurse, physician or the manager of your floor. You may also contact the Privacy Office.

**Integrity & Compliance Office**
315-448-5756 (or ext. 8-5756 in-house)

St. Joseph’s is accredited by DNV Healthcare, Inc.
Financial Assistance and Charity Care Policy

In the spirit of our mission to serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities, Trinity Health is committed to providing health care services to all patients based on medical necessity.

For patients who require financial assistance or who are experiencing temporary financial hardship, Trinity Health offers several assistance and payment options, including charity and discounted care, short term and long term payment plans and online patient portal payment capabilities.

Uninsured Patients

Trinity Health extends discounts to all uninsured patients who receive medically necessary services. Uninsured discount amounts are based on Federal Poverty Level (FPL) guidelines. Patient statements will show the discount amount and the adjusted balance owed.

Services such as cosmetic procedures, hearing aids and eye care that normally are not covered by insurance are priced at package rates with no additional discount. All payments are expected at the time of service.

Short-Term and Long Term Payment Plans

Patients who cannot pay some or all of their financial responsibility may qualify for short term or long term payment plans. Trinity Health’s short term payment plan is interest free and patient balances must be paid within one year. Longer term interest bearing payment plans are available for those patients who cannot pay their balances within 120 days.

Financial Assistance / Charity Care Policy

A 100 percent discount for medically necessary services is available to patients who earn 200 percent or less of the Federal Poverty Level guidelines. Elective services such as cosmetic surgery are not included in our charity program. Those who earn between 200 and 250 percent of the Federal Poverty Level guidelines may be eligible for a partial discount equal to 50% of the Medicare rate. Those who earn between 250 and 400 percent of the Federal Poverty Level guidelines may be eligible for a partial discount equal to the Medicare discount rate. Patients who qualify for financial assistance will not be charged more than the Medicare discount rate.

Patient copays and deductibles may be eligible for discounted rates if a patient qualifies for financial assistance and earns less than 200 percent of the Federal Poverty Level Guidelines.

Discounts are also available for those patients who are facing catastrophic costs associated with their medical care. Catastrophic costs occur when a patient’s medical expenses for an episode of care exceed 20% of their income. In these cases patient copays and deductibles may also be included in the discount.

Charity care discounts may be denied if patients are eligible for other funding sources such as a Health Insurance Exchange plan or Medicaid eligibility and refuse or are unwilling to apply.

To apply for financial assistance, please complete and submit the application found on this webpage (http://www.sjhsyr.org/financial-assistance). A complete version of the Trinity Health Financial Assistance Policy is also available on this webpage.

Patient Financial Services

Financial counselors are available to work with patients in completing financial assistance applications in order to determine what assistance is available. This includes assessing eligibility for Medicaid and Health Insurance Exchange plans.

Patients may contact a financial counselor at the hospital where they have care who can assist in determining qualifications for financial assistance. Financial counselors can also provide free copies of the Financial Assistance Policy, Application, and Plain Language Summary. (Financial Counseling Unit: Phone: 315-448-5775 (or ext. 8-5775 in-house). The Financial Assistance Policy, Application and Plain Language Summary is translated into the following languages: Spanish.

The Health Insurance Marketplace

The Affordable Care Act (ACA) requires everyone legally living in the U.S. to have health insurance beginning January 1, 2014. It also gives millions of individuals with too little or no insurance, access to health plans at different cost levels. The law also provides financial assistance to those who qualify based on family size and income. Beginning October 1, 2013, you will be able to shop at a new online Health Insurance Marketplace, also known as a health insurance exchange, where you can one-stop-shop for a plan that fits your budget and coverage needs. Open enrollment for the Health Insurance Exchange marketplace occurs annually in the Fall.
**LANGUAGE ASSISTANCE AVAILABLE**

You have access to interpretation and translation services 24/7 at no personal cost to you. This chart includes languages commonly spoken in your community, additional languages are available.

