WELCOME TO OUR
COMMUNITY OF CARE

Founded in 1869 by the Religious Sisters of Mercy,
St. Peter’s Hospital has become the largest Catholic,
acute-care, community hospital in northeastern
New York, and the flagship for our community of care.

The hospital is a vital part of St. Peter's Health Partners, one of
the leading health care systems in upstate New York. We deliver
an extensive array of health, education and support services,
employing more than 12,500 people.

St. Peter’s Hospital has been recognized nationally and locally
for high quality care.
• Recognized by *U.S. News & World Report* for excellence
  in several specialties (heart surgery, knee replacement and more).
• Magnet®-designation for the third consecutive time by
  the American Nurses Credentialing Center® (ANCC)
  Magnet Recognition Program®.
• Women’s Choice Award® as one of America’s Best Hospitals
  for Heart Care, Obstetrics, Cancer Care, Orthopedics, Breast
  Care and Bariatric Surgery.
• Accredited as a Chest Pain Center with Primary PCI for the
  second time by the Society of Cardiovascular Patient Care.
• Baby Friendly Hospital, the first in the Capital Region.

While the years have brought many changes to St. Peter’s Hospital,
one thing has not changed: our commitment to meeting the health
care needs of our community, and planning for a strong and healthy
future for the people of the Capital Region.
Welcome to St. Peter’s Hospital.

Thank you for entrusting your care to St. Peter’s Hospital. Our experienced team of doctors, surgeons, nurses, and staff is dedicated to providing the highest quality, most compassionate care to each and every one of our patients.

In recent years, we have made dramatic changes, additions, and improvements across our entire hospital. We have built and renovated thousands of square feet of space – building a six-story Patient Care Pavilion, increasing the number of private rooms, and improving amenities for patients and families. In our state-of-the-art surgical suites, we have added some of the most sophisticated diagnostic and treatment facilities in the nation.

It is all part of our continuous effort to improve the St. Peter’s Hospital experience, and create a more healing environment for our patients.

We believe that, as a patient, you should be as fully informed as possible concerning the services available to you, and the tests and procedures that may be requested by your doctor. For your convenience, we have gathered some important information in this booklet that may be useful during and after your stay. Please review this information and feel free to discuss with our staff any questions or concerns you may have about your care.

The staff and family of St. Peter’s Hospital are here to serve you and make your stay with us as comfortable as possible. We hope your experience with St. Peter’s Hospital is a positive one, and we wish you a speedy recovery.

Sincerely,

Michael Finegan
President of Acute Care
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter from CEO</td>
<td>1</td>
</tr>
<tr>
<td><strong>WHEN YOU ARRIVE</strong></td>
<td></td>
</tr>
<tr>
<td>Parking</td>
<td>2</td>
</tr>
<tr>
<td>Forms And Insurance</td>
<td>3</td>
</tr>
<tr>
<td>Patient Information</td>
<td>3</td>
</tr>
<tr>
<td>Patient Portals</td>
<td>4</td>
</tr>
<tr>
<td>Hixny</td>
<td>4</td>
</tr>
<tr>
<td>MyHealth</td>
<td>4</td>
</tr>
<tr>
<td>Identification Bracelet</td>
<td>5</td>
</tr>
<tr>
<td>Valuables And Personal Items</td>
<td>5</td>
</tr>
<tr>
<td><strong>WHILE YOU ARE HERE</strong></td>
<td></td>
</tr>
<tr>
<td>What You Can Expect During Your Stay</td>
<td>6</td>
</tr>
<tr>
<td>Your Room</td>
<td>6</td>
</tr>
<tr>
<td>Planning Your Care From Arrival To Discharge</td>
<td>7</td>
</tr>
<tr>
<td>How To Be Involved In Your Treatment</td>
<td>7</td>
</tr>
<tr>
<td>Your Safety</td>
<td>8</td>
</tr>
<tr>
<td>Your Comfort</td>
<td>8</td>
</tr>
<tr>
<td>Video Education</td>
<td>8</td>
</tr>
<tr>
<td>Select A Caregiver Partner</td>
<td>8</td>
</tr>
<tr>
<td>Spiritual Care And Other Healing Resources</td>
<td>9</td>
</tr>
<tr>
<td>Chapel Services At St. Peter’s Hospital</td>
<td>9</td>
</tr>
<tr>
<td>Holistic And Integrative Therapy</td>
<td>9</td>
</tr>
<tr>
<td>Palliative Care For The Seriously Ill</td>
<td>10</td>
</tr>
<tr>
<td>Ethics Consultation Service</td>
<td>10</td>
</tr>
<tr>
<td>Institutional Review Board (IRB)</td>
<td>10</td>
</tr>
<tr>
<td>Guidelines For Visiting Patients</td>
<td>11</td>
</tr>
<tr>
<td>Visiting Critical Care Areas</td>
<td>11</td>
</tr>
<tr>
<td>Visitation By Children</td>
<td>12</td>
</tr>
<tr>
<td>Special Circumstances</td>
<td>12</td>
</tr>
<tr>
<td>General Safety</td>
<td>12</td>
</tr>
<tr>
<td>Patient Experience</td>
<td>13</td>
</tr>
<tr>
<td>Public Notice</td>
<td>14</td>
</tr>
<tr>
<td>Speak Up</td>
<td>14</td>
</tr>
</tbody>
</table>
## PATIENT AND VISITOR SERVICES

