



CALVARY HOSPITAL
Guide for
Patients and Families



Where Life Continues



Welcome to Calvary Hospital



As the American healthcare system becomes more complex than ever before, one thing remains the same: the quality of Calvary care. Whether a person receives our end-of-life care in the Hospital or in their home, home care, or for chronic complex wounds, people can be confident that the quality of Calvary care is the absolute best that exists.

Care, compassion, trust, love, and non-abandonment are Calvary's mission every single day. Our dedicated employees are the reason why Calvary is able to offer consistency and continuity of care to all of our patients, for the time they are under our care.

Calvary's ability to offer patients and families a continuity of care is especially important at the end of life. People are already dealing with enormous physical, emotional, and spiritual consequences of terminal illness. With a simple phone call, Calvary is able to *seamlessly transfer patients from the home or nursing home to our facilities* or vice versa – whatever their needs dictate. This capability brings enormous relief and comfort to our patients and families, and sets us apart.

This directory describes Calvary's programs and services. We hope that it will convey our dedication to caring for our patients with dignity, grace, and freedom from pain.

A handwritten signature in dark ink, appearing to read "Frank A. Calamari". The signature is fluid and cursive, with a small flourish at the end.

Frank A. Calamari
President & CEO

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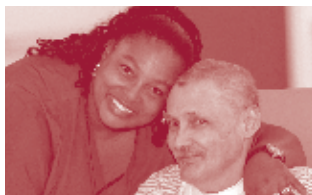
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Welcome



About Us

Calvary Hospital is the nation's only fully accredited acute care specialty hospital devoted to providing palliative care to adult advanced cancer patients. Calvary's mission today – to care for the physical, psychological and spiritual pain of adult advanced cancer patients and their families – is just as relevant today as it was in 1899, the year that the Hospital was founded in New York City. Spiritual care is especially important for those at the end of life. Calvary has always welcomed patients of all faith traditions.

More than 6,000 patients are cared for annually by Calvary's inpatient, outpatient, home care, hospice, nursing home hospice, and wound care services. Inpatient care is available at our 200-bed Bronx campus and our 25-bed satellite at Lutheran Medical Center in Brooklyn.

Under Calvary@Home, Calvary offers comprehensive care to patients at home who are suffering from advanced cancer or other chronic and acute terminal illnesses. We offer **home care** in all five boroughs of New York City as well as Westchester, Nassau, Rockland and Putnam counties. We also offer **hospice services** in the Bronx, Brooklyn, Queens, Manhattan, Nassau, Westchester and Rockland counties. This includes hospice services in more than 25 nursing homes in Brooklyn, Manhattan, the Bronx and Westchester, Rockland, and Nassau counties.

As needed, Calvary@Home can facilitate a seamless transition to becoming an inpatient at our Bronx or Brooklyn sites.

Since 2004, our Center for Curative and Palliative Wound Care located at our Bronx campus has helped thousands of men and women successfully heal their chronic wounds.

Admission Criteria

You, your family member, or your friend has been admitted to Calvary based on specific admission criteria. Patients must be 18 years or older with a diagnosis of cancer and/or other terminal illness or wound care requiring hospital treatment.

Patients are admitted for one of two reasons. In the first case, advanced cancer patients and patients with other terminal illnesses are admitted at the end of their illness with severe symptoms related to their disease, including nausea, severe weight loss, pain, and/or confusion. These patients need sophisticated treatment to control their symptoms, which must be

monitored daily by specially trained personnel. In the latter case, patients are admitted for treatment of symptoms related to their diagnosis that cannot be treated in another setting. These patients need continuous supervision from a medical team for treatment of infections, complex wound care, and/or other medical treatments.

We welcome patients of all backgrounds and beliefs. Calvary does not accept patients who are on dialysis or ventilators.

Insurance

Upon admission, you will meet with an admitting representative who will obtain written permission to treat the patient. Calvary Hospital accepts patients participating in the Medicare and Medicaid programs, Blue Cross and other private insurance carriers. Some insurance carriers do have limits to their coverage. Therefore, the admitting representative may discuss with the family what benefits may be obtained by applying for Medical Assistance (Medicaid) and also provide them with information related to the federally subsidized Hill-Burton uncompensated service program.

Privacy of Patient Health Information



Calvary Hospital is required by law to protect the privacy of health information that may reveal a patient's identity, and to provide patients with a copy of our Notice of Privacy Practices upon admission to the hospital. We provide healthcare services in compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Patients must sign an acknowledgement of receipt of notice, or hospital staff must document that good faith efforts were made to obtain a signature. A copy of the signed form is given to the patient and is filed in the medical record.

HIPAA stands for the **Health Insurance Portability and Accountability Act** which is a federal law that went into effect in 1996. It has **3 Goals**:

1. Portability of Health Insurance for Individuals.
2. To protect the Privacy and Security of Patient Health Information.
3. To eradicate Fraud and Abuse.

Protected Health Information

Protected Health Information, known as **PHI**, is any information held by a Covered Entity (i.e.: Hospital, Hospice or Homecare Agency) in any form (oral, written, electronic) which concerns health status, provision of care or payment for health care that can be linked to an individual.

HIPAA regulations require the Covered Entity to take reasonable steps to limit the use and disclosure of PHI. The least amount of PHI required for us to do our job is effectively considered "Minimum Necessary."

Your Privacy and Information

You have the right to privacy under federal laws that protect your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information. In order to use or disclose PHI, the patient or personal representative must sign the release of information form, except when it is used or disclosed for treatment, payment, healthcare operations, facility directories, and disclosed for certain public policy purposes.