**English:** Do you speak [language]?

We will provide an interpreter at no personal cost to you.

<table>
<thead>
<tr>
<th>Language</th>
<th>Available Services</th>
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</thead>
<tbody>
<tr>
<td>Arabic</td>
<td>Qualified interpreters; and Information written in other languages.</td>
</tr>
<tr>
<td>Armenian</td>
<td>Native speakers who can provide interpretation services.</td>
</tr>
<tr>
<td>Bosnian</td>
<td>Qualified sign language interpreters; and Written information in other formats (large print, audio, accessible electronic formats and other formats).</td>
</tr>
<tr>
<td>Burmese</td>
<td>Qualified sign language interpreters; and Written information in other formats (large print, audio, accessible electronic formats and other formats).</td>
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<tr>
<td>Cantonese</td>
<td>Qualified sign language interpreters; and Written information in other formats (large print, audio, accessible electronic formats and other formats).</td>
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<tr>
<td>Farsi</td>
<td>Qualified sign language interpreters; and Written information in other formats (large print, audio, accessible electronic formats and other formats).</td>
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<tr>
<td>Karen</td>
<td>Qualified sign language interpreters; and Written information in other formats (large print, audio, accessible electronic formats and other formats).</td>
</tr>
<tr>
<td>Mandarin</td>
<td>Qualified sign language interpreters; and Written information in other formats (large print, audio, accessible electronic formats and other formats).</td>
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<tr>
<td>Nepali</td>
<td>Qualified interpreters; and Information written in other languages.</td>
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<tr>
<td>Russian</td>
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<tr>
<td>Somali</td>
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<tr>
<td>Spanish</td>
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<td>Vietnamese</td>
<td>Qualified sign language interpreters; and Written information in other formats (large print, audio, accessible electronic formats and other formats).</td>
</tr>
<tr>
<td>ASL</td>
<td>Qualified interpreters; and Information written in other languages.</td>
</tr>
</tbody>
</table>

St. Joseph’s Health (SJH) complies with applicable Federal civil rights laws and does not discriminate and does not exclude people or treat them differently based on race, color, national origin, age, creed, religion, gender, gender identity or gender expression, marital status, veteran or military status, arrest record, sexual orientation, genetic predisposition or carrier status, status as a victim of domestic violence, disability, sex, or any other protected category or characteristics in its health programs and activities.

St. Joseph’s Health provides appropriate free auxiliary aids and services to people with disabilities to communicate effectively with us and in a timely manner, such as:

- Qualified sign language interpreters, and
- Written information in other formats (large print, audio, accessible electronic formats and other formats).

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Patient Relations is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
Phone: 1-800-868-1019 or 1-800-537-7697 (TDD)

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html
**Patient Status**

St. Joseph’s is required to notify all Medicare and Medicare Advantage patients under Observation status at the hospital with a written notice explaining the implications of receiving outpatient observation services, such as cost sharing, and post-hospitalization eligibility for Medicare coverage of skilled nursing facility (SNF) services. This form must be orally explained to each Medicare and Medicare Advantage Observation patient. The form must be signed, dated and time recorded. The form must be provided to the patient within 36 hours from the time the doctor writes the observation order. The form must be fully explained to each Medicare Observation patient. In addition to orally explaining the form, we must obtain the patient’s signature either electronically or on a hard copy form.

**Financial Counseling Unit**

St. Joseph's understands 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. St. Joseph’s has established a written financial assistance and emergency medical care policy, we limit amounts charged for emergency or other medically necessary care to individuals eligible for assistance under the hospital’s financial assistance policy, and we take reasonable efforts to determine whether an individual is eligible for assistance under the hospital’s financial assistance policy before engaging in extraordinary collection actions against the individual. All medically necessary 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 email 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 significantly 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 to answer your questions about your bill, Monday through Friday, 8 a.m. to 4:30 p.m.

