



# **Patient Handbook**

## **Information & Education Guide**

**Admission and Discharges**

**Billing Information**

**Rights and Responsibilities**

**Safety and Security**

**Patient Care and Programs**



**James J. Peters VA Medical Center**

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James J. Peters  
Department of Veterans Affairs  
Medical Center

# **Patient Handbook**

## **Information & Education Guide**



Revised 2009

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Welcome to the James J. Peters Department of Veterans Affairs Medical Center. It is our mission to provide you with the highest quality health care in an environment of professionalism, respect and courtesy. We are proud to serve those who have served America and we will strive to meet your current and future needs by providing state of the art health care, education, and research.

The James J. Peters Department of Veterans Affairs Medical Center is a modern, full-service medical facility, comprised of a 311-bed hospital, and a 120-bed Extended Care Facility. The Medical Center offers an integrated team approach to inpatient and outpatient care. The services available cover a wide range of acute medical, surgical, psychiatric and rehabilitative services as well as specialty practices in virtually every medical discipline.

This handbook provides basic information to help you and your family participate in making choices for your care and recovery. If you have concerns about how we may better serve you, I invite you to share them with us. It is our vision that the James J. Peters VAMC will be known for the outstanding services we provide, our compassion for our veterans and our collaborations with the communities that we serve. It is our honor to serve America's veterans and their families.

MARYANN MUSUMECI  
Medical Center Director



### **Admission Day**

Upon admission, an integrated professional team develops an individualized plan of care. Teams consist of medical/surgical doctors, registered nurses, licensed practical nurses, nursing assistants, patient care associates, dietitians, pharmacists, social workers, case managers, therapists and medical assistants when needed. The James J. Peters VA has assembled health care professionals all trained in the latest technology. Our attending MD's are senior members on the faculty of Mt. Sinai and Hospital for Special Surgery. Equally important to our teams medical expertise is the emphasis placed upon the individualized care and respect for each of our veterans. At this time, you as the patient need to know the names of your team members. If necessary, ask them to write their names for you. The patient is the center of the team and an active voice in treatment choices and recovery. Make sure that we have your correct address and phone number on file. Also make sure that you have on file an emergency contact name and phone number of a family member or friend.

### **Admission Assessment**

Your team doctor will meet with you to go over your past and present medical history and complete a physical examination. At the end he will discuss any need for additional diagnostic tests and/or procedures to help clarify your present condition. The registered nurse also does a needs assessment at this time. This will develop into your integrated plan. During this interview you will be asked if you are interested in knowing more about "Advance Directives" and if you are interested in completing one. Here you will have the

opportunity to state your instructions for health care in advance should you lose the ability to communicate your wishes. You are encouraged to seek support from your family, social worker and clergy or other team members.

### **Your Unit**

Most rooms on the unit have two to four beds and bedside stands, small lockers for your personal belongings, a sink, toilet, and shower facilities.

You will be given a brief orientation to the unit and your room. You will be asked to deposit cash and checks with the Agent Cashier (Room 1B-03). You may withdraw your funds at will, Monday - Friday 8:30am - 12:00pm and 1:00pm to 4:00pm. The maximum amount of any CASH withdrawal is \$300 (subject to the availability of funds). The balance of your account will be paid to you with a convenience check at the cashier's window or with a treasury check mailed to your address. Except for treasury checks all checks deposited with the agent cashier are subject to at least a 15 day deferral period. This means that if a personal check is deposited you will not be able to withdraw the funds until 15 calendar days have passed.

Each unit has a patient day room where you may socialize with other patients or family. **SMOKING IS NOT PERMITTED ON THE UNIT.**

To contact the staff for assistance, just press the Intercom call button by your bed. Someone will come to your room or speak to you through the Intercom.

Bedside telephones are available from 7:00am - 9:00pm, local calls are free. Long distance calls must be placed through the operator and charged to a credit card or collect.

### **Unit Routines**

Our goal is to provide quality care in a courteous but timely manner. For your safety, we need to know where you are at all times. You are expected to remain on your unit unless your doctor has written



## Admission Procedures

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approval for you to temporarily leave the unit.

- A. It is especially important for you to be at your bedside when bloods are drawn, doctors make rounds, meals are served, and medications or treatments are given. The nurses will tell you when these routines are carried out. You also need to be available to keep special appointments for X-rays, diagnostic or treatment procedures in other areas of the medical center.
- B. For safety and infection control reasons, you will not be permitted to leave the unit alone if you have an IV running or wear a mask.
- C. You will be encouraged to maintain your self-care abilities. The nursing staff will assist if you require help.
- D. You will be encouraged to have rest periods as part of your treatment, and to participate in other helpful activities such as group meetings, recreation, and patient education. Please be at your bedside by 10:00pm, and remember to turn out lights at a reasonable time so that other patients are not disturbed.
- E. Please bring a list of all those medications you take at home. If necessary have someone help you, or bring the actual bottles with you so we have an accurate list of your medications, including over-the-counter and herbal medicines and any medication you receive from any pharmacy. Patients must not take medications brought in from home. All medications must be sent home or given to the nurse.
- F. Your diet is also a planned part of your treatment. Please be at your bedside at mealtimes to receive your tray. You will not be served in the canteen. No food should be brought into the medical center for you without your doctor's or dietitian's approval.
- G. The staff of each unit is eager to keep your environment neat and clean and promote an atmosphere of wellness. We need your cooperation. Please tell the staff about wet spills or broken equipment that could cause accidents. Please don't litter anywhere on the medical center grounds.

**Infection Prevention and Control**

- A. Cleaning your hands is the best way to avoid germs that cause infections. If you must leave your room for any reason, clean your hands before exiting the room and again upon returning to your room. If you use soap and water lather well for at least 15 seconds. If you use the alcohol hand rub, cover all surfaces of hands with the foam or gel and rub hands until completely dry.
- B. Before meals and after using the bathroom you must use soap and water (not the alcohol-based product). If you need help, ask a staff member to assist you.
- C. If you have been placed on precautions, you must inform your nurse before you leave your room. Your nurse will assure that it is safe to do so. You must wash your hands before leaving the room.
- D. All patients admitted to the hospital will be screened for MRSA, a type of resistant bacteria that may not be making you sick, but that has the potential to cause infection and can be spread to others via unclean hands. Your nurse will give you information on this including written material.
- E. Please tell family and visitors who have colds, the flu, fever, or a rash that they should not visit you until the illness has resolved.
- F. And finally, remember that it is OK to ask your healthcare provider if their hands are clean.



Planning for your discharge begins early in your hospital stay. Your doctors, registered nurses, case manager, social worker and pharmacist will work with you, and your family in making the transition from hospital to home and continued recovery.

### **Discharge Instructions**

Your team has made an educational discharge plan based on patient and family needs. The discharge plan includes education to:

- Improve patient health toward recovery and overall well-being.
- Teach patients the correct way to take medications.
- Have patients demonstrate the correct use of prosthetic equipment.
- Information on potential food and drug interactions specific to illness.
- Alert patients about further treatment and rehabilitation techniques.
- Follow your diet plan.
- Provide discharge instructions to home care providers if necessary.
- Provide scheduled follow up appointments with primary care doctor and specialist if necessary.
- Inform patient about sign and symptoms that need emergency treatment.
- After hour VISN 3 Nurse Health Line by calling 1-800-877-6976

The discharge plan will be given to the patient or patient's family on leaving the unit.

### **Nutrition Counseling**

A registered dietitian or diet technician will meet with you shortly after admission to determine if you need any special instruction on your diet prior to discharge. The effects your medications might have on your diet will also be addressed. Any referrals you might need for nutrition clinic or for nutrition classes for weight control, diabetes, or cholesterol reduction after you leave the hospital will be made for you before discharge.

### **Discharge Medications**

Your doctor will prescribe your discharge medications at least 2 hours before your discharge time. During the day of discharge, a pharmacist will go over your medications with you, and teach you about your medication. You will receive a slip to go to the main pharmacy and pick up meds which will be enough medication with refills to last until your next appointment.

### **Medication Counseling**

The pharmacists will see you to review your medications. They will counsel you and your family on the need, dose, desired effect, and side effects of your medication. They will give you printed information when necessary. Additional computers are located in the Primary Care and Specialty Care areas on 1C, 2C, & 3C.

*Additional computers are located in the Primary Care and Specialty Care areas on 1C, 2C, & 3C; and in the 5th floor Medical Library.*

### **Discharge Day**

If you still have questions about your medications, or other parts of your discharge instructions, talk with your doctor, pharmacist or unit nurse before leaving the medical center. You will be asked to sign your discharge instruction sheet and bring it with you when you return to your practice. A copy will be placed in your chart. If you have questions after you get home, you may call the unit, or the pharmacy call center (9:00am to 5:00pm) at (888) 327-9670, or your primary physician. You can also call the after hour telephone care number, 1-800-877-6976.