Rights Pertaining to Your Health Information

To get copies of, or inspect your health information, you or your personal representative must complete a release authorization form to disclose your health information. Prior to any transaction you must show a picture ID to prove your identity. The hospital is entitled to charge a per page fee for documents requested. If you have any questions, you can call ext. 2043 Monday through Friday from 10:00 AM to 5:00 PM.

Identity Theft

Identity Theft is a fraud committed using the identifying information of another person.

Examples of Identity Theft

When someone uses a person's name and other parts of their identity (such as insurance information) without the person's knowledge or consent to:

- Collect money
- Receive medical or dental services
- Receive prescription drugs
- Receive any type of health services
- Create erroneous entries in the victim's existing medical record which results in the creation of fictitious medical records in the victim's name
- Falsify information in a person's medical record with incorrect medical history and diagnoses that can cause serious clinical complications (for example allergies, x-rays, lab results, etc.) for the person and can plague a victim's medical and financial life for years.

Breach Notification

- **Right to be Notified of Breach** You have a right to receive notifications of breaches of unsecured Health Information if the breach compromises the security and privacy of your health information.
- **How to File a Complaint** If you believe your privacy rights have been violated, you may file a complaint with us. **Please contact the Privacy Officer at ext. 2171.**

Patient Comfort and Satisfaction



Patient Satisfaction Surveys

Our patients and families are our most precious gifts and we are constantly striving to improve their experience at Calvary. A Press Ganey Satisfaction Survey will be sent to you during the first few weeks of the patient's stay. Please help us to improve the care experience by promptly completing and returning the survey in its postage paid envelope.

Television

Color television sets are located in each patient room and in all dayrooms. Channel 20 is the Hospital's closed circuit TV station which features a listing and viewing of Hospital events.

Television Channels		
1 - NY 1 NEWS	36 - ESPN	71 - NYC1
2 - WCBS	37 - TNT	72 - NYC DRIVE
3 - WPXN	38 - USA	73 - NYC WD
4 - WNBC	39 - TBS	74 - NYC GV
5 - WNYW	40 - FX	75 - CUNY
6 - WXTV	41 - TCM	77 - HLN
7 - WABC	42 - WE	78 - FUSE
8 - NY 1	43 - AMC	80 - GUIDE TV
9 - MY9	44 - BRAV	81 - OXYGEN
10 - WLNY	45 - LIFE	87 - MSG
11 - WPIX	46 - AE	88 - MSG PLUS
12 - N12BX	47 - HIST	89 - YES
13 - WNET	48 - SYFY	96 - TRAVEL
14 - MSGV	49 - ABCF	97 - FOOD NT
15 - QVC	50 - COMEDY	98 - HGTV
16 - WNJU	51 - E!	99 - SPD
17 - TLFTR	52 - VH1	100 - TV GUIDE
18 - HSN	53 - MTV	108 - LIVE
19 - CHAPEL	54 - BET	109 - NBCNY
20 - PAC	55 - MTV2	114 - ANT TV
21 - WLIW	56 - SPIKE	115 - ESTREL

22 - NYCTV	57 - ANPT	116 - NYS
23 - MSNBC	58 - Tru TV	118 - LOCAL
24 - CNBC	59 - RC	126 - DSN JR
25 - CNN	60 - SNY	131 - 13 KIDS
26 - FNC	61 - N12TW	132 - 21 WLD
27 - DISC	62 - TWC	133 - 21CRT
28 - TLC	63 - GALA	134 - WTBY
29 - TRVL	64 - SOAP	135 - EWTV
30 - ARCH	65 - CSPN	136 - DAY ST
31 - DSNY	66 - CSPN 2	137 - TCAR
32 - TOON	67 - BXNT	181 - SNBC
33 - NICK	68 - BXNT 1	182 - JTV
34 - TVLD	69 - BXNT 2	199 - V-ME
35 - ESPN 2	70 - BXNT 3	721 - 21NY

Music Television Channels

851 - HIT LIST	874 - SOLID GOLD OLDIES
852 - HIP HOP & R&B	875 - PARTY FAVORITES
853 - MC MIXTAPE	876 - STAGE & SCREEN
854 - DANCE/ELECTRONICA	877 - KIDZ ONLY
855 - RAP	878 - TODDLER TUNES
856 - HIP-HOP CLASSICS	879 - TODAY'S COUNTRY
857 - THROWBACK JAMZ	880 - TRUE COUNTRY
858 - R&B CLASSICS	881 - CLASSIC COUNTRY
859 - R&B SOUL	882 - CONTEMPORARY CHRISTIAN
860 - GOSPEL	883 - SOUNDS OF THE SEASON
861 - REGGAE	884 - SOUNDSCAPES
862 - CLASSIC ROCK	885 - SMOOTH JAZZ
863 - RETRO ROCK	886 - JAZZ
864 - ROCK	887 - BLUES
865 - METAL	888 - SINGERS & SWINGERS
866 - ALTERNATIVE	889 - EASY LISTENING
867 - CLASSIC ALTERNATIVE	890 - CLASSIC MASTERPIECES
868 - ADULT ALTERNATIVE	891 - LIGHT CLASSICAL
869 - SOFT ROCK	892 - MUSICA URBANA

870 - POP HITS	893 - POP LATINO
871 - '90's	894 - TROPICALES
872 - '80's	895 - MEXICANA
873 - '70's	896 - ROMANCES

Telephones

Telephone access is provided in each room **for patient use only**. Patients may place outgoing calls at any time. Patients may receive incoming calls from 8:00 AM to 10:00 PM.