It is also important for you to know that the physician services you receive in the hospital are not included in the hospital’s charges. Physicians who provide services at the hospital may be independent voluntary physicians or not employed by the hospital. Physicians bill for their services separately and may or may not participate in the same health plans as the hospital. You should check with the physician arranging your hospital services to determine which plans the physician participates in.

Patient Account Representative:
315-448-3555 (or ext. 8-3555)

Plan participation information for physicians employed by the hospital can be found at [www.sjphysicians.org/patient-resources/insurance-carriers](http://www.sjphysicians.org/patient-resources/insurance-carriers). St. Joseph's Health Hospital contracts with a number of physician groups, such as anesthesiologists, radiologists and pathologists, to provide services at the hospital. Contact information for the physician groups the hospital has contracted with is listed in the Physician Charges section of this handbook.

You should contact these groups directly to find out which health plans they participate in. You should also check with the physician arranging for your hospital services to determine whether the services of any other physicians will be required for your care. Your physician can provide you with the name, practice name, mailing address and telephone number of any physicians whose services may be needed. Your physician will also be able to tell you whether the services of any physicians employed or contracted by St. Joseph's Health Hospital are likely to be needed, such as anesthesiologists, radiologists, and pathologists. Hospitals are required by law to make available information about their standard charges for items and services they provide.
SECTION 3 – Your Hospital Bill

Health Insurance Plans

St. Joseph’s Health Hospital is a participating provider in many health networks. You can find a list of the plans in which we participate at www.sjhsyr.org/managed-care.

Some health plans use smaller networks for certain products they offer so it is important to check whether we participate in the specific plan you are covered by. Our list will tell you if we do not participate in all of a health plan's products.

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 315-448-3555 (or ext. 8-3555 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.

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. 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.

Hospital Business Office
315-448-3555 (or ext. 8-3555 in-house)

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
- Care not at an acute or skilled level of nursing as defined by Medicare guidelines
- Medical transportation of any kind, including to and from any service not provided by St. Joseph’s Hospital Health Center
- Cosmetic surgery
- Private duty nurses
OTHER INFORMATION

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).

Become an Auxiliary Member
The Auxiliary of of St. Joseph’s Health Hospital is directed by a volunteer board of over 30 members who are dedicated to serve the needs and cares of St. Joseph’s Hospital Health Center. Anyone is welcome to join by completing a membership form, selecting membership level and paying corresponding dues.

AUXILIARY MEMBERSHIP LEVEL/dues

ANNUAL MEMBERSHIP
$10 Annually

LIFE MEMBERSHIP
$250 One-time Payment

BENEFACtor
Gift of $1,000 or more One-time

For more information call 315-448-6100 (or 8-6100 in-house) or contact the Auxiliary via email at auxiliary@sjhsyr.org.
Giving to St. Joseph's

St. Joseph's Health is a not-for-profit corporation voluntarily serving the health care needs of this community. Incorporated in 1976, St. Joseph's Health Foundation's primary purpose is to raise funds that will be used to enhance patient care and comfort throughout the St. Joseph's Health System. Outright gifts and planned estate gifts are graciously accepted for a specific project or department, in memory of a loved one, or can be directed by donors to where the need is greatest.

Along with gifts in memory of a loved one, gift opportunities include St. Joseph's Circle of Caring, St. Joseph's Walkways of Caring, and Grateful Patient and Doctor's Day programs. The Circle of Caring is an annual giving membership program with many donor benefits. The Walkways of Caring offer engraved bricks and benches in three beautiful courtyard settings. The Grateful Patient and Doctor's Day programs offer a thoughtful way to recognize a healthcare provider for the exceptional care that you or a loved one received.

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 Health 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.

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 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 (and 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
Take Exit 36 to 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.

To learn more about making a gift or to discuss including St. Joseph's in your estate plans, contact The Foundation at 315-703-2137 or via email at Foundation@sjhsyr.org.

Donations can also be made online at www.sjhsyr.org/foundation. 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.