- Becky's House .............................................................................................................. 15
- Dining Information .................................................................................................. 15
  - Inpatient Food Policy ......................................................................................... 16
  - Dining For Visitors ............................................................................................. 16
  - Cafeteria .............................................................................................................. 16
  - Starbucks® Coffee Kiosk ..................................................................................... 17
  - 2Mato Pizza and Boar's Head® Sub Shop .......................................................... 17
- Hearing And Communication Support .................................................................... 17
- Television And Telephone Service ........................................................................... 17
- Guest Wi-Fi, Wireless Devices And Cameras ...................................................... 18
- Music Devices ......................................................................................................... 18
- Concierge Services ................................................................................................ 18
- Mail .......................................................................................................................... 18
- Lost And Found ....................................................................................................... 18
- Banking Machine .................................................................................................... 19
- Gift Shop ................................................................................................................. 19
- Thrift Shop ............................................................................................................... 19
- Auxiliaries And Volunteers .................................................................................... 19

## WHEN YOU LEAVE

- Discharge Procedures .......................................................................................... 20
- Discharge Home Safety ......................................................................................... 20
- Patient Experience Survey .................................................................................... 20
- Patient Therapies .................................................................................................... 21
- Home Care/Visiting Nurses .................................................................................. 21
- CHOICES .................................................................................................................. 22
- Eddy Health Alert For Personal Protection ......................................................... 22
- Paying For Your Care ............................................................................................ 23

## FURTHERING THE MISSION

................................................................................................................................. 24

## IMPORTANT PHONE NUMBERS FOR ST. PETER'S HOSPITAL

................................................................................................................................. 26

## MAP OF HOSPITAL CAMPUS

................................................................................................................................. 27
WHEN YOU ARRIVE

NOTE: This guide has information about the hospital you have chosen for your care. You will receive this guide along with the St. Peter's Health Partners (SPHP) Patient Handbook – A Guide to Hospital Policies and Patient Care. The handbook contains important information that applies to patients at all SPHP hospitals, including your rights as a hospital patient. You should use both the SPHP Patient Handbook and this guide for complete information about your hospital stay.

PARKING
The parking fee is waived for patients on the day you are admitted as well as the day you are discharged. The parking passes provided in your St. Peter's Health Partners Patient Handbook are for this purpose.

For our visitors, parking is available in the Main Parking Garage. There is a flat-rate fee of $5 per day for self-park, and $6 for valet services. Valet service is available:
• Weekdays, from 5:30 am to 8 pm
• Saturdays, from 9 am to 6 pm
• Sundays, from 10 am to 6 pm

Tipping is not necessary. (After hours, visitors can visit the Security Annex [office] in front of the Emergency Department to pick up vehicle keys.)

Discount parking passes are available for the Main Parking Garage only. You can purchase these passes in the Security office located on the first floor.

How to Pay
Guests who self-park have two options to pay:
• Pay-on-Foot Stations:
  - Walkway Entrance on Level 1 of Main Parking Garage
  - Emergency Department lobby
  - Main Entrance by valet
• In-Lane Express Stations located at both garage exits (credit card only)
• An attendant is available in the parking garage, 10 am to 10 pm daily, to process cash, credit and debit card payments upon exit.
FORMS AND INSURANCE
You will be asked to sign consent forms that allow our qualified staff to provide treatment or perform necessary surgical procedures. It is important you understand your treatment plan and the procedures your doctor will be using. If you are under 18, your parent or legal guardian must sign these forms.

If you subscribe to a health insurance plan, please submit any health insurance cards at the time of admission. No patient will be refused emergency services due to an inability to pay. For information about billing and financial support, see Page 16 in your St. Peter’s Health Partners Patient Handbook.

PATIENT INFORMATION
St. Peter’s Health Partners obeys all federal and state laws to protect patient health information. Information is shared only with health professionals, as needed, or other agencies, as required by law. Patients must decide if they want their presence in the hospital and their room number to be given out to anyone who calls the hospital switchboard or the Patient Information department.

Unless you “opt out,” persons may learn your room and phone number, as well as your visiting hours, by calling the hospital’s Patient Information department at (518) 525-1571. (If you “opt out” of providing the information, it will mean that not even family and friends can learn about your status or location.) Any other personal information must come from your doctor and is only made available to members of the immediate family chosen by you.