Using Your Phone

The phone number for your room is: 1 + 718 + 518 + 2 + room number.

To Dial Out:

Dial 9 + 1 + Area Code + Number

If you need assistance placing a long distance call, please dial "0".

The operator will be happy to assist you.

Calvary Hospital Telephone Directory

The main telephone number of Calvary Hospital is (718) 518-2000.

The following list of phone numbers may be helpful. If you are calling any of these departments from a phone in the Hospital, simply dial the last four digits for numbers that have a 518 prefix. In all other cases, dial 9 + 1 + 718 + the full number listed.

To reach the Hospital operator, dial "0".

Department Number	
Administration	518-2250
Admitting	518-2108
Bereavement Services	518-2125
Calvary Fund	518-2077
Clinical Review/Case Management	518-2258
Community Outreach Services – (Pre-Admission Information/Tours)	518-2300/2574
Family Care Center	518-2574
Finance	518-2047
Home Care	430-9540
Hospice	279-2525
Information Desk	518-2000
Medicine	518-2222
Nursing Services	518-2272

Nursing Stations	
3 North	518-2351
3 South	518-2355
4 North	518-2451
4 South	518-2455
5 North	518-2551
5 South	518-2555
6 North	518-2651
6 South	518-2655
Nutritional Services	518-2001
Outpatient Clinic	518-2180
Pastoral Care Services	518-2114
Public Affairs	518-2289
Security	518-2086
Social Work/Family Care	518-2365
Therapeutic Recreation	518-2113
Volunteers	518-2115

Mail

Mail is sorted and distributed daily. To receive mail, senders should include the following information on the envelope:

Your Name
 Your Room Number
 Calvary Hospital
 1740 Eastchester Road
 Bronx, New York 10461

Medical Library

Our Medical Library is located on the 2nd floor next to the Department of Medicine. The Library is open Monday-Friday, 9:00 AM to 5:00 PM, and includes a director and library assistant. The Medical Library's staff provides literature searching for all employees, patients and family members seeking information on a variety of subjects, including, but not limited to: clinical medicine, death and dying, palliative treatment, nutrition, alternative medicine, patient/family education material etc. The Medical Library offers direct access to databases and computer information networks, and assistance in their use. For more information, contact the Calvary Hospital librarian at ext. 2229.

The Beauty Salon for Patients

Salon services for patients, including hair wash, haircut, hair styling, and manicures, are available in our Beauty Salon on the 4th floor on Tuesdays and Wednesdays from 10:00 AM to 3:00 PM.

For patients who are not able to go to the Beauty Salon, services may also be provided in the patient's room whenever possible. ***Let your nurse know if you would like to be scheduled for Salon services.***

Newspapers

A selection of newspapers is available to patients. Please speak to the unit staff to obtain the newspaper of your choice.

Communication Services



Calvary Hospital offers a variety of language and communication assistance for patients whose first language is not English as well as those with hearing, speech or sight impairments.

Foreign language interpreters, sign language interpreters, TTY (text) phones and amplifiers are available by asking your nurse or contacting any other caregiver.

Interpreters

Language Line is available to help our non-English speaking patients/families, offering interpretation of more than 170 languages via telephone. Equipment for patients who are hearing impaired is also available. To make arrangements, please call the Family Care Center at ext. 2574 or inquire with your social work/family care practitioner.

Services for the Visually Impaired

If you are visually impaired, our staff will assist you with forms. The Patient Bill of Rights and various selected forms are available in Braille through the Family Care Center.

Helpful Information for *Visitors*



Visiting

Calvary Hospital has 24 hour visiting privileges. Children are welcome to visit under strict parental supervision. Visitors must stop at the information desk in the main lobby to obtain a pass. The number of visitors permitted at any one time is at the discretion of the Hospital, depending upon the needs and comfort of the patients, staff, and Hospital at large. You may be asked courteously to reduce the number of visitors at any given time.

Cell Phones

Cellular phones may be used in the following areas:

- Patient Rooms
- Day Rooms
- Lobby
- Family Care Center
- Patient Activity Centers
- Atrium
- Coffee Shop/Cafeteria
- Terrace

Cellular phones may **not** be used in the following areas:

- Hallways
- Elevators
- Chapel
- Other public areas not designated

Please be courteous of other patients, families, and visitors when using your cellular phone.

Public Wireless Access

Public Wireless Access is available at select locations throughout the Hospital including the coffee shop.

Dining Facilities

Coffee Shop – Visitors and patients are invited to use the coffee shop located on the 1st floor adjacent to the lobby. Hours are as follows:

Weekdays 6:30 AM to 8:00 PM Weekends 7:00 AM to 8:00 PM

A variety of snacks and beverages are available 24 hours from the vending machines in the coffee shop.

Parking

Parking is available for a fee. Upon entering the parking lot a ticket will be issued to you from the dispenser. Keep this ticket with you since it will be used later in the payment validator located in the main lobby. Once payment is made, the same ticket will be used in the exit gate to allow you to exit the lot. If you plan on returning the same day, obtain a receipt from the payment validator, and upon returning please bring the receipt and your ticket to the front desk for validation.

Use of Folding Beds (Cots)

Nursing Services supports the Hospital policy of allowing 24 hour visitation. We make a folding bed (cot) available upon request if a family member wishes to spend the night.

The folding bed can accommodate only one person in the room. Other family members are welcome to stay in the Family Room, if available. Clean linen, blankets, and a pillow will be provided with the folding bed. We recommend bringing towels and personal toiletries from home.

Staff will enter the room at various times during the night. This is unavoidable to continuously provide and maintain patient safety.