For help with directions, call St. Joseph's Security Office at 315-448-5173 (or ext. 8-5173 in-house).
## Appendix

### Facilities in New York

#### Veterans Health Administration - VISN Offices

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<th>Station ID</th>
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<th>Address</th>
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<td>10N2</td>
<td>VISN 2: NY/NJ VA Healthcare Network</td>
<td>130 W. Kingsbridge Road Building 16 Bronx, NY 10468 130 W. Kingsbridge Road Building 16 Bronx, NY 10468 Mailing Address: 130 W. Kingsbridge Road Building 16 Bronx, NY 10468</td>
<td>718-741-4134</td>
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#### Veterans Health Administration - VISN 2: NY/NJ VA Health Care Network

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<td>VA Hudson Valley Healthcare System</td>
<td>2094 Albany Post Road Montrose, NY 10548</td>
<td>914-737-4400</td>
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<tr>
<td>630</td>
<td>VA NY Harbor Healthcare System</td>
<td>423 East 23rd Street New York, NY 10010</td>
<td>212-686-7500</td>
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<tr>
<td>528</td>
<td>VA Western New York Healthcare System</td>
<td>3495 Bailey Avenue Buffalo, NY 14215</td>
<td>716-834-9200 or 716-834-9200</td>
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<tr>
<td>528A8</td>
<td>Albany VA Medical Center: Samuel S. Stratton</td>
<td>113 Holland Avenue Albany, NY 12208</td>
<td>518-626-5000 or 518-626-5000</td>
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<tr>
<td>528A6</td>
<td>Bath VA Medical Center</td>
<td>76 Veterans Avenue Bath, NY 14810</td>
<td>607-664-4000 or 607-664-4000</td>
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<tr>
<td>630A4</td>
<td>Brooklyn Campus of the VA NY Harbor Healthcare System</td>
<td>800 Poly Place Brooklyn, NY 11209</td>
<td>718-836-6600</td>
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<tr>
<td>528A5</td>
<td>Canandaigua VA Medical Center</td>
<td>400 Fort Hill Avenue Canandaigua, NY 14424</td>
<td>585-394-2000 or 585-394-2000</td>
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<tr>
<td>620A4</td>
<td>Castle Point Campus of the VA Hudson Valley Healthcare System</td>
<td>41 Castle Point Road Wappingers Falls, NY 12590</td>
<td>845-831-2000</td>
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<tr>
<td>620</td>
<td>Franklin Delano Roosevelt Campus of the VA Hudson Valley Healthcare System (Montrose)</td>
<td>2094 Albany Post Road Montrose, NY 10548</td>
<td>914-737-4400</td>
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<tr>
<td>526</td>
<td>James J. Peters VA Medical Center (Bronx, NY)</td>
<td>130 West Kingsbridge Road Bronx, NY 10468</td>
<td>718-584-9000</td>
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<tr>
<td>630</td>
<td>Manhattan Campus of the VA NY Harbor Healthcare System</td>
<td>423 East 23rd Street New York, NY 10010</td>
<td>212-686-7500</td>
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<tr>
<td>632</td>
<td>Northport VA Medical Center</td>
<td>79 Middleville Road Northport, NY 11768</td>
<td>631-261-4400 or 631-261-4400</td>
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<tr>
<td>528A7</td>
<td>Syracuse VA Medical Center</td>
<td>800 Irving Avenue Syracuse, NY 13210</td>
<td>315-425-4400 or 315-425-4400</td>
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<td>VA Western New York Healthcare System at Batavia</td>
<td>222 Richmond Avenue Batavia, NY 14020</td>
<td>585-297-1000</td>
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<td>528</td>