You may ask for copies of your records. To get an authorization for release of medical records, contact your nurse or Medical Records at (518) 525-1212.
Patient Portals
A patient portal is a secure online website that gives patients convenient, 24-hour access to personal health information from anywhere with an Internet connection. St. Peter’s Health Partners supports two patient portals – Hixny and My Health.

Hixny
Hixny is a secure, electronic service for exchanging health information among hospitals and doctors in the Capital Region. This service allows your doctor to view and share information like medication history, allergies, and test results. It also lets doctors write prescriptions online and send them to your pharmacy.

By law, Hixny uses the most advanced security to protect your privacy. Access to your information will be limited to doctors treating you, and Hixny tracks every person who accesses information. This service makes it more efficient to get the information that is already being shared via telephone, faxes, and mail. Hixny includes 17 upstate counties: Albany, Clinton, Columbia, Essex, Franklin, Fulton, Greene, Hamilton, Montgomery, Otsego, Rensselaer, Saratoga, Schenectady, Schoharie, St. Lawrence, Warren, and Washington.

To participate, all you need to do is sign the Hixny consent form. If you change your mind, ask for another Hixny consent form to change your decision.

To view the information in your Hixny health record, you can sign up for Hixny for You. Visit www.hixny.org for more information.

MyHealth
MyHealth is an online tool that enables you to view your own health information. MyHealth is secure and portable – you can access your reports from the comfort of your own home computer or tablet.

MyHealth provides you with 24/7 online access to your health information, whenever and wherever you need it. With MyHealth, you are better informed about your health and are able to be an active partner with your health care team. The MyHealth website and login page can be accessed at www.sphp.com/MyHealth.
Identification Bracelet
For your safety:
• When you are admitted, an identification (ID) bracelet with your name and patient number will be placed on your wrist.
• Wear your hospital ID bracelet at all times. Make sure the information on it is correct.
• Ask for a new one if it comes off.
• Make sure staff always checks your ID bracelet, and asks your name and date of birth before any test, procedure or giving medication.

VALUABLES AND PERSONAL ITEMS
Please be aware that the hospital cannot be responsible for your personal belongings and/or valuables. Please send home all belongings that are not absolutely necessary to your hospital stay. This includes clothes, large amounts of cash, credit cards, jewelry, and special keepsakes. If this is not possible, please ask your nurse about storing your valuables in the hospital safe or Security office.

If you are scheduled for surgery, you will be asked to remove all jewelry including your wedding band. This is for your personal safety.

Other Tips for Your Personal Belongings
• Due to limited storage space, please keep personal clothing and possessions to a minimum.
• Eyeglasses, contact lenses, dentures, hearing aids, and other prosthetic devices may be kept with you. Protect them by placing them in a safe place (your bedside table drawer) so they are not accidentally discarded.
• Make sure your name is on your denture cup or ask your nurse for an easily identifiable denture holder.
• Never leave dentures or hearing aids on a food tray or on your bed.
WHILE YOU ARE HERE

WHAT YOU CAN EXPECT DURING YOUR STAY

We demonstrate our core values by providing high-quality, compassionate care to you during your stay. You can expect:

• We will talk with you and your family in a way that acknowledges your needs.
• We will introduce who we are and explain our role in providing your care, while keeping you comfortable and explaining what you can expect.
• We will communicate your progress and ask if you need anything before we leave your side.
• We will regularly check on you to ensure we are meeting your needs. We will ask you key questions about your pain, bathroom needs, comfort, and help keep your necessities in reach. (This process is also known as hourly rounding.)
• Information on who your caregivers are will be posted and updated on a board in your room to help you with your stay and recovery.

While you are here, if you have any concerns about your care, please let your nurse or nurse manager know immediately. We want your stay here to be as comfortable as possible.

YOUR ROOM

For your comfort, we make every effort to honor specific room requests. However, please understand there are times where we may be unable to fulfill your request. This can happen if your admission is an emergency, if the room you request is unavailable or if the room is specifically assigned to a medical or surgical specialty. We will be happy to transfer you when a room of your choosing becomes available.
PLANNING YOUR CARE FROM ARRIVAL TO DISCHARGE

Soon after you are admitted, a clinical care coordinator (C3) will begin to make regular visits with you to plan for your needs while you are in the hospital and after your discharge. The C3 is a registered nurse who works closely with your doctor, the nursing staff and the other members of your health care team to coordinate your care. Your C3 or a social worker is available to address other concerns you may have, including:

- Legal and financial problems
- Coping and bereavement issues
- Behavioral and mental health counseling
- Crisis intervention

The C3 encourages and welcomes the active participation of you and your family members in decision-making about your health care.