Contact the Patient Service Manager or Nursing Supervisor if you require modifications of the following rules. Please:

- Open beds from 9:00 PM or after
- Fold the bed and place in corner of room by 7:30 AM
- Wear clothing (modest apparel) at all times

Directions

Public transportation and driving directions to and from Calvary are located in the Lobby area.

By Subway and Bus

IRT East Side

Dyre Avenue (Lexington Express) train #5 to 180th Street. Morris Park Avenue bus #21 to Eastchester Road and Waters Place.

OR #6 train (Lexington Local) to Westchester Square. #31 or #21 bus to Eastchester Road and Waters Place.

IRT West Side

241st Street. Train #2 (7th Avenue Express) to 180th Street. Morris Park Avenue bus #21 northbound to Eastchester Road and Waters Place.

IND 6th Avenue

205th Street “D” train to Fordham Road (Grand Concourse). Pelham Bay bus #12 to Eastchester Road and Pelham Parkway. Transfer to #31 bus to Eastchester Road and Waters Place.

Bus from QUEENS

Take Q44 to West Farms Square. Take bus #21 northbound (in front of school) to Eastchester Road and Waters Place.

Subway and Bus from BROOKLYN

IRT #4 or #5 train to 125th Street. Pelham #6 train to Westchester Square. Bus #21 or #31 to Eastchester Road and Waters Place.

OR IRT #2 or #5 to East 180th Street. Switch to bus #21 to Eastchester Road and Waters Place.

OR IND “F” train to Time Square Shuttle train to Grand Central Station. Transfer to #6 train northbound to Westchester Square. Transfer to bus #21 or #31 to Eastchester Road and Waters Place.

By Car

From MANHATTAN and BROOKLYN

East Side Drive (FDR Drive) to Triborough Bridge. Exit at Bruckner Expressway, then go on to the New England Thruway. Exit at Pelham Parkway West. Turn left onto Eastchester Road and continue to 1740.

From QUEENS

Whitestone Bridge to Hutchinson River Parkway. Exit at Pelham Parkway West. Turn left onto Eastchester Road and continue to 1740.

OR Throgs Neck Bridge to Bruckner Express Way to New England Thruway to Pelham Parkway West. Turn left onto Eastchester Road and continue south to 1740.

From WESTCHESTER or CONNECTICUT

Hutchinson River Parkway south to East Tremont Avenue/Westchester Avenue exit. Bear right to Waters Place, and turn right onto Eastchester Road. Continue to 1740.

OR Saw Mill River Parkway south to Cross County Parkway east to Bronx River Parkway south. East on Pelham Parkway, cross over to the service road and make a right onto Eastchester Road. Continue to 1740.

From NEW JERSEY

George Washington Bridge to Cross Bronx Expressway. New England Thruway to Pelham Parkway West exit. Turn left at Eastchester Road. Continue to 1740.

Your Healthcare Team



Your Medical Staff

Our physicians strive to add tranquility and quality to the lives of our patients and their families.

Upon admission, each patient is assigned a primary physician who will direct patient care. A physician will meet with the patient and his/her family on the day of admission to obtain the necessary information and determine the patient's treatment plan.

The physician will continue to be available to both the patient and the family throughout the patient's hospitalization to answer questions and address concerns regarding the treatment plan. Our physicians seek to assist in minimizing the anxiety and concerns of our patients and their families. Therefore, communication with patients and families is paramount. Family meetings can be scheduled to assure that all involved parties are kept abreast of pertinent information.

Your Nursing Staff

Twenty-four hour nursing is provided by a team of professional nurses, licensed practical nurses, technicians, and nurses' aides. This team reports to a patient service manager who oversees the care on each unit. In addition there is a nursing supervisor available in-house 24/7 to assist the team in the delivery of care. Please feel free to reach out to any nurse if you have questions.

Your Social Work/Family Care Staff

Social work/family care staff at Calvary Hospital help patients and their families cope with the stress that accompanies illness and hospitalization. A licensed social worker is assigned to each patient and their family on the day of admission. Within 24 hours an individual interview is held with the patient and family for psychosocial assessment and initiation of social work/family care services. This meeting includes discussion of advance directives, family concerns, and patient coping.

Social work/family care staff continue to meet with patients and families to identify specific concerns as well as to support and develop ways to cope with their present situation. As part of the healthcare team, they work closely with doctors, nurses, and other staff to develop the best possible plan of care. Your social work/family care practitioner can provide you with details of the program.

Your Case Manager

Every Calvary patient is assigned a case manager who is responsible for coordinating services and determining the appropriateness of those services on an ongoing basis with the other members of the healthcare team. In some situations, the case manager is also responsible for preparing the patient and family for the possibility that a change in the patient's condition may warrant discharge or a transfer to another setting. If discharge is recommended for a patient, the case manager will evaluate the level of care patients require and discuss alternative settings with patients, families, and other caregivers. Patients and families are encouraged to discuss all options and any concerns they may have with the case managers and other members of the healthcare team.

Federal and state regulations require all hospitals to evaluate their patients for potential discharge on an ongoing basis. Patients are referred for discharge planning by their physicians only when symptoms are stabilized and appropriate care could be given in an alternate setting. These settings include home, nursing home, or hospice.

If you have any questions or concerns, please feel free to call the Clinical Review/Case Management Department at ext. 2258.



*A healthy, nutritious diet is essential for all. But for the sick, **good nutrition is even more important** as it can maximize quality of life.*

Your Nutritional Services

Maintaining optimum nutrition, for the patient, is an essential element of treatment here at Calvary Hospital.