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<td>716-834-9200 or 716-834-9200</td>
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<tr>
<td>630A5</td>
<td>St. Albans Community Living Center</td>
<td>179-00 Linden Blvd. &amp; 179 Street Jamaica, NY 11425</td>
<td>718-526-1000</td>
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<tr>
<td>528</td>
<td>Behavioral Health Facility</td>
<td>620 Erie Blvd. West Syracuse, NY 13204</td>
<td>315-425-4400 x53463</td>
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<td>Auburn VA Outpatient Clinic</td>
<td>17 Lansing Street Auburn, NY 13021</td>
<td>315-255-7002</td>
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<tr>
<td>528G3</td>
<td>Bainbridge VA Outpatient Clinic</td>
<td>109 North Main Street Bainbridge, NY 13733</td>
<td>607-967-8590</td>
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<td>632HC</td>
<td>Bay Shore Clinic</td>
<td>132 East Main Street Bay Shore, NY 11706</td>
<td>631-754-7978</td>
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<td>528GN</td>
<td>Binghamton VA Outpatient Clinic</td>
<td>Garvin Building 425 Robinson Street Binghamton, NY 13901</td>
<td>607-772-9100</td>
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<tr>
<td>528</td>
<td>CANI</td>
<td>Watertown Center Watertown, NY 13601</td>
<td>315-782-0067</td>
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<tr>
<td>620GB</td>
<td>Carmel Community Clinic/ Putnam County</td>
<td>1875 Route 6 Provident Bank, 2nd Floor Carmel, NY 10512</td>
<td>845-228-5291</td>
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<td>528G7</td>
<td>Catskill VA Outpatient Clinic Columbia</td>
<td>Greene Medical Arts Building, Suite D305 159 Jefferson Hgts. Catskill, NY 12414</td>
<td>518-943-7515</td>
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<tr>
<td>528GY</td>
<td>Clifton Park VA Outpatient Clinic</td>
<td>963 Route 146 Clifton Park, NY 12065</td>
<td>518-383-8506</td>
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<tr>
<td>528GC</td>
<td>Dunkirk VA Outpatient Clinic</td>
<td>166 East 4th Street Dunkirk, NY 14048</td>
<td>716-203-6474</td>
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<tr>
<td>632GA</td>
<td>East Meadow Clinic</td>
<td>2201 Hempstead Turnpike Building Q East Meadow, NY 11554</td>
<td>631-754-7978</td>
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<tr>
<td>620GH</td>
<td>Eastern Dutchess Pine Plains Community Clinic</td>
<td>2881 Church Street, Rt 199 Pine Plains, NY 12567</td>
<td>518-398-9240</td>
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<tr>
<td>528G4</td>
<td>Elmira VA Outpatient Clinic</td>
<td>1316 College Avenue Elmira, NY 14901</td>
<td>877-845-3247</td>
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<tr>
<td>528G6</td>
<td>Fonda VA Outpatient Clinic</td>
<td>2623 State Highway 30A Fonda, NY 12068</td>
<td>518-853-1247</td>
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<td>528GT</td>
<td>Glens Falls VA Outpatient Clinic</td>
<td>84 Broad Street Glens Falls, NY 12801</td>
<td>518-798-6066</td>
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<td>620GD</td>
<td>Goshen Community Clinic</td>
<td>30 Hatfield Lane, Suite 204 Goshen, NY 10924</td>
<td>845-294-6927</td>
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<td>630GA</td>
<td>Harlem Community Clinic</td>
<td>55 West 125th Street New York, NY 10027</td>
<td>646-273-8125</td>
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<td>528GB</td>
<td>Jamestown VA Outpatient Clinic</td>
<td>608 West 3rd Street Jamestown, NY 14701</td>
<td>716-338-1511</td>
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<td>528GZ</td>
<td>Kingston VA Outpatient Clinic</td>