## Billing



By law, VA is required to bill health insurance carriers for treatment provided to veterans for non-service-connected conditions. This means the VA must bill any health insurance plan providing coverage for you, including policies held by you, your spouse, your guardian, etc. To do this, the VA needs information about your health insurance coverage. You may provide your present insurance information to any staff member in the clinic(s) which you attend, or you may submit this information to the Billing Unit. Always bring your insurance card(s) with you when you come to the VA, because it provides most of the insurance information we need. Be advised that you may be contacted at home by telephone by a VA employee or an employee of a company working for the Medical Center. If contacted at home, you will be asked to update your

demographic and insurance information. If you do not feel comfortable giving this information over the telephone, you may contact the Medical Center as follows.

*Billing Unit in Room  
9A-36 or call (718)  
584-9000 ext. 6414.  
You can also call the  
Network Billing Center  
at 1-888-440-9587.*

Refer all billing questions to the Business Service Center, Billing Unit in Room 9A-36 or call (718) 584-9000 ext. 6414. You can also call the Network Billing Center at 1-888-440-9587.

### **Medication and Means Test Co-payments**

The Department of Veterans Affairs charges an \$8.00 co-payment for each 30 day or less supply of medication provided on an outpatient basis for the treatment of a non-service -connected condition. The medication co-payment applies to prescriptions and over the

counter medications (aspirin, cough syrup, vitamins, etc.). You are not charged a Medication Co-payment for medical supplies such as syringes. . (A 90-day supply of medication will be a \$24.00 charge). The Department of Veterans Affairs also charges a \$15.00 or \$50.00 co-payment for visits for Primary or Specialty Medical Care, and for some types of high cost diagnostic test(s). Additionally, for patients that may become hospitalized the Medical Center has separate co-payments of \$5.00 or \$10.00 per hospital day, in addition to a charge that is equal to the Medicare Deductible for each 90-day period of hospitalization.

**Note:** Payment for all medications and medical services should be paid upon receipt of the monthly billing statement. Those who cannot pay their bills in full should contact the Accounts Receivable unit at 718-584-9000 ext 6414.

### **Medication Co-payment Exemptions**

Service connected veterans rated 50% or over are exempt from making the Medication Co-payment, as are veterans in receipt of a VA pension. There is also an exemption to the co-payment for veterans with low income. To be considered for an exemption, you must agree to provide income information to the VA. This information, collected through an income screening process is entered into the VA's hospital computer program. Your income information is then automatically compared to the limit set by law. If you income level is determined to be below the limit set by law, you are exempt from the \$8.00 Medication (Pharmacy) Co-payment. If your income is determined to be greater than the limit set by law, you are not exempt. In addition, certain

Do not send cash payments in the mail; they must be made in person at the co-pay cashier's window located next to the Pharmacy.

veterans with short-term financial need may be eligible for a waiver of the co-payment. Payments for medications may be made by cash, check or some credit cards. Payments received from your insurance company will be credited to your account. **Do not send cash payments in the mail; they must be made in person at the co-pay cashier's window located next to the Pharmacy.**

### **Means Test: Veteran Co-payments for Treatment**

Most non-service-connected veterans and non-compensable 0% service-connected veterans are required to complete an annual Means Test. The Means Test is a measure of your family's income and assets; this includes your spouse's and dependent children's income. If your income and assets fall below the Means Test threshold you will not be charged co-payments for medical treatment or fees for facility use; but the VA will charge your insurance carrier for your non-service-connected care and for medication. If your income and assets exceed the threshold, you will be charged co-payments for non-service-connected medical treatment and fees for facility use; and the VA will charge your insurance carrier for your non-service-connected treatment and for medication refills. Payments for medical treatment may be made by cash, check or some credit cards. Payments received from your insurance company will be credited to your account. **Do not send cash payments in the mail; they must be made in person at the co-pay cashier's window located next to the Pharmacy**

### **Income Screens: Paying for Medication**

Most non-service-connected and service-connected veterans rated less than 50% should complete the Income Screen. The Income Screen is a measure of your family's income alone; this includes your spouse's income and dependent children's as well. Completing an Income Screen may exempt you from making the \$8.00 Medication Co-payment. If your income is below the limits set by law, you may be determined exempt from Medication Co-payments.

If your income exceeds the limits set by law, you will likely be liable for Medication Co-payments. You may, in certain instances be eligible for a waiver of your co-payment charges. If you have any questions or concerns about the billing regulations, please contact the Business Service Center, Billing Unit at (718) 584-9000 ext. 6414.

Co-payments for inpatient care in the hospital will be charged to all Category C patients. The present rates are \$10.00/per day for

hospital care. In addition to these charges, a charge equal to the Medicare rate will be assessed every 90 days. The above charges paid by your insurance company will be credited to your account.

### **Extended Care Co-payments**

The Veterans Millennium Health Care and Benefits Act gave authority to the VA to charge co-payments for extended care services. Any non-exempt veteran will have to pay a co-payment dependent on the veteran's individual financial situation. Under the new regulations veterans get the first 21 days free in any 12-month period. After that, the maximum a veteran could pay is \$97 a day for nursing home care or respite care.

Veterans who are exempt from the co-payment are veterans with a service connected disability, veterans whose annual income is less than the single veteran non-service connected disability pension amount, and those veterans who have received extended care services continuously since on or before November 30, 1999. Veterans who have questions about the long-term co-payment should contact their social worker



## Regulations



### Smoking

The James J. Peters VAMC is pleased to provide a smoke free environment for the continued good health of our patients, visitors, and staff. Cigarette smoking is not only harmful to your own health, but secondary smoke is harmful to the health of others. Ask your doctor or nurse about our Stop Smoking Program available to patients and staff who wish to quit smoking.

Smoking is also a dangerous hazard in a hospital due to the presence of gases and other flammable materials. Fires in hospitals can be deadly. Smoking in bed is prohibited. Smoking by ambulatory patients, visitors, or staff is prohibited within the Medical Center.

A sheltered area is available for your protection in bad weather. It is located in the outdoor patio area just outside the canteen.

### Safety

The safety of all patients in our medical center is an important responsibility and your cooperation is needed. On occasion you may hear alarm bells for fire or disaster drills. Drills help to keep the staff prepared should a real fire occur.

In the rare event of a real fire or disaster in the medical center, the staff will instruct you. Just remain calm and follow directions. For your own safety:

1. Please observe all posted signs and do not smoke anywhere inside the medical center.
2. Please call the nurse if you see that another patient is in pain, is confused, unsteady, or has fallen.
3. Please call the nurse for assistance getting out of bed and

- never try to climb over your bed rails, or to walk alone in the dark, or when you are feeling weak, dizzy, or unsteady.
4. Please use corridor handrails when walking on the unit, and be alert for other people, equipment, or hazards in your path. Report any spills or wet areas on the unit floors to the nurse.
  5. Please report any equipment, such as your bed, call button, light or TV that sparks or fails to work. Do not try to operate or repair broken equipment yourself.
  6. Please report any spills in other areas such as elevators or stairwells by dialing Facility Management Program ext. 6185 or 6186 or tell the housekeeper.
  7. Please do not bring in personally owned radios, televisions, tape recorders or use any other electrical equipment that has not been approved by Facility Management Program.
  8. Please check with your nursing staff in regards to leaving your assigned unit. Some examples that may prohibit you from leaving your unit but not limited to are: if you have an intravenous therapy, drainage tube, and if you are on isolation precautions..
  9. Please do not loiter in the hallways or lobby of the medical center.

### Safe Patient Handling Program



When you are a patient, you may need help to: walk, move about, turn from side-to-side in bed, change your position, move from the bed to a chair or a stretcher, get to the bathroom, take a bath or shower. We are here to help you safely move or transfer from one place to another.  
SPH Facility Champion -- Raquel Swarton x 5128

### Parking

Those driving on the medical center grounds must observe the posted speed limits and parking signs. Parking space is limited and patient's cars cannot be left during hospitalization or any other time. Visitors may park only during visiting hours in designated areas.

Please do not park in spaces reserved for our handicapped patients and staff. Persons who operate or park cars in violation of these regulations are subject to U.S. District Court Violation notice and a fine.



# Patient & Community Living Resident Rights & Responsibilities

The Veterans Health Administration (VHA) is pleased you have selected us to provide your healthcare. We want to improve your health and well-being. We will make your visit or stay as pleasant for you as possible. As part of our service to you, we are committed to improving healthcare quality. We also train future healthcare professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient. We are pleased you have selected us to provide your health care. Your basic rights and responsibilities are outlined in this document.

If you have questions about your rights or if you feel dissatisfied with the quality of your care, you may contact your VA treatment team members or the Patient Advocate at ext. 6602/6516.

## **Patients' Rights**

The James J. Peters Department of Veterans Affairs Medical Center recognizes the Patient's Bill of Rights of the American Hospital Association and has incorporated those rights into Medical Center policies. A copy of your rights and responsibilities is posted on each unit. Patient rights apply to veterans in any of the patient care centers. Your rights as a patient at the James J. Peters Department of Veterans Affairs Medical Center, include the right to:

### **I. Respect and Nondiscrimination**

- a. You will be treated with dignity, compassion and respect as an individual. Your privacy will be protected. You will receive care in a safe environment. We will seek to honor your personal and religious values.