- A healthy, nutritious diet is essential for all. But for the sick, good nutrition is even more important as it can maximize quality of life.
- Nutritional requirements may increase during illness.
- Every effort is made to address symptoms through nutritional care to enhance the patient's quality of life.
- The Nutritional Services Department completes a full assessment within 24 hours of admission to provide the diet that will best meet the patient's nutritional needs. Based on this assessment, an individualized nutritional care plan is implemented and monitored routinely, to ensure the best possible outcome.
- All meals are tastefully prepared and attractively served.

Patient Rights and Responsibilities



Patient Rights Regarding Pain Management

As a patient at Calvary Hospital, you can expect:

- Information about pain and pain relief measures.
- A dedicated staff committed to pain control and treatment.
- Health professionals who respond quickly to reports of pain.
- Your reports of pain will be believed.
- State of the art pain management.
- A visual pain scale to help you describe your pain.

Patient Responsibilities Regarding Pain Management

As a patient at Calvary Hospital, we expect that you will:

- Ask your doctor or nurse what to expect regarding pain and pain management.
- Work with doctors and nurses to develop a pain management plan, which includes pain relief options.
- Help doctors and nurses evaluate your pain.
- Tell doctors or nurses if your pain is not relieved.
- Tell doctors or nurses about any concerns you have about taking pain medication.

Patients' Bill of Rights

The Patients' Bill of Rights is a New York State law that clearly outlines your rights as a hospital patient. You have a right 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 room.
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. 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.
16. Receive an itemized bill and explanation of all charges.
17. 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.
18. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
19. 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.

The public may contact the Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission-accredited health care organization by either calling 800-994-6610 or e-mailing complaint@jointcommission.org.

Patient Responsibilities – Provision of Information

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

A patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his/her care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and as they enforce the applicable hospital rules and regulations.

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

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

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

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.

Ethical Issues

The Hospital has an Ethics Committee, and its representatives are available to you, your family members, and hospital staff for help when ethical issues relating to care arise. Please speak with your nurse, doctor, social work/family care practitioner for more information.

Do You Have an Advance Directive?

An Advance Directive (AD) is verbal or written instructions made by you before an incapacitating illness or injury. An AD lets your care team know how you wish to be treated if you are too sick to communicate or unable to make decisions about your care. An AD includes but is not limited to a health care proxy and a consent for a do-not-resuscitate (DNR) order recorded in your medical record.

Everyone Should Have an Advance Directive!

For further information call Social Work/Family Care at ext. 2365.

Special Programs and Services



Family Care Center

All relatives and friends of Calvary Hospital patients are invited to the Family Care Center. Located on the first floor, the Family Care Center offers an area of respite for all visitors. The center provides a relaxing, supportive, and peaceful environment where families and caregivers can benefit from a variety of services designed to assist in maintaining wellness and decreasing stress. Support groups and relaxation-focused activities are offered throughout the week, giving family members and caregivers the opportunity to connect with others, share their personal experiences and take some time to care for themselves. Additionally, educational lectures are provided throughout the year on diverse subjects. Complimentary amenities are also available for visitors' use, including laptops, a television, reading materials, a massage chair, games, beverages and much more. Come down, visit our staff and volunteers and let us know how we can make your time here at Calvary Hospital more comfortable.

Groups

- Family Support Groups
- Children's Support Group
- Psycho-educational Groups

Relaxation-Focused Activities

- Manicures
- Yoga
- Massage
- Progressive Muscle Relaxation
- Guided Meditation

Therapeutic Recreation

Therapeutic Recreation services, which are offered seven days a week for patients, are tailored to restore, remediate, or rehabilitate in order to improve functioning and independence, and to reduce or eliminate the effects of illness. Family members are encouraged to participate in activities, allowing them an opportunity to socialize with their loved ones in a supportive environment.

Therapeutic interventions such as arts and crafts, ceramics, horticulture, cognitive programs, creative arts, games, videos, and holiday special events are offered on an individual basis or in a group setting. Programs are held in various locations throughout the Hospital. An activities calendar is given to each patient on the day of admission.

A recreation therapist is assigned to each patient and will work closely with the interdisciplinary team to meet the acute care needs of each patient. A music therapist is available upon referral.

The primary goal of the program is to provide therapeutic modalities for diversion from the effects of illness and ultimately enhance the quality of life. The scope of care is one that promotes a “normalized” atmosphere, supportive environment, and affords an avenue for self-expression.

Volunteers

Volunteers are committed to enhancing the care provided to patients. Volunteer duties include freshening water pitchers, transporting patients to religious services, assisting in recreational activities, bringing around nutritional carts, sitting with patients who would like company or helping in the Family Care Center.

Call the Volunteer Department at (718) 518-2120 if you would like additional information.



*We offer a **wide variety of religious practices** such as the sharing of appropriate liturgy, scripture, sacrament, prayer, and worship.*

Pastoral Services

The Department of Pastoral Services is an integral part of the hospital's commitment to compassionate care for the whole person. Our staff is trained to attend to the spiritual needs of our patients and families.

We are inter-denominational, multicultural and multilingual, with a specialized ministry to Spanish-speaking people. We are priests and religious, rabbis, clergies, ministers and lay people, each endorsed by our faith groups for ministry to Calvary's patients, families, friends, and staff.

We offer a wide variety of religious practices such as the sharing of appropriate liturgy, scripture, sacrament, prayer, and worship. We are available for pastoral counseling and quiet listening, hearing, seeing, and being in your moments of deepest feelings or concerns of the heart.

In sharing and understanding your spiritual issues, our staff will offer to help you come to a greater peace with yourself, with others, and with your God.