<td>324 Plaza Road Kingston, NY 12401</td>
<td>845-331-8322</td>
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<td>528GQ</td>
<td>Lackawanna VA Outpatient Clinic</td>
<td>1234 Abbott Road Lackawanna, NY 14218</td>
<td>716-821-7815</td>
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<td>528GK</td>
<td>Lockport VA Outpatient Clinic</td>
<td>5883 Snyder Drive Lockport, NY 14094</td>
<td>716-438-3890</td>
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<td>528G1</td>
<td>Malone VA Outpatient Clinic</td>
<td>3372 State Route 11, Main Street Malone, NY 12953</td>
<td>518-483-1529</td>
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<td>528GL</td>
<td>Massena VA Outpatient Clinic</td>
<td>6100 St. Lawrence Centre Massena, NY 13662</td>
<td>315-705-6666</td>
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<td>620GF</td>
<td>Monticello Community Clinic</td>
<td>55 Sturgis Road Monticello, NY 12701</td>
<td>845-791-4936</td>
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<td>620GA</td>
<td>New City Community Clinic</td>
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<td>845-634-8942</td>
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<td>528GD</td>
<td>Niagara Falls VA Outpatient Clinic</td>
<td>2201 Pine Avenue&lt;br&gt;Niagara Falls, NY 14301-2300</td>
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<td>528GR</td>
<td>Olean VA Outpatient Clinic</td>
<td>465 North Union Street&lt;br&gt;Olean, NY 14760-2658</td>
<td>716-373-7709</td>
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<td>528GP</td>
<td>Oswego VA Outpatient Clinic</td>
<td>437 State Route 104&lt;br&gt;E. Oswego, NY 13126</td>
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<td>632HD</td>
<td>Patchogue Community Clinic</td>
<td>4 Phyllis Drive&lt;br&gt;Patchogue, NY 11772</td>
<td>631-754-7978</td>
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<td>528GV</td>
<td>Plattsburgh VA Outpatient Clinic</td>
<td>80 Sharron Avenue&lt;br&gt;Plattsburgh, NY 12901</td>
<td>518-561-6247</td>
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<td>620GE</td>
<td>Port Jervis Community Clinic</td>
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<td>845-856-5396</td>
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<td>620GG</td>
<td>Poughkeepsie Community Clinic</td>
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<td>845-452-5151</td>
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<td>Riverhead Clinic</td>
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<td>Rochester VA Outpatient Clinic</td>
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<td>Rome - Donald J. Mitchell VA Outpatient Clinic</td>
<td>125 Brookley Road,&lt;br&gt;Building 510&lt;br&gt;Rome, NY 13441</td>
<td>315-334-7100</td>
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<td>528G2</td>
<td>Saranac Lake</td>
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<td>518-626-5237</td>
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<td>528GW</td>
<td>Schenectady VA Outpatient Clinic</td>
<td>1346 Gerling Street,&lt;br&gt;Sheridan Plaza&lt;br&gt;Schenectady, NY 12308</td>
<td>518-346-3334</td>
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<td>528GQ</td>
<td>Springville</td>
<td>15 Commerce Drive&lt;br&gt;Springville, NY 14141</td>
<td>716-592-2409</td>
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<td>132V</td>
<td>Staten Island Community Clinic</td>
<td>1150 South Ave&lt;br&gt;3rd Floor – Suite 301&lt;br&gt;Staten Island, NY 10314</td>
<td>718-761-2973</td>
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### Veterans Health Administration - VISN 2: NY/NJ VA Health Care Network (Continued)