HOW TO BE INVOLVED IN YOUR TREATMENT

*While you are a patient, we encourage you to take an active role in your health care.*

The Partnership for Clear Health Communication has established the "Ask Me 3" program, a simple set of questions that you should ask your doctor, nurse or pharmacist at every visit. The questions are:

- What is my main problem?
- What do I need to do?
- Why is it important for me to do this?

We encourage you to ask questions and be sure you understand the answers. If you do not understand the answers, ask your health care provider to explain the information again. Your providers want to help you understand your medical conditions, test results, medications, treatment instructions, and patient safety issues.
**Your Safety**
We encourage all of our patients to take an active role in the prevention of infections and injuries. Important ways to do this can be found in the St. Peter’s Health Partners Patient Handbook. To learn more about:
- Preventing infection, see Page 9.
- Preventing falls, see Page 10.
- Fire/emergency drills, surgery and medication safety, see Page 11.

Remember to ask everyone (doctors, nurses, staff, visitors) who enters your room if they cleaned their hands with alcohol-based hand rub or soap and water. Ask your health care team if devices, such as urinary catheters and central venous catheters, are still necessary each day.

By partnering with your Patient Safety Team at St. Peter’s Hospital, you can help lessen the risk of health care-associated infections and injuries.

**Your Comfort**
Comfort and relief are important aspects of your care and treatment. We are committed to reducing your pain whenever possible and addressing your pain-control needs. To learn more, see Page 8 in the St. Peter’s Health Partners Patient Handbook.

**Video Education**
St. Peter’s Hospital and TeleHealth Services offer free educational videos to patients. The videos cover a wide range of topics, from diseases and conditions to medical procedures and general safety. To find out more about the video library, dial 6238 from your room telephone or ask your nurse.

**Select a Caregiver Partner**
We strongly recommend that the patient and/or family members choose a caregiver partner. This person acts as the designated spokesperson for the patient during their hospital stay. The caregiver partner can also update other family members and friends on the patient’s condition.
SPIRITUAL CARE AND OTHER HEALING RESOURCES

Spiritual care staff are an important part of the interdisciplinary health care team. Chaplains and other spiritual care staff are available to patients, family and friends of all faith traditions seven days a week, 24 hours a day. Our staff will visit and counsel patients, as well as provide opportunities for prayer, sacrament and ritual. To receive care from a chaplain or visit the hospital chapel, ask your nurse.

Patients are invited to notify the spiritual leaders of their own faith communities of their hospitalization. These persons are welcome visitors at our hospitals.

Chapel Services at St. Peter’s Hospital

Roman Catholic Mass is celebrated on Sundays at 10:30 am, and Monday through Saturday at 12 pm in the Chapel of Our Lady of Perpetual Help. The chapel is located on the ground floor. Patients and their families are invited to attend. This celebration of Mass is broadcast on Channel 67 of your in-room TV.

Holistic and Integrative Therapy

Holistic therapies are alternative healing methods that work to re-energize and rebalance your body. They also address underlying causes of illness, recognizing that thoughts, feelings, and spiritual beliefs play an important role in both illness and recovery. These therapies can be integrated with any traditional medical treatment.

Benefits include pain relief, stronger immunity, reduced stress and anxiety, faster recovery from surgery, and increased relaxation. If you are interested in receiving these therapies during your hospital stay, please contact (518) 525-1174.
Palliative Care for the Seriously Ill
Palliative care provides relief from pain and other symptoms often associated with serious illness. A team of doctors, nurses, and other specialists work with a patient’s other doctors to provide an extra layer of support. The goal is to improve quality of life for both the patient and the family.

Palliative care is appropriate at any age and at any stage of an illness, and can be provided along with curative treatment. For more information, ask your doctor or any member of your health care team.

Ethics Consultation Service
Sometimes patients, their families, and their health care team face difficult ethical issues regarding treatment decisions. The St. Peter’s Health Partners Ethics Consultation Service has individuals trained in ethical decision-making who can explain medical facts, discuss options for care, explain choices, offer guidance, and work with you and your health care team to resolve disagreements. This service is provided by each St. Peter’s Health Partners hospital. To reach this service at your hospital, call (518) 525-1602.

Institutional Review Board (IRB)
The St. Peter’s Health Partners’ IRB is in place to protect the rights and welfare of persons participating in clinical research trials. It is a board of local doctors, scientific members, community members and non-scientific members. This board reviews, provides oversight and approves or disapproves local human subject research based on medical ethics, and state and federal rules and guidelines. Patients who are already enrolled in a clinical research trial should inform their doctor and nurse. Patients interested in participating in clinical research should speak with their doctor.
GUIDELINES FOR VISITING PATIENTS

• General visitation hours are 5 am to 9 pm. A designated support person, chosen by the patient, will be allowed 24/7 visitation access. If the support person plans to stay or visit between 9 pm and 5 am, he/she needs to check in at the nurses’ station to receive a visitor’s badge. The nursing staff has the authority to limit visitation based on a patient’s care needs.