Calvary's Chapel is always open for quiet reflection and prayer. This beautiful sanctuary is adapted for our Protestant and Jewish services by replacing the crucifix with a plain cross or menorah. We also have our own Ark and Torah for use in our Jewish services.

Patients and their loved ones may attend religious services or join in worship on our in-house television channel 19, which provides religious programming 24 hours a day, 7 days a week. The religious services celebrated are:

- Roman Catholic Mass is held daily at 11:30 AM as well as on holidays and observances.
- Holy Communion is available daily at bedside at the request of the patient or family; the Sacrament of the Sick is offered upon admission and as needed.
- Weekly Friday Jewish Sabbath Services as well as holidays and observances; prayer at bedside at the request of patient and family.
- Weekly Sunday Protestant Worship Service as well as holidays and observances; the Sacrament at bedside at the request of patient and family.

Pastoral Services are available in the hospital 24 hours a day, 7 days a week. We can be contacted through hospital staff any time of the day or night.

Jewish Services

Calvary Hospital and Yeshiva University's affiliated Rabbi Isaac Elchanan Theological Seminary (RIETS) have formed a unique collaboration to provide observant Jewish families with information regarding the best end-of-life medical care available today. The objective is to provide the Orthodox community with the tools they need to make the right health care decisions for their loved ones, in accordance with Halakha (Jewish law).

To learn more about the YU/RIETS End-of-Life Halachic Advisory Program, go to <http://yu.edu/riets/end-of-life-care>.



*Calvary provides the **Orthodox community** with the tools they need to make the right **health care decisions** for their loved ones.*

Calvary's care for Jewish inpatients includes a comprehensive range of services such as:

- Pastoral care by the Hospital's Jewish chaplains/rabbis
- End-of-life counseling in accordance with Jewish tradition

- Kosher meals including cholov yisroel dairy products are available upon request
- Kosher Hospitality Suite stocked by Chesed 24/7 including a Shabbos Lounge
- Observance of Shabbos and all major Jewish holidays
- Inclusion in the Pelham Parkway eruv
- Shabbos housing and synagogue within walking distance of the Hospital
- Anticipatory grief support
- Removal of crucifix from patient rooms before admission
- Weekly Bikur Cholim visits for Shabbos and holidays from Einstein students
- Guidance for burial options in the U.S. and Israel

Weekly Oneg Shabbat services take place every Friday at 10:00 AM. Patients may attend in person or view the services on the in-house channel 19.

A Czech Holocaust Memorial Torah Scroll from the town of Taus-Domazlice is housed within our Ark in the Chapel located on the first floor.



*Calvary Hospital's **Bereavement Program is open** to grieving adults, teens and children who seek support.*

Bereavement Services

Calvary Hospital provides bereavement support for adults who have lost loved ones at Calvary Hospital or Calvary@Home, and those from the community at large who have lost someone because of illness, accidents, violence, or any other cause. The Hospital also offers age-appropriate support groups for children, ages 6-11, and for adolescents, ages 12-18. All groups are offered at our Hospital in the Bronx and at a site in downtown Brooklyn.

Bronx Groups

- For Parents whose Adult Child has Died
- Precious Moments for Children Ages 6-11 years
- Spanish-Speaking Group
- Death of a Young Spouse/Partner
- Death of a Spouse/Partner
- Men's Discussion Group
- Teen Bereavement Group Ages 12-18 years
- For Adults whose Parent has Died

Brooklyn Groups

- Precious Moments
- Death of a Spouse/Partner
- For Adults whose Parent has Died
- Teen Group

Calvary's Camp Compass® is held annually for children and teens who have lost a loved one and have attended the bereavement program. The camp gives participants the opportunity to be with others who have shared a similar loss and participate in a week of fun and supportive activities.

Calvary Hospital's Bereavement Program continues to serve as a resource to the broader community. **All groups are free. You must call prior to attending for the first time.** If you would like to attend any of the groups, you must first meet with one of the group facilitators **before** attending your first session. To make an appointment, please call (718) 518-2173.

Memorial Services

Calvary Hospital conducts monthly Christian and bi-monthly Jewish memorial services for families and friends of loved ones that have died at Calvary Hospital or under Calvary Hospice.

A memorial service invitation is sent to the person listed as the patient's first emergency contact. The recipient of the invitation can then inform other family members and friends of the service date and time.

The service is an hour long and a memorial service booklet is given to every person that attends containing their loved one's name. We provide refreshments after the service and a Bereavement Counselor will be available to answer questions.



*Physicians and nurses from throughout the world learn **Calvary's model of palliative care** through the PCI.*

Palliative Care Institute

The Palliative Care Institute (PCI) has the responsibility of transmitting, through education and research, the competence that Calvary Hospital has developed in the care of patients with advanced disease. It has become a major teaching center in palliative care for the entire New York metropolitan area. Each year, more than

800 medical students, residents and fellows are trained in the management of pain and suffering associated with advanced illness. In addition, the PCI has an ongoing training program for the New York City Fire Department's Emergency Medical Services. Calvary Hospital has been identified as "an international center for training in palliative care" by the National Cancer Institute of the National Institutes of Health (NIH). Physicians and nurses from throughout the world learn Calvary's model of palliative care through the PCI. Research projects include collaborative NIH-funded psychosocial studies with Memorial Sloan-Kettering Cancer Center and Fordham University.



*The **Tree of Life** is a tribute to those who have passed away at Calvary and will always be remembered.*

Supporting the Calvary Mission

The *Tree of Life*, located on the main floor of the Bronx campus, and the **Donor Wall** located at our Brooklyn Campus, are maintained by the Calvary Fund, the fund-raising arm of Calvary Hospital. They are a tribute to those who have passed away at Calvary.