## **Patient & Community Living Resident Rights & Responsibilities**

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- b. You or someone you choose have the right to keep and spend your own money. You have the right to receive an accounting of VA held funds.
- c. Treatment will respect your personal freedoms. In rare cases, the use of medication and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.
- d. As an inpatient or community living resident you may wear your own clothes and keep personal items. This depends on your medical condition.
- e. As an inpatient or community living resident, you have the right to social interaction, and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether or not to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center.
- f. As an inpatient or community living resident, you have the right to communicate freely and privately. You may have or refuse visitors. You will have access to public telephones. You may participate in civic rights.
- g. As a community living resident, you can organize and take part in resident groups in the facility. Your family also can meet with the families of other residents.
- h. In order to provide a safe treatment environment for all patients and staff you are asked to respect other patients and staff and to follow the facility's rules. Avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

### **II. Information Disclosure and Confidentiality**

- a. You will be given information about the health benefits that you can receive. The information will be provided in a way you can understand.
- b. You will receive information about the costs of your care, if any, before you are treated. You are responsible for paying for your portion of the costs associated with your care.

## **Patient & Community Living Resident Rights & Responsibilities**

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- c. Your medical record will be kept confidential. Information about you will not be released without your consent unless authorized by law (i.e., State public health reporting). You have the right to information in your medical record and may request a copy of your records. This will be provided except in rare situations where your VA doctor feels the information will be harmful to you. In that situation, you have the right to have this discussed with you by your VA provider.
- d. You will be informed of all outcomes of care, including any injuries caused by your medical care. You will be informed about how to request compensation for injuries.

### **III. Participation in Treatment Decisions**

- a. You, and any persons you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment. You will be given other options. You can agree to or refuse treatment. Refusing treatment will not affect your rights to future care but you have the responsibility to understand the possible results to your health. If you believe you cannot follow the treatment plan you have a responsibility to notify the treatment team.
- b. As an inpatient or community living resident, you will be provided any transportation necessary for your treatment plan.
- c. You will be given, in writing, the name and professional title of the provider in charge of your care. As a partner in the healthcare process, you have the right to be involved in choosing your provider. You will be educated about your role and responsibilities as a patient. This includes your participation in decision-making and care at the end of life.
- d. Tell your provider about your current condition, medicines (including over the counter and herbals) and medical history. Also, share any other information that affects your health. You should ask questions when you don't understand something about your care. This will help in providing you the best care possible.
- e. You have the right to have your pain assessed and to receive

- treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.
- f. You have the right to choose whether or not you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.
  - g. You will be included in resolving any ethical issues about your care. You may consult with the Medical Center's Ethics Committee and/or other staff knowledgeable about health care ethics. Members of the Medical Center Ethics Committee can be reached for a consultation by calling ext. 3458 or 6491
  - h. If you or the Medical Center believes that you have been neglected, abused or exploited, you will receive help.

### **IV. Complaints**

You are encouraged and expected to seek help from your treatment team and/or a patient advocate if you have problems or complaints. You will be given understandable information about the complaint process available to you. You may complain verbally or in writing, without fear of retaliation.

### **Patients Responsibilities**

To the degree possible, patient responsibilities are:

1. To follow all of the medical center's safety rules and posted signs.
2. To try to be considerate and respectful of all medical center personnel and other patients.
3. To cooperate with the treatment staff. If questions or disagreement with treatment plan occurs, the patient is responsible for discussing it with the treatment staff.
4. To try to prevent injury to oneself, other patients, visitors and staff members by their own actions and to be responsible for the safekeeping of clothing, money, and personal possessions they choose to keep with them while they are in this facility.

## **Patient & Community Living Resident Rights & Responsibilities**

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5. To keep all of their scheduled diagnostic or treatment appointments on time.
6. To avoid interfering with treatment or other patients, particularly in emergency situations.
7. To assist by alerting the staff when another patient is having any difficulty.
8. To inform visitors to be considerate of other patients and medical center personnel, and observe the visiting hours.
9. To comply with the smoke-free policy. Smoking is only permitted in designated areas.
10. To be understanding and patient during delays.
11. To make sure there is understanding about the medications to be taken following discharge from the medical center, and whether an outpatient follow-up visit(s) is scheduled.
12. To provide us with updated Next-of-Kin/Emergency Contact information. It is also necessary to provide us with current health insurance information.

### **Informed Consent**

The doctor responsible for your care will explain your diagnosis, prognosis, and your treatment choices. This information will be in words you can understand so you may decide to accept or refuse care. Your doctor will explain the expected medical results of refusing recommended treatment. You have the right to refuse any medical treatment or procedure including blood or blood products.

Before any medical treatment or procedure is started, your doctor will provide information about any known risks, the probable length of time you will be affected, and any reasonable medical alternative to such care. Your doctor will obtain your written consent or signature for specific treatments, procedures, or surgery as required in hospital policy.

If it is not possible, due to your physical or mental condition, to provide information about your diagnosis, prognosis, and treatment choices directly to you, such information will be provided to your next-of-kin, legal guardian, health care proxy or other adult over the age of 18,

appointed by you to make health care decisions in your best interest. Before any research study or procedure is started, your doctor will provide information and obtain your written consent or signature as described above. Refusing to participate in research studies will NOT affect your right to receive proper medical care.

### **Supportive Care: Philosophy of Caring**

You have the right to have your personal, cultural, and spiritual values and beliefs considered when treatment decisions are made. You have the right to receive appropriate management of any pain, and supportive treatment for uncomfortable physical and emotional symptoms.

Pain Management Treatment Program is dedicated to helping the patient win the battle against pain, regain function, and return to the activities the veteran enjoys.

Here at the James J. Peters VAMC, we have assembled an integrated team of doctors, anesthesiologists, nurse practitioners, rehabilitation therapists and psychiatrists who offer compassionate personalized care. Acupuncture, bio-feedback and hydrotherapy are now included in the scope of treatment.

### **Supportive Care Unit**

This unit provides comprehensive care of the physical, psychological, social and spiritual needs of patients with incurable and progressive illnesses and their family. Visiting hours are 24 hours a day on this unit. The Supportive Care Unit is located in the Community Living Center and patients in this unit are exempt from the long-term co-payment. Our goal is for the patient to achieve a quality of life that is free of pain with relief of symptoms. We do this while remaining sensitive to the patient and family's culture, and religious beliefs.

### **Palliative Care**

Palliative Care provides expert symptom management as well as support to patients with serious, life-threatening disease. Palliative Care services are available on an inpatient or outpatient basis. A



## **Patient & Community Living Resident Rights & Responsibilities**

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team of health care providers provides care which focuses on relief of distressing symptoms such as pain, providing support to the patient and his/her family, and assisting patients to identify goals of care and resources available to assist them in meeting those goals.

### **Pastoral Care**

Each patient's personal, cultural, spiritual, and religious values will be respected by all who care for them. Your own pastor or spiritual caregiver will be able to minister to you, or a staff chaplain will provide pastoral care appropriate to your religious convictions. During your hospitalization, you have the right to participate in public worship and to practice private devotions as your health permits. Here in the Medical Center you have the right to be free from proselytism or any religious or spiritual coercion.

Chaplains are provided to ensure these rights. For details of our religious services and pastoral care program, please see the section on "Chaplains" under Medical Center Support Programs.

### **Confidentiality**

All health care activities, such as examinations, treatments, procedures, consultations, and case presentations will be conducted so as to preserve your privacy. Your medical record or chart will be safeguarded and available only to those with a right or need to know its contents in order to provide your care.

Copies of your Medical Record can be sent to any person or agency providing your follow up care. Requests for release of information from your medical record require your written consent.

Copies of your Medical Record can be sent to any person or agency that you request. Requests for release of information from your medical record require your written consent. You may request to review your medical records or request an amendment of your medical record. This can be done by contacting the Release of Medical Information Department, Room GC24.

### **Advance Directives**

Advance Directives protect your right to accept or refuse medical treatment if you ever become mentally or physically unable to choose or communicate your choices due to illness or injury. Advance Directives are carried out only after you are declared medically not able to make your own informed health decisions.

An Advance Directive, such as a Health Care Proxy, also known as a Durable Power of Attorney for Health Care, allow you, in advance of illness or incapacity, to name the person that you wish to make health care decisions, should you become medically unable to make them yourself.

An Advance Directive, such as a Living Will, also known as treatment preferences, allows you, in advance of illness or incapacity, to state your personal choices for starting or stopping certain medical treatments, requesting a Do Not Resuscitate (DNR) or Do Not Intubate (DNI) order, donating organs, or using life prolonging procedures and equipment.

Advance Directives written by you before admission to this VAMC should be discussed with your VA doctor. You may choose to write VA Advance Directives. Your doctor will provide medical information you may need and other staff will provide counseling and help with any ethical concerns you may have. VA Advance Directives will be placed in your medical record and may be revised or cancelled by you at any time.