• All visitors should be free of infection or illness during visitation. Persons who do not feel well or have experienced certain symptoms within the last 48 hours should not visit the hospital. These symptoms include fever, cough, runny nose, sore throat, skin rash, vomiting or diarrhea.

• All visitors should wash their hands with soap and water or alcohol-based hand rub when entering and exiting a patient’s room.

• Visitors are encouraged to be respectful of all of our patients’ needs for rest and privacy.

• While family and friends are welcome, it is preferred that only two visitors enter a patient’s room at one time. (The maximum number is four visitors at one time, and this is at the discretion of the patient and nursing staff.)

• Patient information is confidential and should not be discussed in public areas.

Visiting Critical Care Areas

Special guidelines must be followed when visiting patients in critical care areas. It is very important for guests to check in with the staff in these areas regarding the policy specific to the unit. Critical care areas include: the Emergency Department (ED), Intensive Care Unit (ICU), Cardiovascular Intensive Care Unit (CVICU), Progressive Care Unit (PCU), Neonatal Intensive Care Unit (NICU), and the Coronary Care Unit (CCU).
Visitation by Children
We encourage visits by children to be coordinated with the patient's health care team.
• Children age 12 and younger must be accompanied by an adult at all times when visiting St. Peter's Hospital.
• In critical care areas, we do not permit visitation from children under the age of 12. This is for the protection of patients and children.

Special Circumstances
Visitation guidelines for children and/or adults may change during special circumstances such as periods of flu prevalence or other infectious disease and/or New York State Department of Health alerts for visitation.

General Safety
Our goal is to promote a healing environment for our patients and staff. Violence, foul language or abusive behavior are not acceptable. Verbal threats or acts of violence will not be tolerated and may result in removal from this facility and/or prosecution.
PATIENT EXPERIENCE
If you have a concern, problem or complaint that has not been resolved through your nurses and doctors, you can call Patient Experience at (518) 525-1192 or email PatientExperience@sphp.com. If hospital staff are not able to resolve the problem, you may contact the New York State Department of Health by mail or phone.

You may call the toll-free number, 1-800-804-5447, or you may file a complaint in writing and send it to:

**New York State Department of Health**
**Centralized Hospital Intake Program**
Mailstop: CA/DCS
Empire State Plaza
Albany, NY 12237

Questions or comments: hospinfo@health.state.ny.us

**Nondiscrimination Statement**
St. Peter’s Hospital complies with applicable federal and New York state civil rights laws. If you believe that we have failed to provide services or discriminated in another way on the basis of race, color, national origin, religion or creed, sex or sexual orientation, age, disability, marital status, military status or source of payment, you can file a grievance with the St. Peter’s Hospital patient experience coordinator at (518) 525-1192. Please refer to Page 4 of the St. Peter’s Health Partners Patient Handbook for more information.
PUBLIC NOTICE
The Joint Commission conducts accreditation surveys to determine their compliance with nationally established Joint Commission standards. These standards deal with organization quality, safety-of-care issues, and the safety of the environment in which care is provided.

Anyone believing that they have issues concerning safety and quality of care in this organization on a regular basis is encouraged to contact patient relations at (518) 525-1192. If the concerns in question cannot be resolved at this level, then the Joint Commission may be contacted as stated below.

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Fax Number: (630) 792-5636
E-mail to patientsafetyreport@jointcommission.org

If you have concerns about your care during your hospital stay, speak to your doctor, nurse or hospital staff member. We are here to help you.

Speak Up
The Joint Commission’s patient safety program, Speak Up, urges patients to:
• Speak up if you have questions or concerns.
• Pay attention to the care you get.
• Educate yourself about your illness.
• Ask a trusted family member or friend to be your advocate (advisor or supporter).
• Know what medicines you take and why you take them.
• Use a health care organization that has been carefully reviewed.
• Participate in all decisions about your treatment.
PATIENT AND VISITOR SERVICES

BECKY’S HOUSE
Becky’s House is a hospitality house offered to the family members of patients who come from a distance to be treated at St. Peter’s Hospital. The house provides six bedrooms with shared baths, and offers the use of kitchen and laundry facilities. Rooms are available on a first-come, first-served basis, with one bedroom per family allowed. Becky’s House is within walking distance of the hospital and is handicap accessible.

For more information or to inquire about a reservation, contact Becky’s House at (518) 438-1212.

DINING INFORMATION
Nutrition is an important component of your overall health and recovery. If you have been admitted, your doctor/provider will write your diet order prescription. At St. Peter’s Hospital, our meal service program, Catering to You (CTY), makes it possible to meet the nutritional needs of all of our patients while offering a variety of food choices to enhance your dining experience.

All inpatients at St. Peter’s Hospital are automatically enrolled in the CTY program. A catering associate (CA) is assigned to each patient. Your CA will receive your meal requests and will deliver meals to you. For more detailed information about CTY, please ask your nurse.