The Fund is also responsible for special donor groups such as the *Annie Blount Storrs Society* and the *Society of 1899*. The Storrs Society is composed of donors who make an annual gift to Calvary of \$1,000 or more. The Society of 1899 is for donors who want to leave a bequest or other deferred gift in their estate plans. The Fund staff is also in charge of special events, annual giving, planned giving, and securing corporate and foundation support for the Hospital's programs of care.

Gifts to Calvary Hospital are deductible to the extent allowed by law. If you would like to support Calvary's mission or want some additional information, please contact the Calvary Fund at (718) 518-2077. To sign up for the free e-newsletter, *Calvary Life*, please go to www.calvaryhospital.org.



Patient Safety Education

Rapid Response Team

If you need help in an emergency situation and a nurse is not available, call for the **Rapid Response Team**.

1. Dial 2911
2. Give your location to the operator
3. Ask the operator to page the **Rapid Response Team**

Preventing Medication Errors

By taking part in your own care, you can help the members of your health care team avoid medication errors. Here's how:

- Be sure that all of your doctors know what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.
- Be sure that all of your doctors know of any allergies you may have to medications, anesthesia, foods, latex products, etc.
- Nurses will ask your name and date of birth and scan your armband.

Preventing Falls

If a nurse thinks you might fall, or if you feel you might fall, we will make a plan to keep you safe. You can help by making good choices when you get ready to leave your bed or chair. If you are at risk for falling:

- Keep your call bell close. You will need it to ask for help getting out of bed.
- Keep canes and walkers close by so you can reach them easily.
- Keep items you use often such as tissues, glasses, phone, etc. in easy reach.
- Wear shoes or slippers that are non-slip, have a closed heel and fit well. If you do not have your own slippers, we will give you a pair.
- Your family members will be asked to help keep the space around you clean and clear so that you don't fall.
- Your family members may be asked to stay with you to help when you need to get up.

Patients are assessed frequently for Fall Risk. If identified as "At Risk", a yellow clip is added on the identification bracelet and the patient is provided with yellow gripper socks.

Speak Up!

- **S**peak up about concerns
- **P**ay attention to the care you get
- **E**ducate yourself about your illness
- **A**sk a trusted family member or friend to be your advocate
- **K**now what medications you take
- **U**se medical care organizations that are accredited such as Calvary Hospital
- **P**articipate in decisions about your treatment

Questions?

Dial your Patient Service Manager (see number posted in patient's room) or speak with a member of your care team.

Infection Control

Avoiding contagious diseases like the common cold, strep throat, and the flu is important to everyone. Here are five easy things you can do to fight the spread of infection:

1. Clean your hands.

- Use soap and warm water. Rub your hands really well for at least 15 seconds. Rub your palms, fingernails, in between your fingers, and the backs of your hands.
- Or, if your hands do not look dirty, clean them with alcohol-based hand sanitizers. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.
- Clean your hands before touching or eating food. Clean them after you use the bathroom, take out the trash, change a diaper, visit someone who is ill, or play with a pet.

2. Make sure health care providers clean their hands or wear gloves.

- Doctors, nurses, dentists and other health care providers come into contact with lots of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands.
- Health care providers should wear clean gloves when they perform tasks such as taking throat cultures, pulling teeth, taking blood, touching wounds or body fluids, and examining your mouth or private parts. Don't be afraid to ask them if they should wear gloves.

3. Cover your mouth and nose.

Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel 3 feet or more! Cover your mouth and nose to prevent the spread of infection to others.

- Use a tissue! Keep tissues handy at home, at work, and in your pocket. Be sure to throw away used tissues and clean your hands after coughing or sneezing.
- If you don't have a tissue, cover your mouth and nose with the bend of your elbow. If you handle respiratory secretions, clean your hands right away.

4. If you are sick, avoid close contact with others.

- If you are sick, stay away from other people or stay home. Don't shake hands or touch others.
- When you go for medical treatment, call ahead and ask if there's anything you can do to avoid infecting people in the waiting room.

5. Get shots to avoid disease and fight the spread of infection.

Make sure that your vaccinations are current – even for adults. Check with your doctor about shots you may need. Vaccinations are available to prevent these diseases:

- Flu
- Measles
- Mumps
- German Measles
- Tetanus
- Diphtheria
- Whooping Cough (Pertussis)
- Chicken Pox
- Shingles
- Hepatitis
- Meningitis
- Pneumonia
- Human papillomavirus (HPV)

Security

Security personnel maintain a safe environment for patients, visitors and employees. Uniformed security personnel can be found throughout the Hospital. For Security assistance, call ext. 2086.

Personal Property

Family members must take patients' personal property, including jewelry, money, clothing and other valuables home at the time of admission. Valuables that cannot be sent home with a family member will be stored in the Hospital safe. Patients may not wear street clothes while in the Hospital. Patients will be provided with Hospital robes and gowns.

Electrical Equipment

Special needs electrical equipment brought into the Hospital must be approved by the Facilities Management staff before use. Please present all electrical equipment to the Nursing staff upon admission.

Identification Badge

All staff members and volunteers are required to wear an identification badge with his/her photograph, name, and department clearly printed on it. Please do not hesitate to ask for identification if you do not see a badge on someone involved in your care.

Fire Alarm

Fire drills are conducted regularly. Patients and visitors do not take part in these drills, but you may be asked to stay in one area or room during the drill.

Lost and Found

The lost and found service is managed by the Security Department, which can be contacted at ext. 2086.