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<td>526GD</td>
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<td>718-741-4800</td>
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<td>528G9</td>
<td>Tompkins/Cortland County</td>
<td>1451 Dryden Road Freeville, NY 13068</td>
<td>607-347-4101</td>
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<td>528GX</td>
<td>Troy VA Outpatient Clinic</td>
<td>295 River Street Troy, NY 12180</td>
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<td>Valley Stream Clinic</td>
<td>99 South Central Avenue Valley Stream, NY 11580</td>
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<td>Watertown VA Outpatient Clinic</td>
<td>144 Eastern Blvd. Watertown, NY 13601</td>
<td>315-221-7026 or 315-221-7026</td>
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<td>Wellsville VA Outpatient Clinic</td>
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<td>Babylon Vet Center</td>
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<td>0107V</td>
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<td>716-862-7350 or 716-862-7350</td>
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### Veterans Health Administration - VISN 2: NY/NJ VA Health Care Network (Continued)

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<td>106</td>
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<td>Middletown Vet Center</td>
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<td>Nassau Vet Center</td>
<td>970 South Broadway Hicksville, NY 11801</td>
<td>516-348-0088 or 516-348-0088</td>
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<td>109</td>
<td>Queens Vet Center</td>
<td>75-10B 91 Avenue Woodhaven, NY 11421</td>
<td>718-296-2871 or 877-927-8387</td>
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<td>124</td>
<td>Rochester Vet Center</td>
<td>2000 S. Winton Road Bldg. 5, Ste. 201 Rochester, NY 14618</td>
<td>585-232-5040 or 585-232-5040</td>
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<td>132</td>
<td>Staten Island Vet Center</td>
<td>60 Bay Street Staten Island, NY 10301</td>
<td>718-816-4499 or 718-816-4499</td>
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<td>131</td>
<td>Syracuse Vet Center</td>
<td>109 Pine Street, Suite 101 Syracuse, NY 13210</td>
<td>315-478-7127 or 877-927-8387</td>
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<td>135</td>
<td>Watertown Vet Center</td>
<td>210 Court Street, Suite 20 Watertown, NY 13601</td>
<td>315-782-5479 or 315-782-5479</td>
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<td>123</td>
<td>White Plains Vet Center</td>
<td>300 Hamilton Avenue, Suite C White Plains, NY 10601</td>
<td>914-682-6250 or 914-682-6250</td>
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### Veterans Benefits Administration - North Atlantic District

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<tr>
<th>Station ID</th>
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<tr>
<td>306</td>
<td>New York Regional Benefit Office</td>
<td>245 W Houston Street New York, NY 10014</td>
<td>800-827-1000</td>
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<td>307</td>
<td>Buffalo Regional Benefit Office</td>
<td>130 S. Elmwood Avenue Buffalo, NY 14202-2478</td>
<td>800-827-1000</td>
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<td>307</td>
<td>Intake Site At Fort Drum</td>
<td>Fort Drum Outbased Office/Dept of VA Fort Drum, NY 13602</td>
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<td>88</td>
<td>Albany Rural Cemetery Soldiers’ Lot</td>
<td>Cemetery Avenue Albany, NY 12204</td>
<td>518-581-9128</td>
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<td>Bath National Cemetery</td>
<td>VA Medical Center San Juan Avenue Bath, NY 14810</td>
<td>607-664-4853</td>
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<td>805</td>
<td>Calverton National Cemetery</td>
<td>210 Princeton Boulevard Calverton, NY 11933</td>
<td>631-727-5410</td>
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<td>Cypress Hills National Cemetery</td>
<td>625 Jamaica Avenue Brooklyn, NY 11208</td>
<td>631-454-4949</td>
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<td>917</td>
<td>Gerald B. H. Solomon Saratoga National Cemetery</td>
<td>200 Duell Road Schuylerville, NY 12871-1721</td>
<td>518-581-9128</td>
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<td>Long Island National Cemetery</td>
<td>2040 Wellwood Avenue Farmingdale, NY 11735-1211</td>
<td>631-454-4949</td>
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<td>824</td>
<td>Woodlawn National Cemetery</td>
<td>1825 Davis Street Elmira, NY 14901</td>
<td>607-732-5411</td>
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</table>
St. Joseph's Health is a non-profit regional health care system based in Syracuse, NY, providing services to patients throughout Central New York and northern Pennsylvania. From primary to specialty to home care, to our Magnet-recognized hospital, and in collaboration with our community partners, St. Joseph's coordinated approach ensures our patients achieve optimum long-term health. Ranked top 15 heart surgery centers in the U.S. and a 15-time winner of the National Research Corporation Consumer Choice award, St. Joseph's is affiliated with Franciscan Companies and St. Joseph's Physicians.