Meal service throughout the hospital occurs between the following time intervals:
Breakfast, 7 am – 9 am
Lunch, 11 am – 1 pm
Dinner, 4 pm – 6 pm
The exact time of delivery varies for each floor. If your meal or meal service is not consistent with your expectations, please feel free to contact food service management at (518) 525-7730.

**Inpatient Food Policy**

Patients receiving food from home or outside of the facility should limit this occurrence to special circumstances. When you are admitted to the hospital, your food must agree with the doctor’s current diet order. If your guests are unsure of what foods are appropriate, they should contact the Nutrition Services Call Center before 7 pm at (518) 525-2433.

All visitors carrying food items must check in at the nurses’ station before entering into a patient’s room. Guests who plan to bring food to patients should only bring amounts that can be consumed at one sitting.

Do not walk in the patient’s room with any food that will not be eaten immediately. Any perishable food that is not to be consumed immediately should be appropriately sealed, labeled, dated, and stored in the pantry unit refrigerator. Any refrigerated food that is not consumed within three days will be discarded. Any food that has been inside the patient’s room cannot be stored in the pantry unit refrigerator with other food. It must be disposed of.

**Dining for Visitors**

Our cafeteria is available for guests. If for any reason a guest needs to stay in the room with you, guest trays are provided for a fee of $5 per tray. Contact your CA or call Food and Nutrition Services at (518) 525-2433 to discuss guest tray procedures.

**Cafeteria**

The cafeteria offers a wide range of dining options including freshly made soups, hot and cold specials, salads, deli bar, desserts and beverages. The hospital cafeteria is open daily from 6:45 am to 6:30 pm.

Hot and cold entrees are available at:
- Breakfast: 6:45 to 10 am
- Lunch: 11 am to 2 pm
- Dinner: 4 to 6 pm
Starbucks® Coffee Kiosk
Located near the Main Entrance of the hospital, Starbucks offers premium coffee, specialty drinks, homemade baked goods, sandwiches, and salads. Starbucks is open Monday through Friday, 6 am to 9:30 pm, and Saturday and Sunday, 7 am to 3 pm.

2Mato Pizza and Boar’s Head® Sub Shop
Located on Main Street, 2Mato Pizza features pizzas, flatbreads, salads and soups. Hours of operation are Monday through Friday, 10:30 am to 7:30 pm.

Also on Main Street, Boar’s Head® Sub Shop features fresh-made subs, wraps, salads, soups, and desserts. Hours of operation are Monday through Friday, 10:30 am to 7:30 pm, and Saturday and Sunday, 11 am to 6 pm.

HEARING AND COMMUNICATION SUPPORT
St. Peter’s Health Partners provides communication/language assistance at no cost to patients and their caregivers. Professional interpreter services (telephonic, video and on-site) are available 24/7 so you may communicate in your preferred language. See Page 5 in the St. Peter’s Health Partners Patient Handbook for more information.

All patient telephones are equipped with volume control to improve hearing, and closed-caption TV is available. For deaf patients, a TTY is available upon request. Patients who have vision problems may have translated, large print and electronic versions of patient materials made available. Contact the SPHP Communication/Language Access Program at (518) 525-6771.

TELEVISION AND TELEPHONE SERVICE
St. Peter’s Hospital and TeleHealth Services provide both bedside television and telephone services for a combined fee.

This “telecommunication fee” covers local network cable television, radio stations, the hospital’s patient education channels and unlimited use of the patient’s bedside telephone for local and long-distance calling. To activate services, dial 1313 from your room phone and follow the voice prompt instructions. To hear our current fees or speak with a telecommunication representative, dial 1881 Monday through Friday, 10 am to 6 pm.
GUEST WI-FI, WIRELESS DEVICES AND CAMERAS
Visitors and patients are allowed to use wireless devices (cell phones, tablets, laptops, two-way pagers, and PDAs) in designated cell phone safe zones. This includes visitor waiting rooms, the cafeteria and lobbies.

Our guest Wi-Fi network is not password protected. To access the network, you must click “Continue to the Internet” in the red box at the top of the disclosure statement.

All devices must be turned off (not just to vibrate) when not in cell phone safe zones. If you have questions about your location being cell phone safe, feel free to ask your nurse or other staff members.

Our hospitals are dedicated to ensuring and protecting the privacy and dignity of all patients. This means patients and visitors must not use the camera function in wireless devices, as well as other camera equipment.

MUSIC DEVICES
Only music devices with headphones are allowed. Please refrain from disturbing other patients with the use of these items.

CONCIERGE SERVICES
Concierge Services is located on the ground floor near the hospital’s main entrance. If you need any type of assistance including location of a patient, help with wheelchairs, and even hotel reservations or dinner reservations, the concierges would be more than happy to assist. Hours of operation are Monday through Friday, 5 am to 10 pm, and Saturday and Sunday, 8 am to 8 pm.