If you do not have any written Advance Directives and become medically unable to make informed decisions, all information for such health care decisions will be given to your next- of-kin, or legal guardian to enable them to make health care decisions for you. All decisions made by others on your behalf should be based on what is known about your wishes for care, or absent of that knowledge, what is in your best interest.

## **Patient & Community Living Resident Rights & Responsibilities**

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### **Do Not Resuscitate (DNR) and Do Not Intubate (DNI)**

Any patient may request that a Do Not Resuscitate (DNR) or Do Not Intubate (DNI) order be written in his medical record. Resuscitation involves using a variety of procedures to restore breathing and heart action after the heart has stopped. Intubation involves the use of a respirator to breathe for a person when he is unable to independently breathe adequately. Please speak to your doctor for more information about resuscitation and intubation.

### **Organ Donation**

The VA participates in the New York Regional Organ Transplant Program and respects the wishes of veterans to give the gift of life. If you wish to be considered as a potential organ donor, speak with your doctor. Your doctor will let you know if your medical condition allows you to be a suitable organ donor.

You may choose to become an organ donor even if you have not written any Advance Directives. Your doctor will obtain your written, informed consent or the consent of your next- of-kin, legal guardian, or other adult over the age of 18 appointed by you if you are medically NOT ABLE to make such a decision. The order is reviewed regularly and your decision may be changed at any time.

### **Ethical Consultations**

We recognize that sometimes it is very difficult to make certain treatment decisions when they appear to be in conflict with your personal values or religious beliefs. If you or members of your family have any ethical concerns or conflicts, we can assist you to resolve those conflicts.

**First:** Speak with your family, doctor, nurse, or other members of your treatment team to better understand treatment procedures or to clear up misunderstandings. Speak with your personal spiritual advisor or a member of our Chaplain program to review your religious teachings.

**Second:** Speak with the Patient Representative, located on the 9th

## **Patient & Community Living Resident Rights & Responsibilities**

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floor, ext. 6602 or 6516, if there continues to be conflict between your wishes and those of your treatment team.

**Third:** Request a case review by the Integrated Ethics Council regarding any ethical issues in your care. The Integrated Ethics Council leadership can be reached by calling one of the following individuals:

Dr Ruth Kleinman ext 5029

Dr Elizabeth Clark ext 3806

Ms Carmen Lopez ext 5264

The purpose of an ethics consultation is to assure that the patient, family, and treatment team are communicating effectively and that the personal values of all parties have been explored. The consultation team does not make treatment decisions. It assists those who do, you and your treatment team.

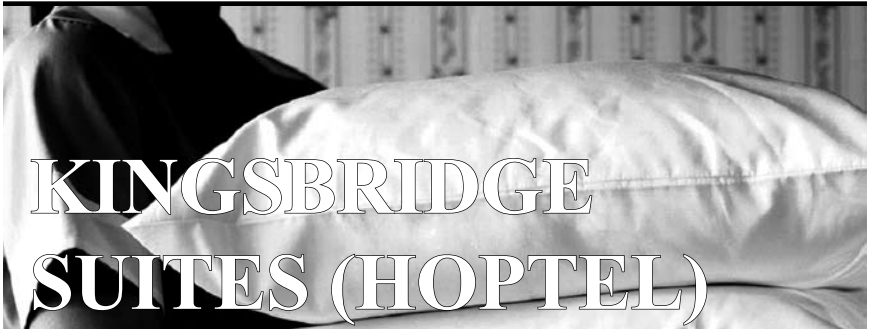


**Patient Advocates**

If you have any concerns, please speak to your nurse or doctor. If the issue is not resolved, the Patient Advocate may be able to assist you. Our Patient Advocates are available to help you with any complaints that are not resolved by other staff. They will help answer questions about hospital policy and procedures and assist you with other needs that might increase your satisfaction with your care. Please call or ask a staff member to page if you wish to speak with the Patient Advocate at ext. 6602/6516.

**Gratuities**

Tipping is neither allowed nor expected. If you wish to convey your thanks to a member of staff please send a letter which will be greatly appreciated. Remember, we are here to help and give you the best care.



**Kingsbridge suites (HOPTEL)**

Kingsbridge suites are a unit of 10 safe and comfortable rooms on 4B set up to provide lodging for eligible patients and their family members. The rooms are similar to hotel rooms. No medical or nursing care is provided. No food service is provided.

To be considered for the unit, a patient must live 25 miles or more from the Medical Center. Patients scheduled for early morning surgery, out-patient endoscopies, radiation or chemotherapy may be considered for pre procedure accommodation. Stays are limited to 5 days.

## Visiting Hours



It is the philosophy of this Medical Center that families/significant others are a valuable aspect of the healing environment. To that end we permit 24 hours a day, 7 days a week visiting hours by families / significant others. If in the professional judgment of the Registered Nurse, visitors are inhibiting care, the Registered Nurse may limit visiting hours/or number of visitors.

All visiting hours may be subject to change based on the patient's condition and unit activity.

Special circumstances for visiting are as follows:

- **Psychiatry Unit** - visiting hours on psychiatry are from 6:00pm – 8:00pm on weekdays and 2:00pm – 6:00pm on weekends and holiday's. Minors are not allowed on the unit without the expressed written consent of the patient's physician, and must be supervised at all times.
- **Extended Care** - visiting hours follows the policy as set forth by the Medical Center.
- **Children accompanied by an adult** are allowed to visit with the approval of the Care Team Manager /Charge Nurse. Children may not be left in a lobby, waiting room or canteen alone. They must be supervised by an adult at all times.

**The following restrictions apply:**

- 1) Lawyers, police authorities, and others having business to transact with patients will be referred to the staff assistant

to the director for the Medical Administration Program for clearance. Lawyers, police authorities and others having business to transact with employees will be referred to the Chief of Human Resource department.

- 2) Peddlers, collectors and solicitors will not be permitted entrance to the Medical Center grounds. Salesmen will be permitted to the Business Service Center and the Pharmacy Program when they are transacting official business.
- 3) Persons who are boisterous or appear under the influence of alcohol or drugs will not be permitted visiting privileges.



## Mail and Telephone Service



To have your mail delivered as quickly as possible, please address as follows:

Veterans Affairs Medical Center  
Your name \_\_\_\_\_ Unit # \_\_\_\_\_  
130 West Kingsbridge Road  
Bronx, New York 10468

Mailboxes are located near the rear service elevators on the first floor, and just outside the front entrance to the medical center.

In addition to your bedside phone, there are coin operated public telephones located on each floor behind the rear service elevators. Official medical center phones may not be used for your personal calls.



The definition of “Primary Care” is that it is comprehensive, coordinated, continuous health care, which is accessible, accountable, and includes all preventive measures. Maintaining and improving your health involves a partnership between you and your Primary Care providers. Together, you will set up a plan for effective treatment services for your health care problems as well as recommended educational, preventive and wellness services. In addition to treating any chronic and acute health problems that you may have, services in Primary Care include immunizations, screening examinations and lab tests to detect early signs of illness.

Counseling to assist you in making healthy lifestyle changes, support for social and emotional issues, referrals to community agencies and health education on your medications, diet, and treatment plan are located close to the primary practice to help you improve your own health. Your provider may refer you to one of our group educational programs, and arrange needed consultations with specialists, if necessary.

**Primary Care Practices**

All veterans are assigned to a Primary Care Provider, most of who are located in the Primary Care Practices. Once enrolled, you will see the same team of providers for every visit. The Primary

Care Practices, are located on the first floor in suites A, B, or D.

Women’s Health and Compensation and Pension are located on the sixth floor, 6C section. Hours for Priiary Care Practices are Monday through Friday, except Holidays, from 7:30am to 4:00pm..

*Hours for Priiary Care Practices are Monday through Friday, except Holidays, from 7:30am to 4:00pm*

## **Primary Care Centers**

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To schedule or cancel an appointment, please be sure to call directly to your provider area. You will be seen as promptly as possible, so please keep all scheduled appointments and avoid walk in visits.

To receive medical advice after hours, contact the VISN 3 Nurse Health Line at 1-800-877-6976. In an emergency dial 911.

### **Specialty Care Practices**

If you have a single health problem that requires long-term supervision by a specialist, you will be enrolled in one of our Specialty Care practices. Specialty Care practices also provides comprehensive diagnostic, treatment, education and preventive services while managing your special health problem. The Specialty Care practices are available for consultation to all patients if felt necessary by the Primary Care Provider.

You will be given the names of all your Specialty Care providers and information on how to reach them in an emergency. The Specialty Care Practices include:

#### **Cardiology Associates:**

Provides services for patients with severe coronary artery disease, arrhythmias, congestive heart failure and valvular heart disease.

#### **Endocrine Associates:**

Provide services for patients with poorly controlled diabetes, thyroid, & endocrine disorders.

#### **Extended Care/Geriatrics:**

Provides rehabilitative services for patients discharged from Community Living Center, and those over 60 with impaired activities of daily living or psychological functioning.

#### **Gastroenterology (GI) Associates:**

Provides services to patients with chronic liver disease, ulcer diseases, inflammatory bowel disease, GI motility and malabsorptive disorders.