Smoking Policy

As per New York City laws, Calvary Hospital is a smoke-free facility. Smoking is prohibited on the campus.

Outpatient, Home Care, Hospice & Satellite *Services*



Center for Curative and Palliative Wound Care

For more than a century, Calvary Hospital has earned a reputation for compassionate and skillful control of painful symptoms in advanced cancer patients. In the process, the Calvary team has led the field in developing palliative treatments for the chronic wounds that often afflict patients. Building on this expertise, the Center for Curative and Palliative Wound Care was established to extend Calvary's specialized knowledge in wound management with a dedicated team approach to caring for all types of wounds that do not heal. Our healing rates are among the highest in the country.

Calvary's Center for Curative and Palliative Wound Care offers a continuum of treatment options for:

- Non-healing wounds associated with a variety of underlying medical conditions, including: venous disease, diabetes, neuropathy, arterial disease, autoimmune disease, arthritis, immobility, blood disorders, lymphedema, and chronic inflammatory conditions
- Post-operative wounds
- Wounds caused by cancer, chemotherapy or radiotherapy

Calvary@Home

Calvary offers care at home to patients and families through its Hospice and Certified Home Health Agency. If care is needed after hospital discharge or a patient's condition worsens at home, then Hospice or Home Care may be appropriate. It is always the patients' right to choose which Hospice or Home Care program is right for them. A nurse is available 24/7 at (718) 518-2465 to answer questions about Calvary@Home programs.

Hospice

Hospice is a program of care, not a physical place, designed to provide care, symptom management, comfort and support for patients with a limited life expectancy. Hospice care is primarily provided to patients in their home (this can be a private home, assisted living facility, nursing home – anywhere the patient resides). The goals of care are not curative. Rather, they are to prevent and manage symptoms and to promote quality of life. Patients on Calvary's Hospice receive care from a clinical team, consisting of registered nurses, a hospice medical doctor, social workers, pastoral care providers, home health aides and volunteers, who visits the home regularly. The hospice benefit also includes the provision of medications, equipment and supplies needed to enhance the comfort of the patient. Families also benefit from hospice care through support and counseling and from our 13-month bereavement program.



*The goals of hospice care are not curative. Rather, they are to prevent and manage symptoms and to **promote quality of life.***

If care can no longer be adequately provided in the home, hospice patients can be transferred for short-term care into an inpatient facility, remaining on the hospice benefit. Inpatient care for Calvary Hospice patients is provided at Calvary Hospital (Bronx and Brooklyn), Mary Manning Walsh Home (Manhattan), Good Samaritan Hospital (Rockland County) and the Tuttle Center (Nassau County).

Hospice care is available to patients with any diagnosis (cardiac disease, end-stage Alzheimer's, renal disease, pulmonary disease, ALS and others). Care is coordinated with the patient's community doctor and there is a nurse available by phone 24/7. Calvary Hospice is Medicare and Medicaid Certified and is in-network with most private insurances.

Calvary Hospice provides care in Bronx, Manhattan, Queens, Brooklyn, Westchester, Nassau and Rockland counties.

Home Care

Home Care is designed for patients who are at home and could benefit from skilled nursing or therapy care. Patients who are receiving active treatment for illness, in need of nursing care or therapy or have been discharged from a hospital or nursing care facility may benefit from continued care in the home. The goals of care are to support patients in their recovery and help them achieve their pre-illness level of functioning. Sometimes, patients who

are still in active treatment may be helped by the palliative services offered through our Home Care program. In these cases, there is special emphasis on pain and symptom management and in long-range planning and connecting to community services (such as assistance with Medicaid applications).

Calvary Home Care patients may receive visits from registered nurses, physical therapists, home health aides and social workers. A nurse is available by phone 24/7 to problem-solve or answer questions. Most patients are discharged to self-care in about 6–7 weeks of care. However, if necessary, the Home Care staff can facilitate an admission to Calvary Hospital's inpatient facility. Additionally, patients on Calvary's Home Care can easily be transferred to the Hospice program as appropriate.

Calvary Home Care provides care to patients with all diagnoses in the Bronx, Manhattan, Queens, Brooklyn, Staten Island, Westchester, Nassau, Putnam and Rockland counties. It is certified by Medicare and Medicaid and in-network with most private insurances.

A Foundation in Brooklyn

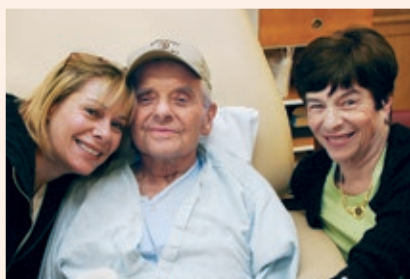
In order to bring our signature care to people who need it most, Calvary opened a Brooklyn Satellite in 2001 at Lutheran Medical Center – the first “hospital within a hospital” in New York State. Since then, Calvary has truly become a part of the fabric of New York City's most populous borough.

Our accomplishments to date in Brooklyn include: caring for more than 4,600 inpatients and their families; caring for thousands of home hospice patients in their homes and nursing homes; providing free bereavement support groups to hundreds of adults, teens and children ages 6-18; and educating people on how to obtain quality end-of-life care for themselves and their loved ones.

Whether a patient is at our Bronx or Brooklyn facility, or whether they receive our care where they reside, they get Calvary's renowned care and services.



*Calvary opened a **Brooklyn Satellite** in 2001 at Lutheran Medical Center – the first “**hospital within a hospital**” in New York State.*





**CALVARY
HOSPITAL**

Where Life Continues