MAIL
Letters and parcels addressed to patients are delivered daily to nursing units. Mail will reach you faster if it includes your full name and room number.

LOST AND FOUND
Lost and unclaimed valuables usually are sent to the Security office on the first floor where they are kept for 30 days. To contact the Security office, call (518) 525-1522.
BANKING MACHINE
ATMs are available on the first floor near the food court.

GIFT SHOP
The gift shop, operated by members of our auxiliary, offers a variety of greeting cards, toiletries, newspapers, magazines, and assorted gifts.

Mercy Me Gift Shop is located on the first floor of the hospital. The gift shop is open on weekdays from 9 am to 7:30 pm and on Saturdays and Sundays from 10 am to 5 pm.

THRIFT SHOP
Located across from St. Peter’s Hospital, at the corner of New Scotland Avenue and South Allen Street, For Pete’s Sake “A Thrifty Place” sells gently used household items and clothing. For Pete’s Sake is open Monday through Saturday (except holidays) at the following times:
• Monday: 11 am to 3 pm
• Tuesday through Friday: 10 am to 3 pm
• Saturday: 10 am to 2 pm

For more information, please call (518) 525-1107.

AUXILIARIES AND VOLUNTEERS
A dedicated team of volunteers plays an important role in the quality of care provided by St. Peter’s Health Partners. Men, women, teens, college students, and young adults donate their time and energy to help patients, visitors and staff in almost every area of the health care system. Volunteers greet visitors, provide patient information, support nursing staff on patient units, and provide clerical support in offices among many other tasks. Auxiliary members volunteer as well as help provide financial resources for hospital needs.

To volunteer at St. Peter’s Hospital, you must be age 16 or older. To learn more about becoming a volunteer or joining the Auxiliary at St. Peter’s Hospital, contact (518) 525-1515.
WHEN YOU LEAVE
The resources and services available to you following your stay.

DISCHARGE PROCEDURES
When it is time for you to be discharged, you will be given a written notice and plans for continuing care, as needed. If you have any concerns with the plan for your discharge, you may appeal it. Please note the section on appeals in the patient’s rights section of this booklet.

Upon your release, you will be told by a member of the hospital staff a specific entrance for someone to pick you up.

DISCHARGE HOME SAFETY
• Make sure you understand all discharge instructions, including treatments, medicines you will take and medicines you will stop taking.
• An updated list of your current medications will be given to you at discharge. Make sure you update your personal medication list with any changes and take it to every health care visit.
• Make sure you have all of the information you need for follow-up appointments.
• Let us know if you think you are being discharged too early or if you have any needs at home. We will make every effort to assist you.
• Let us know if you have any safety concerns at home.

PATIENT EXPERIENCE SURVEY
After discharge, you may receive a survey regarding the care you received at the hospital. We hope you will assist us by completing and returning that survey. Your comments are appreciated and valued, and help us to know what we are doing well in addition to improving the quality of our services.
PATIENT THERAPIES
Providing you with expert care in a location convenient to you, St. Peter’s Health Partners Patient Therapies offers a variety of options for your outpatient therapy needs. Whether you need services in Albany, Rensselaer, Saratoga or Schenectady counties, St. Peter’s has the services you need to help you in your recovery. For more information, please call (518) 525-5211.

HOME CARE/VISITING NURSES
Comprehensive, in-home health care services are provided by The Eddy division of St. Peter’s Health Partners. These services, which help individuals remain independent and in the comfort of their own homes, include:

- Home health aides, medical social workers, visiting nurses, and specialty nurses, including IV therapy and HIV/AIDS care
- Home infusion, home medical equipment and supplies, monitored medication dispensers, and telehomecare
- Nutritionists
- Physical, occupational and speech therapists
- Palliative care
- Wound-ostomy-continence care
- Personal emergency response systems

For more information, call (518) 274-6200.
CHOICES
CHOICES is a geriatric management program that provides older adults and their caregivers in Albany and Rensselaer counties with a wide range of services designed to enhance health, safety, independence, financial security, and quality of life.

The goal of the CHOICES program is to provide older adults with individualized care that helps them remain as independent as possible in the least limiting environment. The program offers comprehensive in-home assessment, information about and referral to community agencies, education, counseling, care planning, and monitoring of services.

Fees for CHOICES are set on a sliding scale based on ability to pay. Some of the health services that are arranged may be covered totally or in part by Medicare, Medicaid and/or a wide range of insurance programs. For more information about the CHOICES program, call (518) 525-6803.

EDDY HEALTH ALERT FOR PERSONAL PROTECTION
If you or someone you know may need help at home in case of a fall or emergency, Eddy Health Alert can give you the peace of mind you need. This waterproof, personal protection system provides instant access to help 24 hours a day, 365 days a week – at the simple push of a button.