**Hematology/Oncology/Dermatology Associates:**

Hematology/Oncology provides services to patients with severe anemias, clotting disorders, white cell disorders, hematological malignancies, and those requiring antitumor treatment.

Dermatology provides services to patients with skin cancer, psoriasis, atopic dermatitis, acne and skin infections.

**Infectious Disease Associates:**

Provides services to patients with AIDS, HIV, Viral Hepatitis, Tuberculosis, other infectious diseases requiring long term management.

**Neurology Associates:**

Provides services to patients with epilepsy, migraine disorders, myopathies, neuromuscular disorders, Parkinson's, recent stroke, TIA, and tumors of the brain.

**Pulmonary Associates:**

Provides services to patients with asthma, bronchiectasis, COPD, pulmonary fibrosis, and sarcoidosis.

**Renal Associates:**

Provides services to patients with end stage renal disease including dialysis, nephrotic syndrome, and other special renal disorders.

**Rheumatology Associates:**

Provides services to patients with rheumatoid or psoritic arthritis, dermatomyositis, lupus, scleroderma, spondylitis.

**Spinal Cord Injury Associates:**

Provides services to patients with paralysis from disease or trauma to the spinal cord.

**Consultative Services:**

Some of the specialists who support the Primary Care and Specialty Care practices include Dental, Dermatology, Psychiatry, Rehabilitation, Surgery and Surgical specialties such as Ear, Nose

## **Primary Care Centers**

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and Throat (ENT), Eye, Gynecology, Neurosurgery, Podiatry, Orthopedics, Plastics, Radiation Oncology, Rectal, Urology and Vascular.

### **Care Coordination / Home TeleHealth**

The James J. Peters VA Medical Center is committed to ensure quality patient care for the veteran both at the medical center and at home. We have implemented a new program called “Care Coordination / Home TeleHealth”. Your primary or specialty care provider may recommend that you be enrolled in this program. If you meet the criteria for the program you will be given TeleHealth equipment that transmits information over the telephone lines that is viewed by your care coordinator and /or care provider. The information you send will help your care provider and you make better choices about your care on a day to day.

### **VISN 3 Nurse Health Line**

The VISN 3 Nurse Health Line at 800-877-6976 has been established for any veteran in VISN 3 who has a medical problem or question between 4:30PM and 8AM Monday through Friday and 24 hours on weekends and Federal Holidays. Calls to the VISN 3 Nurse Health Line will be answered by a registered nurse. The nurse will discuss medication questions, health problems and symptoms you are experiencing. You will receive advice about what actions you should take. Calls during the regular work day should be directed to your provider.

### **Emergency Care**

The Emergency Department (ED) Unit is open 24 hours a day, seven days a week. If you have an accident or injury, or become acutely ill and have a medical, surgical or psychiatric emergency, please call 911.

For less severe, but acute illnesses, you may report to the Emergency Department or call the VISN3 Nurse Health Line during evening, weekend or night hours. You may also contact your primary care provider during regular business hours. If your provider or the Telephone Care nurse determines that a visit to the ED is needed,

come promptly to the ED which is located on the first floor.

### **Medical/Surgical Emergencies:**

Acute medical or surgical problems are promptly evaluated and emergency medical treatment provided in the Emergency Department).

If necessary, you will be admitted to the medical center for continued medical care. If admission is not necessary, you may be kept in the ED for up to 23 hours of observation and needed treatment, given an appointment with your practice and discharged.

### **Psychiatric Emergencies:**

Emergency psychiatric services are also available 24 hours a day, 7 days a week in the Emergency Department.

If you are a veteran who is 50% Service connected or above and apply for care at the Medical Center for the first time, you are entitled to an appointment with a primary care physician within 30 days.

Psychiatric or mental health problems are evaluated and treatment is provided. If necessary, you will be admitted to the medical center for continued psychiatric care, or treated in one of the outpatient mental health programs.

For other psychiatric problems you may visit the Mental Health Intake Team on 4th floor, 4C Area, Mon.-Fri., 9am to 3:30pm.

### **Primary Care Nutrition Clinic**

The Nutrition Clinic is located in room 2C-168, Suite F. Your doctor, nurse or other health care team member can make a referral appointment for you to receive instruction for your particular nutrition needs.

There are also several group classes to help you stay healthy or

## **Primary Care Centers**

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manage diseases such as diabetes, high blood cholesterol, and obesity. No appointments are needed for regular group classes and families are welcome. The various group class schedules can be found on the patient education activities calendar. In addition, group class schedules for Patient Health Education are located on the bulletin boards near elevators and clinics.



Your provider will order your prescription electronically (directly in the computer) for as many refills as needed up to a maximum years supply of most maintenance medications but not all. A prescription can be ordered for shorter periods of time on certain medications or cancelled before all refills are used. Expired prescriptions require your provider to order a new prescription if the medicine is still needed.

### **New Prescriptions**

When your provider orders a new prescription it is transmitted electronically to the pharmacy. Upon entering the pharmacy waiting room, please take a number. Your number will be called, by a pharmacist, on a first-come-first-served basis. Your number will be displayed and also notify you which booth to go to.

The pharmacist will check to see that the prescription ordered is accurate and that you are not allergic to the medication. The Pharmacist will also check to make sure there is no conflict with this medication and any other you may be taking. It is important for you tell the pharmacist all the medications you are currently taking including over-the-counter and herbal products.

If your medication is needed immediately and you choose to wait for your medications, you will be given a claim ticket. When your prescription is ready for pick up, your name will flash on the patient notification monitors located in the pharmacy waiting area and the canteen. Any medications not picked up within 5 days will be returned to stock. Please note that ALL REFILLS MUST be mailed to your home.



### **Medication Counseling**

Pharmacists are available in the inpatient and outpatient centers. While in the hospital, they will review and dispense all the medications for your inpatient stay. All patient's will receive written instructions and counseling upon discharge. In the Pharmacy Waiting Area, a touch screen "Health Touch Patient Education Computer" is also available and can provide additional information. In the primary care centers, the pharmacist is located in B suite.

### **Medication Refills**

In order for us to serve you better, ALL refill prescriptions will be MAILED to your home (certain refrigerated medications are not included).

#### **4 Simple Ways to Request Refills**

1. Touch-tone phone only: Toll-free 1-888-327-9670. Your social security and prescription number is needed.
2. Drop bar-coded refill tick in refill box located in the pharmacy waiting area.
3. Mail bar-coded refill ticket to James J. Peters VA (Bronx) Pharmacy.
4. Via the internet registering at MyHealthVet ([www.myhealth.va.gov](http://www.myhealth.va.gov))

**PLEASE REQUEST YOUR REFILLS IMMEDIATELY. DO NOT WAIT UNTIL YOU ARE ALMOST OUT OF MEDICATION TO REQUEST THEM.**

If you do not receive refills before your supply runs out, call the pharmacy at (718) 584-9000 ext. 5490.



The James J. Peters VAMC provides a continuum of comprehensive health care through the integration of all our Patient Care centers. In addition to the Primary Care Center, there are the following:

### **Diagnostic Services Care Center**

The Diagnostic Services Care Center promotes the integration of all non-invasive diagnostic testing including general radiology (X-Ray), Neuroradiology, Ultrasound and Doppler studies, CT scans, MRI, Interventional Radiology, Nuclear Medicine, and comprehensive Pathology and Laboratory testing.

Our employees in the center work efficiently and with a high level of technological skill to provide a wide range of expanding diagnostic services for this and other medical centers in the VISN.

### **Community Living Center (Extended Care) for Nursing and Rehabilitation**

The Community Living Center is designed to provide a safe, homelike environment for approximately 112 veterans who have special extended care needs. 15 of the 112 beds are designated GEM (Geriatric Evaluation Management) beds with a length of stay of 31 days, 5 beds are designated for acute rehabilitation, and 8 beds are designated as our Supportive Care Unit. The acute rehabilitation unit is for patients admitted to the Comprehensive Inpatient Integrated Rehabilitation Program (CIIRP) which is an intensive rehab program with an average length of stay of approximately 2 weeks. The Community Living Center also offers respite admissions of 30 days per calendar year to enable the at-home caregiver to get a break from care giving duties.

## **Patient Care Centers**

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The purpose of extended care is to provide medical treatment, nursing, and rehabilitation during a short-term stay so patients can maximize their functional abilities and adapt to a life style within the limitations imposed by disease or disability. This prepares them to return home or live in the community setting after maximum improvements have been achieved. The staff works together in a caring and courteous manner with volunteer groups to provide a wide range of therapeutic social and recreational activities.

### **Medical/Surgical Care Center**

The Medical/Surgical Care center, consisting of 3 units containing 112 beds, promotes the delivery of skilled integrated professional teams care to veterans with acute medical or surgical illnesses. The staff works together to provide quality healthcare in a courteous and efficient manner.