Eddy Health Alert can be connected to your home phone or you can receive a home-based cellular unit. This unit is equipped with GPS technology and makes help available to you from anywhere in the United States. For more information, call (518) 833-1040.
PAYING FOR YOUR CARE
Information and support to help you understand how to pay for your care is available. See Page 16 in your St. Peter’s Health Partners Patient Handbook for general instructions about paying for your care. You may also visit sphp.com/paying-for-your-care to learn more.

The website will also provide you with a list of physician groups that St. Peter’s Hospital has contracted with to provide services, including anesthesiology, pathology and radiology. To determine whether a physician from one of these groups participates in your health plan, please either write or phone the group using the address or number provided.

If you are unable to access this information on the website, please call the St. Peter’s Hospital Patient Access department at (518) 525-6648.
If you would like to consider sharing a gift to advance the work of St. Peter’s Hospital, the St. Peter’s Hospital Foundation can help.

The Foundation was established in 1978 to provide funds for capital improvements, technology advancements and program enhancements to help St. Peter’s Hospital and its member agencies provide the highest quality of care. The Foundation is an independent, registered 501(c) (3) not-for-profit charitable corporation governed by a volunteer board of directors.

The Foundation has provided funds for such projects as the Hearst Family Patient Care Pavilion, Becky’s House, the Emergency Department expansion and renovation, the purchase of the da Vinci® Surgical System to advance St. Peter’s Hospital surgical services, renovations to St. Peter’s Hospital Neonatal Intensive Care Unit, and the implementation of surgical technology for the St. Peter’s Cardiac & Vascular Program.

The Foundation gratefully accepts gifts of any size. If a donor wishes, the gift may be earmarked for a specific hospital department or program. All gifts are tax-deductible to the fullest extent allowed by law. Gifts to the Foundation can be made in the form of cash, check, appreciated stock, real or personal property; planned gifts through wills, bequests and trusts; pledges of future gifts; or gifts of perpetuity to the Foundation’s endowment fund. To include St. Peter’s Health Partners in your charitable gift plans, please fill out the following form and return it to the St. Peter’s Hospital Foundation at the address listed.

For more information, please call the Foundation at (518) 482-4433. To donate online, visit givetostpeters.org.
My pledge to further the mission of St. Peter’s Hospital:

Name ____________________________________________________________

Address __________________________________________________________

City ___________________________ State ___________ Zip _____________

Day Phone_______________________ Cell Phone _______________________

Email __________________________

If you would like, you may designate this gift for a specific purpose:

_________________________________________________________________

_________________________________________________________________

Amount: $ __________

Please make check payable to: St. Peter’s Hospital Foundation
or charge to:

☐ MasterCard  ☐ VISA  ☐ American Express

Card No.________________________________________________________

Exp. Date _______________ / ______________________

Signature ______________________________________________________

Name on Card __________________________________________________

Please mail your contribution to: St. Peter’s Hospital Foundation
310 South Manning Boulevard
Albany, New York 12208
IMPORTANT PHONE NUMBERS
FOR ST. PETER’S HOSPITAL

Main Number ................. (518) 525-1550
Breast Center ............... (518) 525-1191
Cancer Care Center ...... (518) 525-1547
Medical Oncology/
Hematology ............... (518) 525-6418
Radiation Oncology ..... (518) 525-1404
Cardiac & Vascular
Center ..................... 1-800-HEART-76
or 1-800-432-7876
Emergency
Department ............... (518) 525-1325
Mercy Me Gift Shop..... (518) 525-1649
Patient Information ...... (518) 525-1571
Patient Experience ...... (518) 525-1192
Security Services ....... (518) 525-1522
Spiritual Care .......... (518) 525-1602
Volunteer Services ...... (518) 525-1515
Women’s &
Children’s Services ...... (518) 525-1388

St. Peter’ Health Partners
Business Office
Customer Service
Representative .......... (518) 471-3000

Hotlines:
To report child
abuse or neglect ...... 1 (800) 342-3720
To report adult
abuse, call (New York State only) .......... 1 (800) 342-3009
(Press option 6)
Elder Abuse............. 1 (800) 252-8966
National Suicide .... 1 (800) 273-8255
National AIDS....... 1 (800) 342-2437
National Domestic Violence .............. 1 (800) 799-7233
New York State Quitline (help to quit smoking) ........ 1 (866) 697-8487
National Drug Information
Treatment and Referral Hotline ...... 1 (800) 662-HELP (4357)
Sexual Assault and Crime Victim’s Assistance
Program .................... (518) 271-3257

To find other programs and services available at St. Peter’s Health Partners, please visit sphp.com or call (518) 525-1111.
St. Peter’s Hospital is located at 315 South Manning Blvd. in Albany. You can find an interactive map at www.sphcs.org/mapsdirections.