The Medical/Surgical Care Center promotes the integration of the Emergency Department and the Urgent Care Center on the 1st floor, and the Multidisciplinary Intensive Care Unit located on the 8th floor. In the Multidisciplinary Intensive Care Unit we have an ancillary laboratory for emergency tests and blood gases. Finally, on the 8th floor we have the Pulmonary Function Test Lab and Respiratory Therapy Department. Our employees work as integrated professional teams to provide efficient and effective emergency, surgical, and critical care to veterans along with caring and compassion for families under stress

### **Mental Health Care Center**

The Mental Health Care Center offers integrated programs for veterans with mental health and/or substance abuse problems. All new patients seeking non-emergency psychiatric care are seen on a walk in basis by the Intake Team 3rd floor, 3B Area, Monday-Friday 8:30am-3:00pm. evaluated and referred to the most appropriate mental health program.

Programs include acute inpatient psychiatric treatment, an outpatient psychiatric clinic with two sub-specialties (Geri-Psychiatry and Schizophrenia Treatment), outpatient Post-traumatic Stress Disorder (PTSD) clinic, comprehensive Substance Abuse Programs for Drug

and Alcohol dependency and outpatient detoxification. Compensated Work Therapy & Incentive Therapy programs are available to veterans seeking supported employment opportunities.

Lastly, we are delighted to offer the HUD-VA Supported Housing [VASH] collaborative program with The Department of Housing and Urban Development which houses eligible homeless veterans through Section 8 housing vouchers.

### **Perioperative Care Center**

A Perioperative Patient Care Center was recently established to strengthen the outpatient and inpatient surgical services. The Surgical Center covers general surgery and all surgical subspecialties except open heart surgery and neurosurgery (Manhattan VA). The Perioperative Care Center includes the Operating Room, Ambulatory Surgery, PACU, Preparation & Decontamination and support for the Ambulatory Procedures areas.

### **Spinal Cord Injury Care Center**

The Spinal Cord Injury Care Center is a 62-bed unit. Eight of the 62 beds are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). CARF accreditation means that you can be certain that our organization has made a commitment to continually enhance the quality of services and programs and its focus on the satisfaction of our veterans. The goal of the Center is to stabilize injury, prevent complications and promote independent or assisted living in the community. The employees of the center work together as an integrated professional team to provide rehabilitation services including; medical, nursing care, physical and occupational therapy, ADL, pressure ulcer treatment, driver training, computer training, and home based personal care. Additional programs include a SCI Damage Research Center, an Outpatient Clinic, Wheelchair Clinic, Telemedicine, and Aquatic Therapy.



# MEDICAL CENTER SUPPORT PROGRAMS

## **Audiology & Speech Pathology Program**

Provides complete audiological, speech, language and swallowing evaluations to both inpatients and outpatients. Rehabilitation services such as speech/language therapy, hearing aid evaluation and instruction are available on an individual or group basis. Your provider must make a referral for services.

## **Blood Bank (2B-01)**

In order for the medical center to have a sufficient supply of blood to meet the needs of our patients, our Blood Bank seeks donations from many sources. Patients are encouraged to request family or friends to donate blood. You may donate your own blood prior to elective surgery if your doctor approves. The Blood Bank is open weekdays from **8:30am to 4:30pm in room 2B-01.**

## **Canteen (VCS)**

The Veterans Canteen Service includes the Cafeteria, the Retail Store, Starbucks, the Barbershop, and the 28 vending machines throughout the Medical Center and Nursing Home. The cafeteria serves staff, visitors, inpatients and outpatients.

The retail store has a variety of personal and gift items for sale including clothing, grooming articles, perfumes, watches, radios and television and snack food items.

## **Cafeteria (First floor 1B-32)**

Open: Mon.-Fri. 7:30am - 3:30pm; Sat. & Sun. 9:00am-2:30pm.

Closed: All Federal Holidays

**Vending Machines (First floor 1B-32)**

The vending machine section of the cafeteria is open 24 hours a day. Newspapers are sold in the cafeteria, and the Retail Store.

**Retail Store (First floor 1B-28)**

Open: Monday thru Friday, from 7:30am-4:00pm.

Closed: All Federal Holidays

**Barbershop (Ground Floor GA-11)**

Open: Mon., & Tues. 9:00am-3:30pm.

Closed: All Federal Holidays.

Call the barbershop (ext. 5453) to arrange for a unit visit. Unit visits are done on Wednesdays, by appointment only.

**Chaplains**

Chaplains give pastoral care to patients and their families, with full respect for patients' religious convictions and for their relationships with their own pastors and faith communities.

Chaplains conduct religious services (in Catholic, Jewish, Muslim, and Protestant traditions), arrange interfaith observances on holidays, and provide appropriate space for private prayer and meditation. Weekly religious services are offered in the newly renovated Interfaith Chapel, which is fully accessible by wheelchair or stretcher from the second floor of the Community Living Center ("Nursing Home Care Unit"); shorter religious services are also offered throughout the week. All these services are broadcast by closed circuit television throughout the Medical Center on channel 12. A weekly pastoral care calendar is available at each ward's nurses station.

The Interfaith Chapel will soon be equipped with personal hearing devices to amplify chapel events. Large print worship and devotional materials are often available. Please ask a chaplain if you need this assistance.

The Interfaith Chapel is available around the clock for individual prayer or meditation, except when services are scheduled there. During the day

## **Medical Center Support Programs**

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there are Devotional and Eucharistic Reservation areas available for individual use behind the revolving altar. There is also a non-sectarian Meditation Room in the main hospital building at **3E-50**.

Spiritual care and guidance are provided in chaplains' offices or at your bedside. Pastoral counsel may be scheduled through our Program Assistant: call extension 5455 or visit room **3E-81** for an appointment. As part of the clinical team, chaplains may prepare a Spiritual Assessment to assure that all members of your health care team understand and respect your spiritual, religious and cultural values, as these affect your total care.

Bereavement counsel and support are offered to patients and to their families. Interfaith memorial programs are arranged periodically to honor our deceased veteran-patients and to comfort their survivors.

A new program is being developed to schedule chaplains on weekday evenings, in order to extend pastoral support to patients' families. In meeting with a patient's family, chaplains will support the veteran-patient in all matters, such as privacy, religious identity, or advance directives. Check with your nurse if you wish to set up a family meeting with a chaplain.

### **Decedent Affairs (Room 9A-06)**

A representative is located in room 9A-06, extension 4686, Monday thru Friday from 8:00am to 4:30pm. He can assist in arranging for burial, or obtaining other benefits due to next-of-kin of a deceased veteran.

### **Dental Program**

The Dental Program is a consultation program. Therefore, all patients seen in the Dental Program are referred by electronic consults, which contain the patient's diagnoses, reasons for referral, vital signs, and whether or not the referring physician considers dental treatment necessary for the patient's health and well being.

In order for non-service connected veterans to be eligible for limited care, the physician must explain how a specific medical condition will

worsen if dental treatment is not provided. Patients are scheduled for oral examinations and dental X-rays as soon as it is medically possible. Emergency dental treatment may be provided in the hospital if determined to be medically necessary by the treating physician, and the Chief Dentist. Only dental work begun on service connected veterans, or those with very serious medical problems, will be completed after discharge.

The Dental program is a Specialty Clinic, and is located on the second floor. Outpatients will receive only emergency care for the relief of dental pain, or the treatment of dental infection unless the dental problem is service connected, or necessary for the patient's health and well being. Individual veterans may be billed for emergency dental treatment if they do not have statutory eligibility for dental care.

### **Home Based Primary Care (HBPC)**

Home Based Primary Care is available to veterans who require short term nursing care in their homes to improve physical and mental functioning without the need for travel to the Medical Center. The nurse will assess your care needs and teach family members who give care in your home. Supplies, medications, and equipment will be delivered to the home. Housekeeping services such as cooking, cleaning, shopping are not provided. Plans for your continuing care, including referrals for both community and VA services will be arranged when you are ready for discharge from HBPC. Evaluation for the program requires your doctor's referral.

### **Library (5th Floor)**

Books, newspapers, and magazines, as well as health information pamphlets and videotapes are available in the general library. Librarian assistance is available on request. When available, a library volunteer will take books and magazines to bed bound patients and the Community Living Center. Library hours are Monday through Friday from 8:00am to 4:30pm.

### **PERC- Patient Education Resource Center:**

The PERC is a comprehensive, up-to-date resource area for



## **Medical Center Support Programs**

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patients and their families, located in the Medical Library on the fifth floor and has the following available resources:

- Health Information Videos
  - Internet access to selected Patient Education Sites
  - Patient Education brochures/pamphlets
  - Anatomical posters on common medical diseases/health topics including anatomy and physiology
  - Dedicated computers for access to My HealthVet program
- All patients and their families are welcome.

### **Medical Administration Program (MAP)**

Medical Administration Program assists you to better understand and use the VA healthcare system by providing information about:

- Veterans Administration Benefits
- Eligibility entitlement for healthcare benefits (inpatient, outpatient, Extended Care and Dental)
- Request to release a copy of your medical records to outside sources
- Request to Amend portions of your medical record
- Request to Review your Medical Record

### **Medical Care**

Your doctor will be an attending physician who is a permanent member of our staff. The attending physician will supervise resident doctors who provide much of your care on the units. Your doctors are available for you or your family at anytime during your stay.

### **Nursing Care**

Registered professional nurses coordinate and provide your nursing care 24 hours a day, seven days a week. The RN supervises the work of licensed practical nurses, nursing assistants, and patient care associates on your unit.

Please feel free to discuss any questions or concerns you may have about your care with your nurse or the nurse in charge.

### **Nutritional Care**

Dietitians, dietetic technicians, together with food service workers, provide tasty and nutritious meals for your prescribed diet plan. If you are at nutritional risk, a registered dietitian assigned to your unit will assess your needs, coordinate your dietary treatment and provide you and your family with information to help you understand and follow your diet plan.

Dietitians also participate in various health education programs for specific patient and family groups.

### **Patient Health Education Program**

Providing education about your medical condition, treatment and ways to keep you healthy are important. Members of your treatment team can answer your questions, give you information about your health problems and treatment plan, help you make informed decisions and help you to manage after discharge. Health Education books and pamphlets are available in your Patient Care Center, Primary/Specialty practice area, and in the Patient and Family Resource Center in the Medical Library. There are many resources available to assist you:

#### **My HealtheVet Program:**

This is an internet program ([www.myhealth.va.gov](http://www.myhealth.va.gov)) specifically designed for veterans, their advocates and their families. You can access this program from ANY computer that has internet access.



You can log in from home or from one of the dedicated computers located in the PERC (Medical Library 5th floor) or the Patient Computer Lab at the James J. Peters VAMC (6th floor). The following information is available through My Healthe Vet Program:

- Veteran specific information-forms, benefits, contact and resource information
- Health information websites such as Medline Plus, and HealthWise along with access to information on Common and Service-Related Conditions.
- Ability to enter your own health measures such as weight and blood sugar and other measures taken at home

## **Medical Center Support Programs**

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- At this time VA Patients are able to view and track their VA prescription history. In the future, you will be able to view parts of your medical record and appointments!

### **HealthTV:**

This is a health television program that is available on any TV that is connected to the cable system at the James J. Peters VAMC. You can find it by turning to channel 3 in the hospital. This program can be accessed in both the outpatient clinics and the inpatient units. Examples of topics you can see on HealthTV are the following:

- Diabetes: Preventing Complications
- Managing Pain: There's Lots to Gain
- Nutrition and Recovery
- Reflections on Quitting Smoking

### **Patient Education Programs & Group Classes:**

There are educational and support groups for women veterans and for patients learning to live with chronic illness like Diabetes, Renal Disease, Spinal Cord Injury, HIV Infection, and Cardiac illness. Cognitive/behavioral programs for patients who wish to reduce risks and change lifestyles, such as stop smoking, reduce weight, improve overall nutrition, increase fitness, manage stress, reduce cholesterol, are also available. Look for the monthly calendar of events posted on the Education bulletin boards throughout the hospital.

### **Prosthetics and Sensory Aids**

Prosthetics and Sensory Aids such as orthotics, orthopedic shoes, prostheses, sensory aids, wheelchairs, other medical equipment, supplies, or assistive devices are provided to veterans based on need and eligibility. Your doctors Prosthetics request is required. Veterans are required to receive training in the use of the equipment prior to receiving it.

### **Psychology**

Psychologists provide psychological testing, assessment and

counseling for individuals, couples, families and larger groups. Educational and vocational counseling and cognitive behavioral programs to change lifestyle and reduce risks are also available.

### **Recreation Therapy**

Recreation Therapists provide therapeutic recreation to patients based on identified skills and leisure needs. Therapists are located in the Community Living Center, Spinal Cord Injury center and the Mental Health Center. A variety of therapeutic recreation modalities are planned to enhance leisure education and leisure counseling to improve your quality of life during hospitalization and after discharge.

### **Rehabilitation Medicine**

Rehabilitation Medicine is a medical specialty providing diagnosis, and treatment for patients with disabilities such as pain, weakness, limitation of movement, loss of function, inability to work or take care of daily personal needs. Doctors called Physiatrists and Therapists in Physical, Occupational, and Kinesiotherapy, help the patient to reach maximum function and adapt to the community.

### **Social Work**

A social worker is assigned to your center to provide help in dealing with your reactions to your illness or disability, resolving any family, money or housing problems and planning for your discharge. Social Workers provide counseling to individuals and in-group support programs for specific patient populations as well as community outreach programs linking homeless veterans to the medical center.

They assist outpatients through the Resource, Entitlement, and Advocacy Program (REAP) to determine eligibility for Medicaid, food stamps, housing, public assistance, legal aid, veterans benefits, and social security. The REAP volunteer is located on the 1st floor, suite C, Tuesday through Thursday from 10:00am to 12noon and from 1:00 pm to 3:00 pm. A notary public is available on Wednesdays at those times.

### **VA Police**

VA Police Officers are primarily responsible for maintaining law and

## **Medical Center Support Programs**

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order, the protection of patients, visitors, employees, and for the protection of government and private property. The protection of patients from harm by others or themselves is to be accomplished with the foremost concern for each patient's welfare, and with extreme care that the police handling does not result in physical injury or mental anguish to any patient. Courtesy and competence are qualities demanded of all VA Police Officers.

The x-ray machine and metal detectors located in the main lobby of the medical center are needed to prevent the unauthorized introduction of weapons into the medical center.

VA Regulations Title 38, United States Code, Section 1, 218(B) Schedule of Offenses and Penalties are posted at the entry to the medical center. Violations of the rules subjects an offender to arrest and removal from the premises. Whoever is found guilty of violating these rules is subject to a fine or imprisonment of not more than six (6) months, as may be determined appropriate by a magistrate or judge of the United States District Court. The following actions are unacceptable, and are violations of these rules:

- Unauthorized introduction of alcoholic beverages or narcotic drugs.
- Entering the premises under the influence of alcoholic beverages or narcotic drugs.
- Possession of knives which exceed a blade length of three (3) inches, switchblade knives, and any of the variety of hatchets, clubs or brass knuckles.
- Threats, verbal abuse or attempts at physical assault against patients, visitors or staff.
- Theft or damage to government property.

### **NYState Veterans Benefits Office**

Veteran's benefit counselors are located in rooms 2A-26, ext 6361 or 6362 and room 2A-10, ext., 6332, 6363 Monday thru Friday from 8:00am to 5:00pm. The veteran's benefit counselors provide helpful information for getting any benefits for which you may be eligible such as Government Life Insurance, educational benefits for school, on

-the-job training or vocational retraining, G.I. loans for homes, and VA disability payment for service connected and non service connected disabilities.

### **VAVS Volunteers**

VAVS volunteers are a priceless asset to the Nation's veterans and to the Department of Veterans Affairs. Volunteers donate their personal time to help in many assignments including: feeding and escorting patients, doing errands for patients such as letter writing and laundry; doing clerical work and helping in units and Patient Care Centers providing support to staff.

Veterans Community Service Organizations donate money and gifts, and host social and recreational events to improve the quality of life for hospitalized veterans. If you wish to see a member of any service organization, leave a message ext. 5475 or at the offices located in room 3E-81 on the 3rd floor.

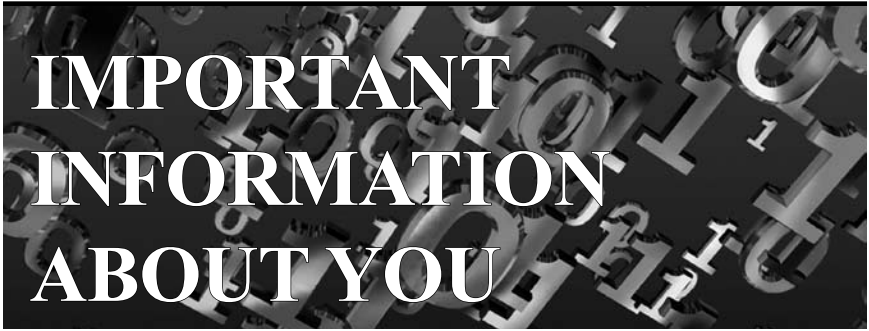
### **Women Veterans Health Program**

The Women Veterans Health Program promotes equal access and quality health care to women veterans. In addition to Women's Health Primary Care Practice, the services for women include mammography, gynecology, health education and referrals for sexual trauma counseling and behavioral health. The Women Veterans Program Manager can be reached at ext. 3778 or 4625.

### **OEF/OIF Transition Care Management Program**

OEF/OIF (Operations Enduring Freedom and Iraqi Freedom) Program provides care management for service members returning from theaters of combat with special focus on those who are seriously ill or injured. Our objective is to promote a successful reintegration back into the community and to ensure timely access and ease of access to VA benefits and healthcare. The OEF/OIF Program Manager is the point of contact for returning combat veterans and their families. The OEF/OIF Program staff can be reached at ext. 5872.

## Important Information About You



Your health and well being are important to us and we wish you a speedy recovery and hope that the information in this handbook will be helpful to you.

### About Yourself

Name: \_\_\_\_\_

Social Security #: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone #: \_\_\_\_\_

### About Your Unit

Unit: \_\_\_\_\_

Phone #: \_\_\_\_\_

Doctor: \_\_\_\_\_

Clinical Manager: \_\_\_\_\_

Social Worker: \_\_\_\_\_

### About Your Primary/Specialty Care

Practice: \_\_\_\_\_

Primary Provider: \_\_\_\_\_

Telephone #: \_\_\_\_\_

Next Practice Appointment: \_\_\_\_\_

**About Your Discharge**

Discharge Instructions: \_\_\_\_\_

Diet: \_\_\_\_\_

Medications: \_\_\_\_\_

Self-Care: \_\_\_\_\_

Equipment: \_\_\_\_\_

Emergency Actions: \_\_\_\_\_

Appointments: \_\_\_\_\_



## Follow Up Care



### **Ambulatory Programs**

The James J. Peters VAMC Health Care System has ambulatory programs at the following locations:

|                          |                      |
|--------------------------|----------------------|
| James J. Peters VAMC     | (718) 584-9000       |
| White Plains Clinic      | (914) 421-1951       |
| Yonkers Clinic           | (914) 375-8055       |
| Queens Clinic            | (718) 741-4800       |
| South Bronx Clinic       | (718) 584-9000 x4900 |
| VISN 3 Nurse Health Line | (800) 877-6976       |



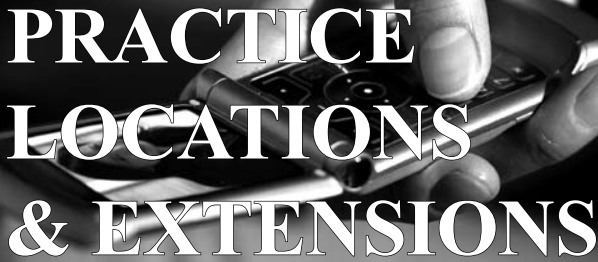
**Important Telephone Numbers**

|                    |                |
|--------------------|----------------|
| Castle Point VA    | (845) 831-2000 |
| Montrose VA        | (914) 737-4400 |
| New York Harbor VA | (212) 686-7500 |
| Northport VA       | (631) 261-4400 |
| Regional Office    | (800) 827-1000 |

**Adult Protective Services**

|                    |                  |
|--------------------|------------------|
| Bronx              | (718) -589-4918  |
| NY City            | (212) 630-1853   |
| Rockland County    | (845) 364-2020   |
| Westchester County | (914) 995 – 2259 |

## Practice Locations & Extensions



# PRACTICE LOCATIONS & EXTENSIONS

| Practice                  | Location   | Extension |
|---------------------------|------------|-----------|
| Acupuncture               | 3D-10      | 6581/5080 |
| Agent Cashier             | 1B-03      | 5317      |
| Agent Orange              | 6C-12      | 5278/5279 |
| Ambulatory Surg/Endoscopy | 2E-22      | 5277      |
| Anesthesia/Pain           | 3D-10      | 6205/6206 |
| Audiology                 | 2C-02      | 6500      |
| Cardiology                | 2C Suite E | 6776      |
| Chaplains/Pastoral Care   | 3E         | 5455      |
| Comp/Pension              | 1C-Suite A | 5278/5279 |
| Correspondence            | 9A-37      | 5353      |
| Coumadin                  | 2C Suite E | 6776      |
| Dental                    | 2C-66      | 6460      |
| Dermatology               | 3C Suite H | 5289      |
| Diabetic                  | 2C Suite E | 6776      |
| Eligibility               | 9A-37      | 5353/5354 |
| Emergency Room            | 1C-ER      | 5255      |
| Endocrine                 | 2C Suite E | 6776      |
| ENT/Head & Neck           | 2C Suite G | 3654/5654 |
| Eye Clinic                | 1C-11      | 6482/6483 |

## Practice Locations & Extensions

| Practice               | Location     | Extension |
|------------------------|--------------|-----------|
| General Surgery        | 2C Suite G   | 5021/5041 |
| Geriatric Medicine     | 2C Suite G   | 3654/5654 |
| Geriatric Primary Care | 2G           | 3654/5654 |
| Geriatric Psych        | 3B           | 6607      |
| GI – Gastro            | 2C Suite F   | 5342/3656 |
| GI - Liver & Bowel     | 2C Suite F   | 5342/3656 |
| Gynecology             | 6C-Suite A   | 5905      |
| Hematology/Onc.        | 3C Suite H   | 6669      |
| Hemodialysis           | 4C           | 6634/6636 |
| Homeless Action        | 3A           | 6847      |
| HBPC                   | 8A           | 6974      |
| Hypertension           | 2C Suite E   | 6776      |
| Infectious Disease     | 3C Suite J   | 5842      |
| Lipid                  | 2C Suite E   | 6776      |
| Metabolic              | 2C Suite E   | 6776      |
| Neurology              | 3E-16        | 6803/6804 |
| Nuclear Medicine       | 2A-22        | 6350      |
| Nutrition              | 2C-168       | 5342/5041 |
| Ophthalmology          | 1C-11        | 6482/6483 |
| Optometry              | 1C-11        | 6482/6483 |
| Oral Surgery           | 2C-51        | 6459      |
| Orthopedic             | 3C-44        | 5372/5373 |
| Persian Gulf           | 1C Suite A   | 5278/5279 |
| Plastic Surgery        | 2C Suite G   | 5021/5041 |
| Podiatry               | 3C Suite I   | 4372/5373 |
| PTSD                   | Bldg.107 CLC | 5881/3761 |

## Practice Locations & Extensions

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| Practice                 | Location      | Extension |
|--------------------------|---------------|-----------|
| <b>Primary Care:</b>     | Suite B       | 5301/5306 |
|                          | Suite D       | 4626      |
| Prosthetics              | 3E-15         | 5480      |
| Psychiatry               | 3B            | 5115      |
| Pulmonary                | 3C Suite J    | 3654/5654 |
| Radiation Therapy        | GD-13         | 5565      |
| Radiology                | 2D            | 6557      |
| Rectal                   | 2C Suite G    | 5041      |
| Rehab. Medicine          | 3D-14         | 5080      |
| Renal                    | 4C            | 6636      |
| Rheumatology             | 3C-45         | 5842      |
| SAS                      | 5B            | 6957      |
| Sharing Agreement        | 1C Suite A    | 4624      |
| <b>Social Work:</b>      |               |           |
| Primary Care             | 1C-34         | 5942      |
| Specialty Clinics        | Suite G       | 5339      |
| Spinal Cord Injury       | 1A-07         | 5405/5409 |
| Spinal Cord Injury Rehab | 1D-53         | 3770      |
| SCI - Rehab Med          | Courtyard -1C | 3770      |
| Speech                   | 3E-14         | 6803      |
| Surgical Consult         | 2C Suite G    | 5342/5041 |
| Travel Office            | 1C-06         | 5323      |
| TriCare                  | 6C-Suite A    | 3781      |
| Urology                  | 1C-18         | 5359/5360 |
| V.I.S.T. Coordinator     | 4C-03         | 6656      |
| Vascular                 | 2C Suite G    | 5021/5041 |
| Volunteers               | 3E-81         | 5475      |

## Practice Locations & Extensions

| Practice                   | Location | Extension |
|----------------------------|----------|-----------|
| Women's Health             | 6C       | 4625      |
| Women Veterans Program Mgr | 6C-50    | 3778      |

### OTHER

|                     |       |                |
|---------------------|-------|----------------|
| Director's Office   | 9C-11 | 6512           |
| Insurance & Billing | 9A-36 | 6414           |
| Nurse Helpline      | -     | 1-800-877-6976 |
| Patient Advocate    | 9C-10 | 6516/6602      |
| Pharmacy Refills    |       | 1-888-327-9670 |



## **Our Mission Statement**

To provide the highest quality of healthcare.

## **Our Vision Statement**

As One VA, we strive to meet our veterans' current and future needs by providing state-of-the-art health care, education, and research.

The Bronx VA will be known for outstanding and compassionate service to our veterans, our collaboration with the communities which we serve and our education and research initiatives.

## **Our Core Values**

**Trust:** The basis for the caregiver-patient relationship and is fundamental to all that we do.

**Respect:** Honoring the dignity and worth of our patients, their families, our co-workers, and in a system we are part of.

**Commitment:** Assume responsibility for our individual and collective actions.

**Compassion:** Demonstrating empathy and caring in all that we say and do.

**Excellence:** Being the most competent in everything that we do and continually improving what we do.







*"The willingness with which our young people are likely to serve in any war, no matter how justified, shall be directly proportional as to how they perceive the Veterans of earlier wars were treated and appreciated by their Nation."*

- George Washington



At the James J. Peters VA Medical Center, we salute all veterans for your service to our country. We recognize the many sacrifices you have made and we consider it our privilege to serve you in your time of need. It is our job, to deliver to you, the very highest level of health care.



**James J. Peters  
VA Medical Center**

